

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.<sup>25</sup>; 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 &amp; 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.<sup>43</sup>; 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.<sup>34</sup>; 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.<sup>80</sup>; 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.<sup>52</sup>; 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.<sup>50</sup>; 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         |
| • Castelhana, 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 |
|------------------|--------|

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)

# PIONEERS

## MEMORIAL HEALTHCARE DISTRICT

- 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.



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	<ul style="list-style-type: none"> <li>Added NICU crash cart to table under section 5.2 to the ER department due to recent addition.</li> <li>Updated Rad crash cart in section 5.2 table to SD room vs Indio room location.</li> </ul>
5.	Ferric Carboxymaltose (Injectafer®) IV Outpatient Order	OPS-00802	• 68	• No revisions
6.	Hyperbilirubinemia-Phototherapy Early Discharge and Readmission	CLN-01799	• 69-74	<ul style="list-style-type: none"> <li>Removed Natus throughout the body of the policy</li> <li>Added 4.3.2.6 and 4.3.2.7</li> <li>Added reason to 5.11.1</li> <li>Change to 5.10.2 as close as 15cm</li> </ul>
7.	Pain Assessment in Children	CLN-00310	• 75-78	<ul style="list-style-type: none"> <li>Added 5.1, 5.1.1 and 5.1.2</li> <li>Added 5.1.4, 5.1.5, 5.1.6 and 5.1.7</li> </ul>
8.	Bubble Study Echocardiogram	CLN-01225	• 79-81	• New Policy
9.	Medication Error Reduction and Prevention Performance Improvement Plan	CLN-02811	• 82-109	<ul style="list-style-type: none"> <li>Attachment E update PI 2022 Eval</li> <li>Attachment D updated to 2022 review with a reformat of this attachment to ease reading and understanding</li> </ul>
10.	Code Stroke – Emergency Department	CLN-01928	• 110-128	<ul style="list-style-type: none"> <li>Deleted 5.1.1.1.3 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.</li> </ul>



## POLICIES FOR APPROVAL AT MEC

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

## 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	<ul style="list-style-type: none"> <li>• Removal of CDPH AFL 21-34.4, COVID -19 Vaccine Requirement for Healthcare Personnel (HCP)</li> <li>• Removal of line 1.2, CDPH COVID booster vaccine requirement</li> <li>• Removal of line 1.1, CMS vaccine requirement</li> <li>• Removal of mitigation plan and masking requirements for unvaccinated</li> </ul>
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

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39.	Recalls and Hazard Notices for Medical Devices – Pharmacy	CLN-02995	<ul style="list-style-type: none"><li>• 459-461</li></ul>	<ul style="list-style-type: none"><li>• No revisions</li></ul>
40.	Risk Management Plan	ADM-00476	<ul style="list-style-type: none"><li>• 462-463</li></ul>	<ul style="list-style-type: none"><li>• 5.2.5.5 changed to Department Leaders, from Leadership Counsel</li></ul>

**Pioneers Memorial Healthcare District**

Title: <b>Auxiliary Aids and Services for Persons with Disabilities</b>		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: <b>Auxiliary Aids and Services for Persons with Disabilities</b>		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: <b>Auxiliary Aids and Services for Persons with Disabilities</b>		Policy No. CLN-00001
		Page 3 of 3
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<sup>C</sup> 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 LanguageU<sup>C</sup> 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<sup>C</sup> Interpreter

## Accessing the Video System

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

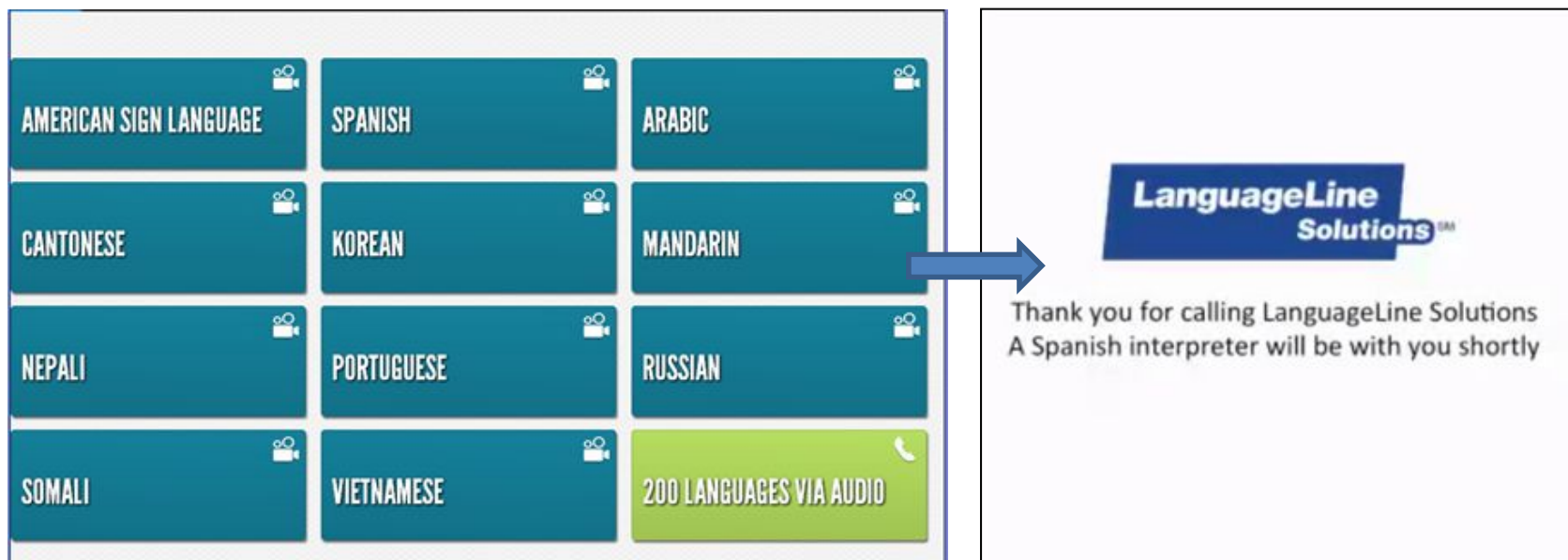
- **On the iPad:**
  - Tap the **LOGIN** button.
- **On the PC/Laptop:**
  - Click the **OK** button.



# Accessing a LanguageU<sup>C</sup> 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<sup>C</sup> 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 LanguageU<sup>C</sup> Interpreter

## Navigating the LanguageU<sup>C</sup> Control Buttons

### ■ PC and laptop

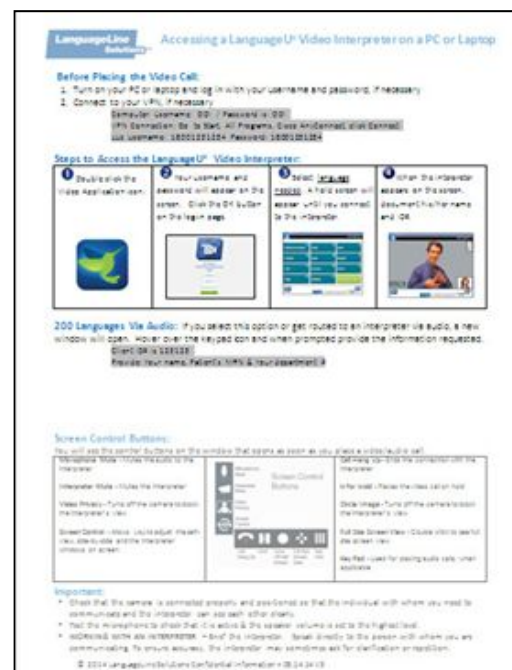
<p><b>Microphone Mute</b> - Mutes the audio to the interpreter</p> <p><b>Interpreter Mute</b> - Mutes the interpreter</p> <p><b>Video Privacy</b> - Turns off the camera to block the interpreter's view</p> <p><b>Screen Control</b> - Allows you to adjust the self-view, side-by-side, and the interpreter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

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

## Support Materials for Accessing LUC Interpreters



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<sup>C</sup> 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<sup>C</sup>

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<sup>C</sup> 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<sup>C</sup> 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](mailto: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](http://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: <b>Health Information Device Acquisition</b>		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		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: <b>Health Information Device Acquisition</b>		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: <b>Paid Time Off (PTO) and Medical Leave Hours</b>		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.

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**Pioneers Memorial Healthcare District**

Title: <b>Paid Time Off (PTO) and Medical Leave Hours</b>		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: <b>Paid Time Off (PTO) and Medical Leave Hours</b>		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: <b>Paid Time Off (PTO) and Medical Leave Hours</b>		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: <b>Service Recovery</b>		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: <b>Service Recovery</b>		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: <b>Service Recovery</b>		Policy No. CLN-00389
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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: <b>Without Cause Termination and Severance</b>		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: <b>Without Cause Termination and Severance</b>		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.

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**Pioneers Memorial Healthcare District**

Title: <b>Without Cause Termination and Severance</b>		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.

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Clerk of the Board

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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 1<sup>st</sup>. 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.<sup>55</sup>; 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.<sup>32</sup>; 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.<sup>32</sup>; 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 Callexico 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.

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Clerk of the Board

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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

SECTION

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 2<sup>nd</sup>.

**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 16<sup>th</sup>.

**C. Human Resources Report**

Ms. Dale reported that the increases in salaries were reflected on the October 20<sup>th</sup> 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 29<sup>th</sup>, 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 28<sup>th</sup> and the December meeting on December 14<sup>th</sup>.

**E. Authorize Settlement Agreement with Celtic Insurance Company**

Contract Value: \$38,743.<sup>33</sup>; 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. In Favor=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.

SECTION

## 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 30<sup>th</sup>.

## 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 1<sup>st</sup>. 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.**



PMHD BOARD MINUTES

OCTOBER 24, 2023

SECTION

**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.<sup>07</sup>; 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



**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
<b>TOTAL Expenditures:</b>	<b>\$23,013</b>

**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**

<b>DRAFT</b>		4878	4083	4182 4183	4186
	<b>Total</b>	<b>Wound Care</b>	<b>CHC</b>	<b>Pioneers Health Ctr</b>	<b>PCHC</b>
<b>Volume</b>	7,062	Procedures 294	Visits 792	Visits 2,955	Visits 940
<b>Prof Fees</b>	940,515	WOUND 89,752	CHC 91,512	PHC 175,806	PCMC 100,696
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
<b>PMHD Charges</b>	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
<b>Total Net Revenue</b>	<b>1,571,833</b>	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
<b>Operating Expenses</b>					
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
<b>Total Expenses</b>	<b>1,398,414</b>	<b>100,312</b>	<b>153,879</b>	<b>374,795</b>	<b>138,629</b>
Total Exp. per Statistic		341	194	127	147
<b>Direct Contribution/(Loss)</b>	<b>173,419</b>	<b>(4,692)</b>	<b>(7,764)</b>	<b>267,129</b>	<b>139,892</b>
Total Contrb. per Stat		(16)	(10)	90	149
<b>Overhead FYTD</b>	<b>(191,372)</b>			w/WHAP 291,018	
<b>Total Profit/Loss</b>	<b>(17,953) ***</b>			***	

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

	<b>DRAFT</b>	4640	4760	4199	4197
		<b>Cancer Institute</b>	<b>Gastro Services</b>	<b>SHAP</b>	<b>Urology</b>
<b>Volume</b>		Procedures 0	Visits 0	Visits 67	Visits 249
<b>Prof Fees</b>	ONC	0	GASTRO 52,051	SHAP 174,235	URO 69,113
Less: Contractual Adj*		0	32,964	131,912	47,363
Net Pro Fee Revenue		0	20,977	42,393	22,870
<b>PMHD Charges</b>		0	(200)	11,138	181,867
Less: Contractual Adj*		0	(97)	7,547	142,165
Net PMHD Revenue		0	(103)	3,591	39,702
<b>Total Net Revenue</b>		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
<b>Operating Expenses</b>					
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
<b>Total Expenses</b>		44,571	38,506	91,204	119,017
Total Exp. per Statistic		#DIV/0!	#DIV/0!	1,361	478
<b>Direct Contribution/(Loss)</b>		(44,571)	(17,632)	(45,220)	(56,446)
Total Contrb. per Stat		#DIV/0!	#DIV/0!	(675)	(227)
					(101,666)
<b>Overhead FYTD</b>					
<b>Total Profit/Loss</b>					

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

	<b>DRAFT</b>	4181	4191	4188	4770 4780
		<b>SCAP</b>	<b>WHAP</b>	<b>CWHAP</b>	<b>PHYSICAL/SPEECH</b>
<b>Volume</b>	Visits	0	Visits 512	Visits 186	Visits 1,067
<b>Prof Fees</b>	SCAP	0	WHAP	CWHAP	CWHAP
		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
<b>PMHD Charges</b>		0	162,659	0	241,769
Less: Contractual Adj*		0	39,543 ~	0 ~	163,871 ~
Net PMHD Revenue		0	123,116	0	77,898
<b>Total Net Revenue</b>		0	127,480	74,846	77,898
Net Revenue %		#DIV/0!	66.98%	0.00%	32.22%
Net Rev. Per Statistic			249	402	73
<b>Operating Expenses</b>					
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
<b>Total Expenses</b>		5,357	103,591	126,997	101,555
Total Exp. per Statistic		0	202	683	95
<b>Direct Contribution/(Loss)</b>		(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

		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
Volume	1,373	Procedures 294	Procedures 314	Procedures 399	Procedures 366	Procedures 307	Procedures 316	Procedures 313	Procedures 390	Procedures 400	Procedures 434
Prof Fees		89,752	49,100	135,761	9,800	83,582	76,900	62,631	72,785	82,996	105,729
Less: Contractual Adj*		61,476	33,951	89,836	6,681	57,463	52,984	43,021	49,856	55,198	70,553
Net Pro Fee Revenue		28,276	15,149	45,925	3,119	26,119	23,916	19,610	22,929	27,798	35,176
PMHD Charges		336,215	366,367	467,775	422,118	527,444	359,375	388,020	466,069	401,409	491,151
Less: Contractual Adj*		268,871	292,984	374,080	337,568	421,797	287,392	310,300	372,715	324,017	396,457
Net PMHD Revenue		67,344	73,383	93,695	84,550	131,766	71,983	77,720	93,354	77,392	94,694
Total Net Revenue	411,442	95,620	88,532	139,620	87,670	0	95,899	97,330	116,283	105,190	129,870
Net Revenue %		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
Pro Fees		43,000	44,700	46,400	43,000	51,500	43,000	41,300	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
Total Expense per Statistic		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	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		CHC		CHC		CHC		CHC		CHC		CHC		CHC		CHC		CHC	
Volume	3,259	Visits	792	Visits	844	Visits	926	Visits	697	Visits	930	Visits	1,011	Visits	1,005	Visits	970	Visits	857	Visits	880
Prof Fees		CHC																			
Less: Contractual Adj*		91,512		760		-56,700		44,538		0		32,128		16,064		15,567		14,944		19,892	
Net Pro Fee Revenue		76,568		458		-44,680		12,226		36,678		17,725		8,863		8,649		7,618		10,248	
PMHD Charges		204,859	14,944	220,394	302	232,955	-12,020	158,275	32,312	246,747	-36,678	255,934	14,403	240,932	7,201	241,768	6,918	228,814	7,326	212,649	9,644
Less: Contractual Adj*		73,688	~	80,611	~	79,591	~	42,838	~	92,720	~	88,492	~	74,484	~	81,117	~	86,218	~	66,226	~
Net PMHD Revenue		131,171		139,783		153,364		115,437		154,027		167,442		166,448		160,651		142,596		146,423	
Total Net Revenue	575,293	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		197.955517		199.71773		186.37375		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

		October 2023		September 2023		August 2023		July 2023		June 2023		May 2023		April 2023		March 2023		February 2023		January 2023	
FY24		Pioneers Health Ctr		Pioneers Health Ctr		Pioneers Health Ctr		Pioneers Health Ctr		Pioneers Health Ctr		Pioneers Health Ctr		Pioneers Health Ctr		Pioneers Health Ctr		Pioneers Health Ctr		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		94,449		160,022		120,019		140,157		157,811		141,921		123,693		134,490		232,074	
		124,212		63,693		106,849		78,258		92,973		97,260		94,932		79,802		85,993		146,713	
Less: Contractual Adj*																					
Net Pro Fee Revenue		51,594		30,756		53,173		41,761		47,184		60,551		46,989		43,891		48,497		85,361	
PMHD Charges		678,388		605,792		802,410		685,377		730,876		730,876		646,087		981,365		656,460		729,962	
Less: Contractual Adj*		75,598	~	30,948	~	32,552	~	289,024	~	124,618	~	(74,273)	~	23,918	~	314,114	~	(96,287)	~	141,209	~
Net PMHD Revenue		590,330		562,384		751,168		377,663		596,038		794,929		607,820		667,251		752,747		588,753	
Total Net Revenue	2,458,828	641,924		593,140		804,341		419,424		643,222		855,479		654,809		711,142		674,114		674,114	
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		292,837		331,717		307,144		349,654		336,555		325,441		360,834		331,708		365,901	
Total Expense per Statistic		127		104		88		158		118		85		107		110		87		123	
Direct Contribution/(Loss)	1,152,336	267,129		300,303		472,624		112,280		293,568		518,924		329,367		350,309		342,406		308,213	
Total Contribution per Stat		90		107		125		58		99		131		108		107		90		104	
w/WHAP		291017.643		w/WHAP		335358.373		w/WHAP		151697.636		w/WHAP		151697.636		w/WHAP		371654.422			
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REGULAR MEETING OF THE BOARD OF DIRECTORS - V. POLICIES/PROCEDURES/REVIEW OF OTHER ITEMS

Pioneers Memorial Healthcare District  
Pioneers Children's Health Center

		October 2023	September 2023	August 2023	July 2023	June 2023	May 2023	April 2023	March 2023	February 2023	January 2023
		PCHC	PCHC	PCHC	PCHC	PCHC	PCHC	PCHC	PCHC	PCHC	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	59,650 48,326	100,463 79,073	84,007 66,461	119,410 95,960	96,985 77,533	98,789 78,186	127,671 100,434	85,500 66,444	120,991 87,483
		Less: Contractual Adj* Net Pro Fee Revenue									
PMHD Charges		179,657 (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)
		Less: Contractual Adj* Net PMHD Revenue									
Total Net Revenue	1,002,944	258,237 278,521 99.30% 296	197,524 208,848 104.34% 290	263,456 284,847 96.49% 297	213,183 230,729 96.32% 297	207,688 231,139 75.93% 306	243,402 262,854 95.41% 297	198,348 218,951 97.08% 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		33,577	24,738	33,041	26,742	27,020	29,431	21,461	26,360	25,943	24,092
Benefits**		10,449	7,698	10,282	8,322	8,408	9,159	6,679	8,203	8,073	7,497
Contract Labor		0	0	0	0	0	0	0	0	0	0
Pro Fees		66,874	91,308	64,507	50,760	60,141	55,517	52,678	60,536	52,359	55,399
Pharmacy		2,358	8,370	19,824	15,716	8,970	8,590	14,301	8,670	7,438	8,724
Non-Pharmacy Supplies		5,399	(1,940)	4,332	2,032	3,069	450	1,711	2,586	814	5,286
Purchased Services		2,546	2,301	3,360	3,462	2,843	3,713	2,857	3,398	2,537	4,659
Repairs & Maint		754	754	5,859	754	754	754	754	754	754	754
Lease/Rent		13,535	13,535	13,535	13,535	13,535	13,535	13,014	13,014	13,014	13,014
Other Exp		3,137	3,020	3,797	3,364	3,355	3,093	1,277	1,160	1,475	2,115
Total Expenses	571,637	138,629 147	149,784 208	158,537 165	124,687 161	128,095 169	124,242 140	114,732 159	124,681 152	112,407 135	121,540 149
Total Expense per Statistic											
Direct Contribution/(Loss)	431,307	139,892	59,064	126,309	106,042	103,043	138,612	104,220	128,101	141,845	132,712
Total Contribution per Stat		149	82	132	137	136	156	144	156	170	163



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

Pioneers Memorial Healthcare District  
Cancer Institute

		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	210	5,051
Less: Contractual Adj*		0	0	0	0	0	0	0	0	158	3,793
Net Pro Fee Revenue		0	0	0	0	0	0	0	0	52	1,258
PMHD Charges		0	0	200	24	0	0	0	0	21,830	290,876
Less: Contractual Adj*		0	0	148	18	0	0	0	0	16,466	219,408
Net PMHD Revenue		0	0	52	6	0	0	0	0	5,364	71,468
Total Net Revenue	58	0	0	52	6	0	0	0	0	72,726	72,726
Net Revenue %		#DIV/0!	#DIV/0!	25.98%	25.98%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	24.39%	24.25%
Net Revenue Per Statistic		0	0	0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#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	28,838	35,455	35,908	98,575	38,695	29,196	55,868	47,548	211,988
Total Expense per Statistic		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0	#DIV/0!
Direct Contribution/(Loss)	(144,715)	(44,571)	(28,838)	(35,403)	(35,902)	(98,575)	(38,695)	(29,196)	(55,868)	25,179	(139,261)
Total Contribution per Stat		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0	#DIV/0!

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

Pioneers Memorial Healthcare District  
Gastro

		October 2023	September 2023	August 2023	July 2023	June 2023	May 2023	April 2023	March 2023	February 2023	January 2023
		Gastro Services	Gastro Services	Gastro Services	Gastro Services	Gastro Services	Gastro Services	Gastro Services	Gastro Services	Gastro Services	Gastro Services
Volume	10	Visits 0	Visits 0	Visits 0	Visits 10	Visits 25	Visits 19	Visits 54	Visits 25	Visits 23	Visits 27
Prof Fees		GASTRO									
		52,051	11,740	(104,616)	73,129	58,770	58,770	75,805	56,415	56,630	50,077
Less: Contractual Adj*		32,964	7,464	(63,680)	44,514	37,254	37,254	48,053	35,903	36,504	32,330
Net Pro Fee Revenue		20,977	6,166	(40,446)	29,105	22,006	22,006	31,182	23,732	23,976	22,297
PMHD Charges		(200)	(36,574)	225	2,800	3,475	3,475	4,375	4,100	3,925	3,475
Less: Contractual Adj*		(97)	(17,691)	109	1,354	1,681	1,681	2,116	1,983	2,239	1,982
Net PMHD Revenue		(103)	(18,883)	116	1,446	1,794	1,794	2,259	2,117	1,686	1,493
Total Net Revenue	(1,623)	20,874	(12,717)	(40,330)	30,551	23,800	23,800	33,441	25,849	23,790	23,790
Net Revenue %		-0.32%	64.87%	-0.18%	3.06%	4.41%	4.41%	4.31%	5.29%	4.17%	4.17%
Net Revenue Per Statistic		#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	(977)	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!	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!	(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

			October 2023		September 2023		August 2023		July 2023		June 2023		May 2023		April 2023		March 2023		February 2023		January 2023
			SHAP		SHAP		SHAP		SHAP		SHAP		SHAP		SHAP		SHAP		SHAP		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		111,190		28,395		97,936		161,156		29,925		218,751		38,013		27,285		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		4,797		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)		(852)		(439)		(283)

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

Pioneers Memorial Healthcare District  
Urology

		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
FY24	1,052	Visits 249	Visits 304	Visits 249	Visits 250	Visits 239	Visits 360	Visits 247	Visits 239	Visits 269	Visits 297
Volume		URO									
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	124,544	69,778	149,728	87,468	64,118	61,175	69,445	69,445
Net Pro Fee Revenue		22,870		66,726	32,063	63,013	35,604	30,620	41,361	78,911	52,087
PMHD Charges		181,867	227,141	143,895	155,854	214,913	214,913	93,326	105,317	159,987	122,712
Less: Contractual Adj*		142,165	177,556	112,483	121,831	167,997	167,997	72,953	82,326	125,254	96,071
Net PMHD Revenue		39,702	49,585	31,412	34,023	46,916	46,916	20,373	22,991	34,733	26,641
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

		October 2023	September 2023	August 2023	July 2023	June 2023	May 2023	April 2023	March 2023	February 2023	January 2023	July 2022
	FY24	SCAP	SCAP	SCAP	SCAP	SCAP	SCAP	SCAP	Scap	Scap	Scap	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										
		0	0	0	0	0	0	0	0	0	0	55,195
Less: Contractual Adj*		0	0	0	0	0	0	0	0	0	0	43,374
Net Pro Fee Revenue		0	0	0	0	0	0	0	0	0	0	11,821
PMHD Charges		0	0	0	0	0	0	0	0	0	0	14,605
Less: Contractual Adj*		0	0	0	0	0	0	0	0	0	0	8,487
Net PMHD Revenue		0	0	0	0	0	0	0	0	0	0	6,118
Total Net Revenue	0	0	0	0	0	0	0	0	0	0	0	17,939
Net Revenue %		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0.00%	10.55%
Net Revenue Per Statistic											0	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	208	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!	0	25

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

Pioneers Memorial Healthcare District  
WHAP

		October 2023	September 2023	August 2023	July 2023	June 2023	May 2023	April 2023	March 2023	February 2023	January 2023
	FY24	WHAP	WHAP	WHAP	WHAP	WHAP	WHAP	WHAP	WHAP	WHAP	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									
		25,520	38,591	17,136	12,480	17,436	39,103	15,157	23,117	29,310	28,713
Less: Contractual Adj*		21,156	31,897	14,365	10,443	14,619	33,019	12,550	19,195	24,394	22,814
Net Pro Fee Revenue		4,364	6,694	2,771	2,037	2,817	6,084	2,607	3,922	4,916	5,899
PMHD Charges		162,659	132,543	169,928	119,379	167,613	167,613	132,274	158,583	123,794	124,638
Less: Contractual Adj*		39,543 ~	17,844 ~	44,889 ~	15,981 ~	38,246 ~	31,994 ~	22,865 ~	35,948 ~	22,320 ~	20,519 ~
Net PMHD Revenue		123,116	114,699	125,039	103,398	129,367	135,619	109,409	122,635	101,474	104,119
Total Net Revenue	482,118	127,480	121,393	127,810	105,435	132,184	141,703	112,016	126,556	110,018	110,018
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	75	69

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

Pioneers Memorial Healthcare District  
C-WHAP

		October 2023		Septiembre 2023		August 2023		July 2023		June 2023		May 2023		April 2023		March 2023		February 2023		January 2023
		CWHAP		CWHAP		CWHAP		CWHAP		CWHAP		CWHAP		CWHAP		C-WHAP		C-WHAP		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)		(63,933)		(114,692)		(68,672)		(35,975)		(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

		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
FY24	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
Volume		CWHAP									
Prof Fees		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
Less: Contractual Adj*		163,871 ~	148,237 ~	154,641 ~	130,950 ~	103,421 ~	103,421 ~	122,018 ~	150,544 ~	110,075 ~	133,035 ~
Net PMHD Revenue		77,898	70,466	73,510	62,249	49,162	49,162	58,002	71,563	46,704	56,446
Total Net Revenue	284,123	77,898	70,466	73,510	62,249	49,162	49,162	58,002	71,563	56,446	56,446
Net Revenue %		32.22%	32.22%	32.22%	32.22%	32.22%	32.22%	32.22%	32.22%	29.79%	29.79%
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
Benefits**		22,242	18,277	15,926	13,533	17,734	15,538	15,265	17,882	13,950	14,209
Contract Labor		0	0	0	0	0	0	0	0	0	0
Pro Fees		0	0	0	0	0	0	0	0	0	0
Pharmacy		0	0	0	0	0	0	0	0	0	0
Non-Pharmacy Supplies		416	202	140	46	198	108	189	401	194	227
Purchased Services		0	0	0	0	0	0	0	0	0	0
Repairs & Maint		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	7,245	7,245	7,245
Other Exp		0	227	0	0	0	0	0	0	27	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					
Total visits		984	984	984	984	984					
IP		232	232	232	232	232					
OP		752	752	752	752	752					



**PIONEERS MEMORIAL HOSPITAL****PAGE 4****04 Mos 06/30/24**

	<b>Current Month 10/31/2023</b>	<b>Year-To-Date 04 Months 10/31/2023</b>
<b>CASH FLOWS FROM OPERATING ACTIVITIES:</b>		
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 Receivab	\$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/Liabilitie	\$0	\$934,015
Increase/(Decrease) in Other Current Liabilities	(\$277,708)	(\$116,133)
<b>Net Cash Provided by Operating Activities:</b>	<b>\$2,033,161</b>	<b>\$807,115</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES:</b>		
Purchase of property, plant and equipment	(\$802,143)	(\$1,529,111)
(Increase)/Decrease in Limited Use Cash and Investm	(\$2)	(\$18,556)
(Increase)/Decrease in Other Limited Use Assets	\$558,243	\$542,195
(Increase)/Decrease in Other Assets	\$0	\$0
<b>Net Cash Used by Investing Activities</b>	<b>(\$243,902)</b>	<b>(\$1,005,472)</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES:</b>		
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)
<b>Net Cash Used for Financing Activities</b>	<b>(\$625,192)</b>	<b>(\$1,965,058)</b>
<b>(INCREASE)/DECREASE IN RESTRICTED ASSETS</b>	<b>\$0</b>	<b>\$0</b>
<b>Net Increase/(Decrease) in Cash</b>	<b>\$1,164,067</b>	<b>(\$2,163,415)</b>
Cash, Beginning of Period	\$13,421,600	\$16,749,082
<b>Cash, End of Period</b>	<b>\$14,585,667</b>	<b>\$14,585,667</b>

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

	<b>ASSETS</b>			
	<b>Current Month 10/31/2023</b>	<b>Prior Month 09/30/2023</b>	<b>Variance Positive (Negative)</b>	<b>Prior Year End Audited 06/30/2023</b>
<b>Current Assets</b>				
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
<b>Total Current Assets</b>	<b>\$61,915,880</b>	<b>\$61,618,040</b>	<b>\$297,840</b>	<b>\$59,517,296</b>
<b>Assets Whose Use is Limited</b>				
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
<b>Total Limited Use Assets</b>	<b>\$1,572,468</b>	<b>\$2,130,709</b>	<b>(\$558,241)</b>	<b>\$2,096,107</b>
<b>Property, Plant, and Equipment</b>				
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)
<b>Net Property Plant &amp; Equipment</b>	<b>\$29,708,828</b>	<b>\$29,192,659</b>	<b>\$516,169</b>	<b>\$29,316,946</b>
<b>Other Assets</b>				
Unamortized Loan Costs	\$0	\$0	\$0	\$0
Assets Held for Future Use	\$0	\$0	\$0	\$0
<b>Total Other Assets</b>	<b>\$49,415,107</b>	<b>\$49,415,107</b>	<b>\$0</b>	<b>\$49,415,107</b>
<b>TOTAL UNRESTRICTED ASSETS</b>	<b>\$142,612,283</b>	<b>\$142,356,515</b>	<b>\$255,768</b>	<b>\$140,345,456</b>
<b>TOTAL ASSETS</b>	<b>\$142,612,283</b>	<b>\$142,356,515</b>	<b>\$255,768</b>	<b>\$140,345,456</b>

**Balance Sheet - Liabilities and Fund Balance****PIONEERS MEMORIAL HOSPITAL****PAGE 2****04 Mos 06/30/24**

	LIABILITIES AND FUND BALANCE			
	Current Month 10/31/2023	Prior Month 09/30/2023	Variance Positive (Negative)	Prior Year End Audited 06/30/2023
<b>Current Liabilities</b>				
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
<b>Total Current Liabilities</b>	<b>\$26,781,208</b>	<b>\$26,433,900</b>	<b>(\$347,308)</b>	<b>\$23,847,622</b>
<b>Long Term Debt</b>				
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
<b>Total Long Term Debt (Net of Current)</b>	<b>\$21,405,302</b>	<b>\$21,745,782</b>	<b>\$340,480</b>	<b>\$21,969,092</b>
<b>Other Long Term Liabilities</b>				
Deferred Revenue	\$866,583	\$1,116,583	\$250,000	\$2,094,002
Other	\$48,170,072	\$48,170,072	\$0	\$48,170,072
<b>Total Other Long Term Liabilities</b>	<b>\$49,036,655</b>	<b>\$49,286,655</b>	<b>\$250,000</b>	<b>\$50,264,074</b>
<b>TOTAL LIABILITIES</b>	<b>\$97,223,165</b>	<b>\$97,466,337</b>	<b>\$243,172</b>	<b>\$96,080,788</b>
<b>Net Assets:</b>				
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
<b>TOTAL FUND BALANCE</b>	<b>\$45,389,118</b>	<b>\$44,890,178</b>	<b>(\$498,940)</b>	<b>\$44,264,668</b>
<b>TOTAL LIABILITIES &amp; FUND BALANCE</b>	<b>\$142,612,283</b>	<b>\$142,356,515</b>	<b>(\$255,768)</b>	<b>\$140,345,456</b>



## Statement of Revenue and Expense

PIONEERS MEMORIAL HOSPITAL

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04 Mos 06/30/24

	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
<b>Net Operating Surplus/(Loss)</b>	<b>\$413,243</b>	<b>\$739,403</b>	<b>(\$7,014,113)</b>
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
<b>Total Net Excess (Deficit)</b>	<b>\$498,940</b>	<b>\$1,124,450</b>	<b>\$592,872</b>
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

PIONEERS MEMORIAL HEALTHCARE STATEMENT OF REVENUE AND EXPENSE FOR THE PERIOD ENDING OCTOBER 31, 2023									
LAST MONTH ACTUAL SEPTEMBER	THIS MONTH ACTUAL OCTOBER	THIS MONTH BUDGET OCTOBER	THIS MONTH ACT-BUD VARIANCE		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
<u>332,339</u>	<u>498,940</u>	<u>381,958</u>	<u>116,982</u>	NET EXCESS / ( DEFICIT)	<u>1,124,450</u>	<u>545,789</u>	<u>578,661</u>	<u>-7,722,450</u>	<u>8,846,900</u>
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>
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
CASH	\$12,423,990	\$13,587,484	\$4,365,503
CASH - NORIDIAN AAP FUNDS	\$0	\$0	\$5,826,254
CASH - 3RD PRY 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
<b>OTHER ASSETS</b>			
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
<b>PROPERTY, PLANT AND EQUIPMENT</b>			
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>
<b>LIABILITIES AND FUND BALANCES</b>			
<b>CURRENT LIABILITIES</b>			
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
<b>LONG TERM DEBT AND OTHER LIABILITIES</b>			
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
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
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
IP ADMISSIONS	326	354	361	396	426	404	357	360	407	366	416	437	410
IP AVERAGE DAILY CENSUS	34	45	42	44	57	49	45	40	49	42	49	54	46
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
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
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
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
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
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
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
PRIOR YEAR RECOVERIES	0	217,922	0	-81,929	302,145	137,918	0	0	80,652	0	0	0	0
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
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
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
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
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
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
	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%
OTHER OPERATING REVENUE													
GRANT REVENUES	0	0	0	375,000	375,000	275	15,000	0	106,298	125,000	0	25,000	0
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
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
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
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
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	1,403,444	1,419,506
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
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
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
SUPPLIES	1,533,586	1,653,944	1,515,401	1,399,578	1,141,813	1,503,278	1,310,917	1,424,314	1,755,357	1,320,348	1,376,384	1,602,474	1,824,914
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
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
DEPRECIATION & AMORT	329,970	334,470	334,370	221,366	272,724	281,224	280,766	301,634	234,006	284,489	284,892	281,874	285,974
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
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
OTHER	628,495	635,336	627,904	678,508	635,768	569,565	889,125	808,565	467,145	709,055	754,174	644,882	900,037
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
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
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
CARES HHS RELIEF FUNDING	0	0	3,377,296	721,693	0	0	752,250	0	0	0	0	0	0
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
INTEREST EXPENSE	-58,373	-57,117	-57,069	-57,988	-56,006	-57,891	-57,843	-64,185	-57,746	-57,697	-57,648	-57,599	-56,633
TOTAL NON-OPS REVENUE(EXPENSE)	191,612	249,152	3,768,209	1,006,186	307,250	460,947	237,803	471,095	436,052	90,876	127,998	80,477	85,697
NET EXCESS / ( DEFICIT)	-1,254,041	-155,981	3,209,325	-44,918	132,623	3,847,015	101,301	969,006	5,360,700	111,846	181,324	332,339	498,940
TOTAL PAID FTE'S (Inc Reg & Cont.)	730.82	738.76	747.45	741.93	758.58	753.67	858.73	842.72	868.80	881.46	893.27	877.93	856.84
TOTAL WORKED FTE'S	644.69	608.77	644.56	632.12	694.93	663.98	766.02	761.73	766.28	769.12	794.94	770.17	780.90
TOTAL CONTRACT FTE'S	27.98	43.79	48.36	32.67	24.15	15.60	15.49	11.25	13.65	17.12	21.22	19.77	17.30
PAID FTE'S - HOSPITAL	730.82	738.76	747.45	741.93	758.58	753.67	749.51	731.53	754.48	764.24	762.02	770.42	747.57
WKD FTE'S - HOSPITAL	644.69	608.77	644.56	632.12	694.93	663.98	656.83	650.83	653.17	654.82	667.24	666.92	678.07
PAID FTE'S - SNF	0.00	0.00	0.00	0.00	0.00	0.00	109.22	111.19	114.32	117.22	131.25	107.51	109.27
WORKED FTE'S - SNF	0.00	0.00	0.00	0.00	0.00	0.00	109.19	110.90	113.11	114.30	127.70	103.25	102.83

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S:\ACCT\2024\4 - October 2023\12 Month Trend - Oct 2023



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

$$\text{DSCR} = \frac{\$12,197,187}{\$4,986,243} = \mathbf{2.45}$$

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: 
$$\frac{\text{Cash} + \text{Marketable Securities}}{\text{Operating Expenses, Less Depreciation}} \times 365 \text{ Days}$$

$$\text{DCOHR} = \frac{\$14,585,667}{\$142,627,997} \times 365 = \mathbf{37.3}$$

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

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

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
<b>Volumes</b>						
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
<b>FTE's</b>						
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
<b>Net Income</b>						
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%

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

Exhibit A - October 2023		Key Volume Stats -Trend Analysis													YTD	
		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total		
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	3629	3725	4198	4776	4024	3773	3500	3942	3604	3,936	3438	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 1<sup>st</sup>, 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 1<sup>st</sup> 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 8<sup>th</sup>, 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 7<sup>th</sup> in San Diego.

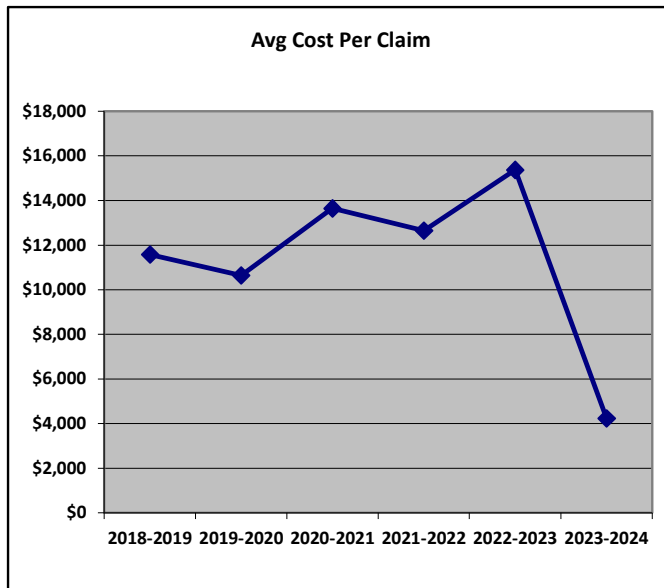
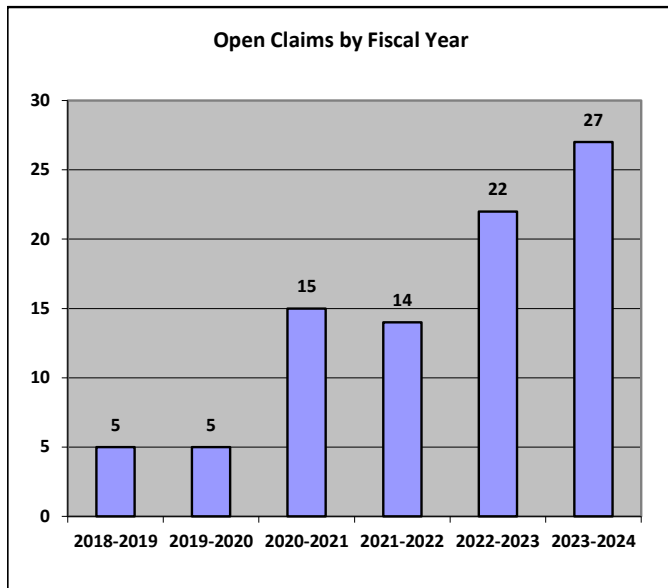
We received one application for a RN to BSN application for October.



# 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	-	-	-
<b>Total 2023-2024</b>	<b>45</b>	<b>18</b>	<b>24</b>

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%

