

## OURAY COUNTY REGIONAL SERVICE AUTHORITY

2015 Board Members: President - Dick Gingery (dgingery@q.com), Vice-President – Linda Ingo (fisherranch@ridgwayco.net), Secretary - Richard Wojciechowski (RichardRSA4@OurayHorsefeathers.org), Mike Boland (mikeboland@frontier.net), Jennifer Fedel (tm2trvl@hotmail.com); Administrator – Diedra Silbert, [ouraycountyrsa@gmail.com](mailto:ouraycountyrsa@gmail.com); Medical Provider – Dr. Joel Gates (reception@ridgwaymountainmedical.com).

### **REGULAR BOARD MEETING Minutes**

**March 19, 2015**, 12:30 PM – Alpine Bank Conference Room, Ridgway, Colorado

(Note: Items recorded in accordance with adopted agenda notwithstanding sequence of discussion)

Present: Board members: Dick Gingery, Linda Ingo, Richard Wojciechowski, Jennifer Fedel.

Administrator: Diedra Silbert

Others: Dr. Joel Gates (medical provider, Mountain Medical Clinic (MMC)), Susan Blakney and Josey Scoville (MMC staff)

**1. Call to Order** at 1235.

**2. Review of Agenda:** Item added to #8, directors' and officers' liability insurance.

**3. Approval of Minutes from 2/19/15:** Linda moved, Jennifer seconded, minutes approved.

**4. Public Input:** None

**5. Discussions with Medical Provider, Dr. Gates:**

- Patient portal up and running a month ago and was available to patients as of two weeks ago.
  - Ninety two patients have signed up, using it primarily to schedule appointments and ask general questions. Only two had issues with access. Patients are accessing the portal primarily via computers but some also with iPads and Android devices.
  - Dr. Gates stated the information available on the portal is available only to the patients, not to insurance companies or other medical providers. Only current and future information, e.g. test results, are accessible via the portal, although patients can request historical data on a case by case basis, and data can be made available to other providers on a case by case basis. Proxy access is available for family members.
  - Josey showed a video advertisement of the portal features.
  - The “Follow My Health” patient portal is one of many available systems. It has been acquired by Allscripts, and it integrates well with Allscripts.
- Practice Transformation:
  - Continuing to meet with Rocky Mountain Health quality improvement advisor every two weeks and working on the transformation piece by piece, moving from the front desk patient identification to the back desk for treatment and referrals ordered followed by tracking of referral and treatment actions.
  - MMC has signed up with Rocky Mountain Health's Foundations Plan and its Patient Centered Mountain Medical Home (PCMH) plans. Foundations plan should be completed by year end. PCMH will take a bit longer, more involved. Allscripts and other upgrades helped a lot. Achieving Patient Centered Medical Home (PCMH) status/rating is the objective of the practice transformation. This is a building block program with emphasis upon efficiency of documentation, follow-up, and integration of communications within the medical community to better serve patients.

- Radiology: Twenty two images taken in January, 20 in February. Expect Lori to be certified by end April at which point will have two technicians qualified to take images. Some specialized radiology will not be available and will still require patients to go to the hospital, e.g. skull or possible vertebral fractures.
- Provider search is on-going, but thus far most candidates will be freshly graduating this summer. Dr. Gates hopes to attract an experienced provider.
- Linda asked about federal government financial reimbursements from “Meaningful Use.” Dr. Gates explained the majority of the reimbursements, about \$36 thousand (\$18 thousand each for him and Dr. Sherwood), has already been received. Now conformance to stage II of Meaningful Use standards will be monitored all year, and year-end submission of records for a full quarter may result in some additional reimbursement, around \$4 thousand.

## 6. Old Business

### a. 2014 Audit Exemption and Resolution:

- Diedra stated that the accountant, Donald Moreland, has been far more thorough and his work output is way easier to understand than what RSA has received in the past. She is much more satisfied with his work than with prior accountants.
- Diedra stated that in response to Rich’s questions she consulted with the accountant, Donald Moreland, and he provided a corrected page. Diedra explained that the audit exemption shown revenue amounts do not match internal RSA reports because last year’s revenue report did not include revenue from December 2013, so Moreland had added that in. Diedra believed the difference in the expenses totals were due to an adjustment Moreland had made.
- Linda moved to adopt and approve the resolution for exemption from audit and adopt it as written and forward the Moreland report as the audit exemption request. Jennifer seconded. Motion passed by vote of 3:1 with Richard opposing. A majority of the board members signed the certification of the exemption request.

### b. Follow Up On Mental Health Access Discussion:

- Richard suggested that the RSA authorize a small group, e.g. two, to investigate and document the required resources, actions and coordination with associated timing as to what actions would have to be taken so the RSA can make an informed decision on whether or not to integrate mental health services into its strategic plan. This ties into the needs assessment and matching assessed need with capability to fulfill such a need.
- Jennifer reminded the board that the February presentation emphasized that while required start up funds may be available the integrated clinic model needs to be self-sufficient in a short time, and the RSA would have to evaluate carefully how that might be accomplished.
- Asked about availability of effort, Linda indicated she is too busy and Diedra indicated she is not in a position to work on such an effort at least during the next three months.
- Linda pointed out that the schools have mental health counselors and other mental health resources are available of which the RSA had not been aware. Dick indicated

his concern with access and in contacting two mental health providers found that neither accepted Medicare.

- Linda suggested that any action be deferred until after the strategic planning training in late April. Jennifer suggested the RSA needs to identify the next step rather than leaving this as a discussion without resolution.
- Dr. Gates clarified that his prior objection was not to the concept of an integrated facility but that MMC was already tasked with a number of initiatives and does not have the resources to head up yet another major initiative such as exploring the requirements for including mental health. Board members stated they view this as an RSA not an MMC initiative and action.
- The board decided that of the three options, (i) to appoint an exploratory committee, (ii) to defer action to May, or (iii) to decide against pursuing a mental health component, the board agreed to place an action item on the May regular meeting agenda to address any future actions.

c. Building Projects:

(1) HVAC

- Linda had arranged for Wayne Poss from Keenan Plumbing and Heating to inspect and service the HVAC units in the attic and to obtain model and serial numbers. She stated he only had time today to change filters, but not to lubricate or do other maintenance.
- Wayne Poss reported to the board
  - He stated the insulation contractor had blown insulation in such a manner that covered the walkway planks and the planks used to step on to service the units, and had filled the condensation pans underneath the units with insulation as well as several inches of insulation on the tops of the units. Wayne recommended the insulation contractor be recalled to remedy the problem; he stated that only because he was familiar with the configuration and knew where the planks were underneath the insulation was he able to not walk on the ceiling. Wayne said his company could do that but it would take considerable time. Wayne did note this was the first time he was in the attic that the area around the attic entrance was not obstructed by discarded equipment. Wayne stated work platforms can be built above the current level of insulation as long as they are not above the unit tops and block insulation from impeding the drain pans or the piping going into the units.
  - He stated the wrong size filters had been installed, with over large filters bent over and forced into the units [only Keenan had serviced these units]. The filters were extremely packed and dirty and apparently had not been changed in several years. He had brought one box of filters with him and left it in the building. The units take two different size filters, three units require 14"x25"x1" and one unit requires 20"x25"x1".
  - He stated there are four units in the attic. They are all good 90% efficient Lennox units about 14 or 15 years old with a service life around 20 years, which require filter changes every 3 months. The company he works for (Keenan) typically services such units four times per year: they would come up twice a year to only change filters, plus in the spring, once the temperatures stay above 75 degrees they service the air conditioning units, including cleaning the external units, checking the fans and changing the filters; and in the fall, typically September,

- they would service the inside heating units in preparation for the winter heating season.
- He stated that with the insulation blown in the way it was he cannot tell the condition of the insides of the units. He believes all the motors have to be pulled out and the insides checked and heat exchanger secondary coils cleaned. He likened the system to a radiator which now has insulation plugging the system up. With the fresh insulation blown in he had difficulty breathing. He estimates it will take a whole day with two men wearing masks to do the initial service.
  - Asked for a cost estimate, he declined, stating his service manager, Terry at Keenan's, can provide that. He indicated a standard cleaning check requires 1 to 1¼ hours per unit but pulling the pulley motors out probably makes it 1½ hours per unit for each of four units.
  - Wayne strongly recommended a service contract.
  - Asked whether insulation had gotten into the ducts he said he could not see into the ducts. He said Keenan recommended Environmental Air in Grand Junction which specializes in cleaning ducts because they were familiar with their work and they are very good at it.
  - The board requested Diedra obtain several quotations for a service contract. Companies mentioned as candidates included Keenan, PAR Mechanical, and Cooling's Heating and Air Conditioning.
  - Linda stated the person already familiar with the equipment set up, Wayne, should do the work. Discussion indicated the board was not happy with Keenan's prior performance and had let the prior service contract expire for that reason; that Keenan sent whichever technicians were available on service calls not necessarily those already familiar with the installation, and that Keenan's labor rates were high.
  - At a prior board meeting it had been decided that because the contract with Silverleaf had called for installation of "a walkway" the board did not want to press Silverleaf to install all the walkways to the HVAC units, but would have someone such as Jake Coulter do that. Discussion indicated that had yet to be done, but should be done before the balance of the servicing of the HVAC units so technicians can access the units. Diedra is to contact Jake Coulter to see if he can clean out the condensation pans, clean the tops of the units, and build elevated walkways and work platforms around the units before Keenan or someone else comes out to work on the HVAC.

## (2) Flooring

- Linda reported she found a Mr. Albino Rodriguez from Olathe, willing to patch the flooring in the radiology chemical closet for \$250 (Linda said he could go to \$300), using the spare tiles Linda found in the attic. The drain there has already been plugged but has to be leveled and tiled over.
  - Discussion of possibly fixing a crack in the radiology room resulted in decision that should not be attempted. Linda hired Mr. Rodriguez to work on the floor this coming Wednesday.
  - Linda objected to routinely scheduling work at 7 a.m. due to the burden on workers (Mr. Rodriguez did not object to the schedule). Jennifer pointed out that people routinely get up early to start work at such hours.
- Linda reported that she consulted with a flooring contractor and presented the specifications the contractor recommended. She found the western 2/3rds of the

building had two carpet layers while the eastern portion had one layer. The consultation resulted in a recommendation that no flooring changes be made in the radiology room.

- Linda obtained samples of carpet and asked former board member Christen Williams to help select an appropriate carpet and presented Christen's choices.
- Linda investigated tile and with Christen William's assistance determined that 12"x12" square congoeum would be most appropriate, notwithstanding prior board discussion of using sheet form to minimize problems with seepage of contamination into crevices. She stated the same durable quality is not available in sheet form.
- An ongoing problem with lack of appropriate cleaning and maintenance by MMC was discussed, with the industrial buffer not being used to clean and polish tile floors and a poor quality vacuum used on carpeted floors. If the RSA is going to invest tens of thousands of dollars into new flooring, the issue needs to be raised with MMC. An addendum to the lease with MMC may be required to ensure that floors are to be properly maintained.
- Linda presented a one page outline of a draft request for bids for replacement of floor covering, including pulling up existing carpeting and tile and replacing it.
- Discussion included:
  - The specified carpet and tile is available to many if not all potential vendors and the specification will stipulate "or similar" so as not to preclude any bids.
  - Site visits date will be available but not date-specified; vendors can coordinate site visits with Susie at MMC.
  - RSA will not schedule the work. The contractor will schedule the work with MMC. The contract will not specify work only on weekends so as not to preclude working during the week at times MMC is not open for patient care.
  - The desire is to accomplish the work prior to the summer busy season for MMC. If the work is to be performed by the end of May, given the time it may take to obtain materials with an installation schedule working around MMC needs, a contract should be awarded prior to end-April, using the April 16, 2015 regular board meeting to select contractor and authorize award, so bids should be received around April 13, meaning the solicitation should be issued prior to end March. Publication of a notice in the newspaper that RSA is issuing a solicitation should be accomplished the week of March 22<sup>nd</sup> and does not need to wait for the solicitation to be finalized.
  - In response to several questions as to what provisions might be needed in the solicitation it was recommended that those included in the solicitation for the insulation project be consulted. As for moving furniture the contractor should do that with the understandable exception of electronics which the MMC staff would need to do to ensure items are hooked back correctly.
  - Jennifer moved and Richard seconded the motion that Diedra publish a notice in the Ouray Plaindealer that the RSA is seeking bids for flooring replacement with the solicitation available from Diedra, and be authorized to issue the solicitation for such work with bids requested by mid-April. Motion passed unanimously.

(3) Lighting: MMC had previously complained about lighting, a topic discussed at prior meetings. Linda found spare ballasts at MMC which could be installed to correct the lighting problem. Need to have an electrician install the ballasts to correct the problem.

## 7. Report from Administrator

- a. Invoice Review: Richard moved and Linda seconded acceptance of the invoice report from the administrator. The motion passed unanimously. One item was for replacement of the water heater, which now provides circulated hot water with good pressure throughout the building.
- b. Correspondence: Diedra reported the MMC had received a donation of \$2,500 from RRL Ranch, which has been an annual donation, and Diedra wrote a nice letter of appreciation on behalf of RSA and MMC.
- c. Financial Statements: Were sent out prior to the meeting. There were no questions. Linda indicated she would like to see the assets listed on the RSA's financial statements.
- d. Inventory Project:
  - Diedra reported that Lazy Cats has completed the inventory through all the rooms at MMC spending about 21 hours. Inventory thus far consists of 245 items. Remaining work is to ascertain the status of items on the prior inventory but not found in the rooms and to obtain the relevant information on new (unlabeled) equipment such as radiology to insert into the inventory data base.
  - Discussion of effort required to research values of equipment reinforced prior discussion conclusions that old equipment still in use would have been depreciated and thus has a book value equivalent to salvage value (which may be zero) and it is not worth the effort of researching. Richard had sent out an e-mail with reference to the state auditor's directive that organizations may establish thresholds for capitalizing equipment no higher than \$5,000 but that the RSA could establish its own threshold at \$1,000 or \$3,000 or some other level. Discussion did not arrive at a conclusion. Dr. Gates recalled that the direction to Lazy Cats was to generate a physical inventory, not to ascertain values.
  - The board concurred that it doesn't make sense to expend effort on researching values of lesser equipment over a decade old. Board accepted Dr. Gates suggestion to ask Lazy Cats to provide a hard-copy list of equipment in the inventory to MMC and have MMC identify those items it considers high value that should be researched. For new purchase equipment, the relevant information should be entered into the inventory data base. Decision made that Diedra will ask Lazy Cats to suggest a process.

## 8. New Business

- a. Procedures Regarding Minutes:
  - With the RSA secretary assuming the minutes taking function Diedra requested clarification of procedures. Discussion concluded that after the minutes are approved the electronic file shall be transferred to the RSA computer in Diedra's custody and that shall be the official record. Rich asked Diedra to obtain a thumb drive to transfer data electronically.
  - Linda raised concerns that having a board member produce the minutes exposes the minutes to potential bias of that board member. The board concluded that while

the minutes are a summary, the recording is available as the final arbiter and that other boards do have board members taking minutes.

- Past practice has been for a board member (most recently Linda) to review draft minutes prior to their release to board members as a draft. Dick offered to review draft minutes.

b. Strategic Planning:

- At the February meeting Richard requested board members bring any comments to the March meeting. No comments were offered. Linda pointed out the RSA needs to assess cash flow between now and 2020 at which time voters would decide whether the RSA would continue to receive funding. Richard offered that the RSA needed to assess the community's health needs and use the strategic plan to identify how it proposed to address such needs, and on presentation of such a plan to the voters the voters could decide whether or not to continue the RSA's functions.
- The board agreed that a work session would be appropriate for strategic planning and that a date for one should be set at the April meeting for some time in May, to follow the end-of-April strategic planning seminar.
- Diedra affirmed that she will publish a notice that several board members may be attending the April strategic planning seminar.

c. Directors' and officers' liability insurance:

- In response to a request at the February board meeting, Diedra reported that:
  - The RSA is not under the county's insurance policy for directors' and officers' liability.
  - The policy material provided previously is for private entities, and not applicable to the RSA type of organization.
  - Linda stated that Michelle Olin [Nauer] advised that, for example, the cemetery board members have a liability policy which costs about \$600 annually for a three member board.
  - That while the contract with MMC requires RSA to be listed as an additional insured, that is the case for the general liability policy, but the board is not listed as additional insured on the cyber-insurance policy. Diedra will ensure the latter omission has been corrected.
- Extended discussion of custody of medical records and relationships and why RSA is paying major costs related to electronic medical records. RSA's subsidizing electronic records functions provides stability for patients resident in the county given the historical turnover of medical providers.
- Discussion indicated there is a potential for litigation primarily due to potential HIPPA issues even though contractually it is MMC that has custody of patient records, therefore it is worth investigating available liability insurance further. Diedra will continue discussions with the insurance carrier regarding policies available for quasi-governmental entities such as the RSA.

d. New Business from Floor:

- Diedra is working for the Town of Ridgway to mitigate impact on businesses during the 2016 work on Highway 62. Access to MMH will be retained but may be circuitous.

**9. Other/Next Meeting - Thursday, April 16, 2015.** Dick will not be present for that meeting.

**10. Adjourned at 1641.**

Submitted by Secretary

*R. Wojciechowski*

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Approved at April 16, 2015 Board meeting

*J. Fedel*

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