

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

Tuesday, November 28, 2023
PMH Auditorium
5:00 pm

AGENDA

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*)

- A. Roll Call
- B. Approval of Agenda

II. BOARD MEMBER COMMENTS

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*)

IV. 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

V. 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. Auxiliary Aids and Services for Persons with Disabilities
 - 2. Health Information Device Acquisition
 - 3. Paid Time Off (PTO) and Medical Leave Hours
 - 4. Service Recovery
 - 5. Without Cause Termination and Severance
- B. Approval of Minutes
 - 1. 10/12/23 Special Meeting

SECTION

2. 10/18/23 Supplemental Meeting
3. 10/24/23 Regular Meeting
4. 10/30/23 Special Meeting

C. Update Reports

1. Women's Auxiliary
2. LAFCO

D. October 2023 Finance Report

E. Human Resources Report

F. Authorize Addendum for GE Carescape Upgrade and EMR Cutover with GE HealthCare
Contract Value: \$55,814.²⁵; Contract Term: Five (5) year; Budgeted: Partially; Budget Classification: Purchased Services/Repairs & Maintenance

G. Authorize Amendment No. 2 to Supplemental Funding Enhancement Program Agreement with Steve Clark & Associates
Contract Value: \$48,000; Contract Term: One (1) year; Budgeted: Yes; Budget Classification: Purchased Services

H. Authorize Hospital Service Agreement with MedCare Partners, Inc. dba MedCare Health Plan
Contract Value: 104% fee schedule; Contract Term: One (1) year; Budgeted: No; Budget Classification: Revenue

I. Authorize Renewal of Maintenance Agreement for EMC Storage Area Network with Dell Technologies
Contract Value: \$52,380.⁴³; Contract Term: Three (3) years; Budgeted: Yes; Budget Classification: Repairs & Maintenance

J. Authorize Renewal of Service Agreement for RadPro Digital Portable Xray System with Canon Medical Systems USA, Inc.
Contract Value: \$77,600; Contract Term: Four (4) years; Budgeted: No; Budget Classification: Repairs & Maintenance

K. Authorize Third Amendment to Administrative Services Agreement with Rady Children's Hospital – San Diego
Contract Value: Reduction of 75%; Contract Term: One (1) year; Budgeted: Yes; Budget Classification: Purchased Services

L. Authorize Renewal of Health Organization Billing Errors and Omissions and Regulatory Coverage with BETA Healthcare Group
Contract Value: \$47,288.³⁴; Contract Term: One (1) year; Budgeted: Yes; Budget Classification: Insurance

M. Authorize Professional Service Agreement with Mehboob Ghulam, DO
Contract Value: based on volumes; Contract Term: Three (3) years; Budgeted: Yes; Budget Classification: Professional Fees

N. Authorize Healthcare Staffing Services Agreement with DRWanted.com, LLC
Contract Value: based recruitment efforts; Contract Term: Three (3) years; Budgeted: No; Budget Classification: Purchased Services

SECTION

- O. Authorize Master Services Agreement with WellStack, Inc.
Contract Value: \$10,000/mo.; Contract Term: on-going with 30-day notice; Budgeted: No; Budget Classification: Subscription
- P. Authorize Agreement for Professional Services with GE Healthcare IITS USA Corp.
Contract Value: \$34,596.⁸⁰; Contract Term: One-time; Budgeted: No; Budget Classification: Purchased Services
- Q. Authorize Agreement with GE Medical Systems Information Technologies, Inc.
Contract Value: \$39,810; Contract Term: One-time; Budgeted: No; Budget Classification: Purchased Services/Capital
- R. Authorize Risk and Quality Management System Agreement with Symplr Care Management, LLC
Contract Value: \$45,000; Contract Term: One-time; Budgeted: No; Budget Classification: Purchased Services
- S. Authorize Renewal of Agreement for Offsite Records Storage Services with Pioneers Van and Storage
Contract Value: \$96,505; Contract Term: One (1) year; Budgeted: Yes; Budget Classification: Purchased Services
- T. Authorize Lithotripsy Services Agreement with Imperial Valley Lithotripsy, LLC
Contract Value: based on volumes; Contract Term: Five (5) years; Budgeted: No; Budget Classification: Purchased Services
- U. Authorize Purchase of Barracuda Email Security with CDW Government
Contract Value: \$67,914.⁵²; Contract Term: One (1) year; Budgeted: No; Budget Classification: License/Repairs & Maintenance
- V. Authorize Renewal of IT Backup Solution with Greenman IT Support
Contract Value: \$72,000; Contract Term: One (1) year; Budgeted: Yes; Budget Classification: Repairs & Maintenance
- W. Authorize Implementation to Cerner and Multiview with Global Health Exchange
Contract Value: \$44,761.⁵⁰; Contract Term: One-time; Budgeted: No; Budget Classification: Purchased Services

VI. 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)
 2. Hospital operations (Chief Nursing Officer)
 3. Clinics operations (Chief of Clinic Operations)
 4. Medical staff (Chief Nursing Officer)
 5. Finance (Chief Financial Officer)
 6. Information technology (Chief Nursing Officer)

SECTION

7. Marketing (Director of Marketing)
8. Facilities, logistics, construction, support
9. Quality resources - (Director of Quality Resources)
10. Board matters

B. Legal Counsel Report – Sally Nguyen

1. All matters to be discussed in Closed Session

VII. 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. QUALITY ASSURANCE – Safe Harbor: Health & Safety Code 32155 the Board will hear reports of a hospital medical audit committee relating to:
 1. Quality Report/Scorecard
- B. 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
- C. PENDING OR THREATENED LITIGATION – Safe Harbor: Subdivision (b) of Government Code §54956.9
 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

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

- A. Take Actions as Required on Closed Session Matters

IX. ADJOURNMENT (time: 8:00 pm)



DATE: November 21, 2023 DRAFT

TO: Pioneers Memorial Healthcare District Board of Directors

FROM: Ramaiah Indudhara, M.D; Chief of Staff

SUBJ: Medical Staff Recommendations for Approval

ITEMS FOR CONSIDERATION: Recommendations from the Medical Executive Committee for Medical Staff Membership and/or Clinical Privileges, policies/procedures/forms or other related recommendations.

SUMMARY AND BACKGROUND: The Medical Executive Committee, upon the recommendations of the Credentials Committee and the respective clinical services and/or chiefs and based on the completed credential files, policies, and procedures, recommends that medical staff membership and/or clinical privileges be granted as outlined below:

1. Recommendation for **Initial Appointment** to the **Provisional Staff effective December 1, 2023** for the following:

• Abdullah, Khalid, MD	Internal Medicine
• Ferguson, Brian, DO	Emergency Medicine
• Oz, Abdullah, MD	Internal Medicine
• Reyes, Renato, MD	Internal Medicine

2. Recommend **Reappointment** effective December 1, 2023 for the following:

• Al-Jasim, Mohammed, MD	Infectious Disease
• Azinge, Welim, MD	Family Medicine
• Corbett-Detig, James, MD	Emergency Medicine
• Farrell, Robert, MD	Teleradiology
• Hussain, Shahid, MD	Nephrology
• Mischiu, Oana, MD	Teleradiology
• Morneau, Leonard, MD	Teleradiology
• Thomson, Matthew, MD	Teleradiology
• Vo, Anh, DO	Internal Medicine
• Whyte, Mark, MD	General Surgery
• Castelhano, Ashley, PA	Physician Assistant
• Jonet, Wendy, CRNA, DNP	Nurse Anesthetist
• Larkin, Kevin, PA	Physician Assistant
• Nelson, Araceli, CNM	Certified Nurse Midwife
• Valenzuela, Mercy, CNM	Certified Nurse Midwife

3. Recommend Request for **Release from Proctoring and Advancement** effective December 1, 2023:

• Aziz, Omar, MD	OB/GYN
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4. Recommend acceptance of the following **Resignations from Staff** effective December 1, 2023:

• Calvin, Travis, MD	Neurosurgery (Effective: October 1, 2023)
• Grimaldo, Felipe, MD	Emergency Medicine (Failure to reappoint)
• Leslie, Eric, MD	Emergency Medicine (Voluntary Resignation)
• Vemulapalli, Jaganmohan, MD	Urology (Voluntary Resignation)
• Fuller, Thomas, CRNA	Nurse Anesthetist (Failure to reappoint)
• Serra, Natalie, CRNA	Nurse Anesthetist (Failure to reappoint)

5. Recommend acceptance of the following policies/forms:

- Temporary Fluoroscopy Permit Attestation Form
- Admission of Patients to Pediatrics (CLN-01701)
- Ambulatory Infusion Services GI Medications (OPS-00803)

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- Communication with the Patient/Family After a Harm Event (ADM-00134)
- Emergency Medications (CLN-02822)
- Ferric Carboxymaltose (Injectafer®) IV Outpatient Order (OPS-00802)
- Hyperbilirubinemia-Phototherapy Early Discharge and Readmission (CLN-01799)
- Pain Assessment in Children (CLN-00310)
- Bubble Study Echocardiogram (CLN-02811)
- Medication Error Reduction and Prevention Performance Improvement Plan (CLN-02811)
- Code Stroke – Emergency Department (CLN-01928)
- Emergency Department Reporting of Alleged Abuse Adult or Pediatric (CLN-00902)
- Guidelines for Influx of Patients with Highly Communicable Diseases (EOC-00135)
- Influenza Vaccination Program (HRD-00100)
- Iron Sucrose (Venofer) IV Outpatient (OPS-00801)
- Managing Emergency Department Excess Volume (CLN-01927)
- Food Drug Interactions (CLN-02147)
- Investigational Medications (CLN-02850)
- Medication Administration (CLN-02901)
- Medication Dispensing and Return (CLN-02820)
- Medication Profiles and Access to Patient Information (CLN-03002)
- Medication Overrides – Pysis ®
- Medication Recalls (CLN-02852)
- Medication Shortages (CLN-02843)
- Ordering and Prescribing General Requirements (CLN-02828)
- Pediatric Medication Use (CLN-02866)
- Pharmacy Aminoglycoside Management (CLN-02868)
- PRN-Medication Orders (CLN-02977)
- Return Medication Handling (CLN-02977)
- Storage Requirements for Medications (CLN-02800)
- Temperature Logs and Medication Storage Equipment/Refrigeration & Freezer Medication Storage (CLN-02985)
- Therapeutic Duplication DISCONTINUE (CLN-03008)
- Therapeutic Interchange Levalbuterol (Xopenex®) to Albuterol (CLN-02986)
- Therapeutic Substitution of Carbapenem-Antimicrobials (CLN-02818)
- Verbal/Telephone Orders (CLN-02862)
- Bloodborne Pathogen Exposure Control Plan (CLN-02303)
- Care of an Emergency Patient Contaminated with Hazardous Materials – Code Orange (EOC-00095)
- COVID 19 Vaccination Program (HRD-01396)
- Emergency Preparedness Medical Surge Registration and Triage (EOC-00180)
- Hazardous Drugs Communication Program (CLN-02989)
- Recalls and Hazard Notices for Medical Devices – Pharmacy (CLN-02995)
- Risk Management Plan (ADM-00476)

6. Clinical Service and Committee Reports:

- Medicine – A meeting was held, no issues to report.
- Emergency Medicine – No meeting was held.
- Surgery/Anesthesia/Pathology – A meeting was held.
- OB/GYN – No meeting was held.
- Pediatrics – A meeting was held.
- Medical Imaging – No meeting was held.
- Ambulatory Services – Nothing to report.
- Credentials & Bylaws – A meeting was held it was presented at MEC.
- Utilization Management – No report.

RECOMMENDATION: That Pioneers Memorial Healthcare District Board of Directors approves each of the recommendations of the Medical Executive Committee for medical staff membership and clinical privileges as outlined above, policies and procedures as noted and authorizes the chief executive officer to sign any documents to implement the same.

PIONEERS

MEMORIAL HEALTHCARE DISTRICT

Respectfully submitted,
Ramaiah Indudhara, MD, MBA, FACS
Chief of Staff
RI/arc

POLICIES FOR APPROVAL AT MEC

	Policy	Policy No.	Page #	Revisions (see policy for full description)
1.	Admission of Patients to Pediatrics	CLN-01701	• 01-02	• Submitted with no changes
2.	Ambulatory Infusion Services GI Medications	OPS-00803	• 03-04	• Submitted with no changes
3.	Communication with the Patient/Family After a Harm Event	ADM-00134	• 05-15	• Submitted with no changes
4.	Emergency Medications	CLN-02822	• 16-67	• Added NICU crash cart to table under section 5.2 to the ER department due to recent addition. • Updated Rad crash cart in section 5.2 table to SD room vs Indio room location.
5.	Ferric Carboxymaltose (Injectafer®) IV Outpatient Order	OPS-00802	• 68	• No revisions
6.	Hyperbilirubinemia-Phototherapy Early Discharge and Readmission	CLN-01799	• 69-74	• Removed Natus throughout the body of the policy • Added 4.3.2.6 and 4.3.2.7 • Added reason to 5.11.1 • Change to 5.10.2 as close as 15cm
7.	Pain Assessment in Children	CLN-00310	• 75-78	• Added 5.1, 5.1.1 and 5.1.2 • Added 5.1.4, 5.1.5, 5.1.6 and 5.1.7
8.	Bubble Study Echocardiogram	CLN-01225	• 79-81	• New Policy
9.	Medication Error Reduction and Prevention Performance Improvement Plan	CLN-02811	• 82-109	• Attachment E update PI 2022 Eval • Attachment D updated to 2022 review with a reformat of this attachment to ease reading and understanding
10.	Code Stroke – Emergency Department	CLN-01928	• 110-128	• Deleted 5.1.1.3 Extended-window Code Stroke debilitating stroke symptoms with onset between 8 and 24 hours, including wake-up stroke known to be normal within previous 24 hours.

POLICIES FOR APPROVAL AT MEC

				<ul style="list-style-type: none"> • Deleted 3.2.4 Laboratory tests resulted <45 minutes • Modified policy to reflect TNKase-Tenecteplase instead of tPA • 6.1 updated reference. • Created Ischemic Stroke Tenecteplase Pre-Printed Order Set
11.	Emergency Department Reporting of Alleged Abuse-Adult or Pediatric	CLN-00902	• 127-136	<ul style="list-style-type: none"> • 5.2.1.2.3.1.1 Phone number extension changed: to extension "5799"
12.	Guidelines for Influx of Patients with Highly Communicable Diseases	EOC-00135	• 137-172	<ul style="list-style-type: none"> • Remove attachment E, 9/2023 CV19 • Author Change
13.	Influenza Vaccination Program	HRD-00100	• 173-176	<ul style="list-style-type: none"> • Annual review; no changes
14.	Iron Sucrose (Venofer) IV Outpatient	OPS-00801	• 177	<ul style="list-style-type: none"> • No revisions
15.	Managing Emergency Department Excess Volume	CLN-01927	• 179-181	<ul style="list-style-type: none"> • Added/Revised Sections: 1.2; 4.2.1-4.2.7
16.	Food -Drug Interactions	CLN-02147	• 182-184	<ul style="list-style-type: none"> • No revisions
16.	Investigational Medications	CLN-02850	• 185-186	<ul style="list-style-type: none"> • Submitted for review without changes
17.	Medication Administration	CLN-02901	• 187-197	<ul style="list-style-type: none"> • Revised procedure 5.1 adding multiple personnel that are allowed to administer medications • Added 5.4.10.2 "room number is NEVER used as an identifier" • Updated references
18.	Medication Dispensing and Return	CLN-02820	• 198-201	<ul style="list-style-type: none"> • No revisions
19.	Medication Profiles and Access to Patient Information	CLN-03002	• 202-204	<ul style="list-style-type: none"> • No revisions
20.	Medication Overrides – Pysis ®	CLN-02973	• 205-216	<ul style="list-style-type: none"> • No revisions
21.	Medication Recalls	CLN-02852	• 217-223	<ul style="list-style-type: none"> • Submitted for review without changes.
22.	Medication Shortages	CLN-02843	• 224-233	<ul style="list-style-type: none"> • No revisions

POLICIES FOR APPROVAL AT MEC

23.	Ordering and Prescribing General Requirements	CLN-02828	• 234-239	• No revisions
24.	Pediatric Medication Use	CLN-02866	• 240-280	• No revisions
25.	Pharmacy Aminoglycoside Management	CLN-02868	• 281-305	• Submitted for review without changes
26.	PRN Medication Orders	CLN-02838	• 306-310	• No revisions
27.	Return Medication Handling	CLN-02977	• 311-312	• Submitted for review without changes
28.	Storage Requirements for Medications	CLN-02800	• 313-315	• No revisions
29.	Temperature Logs and Medication Storage Equipment/Refrigeration & Freezer Medication Storage	CLN-02985	• 316-346	• No revisions
30.	Therapeutic Duplication DISCONTINUE	CLN-03008	• 347-349	• No revisions
31.	Therapeutic Interchange Levalbuterol (Xopenex®) to Albuterol	CLN-02986	• 350-364	• Submitted for review without changes
32.	Therapeutic Substitution of Carbapenem Antimicrobials	CLN-02818	• 365-379	• No revisions
33.	Verbal/Telephone Orders	CLN-02862	• 380-382	• Submitted for review without changes
34.	Bloodborne Pathogen Exposure Control Plan	CLN-02303	• 383-387	• 5.1 added to include exposure risk categories per Title 8, 5193
35.	Care of an Emergency Patient Contaminated with Hazardous Materials – CODE ORANGE	EOC-00095	• 388-396	• Author changed.
36.	COVID 19 Vaccination Program	HRD-01396	• 397-400	• Removal of CDPH AFL 21-34.4, COVID -19 Vaccine Requirement for Healthcare Personnel (HCP) • Removal of line 1.2, CDPH COVID booster vaccine requirement • Removal of line 1.1, CMS vaccine requirement • Removal of mitigation plan and masking requirements for unvaccinated
37.	Emergency Preparedness Medical Surge Registration and Triage	EOC-00180	• 401-408	• Change of Author
38.	Hazardous Drugs Communication Program	CLN-02989	• 409-458	• No revisions

POLICIES FOR APPROVAL AT MEC

39.	Recalls and Hazard Notices for Medical Devices – Pharmacy	CLN-02995	<ul style="list-style-type: none">459-461No revisions
40.	Risk Management Plan	ADM-00476	<ul style="list-style-type: none">462-4635.2.5.5 changed to Department Leaders, from Leadership Counsel

Pioneers Memorial Healthcare District

Title: Auxiliary Aids and Services for Persons with Disabilities		Policy No. CLN-00001
		Page 1 of 3
Current Author: Carol Bojorquez		Effective: 12/2/2014
Latest Review/Revision Date: 11/6/2023		Manual: Clinical / Nursing Administration

Collaborating Departments: Facilities, Clinical Departments, Registration, Compliance	Keywords:		
Approval Route: List all required approval			
MARCC 11/9/2023	PSQC	Other:	
Clinical Service _____	MSQC	MEC	BOD 11/2023

Note: If any of the sections of your final layout are not needed do not delete them, write "not applicable".

1.0 Purpose:

1.1 To ensure patients with disabilities are provided full access to services.

2.0 Scope: District wide**3.0 Policy:**

3.1 Pioneers Memorial Healthcare District will take appropriate steps to ensure that persons with disabilities, including persons who are deaf, hard of hearing, or blind, or who have other sensory or manual impairments, have an equal opportunity to participate in our services, activities, programs, and other benefits. The procedures outlined below are intended to ensure effective communication with patients/clients involving their medical conditions, treatment, services, and benefits. The procedures also apply to, among other types of communication, communication of information contained in important documents, including waivers of rights; consent to treatment forms, financial and insurance benefits forms, etc. All necessary auxiliary aids and services shall be provided without cost to the person being served.

3.2 All staff will be provided written notice of this policy and procedure, and staff may have direct contact with individuals with disabilities will be trained in effective communication techniques, including the effective use of interpreters.

4.0 Definitions: Not applicable**5.0 Procedure:**

5.1 Identification and Assessment of Need:

5.1.1 Pioneer Memorial Healthcare District provides notice of the availability of and procedure for requesting auxiliary aids and services through notices in our brochures, handbooks and other written material and through notices in the lobby and waiting rooms. When an individual self-identifies as a person with a disability that affects the ability to communicate or to access or manipulate written materials request an auxiliary aid or service, staff will consult with the individual to determine what aids or services are necessary to provide effective communication in particular situations.

5.2 Provision of Auxiliary Aids and Services:

5.2.1 PMHD shall provide the following services or aids to achieve effective communication with persons with disabilities:

The electronic version of this policy supersedes any printed copy.

Pioneers Memorial Healthcare District

Title: Auxiliary Aids and Services for Persons with Disabilities		Policy No. CLN-00001
		Page 2 of 3
Current Author: Carol Bojorquez		Effective: 12/2/2014
Latest Review/Revision Date: 11/6/2023	Manual: Clinical / Nursing Administration	

5.2.1.1 For Persons Who Are Deaf or Hard of Hearing

5.2.1.1.1 For persons who are deaf/hard of hearing and who use sign language as their primary means of communication, the contact employee on site is responsible for providing effective interpretation or arranging for qualified interpreter when needed. The House Supervisor can be contacted to assist as needed.

5.2.1.1.2 In the event that an interpreter is needed, the Unit/Clinic Director or House Supervisor is responsible for providing effective interpretation or arranging for qualified interpreter when needed and:

5.2.1.1.2.1 Obtaining an outside interpreter if a qualified interpreter on staff is not available. LanguageLine Solutions has agreed to provide interpreter services. To access, dial 1-800-523-1786 and provide digital code ID 201448. You must then input language choice and patient MR number without leading zeros.

5.2.1.1.2.2 LanguageLine laptop on wheels is located in the Emergency Room/Inpatient units and instructions are attached to the cart.

5.2.1.1.3 Communicating by Telephone with Persons Who Are Deaf or Hard of Hearing

5.2.1.1.3.1 PMHD utilizes a Telecommunication Device for the Deaf (TDD) for external communication. The telephone number for the TDD is **1-760-344-1912**. The TDD and instructions on how to operate it are located at the switchboard.

5.2.1.1.4 Some people who are deaf or hard of hearing may prefer or request to use a family member or friend as an interpreter. However, family members or friends of the person will not be used as interpreters unless specifically requested by that individual and after an offer of an interpreter at no charge to the person has been made by the facility. Such an offer and the response will be documented in the person's file. If the person chooses to use a family member or friend as an interpreter, issues of competency of interpretation, confidentiality, privacy and conflict of interest will be considered. If the family member or friend is not competent or appropriate for any of these reasons, competent interpreter services will be provided.

NOTE: Children will not be used to interpret, in order to ensure confidentiality of information and accurate communication.

5.2.1.2 For Persons Who are Blind or Who Have Low Vision

5.2.1.2.1 Staff will communicate information contained in written materials concerning treatment, benefits, services, waivers of rights, and

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Pioneers Memorial Healthcare District

Title: Auxiliary Aids and Services for Persons with Disabilities		Policy No. CLN-00001
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Current Author: Carol Bojorquez		Effective: 12/2/2014
Latest Review/Revision Date: 11/6/2023		Manual: Clinical / Nursing Administration

consent to treatment forms by reading out loud and explaining these forms to persons who are blind or who have low vision.

5.2.1.2.2 Staff are available to assist people who are blind or who have low vision in filling out forms and in otherwise providing information in a written format.

5.2.1.3 For Persons with Speech Impairments

5.2.1.3.1 Writing materials, TDDs; computers, communication boards; and other communication aids are available in departments.

5.2.1.4 For Persons with Manual Impairments

5.2.1.4.1 Staff will assist those who have difficulty in manipulating print materials by holding the materials and turning pages as needed.

6.0 References:

6.1 Title VI, Civil Rights Act of 1964, 42 U.S.C. 2000d

6.2 Title II, American with Disabilities Act of 1990

6.3 Section 504 of the Rehabilitation Act of 1973

6.4 US Department of Health and Human Services-

<http://www.hhs.gov/ocr/civilrights/clearance/exampleofapolicyandprocedureforlep.html>

7.0 Attachment List:

7.1 Attachment A – LanguageLine Quick Reference Guide

7.2 Attachment B – LanguageLine Quick Logon Instructions

8.0 Summary of Revisions:

8.1 Included Clinical Departments, Registration, and Compliance in collaboration

8.2 Changed author

Accessing a LanguageU^C Interpreter

Before Placing a Video Call

- On the PC or Laptop
 - Log in with the computer username and password.
 - Connect to the internet, and if necessary, connect to the VPN.
- On the iPad
 - Press the home button and enter the passcode, if required.
 - Make sure that you are connected to the internet.

- ✓ Check that the camera is connected properly and positioned so that the individual with whom you need to communicate and the interpreter can see each other clearly.
- ✓ Test the microphone to check that it is active & the speaker volume is set to the highest level.

Accessing a LanguageUC Interpreter

Accessing the Video System

Look for the Humming Bird on the screen.

- **On the iPad**
 - Tap on the Icon.

- **On the PC/Laptop**
 - Double Click on the Icon.



Accessing a LanguageU^C Interpreter

Accessing the Video System

Your username and password should appear on the screen. If not, enter our 800 license number in both fields.

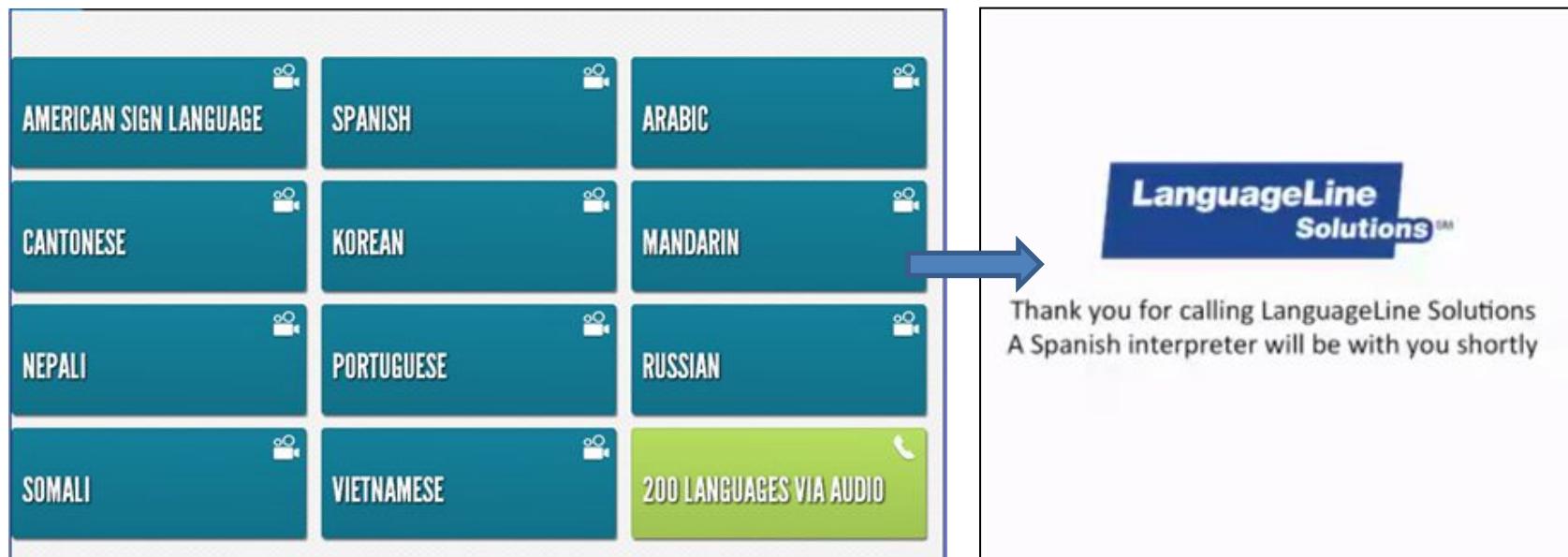
- **On the iPad:**
 - Tap the **LOGIN** button.
- **On the PC/Laptop:**
 - Click the **OK** button.



Accessing a LanguageUC Interpreter

Selecting the Language

- Select the **language** needed.
- A “**Hold Screen**” will appear until you connect to the interpreter.



- Document the interpreter name and ID#.

Accessing a LanguageU^C Interpreter

Audio Interpreter -200 LANGUAGES VIA AUDIO

- If you select this option or get routed to an interpreter via audio:
 - **on an iPad**
 - Tap on the screen to open the control buttons, select the keypad.
 - **on the PC/Laptop**
 - The control buttons show up automatically, select the keypad.
- When prompted, provide the information requested.

Accessing a LanguageUC Interpreter

Navigating the LanguageUC Control Buttons

- PC and laptop

<p>Microphone Mute - Mutes the audio to the interpreter</p> <p>Interpreter Mute - Mutes the interpreter</p> <p>Video Privacy - Turns off the camera to block the interpreter's view</p> <p>Screen Control - Allows you to adjust the self-view, side-by-side, and the interpreter windows on screen</p>	 <p>Microphone Mute Interpreter Mute Video Privacy Screen Control</p> <p>Call Hang Up Hold Turns Off Self Screen Full Size Screen View Key Pad</p>	<p>Call Hang Up - Ends the connection with the interpreter</p> <p>H for Hold - Places the video call on hold</p> <p>Circle Image - Turns off the camera to block the interpreter's view</p> <p>Full Size Screen View - Double click to see full size screen view</p> <p>Key Pad - Used for placing audio calls, when applicable</p>
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- iPad and tablet

<p>Hang Up - Ends the connection with the interpreter</p> <p>FECC - DO NOT USE</p> <p>Keypad - To be used when accessing interpreters via audio</p>	 <p>HANG UP MIC IS ON</p> <p>FECC VIDEO ON</p> <p>KEYPAD PIP IS ON</p>	<p>Mic is On - Mutes/unmutes the audio</p> <p>Video On - Turns the camera on/off</p> <p>PIP is On - Turns the self-view window on and off</p>
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Accessing a LanguageU^C Interpreter

Support Materials for Accessing LUC Interpreters

LanguageLine Solutions

Accessing a LanguageU^C Video Interpreter on an iPad

Before Placing the Video Call:

- ✓ Check that the iPad is connected to Wi-Fi and you can access the Internet.

Steps to Access the LanguageU^C Video Interpreter:

- 1 Select the video application icon.
- 2 Your username and password will appear on the screen. Tap on the LOGIN button.
- 3 Select language, needed. A hold screen will appear until you connect to the interpreter.
- 4 When the interpreter appears on the screen, document his/her name and ID #.

Remember to:

- ✓ Position the device so that the individual with whom you need to communicate and the interpreter can see each other.
- ✓ Ensure the individual is not in front of a window and does not have any other type of light source behind him/her.

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LanguageLine Solutions

Accessing a LanguageU^C Video Interpreter on a PC or Laptop

Before Placing the Video Call:

- 1 Turn on your PC or laptop and log in with your username and password, if necessary.
- 2 Connect to your Wi-Fi, if necessary.

LanguageLine Solutions 800.777.7400
111 S. Dearborn St., Ste. 1000, Chicago, IL 60603-4000
Fax: 312.421.1114 • www.LanguageLine.com

Steps to Access the LanguageU^C Video Interpreter:

- 1 Download the video application icon.
- 2 Your username and password will appear on the screen. Click the SIGN IN button on the login page.
- 3 Select language, needed. A hold screen will appear until you connect to the interpreter.
- 4 When the interpreter appears on the screen, document his/her name and ID #.

200 Languages Via Audio: If you select this option or get routed to an interpreter via audio, a new window will open. Hover over the key pad and when prompted provide the information requested. www.LanguageLine.com/200LanguagesViaAudio.aspx

Screen Control Buttons:

Move Left: Click the center button on the window that appears as soon as you start a video audio call.	Move Right: Click the center button on the interpreter.
Interpreter: This icon is the interpreter.	Screen Control Buttons: Click here to view the screen control buttons.
Video Image: Turn off the camera icon on the interpreter's side.	Move Left: Click the center icon here.
Screen Control: Click the center icon on the interpreter's side.	Video Image: Turn off the camera icon on the interpreter's side.
Full Screen: Click this icon to see what the screen icon is.	Full Screen: Click this icon to see what the screen icon is.
Key Pad: Use for picking audio calls when available.	Key Pad: Use for picking audio calls when available.

Important:

- ✓ Ensure that the interpreter is connected securely and you can see that the individual with whom you need to communicate and the interpreter can see each other clearly.
- ✓ Tell the interpreter to share their camera & the screen volume is set to the highest level.
- ✓ Address both as interpreter – not the interpreter. Speak directly to the person with whom you are communicating. To ensure accuracy, the interpreter may need to ask for identification or repetition.

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Quick Reference Guides (QRGs) include instructions for accessing an interpreter. The postcard-sized laminated version can hang by chain from the device. The larger, 8.5"x11" version is electronic in PDF format for emailing and storing on the computer.

Working with the LanguageU^C Whiteboard Feature

- The whiteboard can emphasize key information you would like the customer to understand and remember.
- To use the whiteboard:
 - Ask the interpreter to open it.
 - State what you want typed on the screen (keep the information concise).
 - The interpreter will type in the target language. You can request it to be typed in English as well.



Technical Troubleshooting LanguageU^C

If the application is not working, or it's taking a long time to connect, e.g. "spinning wheel":

- On the PC or laptop
 - Restart the computer.
 - Confirm you are connected to the internet or the VPN.
 - Select the LanguageU^C application.
- On the iPad or tablet
 - Double click on the "Home Button".
 - Close all running applications by putting your finger on them and sliding them upward off the screen.
 - Restart the LanguageU^C application.
- If technical issues persist:
 - Contact our company's IT Service Desk: XXX.XXX.XXXX
 - For after hours support contact LanguageLine's technical partner Stratus Video at CCATS (855)663.1231.

LanguageLine Customer Service

Customer Service:

LanguageLine is available for assistance for all services. If you need help with product information or support:

By Phone: 1-800-752-6096, option 2 - 6AM - 6PM PST Mon-Fri

By Email: customercare@languageline.com

Voice of the Customer:

If you wish to submit a comment or feedback to LanguageLine, visit their website at www.languageline.com and mouse over Customer Service and click on Provide Feedback. You may submit a Voice of the Customer (VOC). They welcome your communication.

Pioneers Memorial Healthcare District

Title: Health Information Device Acquisition		Policy No. ADM-00178 Page 1 of 2
Current Author: Carrie Teague		Effective: 3/26/2013
Latest Review/Revision Date: 09/15/2023		Manual: Administration / Admin Policies

Collaborating Departments: Biomed, HIMS, Information Systems, Administration, Purchasing	Keywords: Electronic Health Record		
Approval Route: List all required approval			
MARCC 11/9/2023	PSQC	Other:	
Clinical Service _____	MSQC	MEC	BOD 11/2023

Note: If any of the sections of your final layout are not needed do not delete them, write "not applicable".

1.0 Purpose:

- 1.1 To make certain that all biomedical devices and computers systems acquired by Pioneers Memorial Healthcare District (PMHD) support PMHD's integration strategy and utilization of Electronic Health Records (EHR).

2.0 Scope: District wide**3.0 Policy:**

- 3.1 PMHD will develop and maintain standards for oversight of the acquisition of equipment that acquires or stores patient health information.
- 3.2 Equipment and systems will be evaluated for ability to integrate into EHR and health information technology environment.

4.0 Definitions:

- 4.1 Electronic Health Record (EHR) – The total collection of a patient's medical records in electronic format.
- 4.2 Biomedical Equipment – Devices that capture and store patient information by direct links to the patient (Vital Sign Monitors, ECG Machines, IV pumps, Lab Equipment, Ventilators, etc.)
- 4.3 Health Information Technology – Computer systems that capture, store or output patient health information (eClinical Works, QuadramedCPR, Allscripts ED, PeriGen, etc.)
- 4.4 Integration / Interface – The ability to send data between devices and health information technology and different health information technology

5.0 Procedure:

- 5.1 Prior to purchase of health information technology or biomedical devices, proposed purchase will be reviewed by Health Information Management, Information Systems, Materials Management and Biomedical Departments.
- 5.2 Health Information Management will evaluate equipment to determine the impact on current electronic health records and workflows and process for interfacing data with existing systems.
- 5.3 Materials Management will evaluate proposed quote for contract terms/conditions, pricing verification and Group Purchasing Organization (GPO) compliance.
- 5.4 Biomed will evaluate devices and systems for quality and accuracy of capture and storage of patient health data.

The electronic version of this policy supersedes any printed copy.

Pioneers Memorial Healthcare District

Title: Health Information Device Acquisition		Policy No. ADM-00178
		Page 2 of 2
Current Author: Carrie Teague		Effective: 3/26/2013
Latest Review/Revision Date: 09/15/2023		Manual: Administration / Admin Policies

- 5.5 Information Systems will evaluate device interfaces and systems for ability to integrate into current health information technology environment, reliability and completeness of solution.
- 5.6 Electronic interfaces will be developed when possible and reasonable to automate the data collection process between computer systems.
- 5.7 Biomedical equipment that contains patient data will be interfaced when possible and reasonable.
- 5.8 Director of Information System's signature is required for all capital health information device purchases.
- 5.9 The hospital HIMs committee/MSQC (medical staff quality council) will meet regularly to oversee and maintain standards related to the quality of the electronic health record.

6.0 References: Not applicable

7.0 Attachment List: Not applicable

8.0 Summary of Revisions: Not applicable

Pioneers Memorial Healthcare District

Title: Paid Time Off (PTO) and Medical Leave Hours		Policy No. HRD-00012
		Page 1 of 4
Current Author: Charity Dale		Effective: 1977
Latest Review/Revision Date: 11/2023		Manual: Human Resources

Collaborating Departments: Administration, Legal		Keywords: PTO, Medical, Sick, Time Off, Reimbursement, Accrual, Kin Care	
Approval Route: List all required approval			
MARCC 11/9/2023	PSQC	Other:	
Clinical Service _____	MSQC	MEC	BOD 11/2023

Note: If any of the sections of your final layout are not needed do not delete them, write "not applicable".

1.0 Purpose:

- 1.1 To allow ample time away from work duties for rest and family needs in accordance with California law.
- 1.2 This policy is intended to meet California Family and Medical Leave Laws as well as the California Family Rights Act.

2.0 Scope:

- 2.1 Regular Full-Time, and Part-Time employees

3.0 Policy:

- 3.1 The PTO policy combines vacation, and holiday time into one combined block of time, allowing the employee to use PTO for personal leave, vacation, or holidays.
- 3.2 In addition to unrestricted PTO, PMHD provides other restricted leave benefits for specific purposes, including:
 - 3.2.1 Sick Leave for absences protected under CA Labor Code 246 (CA Sick Leave HRD-00029)
 - 3.2.2 Military Leave for employees to take time for active military service (see "Military Leave" policy HRD-00002)
 - 3.2.3 Supplemental Medical Leave specifically for scheduled surgeries, hospital admissions, or extended illnesses of over 5 days (see "Supplemental Medical Leave" policy HRD-00031)
 - 3.2.4 Family Medical Leave is specifically for protected leave to care for a family member (see "Family and Medical Leave" (FMLA/CFRA) policy HRD-00016)
 - 3.2.5 Bereavement leave for employees to attend funeral for the death of an immediate family member (see "Bereavement Leave" policy HRD-00017)
 - 3.2.6 Personal Leave of Absence for temporary absence of reasons after all other leaves have been exhausted (see "Personal Leave of Absence" policy HRD-00036).
- 3.3 Employees requesting time off for vacation or holidays must schedule their time off in advance and receive approval from their supervisor.
- 3.4 Employees may use PTO accrual balance for sick time off after exhaustion of Sick Leave balance per HRD-00029 policy.

Pioneers Memorial Healthcare District

Title: Paid Time Off (PTO) and Medical Leave Hours		Policy No. HRD-00012
		Page 2 of 4
Current Author: Charity Dale		Effective: 1977
Latest Review/Revision Date: 11/2023		Manual: Human Resources

4.0 Definition: Not applicable**5.0 Procedure:**

5.1 Accrual

- 5.1.1 Employees begin accruing hours from the date of hire.
- 5.1.2 Part-time employees will accrue one-half of what full-time employees accrue.
- 5.1.3 PTO accrual will stop while the employee is on a leave of absence. Accrual will begin again once the employee returns to work on a part-time or full-time basis.
- 5.1.4 PTO accrual shall increase based on years of service at PMHD according to the following schedule based on regular full-time employment:

5.1.4.1 PTO accrual for employees hired on and after April 1, 2023.

Years of Service	Accrued Hours Per Pay Period	Accrued Hours Per Year	Total Days Per Year	Maximum Accrual (hours)
0-2	4.92	128	16	184
3-5	5.53	144	18	208
6-7	6.15	160	20	240
8-9	6.77	176	22	264
10+	7.69	200	25	300

5.1.4.2 PTO Accrual for employees hired before April 1, 2023. Effective July 1, 2023.

Years of Service	Accrued Hours Per Pay Period	Accrued Hours Per Year	Total Days Per Year	Maximum Accrual (hours)
0-4	6.62	172	21.5	258
5-9	7.85	204	25.5	306
10+	9.38	244	30.5	366

5.1.4.3 PTO accrual for employees hired before January 1, 2018 shall increase based on years of service at PMHD according to the following schedule based on regular full-time employment. Effective July 1, 2023.

Years of Service	Accrued Hours Per Pay Period	Accrued Hours Per Year	Total Days Per Year	Maximum Accrual (hours)
1	6.62	172	21.5	N/A
2	6.92	180	22.5	270
3	7.23	188	23.5	282
4	7.54	196	24.5	294

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Pioneers Memorial Healthcare District

Title: Paid Time Off (PTO) and Medical Leave Hours		Policy No. HRD-00012
		Page 3 of 4
Current Author: Charity Dale		Effective: 1977
Latest Review/Revision Date: 11/2023		Manual: Human Resources

5	7.85	204	25.5	306
6	8.15	212	26.5	318
7	8.46	220	27.5	330
8	8.77	228	28.5	342
9	9.08	236	29.5	354
10	9.38	244	30.5	366
11+	9.69	252	31.5	378

5.2 Utilization

- 5.2.1 This Paid time off policy recommends employees take a minimum of two weeks off per year; at least one week should be consecutive days off.
- 5.2.2 The scheduling of PTO will be at the convenience of the department, as approved by the employee's manager.
- 5.2.3 In the event multiple time off requests are submitted to the department manager, requests will be approved in the order they are received, while still supporting departmental staffing needs.
- 5.2.4 All time off taken for vacation, holidays, and sick time after exhaustion of sick leave will come from the employee's PTO account, with the exception of the first day and subsequent days of hospitalization and for outpatient surgical procedures, or after one work week of absence due to illness. These hours may be paid from the employee's Supplemental Medical Leave account.

5.3 Pay-out for Change to Per Diem Status

- 5.3.1 When a full-time or part-time employee changes to per diem status, the employee's accrued and unused PTO will be paid out at his/her current regular rate of pay. Per Diem employees returning to Full-Time or Part-Time status will be placed in the new accrual plan in section 4.1.4.1.
- 5.3.2 Pay-out will be included in the employee's next regular payroll check at the employee's then-current pay rate.

5.4 PTO Cash-out

- 5.4.1 Employees have the opportunity to cash out PTO two times a year with a six-month break in between.
- 5.4.2 To be eligible for a PTO cash-out, the employee must have taken at least **3** paid consecutive days off, during the previous 12-month period.
- 5.4.3 Request to cash out PTO must be approved by the employee's Department Manager and Human Resources.
- 5.4.4 The employee's remaining PTO balance must be at least 80-hours after any PTO cash-out is made to the employee.
- 5.4.5 PTO hours cashed out will be included in the employee's next regular payroll check. PTO cash-outs will be paid at the employee's then-current pay rate.

5.5 Protected Leave

- 5.5.1 Employee may use PTO at any time while out on protected Family and Medical Leave, including for purposes of providing kin care, child-related activities, or for

Pioneers Memorial Healthcare District

Title: Paid Time Off (PTO) and Medical Leave Hours		Policy No. HRD-00012
		Page 4 of 4
Current Author: Charity Dale		Effective: 1977
Latest Review/Revision Date: 11/2023		Manual: Human Resources

victims of domestic violence and shall not be penalized in any way for such usage.

5.5.2 Please see “Family and Medical Leave” (FMLA/CFRA) policy HRD-00016 for more details on eligibility, usage, and protected leave.

6.0 References:

- 6.1 California Labor Code § 230.8
- 6.2 California Labor Code § 233.
- 6.3 California Labor Code § 246.

7.0 Attachment List: Not applicable**8.0 Summary of Revisions:**

- 8.1 Complete revision of policy.

PIONEERS MEMORIAL HEALTHCARE DISTRICT

Title: Service Recovery		Policy No. CLN-00389
		Page 1 of 3
Current Author: Merlina Esparza		Effective: 1/28/2013
Latest Review/Revision Date: 11/7/2023		Manual: Clinical / Nursing Policies

Collaborating Departments: Finance, Public Relations, Administration, Patient Experience Care Team, Quality, Risk Management	Keywords: Patient Satisfaction		
Approval Route: List all required approval			
MARCC 11/9/2023	PSQC	Other:	
Clinical Service _____	MSQC	MEC	BOD 11/2023

Note: If any of the sections of your final layout are not needed do not delete them, write "not applicable".

1.0 Purpose:

- 1.1 Perfection 100 percent of the time is impossible. When a problem arises, our goal is to handle it immediately. Service recovery is an important component. The concept of service recovery involves the front-line staff taking responsive action to "recover" lost or dissatisfied patient, or family members of patients, perceptions, and convert them into satisfied customers. The goal is to ultimately maintain a business relationship with them. Our patients and family members have a choice in healthcare providers and locations for all aspects of service. The service recovery initiative is another tool to ensure that Pioneers Memorial Healthcare District (PMHD) is viewed as the best in patient satisfaction and care **ALWAYS**.

2.0 Scope: District wide**3.0 Policy:**

- 3.1 PMHD offers patients, families and their Legally Authorized Representatives the opportunity to express concerns about any aspect of their visit without fear of discrimination or retaliation.
- 3.2 PMHD is committed to providing excellent service, empowering employees to reverse negative situations and express care and compassion through the Service Recovery Program.
- 3.3 Issues or concerns not resolved at the bedside/point of service to the patient's satisfaction should be considered a grievance and the grievance process followed (ADM-00056).
- 3.4 Pioneers will not write off a patient's bill or any portion thereof, in relation to a quality-of-care Complaint or Grievance without the prior approval of Risk Management. Risk Management in collaboration with administration may write off a patient's bill or any portion thereof for quality-of-care issues or as a settlement of any claim or suit.
- 3.5 Any front-line staff member who perceives that a patient or family member has experienced a deficiency in service should initiate service recovery. This perception is not necessarily a reality, but as a responsible, caring organization, it is our responsibility to take responsive, proactive action to attempt to meet the expectations of our patients and family members.
- 3.6 The front-line staff member should, in all cases offer a sincere apology to the patient and, if applicable, the family member.
- 3.7 Examples of patient/family dissatisfaction:

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PIONEERS MEMORIAL HEALTHCARE DISTRICT

Title: Service Recovery		Policy No. CLN-00389
		Page 2 of 3
Current Author: Merlina Esparza		Effective: 1/28/2013
Latest Review/Revision Date: 11/7/2023	Manual: Clinical / Nursing Policies	

- 3.7.1.1 Patient Care Provider complaint of any nature
- 3.7.1.2 Test issue, for example, excessive wait time for a service
- 3.7.1.3 Food complaint/error in diet restrictions
- 3.7.1.4 The loss of personal items
- 3.7.1.5 An issue of attitude with any staff member reported
- 3.7.1.6 Failure to communicate properly to family members or patient
- 3.7.1.7 Undefined problem as determined by staff

4.0 Definitions: Not applicable**5.0 Procedure:**

- 5.1 In all cases we should anticipate the wants and needs of the people we serve. When encountering a dissatisfied patient/family/customer, we should follow the HEART philosophy to help recover the encounter.

5.1.1 **Hear** the patient

- 5.1.1.1 Allow the patient/family/customer ample time to express their concerns. Do not interrupt and actively listen.
- 5.1.1.2 Summarize what you hear to confirm understanding.

5.1.2 **Empathize** with the patient

- 5.1.2.1 When being empathetic, you are doing more than feeling sorry for another person; you are actually trying to imagine the situation from the person's point of view.
- 5.1.2.2 "I am sorry that (describe experience) and that we did not meet your expectations.

5.1.3 **Acknowledge** the patient's concerns

- 5.1.3.1 Avoid making excuses, blaming someone else or another department, or taking the complaint personally.
- 5.1.3.2 Do not escalate the situation by arguing with the patient/family/customer.

5.1.4 **Respond** to the patient/family/customer

- 5.1.4.1 Take ownership by working to resolve the complaint, don't dismiss it.
 - 5.1.4.1.1 You may ask how you can resolve the problem to their satisfaction.
 - 5.1.4.1.2 "I will work to improve this by ..."

- 5.1.4.2 Have a manager or administrative representative assist with the resolution as needed.

- 5.1.4.3 Amend by offering suggestions for resolution.

- 5.1.4.3.1 Ask if any of your suggestions will meet their expectations.
- 5.1.4.3.2 Ask "Is there anything else I can do for you?"
- 5.1.4.3.3 Resolve the problem and involve others as needed.
- 5.1.4.3.4 Inform the patient/family/customer of your actions.
- 5.1.4.3.5 Ask again, "Is there anything else I can do for you?"

5.1.4.3.5.1

- 5.1.5 **Thank** the patient/family/customer for bringing their concerns to your attention

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PIONEERS MEMORIAL HEALTHCARE DISTRICT

Title: Service Recovery		Policy No. CLN-00389
		Page 3 of 3
Current Author: Merlina Esparza		Effective: 1/28/2013
Latest Review/Revision Date: 11/7/2023		Manual: Clinical / Nursing Policies

and apologize.

5.1.5.1 **Apologizing, in this situation, is not an admission of your guilt; rather, an expression of acknowledgement for the dissatisfaction they experienced.**

5.2 Missing or damaged items, if an item is damaged by staff or reported missing by the patient or family, document the facts on an online incident report and follow the reporting process in place. **DO NOT promise the patient or family to replace or reimburse lost/damaged property ADM-00302.**

6.0 References: Not applicable

7.0 Attachment List: Not applicable

8.0 Summary of Revisions:

8.1 Changed Author

Pioneers Memorial Healthcare District

Title: Without Cause Termination and Severance		Policy No. HRD-00055
		Page 1 of 3
Current Author: Charity Dale		Effective: 5/1/1999
Latest Review/Revision Date: 10/30/2023		Manual: HR / Employee Relations

Collaborating Departments:	Keywords: severance; transition; without cause;		
Approval Route: List all required approval			
MARCC 11/9/2023	PSQC	Other:	
Clinical Service _____	MSQC	MEC	BOD 11/2023

Note: If any of the sections of your final layout are not needed do not delete them, write "not applicable".

1.0 Purpose:

- 1.1 Since its inception, PMHD has endeavored to respond to changes in business conditions. At various times, this response has involved closing all or part of a department, restructuring all or part of its organization. As a result, PMHD's Board of Directors hereby establishes an employee termination and severance pay policy.

2.0 Scope: District-wide**3.0 Definitions:**

- 3.1 Transition Activities – Restructuring all or part of the organization or closing a department within the organization.
- 3.2 Week's Salary – An Employee's final base hourly rate multiplied by the number of hours the Employee was Regularly Scheduled to work each week at the time of his/her termination. For exempt Employees, a Week's Salary is an amount equal to the product of the Employee's final base hourly rate multiplied by the lesser of forty (40) hours of the number of hours the Employee was Regularly Scheduled to work each week at the time of his/her termination.
 - 3.2.1 Regularly Scheduled – The actual average number of hours per week that the employee worked over the previous six-month period.

4.0 Policy:

- 4.1 This Policy applies to full and part-time employees who are terminated without cause as a result of Transition Activities and who are not rehired by the district within ninety (90) days of termination.
- 4.2 This Policy shall not apply to per diem, relief, or temporary employees.
- 4.3 This policy shall not apply to employees who are terminated for cause.
- 4.4 Employees who are affected by a without cause termination and are on a qualified leave of absence at the time will be subject to the same conditions and privileges as other employees whose positions are eliminated, subject to any limitations or requirements established by applicable state and federal laws.
- 4.5 When initiating Transition Activities, PMHD's first goal will be to try to find suitable alternative positions, if possible, based on current open positions.
- 4.6 Implementation of this policy shall be the responsibility of the Human Resources department, subject to the criteria set forth herein.
- 4.7 Severance Benefits

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Pioneers Memorial Healthcare District

Title: Without Cause Termination and Severance		Policy No. HRD-00055
		Page 2 of 3
Current Author: Charity Dale		Effective: 5/1/1999
Latest Review/Revision Date: 10/30/2023		Manual: HR / Employee Relations

- 4.7.1 Severance benefits will be determined according to the Employee's salary and length of service.
 - 4.7.1.1 For purposes of calculating an Employee's length of service, his/her most recent date of hire will apply. The amount of benefits shall be based on the employee's current base compensation.
 - 4.7.1.2 An Employee will not receive credit in calculating severance benefits, for any period after his or her original date of hire, in which he or she worked in a per diem, relief, or temporary classification.
- 4.7.2 Any period of time an employee is not employed with the district after a without cause termination will not be counted towards the employee's length of service.
- 4.7.3 Individuals will be ineligible for separation pay if they:
 - 4.7.3.1 Are offered and/or transfer to a different position within PMHD,
 - 4.7.3.2 Are terminated for-cause due to a terminable offense, or
 - 4.7.3.3 Voluntarily separate employment.
- 4.8 Release Agreement
 - 4.8.1 Employees eligible to receive severance compensation must sign a release agreement in order to receive severance benefits.
 - 4.8.2 Employees will have at least 21 days to review the agreement.
 - 4.8.3 After an employee signs the release agreement, they have seven (7) calendar days to revoke the agreement.
 - 4.8.4 Payments of severance compensation will follow regularly scheduled pay days, beginning with the first pay day following the end of the seven (7) day revocation period.

5.0 Procedure:

- 5.1 The CEO or designee shall prepare a summary and an explanation of the reasons for Transition Activities for submission to the Board of Directors.
- 5.2 Department managers, in consultation with the Director of Human Resources, shall determine the employee(s) whose job(s) should be eliminated as a result of the Transition Activities. Determinations regarding Transition Activities may be based on job performance, attendance, attitude, and length of service with the district.
- 5.3 Employees will receive notification and transition information from the Human Resources Department.
- 5.4 Terminated employees whose termination occurs pursuant from this policy and which do not result from death, disability, resignation, for cause termination, or resignation may receive the severance benefits set forth below.
 - 5.4.1 Employees with continuous PMHD service of ten (10) years or less may receive an amount equal to one (1) week's salary for each full year of service, with a minimum of two (2) weeks. This amount will be paid on a bi-weekly basis following the Employee's termination.
 - 5.4.2 Employees with ten (10) or more years of continuous service with PMHD may receive an amount equal to two (2) week's salary for each full year of service, with a minimum of four (4) weeks and a maximum of twenty-six (26) weeks. This amount will be paid on a bi-weekly basis following the Employee's termination.

The electronic version of this policy supersedes any printed copy.

Pioneers Memorial Healthcare District

Title: Without Cause Termination and Severance		Policy No. HRD-00055
		Page 3 of 3
Current Author: Charity Dale		Effective: 5/1/1999
Latest Review/Revision Date: 10/30/2023		Manual: HR / Employee Relations

5.4.3 Group medical benefits end on the date of separation. The employee may elect to continue coverage on a self-pay basis in accordance with the COBRA law and will receive a letter notifying them of their eligibility

5.5 Rescission

5.5.1 The Board may rescind this Policy at any time. In the event of a rescission, the Policy shall have no application to any employee terminated thereafter for any reason.

6.0 References:

- 6.1 HRD-00066 Hiring /Employment Policy
- 6.2 §32121 California Health and Safety Code

7.0 Attachment List: Not applicable

8.0 Summary of Revisions:

- 8.1 Revised and reorganized sections

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

Thursday, October 12, 2023
5:00 pm
PMH Pool Conference Room

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

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

President Santillan called the meeting to order at 12:00 pm in the PMH Pool Conference Room

A. Roll Call

BOARD MEMBERS:

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

STAFF:

Carly Loper, CFO
Sally Nguyen, General Counsel

GUESTS:

None

Absent: Linda Rubin, Treasurer

B. Approval of Agenda

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

II. BOARD MEMBER COMMENTS

There were no comments.

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*)

There were no comments.

SECTION

IV. 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: 5:30 pm – 7:55 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

V. RECONVENE TO OPEN SESSION (*time: 7:55 pm – 8:00 pm*)

A. Take Actions as Required on Closed Session Matters

No reportable actions were taken in closed session.

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

The meeting was adjourned to the next meeting.

Clerk of the Board

Board Secretary

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

Wednesday, October 18, 2023
5:00 pm
PMH Auditorium

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 48 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

GUESTS:

Carly Zamora, CCO
Charity Dale, CHRO

B. Approval of Agenda

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

II. BOARD MEMBER COMMENTS

Director Rubin reminded everyone that the PMH Foundation Gala will be tomorrow.

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. Zamora introduced Dr. Hassanein, general surgeon, to the Board. Dr. Hassanein will start with Pioneers on November 1st. The Board welcomed her to Pioneers.

SECTION**IV. OLD BUSINESS** *(time: 5:30 pm – 5:45 pm)*

There was nothing pending.

V. REVIEW OF OTHER ITEMS FOR CONSIDERATION – The Board will consider and may take action on the following: *(time: 5:45 pm – 6:45 pm)***A. September 2023 Finance Report**

Ms. Loper reported that the census was up in September compared to August. Expenses stayed the same. The bottom line was at a \$332,000 profit. The District is going through the IGT and DSH payment process, so that has helped a great deal. Cash days on hand have stayed consistent; it went up by one day from August to September. The SNF census is running between 79-82.

B. Approval of Audited Financial Statements for FYE June 30, 2023

Aparna Venkateswaran and Al Rogers, of Moss Adams, presented the results of the audit. The good news is that the audit will be a clean report. The Accounting staff did a wonderful job in assisting with the audit to complete it as efficiently as possible. Moss Adams assisted management in the implementation of GASB Statement No. 96 that has to do with subscription-based information technology. This will be of no impact this year but will definitely be taken into account next year. There were no significant risks found during the audit. The auditors conducted a patient accounts receivable lookback analysis and found the 2023 collections reported at year-end were consistent with what has been seen in the past and have not found any issues. The audit reviewed the internal controls and did not identify any issues. There were no significant matters discussed that need to be brought to the Board's attention. The District is in default on the two bond covenants; however, management has retained a consultant to assist in increasing the net income for debt service ratio and days cash on hand. There were no significant difficulties conducting the audit and no disagreements with management. There were no uncorrected misstatements and no material misstatements found as a result of the audit. There were no material weaknesses or significant deficiencies found.

A motion was made to approve items A and B by Director Rubin, seconded by Director Aguirre. **The motion was unanimously carried.**

VI. CONSENT AGENDA – The following items will be acted upon by one motion, without discussion, unless a director, or other person, requests that an item be considered separately. In the event of such a request, the item will be addressed, considered, and acted upon, separately. *(time: 6:45 pm – 7:15 pm)***A. Approval of Minutes**

1. 9/6/23 Special Meeting
2. 9/20/23 Supplemental Meeting
3. 9/26/23 Regular Meeting

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

SECTION

- B. Hospital Policies
 - 1. Control of Nonconforming Product or Service
 - 2. Visitor Policies
- C. Funding Committee
 - 1. Dancing for a Dream Organization
- D. Authorize Renewal of Lexicomp Online with Wolters Kluwer

Contract Value: \$16,438/yr.; Contract Term: Auto-renews with 60-day out notice; Budgeted: Yes; Budget Classification: Dues/Subscriptions
- E. Authorize Fee for Service Agreement for Skilled Nursing Facility with California Physician's Service dba Blue Shield of California

Contract Value: based on volumes; Contract Term: Three (3) years; Budgeted: Yes; Budget Classification: Revenue
- F. Authorize Purchase of Ultrasonic System for Davinci with Getinge USA Sales, LLC

Contract Value: \$36,627.⁵⁵; Contract Term: One-time Purchase; Budgeted: No; Budget Classification: Capital
- G. Authorize Contingency Agreement with MediCorp, Inc. dba Physician Empire

Contract Value: \$22,000/\$18,000; Contract Term: Five (5) years; Budgeted: No; Budget Classification: Purchased Services
- H. Authorize Renewal of Contingency Recruitment Agreement with GoStaffing

Contract Value: \$15,000/\$22,000; Contract Term: Five (5) years; Budgeted: No; Budget Classification: Purchased Services
- I. Authorize Amendment to Agreement for Physician Locum Tenens Coverage with CompHealth

Contract Value: based on specialty; Contract Term: Five (5) years; Budgeted: No; Budget Classification: Purchased services
- J. Authorize Renewal Order for CDE Solutions with Nuance Communications, Inc.

Contract Value: \$303,629; Contract Term: Three (3) years; Budgeted: Yes; Budget Classification: Information Systems/Subscription
- K. Authorize Renewal Agreement for 3M APR Grouper with Nuance Communications, Inc.

Contract Value: \$24,184.³²; Contract Term: One (1) year; Budgeted: Yes; Budget Classification: Information Systems/Subscription
- L. Authorize Renewal of Imprivata Onesign Premium Maintenance with CDW Government

Contract Value: \$36,486.³²; Contract Term: One (1) year; Budgeted: Yes; Budget Classification: Repairs & Maintenance
- M. Authorize Purchase of ViewPoint Echo PAC with GE Healthcare

Contract Value: \$56,591 + \$6,100/yr.; Contract Term: One-time purchase, plus maintenance; Budgeted: Yes; Budget Classification: Capital/Repairs & Maintenance
- N. Authorize Fourth Amendment to Provider Participation Agreement with Health Net of California, Inc.

Contract Value: Based on volumes; Contract Term: coterminous with PPA; Budgeted: Yes; Budget Classification: Revenue
- O. Authorize Renewal of Master Services Agreement and Statement of Work with Archstone Management

Contract Value: 25% of funds recovered; Contract Term: Three (3) years; Budgeted: Yes; Budget Classification: Purchased Services
- P. Authorize Medical Directorship Agreement for the Calexico Health Center with Alidad Zadeh, DO

Contract Value: not to exceed \$12,000/yr.; Contract Term: Two (2) years; Budgeted: Yes; Budget Classification: Professional Fees

Item C – The funding committee recommended giving a one-time gift of \$250 instead of a sponsorship given the District's finances.

SECTION

Item D – Director Berker asked who uses the Lexicomp application. Ms. Bojorquez advised that the application is used by all clinical and pharmacy staff to look up drug information.

Item E – Director Berker asked why the Medi-Cal product was not chosen on the Blue Shield agreement. Ms. Loper will research and let Director Berker know. Ms. Loper advised that she is having payors during the negotiating process opt to not offer certain products/lines more often now.

Item N – This amendment adds commercial business to the agreement.

Item P – It was noted that Dr. Zadeh will have his malpractice coverage on file.

A motion was made to approve items C through P by Director Aguirre, seconded by Director Berker. **The motion was unanimously carried.**

VII. 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: 7:15 pm – 7:55 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

VIII. RECONVENE TO OPEN SESSION *(time: 7:55 – 8:00 pm)*

A. Take Actions as Required on Closed Session Matters

No reportable actions were taken in closed session.

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

The meeting was adjourned to the next meeting.

Clerk of the Board

Board Secretary

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

Tuesday, October 24, 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
Linda Rubin, Treasurer
Nick Aguirre, Asst. Secretary/Treasurer

STAFF:

Damon Sorensen, Interim CEO
Carly Loper, CFO
Sally Nguyen, General Counsel
Carol Bojorquez, CNO
Ramaiah Indudhara, MD, Chief of Staff

GUESTS:

Carly Zamora, CCO
Charity Dale, CHRO
Michelle Ramirez, Director of Marketing

Absent: Rachel Fonseca, Secretary

B. Approval of Agenda

It was reported by the Clerk that Item G, in Section V, of the agenda is an amendment to the agreement with Hamid Zadeh, MD, not Valley Sunshine Medical Associates, Inc. A motion was made to approve the agenda with the correction to Item G by Director Rubin, seconded by Director Aguirre. **The motion was unanimously carried.**

II. BOARD MEMBER COMMENTS

Director Aguirre stated that the Gala was wonderful.

SECTION

Director Rubin thanked everyone that attended the Gala, there were a lot of people in attendance. She also noted that she read Ms. Cooke's statement in the Desert Review and feels Ms. Cooke did an excellent job with her comments.

Director Berker echoed everyone's sentiments regarding the Gala. It was nice to see everyone at the event.

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)*

There were no comments.

IV. MEDICAL STAFF REPORT – Ramaiah Indudhara, MD, Chief of Staff, will present for Board consideration, the following matters: *(time: 5:30 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

Dr. Indudhara provided an overview of the appointments, reappointments, and resignations to the medical staff. He advised that the physicians are becoming more aware and want to do more with the Cerner implementation. Many of them are already comfortable with the application as they have already used it in other locations. Dr. Indudhara feels that the platform is mostly good. Transfers were discussed at the MEC and there are certain specialties that must be transferred as there is no service for that here. He mentioned that they are aware that AB918 was signed by the governor and an advisory committee would be formed. The MEC providers feel there should be input in this committee from physicians. The Board let Dr. Indudhara know that whoever represents PMHD Board on the new health district board will make it very clear that the medical staff and community members want to be part of the advisory committee. Director Santillan also recommended that the Medical Staff send physicians to the new board meetings to let them know of their wishes as well as to reinforce their desire to be part of the discussion. Dr. Indudhara noted that there have been discussions with the hospitalist group and there was good interaction. The group is still working on bringing in a Medical Director. It was noted that there is a new Director of Case Management, Ashfar Malik. He has over 15 years of experience in case management and a lot of leadership experience. A motion was made to approve the medical staff report by Director Aguirre, seconded by Director Berker. **The motion was unanimously carried.**

V. 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. County Mental Health Workers

Ms. Bojorquez explained that this policy had to be created as a result of a DNV finding. When there are mental health patients at PMH, the County Mental Health Department provides a staff member to help manage the patient's care on site.

B. Update Reports

1. Women's Auxiliary

Director Rubin advised that the Auxiliary is planning a bake sale event next Tuesday. On Monday, they will also have the decorations for the Poinsettia Ball on sale. The ball will be on December 2nd.

2. LAFCO

The LAFCO advisory committee was supposed to meet on Monday; however, there was no meeting due to just having sent out the feasibility study for the members to review. The LAFCO meeting will be on November 16th.

C. Human Resources Report

Ms. Dale reported that the increases in salaries were reflected on the October 20th pay checks. The HRIS implementation is scheduled to go live on January 1, 2024. There has been an increase of COVID positive cases amongst the employees again. A different tier of Indeed has been purchased which will expand recruitment efforts to the Coachella Valley and the Yuma areas. Senior Leaders have had some discussions on recruiting strategies and Michelle has done a great job in assisting HR in this area. The PAC committee had its first event on September 29th, which was a 50/50 raffle. They will continue with their efforts to boost employee morale via various events throughout the coming months. Work continues on the manager training program. The annual orientation has been assigned and employees generally have 60 days to complete. Dr. Indudhara requested that the District pay for the COVID testing when requiring employees to take it. After some discussion, the Senior Leaders will review the policy and address the issue.

D. Discussion Regarding November and December Board Meetings

Due to the holidays coming up in November and December, and to allow staff the opportunity to take days off that may require traveling, a recommendation was made of changing the board dates or only having one meeting in each of those months. The Board proposed having the November meeting on November 28th and the December meeting on December 14th.

E. Authorize Settlement Agreement with Celtic Insurance Company

Contract Value: \$38,743.³³; Contract Term: N/A; Budgeted: N/A; Budget Classification: Deductions from Revenue

F. Authorize Sixth Amendment to Professional Services Agreement with Rady Children's Specialists of San Diego

Contract Value: approx. \$21,000; Contract Term: One (1) year; Budgeted: No; Budget Classification: Professional Fees

SECTION

G. Authorize Amendment 1 to Professional Services Agreement with Valley Sunshine Medical Associates, Inc.

Contract Value: not to exceed \$349,369/yr.; Contract Term: Two (2) years; Budgeted: Yes; Budget Classification: Professional Fees

ITEM E – Director Rubin asked for an explanation regarding this payment. Ms. Loper explained that CHW did not pay for the correct E&M level rates, which were brought to their attention by the District. This is the settlement amount for that error and their going through and fixing the issue.

ITEM F – Director Berker asked if this is just a professional service. Ms. Zamora mentioned that these are the echoes that are made for babies who are in the NICU or peds. The District bills for the technical side.

ITEM G – Mr. Sorensen advised that there have been ongoing issues with the agreement and have been discussed in previous meetings. There is a chance that Dr. H Zadeh will not sign it. Director Berker asked if the midwives must be supervised. Legal advised that per the regulation, no, they do not need to be supervised; however, medical staff still insists on that. Without supervision, physicians are not willing to do any handoffs for patient care, especially when they are on-call. The language has been changed to where he will only be paid for time when he is actually working.

A motion was made to approve items A and F by Director Rubin, seconded by Director Aguirre. **Motion was unanimously carried.**

A motion was made to approve Item G by Director Rubin, seconded by Director Aguirre. InFavor=3; Opposed=1; Absent=1. **Motion carried.**

VI. 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)

The Cerner implementation is moving along and on target for April 2024. One of the biggest issues right now has to do with the physicians. Cerner will change the way we do business. Physician documentation will be critical to billing. Also, as the Cerner system comes live, the legacy systems will go away. Another system that will be changing will be the Human Resources system to ADP. Leadership will have to lend their support to IT as the changes occur, because people tend to revert to what they've always done. Mr. Sorenson said that while the salary increases were well received by most employees, not all employees were happy and have been to HR to complain. Leadership has been very open about the plan to fix all the issues with the pay scales. This is just the first step in that process and there is still work to do. Mr. Sorenson reported that the robotics project is on hold for now waiting for HCAi's response. It will probably not be ready to go until January of 2024.

2. Hospital operations (Chief Nursing Officer)

Ms. Bojorquez asked the Board if they had any questions regarding the transfer report. There were no questions. She stated that there are currently four travelers in Med/Surg and six in the OB department. They cover day and night shifts as well as some charge nurse assignments. There is in-person training being provided on campus this week. Currently, there are about 65 employees participating in the training. This is the initial training and there will be more provided later. There is a new administrator for the skilled nursing facility, Jeffery Arenson, and their census is currently at 80. Ms. Bojorquez reported that she received the hospital compare star rating and Pioneers' rating is still at three stars. The data to submit to Leapfrog is being compiled and it will be submitted by November 30th.

3. Clinics operations (Chief of Clinic Operations)

Ms. Zamora reported that there are multiple positions open across the clinics. Recruitment for a general surgeon has been completed. Dr. Hassenein will start on November 1st. OB physician recruitment is still underway with multiple agencies. She continues to work with Scripps for Perinatology service in our clinic. Work continues with public relations to get marketing out regarding all the services provided at the clinics.

4. Medical staff (Chief Nursing Officer)

Nothing further to report.

5. Finance (Chief Financial Officer)

Ms. Loper advised that the State has received the application for the distressed hospital loan program. They have let her know it will be about two weeks for the District to receive the funds.

6. Information technology (Chief Nursing Officer)

Nothing further to report.

7. Marketing (Director of Marketing)

Ms. Ramirez stated that there are a lot of community activities this month. She will be attending health fairs around the community. PMHD will be participating, along with the SNF, in the Cattle Call Parade with a float. Ms. Ramirez took Dr. Hassenein around to various physician clinics to introduce her to other physicians.

8. Facilities, logistics, construction, support

Nothing further to report.

9. Quality resources - (Director of Quality Resources)

SECTION

Nothing further to report.

10. Board matters

Nothing further to report.

B. Legal Counsel Report – Sally Nguyen

1. All matters to be discussed in Closed Session

VII. 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. CONFERENCE WITH REAL PROPERTY NEGOTIATORS – pursuant to Government Code Section 54956.8

1. Property: 1500 S. Imperial Ave., Unit 1, El Centro, CA 92243
Agency Negotiator: Damon Sorensen, Interim CEO
Negotiating Party: Soahib Tariq, MD
Under Negotiation: Sale of property

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

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

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

A. Take Actions as Required on Closed Session Matters

The Board approved Mr. Sorensen as the Agency Negotiator for the sale of property.

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

The meeting was adjourned to the next meeting.

Clerk of the Board

Board Secretary

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

Monday, October 30, 2023
12:00 pm
PMH Pool Conference Room

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 48 hours prior to the meeting

I. CALL TO ORDER (*time: 12:00 pm – 12:15 pm*)

President Santillan called the meeting to order at 12:00 pm in the Pool Conference Room.

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, CCO
Charity Dale, CHRO

B. Approval of Agenda

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

II. BOARD MEMBER COMMENTS

There were no comments.

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: 12:15 pm – 12:30 pm*)

There were no comments.

SECTION**IV. REVIEW OF OTHER ITEMS FOR CONSIDERATION** – The Board will consider and may take action on the following: *(time: 12:30 pm – 1:30 pm)*

- A. Authorize Second Amendment to Master License Agreement with MCG Health, LLC
Contract Value: \$32,933.⁰⁷; Contract Term: One (1) year; Budgeted: Yes; Budget Classification: Software License
- B. Authorize CEO Employment Agreement Pending Final Legal Review
Contract Value: approx. \$431,600-\$476,000; Contract Term: Three (3) years; Budgeted: Yes; Budget Classification: Salaries & Wages
- C. Authorize Holiday Bonuses for PMHD Employees
Contract Value: estimated \$459,000; Contract Term: One-time; Budgeted: Yes; Budget Classification: Salaries & Wages
- D. Authorize Addendum to Revenue Cycle Oversight Interim Services with Warbird Consulting Partners, LLC
Contract Value: not to exceed \$168,000 plus travel; Contract Term: extended to 6/30/2024; Budgeted: No; Budget Classification: Purchased Services
- E. Authorize Amendment to Physician Consulting and Service Line Development Agreement with Progressive Healthcare, Inc.
Contract Value: not to exceed \$110,000; Contract Term: One (1) year; Budgeted: Yes; Budget Classification: Purchased Services

Item B – Director Fonseca advised that she liked the clause that allows for a change of control of the agreement. Ms. Nguyen noted that if the CEO is terminated without cause, he would receive 9 months of severance pay. If he resigns, he must give the district 30-day notice.

Item C – Director Fonseca asked if the amount of the bonus is what has been done in the past. Ms. Loper stated that it is what has been given to the employees in the past. It has been a couple of years since the last one was done.

A motion was made to approve Items A through E by Director Aguirre, seconded by Director Rubin. **The motion was unanimously carried.**

V. 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: 1:30 pm – 2:55 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. PUBLIC EMPLOYMENT – Safe Harbor: Health and Safety Code §54957
 - 1. Title: Chief Financial Officer
 - 2. Title: Chief Nursing Officer

SECTION

3. Title: Chief of Clinic Operations
4. Title: Chief of Human Resources
5. Title: General Counsel
6. Title: Compliance/Privacy Officer

VI. RECONVENE TO OPEN SESSION (*time: 2:55 pm – 3:00 pm*)

- A. Take Actions as Required on Closed Session Matters

The Board voted to approve employment terms for specified employees.

VII. ADJOURNMENT (*time: 3:00 pm*)

The meeting was adjourned to the next meeting.

Clerk of the Board

Board Secretary

PIONEERS

MEMORIAL HEALTHCARE DISTRICT

To: Board of Directors

Catalina Alcantra-Santillan, President

Enola Berker, Vice President

Rachel Fonseca, Secretary

Linda Rubin, Treasurer

Nickolas P. Aguirre, Assistant Secretary/Treasurer

Additional Distribution:

Damon Sorensen, Interim CEO

From: Carly Loper, Chief Financial Officer

Financial Report – October 2023

Overview:

Financial operations for the month of October 2023 resulted in a gain of \$498,940 against a budgeted gain of \$381,958. The favorable outcome for the month of October is attributable to higher revenues than budgeted.

Patient Volumes:

For the month of October, inpatient admissions exceeded budget by 7.3% but lower than the prior month by 6.2%. For the year-to-date period, inpatient admissions are ahead of budget by 15.9% and ahead of the prior year by 22.7%. October inpatient days were lower than budget by 6.4% and lower than the prior month by 10.6%. For the year-to-date period, inpatient days are ahead of budget by 2.6% and ahead of the prior year by 26.6%.

Newborn deliveries for October fell below the prior month by (6.2%) but exceeded the monthly budget by two deliveries (198 vs. 196). On a year-to-date basis, October deliveries exceeded the previous year's volumes but fell below budget. October ED visits exceeded September visits by 13.9% and exceeded the budget for the month by 6.9%. On a year-to-date basis, October ED visits fell below both the previous year's volumes and budget. Surgical case volumes in October exceeded September volumes by 4.7% but fell below the monthly budget by (13.4%). On a year-to-date basis, surgical volumes fell below budget but exceeded prior year volumes.

Pioneers Health Center (PHC) visits in October exceeded September visits by 4.9% and exceeded October's budget by 30.9%. The Calexico Health Center (CHC) volumes for October fell below September's volumes by (6.2%) and fell below the monthly budget by (20.6%). The Pioneers Children's Health Center (PCHC) volumes exceeded September volumes by 30.7% and exceeded the monthly budget by 17.9%. On a year-to-date basis, PHC and PCHC exceeded both budget and prior year volumes while CHC fell below both budget and prior year volumes.

Hospital outpatient volumes i.e., Lab, Imaging, Respiratory and other services exceeded September volumes by 11.6% but fell below the monthly budget by (9.8%). On a year-to-date basis, outpatient volumes fell below both budget and prior year volumes.

For the month of October, Pioneers Memorial Skilled Nursing Center (PMSNC), *formerly Imperial Heights Health and Wellness Center*, increased from the prior month's inpatient days by 32.6% with 2,446 inpatient days in October compared to 1,845 inpatient days in September. PMSNC had an average daily census (ADC) of 78.9.

See Exhibit A (Key Volume Stats – Trend Analysis) for additional detail.

	Current Period			Year To Date		
	Act.	Bud	Prior Yr.	Act.	Bud	Prior Yr.
Deliveries	198	196	159	729	753	606
E/R Visits	3,985	3,729	4,198	14,599	15,311	15,330
Surgeries	324	376	307	1,232	1,543	1,107
GI Scopes	75	85	55	291	269	162
Calexico RHC	792	997	1,010	3,259	4,108	3,610
Pioneer Health	2,955	2,257	2,418	11,490	8,978	10,644
Children's RHC	940	797	703	3,394	3,122	3,089
O/P Visits	5,721	6,343	5,917	21,452	22,024	22,006

Gross Patient Revenues:

In October, gross inpatient revenues exceeded budget by 7.5% while outpatient revenues also surpassed budget by 16.2%.

Net operating revenues (Gross revenues less contractual deductions) were higher than the monthly budget by \$379,418 or 3.0% and exceeded the prior month's revenues by \$874,919 or 7.2%.

Operating Expenses:

In total, October operating expenses were higher than budget by \$303,699 or 2.3% and were higher than September expenses by \$874,665 or 7.0%. Staffing expenses, which include Salaries, Benefits and Contract Labor were over budget by \$80,834 or 1.1%. Non-salary expenses, which include Supplies, Professional Fees, Purchased Services and Other were higher than budget by \$222,864 or 4.0%.

Below is a summary table of expenses compared to budget.

Salaries	5,818	5,576	-4.3%	Over Budget
Benefits	1,420	1,631	12.9%	Under Budget
Contract Labor	210	160	-31%	Over Budget
Pro Fees	1,146	1,201	4.6%	Under Budget
Supplies	1,825	1,636	-11.6%	Over Budget
Purchased Serv	706	675	-4.6%	Over Budget
Other Operating	900	885	-1.7%	Over Budget

Advertising Costs:

Advertising expenditure in October was \$3,449 against a budget of \$14,974. The year-to-date actual is \$23,013 against a budget of \$59,896. Below is a breakdown of advertising expenditure by type for the year-to-date.

H.R. and Recruiting:	\$0
Newspaper Advertising:	\$14,616
Radio and TV:	\$8,397
Billboard:	\$0
TOTAL Expenditures:	\$23,013

Cash Position:

The District's total cash reserves increased from the prior month with the following results:

end of August 2023:	\$12,875,055 (33.7 days cash on hand)
end of September 2023:	\$13,421,600 (34.7 days cash on hand)
end of October 2023:	\$14,585,667 (37.3 days cash on hand)

For the month of October, total cash receipts equaled \$12,269,816 while total disbursements equaled \$11,723,272. For additional detail on cash transactions for the period, refer to the attached Cash Flow analysis.

Bond Covenants:

As part of the Series 2017 Bond issue, the District is required to maintain certain covenants or "promises" to maintain liquidity (days cash on hand) and profitability (debt service coverage ratio). A violation of either will allow the Bond Trustee (US Bank) authorization to take certain steps to protect the interest of the individual Bond Holders. Based on the June 2023 financials, the District is in default on both the liquidity and profitability covenants. Warbird Consulting Partners ("Warbird") is working on preparing a Consultant Report regarding Covenant Defaults. The Consultant Report will provide the District with revenue and expense-related recommendations to improve the District's days cash on hand and overall profitability. Warbird expects to complete their analysis and provide the Consultant Report by the end of November 2023.

Net Excess/(Deficit):

Fiscal year-to-date, District operations have resulted in a profit of \$1,124,450 against a budgeted gain of \$545,789, which is a favorable result compared to the prior year-to-date loss of (\$7,722,450).

END OF REPORT

Cash Flow Analysis by Month**FY 2024**

	Beginning Balance				
	July 01, 2023	July 2023	Aug 2023	Sept 2023	Oct 2023
\$16,749,082					
Cash Increase (Decrease)					
Receipts:					
A/R Collection- PA	8,462,308	10,782,744	11,236,886	12,635,182	
IP Medicare Electronic Payment	(799,247)	(919,225)	(634,747)	(1,184,289)	
PIP Payment	845,936	897,288	897,288	1,345,932	
Medicare ROE Pass Thru	61,936	61,936	61,936	92,904	
Supplemental Receipts (pt cde 503)	1,994,368	1,720,508	507,416	1,645,185	
Other Non-patient PC Receipts	6,408	48,661	10,308	49,033	
Total PA Collections	10,571,709	12,591,912	12,079,088	14,583,948	
Physicians Collections	202,787	200,809	161,512	224,972	
Other Non-patient Receipts	34,617	98,129	29,217	122,735	
Total Cash Receipts	10,809,113	12,890,850	12,269,816	14,931,654	
Disbursements:					
Payroll	3,383,723	3,413,762	3,436,865	3,364,312	
Payroll Taxes	1,362,416	1,370,768	1,398,442	1,369,667	
Health EE Expense (Blue Shield/Flex)	893,226	973,209	746,864	1,069,360	
Pension- Employees' contribution	246,684	360,167	240,369	226,529	
Pension- Employer's Share Qrtly	416,228	0	0	352,233	
Capital Expenses/CIP	0	770	5,758	18,870	
Accounts Payable	7,965,409	7,049,397	5,827,658	6,904,439	
IGT Payment	0	0	0	395,987	
Others	68,439	73,812	67,316	66,190	
Total Disbursements	14,336,123	13,241,885	11,723,272	13,767,587	
Net Increase (Decrease) in Cash	(3,527,010)	(351,035)	546,545	1,164,067	
Ending Cash Balance:	\$13,222,072	\$12,871,037	\$13,417,582	\$14,581,649	

Pioneers Memorial Healthcare District
Clinic Income Statements
For Fiscal Year Ended June 30, 2024
Month of October 31, 2023

DRAFT

	Total	4878		4083		4182		4183		4186	
		Wound Care	CHC	Visits	792	Visits	2,955	Visits	940	PCHC	
Volume	7,062	Procedures	294	Visits	792	Visits	2,955	Visits	940	PCHC	
Prof Fees	940,515	WOUND	89,752	CHC	91,512	PHC	175,806	PHC	100,696	PCHC	
Less: Contractual Adj*	663,046		61,476		76,568		124,212		80,412		
Net Pro Fee Revenue	280,549		28,276		14,944		51,594		20,284		
PMHD Charges	1,996,352	336,215	204,859	678,388		179,657					
Less: Contractual Adj*	692,607	268,871	73,688	~	75,598	~	(78,580)				
Net PMHD Revenue	1,303,745	67,344	131,171		590,330		258,237				
Total Net Revenue	1,571,833	95,620	146,115		641,924		278,521				
Net Revenue %	49.02%	16.93%	46.61%		73.55%		99.30%				
Net Rev. Per Statistic		325	184		217		296				
Operating Expenses											
Salaries	511,535	22,984	70,570	161,441		33,577					
Benefits**	159,186	7,152	21,961	50,239		10,449					
Contract Labor	0	0	0	0		0					
Pro Fees	452,546	43,000	5,025	117,551		66,874					
Pharmacy (drugs)	40,604	1,165	2,012	7,118		2,358					
Non-Pharm. Supplies	30,645	4,867	1,445	1,196		5,399					
Purchased Services	42,644	10,869	5,964	10,713		2,546					
Repairs & Maint	12,009	553	2,265	2,007		754					
Lease/Rent	126,295	9,722	33,623	21,080		13,535					
Other Exp	22,950	0	11,014	3,450		3,137					
Total Expenses	1,398,414	100,312	153,879	374,795		138,629					
Total Exp. per Statistic		341	194	127			147				
Direct Contribution/(Loss)	173,419	(4,692)	(7,764)	267,129		139,892					
Total Contrb. per Stat		(16)	(10)	90			149				
Overhead FYTD	(191,372)			w/WHAP		291,018					
Total Profit/Loss	(17,953)	***		***							

Pioneers Memorial Healthcare District
Clinic Income Statements
For Fiscal Year Ended June 30, 2024
Month of October 31, 2023

Volume	<u>DRAFT</u>		4640		4760		4199		4197	
			Cancer Institute		Gastro Services		SHAP		Urology	
	Procedures	Visits	Visits	0	Visits	0	Visits	67	Visits	22,870
Prof Fees	0	52,051	174,235	69,113						
Less: Contractual Adj*	0	32,964	131,912	47,363						
Net Pro Fee Revenue	0	20,977	42,393	22,870						
PMHD Charges	0	(200)	11,138	181,867						
Less: Contractual Adj*	0	(97)	7,547	142,165						
Net PMHD Revenue	0	(103)	3,591	39,702						
Total Net Revenue	0	20,874	45,984	62,571						
Net Revenue %	#DIV/0!	-0.32%	2.51%	17.32%						
Net Rev. Per Statistic	0	#DIV/0!	686	251						
Operating Expenses										
Salaries	25,791	0	5,480	31,829						
Benefits**	8,026	0	1,705	9,905						
Contract Labor	0	0	0	0						
Pro Fees	0	31,250	73,219	47,083						
Pharmacy (drugs)	2,775	0	0	7,687						
Non-Pharm. Supplies	1,640	0	376	11,487						
Purchased Services	0	786	5,627	5,373						
Repairs & Maint	6,264	0	0	0						
Lease/Rent	0	4,590	4,797	5,536						
Other Exp	75	1,880	0	117						
Total Expenses	44,571	38,506	91,204	119,017						
Total Exp. per Statistic	#DIV/0!	#DIV/0!	1,361	478						
Direct Contribution/(Loss)	(44,571)	(17,632)	(45,220)	(56,446)						
Total Contrb. per Stat	#DIV/0!	#DIV/0!	(675)	(227)						
			(101,666)							
Overhead FYTD										
Total Profit/Loss										

Pioneers Memorial Healthcare District
Clinic Income Statements
For Fiscal Year Ended June 30, 2024
Month of October 31, 2023

Volume	DRAFT		4181		4191		4188		4770 4780	
			SCAP	Visits	512	WHAP	Visits	186	CWHAP	Visits
	SCAP	WHAP	CWHAP	CWHAP	PHYSICAL/SPEECH					
Prof Fees	0	25,520	161,830	0						
Less: Contractual Adj*	0	21,156	86,984	0						
Net Pro Fee Revenue	0	4,364	74,846	0						0
PMHD Charges	0	162,659	0	0						
Less: Contractual Adj*	0	39,543	~	0 ~						
Net PMHD Revenue	0	123,116	0	0						77,898
Total Net Revenue	0	127,480	74,846	0						77,898
Net Revenue %	#DIV/0!	66.98%	0.00%							32.22%
Net Rev. Per Statistic		249	402							73
Operating Expenses										
Salaries	0	57,333	31,056	71,474						
Benefits**	0	17,842	9,664	22,242						
Contract Labor	0	0	0	0						
Pro Fees	0	8,620	59,924	0						
Pharmacy (drugs)	0	7,318	10,171	0						
Non-Pharm. Supplies	0	2,015	1,804	416						
Purchased Services	0	399	367	0						
Repairs & Maint	166	0	0	0						
Lease/Rent	5,191	9,960	10,838	7,423						
Other Exp	0	104	3,173	0						
Total Expenses	5,357	103,591	126,997	101,555						
Total Exp. per Statistic	0	202	683	95						
Direct Contribution/(Loss)	(5,357)	23,889	(52,151)	(23,657)						
Total Contrb. per Stat	#DIV/0!	47	(280)	(22)						
Overhead FYTD										
Total Profit/Loss										

REGULAR MEETING OF THE BOARD OF DIRECTORS - V. POLICIES/PROCEDURES/REVIEW OF OTHER ITEMS

**Pioneers Memorial Healthcare District
Wound Care**

	FY24	October 2023 Wound Care		September 2023 Wound Care		August 2023 Wound Care		July 2023 Wound Care		June 2023 Wound Care		May 2023 Wound Care		April 2023 Wound Care		March 2023 Wound Care		February 2023 Wound Care		January 2023 Wound Care			
		Procedures	294	Procedures	314	Procedures	399	Procedures	366	Procedures	307	Procedures	316	Procedures	313	Procedures	390	Procedures	400	Procedures	434		
Volume	1,373																						
Prof Fees		89,752		49,100		135,761		9,800		83,582		76,900		62,631		72,785		82,996		105,729			
		61,476		33,951		89,836		6,681		57,463		26,119		52,984		43,021		49,856		55,198			
PMHD Charges		336,215		28,276		15,149		45,925		422,118		3,119		527,444		359,375		388,020		466,069			
		268,871								421,797				105,647		287,392		310,300		401,409			
Total Net Revenue	411,442	67,344		95,620		73,383		93,695		84,550		0		131,766		71,983		77,720		93,354			
Net Revenue %		0		0		0		0		0		429		17.46%		18.03%		18.09%		16.95%		16.86%	
Net Revenue Per Statistic		325		282		350		383						303		311		298		325		299	
Operating Expenses																							
Salaries		22,984		18,278		20,184		18,453		17,901		18,856		20,839		18,663		16,157		18,204			
Benefits**		7,152		5,688		6,281		5,742		5,571		5,868		6,485		5,808		5,028		5,665			
Contract Labor		-		-		-		-		-		0		0		0		0		0		0	
Pro Fees		43,000		44,700		46,400		43,000		51,500		43,000		41,300		46,400		46,400		41,725		41,300	
Pharmacy		1,165		1,425		2,072		1,188		2,933		2,007		1,315		2,012		9,424		2,916			
Non-Pharmacy Supplies		4,867		2,265		9,181		4,375		4,283		7,345		1,840		6,481		5,246		5,474			
Purchased Services		10,869		9,648		1,814		18,369		10,332		10,180		10,754		10,647		2,056		10,859			
Repairs & Maint		553		423		423		423		423		423		423		423		480		8,505			
Lease/Rent		9,722		9,722		9,722		9,722		9,722		9,722		9,722		9,492		9,492		9,492			
Other Exp		-		26		124		-				41		29		0		47		0			
Total Expenses	389,961	100,312		92,175		96,201		101,272		102,665		97,442		92,707		99,926		89,655		102,415			
				341		294		241		442		334		308		296		256		224		236	
Direct Contribution/(Loss)	21,481	(4,692)		(3,643)		43,419		(13,603)		29,102		(1,543)		4,623		16,357		40,215		27,455			
Total Contribution per Stat		(16)		(12)		109		(59)		95		(5)		15		42		42		101		63	

REGULAR MEETING OF THE BOARD OF DIRECTORS - V. POLICIES/PROCEDURES/REVIEW OF OTHER ITEMS

Pioneers Memorial Healthcare District
Calexico Health Center

	FY24	October 2023		September 2023		August 2023		July 2023		June 2023		May 2023		April 2023		March 2023		February 2023		January 2023			
		CHC	Visits	CHC	Visits	CHC	Visits	CHC	Visits	CHC	Visits	CHC	Visits	CHC	Visits	CHC	Visits	CHC	Visits	CHC	Visits	CHC	
Volume	3,259	792	Visits	844	Visits	926	Visits	697	Visits	930	Visits	1,011	Visits	1,005	Visits	970	Visits	857	Visits	880			
CHC																							
Prof Fees		91,512		760		-56,700		44,538		0		32,128		16,064		15,567		14,944		19,892			
Less: Contractual Adj*		76,568		458		-44,680		12,226		36,678		17,725		8,863		8,649		7,618		10,248			
Net Pro Fee Revenue		14,944		302		-12,020		32,312		-36,678		14,403		7,201		6,918		7,326		9,644			
PMHD Charges		204,859		220,394		232,955		158,275		246,747		255,934		240,932		241,768		228,814		212,649			
Less: Contractual Adj*		73,688 ~		80,611 ~		79,591 ~		42,838 ~		92,720 ~		88,492 ~		74,484 ~		81,117 ~		86,218 ~		66,226 ~			
Total Net Revenue	575,293	131,171		139,783		153,364		115,437		154,027		167,442		166,448		160,651		142,596		146,423			
		146,115		140,085		141,344		147,749		117,349		181,845		173,650		167,569		156,067		156,067			
Net Revenue %		46.61%		63.29%		81.46%				67.70%		54.34%		61.19%		66.63%		64.15%		60.31%		65.69%	
Net Revenue Per Statistic		184		166		153		212		126		180		173		173		182		177			
Operating Expenses																							
Salaries		70,570		56,288		47,386		67,304		70,002		86,705		84,569		72,635		74,151		56,776			
Benefits**		21,961		17,516		14,746		20,945		21,784		26,982		26,317		22,604		23,075		17,668			
Contract Labor		-		-		-		-		-		0		0		0		0		0			
Pro Fees		5,025		43,107		54,038		44,538		50,280		51,931		48,273		50,359		49,570		49,386			
Pharmacy		2,012		-		3,139		6,354		4,095		501		4,255		788		2,570		0			
Non-Pharmacy Supplies		1,445		(7,985)		8,499		878		1,805		1,515		551		1,206		12,295		788			
Purchased Services		5,964		5,330		4,294		3,892		4,230		5,389		4,897		4,584		4,775		4,871			
Repairs & Maint		2,265		2,265		2,265		2,265		2,265		3,769		2,265		2,265		2,265		2,745			
Lease/Rent		33,623		16,812		16,812		-		16,812		16,812		16,812		16,812		16,812		16,812			
Other Exp		11,014		9,521		6,808		6,903		7,035		6,529		12,777		9,530		7,695		11,244			
Total Expenses	607,799	153,879		142,854		157,987		153,079		178,308		200,133		200,716		180,783		193,208		160,290			
Total Expense per Statistic		194		169		171		220		192		197,955,17		199,717,73		186,373,75		225		182			
Direct Contribution/(Loss)	(32,506)	(7,764)		(2,769)		(16,643)		(5,329)		(60,959)		(18,288)		(27,067)		(13,214)		(37,141)		(4,223)			
Total Contribution per Stat		(10)		(3)		(18)		(8)		(66)		(18)		(27)		(14)		(43)		(5)			

REGULAR MEETING OF THE BOARD OF DIRECTORS - V. POLICIES/PROCEDURES/REVIEW OF OTHER ITEMS

Pioneers Memorial Healthcare District
Pioneers Health Ctr

	FY24	October 2023 Pioneers Health Ctr	September 2023 Pioneers Health Ctr	August 2023 Pioneers Health Ctr	July 2023 Pioneers Health Ctr	June 2023 Pioneers Health Ctr	May 2023 Pioneers Health Ctr	April 2023 Pioneers Health Ctr	March 2023 Pioneers Health Ctr	February 2023 Pioneers Health Ctr	January 2023 Pioneers Health Ctr
Volume	11,487	Visits 2,955	Visits 2,818	Visits 3,774	Visits 1,940	Visits 2,972	Visits 3,947	Visits 3,050	Visits 3,271	Visits 3,796	Visits 2,969
Prof Fees		PHC 175,806 124,212	94,449 63,693	160,022 106,849	120,019 78,258	140,157 92,973	157,811 97,260	141,921 94,932	123,693 79,802	134,490 85,993	232,074 146,713
PMHD Charges	51,594	678,388 Less: Contractual Adj* Net Pro Fee Revenue	30,756 51,594	53,173 802,410	41,761 685,377	47,184 730,876	60,551 730,876	46,989 646,087	43,891 981,365	48,497 656,460	85,361 729,962
Total Net Revenue	2,458,828	590,330 Less: Contractual Adj* Net PMHD Revenue	562,384 30,948 ~	751,168 32,552 ~	377,663 289,024 ~	596,038 124,618 ~	794,929 [74,273] ~	607,820 23,918 ~	667,251 314,114 ~	752,747 [96,287] ~	588,753 143,209 ~
		Net Revenue % 73.55%	84.00%	82.61%	49.46%	72.35%	95.99%	82.02%	62.88%	101.39%	67.16%
		Net Revenue Per Statistic 217	210	213	216	216	217	215	217	178	227
Operating Expenses		Salaries 161,441	117,591	124,555	119,384	106,603	104,210	116,212	116,682	100,188	101,417
		Benefits** 50,239	36,594	38,761	37,152	33,174	32,429	36,164	36,311	31,178	31,560
		Contract Labor 0	0	0	0	0	0	0	0	0	0
		Pro Fees 117,551	103,159	120,819	132,399	147,516	160,850	131,620	164,685	161,050	188,373
		Pharmacy 7,118	0	11,351	7,721	4,967	6,678	8,790	6,432	6,120	4,582
		Non-Pharmacy Supplies 1,196	1,924	7,337	3,384	4,817	5,629	3,935	3,814	4,973	6,470
		Purchased Services 10,713	5,656	2,995	3,453	6,385	2,420	4,911	8,833	4,334	2,287
		Repairs & Maint 2,007	2,007	2,397	2,222	2,007	2,007	2,007	2,007	2,007	2,007
		Lease/Rent 21,080	21,080	21,080	0	42,159	21,080	21,080	20,578	20,578	20,578
		Other Exp 3,450	4,826	2,422	1,429	2,026	1,252	722	1,492	1,280	8,627
Total Expenses	1,306,492	374,795 Total Expense per Statistic	292,837 127	331,717 104	307,144 88	349,654 158	336,555 118	325,441 85	360,834 107	331,708 110	365,901 87
Direct Contribution/(Loss)	1,152,336	267,129 Total Contribution per Stat	300,303 90	472,624 107	112,280 125	293,568 58	518,924 99	329,367 131	350,309 108	342,406 107	308,213 90
		w/WHAP 291017.643	w/WHAP 335358.373	w/WHAP 151697.636	w/WHAP 151697.636	w/WHAP 371654.422					
		***	***	***	***						

REGULAR MEETING OF THE BOARD OF DIRECTORS - V. POLICIES/PROCEDURES/REVIEW OF OTHER ITEMS

**Pioneers Memorial Healthcare District
Pioneers Children's Health Center**

	FY24	October 2023 PCHC	September 2023 PCHC	August 2023 PCHC	July 2023 PCHC	June 2023 PCHC	May 2023 PCHC	April 2023 PCHC	March 2023 PCHC	February 2023 PCHC	January 2023 PCHC	
Volume	3,394	Visits 940	Visits 719	Visits 959	Visits 776	Visits 756	Visits 886	Visits 722	Visits 821	Visits 834	Visits 816	
Prof Fees		PCHC 100,696 80,412 48,326	59,650 100,463 79,073	84,007 66,461	119,410 95,960 77,533	96,985 98,789 78,186	127,671 100,434 20,603	85,500 66,444	120,991 87,483			
PMHD Charges		Less: Contractual Adj* Net Pro Fee Revenue 20,284	11,324	21,390	17,546	23,450	19,452	20,603	27,237	19,056	33,508	
		179,657 Less: Contractual Adj* (78,580)	140,977 (56,547)	193,978 (69,478)	154,872 (58,311)	177,584 (30,104)	177,584 (65,818)	126,128 (72,220)	158,670 (66,875)	158,951 (66,663)	153,935 (66,809)	
Total Net Revenue	1,002,944	258,237 Net Revenue % 99.30% Net Revenue Per Statistic 296	197,524 278,521 104.34% 290	263,456 208,848 96.49% 297	213,183 284,847 96.32% 297	207,688 230,729 75.93% 306	243,402 231,139 95.41% 297	198,348 218,951 97.05% 303	225,545 252,782 87.05% 308	225,614 254,253 100.10% 305	220,744 254,253 91.44% 312	
Operating Expenses		Salaries Benefits** Contract Labor Pro Fees Pharmacy Non-Pharmacy Supplies Purchased Services Repairs & Maint Lease/Rent Other Exp	33,577 10,449 0 66,874 2,358 5,399 2,546 754 13,535 3,137	24,738 7,698 0 91,308 8,370 (1,940) 2,301 754 13,535 3,020	33,041 10,282 0 64,507 19,824 4,332 3,360 5,859 13,535 3,797	26,742 8,322 0 50,760 15,716 2,032 3,462 754 13,535 3,364	27,020 8,408 0 60,141 8,970 3,069 2,843 754 13,535 3,355	29,431 9,159 0 55,517 8,590 450 3,713 754 13,014 3,093	21,461 6,679 0 52,678 14,301 1,711 2,857 754 13,014 1,277	26,360 8,203 0 60,536 8,670 2,586 3,398 754 13,014 1,160	25,943 8,073 0 52,359 8,670 814 2,537 754 13,014 1,475	24,092 7,497 0 55,399 7,438 814 5,286 754 13,014 2,115
Total Expenses	571,637	138,629 Total Expense per Statistic 147	149,784 208 165	158,537 161	124,687 161	128,095 169	124,242 140	114,732 159	124,681 152	112,407 135	121,540 149	
Direct Contribution/(Loss)	431,307	139,892 Total Contribution per Stat 149	59,064 82	126,309 132	106,042 137	103,043 136	138,612 156	104,220 144	128,101 156	141,845 156	132,712 170	
											163	

REGULAR MEETING OF THE BOARD OF DIRECTORS - V. POLICIES/PROCEDURES/REVIEW OF OTHER ITEMS

Pioneers Memorial Healthcare District
Cancer Institute

	FY24	October 2023 Cancer Institute	September 2023 Cancer Institute	August 2023 Cancer Institute	July 2023 Cancer Institute	June 2023 Cancer Institute	May 2023 Cancer Institute	April 2023 Cancer Institute	March 2023 Cancer Institute	February 2023 Cancer Institute	January 2023 Cancer Institute
Volume	0	Procedures 0	Procedures 0	Procedures 0	Procedures 0	Procedures 0	Procedures 0	Procedures 0	Procedures 0	Procedures 0	Procedures 0
Prof Fees		0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	210 158	5,051 3,793
Less: Contractual Adj*											
Net Pro Fee Revenue											1,258
PMHD Charges		0 0	0 0	200 148	24 18	0 0	0 0	0 0	0 0	21,830 16,466	290,876 219,408
Less: Contractual Adj*											
Net PMHD Revenue											52
Total Net Revenue	58	0 #DIV/0!	0 #DIV/0!	52 25.98%	6 25.98%	0 #DIV/0!	0 #DIV/0!	0 #DIV/0!	0 #DIV/0!	0 #DIV/0!	72,726 24.39%
Net Revenue %											24.25%
Net Revenue Per Statistic											#DIV/0!
Operating Expenses											
Salaries		25,791	17,633	20,914	21,187	22,664	24,686	14,139	36,658	18,965	30,594
Benefits**		8,026	5,487	6,508	6,593	7,053	7,682	4,400	11,408	5,902	9,521
Contract Labor		0	0	0	0	0	0	0	0	0	0
Pro Fees		0	0	0	0	0	0	0	0	8,909	28,279
Pharmacy		2,775	1,401	0	2,156	62,138	1,375	1,402	0	1,284	124,776
Non-Pharmacy Supplies		1,640	(571)	4,884	1,084	1,362	2,281	807	1,072	2,285	2,100
Purchased Services		0	0	0	0	4	(2,276)	2,587	1,908	5,382	9,548
Repairs & Maint		6,264	4,888	3,149	4,888	5,354	4,821	5,906	4,822	4,821	7,170
Lease/Rent		0	0	0	0	0	0	0	0	0	0
Other Exp		75	0	0	0	0	126	(45)	0	0	0
Total Expenses	144,773	44,571 #DIV/0!	28,838 #DIV/0!	35,455 #DIV/0!	35,908 #DIV/0!	98,575 #DIV/0!	38,695 #DIV/0!	29,196 #DIV/0!	55,868 #DIV/0!	47,548 #DIV/0!	211,988 #DIV/0!
Total Expense per Statistic											
Direct Contribution/(Loss)	(144,715)	(44,571) #DIV/0!	(28,838) #DIV/0!	(35,403) #DIV/0!	(35,902) #DIV/0!	(98,575) #DIV/0!	(38,695) #DIV/0!	(29,196) #DIV/0!	(55,868) #DIV/0!	25,179 #DIV/0!	(139,261) #DIV/0!
Total Contribution per Stat											

REGULAR MEETING OF THE BOARD OF DIRECTORS - V. POLICIES/PROCEDURES/REVIEW OF OTHER ITEMS

**Pioneers Memorial Healthcare District
Gastro**

	FY24	October 2023		September 2023		August 2023		July 2023		June 2023		May 2023		April 2023		March 2023		February 2023		January 2023			
		Visits	0	Visits	0	Visits	0	Visits	10	Visits	25	Visits	19	Visits	54	Visits	25	Visits	23	Visits	27		
Volume	10	GASTRO																					
Prof Fees		52,051	11,740		(104,616)		73,129		58,770		58,770		75,805		56,415		56,630		50,077				
		32,964	7,464		(63,680)		44,514		37,254		37,254		48,053		35,903		36,504		32,330				
PMHD Charges		20,977		6,166		(40,446)		29,105		22,006		22,006		31,182		23,732		23,976		22,297			
		(200)		(36,574)		(17,691)		225		2,800		3,475		4,375		4,100		3,925		3,475			
		(97)						109		1,354		1,681		2,116		1,983		2,239		1,982			
Total Net Revenue	(1,623)							116		1,446		1,794		1,794		2,259		2,117		1,686			
		20,874		(12,717)		(40,330)		30,551		23,800		23,800		33,441		25,849		23,790		23,790			
		-0.32%		64.87%		-0.18%		3.06%		4.41%		4.41%		4.31%		5.29%		4.17%		4.17%			
		#DIV/0!		#DIV/0!		#DIV/0!		3,055		952		1,253		619		1,034		1,034		881			
Operating Expenses																							
Salaries		0		0		339		2,049		790		(1,939)		4,096		(3,139)		4,896		5,984			
Benefits**		0		0		105		638		246		(603)		1,275		1,275		1,524		1,862			
Contract Labor		0		0		0		0		0		0		0		0		0		0			
Pro Fees		31,250		31,250		31,250		31,250		31,250		31,250		31,250		31,250		31,250		27,750			
Pharmacy		0		0		0		0		0		0		0		0		0		0			
Non-Pharmacy Supplies		0		0		137		71		0		11		107		137		14		104			
Purchased Services		786		559		1,909		300		350		3,287		2,055		(7,538)		1,375		1,806			
Repairs & Maint		0		0		0		0		0		0		0		0		0		0			
Lease/Rent		4,590		4,590		4,590		4,590		4,590		9,387		4,590		4,481		4,481		4,481			
Other Exp		1,880		0		0		0		0		104		0		0		0		0			
Total Expenses	152,133	38,506		36,399		38,330		38,898		37,226		41,497		43,373		24,214		43,540		41,987			
Total Expense per Statistic		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!		3,890		1,489		2,184		803		969		1,893		1,555	
Direct Contribution/(Loss)	(153,756)			(17,632)		(49,116)		(78,661)		(8,347)		(13,426)		(17,697)		(9,932)		1,635		(19,750)		(18,197)	
Total Contribution per Stat		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!		(835)		(537)		(931)		(184)		65		(859)		(674)	

REGULAR MEETING OF THE BOARD OF DIRECTORS - V. POLICIES/PROCEDURES/REVIEW OF OTHER ITEMS

Pioneers Memorial Healthcare District
SHAP

	FY24	October 2023 SHAP	September 2023 SHAP	August 2023 SHAP	July 2023 SHAP	June 2023 SHAP	May 2023 SHAP	April 2023 SHAP	March 2023 SHAP	February 2023 SHAP	January 2023 SHAP
Volume	286	Visits 67	Visits 35	Visits 76	Visits 49	Visits 59	Visits 86	Visits 41	Visits 59	Visits 60	Visits 52
Prof Fees		SHAP 174,235	SHAP 111,190	SHAP 28,395	SHAP 97,936	SHAP 161,156	SHAP 29,925	SHAP 218,751	SHAP 38,013	SHAP 27,285	SHAP 120,016
Less: Contractual Adj*		131,912	83,832	17,132	73,187	122,419	19,079	172,910	26,093	18,435	88,102
Net Pro Fee Revenue		42,393	27,428	11,333	24,819	38,807	10,916	45,911	20,110	16,830	31,914.05
PMHD Charges		11,138	4,923	12,746	14,533	18,025	18,025	9,679	9,677	8,150	14,493
Less: Contractual Adj*		7,547	3,336	8,637	9,848	12,214	12,214	6,558	6,557	5,416	9,632
Net PMHD Revenue		3,591	1,587	4,109	4,685	5,811	5,811	3,121	3,120	2,734	4,861
Total Net Revenue	164,565	45,984	29,016	15,443	29,504	44,619	16,727	49,031	23,230	42,795	42,795
Net Revenue %		2.51%	1.79%	13.75%	5.34%	4.14%	15.66%	1.71%	8.72%	10.28%	4.74%
Net Revenue Per Statistic		686	829	203	602	756	195	1,196	394	713	823
Operating Expenses											
Salaries		5,480	3,985	4,632	3,755	4,928	4,277	4,229	4,539	4,205	3,974
Benefits**		1,705	1,240	1,441	1,169	1,534	1,331	1,316	1,413	1,309	1,237
Contract Labor		0	0	0	0	0	0	0	0	0	0
Pro Fees		73,219	55,690	60,796	56,518	62,924	61,844	57,162	61,129	58,120	47,117
Pharmacy		0	0	0	0	0	0	0	0	0	0
Non-Pharmacy Supplies		376	(2,081)	1,748	136	203	441	67	190	104	509
Purchased Services		5,627	1,671	250	250	1,069	1,114	1,170	1,564	730	0
Repairs & Maint		0	0	0	0	0	0	0	0	0	0
Lease/Rent		4,797	4,797	4,797	4,797	0	4,797	4,797	4,684	4,684	4,684
Other Exp		0	0	3,000	0	0	0	0	0	0	0
Total Expenses	370,453	91,204	65,302	76,664	66,625	70,658	73,804	68,741	73,519	69,152	57,521
Total Expense per Statistic		1,361	1,866	1,009	1,360	1,198	858	1,677	1,246	1,153	1,106
Direct Contribution/(Loss)	(205,888)	(45,220)	(36,286)	(61,222)	(37,121)	(26,039)	(57,077)	(19,710)	(50,289)	(26,357)	(14,726)
Total Contribution per Stat	(675)	(1,037)	(806)	(758)	(441)	(664)	(481)	(481)	(852)	(439)	(283)

REGULAR MEETING OF THE BOARD OF DIRECTORS - V. POLICIES/PROCEDURES/REVIEW OF OTHER ITEMS

**Pioneers Memorial Healthcare District
Urology**

	FY24	October 2023 Urology	September 2023 Urology	August 2023 Urology	July 2023 Urology	June 2023 Urology	May 2023 Urology	April 2023 Urology	March 2023 Urology	February 2023 Urology	January 2023 Urology
Volume	1,052	Visits 249	Visits 304	Visits 249	Visits 250	Visits 239	Visits 360	Visits 247	Visits 239	Visits 269	Visits 297
Prof Fees		69,113	150,085	179,020	100,371	211,271	121,602	89,978	86,016	131,136	103,402
Less: Contractual Adj*		47,363	103,093	48,112	124,544	69,778	87,468	64,118	61,175	69,445	69,445
Net Pro Fee Revenue		22,870									
PMHD Charges		181,867	227,141	143,895	66,726	32,063	63,013	35,604	30,620	41,361	78,911
Less: Contractual Adj*		142,165	177,556	112,483	121,831	167,997	124,913	93,326	105,317	159,987	122,712
Net PMHD Revenue		39,702	49,585	31,412	34,023	46,916	46,916	72,953	82,326	125,254	96,071
Total Net Revenue	324,492	62,571	97,696	98,138	66,086	109,929	82,519	50,993	64,352	78,728	78,728
Net Revenue %		17.32%	15.02%	11.70%	15.08%	12.87%	15.52%	12.94%	13.81%	15.14%	13.86%
Net Revenue Per Statistic		251	321	394	264	460	229	206	269	293	265
Operating Expenses											
Salaries		31,829	27,386	34,240	21,172	33,393	28,956	30,349	33,093	40,440	20,890
Benefits**		9,905	8,522	10,655	6,589	10,392	9,011	9,444	10,298	12,585	6,501
Contract Labor		0	0	0	0	0	0	0	0	0	0
Pro Fees		47,083	47,083	47,083	47,083	47,083	47,083	47,083	47,083	47,083	47,083
Pharmacy		7,687	4,395	6,653	2,028	2,914	7,707	3,768	3,799	4,410	1,586
Non-Pharmacy Supplies		11,487	8,195	6,206	2,522	4,789	4,950	5,619	6,502	2,664	2,214
Purchased Services		5,373	6,113	5,628	5,965	4,658	3,506	5,900	4,141	3,110	5,358
Repairs & Maint		0	0	14	0	0	0	0	0	0	0
Lease/Rent		5,536	5,536	5,536	5,536	5,536	5,536	5,536	5,405	5,405	5,405
Other Exp		117	403	25	2,845	25	154	50	75	133	23
Total Expenses	436,430	119,017	107,633	116,040	93,740	108,790	106,903	107,749	110,396	115,830	89,060
Total Expense per Statistic		478	354	466	375	455	297	436	462	431	300
Direct Contribution/(Loss)	(111,938)	(56,446)	(9,937)	(17,902)	(27,654)	1,139	(24,384)	(56,757)	(46,044)	(37,102)	(10,332)
Total Contribution per Stat		(226,69)	(33)	(72)	(111)	5	(68)	(230)	(193)	(138)	(35)

REGULAR MEETING OF THE BOARD OF DIRECTORS - V. POLICIES/PROCEDURES/REVIEW OF OTHER ITEMS

Pioneers Memorial Healthcare District
Scap

	FY24	October 2023 SCAP	September 2023 SCAP	August 2023 SCAP	July 2023 SCAP	June 2023 SCAP	May 2023 SCAP	April 2023 SCAP	March 2023 Scap	February 2023 Scap	January 2023 Scap	July 2022 Scap
Volume	0	Visits 0	Visits 0	Visits 0	Visits 0	Visits 0	Visits 0	Visits 0	Visits 0	Visits 0	Visits 0	Visits 52
Prof Fees		SCAP										
Less: Contractual Adj*		0	0	0	0	0	0	0	0	0	0	55,195
Net Pro Fee Revenue		0	0	0	0	0	0	0	0	0	0	43,374
PMHD Charges		0	0	0	0	0	0	0	0	0	0	11,821
Less: Contractual Adj*		0	0	0	0	0	0	0	0	0	0	14,605
Net PMHD Revenue		0	0	0	0	0	0	0	0	0	0	8,487
Total Net Revenue	0	0	0	0	0	0	0	0	0	0	0	6,118
Net Revenue %		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0.00%	17,939
Net Revenue Per Statistic											0.00%	345
Operating Expenses												
Salaries		0	0	0	0	0	0	0	0	0	0	7,922
Benefits**		0	0	0	0	0	0	0	0	0	0	2,402
Contract Labor		0	0	0	0	0	0	0	0	0	0	0
Pro Fees		0	0	0	0	0	0	0	0	0	0	0
Pharmacy		0	0	0	0	0	0	0	0	0	0	0
Non-Pharmacy Supplies		0	(3,356)	2,237	0	0	(61)	0	0	100	4	115
Purchased Services		0	0	2,612	2,728	1,095	3,315	1,628	671	2,047	6,461	1,107
Repairs & Maint		166	166	166	166	166	166	166	166	166	165	0
Lease/Rent		5,191	5,191	5,191	5,191	5,191	5,191	5,191	5,068	5,068	5,068	5,068
Other Exp		0	0	0	0	0	0	0	0	0	0	0
Total Expenses	25,649	5,357	2,001	10,206	8,085	6,452	8,819	6,985	5,905	7,381	11,698	16,614
Total Expense per Statistic		0	0	0	0	0	0	0	0	0	0	320
Direct Contribution/(Loss)	(25,649)	(5,357)	(2,001)	(10,206)	(8,085)	(6,452)	(8,819)	(6,985)	(5,905)	(7,381)	(11,698)	1,325
Total Contribution per Stat		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	25

REGULAR MEETING OF THE BOARD OF DIRECTORS - V. POLICIES/PROCEDURES/REVIEW OF OTHER ITEMS

**Pioneers Memorial Healthcare District
WHAP**

	FY24	October 2023 WHAP	September 2023 WHAP	August 2023 WHAP	July 2023 WHAP	June 2023 WHAP	May 2023 WHAP	April 2023 WHAP	March 2023 WHAP	February 2023 WHAP	January 2023 WHAP
Volume	1,939	Visits 512	Visits 477	Visits 520	Visits 430	Visits 538	Visits 564	Visits 455	Visits 510	Visits 422	Visits 433
Prof Fees		WHAP									
Less: Contractual Adj*		25,520	38,591	17,136	12,480	17,436	39,103	15,157	23,117	29,310	28,713
Net Pro Fee Revenue		21,156	31,897	14,365	10,443	14,619	33,019	12,550	19,195	24,394	22,814
PMHD Charges		4,364	6,694	2,771	2,037	2,817	6,084	2,607	3,922	4,916	5,899
Less: Contractual Adj*		162,659	132,543	169,928	119,379	167,613	132,274	158,583	123,794	124,638	120,519
Net PMHD Revenue		39,543 ~	17,844 ~	44,889 ~	15,981 ~	38,246 ~	31,994 ~	22,865 ~	35,948 ~	22,320 ~	20,519 ~
Total Net Revenue	482,118	123,116	114,699	125,039	103,398	129,367	135,619	109,409	122,635	101,474	104,119
Net Revenue %		66.98%	69.75%	67.85%	79.65%	70.99%	67.60%	75.55%	68.98%	68.48%	70.61%
Net Revenue Per Statistic		249	254	246	245	246	251	246	248	261	254
Operating Expenses											
Salaries		57,333	44,329	49,755	49,159	39,881	58,657	51,579	47,238	43,114	43,692
Benefits**		17,842	13,795	15,483	15,298	12,411	18,254	16,051	14,700	13,417	13,597
Contract Labor		0	0	0	0	0	0	0	0	0	0
Pro Fees		8,620	13,320	7,161	9,519	(9,000)	9,000	7,900	9,400	9,400	8,860
Pharmacy		7,318	1,483	2,710	0	0	4,352	0	0	821	1,232
Non-Pharmacy Supplies		2,015	2,950	1,255	2,319	846	3,550	3,014	2,632	1,133	2,397
Purchased Services		399	387	0	0	0	0	0	0	586	586
Repairs & Maint		0	0	0	0	0	0	0	0	0	0
Lease/Rent		9,960	9,960	9,960	9,960	9,960	9,960	9,722	9,722	9,722	9,722
Other Exp		104	114	0	4	0	164	13	30	0	25
Total Expenses	362,512	103,591	86,338	86,324	86,259	54,098	103,937	88,279	83,722	78,193	80,111
Total Expense per Statistic		202	181	166	201	101	184	194	164	185	185
Direct Contribution/(Loss)	119,606	23,889	35,055	41,486	19,176	78,087	37,767	23,737	42,834	31,826	29,908
Total Contribution per Stat		47	73	80	45	145	67	52	84	73	69

REGULAR MEETING OF THE BOARD OF DIRECTORS - V. POLICIES/PROCEDURES/REVIEW OF OTHER ITEMS

**Pioneers Memorial Healthcare District
C-WHAP**

	FY24	October 2023 CWHAP	Septiembre 2023 CWHAP	August 2023 CWHAP	July 2023 CWHAP	June 2023 CWHAP	May 2023 CWHAP	April 2023 CWHAP	March 2023 C-WHAP	February 2023 C-WHAP	January 2023 C-WHAP
Volume	1,139	Visits 186	Visits 348	Visits 376	Visits 229	Visits 377	Visits 478	Visits 426	Visits 338	Visits 330	Visits 301
Prof Fees		161,830	228,204	188,848	155,674	223,590	206,473	335,022	266,585	315,327	170,875
Less: Contractual Adj*		86,984	122,660	101,506	83,675	120,180	110,979	181,012	144,009	170,277	92,409
Net Pro Fee Revenue		74,846	105,544	87,342	71,999	103,410	95,494	154,010	122,576	145,050	78,466
PMHD Charges		0	0	0	0	0	0	0	0	0	0
Less: Contractual Adj*		0 ~	0 ~	0 ~	0 ~	0 ~	0 ~	0 ~	0 ~	0 ~	0 ~
Net PMHD Revenue		0	0	0	0	0	0	0	0	0	0
Total Net Revenue	339,732	74,846	105,544	87,342	71,999	103,410	95,494	154,010	122,576	78,466	78,466
Net Revenue %		0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Net Revenue Per Statistic		398	303	232	314	274	200	362	363	238	261
Operating Expenses											
Salaries		31,056	31,765	38,335	32,082	50,359	47,167	34,535	43,009	31,410	41,842
Benefits**		9,664	9,885	11,930	9,984	15,671	14,678	10,747	13,384	9,775	13,021
Contract Labor		0	0	0	0	0	0	0	0	0	0
Pro Fees		59,924	70,709	85,081	64,510	129,932	77,513	126,702	87,558	65,000	62,344
Pharmacy		10,171	2,298	2,647	11,336	0	7,907	2,308	981	1,015	2,767
Non-Pharmacy Supplies		1,804	3,078	1,275	2,362	7,244	1,013	1,339	521	5,371	11,696
Purchased Services		367	754	0	360	510	362	521	324	301	304
Repairs & Maint		0	0	0	0	0	0	0	0	0	0
Lease/Rent		10,838	10,838	10,838	10,838	10,838	10,838	10,584	10,584	10,584	10,584
Other Exp		3,173	3,806	3,712	4,451	3,548	4,688	3,249	2,415	4,630	3,181
Total Expenses	549,871	126,997	133,133	153,818	135,923	218,102	164,166	189,985	158,776	128,086	145,739
Total Expense per Statistic		676	383	409	594	579	343	446	470	388	484
Direct Contribution/(Loss)	(210,139)	(52,151)	(27,589)	(66,475)	(63,923)	(114,692)	(68,672)	(35,979)	(36,200)	(49,620)	(67,273)
Total Contribution per Stat		(277)	(79)	(177)	(279)	(304)	(144)	(84)	(107)	(150)	(223)

REGULAR MEETING OF THE BOARD OF DIRECTORS - V. POLICIES/PROCEDURES/REVIEW OF OTHER ITEMS

**Pioneers Memorial Healthcare District
PT/SPEECH**

	FY24	October 2023 PHYSICAL/SPEECH	September 2023 PHYSICAL/SPEECH	August 2023 PHYSICAL/SPEECH	July 2023 PHYSICAL/SPEECH	June 2023 PHYSICAL/SPEECH	May 2023 PHYSICAL/SPEECH	April 2023 PHYSICAL/SPEECH	March 2023 PT/SPEECH	February 2023 PT/SPEECH	January 2023 PT/SPEECH
Volume	3,820	Visits 1,067	Visits 942	Visits 1,048	Visits 763	Visits 1,057	Visits 919	Visits 803	Visits 1,057	Visits 783	Visits 942
Prof Fees		CWHAP 0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0
Less: Contractual Adj*		0	0	0	0	0	0	0	0	0	0
Net Pro Fee Revenue		0	0	0	0	0	0	0	0	0	0
PMHD Charges	241,769	218,703	228,151	193,199	152,583	152,583	180,020	222,107	156,779	189,481	133,035 ~
Less: Contractual Adj*	163,871 ~	148,237 ~	154,641 ~	130,950 ~	103,421 ~	103,421 ~	122,018 ~	150,544 ~	110,075 ~	133,035 ~	0
Total Net Revenue	284,123	77,898	77,898	70,466	73,510	62,249	49,162	49,162	58,002	71,563	46,704
Net Revenue %		32.22%	32.22%	32.22%	32.22%	32.22%	32.22%	32.22%	32.22%	32.22%	32.22%
Net Revenue Per Statistic		73	75	70	82	47	53	72	68	72	63
Operating Expenses											
Salaries	71,474	58,733	51,178	43,486	56,986	49,929	49,052	57,464	44,827	45,659	45,659
Benefits**	22,242	18,277	15,926	13,533	17,734	15,538	15,265	17,882	13,950	14,209	14,209
Contract Labor	0	0	0	0	0	0	0	0	0	0	0
Pro Fees	0	0	0	0	0	0	0	0	0	0	0
Pharmacy	0	0	0	0	0	0	0	0	0	0	0
Non-Pharmacy Supplies	416	202	140	46	198	108	189	401	194	227	227
Purchased Services	0	0	0	0	0	0	0	0	0	0	0
Repairs & Maint	0	0	0	0	0	0	0	0	0	0	0
Lease/Rent	7,423	7,423	7,423	7,423	7,423	7,423	7,423	7,423	7,245	7,245	7,245
Other Exp	0	227	0	0	0	0	0	0	27	0	0
Total Expenses	325,572	101,555	84,862	74,667	64,488	82,341	72,998	71,929	82,992	66,243	67,340
Total Expense per Statistic		95	90	71	85	78	79	90	79	85	75
Direct Contribution/(Loss)	(41,449)	(23,657)	(14,396)	(1,157)	(2,239)	(33,178)	(23,835)	(13,926)	(11,430)	(9,796)	(10,893)
Total Contribution per Stat		(22)	(15)	(1)	(3)	(31)	(26)	(17)	(11)	(13)	(12)
		PT	PT	PT	PT	PT	PT	PT	PT	PT	PT
		Total visits 984	Total visits 984	Total visits 984	Total visits 984	Total visits 984	Total visits 984	Total visits 984	Total visits 984	Total visits 984	Total visits 984
		IP 232	IP 232	IP 232	IP 232	IP 232	IP 232	IP 232	IP 232	IP 232	IP 232
		OP 752	OP 752	OP 752	OP 752	OP 752	OP 752	OP 752	OP 752	OP 752	OP 752

PIONEERS MEMORIAL HOSPITAL
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	Current Month 10/31/2023	Year-To-Date 04 Months 10/31/2023
CASH FLOWS FROM OPERATING ACTIVITIES:		
Net Income (Loss)	\$498,940	\$1,124,450
Adjustments to Reconcile Net Income to Net Cash Provided by Operating Activities:		
Depreciation	\$285,974	\$1,137,229
(Increase)/Decrease in Net Patient Accounts Receivable	\$2,700,435	\$3,855,365
(Increase)/Decrease in Other Receivables	(\$2,128,485)	(\$8,249,981)
(Increase)/Decrease in Inventories	(\$31,945)	\$155,895
(Increase)/Decrease in Pre-Paid Expenses	\$326,222	(\$691,563)
(Increase)/Decrease in Other Current Assets	\$0	\$368,285
Increase/(Decrease) in Accounts Payable	\$514,269	\$924,429
Increase/(Decrease) in Notes and Loans Payable	(\$500,000)	(\$500,000)
Increase/(Decrease) in Accrued Payroll and Benefits	\$645,459	\$1,865,124
Increase/(Decrease) in Accrued Expenses	\$0	\$0
Increase/(Decrease) in Patient Refunds Payable	\$0	\$0
Increase/(Decrease) in Third Party Advances/Liabilities	\$0	\$934,015
Increase/(Decrease) in Other Current Liabilities	(\$277,708)	(\$116,133)
Net Cash Provided by Operating Activities:	<u>\$2,033,161</u>	<u>\$807,115</u>
CASH FLOWS FROM INVESTING ACTIVITIES:		
Purchase of property, plant and equipment	(\$802,143)	(\$1,529,111)
(Increase)/Decrease in Limited Use Cash and Investments	(\$2)	(\$18,556)
(Increase)/Decrease in Other Limited Use Assets	\$558,243	\$542,195
(Increase)/Decrease in Other Assets	\$0	\$0
Net Cash Used by Investing Activities	<u>(\$243,902)</u>	<u>(\$1,005,472)</u>
CASH FLOWS FROM FINANCING ACTIVITIES:		
Increase/(Decrease) in Bond/Mortgage Debt	(\$306,985)	(\$532,941)
Increase/(Decrease) in Capital Lease Debt	(\$68,207)	(\$204,698)
Increase/(Decrease) in Other Long Term Liabilities	(\$250,000)	(\$1,227,419)
Net Cash Used for Financing Activities	<u>(\$625,192)</u>	<u>(\$1,965,058)</u>
(INCREASE)/DECREASE IN RESTRICTED ASSETS	<u>\$0</u>	<u>\$0</u>
Net Increase/(Decrease) in Cash	<u>\$1,164,067</u>	<u>(\$2,163,415)</u>
Cash, Beginning of Period	<u>\$13,421,600</u>	<u>\$16,749,082</u>
Cash, End of Period	<u>\$14,585,667</u>	<u>\$14,585,667</u>

Balance Sheet - Assets**PIONEERS MEMORIAL HOSPITAL****04 Mos 06/30/24****PAGE 1**

	ASSETS			
	Current Month	Prior Month	Variance Positive	Prior Year End Audited
	10/31/2023	09/30/2023	(Negative)	06/30/2023
Current Assets				
Cash and Cash Equivalents	\$14,585,667	\$13,421,600	\$1,164,067	\$16,749,082
Gross Patient Accounts Receivable	\$99,052,379	\$97,222,937	\$1,829,442	\$87,933,623
Less: Bad Debt and Allowance Reserves	(\$83,158,865)	(\$78,628,988)	(\$4,529,877)	(\$68,184,744)
Net Patient Accounts Receivable	\$15,893,514	\$18,593,949	(\$2,700,435)	\$19,748,879
Interest Receivable	\$0	\$0	\$0	\$0
Other Receivables	\$25,507,229	\$23,378,744	\$2,128,485	\$17,257,248
Inventories	\$3,160,729	\$3,128,784	\$31,945	\$3,316,624
Prepaid Expenses	\$2,768,741	\$3,094,963	(\$326,222)	\$2,077,178
Due From Third Party Payers	\$0	\$0	\$0	\$368,285
Other Current Assets	\$0	\$0	\$0	\$0
Total Current Assets	\$61,915,880	\$61,618,040	\$297,840	\$59,517,296
Assets Whose Use is Limited				
Cash	\$55,619	\$55,617	\$2	\$37,063
Bonds Property Tax Proceeds	\$0	\$0	\$0	\$0
Trustee Held Funds	\$1,150,266	\$1,708,509	(\$558,243)	\$1,465,042
Funded Depreciation	\$0	\$0	\$0	\$0
Board Designated Funds	\$0	\$0	\$0	\$0
Other Limited Use Assets	\$366,583	\$366,583	\$0	\$594,002
Total Limited Use Assets	\$1,572,468	\$2,130,709	(\$558,241)	\$2,096,107
Property, Plant, and Equipment				
Land and Land Improvements	\$2,623,526	\$2,623,526	\$0	\$2,623,526
Building and Building Improvements	\$63,472,230	\$63,472,230	\$0	\$63,472,230
Equipment	\$60,911,388	\$60,150,222	\$761,166	\$59,457,987
Construction In Progress	\$413,976	\$372,999	\$40,977	\$338,266
Gross Property, Plant, and Equipment	\$127,421,120	\$126,618,977	\$802,143	\$125,892,009
Less: Accumulated Depreciation	(\$97,712,292)	(\$97,426,318)	(\$285,974)	(\$96,575,063)
Net Property Plant & Equipment	\$29,708,828	\$29,192,659	\$516,169	\$29,316,946
Other Assets				
Unamortized Loan Costs	\$0	\$0	\$0	\$0
Assets Held for Future Use	\$0	\$0	\$0	\$0
Total Other Assets	\$49,415,107	\$49,415,107	\$0	\$49,415,107
TOTAL UNRESTRICTED ASSETS	\$142,612,283	\$142,356,515	\$255,768	\$140,345,456
TOTAL ASSETS	\$142,612,283	\$142,356,515	\$255,768	\$140,345,456

Balance Sheet - Liabilities and Fund Balance

PIONEERS MEMORIAL HOSPITAL

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	LIABILITIES AND FUND BALANCE			
	Current Month 10/31/2023	Prior Month 09/30/2023	Variance Positive (Negative)	Prior Year End Audited 06/30/2023
Current Liabilities				
Accounts Payable	\$13,606,565	\$13,092,296	(\$514,269)	\$12,682,136
Accrued Payroll	\$7,515,325	\$6,622,866	(\$892,459)	\$5,358,973
Accrued Payroll Taxes	\$0	\$0	\$0	\$0
Accrued Benefits	\$0	\$0	\$0	\$0
Accrued Pension Expense (Current Portion)	\$125,000	\$372,000	\$247,000	\$416,228
Other Accrued Expenses	\$0	\$0	\$0	\$0
Patient Refunds Payable	\$0	\$0	\$0	\$0
Property Tax Payable	\$0	\$0	\$0	\$0
Due to Third Party Payers	\$934,015	\$934,015	\$0	\$0
Advances From Third Party Payers	\$1,722,161	\$1,722,161	\$0	\$1,722,161
Current Portion of LTD (Bonds/Mortgages)	\$550,000	\$535,000	(\$15,000)	\$525,000
Current Portion of LTD (Leases)	\$270,242	\$319,954	\$49,712	\$469,091
Other Current Liabilities	\$57,900	\$335,608	\$277,708	\$174,033
	Total Current Liabilities	\$26,781,208	(\$347,308)	\$23,847,622
Long Term Debt				
Bonds/Mortgages Payable	\$15,053,738	\$15,360,723	\$306,985	\$15,586,679
Leases Payable	\$7,171,806	\$7,240,013	\$68,207	\$7,376,504
Less: Current Portion Of Long Term Debt	\$820,242	\$854,954	\$34,712	\$994,091
	Total Long Term Debt (Net of Current)	\$21,405,302	\$21,745,782	\$340,480
Other Long Term Liabilities				
Deferred Revenue	\$866,583	\$1,116,583	\$250,000	\$2,094,002
Other	\$48,170,072	\$48,170,072	\$0	\$48,170,072
	Total Other Long Term Liabilities	\$49,036,655	\$49,286,655	\$250,000
	TOTAL LIABILITIES	\$97,223,165	\$97,466,337	\$243,172
Net Assets:				
Unrestricted Fund Balance	\$44,264,668	\$44,264,668	\$0	\$43,671,796
Restricted Fund Balance	\$0	\$0	\$0	\$0
Net Excess / (Deficit)	\$1,124,450	\$625,510	N/A	\$592,872
	TOTAL FUND BALANCE	\$45,389,118	(\$498,940)	\$44,264,668
	TOTAL LIABILITIES & FUND BALANCE	\$142,612,283	(\$255,768)	\$140,345,456

Statement of Revenue and Expense**PIONEERS MEMORIAL HOSPITAL****04 Mos 06/30/24****PAGE 3**

	Current Month 10/31/23	Year To Date 04 Months 10/31/23	Prior Year End Audited 06/30/23
Gross Patient Revenue			
Inpatient Revenue	\$14,698,922	\$56,611,936	\$136,116,325
Outpatient Revenue	\$29,121,775	\$108,348,195	\$314,354,224
Total Gross Patient Revenue	\$43,820,697	\$164,960,131	\$450,470,549
Deductions From Revenue			
Discounts and Allowances	(\$30,233,416)	(\$115,128,560)	(\$324,754,825)
Prior Year Settlements	\$0	\$0	\$0
Charity Care	(\$489,506)	(\$795,714)	(\$876,872)
Total Deductions From Revenue	(\$30,722,922)	(\$115,924,274)	(\$325,631,697)
Net Patient Revenue	\$13,097,775	\$49,035,857	\$124,838,852
Other Operating Revenue	\$628,184	\$1,846,153	\$9,311,005
Total Operating Revenue	\$13,725,959	\$50,882,010	\$134,149,857
Operating Expenses			
Salaries and Wages	\$5,818,969	\$21,991,115	\$54,821,236
Fringe Benefits	\$1,419,506	\$5,914,671	\$16,613,611
Contract Labor	\$210,466	\$1,011,007	\$5,881,464
Professional Fees	\$1,145,937	\$4,478,199	\$15,498,022
Purchased Services	\$705,850	\$2,515,413	\$7,849,584
Supply Expense	\$1,824,914	\$6,124,120	\$17,846,976
Utilities	\$166,926	\$719,890	\$2,221,933
Repairs and Maintenance	\$512,628	\$1,941,499	\$6,017,487
Insurance Expense	\$200,896	\$930,685	\$2,215,447
All Other Operating Expenses	\$283,321	\$1,075,661	\$2,983,228
Leases and Rentals	\$449,789	\$1,212,595	\$2,980,948
Hospitalist Program Expense	\$287,540	\$1,090,523	\$2,661,055
Depreciation and Amortization	\$285,974	\$1,137,229	\$3,572,979
Total Operating Expenses	\$13,312,716	\$50,142,607	\$141,163,970
Net Operating Surplus/(Loss)	\$413,243	\$739,403	(\$7,014,113)
Non-Operating Revenue (Expense)			
CARES HHS, Contributions	\$3,961	\$50,611	\$5,791,524
Investment Income	\$8,004	\$42,821	\$9,839
Interest Expense	(\$56,633)	(\$229,577)	(\$698,622)
Other Non-Oper Revenue (Expense)	\$130,365	\$521,192	\$2,504,244
Total Non Oper Revenue (Expense)	\$85,697	\$385,047	\$7,606,985
Total Net Excess (Deficit)	\$498,940	\$1,124,450	\$592,872
Operating Margin	3.01%	1.45%	-5.23%
Total Profit Margin	3.64%	2.21%	0.44%
EBITDA	5.51%	4.14%	-2.04%
Cash Flow Margin	6.13%	4.90%	3.63%

REGULAR MEETING OF THE BOARD OF DIRECTORS - V. POLICIES/PROCEDURES/REVIEW OF OTHER ITEMS

LAST MONTH ACTUAL SEPTEMBER	THIS MONTH ACTUAL OCTOBER	THIS MONTH BUDGET OCTOBER	THIS MONTH ACT-BUD VARIANCE	PIONEERS MEMORIAL HEALTHCARE STATEMENT OF REVENUE AND EXPENSE FOR THE PERIOD ENDING OCTOBER 31, 2023							
				FYTD ACTUAL OCTOBER	FYTD BUDGET OCTOBER	FYTD ACT-BUD VARIANCE	FYTD PRIOR YEAR OCTOBER	FYTD ACT-PRIOR VARIANCE			
4,323	4,293	4,048	245	ADJ PATIENT DAYS	17,113	16,606	507	17,706	-593		
1,611	1,440	1,429	11	INPATIENT DAYS	5,873	5,615	258	4,639	1,234		
437	410	348	62	IP ADMISSIONS	1,629	1,372	257	1,328	301		
54	46	46	0	IP AVERAGE DAILY CENSUS	48	46	2	38	10		
GROSS PATIENT REVENUES											
7,648,067	7,743,003	6,794,068	948,935	DAILY HOSPITAL SERVICES	29,278,322	26,493,052	2,785,270	16,229,888	13,048,434		
8,070,090	6,955,919	6,874,660	81,259	INPATIENT ANCILLARY	27,333,614	24,809,148	2,524,466	20,705,007	6,628,607		
26,464,317	29,121,776	25,053,658	4,068,118	OUTPATIENT ANCILLARY	108,348,195	100,419,822	7,928,373	104,039,932	4,308,263		
42,182,474	43,820,697	38,722,386	5,098,311	TOTAL PATIENT REVENUES	164,960,131	151,722,022	13,238,109	140,974,827	23,985,303		
REVENUE DEDUCTIONS											
10,459,117	8,959,671	9,034,784	-75,113	MEDICARE CONTRACTUAL	37,255,928	35,400,085	1,855,843	32,862,215	4,393,713		
13,494,193	13,450,294	11,971,180	1,479,114	MEDICAL CONTRACTUAL	52,738,323	46,905,462	5,832,861	48,040,424	4,697,899		
-1,819,749	-1,820,382	-1,443,803	-376,579	SUPPLEMENTAL PAYMENTS	-6,488,288	-5,657,104	-831,184	-4,041,516	-2,446,772		
0	0	0	0	PRIOR YEAR RECOVERIES	0	0	0	12,119	-12,119		
6,728,185	8,772,193	5,334,749	3,437,444	OTHER DEDUCTIONS	28,139,008	20,902,609	7,236,399	24,378,991	3,760,017		
147,750	489,506	33,682	455,824	CHARITY WRITE OFFS	795,714	131,973	663,741	175,178	620,536		
954,288	875,807	1,077,619	-201,812	BAD DEBT PROVISION	3,500,256	4,222,326	-722,070	3,605,196	-104,940		
-4,167	-4,167	-4,182	15	INDIGENT CARE WRITE OFFS	-16,667	-16,385	-282	-16,667	0		
29,959,618	30,722,922	26,004,029	4,718,893	TOTAL REVENUE DEDUCTIONS	115,924,274	101,888,966	14,035,308	105,015,941	10,908,333		
12,222,856	13,097,775	12,718,357	379,418	NET PATIENT REVENUES	49,035,857	49,833,056	-797,199	35,958,887	13,076,970		
71.0%	70.1%	67.2%			70.3%	67.2%		74.5%			
OTHER OPERATING REVENUE											
25,000	0	31	-31	GRANT REVENUES	150,000	124	149,876	0	150,000		
442,058	628,184	548,110	80,074	OTHER	1,696,153	1,521,571	174,582	1,603,004	93,149		
467,058	628,184	548,141	80,043	TOTAL OTHER REVENUE	1,846,153	1,521,695	324,458	1,603,004	243,149		
12,689,914	13,725,959	13,266,498	459,461	TOTAL OPERATING REVENUE	50,882,010	51,354,751	-472,741	37,561,891	13,320,119		
OPERATING EXPENSES											
5,408,669	5,818,969	5,576,448	242,521	SALARIES AND WAGES	21,991,115	22,030,113	-38,998	17,281,493	4,709,622		
1,403,444	1,419,506	1,631,374	-211,868	BENEFITS	5,914,671	6,525,496	-610,825	5,240,781	673,890		
288,768	210,466	160,284	50,182	REGISTRY & CONTRACT	1,011,007	628,128	382,879	2,117,774	-1,106,767		
7,100,881	7,448,940	7,368,106	80,834	TOTAL STAFFING EXPENSE	28,916,793	29,183,737	-266,944	24,640,047	4,276,746		
1,113,241	1,145,937	1,201,094	-55,157	PROFESSIONAL FEES	4,478,199	4,804,376	-326,177	5,697,751	-1,219,551		
1,602,474	1,824,914	1,635,888	189,026	SUPPLIES	6,124,120	6,205,822	-81,702	6,142,374	-18,254		
766,263	705,850	674,910	30,940	PURCHASED SERVICES	2,515,413	2,679,096	-163,683	2,299,363	216,049		
423,999	512,628	547,058	-34,430	REPAIR & MAINTENANCE	1,941,499	2,188,232	-246,733	1,964,080	-22,581		
281,874	285,974	283,212	2,762	DEPRECIATION & AMORT	1,137,229	1,132,708	4,521	1,312,419	-175,190		
253,101	200,896	232,438	-31,542	INSURANCE	930,685	913,984	16,701	713,070	217,615		
251,337	287,540	181,279	106,261	HOSPITALIST PROGRAM	1,090,523	725,116	365,407	612,000	478,523		
644,882	900,037	885,032	15,005	OTHER	3,008,147	3,498,799	-490,652	2,573,528	434,618		
12,438,051	13,312,716	13,009,017	303,699	TOTAL OPERATING EXPENSES	50,142,607	51,331,870	-1,189,263	45,954,632	4,187,975		
251,863	413,243	257,481	155,762	TOTAL OPERATING MARGIN	739,403	22,881	716,522	-8,392,741	9,132,144		
NON OPER REVENUE(EXPENSE)											
923	5,177	42,881	-37,704	OTHER NON-OPS REV (EXP)	66,012	196,524	-130,512	-173,157	239,169		
137,153	137,153	137,153	0	DISTRICT TAX REVENUES	548,612	548,612	0	1,076,224	-527,612		
-57,599	-56,633	-55,557	-1,076	INTEREST EXPENSE	-229,577	-222,228	-7,349	-232,776	3,199		
80,477	85,697	124,477	-38,780	TOTAL NON-OP REV (EXPENSE)	385,047	522,908	-137,861	670,291	-285,244		
332,339	498,940	381,958	116,982	NET EXCESS / (DEFICIT)	1,124,450	545,789	578,661	-7,722,450	8,846,900		
877.93	856.84	885.85	-29.01	TOTAL PAID FTE'S (Inc Reg & Cont.)	877.37	883.11	-5.74	742.71	134.67		
770.17	780.90	787.07	-6.17	TOTAL WORKED FTE'S	778.85	789.85	-11.00	633.87	144.99		
19.77	17.30	14.15	3.15	TOTAL CONTRACT FTE'S	18.85	14.17	4.68	28.39	-9.54		
770.42	747.58	754.25	-6.68	PAID FTE'S - HOSPITAL	760.99	750.34	10.65	742.71	18.29		
666.92	678.08	668.61	9.47	WORKED FTE'S - HOSPITAL	666.76	670.32	-3.55	633.87	32.89		
107.51	109.27	131.60	-22.33	PAID FTE'S - SNF	116.38	132.77	-16.39	0.00	116.38		
103.25	102.83	118.46	-15.63	WORKED FTE'S - SNF	112.09	119.54	-7.45	0.00	112.09		

PIONEERS MEMORIAL HEALTHCARE
BALANCE SHEET AS OF OCTOBER 31, 2023

	<u>SEPTEMBER 2023</u>	<u>OCTOBER 2023</u>	<u>OCTOBER 2022</u>
ASSETS			
CURRENT ASSETS			
CASH	\$12,423,990	\$13,587,484	\$4,365,503
CASH - NORIDIAN AAP FUNDS	\$0	\$0	\$5,826,254
CASH - 3RD PRTY REPAYMENTS	\$934,015	\$934,015	\$0
CDs - LAIF & CVB	\$63,595	\$64,168	\$62,351
ACCOUNTS RECEIVABLE - PATIENTS	\$97,222,937	\$99,052,379	\$80,078,424
LESS: ALLOWANCE FOR BAD DEBTS	-\$4,984,579	-\$5,458,891	-\$5,080,201
LESS: ALLOWANCE FOR CONTRACTUALS	-\$73,644,409	-\$77,699,973	-\$60,373,311
NET ACCTS RECEIVABLE	\$18,593,950	\$15,893,515	\$14,624,912
	19.13%	16.05%	18.26%
ACCOUNTS RECEIVABLE - OTHER	\$23,378,744	\$25,507,229	\$18,949,860
COST REPORT RECEIVABLES	\$0	\$0	\$1,410,849
INVENTORIES - SUPPLIES	\$3,128,784	\$3,160,729	\$3,523,032
PREPAID EXPENSES	\$3,094,963	\$2,768,741	\$2,133,577
TOTAL CURRENT ASSETS	\$61,618,040	\$61,915,880	\$50,896,338
 OTHER ASSETS			
PROJECT FUND 2017 BONDS	\$740,209	\$181,950	\$181,882.09
BOND RESERVE FUND 2017 BONDS	\$968,300	\$968,316	\$968,316.18
LIMITED USE ASSETS	\$55,617	\$55,619	\$61,529
GASB87 LEASES	\$49,415,107	\$49,415,107	\$22,618,546
OTHER ASSETS PROPERTY TAX PROCEEDS	\$366,583	\$366,583	\$0
TOTAL OTHER ASSETS	\$51,545,816	\$50,987,575	\$23,830,273
 PROPERTY, PLANT AND EQUIPMENT			
LAND	\$2,623,526	\$2,623,526	\$2,623,526
BUILDINGS & IMPROVEMENTS	\$63,472,230	\$63,472,230	\$61,523,759
EQUIPMENT	\$60,150,222	\$60,911,388	\$59,818,495
CONSTRUCTION IN PROGRESS	\$372,999	\$413,976	\$1,897,832
LESS: ACCUMULATED DEPRECIATION	-\$97,426,318	-\$97,712,292	-\$94,968,859
NET PROPERTY, PLANT, AND EQUIPMENT	\$29,192,659	\$29,708,828	\$30,894,753
TOTAL ASSETS	\$142,356,515	\$142,612,283	\$105,621,364

PIONEERS MEMORIAL HEALTHCARE
BALANCE SHEET AS OF OCTOBER 31, 2023

	<u>SEPTEMBER 2023</u>	<u>OCTOBER 2023</u>	<u>OCTOBER 2022</u>
LIABILITIES AND FUND BALANCES			
CURRENT LIABILITIES			
ACCOUNTS PAYABLE - CASH REQUIREMENTS	\$2,481,459	\$3,674,057	\$2,459,773
ACCOUNTS PAYABLE - ACCRUALS	\$10,610,837	\$9,932,510	\$11,281,135
PAYROLL & BENEFITS PAYABLE - ACCRUALS	\$6,622,866	\$7,515,325	\$6,532,684
COST REPORT PAYABLES & RESERVES	\$934,015	\$934,015	\$200,000
NORIDIAN AAP FUNDS	\$0	\$0	\$5,826,254
CURR PORTION- GO BONDS PAYABLE	\$230,000	\$230,000	\$220,000
CURR PORTION- 2017 REVENUE BONDS PAYABLE	\$305,000	\$320,000	\$305,000
INTEREST PAYABLE- GO BONDS	\$0	\$958	\$1,875
INTEREST PAYABLE- 2017 REVENUE BONDS	\$335,608	\$56,942	\$56,942
OTHER - TAX ADVANCE IMPERIAL COUNTY	\$0	\$0	\$1,318,270
CURR PORTION- LEASE LIABILITIES(GASB 87)	\$1,722,161	\$1,722,161	\$1,059,698
CURR PORTION- SKILLED NURSING CTR ADVANCE	\$2,500,000	\$2,000,000	\$0
CURRENT PORTION OF LONG-TERM DEBT	\$319,954	\$270,242	\$216,403
TOTAL CURRENT LIABILITIES	\$26,061,900	\$26,656,209	\$29,478,033
LONG TERM DEBT AND OTHER LIABILITIES			
PMH RETIREMENT FUND - ACCRUAL	\$372,000	\$125,000	\$135,000
NOTES PAYABLE - EQUIPMENT PURCHASES	\$136,535	\$118,040	\$343,787
LOANS PAYABLE - CHFFA NDPH	\$6,783,524	\$6,783,524	\$2,986,587
BONDS PAYABLE G.O BONDS	\$0	\$0	\$230,000
BONDS PAYABLE 2017 SERIES	\$14,825,723	\$14,503,738	\$14,847,561
LONG TERM LEASE LIABILITIES (GASB 87)	\$48,170,072	\$48,170,072	\$21,651,051
DEFERRED REVENUE -CHW	\$750,000	\$500,000	\$0
DEFERRED PROPERTY TAX REVENUE	\$366,583	\$366,583	\$0
TOTAL LONG TERM DEBT	\$71,404,437	\$70,566,956	\$40,193,986
FUND BALANCE AND DONATED CAPITAL	\$44,264,668	\$44,264,668	\$43,671,796
NET SURPLUS (DEFICIT) CURRENT YEAR	\$625,510	\$1,124,450	-\$7,722,450
TOTAL FUND BALANCE	\$44,890,178	\$45,389,118	\$35,949,345
TOTAL LIABILITIES AND FUND BALANCE	\$142,356,515	\$142,612,283	\$105,621,364

REGULAR MEETING OF THE BOARD OF DIRECTORS - V. POLICIES/PROCEDURES/REVIEW OF OTHER ITEMS

PIONEERS MEMORIAL HEALTHCARE

STATEMENT OF REVENUE AND EXPENSE - 12 Month Trend

	1		2		3		4		5		6		7		8		9		10		11		12		YTD
	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Oct-23	Oct-23	Oct-23	Oct-23	Oct-23	Oct-23	Oct-23	Oct-23	Oct-23	Oct-23	Oct-23	
ADJ PATIENT DAYS	4,352	4,538	4,444	4,525	4,379	4,822	3,909	3,984	4,400	3,932	4,575	4,323	4,293	51,924											
INPATIENT DAYS	1,062	1,345	1,289	1,370	1,587	1,515	1,348	1,249	1,474	1,315	1,507	1,611	1,440	17,056											
IP ADMISSIONS	326	354	361	396	426	404	357	360	407	366	416	437	410	4,694											
IP AVERAGE DAILY CENSUS	34	45	42	44	57	49	45	40	49	42	49	54	46	47											
GROSS PATIENT REVENUES																									
DAILY HOSPITAL SERVICES	3,726,193	4,448,756	4,280,288	4,606,860	5,573,960	5,594,323	6,599,032	6,152,754	7,344,651	6,849,387	7,037,864	7,648,067	7,743,003	73,878,944											
INPATIENT ANCILLARY	4,892,763	6,806,830	5,284,772	6,846,379	7,779,728	7,460,240	7,042,218	6,479,997	6,880,643	5,660,925	6,646,681	8,070,090	6,955,919	81,914,421											
OUTPATIENT ANCILLARY	26,703,154	26,722,952	23,412,576	26,378,219	23,492,547	28,499,033	25,911,647	27,662,369	28,234,949	24,898,973	27,863,130	26,464,317	29,121,776	318,662,487											
TOTAL PATIENT REVENUES	35,322,110	37,978,539	32,977,636	37,831,458	36,846,234	41,553,596	39,552,896	40,295,120	42,460,243	37,409,285	41,547,675	42,182,474	43,820,697	474,455,852											
REVENUE DEDUCTIONS																									
MEDICARE CONTRACTUAL	8,154,225	9,140,604	7,806,669	10,435,714	9,005,194	9,942,974	9,789,551	7,472,886	9,508,986	8,391,370	9,445,769	10,459,117	8,959,671	110,358,506											
MEDICAL CONTRACTUAL	11,549,140	11,710,547	9,039,116	11,449,005	10,517,387	11,262,677	12,086,130	14,180,891	13,721,363	11,592,088	14,201,748	13,494,193	13,450,294	146,705,439											
SUPPLEMENTAL PAYMENTS	-989,045	-989,045	-1,522,297	-989,045	-1,734,317	-2,292,374	-1,145,045	-1,662,601	-2,197,723	-1,424,395	-1,423,762	-1,819,749	-1,820,382	-19,020,735											
PRIOR YEAR RECOVERIES	0	217,922	0	-81,929	302,145	137,918	0	0	80,652	0	0	0	656,708												
OTHER DEDUCTIONS	5,968,607	5,976,985	5,687,710	6,169,767	7,580,322	7,114,875	6,957,436	6,793,112	7,347,952	6,276,428	6,362,202	6,728,185	8,772,193	81,767,167											
CHARITY WRITE OFFS	38,967	0	8,430	0	26,191	92,272	138,773	209,563	226,466	98,362	60,096	147,750	489,506	1,497,408											
BAD DEBT PROVISION	852,870	1,096,506	972,190	812,126	805,516	833,099	793,828	722,327	286,605	937,839	732,322	954,288	875,807	9,822,453											
INDIGENT CARE WRITE OFFS	-4,167	-4,167	-4,167	-4,167	-4,167	-4,167	-4,167	-4,167	-4,167	-4,167	-4,167	-4,167	-4,167	-50,000											
TOTAL REVENUE DEDUCTIONS	25,570,598	27,149,353	21,987,652	27,791,472	26,498,271	27,087,274	28,616,506	27,712,011	28,970,134	25,867,525	29,374,209	29,959,618	30,722,922	331,736,947											
NET PATIENT REVENUES																									
	9,751,513	10,829,186	10,989,984	10,039,985	10,347,963	14,466,322	10,936,390	12,583,109	13,490,109	11,541,760	12,173,466	12,222,856	13,097,775	142,718,906											
	72.39%	71.49%	66.67%	73.46%	71.92%	65.19%	72.35%	68.77%	68.23%	69.15%	70.70%	71.02%	70.11%	69.92%											
OTHER OPERATING REVENUE																									
GRANT REVENUES	0	0	0	375,000	375,000	275	15,000	0	106,298	125,000	0	25,000	0	1,021,573											
OTHER	605,696	342,471	399,069	242,444	260,576	387,447	1,163,270	257,357	3,783,795	267,286	358,626	442,058	628,184	8,532,582											
TOTAL OTHER REVENUE	605,696	342,471	399,069	617,444	635,576	387,722	1,178,270	257,357	3,890,093	392,286	358,626	467,058	628,184	9,554,154											
TOTAL OPERATING REVENUE	10,357,209	11,171,657	11,389,054	10,657,429	10,983,539	14,854,044	12,114,659	12,840,466	17,380,201	11,934,046	12,532,092	12,689,914	13,725,959	152,273,060											
OPERATING EXPENSES																									
SALARIES AND WAGES	4,428,618	4,017,679	4,283,475	4,388,631	4,407,200	4,824,469	5,055,347	5,345,719	5,217,223	5,314,702	5,448,775	5,408,669	5,818,969	59,530,858											
BENEFITS	1,310,420	1,223,797	1,594,977	1,267,315	1,411,862	1,256,848	1,594,936	1,621,318	1,401,778	1,611,380	1,480,341	1,493,444	1,419,506	17,287,501											
REGISTRY & CONTRACT	551,399	864,597	1,071,155	678,578	417,952	222,427	214,027	130,735	164,219	240,802	270,972	288,768	210,466	4,774,466											
TOTAL STAFFING EXPENSE	6,290,437	6,106,073	6,949,607	6,334,524	6,237,015	6,303,743	6,864,310	7,097,771	6,783,221	7,166,884	7,200,087	7,100,881	7,448,940	81,593,056											
PROFESSIONAL FEES	1,481,824	1,267,113	1,084,024	1,420,475	1,334,881	1,090,863	1,153,094	1,119,903	1,329,919	1,002,397	1,216,625	1,113,241	1,145,937	14,278,472											
SUPPLIES	1,533,586	1,653,944	1,515,401	1,399,578	1,411,813	1,503,278	1,310,917	1,424,314	1,755,357	1,320,348	1,376,384	1,602,474	1,824,914	17,827,721											
PURCHASED SERVICES	698,973	748,092	639,751	618,364	533,625	744,288	741,183	638,592	886,327	359,557	683,743	766,263	705,850	8,065,633											
REPAIR & MAINTENANCE	521,197	463,382	454,559	598,445	560,041	525,102	469,496	459,911	522,472	541,660	463,212	423,999	512,628	5,994,907											
DEPRECIATION & AMORT	329,970	334,470	334,370	221,366	272,724	281,224	280,766	301,634	234,006	284,489	281,874	285,974	3,397,789												
INSURANCE	170,380	170,380	194,322	193,617	174,276	191,388	227,255	173,888	177,251	262,720	213,969	253,101	200,896	2,433,062											
HOSPITALIST PROGRAM	148,000	198,000	148,000	243,657	268,024	258,525	315,016	317,977	299,856	265,966	285,679	251,337	287,540	3,139,577											
OTHER	628,495	635,336	627,904	678,508	635,768	569,565	889,125	467,145	709,055	754,174	644,882	900,037	8,320,063												
TOTAL OPERATING EXPENSES	11,802,862	11,576,790	11,947,938	11,708,533	11,158,166	11,467,976	12,251,161	12,342,555	12,455,553	11,913,076	12,478,766	12,438,051	13,312,716	145,051,280											
TOTAL OPERATING MARGIN	-1,445,653	-405,133	-558,885	-1,051,104	-174,627	3,386,068	-136,502	497,911	4,924,648	20,970	53,327	251,863	413,243	7,221,780											
NON OPER REVENUE(EXPENSE)																									
OTHER NON-OPS REVENUE	-19,071	37,213	178,926	73,426	94,200	249,782	-725,660	266,225	117,621	11,420	48,493	923	5,177	357,744											
CARES HHS RELIEF FUNDING	0	0	3,377,296	721,693	0	752,250	0	0	0	0	0	0	0	4,851,239											
DISTRICT TAX REVENUES	269,056	269,056	269,056	269,056	269,056	269,056	269,056	269,056	376,177	137,153	137,153	137,153	137,153	2,808,181											
INTEREST EXPENSE	-58,373	-57,117	-57,069	-57,988	-56,006	-57,891	-57,843	-64,185	-57,746	-57,648	-57,599	-56,633	-695,422												
TOTAL NON-OPS REVENUE(EXPENSE)	191,612	249,152	3,768,209	1,006,186	307,250	460,947	237,803	471,095	436,05																

Pioneers Memorial Healthcare District - Financial Indicators Report
(Based on Prior 12 Months Activities)
For The 12 Months Ending: October 31, 2023
excludes: GO bonds tax revenue, int exp and debt.

1. Debt Service Coverage Ratio

This ratio compares the total funds available to service debt compared to the debt plus interest due in a given year.

Formula:
$$\frac{\text{Cash Flow} + \text{Interest Expense}}{\text{Principal Payments Due} + \text{Interest}}$$

DSCR =
$$\frac{\$12,197,187}{\$4,986,243} = \textcolor{blue}{2.45}$$

Recommendation: To maintain a debt service coverage of at least 1.20% x aggregate debt service per the 2017 Revenue Bonds covenant.

2. Days Cash on Hand Ratio

This ratio measures the number of days of average cash expenses that the hospital maintains in cash and marketable investments. (Note: The proformas ratios include long-term investments in this calculation:)

Formula:
$$\frac{\text{Cash} + \text{Marketable Securities}}{\text{Operating Expenses, Less Depreciation}}$$

DCOHR =
$$\frac{\$14,585,667}{\$142,627,997} = \textcolor{blue}{37.3}$$

365

Recommendation: To maintain a days cash on hand ratio of at least 50 days per the 2017 Revenue Bonds covenant.

3. Long-Term Debt to Capitalization Ratio

This ratio compares long-term debt to the Hospital's long-term debt plus fund balances.

Formula:
$$\frac{\text{Long-term Debt}}{\text{Long-term Debt} + \text{Fund Balance (Total Capital)}}$$

L.T.D.-C.R.=
$$\frac{\$73,887,777}{\$119,276,895} = \textcolor{blue}{61.9}$$

Recommendation: To maintain a long-term debt to capitalization ratio not to exceed 60.0%.



Key Operating Indicators

October 2023

	Month			YTD		
	ACTUAL	BUDGET	PRIOR YR	ACTUAL	BUDGET	PRIOR YR
Volumes						
Admits	410	382	326	1,629	1,406	1,328
ICU	132	101	77	469	486	437
Med/Surgical	714	799	516	3,093	2,946	2,327
Newborn ICU	104	104	75	467	389	330
Pediatrics	78	110	48	225	297	218
Obstetrics	408	425	326	1,602	1,577	1,272
GYN	4	-	1	17	30	16
DOU	0	-	19	-	-	39
Total Patient Days	1,440	1,539	1,062	5,873	5,725	4,639
Adjusted Patient Days	4,293	4,360	4,352	17,113	16,931	17,706
Average Daily Census	46	50	34	48	47	38
Average Length of Stay	3.62	4.03	3.15	3.44	4.07	3.35
Deliveries	198	196	159	729	753	606
E/R Visits	3,985	3,729	4,198	14,599	15,311	15,330
Surgeries	324	376	307	1,232	1,543	1,107
GI Scopes	75	85	55	291	269	162
Vascular Access	69	43	41	258	148	177
Wound Care	294	413	418	1,373	1,775	1,698
Pioneers Health Center	2,955	2,257	2,418	11,490	8,978	10,644
Calexico Visits	792	997	1,010	3,259	4,108	3,610
Pioneers Children	940	797	703	3,394	3,122	3,089
Outpatients (non-ER/Clinics)	5,721	6,343	5,917	21,452	22,024	22,006
Surgical Health	67	68	59	227	222	270
Urology	249	296	164	1,052	1,096	915
WHAP	512	488	411	1,939	1,932	1,712
C-WHAP	186	306	325	1,139	1,267	1,277
CDLD	0	25	61	10	274	200
FTE's						
Worked	780.90	787.07	644.69	778.85	789.85	633.87
Paid	856.84	885.85	730.82	877.37	883.11	742.71
Contract FTE's	17.30	14.15	27.98	18.85	14.17	28.39
FTE's APD (Worked)	5.64	5.60	4.59	5.60	5.74	4.40
FTE's APD (Paid)	6.19	6.30	5.21	6.31	6.42	5.16
Net Income						
Operating Revenues	\$13,725,959	\$13,266,498	\$9,368,164	\$50,882,010	\$51,354,751	\$37,561,891
Operating Margin	\$413,243	\$257,481	-\$2,434,698	\$739,403	\$22,881	-\$8,392,741
Operating Margin %	3.0%	1.9%	-26.0%	1.5%	0.0%	-22.3%
Total Margin	\$498,940	\$381,958	-\$2,243,086	\$1,124,450	\$545,789	-\$7,722,450
Total Margin %	3.6%	2.9%	-23.9%	2.2%	1.1%	-20.6%

Exhibit A - October 2023		Key Volume Stats -Trend Analysis													
		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	YTD
Deliveries															
	Actual	175	145	211	198	0	0	0	0	0	0	0	0	729	729
	Budget	159	204	193	196	196	156	196	215	210	140	179	213	2,258	753
	Prior FY 2023	134	151	162	159	145	159	164	188	189	123	153	177	1,904	606
E/R Visits															
	Actual	3,500	3,614	3,500	3,985	0	0	0	0	0	0	0	0	14,599	14,599
	Budget	3,525	3,970	4,087	3,729	4,428	4,144	4,590	2,605	4,347	3,497	4,466	3,960	47,348	15,311
	Prior FY 2023	3,778	3,629	3,725	4,198	4,776	4,024	3,773	3,500	3,942	3,604	3,936	3,438	46,323	15,330
Surgeries															
	IP Actual	96	107	126	100	0	0	0	0	0	0	0	0	429	429
	IP Budget	98	102	88	112	78	64	78	102	136	60	57	77	1,052	400
	OP Actual	232	303	260	299	0	0	0	0	0	0	0	0	1,094	1,094
	OP Budget	232	293	307	264	278	199	169	219	270	248	295	460	3,234	1,096
	Total Actual	303	316	289	324	0	0	0	0	0	0	0	0	1,232	1,232
	Total Budget	377	395	395	376	356	263	247	321	406	308	352	537	4,333	1,543
	Prior FY 2023	284	312	204	307	281	234	295	290	380	319	372	301	3,579	1,107
GI Scopes															
	Total Actual	25	94	97	75	0	0	0	0	0	0	0	0	291	291
	Total Budget	37	72	75	85	71	1	0	1	27	34	54	32	489	269
	Prior FY 2023	13	50	44	55	40	43	52	46	44	30	11	32	460	162
Vascular Access															
	Actual	54	75	60	69	0	0	0	0	0	0	0	0	258	258
	Budget	29	34	42	43	31	18	38	38	38	33	22	1	367	148
	Prior FY 2023	50	40	46	41	38	30	56	57	64	51	44	58	575	177
Calexico															
	Actual	697	926	844	792	0	0	0	0	0	0	0	0	3,259	3,259
	Budget	951	1,098	1,062	997	970	769	1,278	831	721	740	814	953	11,184	4,108
	Prior FY 2023	839	903	858	1,010	1,084	755	880	857	970	1,005	1,011	930	11,102	3,610
Pioneers Health Center															
	Actual	1,943	3,774	2,818	2,955	0	0	0	0	0	0	0	0	11,490	11,490
	Budget	1,856	2,695	2,170	2,257	3,863	4,570	3,756	4,602	2,589	2,977	2,803	2,689	36,827	8,978
	Prior FY 2023	1,925	2,982	3,319	2,418	3,747	3,193	2,969	3,796	3,271	3,050	3,947	2,972	37,589	10,644
Pioneers Children															
	Actual	776	959	719	940	0	0	0	0	0	0	0	0	3,394	3,394
	Budget	609	888	828	797	858	892	894	784	946	770	822	761	9,849	3,122
	Prior FY 2023	668	846	872	703	1,052	775	816	834	821	722	886	756	9,751	3,089
Outpatients															
	Actual	4,906	5,697	5,128	5,721	0	0	0	0	0	0	0	0	21,452	21,452
	Budget	5349	4978	5354	6343	4761	4831	4331	4815	5527	5083	4613	5456	61,441	22,024
	Prior FY 2023	5,172	5,421	5,496	5,917	4,844	4,273	4,903	4,665	5,556	5,132	5,370	5,546	62,295	22,006
Wound Care															
	Actual	366	399	314	294	0	0	0	0	0	0	0	0	1,373	1,373
	Budget	434	476	452	413	342	353	332	318	403	465	441	480	4,909	1,775
	Prior FY 2023	365	486	429	418	334	426	434	400	390	313	316	307	4,618	1,698
WHAP															
	Actual	430	520	477	512	0	0	0	0	0	0	0	0	1,939	1,939
	Budget	384	540	520	488	433	495	442	502	519	435	519	523	5,800	1,932
	Prior FY 2023	382	491	428	411	402	322	433	422	510	455	564	538	5,358	1,712
C-WHAP															
	Actual	229	376	348	186	0	0	0	0	0	0	0	0	1,139	1,139
	Budget	258	424	279	306	304	198	251	406	422	316	282	439	3,885	1,267
	Prior FY 2023	303	341	308	325	358	310	301	330	338	426	478	377	4,195	1,277



HUMAN RESOURCES REPORT: OCTOBER 2023

LABOR SUMMARY

October Information

New Hires: 25

Terminations: 24

21 Voluntary, 3 Involuntary

Final Employee Count: 1007

HR UPDATES

PAY SCALES /WAGE ANALYSIS

HR will be working with the Nursing Administration and a committee of various nursing personnel to review our Nursing classifications and rates to ensure we stay competitive in our market. We are also discussing the creation of a career ladder outside of the salary scales to help encourage our nursing HERO's to advance their education and careers.

ANNUAL PERFORMANCE REVIEWS

Annual performance reviews have been assigned within UltiPro. All managers and Directors will have until 12/31/2023 to complete reviews for assigned staff.

HRIS IMPLEMENTATION

We are making great progress with the ADP implementation. We are set to go live with our new system on January 1st, 2024. We are currently meeting 3 times weekly with ADP and have begun the final stages of validation for our benefits portal, payroll and HR systems. Matrix is developing into a great tool to take over our 148 various LOA's currently being managed in-house. We anticipate a full LOA handover to Matrix by 2/1/2024.

Employee Health Summary

During the month of October, we saw a decrease of employee COVID illness to 24, compared to 54 in September. 4 of the positive ee's were reported from our Skilled Nursing Center. No clusters identified in Acute Care. We continue to follow CDPH's Management of SARS-CoV-2 Infected and Exposed HCP (AFL 21-08) that requires 5 days minimum of isolation with at least one negative test (on same day or within 24 hours) prior to returning to work, or 10 days of isolation if testing continues to be positive, or if employee continues symptomatic. Annual TB screening and influenza vaccination program are ongoing during October. We are still pending



HUMAN RESOURCES REPORT: OCTOBER 2023

TB screening compliance for 165 ee's. Flu vaccine continues to be offered and encouraged for all healthcare workers. 50% of our employees have received flu vaccination.

Workers' Compensation Summary

16 employee injuries were reported in October. Three COVID Illness, two sharp injury, two body fluid exposures, one wrist pain, one fall from chair, one rib contusion, one golf cart accident, two low back pain, one stress claim, one thoracic sprain, one finger fracture. 11 of the injuries resulted in work comp claims to BETA; two injuries received first aid care; two injuries required no medical care/reported for tracking purposes. Employees for 3 of the 11 claims have been discharged from care after receiving treatment.

RECRUITMENT

The team is focused on critical nursing roles. We have expanded our Indeed account to allow us to post in Coachella Valley and the Yuma area. Since beginning this recruiting campaign, we have been able to extend an offer to an amazing NICU Director and are in talks to bring on 2 med surg nurses and an additional NICU nurse.

Currently, we have 68 open positions across the organization. (includes open positions at the Skilled Nursing)

For the month of October we onboarded 38 Students and 1 Volunteer

SERVICE RECOGNITION/ RETENTION

PAC committee's 50/50 Holiday raffle is going fantastic! We hope to have a great holiday win for some lucky PMHD employees which will be drawn 12/15/2023.

November—Thanksgiving Meal Gift cards

PAC began raising money to provide Thanksgiving meals for some of our employees. Thanks to an amazing donation, we were able to provide 15 Full Thanksgiving Meals to some of our PMHD families that were struggling financially.

December—PAC will be hosting the annual Christmas Tree lighting on December 1st from 5-7pm.

We will be creating a Santa's workshop on the GALA lawn for our tiniest PMHD family members, with departments creating tables from Santas workshop, a visit from Santa, a 30-year PMHD employee reading the children the night before Christmas and lots of cookies and Hot Coco.

December 8th, we will host our Ugly Christmas Sweater Contest and On December 15th, we will judge the best Department Christmas door contest.



HUMAN RESOURCES REPORT: OCTOBER 2023

TRAINING/EDUCATION

The Annual Orientation modules have been updated and Reassigned to all employees within HealthStream and they have until 12/31/2023 to complete it.

Implicit and unconscious Bias training were also assigned to the appropriate clinical staff for completion, and we currently have a 70% completion rate, with reminders sent out this week to get 100% completion by 12/15/2023.

We purchased a new Learning Management Module that will go live in January with ADP. This module will work within ADP and replace our HealthStream Platform. I have collaborated with our CNO and we are reviewing new and up to date clinical education and content to improve our education efforts and compliance across the organization.

We have posted a position for a Training/Education specialist who will be dedicated to assisting the entire organization with its education and training needs. We hope to begin interviewing in the first week of December.

HR will be attending FMLA/LOA training the last week of November.

I will be representing PMHD at a Workplace violence executive roundtable with Alvarado Hospital, Kaiser, Tri-City and Naval Medical Center on December 7th in San Diego.

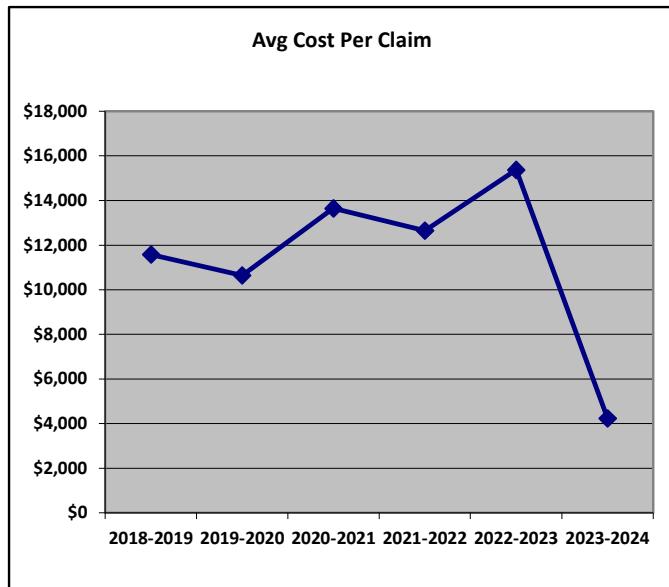
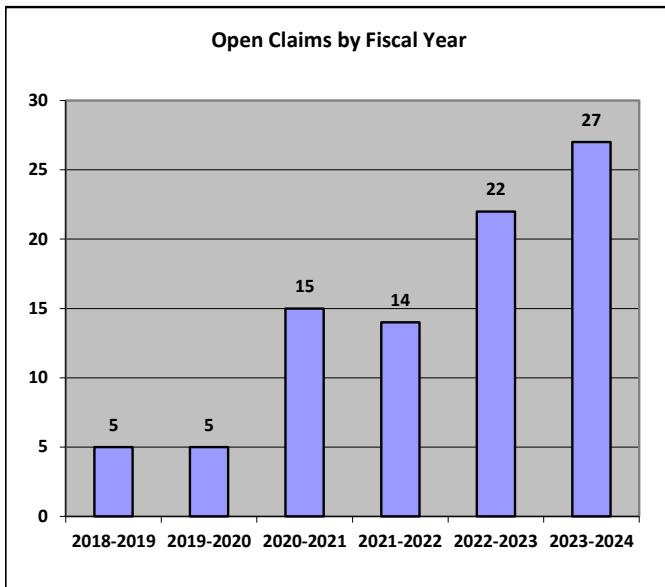
We received one application for a RN to BSN application for October.



Workers' Compensation Scorecard

October 2023

Pioneers Memorial Healthcare District



Claim Activity by Month

Current Fiscal Year

Month	2023-2024		Last 5 Years
	Count	Closed	Closed
Jul	15	8	3
Aug	7	6	6
Sep	12	3	5
Oct	11	1	10
Nov	-	-	-
Dec	-	-	-
Jan	-	-	-
Feb	-	-	-
Mar	-	-	-
Apr	-	-	-
May	-	-	-
Jun	-	-	-
Total 2023-2024	45	18	24

Cause of Injury by Claim Type

Dating Back to Fiscal Year 2018-2019

	Indem	Medical
Strain or Injury By	22.8%	38.5%
Fall, Slip or Trip Injury	9.0%	23.9%
Strain or Injury By	22.8%	38.5%
Struck or Injured By	2.3%	5.5%
Exposure	48.6%	0.0%
All Other	-5.5%	-6.4%

