

OURAY COUNTY REGIONAL SERVICE AUTHORITY

2015 Board Members: Mike Boland (mikeboland@frontier.net); Jennifer Fedel (tm2trvl@hotmail.com); Dick Gingery (dgingery@g.com), president; Linda Ingo (fisherranch@ridgwayco.net), vice-president; Richard Wojciechowski (RichardRSA4@OurayHorsefeathers.org), secretary.
Diedra Silbert, (Ouraycountyrsa@gmail.com), administrator
Dr. Joel Gates (reception@ridgwaymountainmedical.com), medical provider

REGULAR BOARD MEETING Minutes (file 061815b)

June 18, 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: Fedel, Gingery, Ingo and Wojciechowski, administrator Silbert.

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

1. **Call to Order** at 1232 by Dick Gingery.
2. **Review of Agenda:** No changes.
3. **Approval of Minutes from 4/16/15 and 5/21/15:**
 - Rich had sent out revised 4/16/15 minutes with changes Linda wanted and sent out the draft of May minutes.
 - Linda insisted the reason for her absence from the April meeting be added to the revised minutes. **MOTION** by Jennifer, seconded by Rich, to approve April minutes as further amended; motion passed.
 - Diedra had two corrections to the May minutes. **MOTION** by Linda, seconded by Rich, to approve May minutes, as corrected; motion passed.
 - Joel requested he be added to distribution of draft minutes for his review.
4. **Public Input:** None
5. **Discussions with Medical Provider, Dr. Gates:**
 - Radiology: 7 images taken in May, 14 to date in June
 - Lori Trujillo, just prior to finishing radiology training, is now leaving. Searching for a new medical assistant.
 - Suzanne Haag, PA, (3 days per week) and Dr. David Homer (Thursdays and Fridays) are on board. They are pleased with the current EMR system which compares favorably with ones they have used elsewhere. MMC has put up alternating banners welcoming them.
 - Due to staff shortage MMC had not been accepting new patients. With Suzanne and Dr. Homer on board MMC is now again open to new patients.
 - In residency, Dr. Gates had been told a ratio of 1500 patients per provider is appropriate. With two providers (when Sarah was there) at MMC, they had a panel of 2600 patients.
 - Allscripts costs are increasing. The subscription model is a 60 month \$30,000 contract not subject to termination, nor are licenses transferable to new providers (e.g. Dr. Homer). Joel negotiated a decrease from \$14,800 to \$6,800 for the mid-level license; and negotiated the up-front one-time fee for a license down to \$5,200. Joel signed the contract because he realized the subscription model was not viable for MMC and the negotiated lower price was available only immediately. Joel provided a spread sheet showing the revised license contract costs (up front cost of \$5,200 plus \$4,950 annually in monthly fees). These prices are not supposed to go up, other than adding any additional services. MMC has effectively

“purchased” rather than “leased” the licenses on behalf of the RSA, and those are transferable. Initial upfront cost was \$60,000, much of that reimbursed by the government over time for “meaningful use.” .

- RSA needs to pay the \$5,200. Contract says payable within ten days but orally told to pay when the invoice arrives.
- Dr. Homer lives in Telluride. He had his own practice, then moved to the FQHC Uncompaghre clinic director position, is now at MMC.
- Quality Health Network, QHN, is the regional health records repository which can be accessed by various providers. Cost is \$1,926.76 per month for Allscripts plus QHN (spread sheet provided). The Allscripts multiple invoices have always been difficult to sort out. The spread sheet helps make sense out of them. MMC will be requesting Allscripts consolidate the invoices. Overall the changes result in about a \$600-\$700 monthly increase in the cost of Allscripts.
- While the above appear to be the total cost, the government keeps increasing the mandates and each addition costs more, and the system is so far embroiled that there is little choice but to succumb to the additional costs.
- Each physician license comes with four “non-clinical” providers, thus a total of five licenses with each physician license, so MMC with three providers has a total of 15 licenses which can be assigned to various individuals. Licenses are not tied to who is working; this is the number of licenses.
- Diedra noted that RSA needs to review the additional costs, and may need to amend the budget to reflect additional costs.
- Transition from old to new “practice manager” raises a problem with outsourced billing. MMC is no longer happy with their outsourced billing provider. RSA is already paying for a robust system, but missing the Payer Path piece. Payer Path software is an electronic transfer mechanism; it assesses patient eligibility, co-pays, co-insurance, deductibles, as well as cross checking billing requests v. documented services, etc. and sends the billing to the payers (e.g. Medicare). Joel has signed contract to obtain Payer Path, and to obtain training on it, so RSA will have a complete system. Current outsource biller charges 7% of collections, but with almost all the functionality now with Allscripts, MMC can drop outsource biller by adding Payer Path and hiring a full time person to perform billing functions. One issue is that outsource billing firm just writes off minor issues as not worth pursuing. MMC had set aside \$3,000 from received grant for training in setting up Allscripts; that can go toward the estimated \$6,000 cost of implementing billing system. Have to do this mid-July prior to implementing ICD-10.
- ICD-10 is mandated in October. The billing set up needs to be done prior to implementing ICD-10, although MMC is already using ICD-10 codes.
- Payer Path cost is NOT included in the spread sheets provided. [Susie provided spread sheets showing total costs of EMR including license fees.]
- Joel met with Montrose Memorial Hospital and others regarding forming an “ACO,” Accountable Care Organization, the current rage being pushed by Medicare. Legislation calls for payment of providers based on performance not on services rendered. By 2019 at least 50% of pay is to be based on performance quality measures. ACO is a community

effort to decrease regional costs of providing primary care health care. This will entail considerable additional effort by MMC to mine data to demonstrate what is being accomplished in a number of different areas, e.g. diabetes care, with 36 different measures.

- Rocky Mountain Health is evaluating local area health care. MMC was evaluated as one of three practices in the Montrose area in the top tier.

6. Old Business:

a. Flooring Project

- Last meeting anticipated needing to have the solicitation finalized in July, with status updates in the meantime. No status update is available.
- Linda indicated she has learned a lot in discussions with potential vendors, as to who can do what, etc. Linda has concluded that flooring can be colorful and more interesting, but more emphasis has to be placed on routine cleaning of flooring.
- Linda indicated that while standard practice is to remove old tile before laying new flooring, she recommends labor expense can be minimized by laying new flooring on top of existing tile as the tile is not popping up.
- Linda pointed out that size of sheet vinyl is such that it could be laid down without seams that require welding together. She noted the company that recommended laying sheet vinyl did not bid.
- Linda recommended that MMC does not need heavy duty tile such as foot traffic in Wal Mart requires. The commercial tiles, such as in the x-ray room and computer room, are much cheaper but do require continual maintenance, e.g. stripping and polishing at least every six months. Such required maintenance is not currently being provided. Linda spoke with various people regarding who can provide such maintenance, e.g. Jackie at the Community Center is familiar with the products but is too busy to help us; she also spoke with a Montrose county court house janitor. Linda pointed out that laying new flooring over tile would not necessarily be a big problem, but if tile were popping now the problem would be much worse if new flooring were laid on top of the tile.
- Linda requested MMC provide a written access plan as to when and how the selected vendor can have access to perform flooring upgrade work. Joel noted there are many options; he wanted to narrow it down. Joel raised concerns about the unknown level of noise, dust and fumes that would affect what is acceptable. Rich suggested MMC put forth several ways that would be acceptable to MMC so that vendors could pick their work schedule/flow approach. Board requested MMC provide written acceptable access options. Discussion noted that examination rooms are individually vented to the outside, so fumes from one do not circulate to other rooms.
- Joel suggested RSA obtain the services of a knowledgeable party from the Front Range to give unbiased recommendations on appropriate product types, and whether or not placing carpet over the existing tile without pulling it up is appropriate, with the objective of presenting comparable requirements to all potential vendors and being able to evaluate proposals. Joel suggested Susie's brother-in-law who is in the flooring business in the Denver area. Linda objected to using Front Range experts. She noted that round trip air fare between Montrose and Denver is \$480.

- Rich noted that any party providing unbiased recommendations would normally be required to agree to a non-competition provision so that neither they nor their associated firm could be considered for a resulting contract. Thus a Front Range expert makes sense so as not to preclude a Western Slope firm from participating.
- Susie agreed to ask her Front Range relative, knowledgeable in this area, whether he would make recommendations or identify an appropriate person on the Western Slope.
- Linda indicated she would not be available to work on this project until after July 4.
- **MOTION** by Rich to authorize \$350 for a consultant, specifically Susie's relative or a person Susie's relative recommends, to provide opinions on appropriate flooring specifications, with a non-competition clause. Second by Jennifer, requesting Linda and Mike provide a list of questions and concerns to be addressed by the consultant. Linda opposed the motion, motion passed 3:1. Diedra clarified action is to be taken immediately so such action is not delayed to the next meeting. Board does not require a special board meeting to further this, but desires the action to be taken prior to the next board meeting.

b. HVAC Maintenance contracts update.

- Rich noted Mike had provided an e-mail with comments on several maintenance contract proposals. Discussion addressed the pros and cons of each. Both primary providers offered priority service, the cost difference is minimal. One difference is method of cleaning the water heater, i.e. one proposed to simply drain, the other to use a special pump to wash out any sediment; one firm also proposed annual combustion tests.
- One of the firms including in their proposal organizing the attic wiring for the HVAC. Linda noted that Albino had used cable ties to organize the wiring; Rich commented that simply using cable ties is inadequate as the wiring is too short to be properly routed, would have more confidence in an HVAC technician to organize wiring which may require splicing and connecting properly.
- The board noted prior dissatisfaction with Keenan's work which resulted in not renewing the prior maintenance contract.
- **MOTION** by Rich to award contract to A&B. Second by Jennifer.
 - Discussion: Linda requested the hot water heater and continuous flow system be excluded from the contract, fearing pressure use instead of simple draining would cause damage, wanted Gig to have responsibility for the hot water system, citing prior problems. Joel responded that prior problems were due to incorrect initial installation procedures leaving debris in pipes. Discussion that simply draining does not remove sediment. Board expectation is that A&B involvement in the water heater would be limited to annual flushing.
 - Motion passed.

c. Strategic Planning

- Rich provided a brief summary of the workshop, basically started outlining what needs to be done, and generated a number of action items. Informal notes had been sent out, no comments received back. Jennifer presented a synopsis of what had been discussed and the issues identified.

- Land Use conference room facility is available for July 28 (Mike indicated subsequent to work shop that 28th alternate is better for him than first option of the 29th).
- Linda stated she would not be available July 28, nor on the 29th.
- Joel suggested inviting Scott Middleton to the strategy session. Diedra asked whether it would be helpful to invite Scott Middleton, Michelle Nauer; others suggested Marjorie Stevenson, Bob Murdoch and Robert Stauffer. Diedra has had discussions with Scott Middleton, who appears open to discussions with the board. Rich suggested it is too early in the process, that their assistance can be of greater benefit once specific issues are focused upon. Joel noted that one group had lobbied to have the RSA take on youth recreation, totally unrelated to health care.

7. Reports from Administrator:

a. Invoice Review:

- Rich questioned the \$200 annual cost of the web site, with the bills for \$400 among the invoices from Randy Cassingham. Diedra indicated the cost had been \$150; Randy had indicated all costs are simply rising. This includes hosting and daily backups and domain fee. These are two separate bills for coverage from June 2015 to 2016 and June 2016 to 2017.
- QHN \$100 bill is expected to go up to \$250 per prior discussion.
- Susie purchased the desk previously authorized, MMC has reimbursed Susie, and RSA is now reimbursing MMC. Purchasing this desk on sale saved about \$180. Discussion noted the RSA is exempt from sales tax, but to take advantage of the exemption it must pay with its own check or debit card. To take advantage of the Office Depot sales price, MMC purchased the new desk previously authorized, thus incurring about \$20 in sales tax.
- **MOTION** by Linda, second by Jennifer, to pay the bills presented plus authorizing the \$5,200 in Allscripts additional costs expected to be invoiced soon. Motion passed.

b. Correspondence:

- Correspondence from the state auditor approved the application for exemption from audit.
- Nominations request had been received from National Philanthropy Days.
- Montrose Memorial Hospital put out its 2014 report to the community.

c. Financial Statements

- Discussion clarified that inventory project costs are included in cost element 5400.55 (facilities expense/inventory maintenance).
- Rich raised the question again as to why the balance sheet does not properly reflect fixed assets. While depreciation is reflected, the basic value of the assets is not reflected. Diedra recognized this as a recurring question that should be addressed. Rich suggested Diedra can get together with the new auditor, as she is comfortable with him, and get this corrected, recognizing that the auditor may charge for his time. Diedra suggested Scott Middleton would have the background, but Rich noted Scott had set up the Quickbooks in the manner that does not correctly reflect fixed assets, recognizing that some features in Quickbooks can be difficult.

- **MOTION** by Rich, seconded by Linda, to have Diedra contact Don Moreland to correctly reflect assets in the RSA accounts. Motion passed.
- Board request that Diedra follow up on prior comment and review financial forecast in light of changes to Allscripts and related costs as well as cyber insurance to see if an amendment to the budget is appropriate. Rich noted that law requires amendments to the budget to be handled in the same manner, i.e. public notice and hearing, as with initial budget, including notification of amendments to state. Diedra noted that budget to date does indicate an over-budget trend, e.g. in one line item year to date budget is \$9,000 but we have expended \$13,000 already. Linda asked whether the budget has to be amended line item by line item, as in the past if the total budget was not overspent amending the budget had not been considered necessary. Rich noted the budget had been published by major categories and understands that changes across line items require budget amendment. Diedra noted in the past the budget had been amended in regular meetings.
- Joel noted cyber insurance renewal in July is expected to go up as well. Diedra and Susie will get together on the budget issue if necessary. Joel noted that the 2015 budget was carefully crafted. Rich noted that contingency lines are not inappropriate but draw down against those should be recognized.

d. Inventory Project:

- Diedra noted she had not had contact with Lazy Cats. There had been some miscommunication: Joey (Lazy Cats) had been waiting for input; Diedra thought Joey was meeting with Susie.
- Diedra indicated they will all meet on June 18. Inventory lists shall be updated.

e. Directors' and Officers' Liability:

- Diedra indicated response from insurance company that there is no market for this type of insurance for quasi-governmental organizations.
- Linda requested Diedra ascertain where the cemetery board obtains its insurance (although that may be a subset of the county government).

8. New Business:

- a. New business from the floor: None

9. Other/Next Meeting - Thursday July 16, 2015.

10. Adjourned at 1511 pursuant to **MOTION** by Jennifer, second by Linda; motion passed.

Attachments:

Two pages of spread sheets showing license fees and total EMR costs (excluding Payer Path).

Submitted by Secretary

Approved at July 16, 2015 Board meeting

R. Wojciechowski

Motion by Rich, Second by Jennifer, motion passed