

PIONEERS MEMORIAL HEALTHCARE DISTRICT  
207 West Legion Road, Brawley, CA 92227  
**REGULAR MEETING OF THE BOARD OF DIRECTORS**

Tuesday, June 27, 2023  
PMH Auditorium  
5:00 pm

## Minutes

**PMHD MISSION: Quality healthcare and compassionate service for families of the Imperial Valley**

In compliance with the Americans with Disabilities Act, if you require special accommodations to participate in a board meeting, please contact the District at (760) 351-3250 at least 47 hours prior to the meeting.

### I. **CALL TO ORDER** (time: 5:00 pm – 5:15 pm)

President Santillan called the meeting to order at 5:00 pm in the PMH Auditorium

#### A. Roll Call

**BOARD MEMBERS:**

Katy Santillan, President  
Enola Berker, Vice President  
Rachel Fonseca, Secretary  
Linda Rubin, Treasurer  
Nick Aguirre, Asst. Secretary/Treasurer

**STAFF:**

Damon Sorensen, Interim CEO  
Carly Loper, CFO  
Sally Nguyen, General Counsel  
Carol Bojorquez, CNO

**GUESTS:**

Carly Zamora, Chief of Clinics  
Charity Dale, Director of Human Resources  
Michelle Ramirez, Director of Marketing & Community Relations

#### B. Approval of Agenda

A motion was made to approve the agenda by Director Aguirre, seconded by Director Fonseca. **The motion was unanimously carried.**

### II. **BOARD MEMBER COMMENTS**

Director Rubin advised that the hearing of bill AB 918 has been rescheduled for July 12, 2023. She has been trying to contact Assemblymember Padilla's office. Director Santillan noted that she would ask Garcia's office if we can have a copy of the amended bill. Director Rubin was also happy to see that the base station ceremony has been scheduled. Mr. Sorensen noted that due to the weather, the ceremony will be partially outside. The ceremony will be short and held outside, then refreshments will be provided in the auditorium.

Director Aguirre announced that Ms. Ruth Janet Williams passed away on June 4<sup>th</sup>. She was a painter that often contributed her works to the PMH Foundation Gala for auction to

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benefit Pioneers. The Board sends their sympathies to Ms. Williams' family.

- III. PUBLIC COMMENTS** – At this time, the Board will hear comments on any agenda item and on any item not on this agenda. If any person wishes to be heard, he or she shall stand; address the chairperson and state the subject, or subjects, upon which he or she desires to comment. Time limit for each speaker is 5 minutes. A total of 15 minutes shall be allocated for each item. *(time: 5:15 pm – 5:30 pm)*

Ms. Rae Jean Murray asked the Board what communications have been shared regarding AB 918 with the community. She noted that there are a lot of community members that are concerned about this bill and El Centro's debt. Mr. Sorensen advised that PMHD has done various things to inform the public like attending city council meetings, cooperating with news outlets for articles and posting informational videos on social media about this bill. It was noted that, unfortunately, we do not currently know what the bill looks like as it has been amended several times and will likely be amended again.

- IV. OLD BUSINESS** *(time: 5:30 pm – 5:40 pm)*

**There was no old business.**

- V. MEDICAL STAFF REPORT** – Ramaiah Indudhara, MD, Chief of Staff, will present for Board consideration, the following matters: *(time: 5:40 pm – 6:00 pm)*

- A. Recommendations from the Medical Executive Committee for Medical Staff Membership and/or Clinical Privileges, policies/procedures/forms, or other related recommendations

It was reported that Dr. Indudhara is on military leave and will not be attending the meeting. All of the credentialing/privileging and policies and procedures went through the proper approvals. A motion was made to approve the medical staff report by Director Rubin, seconded by Director Berker. **The motion was unanimously carried.**

- VI. POLICIES/PROCEDURES/REVIEW OF OTHER ITEMS** – The Board will consider and may take action on the following: *(time: 6:00 pm – 6:45 pm)*

- A. Hospital Policies

1. Termination and Severance

Mr. Sorensen introduced Ms. Charity Dale, new HR director for Pioneers. With her arrival, the Board would like to send the policy back for Ms. Dale's for her review.

- B. Update Reports

1. Women's Auxiliary

Director Rubin advised that the gift shop is still open and encourages everyone's patronage.

2. LAFCO

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## 3. Funding Requests Committee

**No funding requests were received.**

4. General Counsel Evaluation
5. Compliance Officer Evaluation

**The evaluations will be discussed in closed session.**

- C. Consider and Approve Resolution 2023-03, A Resolution of Pioneers Memorial Healthcare District Authorizing Execution and Delivery of a Promissory Note and Security Agreement, and Certain Actions in Connection Therewith for a Loan Under Distressed Hospital Loan Program
- D. Authorize Addendum 6 to Task Order No. 2019-01 with Xtend Healthcare, LLC  
Contract Value: estimated \$24,000; Contract Term: Two (2) months; Budgeted: Yes; Budget Classification: Purchased Services
- E. Authorize Addendum to the Services Agreement for Coding Support Services with Xtend Healthcare, LLC  
Contract Value: estimated \$35,000/mo.; Contract Term: Six (6) months; Budgeted: Yes; Budget Classification: Purchased Services
- F. Authorize Renewal of Blood Services Agreement with LifeStream  
Contract Value: depends on usage; Contract Term: Three (3) years; Budgeted: Yes; Budget Classification: Purchased Services
- G. Authorize Credentialing Agreement with Progressive Healthcare  
Contract Value: not to exceed \$15,000; Contract Term: Three (3) years; Budgeted: Yes; Budget Classification: Purchased Services
- H. Authorize Membership Dues with Association of California Health Care Districts (ACHD)  
Contract Value: \$28,325; Contract Term: One (1) year; Budgeted: Yes; Budget Classification: Membership Dues
- I. Authorize Orthopedic Weekend On-Call Agreements  
Contract Value: \$88,800; Contract Term: Two (2) years; Budgeted: Yes; Budget Classification: Professional Fees
- J. Authorize Renewal of Agreement with Pathology Associates of Southern California  
Contract Value: \$270,000; Contract Term: Three (3) years; Budgeted: Yes; Budget Classification: Purchased Services
- K. Authorize Service Agreement with Attentive Hospice, Inc. dba Trusted Quality Hospice Care  
Contract Value: 100% Medi-Cal Rate; Contract Term: One (1) year; Budgeted: Yes; Budget Classification: Revenue

Item D – Director Rubin requested more information regarding the coding agreement. Ms. Loper reported that Pioneers has a different coding company that provides two coders for outpatient services. However, their productivity has not been up to par and therefore, she would like to switch out those two coders to a different company. Xtend provides a lot of revenue cycle services to the District already, so we would like to add this service via an addendum to their current service agreement.

Item K – Director Fonseca requested more information regarding the agreement with Attentive. Ms. Loper advised it is a company that provides hospice services to the skilled

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nursing facility. As the District begins transitioning the SNF to Pioneers, more contracts will be brought for the Board to review and approve.

Item G – It was requested that more information be provided regarding the agreement with Progressive. Ms. Carly Zamora reported that this is for the payors credentialing which the District's medical staff does not handle. Progressive can take care of this service for us.

A motion was made to approve Items C, F, H, J, and K by Director Rubin, seconded by Director Aguirre. **The motion was unanimously carried.**

A motion was made to approve Items D, E, G, and I by Director Rubin, seconded by Director Aguirre. Director Berker recused herself from taking any action on these items as there may be a conflict of interest. In Favor=4; Opposed=0; Abstain=1. **Motion carried.**

**VII. MANAGEMENT REPORTS** – The Board will receive the following information reports and may take action. (*time: 6:45 pm – 7:30 pm*)

A. Operations Reports – Damon Sorensen, Interim CEO

1. CEO Report (Interim Chief Executive Officer)

Mr. Sorensen noted that we are expecting quite a crowd for the Base Station launch ceremony. There will be two helicopters here and a lot of people from EMS. Invitations have been extended to the PMHD Board, PMH Foundation Board, the Local Health Authority Board, the El Centro City Council, the Brawley City Council, Heffernan District Board, the County Board of Supervisors, the Women's Auxiliary, the press and several others. Again, there will be tents set up to provide shade and refreshments will be served in the auditorium. Mr. Sorensen stated that we are excited to have Ms. Dale here. She comes with 20+ experience in human resources. As mentioned at the last meeting, the District's retention rate is down 30% as of the month of May compared to last year. Mr. Sorensen stated that notification has gone out to everyone that Ms. Carol Bojorquez has been moved from interim CNO to permanent. Congratulations were extended to Ms. Bojorquez.

2. Hospital operations (Chief Nursing Officer)

Ms. Bojorquez reported that on average we see 114 visits to the ER. This translates to about 8% of admissions; that's 247 admissions from June 1<sup>st</sup> to now. There are about 6 to 7 admissions daily and there has been an increase in observation cases. Work will be done with the physicians to review those observation rates. Ms. Bojorquez pointed out the while the staff have been tired, they have stepped up to get the admissions done in a timely manner and she's really proud of all their efforts and teamwork. She provided an overview of the transfer report. There has been a total of 422 transfers from January 1<sup>st</sup> through May. In May, there were 93 transfers made. The top specialty cases transferred were in GI (26), Cardiac (15) and Pediatrics (13). The report has been shared with

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the Medical Staff. One of their recommendations is to do follow-up on the patients that were transferred to see what the outcome was of their transfer; for example, check to see if they received treatment or not, and what type of treatment. Director Aguirre stated that there was a concern among the medical staff about a cost involved with using the air transport service with Reach. Ms. Bojorquez noted that the concern had to do with them feeling like there was a conflict of interest in using Reach because of a lot of delays with EMS. After some discussion, Ms. Bojorquez was asked to obtain more information about what the issue is. Ms. Bojorquez noted she would reach out and get more information. Director Berker asked if the hospitalists were supposed to provide daily coverage. Ms. Bojorquez mentioned that she had not seen the formal agreement, but what was reported to her was that Dr. Richley would be here to do daily medical directorship duties and pick up shifts. Ms. Bojorquez stated that she requested the schedule this morning but did not see Dr. Richley on the schedule. She is unsure if the schedule was revised but is obtaining clarification. Ms. Bojorquez reported that, in an effort to improve staffing, especially in the Med/Surg department, they will be instituting the team-model approach. There will be three traditional RN assignments, plus two-care model teams. This care model includes one RN, one LVN and one CNA. To implement this model, it will require six LVNs; the hiring of four of those has already occurred.

### 3. Clinics operations (Chief of Clinic Operations)

Patient satisfaction rates are shared with the Clinics' staff and there is a discussion about what can be done to improve the scores. There are still a lot of issues with physicians cancelling procedures which causes dissatisfaction. This is being addressed with the providers. The no-show rate has decreased. There are still a few areas that are still being worked on, but the staff continues to reach out to patients. There are five open positions in the clinics. Unlocked notes are at 94% for the first quarter. The goal is to reach 95%. On the physician recruitment side, Ms. Zamora advised that she is in conversations with Scripps regarding GI, Hepatology and Hematology specialties. An offer was sent out for the general surgeon with ERCP and will report back the outcome to the Board. She noted she had three GI candidates, but two of them withdrew their interest. The third one will be graduating in July 2024 and we will see where that goes.

### 4. Medical staff (Chief Nursing Officer)

Ms. Bojorquez advised that meetings are held with Dr. Warner, of the hospitalist group, to go over areas of concern. Dr. Richley is the interim Medical Director for the group and will have communications with her as well.

### 5. Finance (Chief Financial Officer)

Ms. Loper mentioned that work continues with the Distressed Hospital loan program. She will be submitting the first round of documentation by June 30<sup>th</sup>. Based on those documents they will review and let us know if we have a chance or not and then, we will submit the plan by July 31<sup>st</sup>.

### 6. Information technology (Chief Nursing Officer)

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Ms. Teague continues to work with Cerner on the implementation. Meetings are held on a weekly basis with PMHD Staff. There will be a day ½ meeting tomorrow to go over revenue cycle. In mid-July, a team of staff will be attending a bootcamp on the Cerner implementation. The more the staff becomes familiar with Cerner, the more they realize that it will be of great help in obtaining data that we need.

7. Marketing (Director of Marketing)

Ms. Ramirez reiterated the Base Hospital Ceremony will be held this Friday, June 30<sup>th</sup>, and then advised that plans are underway for the skilled nursing facility reopening ceremony on July 12<sup>th</sup>.

8. Facilities, logistics, construction, support

**There was nothing to report.**

9. Quality resources - (Director of Quality Resources)

Ms. Bojorquez advised that there are some duties of the Quality Director that she will absorb as the CNO, but they will hire a data extractor to do some of the duties that she used to do. She also noted that for Leap Frog, PMHD would have to report by June 30<sup>th</sup> to participate, but we will not be able to meet that deadline; however, we will report in September. After that, we will assess if we want to continue to make this program a priority, which may be difficult with the upcoming Cerner implementation.

10. Board matters

**There was nothing to report.**

B. Legal Counsel Report – Sally Nguyen

1. All matters to be discussed in Closed Session

**VIII. CLOSED SESSION** – The following matters will be considered by the Board in closed session; the Board will reconvene in open session to announce any action taken on matters considered in closed session. *(time: 7:30 pm – 7:50 pm)*

A. CONSIDERATION OF MATTERS INVOLVING TRADE SECRETS – Safe Harbor: Health and Safety Code §32106, subparagraph (b)

1. Based on the Board's prior findings regarding Trade Secret classification, as contained in Resolution 2023-01, consideration and discussion of possible initiation of the following:
  - a. Updating Certain District Strategic Planning Initiatives

B. PENDING OR THREATENED LITIGATION – Safe Harbor: Subdivision (b) of Government Code §54956.9

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1. Conference with Legal Counsel regarding threatened litigation involving possible facts or circumstances not yet known to potential party or parties, disclosure of which could adversely affect the District's position.
  - a. Compliance Issues

C. PUBLIC EMPLOYEE PERFORMANCE EVALUATION: Government Code Section 54957 (b)(1):

1. Title: General Counsel
2. Title: Compliance/Privacy Officer

**IX. RECONVENE TO OPEN SESSION** (*time: 7:50 – 8:00 pm*)

A. Take Actions as Required on Closed Session Matters


**There were no reportable actions taken in closed session.**

**X. ADJOURNMENT** (*time: 8:00 pm*)

The meeting was adjourned to the next meeting.



Clerk of the Board



Board Secretary