



**Hazel Hawkins**  
MEMORIAL HOSPITAL

**REGULAR MEETING OF THE BOARD OF DIRECTORS  
SAN BENITO HEALTH CARE DISTRICT  
911 SUNSET DRIVE, HOLLISTER, CALIFORNIA  
THURSDAY, NOVEMBER 18, 2021 – 5:00 P.M.  
IN-PERSON AND BY VIDEO CONFERENCE**

**This meeting will be held in-person and by video conference in order to reduce the risk of spreading COVID-19 and pursuant to the Governor’s Executive Orders and the County of San Benito Public Health Officer’s Orders. All votes taken during this meeting will be by roll call vote, and the vote will be publicly reported.**

There is limited capacity for the public to attend at the physical location of the meeting. Members of the public may also participate in the public meeting using the Zoom link and information set forth below. Members of the public may submit email correspondence to [lgarcia@hazelhawkins.com](mailto:lgarcia@hazelhawkins.com) up to two (2) hours before the meeting begins. Members of the public may also speak during the meeting through the Zoom application during the public comment time period. Comments are limited to three (3) minutes.

**Phone Number: 1+ (669) 900-6833  
Meeting ID: 931 6668 9955  
Passcode: 564382**

**AGENDA**

**Presented By**

- |   |           |
|---|-----------|
| 1. <b><u>Call to Order/Roll Call</u></b>  | Hernandez |
| 2. <b><u>Closed Session</u></b> (pgs. 1-3)<br>(See Attached Closed Session Sheet Information)   |           |
| 3. <b><u>Reconvene Open Session/Closed Session Report</u></b>   |           |
| 4. <b><u>Public Comment</u></b><br>This opportunity is provided for members of the public to make a brief statement, not to exceed three (3) minutes, on matters within the jurisdiction of this District Board which are not otherwise covered under an item on this agenda. Written comments for the Board should be provided to the Board clerk for the official record. Board Members may not deliberate or take action on an item not on the duly posted agenda. | Hernandez |
| 5. <b><u>Board Resolution No. 2021-10</u></b> (pgs. 4-5)<br>Consider Approval of PROCLAIMING A LOCAL EMERGENCY, RATIFYING THE PROCLAMATION OF A STATE OF EMERGENCY BY GOVERNOR’S STATE OF EMERGENCY DECLARATION ON MARCH 4, 2020, AND AUTHORIZING REMOTE TELECONFERENCE MEETINGS FOR THE PERIOD NOVEMBER 18 THROUGH DECEMBER 23, 2021   | Hernandez |
- Report
  - Board Questions
  - Motion/Second
  - Public Comment
  - Action/Board Vote-Roll Call

6. **Consent Agenda—General Business** (pgs. 6-10) Hernandez  
 (A Board Member may pull an item from the Consent Agenda for discussion.)
- A. Minutes of the Meeting of the Board of Directors, October 28, 2021.
- Motion/Second
  - Public Comment
  - Action/Board Vote-Roll Call
7. **Report from the Medical Executive Committee** \*\*\* Bogey
- A. Medical Staff Credentials:
- Report
  - Board Questions
  - Motion/Second
  - Public Comment
  - Action/Board Vote-Roll Call
- B. Medical Staff Synopsis.
- C. Consider Approval of Medical Staff Bylaw Revisions – Addition of New Definition #28-Telemedicine, Addition of a New Article 4.7-Processing of Telemedicine Privileges, Re-numbering of Current Articles 4.7 through 4.10 to Accommodate New Article 4.7, and Addition of a New Article 5.13-Telemedicine Priveleges.
- Report
  - Board Questions
  - Motion/Second
  - Public Comment
  - Action/Board Vote-Roll Call
8. **President/Chief Executive Officer (CEO)** (pgs. 11-40) Hannah
- Board Education Mays
    - Supply Chain
- A. Comments on Officer/Director Reports Hannah
- Chief Operating Officer/VP Human Resources
  - Chief Clinical Officer/Patient Care Services (Acute Facility)
  - Provider Services & Clinic Operations
  - Skilled Nursing Facilities Reports (Mabie Southside/Northside)
  - Home Health Care Agency
  - Laboratory
  - Marketing
  - Hazel Hawkins Memorial Hospital Auxiliary/Volunteer Services
  - Foundation Report
- B. CEO Written Report and Verbal Updates Hannah
9. **Report from the Finance Committee** \*\*\* Robinson / Wright
- A. Finance Committee Minutes  
 Minutes of the Meeting of the Finance Committee, November 15, 2021.
- B. Finance Report/Financial Statement Review
1. Review of Financial Report for October 2021.
  2. Financial Updates
    - A. Finance Dashboard

- B. ADAMS Management Services Corporation – Advisory Services
- C. Salinas Valley Radiology Amendment

10. **Recommendations for Board Action**

A. **Capital:**

Robinson

1. **Consider Approval of UKG HR and Payroll Upgrades.**

- Report
- Board Questions
- Motion/Second
- Public Comment
- Action/Board Vote-Roll Call

B. **Contracts:**

Robinson

1. **Consider Approval for Pharmacy Contract Services.**

- Report
- Board Questions
- Motion/Second
- Public Comment
- Action/Board Vote-Roll Call

2. **Consider Approval for GE Radiology Maintenance Agreement.**

Robinson

- Report
- Board Questions
- Motion/Second
- Public Comment
- Action/Board Vote-Roll Call

3. **Consider Approval for GE Biomed Maintenance Agreement.**

Robinson

- Report
- Board Questions
- Motion/Second
- Public Comment
- Action/Board Vote-Roll Call

C. **Physician Agreements:**

Hannah

1. **Consider Approval of Central Coast Nephrology – Contract Extension.**

- Report
- Board Questions
- Motion/Second
- Public Comment
- Action/Board Vote-Roll Call

11. **Report from the Facilities Committee**

Robinson

- A. No report for November.

12. **Adjournment**

Hernandez

The next Regular Meeting of the Board of Directors is scheduled for **Thursday, December 23, 2021**, at 5:00 p.m., an in-person and video conference in order to reduce the risk of spreading COVID-19.

The complete Board packet including subsequently distributed materials and presentations is available at the Board Meeting and in the Administrative Offices of the District. All items appearing on the agenda are subject to action by the Board. Staff and Committee recommendations are subject to change by the Board.

Notes: Requests for a disability-related modification or accommodation, including auxiliary aids or services, to attend or participate in a meeting should be made to District Administration during regular business hours at 831-636-2673. Notification received 48 hours before the meeting will enable the District to make reasonable accommodations.

**\*\*\* To be distributed at or before the Board meeting**

**SAN BENITO HEALTH CARE DISTRICT BOARD OF DIRECTORS**

**NOVEMBER 18, 2021**

**AGENDA FOR CLOSED SESSION**

Pursuant to California Government Code Section 54954.2 and 54954.5, the board agenda may describe closed session agenda items as provided below. No legislative body or elected official shall be in violation of Section 54954.2 or 54956 if the closed session items are described in substantial compliance with Section 54954.5 of the Government Code.

**CLOSED SESSION AGENDA ITEMS**

**[ ] LICENSE/PERMIT DETERMINATION**

(Government Code §54956.7)

**Applicant(s):** (Specify number of applicants) \_\_\_\_\_

**[ ] CONFERENCE WITH REAL PROPERTY NEGOTIATORS**

(Government Code §54956.8)

**Property:** (Specify street address, or if no street address, the parcel number or other unique reference, of the real property under negotiation): \_\_\_\_\_

**Agency negotiator:** (Specify names of negotiators attending the closed session): \_\_\_\_\_

**Negotiating parties:** (Specify name of party (not agent): \_\_\_\_\_

**Under negotiation:** (Specify whether instruction to negotiator will concern price, terms of payment, or both): \_\_\_\_\_

**[ ] CONFERENCE WITH LEGAL COUNSEL-EXISTING LITIGATION**

(Government Code §54956.9(d)(1))

**Name of case:** (Specify by reference to claimant's name, names of parties, case or claim numbers): \_\_\_\_\_, or

**Case name unspecified:** (Specify whether disclosure would jeopardize service of process or existing settlement negotiations): \_\_\_\_\_

**[ ] CONFERENCE WITH LEGAL COUNSEL-ANTICIPATED LITIGATION**

(Government Code §54956.9)

Significant exposure to litigation pursuant to Section 54956.9(d)(2) or (3) (Number of potential cases): \_\_\_\_\_

Additional information required pursuant to Section 54956.9(e): \_\_\_\_\_

Initiation of litigation pursuant to Section 54956.9(d)(4) (Number of potential cases): \_\_\_\_\_

**[ ] LIABILITY CLAIMS**

(Government Code §54956.95)

**Claimant:** (Specify name unless unspecified pursuant to Section 54961): \_\_\_\_\_

**Agency claimed against:** (Specify name): \_\_\_\_\_.

**THREAT TO PUBLIC SERVICES OR FACILITIES**  
(Government Code §54957)

**Consultation with:** (Specify name of law enforcement agency and title of officer): \_\_\_\_\_

**PUBLIC EMPLOYEE APPOINTMENT**  
(Government Code §54957)

**Title:** (Specify description of position to be filled): \_\_\_\_\_

**PUBLIC EMPLOYMENT**  
(Government Code §54957)

**Title:** (Specify description of position to be filled): \_\_\_\_\_

**PUBLIC EMPLOYEE PERFORMANCE EVALUATION**  
(Government Code §54957)

**Title:** (Specify position title of employee being reviewed): \_\_\_\_\_

**PUBLIC EMPLOYEE DISCIPLINE/DISMISSAL/RELEASE**  
(Government Code §54957)

(No additional information is required in connection with a closed session to consider discipline, dismissal, or release of a public employee. Discipline includes potential reduction of compensation.)

**CONFERENCE WITH LABOR NEGOTIATOR**  
(Government Code §54957.6)

**Agency designated representative:**

**Employee organization:**

**Unrepresented employee:** (Specify position title of unrepresented employee who is the subject of the negotiations):

**CASE REVIEW/PLANNING**  
(Government Code §54957.8)

(No additional information is required to consider case review or planning.)

**REPORT INVOLVING TRADE SECRET**  
(Government Code §37606 & Health and Safety Code § 32106)

Discussion will concern: (Specify whether discussion will concern proposed new service, program, or facility):  
Trade Secrets, Strategic Planning.

**Estimated date of public disclosure:** (Specify month and year): unknown

**HEARINGS/REPORTS**

(Government Code §37624.3 & Health and Safety Code §§1461, 32155)

**Subject matter:** (Specify whether testimony/deliberation will concern staff privileges, report of medical audit committee, or report of quality assurance committee):

1. Report from Quality, Risk, and Compliance

**CHARGE OR COMPLAINT INVOLVING INFORMATION PROTECTED BY FEDERAL LAW** (Government Code §54956.86)

(No additional information is required to discuss a charge or complaint pursuant to Section 54956.86.)

**ADJOURN TO OPEN SESSION**

**RESOLUTION NO. 2021- 10  
OF THE BOARD OF DIRECTORS OF  
SAN BENITO HEALTH CARE DISTRICT**

**PROCLAIMING A LOCAL EMERGENCY, RATIFYING THE PROCLAMATION OF A  
STATE OF EMERGENCY BY GOVERNOR'S STATE OF EMERGENCY DECLARATION  
ON MARCH 4, 2020, AND AUTHORIZING REMOTE TELECONFERENCE MEETINGS  
FOR THE PERIOD NOVEMBER 18 THROUGH DECEMBER 23, 2021**

WHEREAS, San Benito Health Care District ("District") is a public entity and local health care district organized and operated pursuant to Division 23 of the California Health and Safety Code;

WHEREAS, the District Board of Directors is committed to preserving and nurturing public access and participation in its meetings;

WHEREAS, all meetings of the District's governing body are open and public, as required by The Ralph M. Brown Act, so that members of the public may attend, participate, and observe the District's public meetings;

WHEREAS, The Brown Act, Government Code section 54953(e), makes provisions for remote teleconferencing participation in meetings by members of a legislative body, without compliance with the requirements of Government Code section 54953(b)(3), subject to the existence of certain conditions;

WHEREAS, a required condition is that a state of emergency is declared by the Governor pursuant to Government Code section 8625, proclaiming the existence of conditions of disaster or of extreme peril to the safety of persons and property within the state caused by conditions as described in Government Code section 8558;

WHEREAS, a proclamation is made when there is an actual incident, threat of disaster, or extreme peril to the safety of persons and property within the boundaries of the District, caused by natural, technological, or human-caused disasters;

WHEREAS, it is further required that (i) state or local officials have imposed or recommended measures to promote social distancing, or (ii) the legislative body meeting in person would present imminent risks to the health and safety of attendees;

WHEREAS, such conditions now exist within the District Boundaries of San Benito Health Care District;

WHEREAS, the District Board of Directors does hereby acknowledge the current state of emergency and is following the September 30, 2021 Recommendations on Social Distancing and Hybrid Meetings issued by San Benito County Health and Human Services Agency recommending that public agencies continue to utilize remote meetings for the purpose of preventing the transmission of COVID-19;

WHEREAS, as a consequence of the local emergency, the District Board of Directors may conduct meetings without compliance with Government Code Section 54953(b)(3), as authorized by Section 54953(e), and that the District shall comply with the requirements to provide the public with access to the meetings pursuant to Section 54953(e) (2);

WHEREAS, meetings of the District Board of Directors will be available to the public via zoom link listed on the agenda;



NOW THEREFORE IT IS HEREBY ORDERED AND DIRECTED THAT:

1. Recitals. The Recitals set forth above are true and correct and are incorporated into this Resolution by this reference.
2. Proclamation of Local Emergency. The District hereby proclaims that a local emergency continues to exist throughout San Benito County, and as of September 30, 2021, the San Benito County Health Department continues to recommend that physical and social distancing strategies be practiced in San Benito County, which includes remote meetings of legislative bodies, to the extent possible.
3. Ratification of Governor's Proclamation of a State of Emergency. The District hereby ratifies the Governor of the State of California's Proclamation of State of Emergency, effective as of its issuance date of March 4, 2020.
4. Remote Teleconference Meetings. The District Board of Directors is hereby authorized and directed to take all actions necessary to carry out the intent and purpose of this Resolution including conducting open and public meetings in accordance with Government Code section 54953(e) and other applicable provisions of The Brown Act.
5. Effective Date of Resolution. This Resolution shall take effect immediately upon its adoption and shall be effective until the earlier of (i) November 11, 2021, or such time the District adopts a subsequent resolution in accordance with Government Code section 54953(e)(3) to extend the time during which the District may continue to meet via teleconference meeting all the requirements of Section (3)(b).

This Resolution was adopted at a duly noticed Special Meeting of the Board of Directors of the District on November 18, 2021, by the following vote.

AYES:

NOES:

ABSTENTIONS:

ABSENT:

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Board Member  
San Benito Health Care District

**REGULAR MEETING OF THE BOARD OF DIRECTORS  
SAN BENITO HEALTH CARE DISTRICT  
SUPPORT SERVICES BUILDING, 2<sup>ND</sup>-FLOOR, GREAT ROOM  
In-persona and Video Conference**

**THURSDAY, OCTOBER 28, 2021  
MINUTES**

**HAZEL HAWKINS MEMORIAL HOSPITAL**

**Directors Present**

Jeri Hernandez, Board Member  
Mary Casillas, Board Member  
Bill Johnson, Board Member  
Josie Sanchez, Board Member  
Rick Shelton, Board Member

**Also, Present In-persona/Video Conference**

Steven Hannah, Chief Executive Officer  
Mark Robinson, Chief Financial Officer  
Jordan Wright, Chief Operating Officer  
Barbara Vogelsang, Chief Clinical Officer  
Laura Garcia, Executive Assistant  
Dr. Bogey, Chief of Staff  
Matt Ottone, District Legal Counsel

Pursuant to Executive Order N-25-20 issued by the Governor of the State of California in response to concerns regarding COVID-19, Board Members of San Benito Health Care District, a local health care district, are permitted to participate in this duly noticed public meeting via teleconference and certain requirements of The Brown Act are suspended.

**1. Call to Order**

The meeting was conducted in-person and via video conferencing and attendance was taken by roll call. A quorum was present and the meeting was called to order at 5:00 p.m. by Board President, Jeri Hernandez.

**2. Presentation of Audited Financial Statements for FYE 6/30/2021**

Mark Robinson, CFO presented Rick Jackson with JWT & Associates, LLP, who conducted the audit for FYE 6/30/2021. Mr. Jackson provided a summary of the audit. He stated that the audit went smoothly and that Mark Robinson and Karen Gambetta, Controller do a great job and no adjustments were required. He also stated that the District must report usage of COVID-19 funding that took place, it is being used as a grant and it should be reported through the Federal portal, which is due by November 30, 2021. Once that reporting has been done Mr. Jackson will come out again for what is called a one-time audit and that would take place March 31, 2021. A full report can be found in the Board packet.

**3. Closed Session**

The Board of Directors went into a closed session at 5:10 pm to discuss Conference with Legal Counsel, Liability Claims, and Report Involving Trade Secret and Strategic Planning.

**4. Reconvene Open Session/Closed Session Report**

The Board of Directors reconvened into Open Session at 5:26, Director Hernandez stated that they would return to closed session at the end of the agenda, due to technical difficulties.

**5. Public Comment**

No Public Comment.

6. **Board Resolution No. 2021-09**

Item: Consider Approval for RESOLUTION NO. 2021-09 OF THE BOARD OF DIRECTORS OF SAN BENITO HEALTH CARE DISTRICT PROCLAIMING A LOCAL EMERGENCY, RATIFYING THE PROCLAMATION OF A STATE OF EMERGENCY BY GOVERNOR'S STATE OF EMERGENCY DECLARATION ON MARCH 4, 2020, AND AUTHORIZING REMOTE TELECONFERENCE MEETINGS FOR THE PERIOD OCTOBER 28 THROUGH NOVEMBER 26, 2021.

No Public Comment.

**MOTION:** The Board of Directors moved to approve RESOLUTION NO. 2021-09 OF THE BOARD OF DIRECTORS OF SAN BENITO HEALTH CARE DISTRICT PROCLAIMING A LOCAL EMERGENCY, RATIFYING THE PROCLAMATION OF A STATE OF EMERGENCY BY GOVERNOR'S STATE OF EMERGENCY DECLARATION ON MARCH 4, 2020, AND AUTHORIZING REMOTE TELECONFERENCE MEETINGS FOR THE PERIOD OCTOBER 28 THROUGH NOVEMBER 26, 2021 and was seconded. Moved/Seconded/and Unanimously Carried. Ayes: Sanchez, Casillas, Johnson, Shelton, Hernandez. (Roll Call)

7. **Consent Agenda-General Business**

Director Hernandez presented the Consent Agenda and requested a motion to approve the Consent Agenda.

- A. Minutes of the Meeting of the Board of Directors, September 23, 2021.
- B. Minutes of the Special Meeting of the Board of Directors, October 12, 2021.
- C. Policies (New, Revision, and Reviewed)
  - o Patient Complaints and Grievances
  - o New Born Circumcision
  - o Standard of Care – Unstable Newborn
  - o Performance Improvement Program
  - o Pain Management
  - o Non-Stress Test
  - o Patient Chart Completed & Locked
  - o Universal Procedure in The Clinics
  - o Informed Consent
  - o Current Vaccine Information Sheet
  - o 5150/Suicide Assessment
  - o Cervical Spine Clearance

No Public Comment

**MOTION:** The Board of Directors moved to approve the Consent Agenda, and was seconded. Moved/Seconded/and Unanimously Carried. Ayes: Johnson, Sanchez, Hernandez, Casillas, Shelton. (Roll Call)

8. **Report from the Medical Executive Committee**

**Credentials Report:** Chief of Staff, Dr. Bogey presented the Credentials Report from October 20, 2021.

Item: **Consider Approval of Credentials Report, Two (2) New Appointments, One (1) Reappointment, One (1) Additional Privileges, Two (2) AHP Reappointments, and One (1) Change of Status/Department.**

No public comment.

7.

**MOTION:** The Board of Directors moved to approve the Credentials Report, Two (2) New Appointments, One (1) Reappointments, One (1) Additional Privileges, Two (2) AHP Reappointments, and One (1) Change of Status/Department and was seconded. Moved/Seconded/and Unanimously Carried. Ayes: Shelton, Casillas, Johnson, Sanchez, Hernandez. (Roll Call)

**Medical Staff Synopsis:** Dr. Bogey, Chief of Staff, provided a summary of the Medical Executive Committee Report. The full report can be found as part of the Board packet.

**Item: Consider Approval for Medical Staff Telemedicine Credentialing Policy**

Dr. Bogey stated that the federal government and hospital accrediting bodies recognize the credentialing large groups of telemedicine providers can be challenging for small facilities. They established Credentialing By Proxy as a pathway for streamlined credentialing for telemedicine practitioners. Hospitals accredited by The Joint Commission can contract with other Joint Commission-accredited telemedicine entities which meet or exceed the Medicare standards that hospitals are required to follow for credentialing. A hospital can use credentialing information from accredited distant-site hospitals/entities (accepting all the documents gathered during the distant site's credentialing process use to decide upon), or a hospital can rely on the credentialing decision of the distant-site hospitals/entities. Medical Staff recommends the latter because it is the most streamlined approach. Medical Staff will still verify licensure, Databank queries, and Office of Inspector General queries. Telemedicine providers will be approved for privileges but not be members of the Medical Staff. Mr. Hannah stated that with Telemedicine there are around 30-40 providers and this will streamline the process and Medical Staff would be dealing with a Joint Commission accredited entity which allows the process to go a lot smoother and more timely. Director Johnson asked if the telemedicine services would only be used for radiology or would be used for other services as well, Dr. Bogey responded that it would be used for all Telemedicine groups or persons.

No Public Comment.

**MOTION:** The Board of Directors moved to approve the Medical Staff Telemedicine Credentialing Policy and was seconded. Moved/Seconded/and Unanimously Carried. Ayes: Casillas, Hernandez, Sanchez, Shelton, Johnson. (Roll Call)

9. **President/Chief Executive Officer**

Mr. Hannah took a moment to recognize that meetings are now in a hybrid format (in-person and via video teleconference), and thanked Laura and all staff who helped to put the meeting together.

**Board Education**

Mr. Hannah stated Board Education has been deferred to the November meeting.

**Leadership Reports**

Mr. Hannah asked Mr. Wright to provide a summary of his COO report. Mr. Wright stated that the position for VP/Human Resources has been posted on external sites, and also working with recruiters to try and fill the position by the end of the year. He also stated booster vaccines are being offered, and the program started a month ago, and they are being scheduled on Fridays. Staff call Cynthia Rosales to schedule their boosters, and he also stated that approval was given by the FDA to mix and match Johnson & Johnson with Moderna and Pyzer. Director Casillas asked if appointments will only be on Fridays, and Mr. Wright stated the volume is being handled but if needed to add another day, they are prepared to do so.

Mr. Hannah asked Ms. Vogelsang to provide a summary of her Patient Care Services report. Ms. Vogelsang stated she has been here for almost 2-months. She stated she has been looking at department structures, looking at what decisions and how decisions are made within the clinical areas and looking at processes that may need to be improved or left the same. The 8:15 am Patient Safety Huddles have been successful,

that time has been used to focus on safety staffing, Quality, and Infection Control concerns. These huddles provide an opportunity for leaders to have conversations and share ideas. Improvement in communication ultimately affects patients in a positive output. Ms. Vogelsang said that the Case Management/Utilization Review department needs restructuring to meet the needs of the patient and daily throughput has helped the process. Full reports can be found as part of the Board packet.

### **CEO Report**

Mr. Hannah shared two pictures of the recognition that was made to employees as a whole and two physicians by the Pinnacle Quilters Group at the San Benito County Fair recently. Dr. Bogey was working a shift so Mr. Hannah received the quilt on his behalf, the quilters requested that Dr. Bogey wrap himself in it when he received it, and he did. Dr. Mathur was there to receive his quilt of recognition and Director Hernandez received the quilt on behalf of the employees. Mr. Hannah shared the picture of Dr. Bogey wrapped in his quilt and the other of Director Hernandez, himself, and Congressman Panetta who graciously joined them for the picture.

Mr. Hannah provided an update on CDC data, San Benito County data, and FDA booster shot information. A draft dashboard for administration has been created and is working on the final elements to preview at the November Board meeting. Mr. Hannah stated that November 8<sup>th</sup> will be Ms. Vogelsang's official day as Chief Clinical Officer. He also reviewed from last month's CEO report that after assessing the role of the VP/HR the administrative team has decided to recruit an Associate VP/HR so that the Interim COO, Jordan Wright can focus his time on the ambulatory service initiatives in addition to his COO role. A full report can be found as part of the Board packet.

### **1. Report from the Finance Committee**

Minutes from October 21, 2021, Finance Committee meeting have been provided to the Board. A full report can be found in the Board packet.

#### **A. District Financial Statements – September 2021**

A complete financial summary has been attached to the Board packet.

#### **B. Financial Updates**

Mark Robinson provided Updates on the following and are included in the packet:

- a) **Finance Dashboard**
- b) **Bad Debt (uncompensated Care) – October 2021 Write-Off**
- c) **CHFPA Loan Discussion**
- d) **San Benito Health Care District Election Boundaries and Demographics**
- e) **Provider Recruitment Pro Forma**
- f) **Governmental Accounting Standards Board (GASB) Statement 68-FY 21**

### **10. Recommendation for Board Action**

#### **A. Capital: **Consider Approval of Meditech Software – Patient Portal****

No Public Comment.

**MOTION**: The Board of Directors moved to approve the Meditech Software – Patient Portal in the amount of \$128,719 and was seconded. Moved/Seconded/and Unanimously Carried. Ayes: Casillas, Shelton, Hernandez, Johnson, Sanchez. (Roll Call)

### **11. Report from District Facilities & Service Development Committee**

- A. Minutes of the October 21, 2021 Facilities Committee Meeting have been provided to the Board. The full report can be found in the Board packet.

**Closed Session**

The Board of Directors returned to closed session at 6:04 p.m. to continue the discussion of Conference with Legal Counsel, Liability Claims, and Report Involving Trade Secrets and Strategic Planning.

**Reconvene Open Session/Closed Session Report**

The Board of Directors reconvened into Open Session at 7:34 p.m., Board President, Jeri Hernandez reported that in Closed Session the Board was presented with a request for leave to file a late claim against the District, which the Board granted on a vote of 5-0. The Board then reviewed the claim, and on the recommendation of BETA and advice of legal counsel, denied the claim on a vote of 5-0.

12. **Adjournment**

There being no further regular business or actions, the meeting was adjourned at 7:36 p.m.

The next Regular Meeting of the Board of Directors is scheduled for **Thursday, November 18, 2021**, at 5:00 p.m., and will be conducted in-person and via teleconference to reduce the risk of spreading COVID-19, and pursuant to SBHCD Board Resolution No. 2021-09.

# Supply Chain

Where we are and where  
we are going at HHMH

Douglas K Mays Director of Purchasing HHMH

## Where we began

- In 2015 all requests/requisitions were made on paper documents, the Meditech EMR was used to issue and track Purchase Orders (PO).
- Central Supply warehouse was ordered manually with an employee walking the aisles and notating what they thought was needed on a form.
- Due to manual processes there was a large opportunity for mistakes as well as issues pulling data to support decisions.
- Annual physical inventories were sporadic in delivering numbers.



## Improvements made

- During the first year we implemented and trained the entire district on how to place an electronic requisition within Meditech.
  - This provides accurate order history.
  - Improves data on who and where orders are placed for.
- We set up the central supply warehouse to reorder when products hit a specific shelf quantity.
  - Saves time and manpower.
  - Can be adjusted based upon demand.
  - Allows end users the ability to know if we have something in stock.
- We reduced product inventory levels.
  - Allows us to rotate products and ensure we do not have outdates.
- Physical Inventory conducted annually provides accurate results to finance.

## New Government Regulations

- California AB2537 act to add section 6403.3 to Labor Code.
  - The bill would require a general acute care hospital, on or before January 15, 2021, to be prepared to report to the Department of Industrial Relations, under penalty of perjury, its highest 7-day consecutive daily average consumption of personal protective equipment during the 2019 calendar year and would exempt general acute care hospitals under the jurisdiction of the State Department of State Hospitals from this requirement, as specified.
  - Beginning April 1, 2021, an employer shall maintain a stockpile of the following equipment in the amount equal to three months of normal consumption: Masks, Gowns, Eye Protection, Shoe Coverings.
- California AB962 act to add Chapter 2.17 (commencing with Section 1339.85) to Division 2 of the Health and Safety Code, relating to hospitals.
  - Requires hospitals to report annually to the office on its minority, women, LGBT, and disabled veteran business enterprise procurement efforts, as specified.

## California AB2537 & AB962

- Currently we report actual numbers weekly to the hospital shared drive COVID folder.
- We currently have at a minimum of six months worth of Personal Protective Equipment (PPE) on hand.
- We have only purchased new, original packaged PPE for use.
- We reported our diversity spend this past April.
- Medline our primary distribution partner provided the majority of our diversity spend data.

## Logjam at the LA's ports



- The World Economic Forum reported as of Nov 11<sup>th</sup> 2021 the following:
  - The ports have no room for new containers in LA or Long Beach.
  - There were 70 ships carrying an estimated 500,000 containers left in San Pedro Bay waiting to off load.
- The peak number of ships was 135.
- Impact to the hospital has been challenging. Clinicians have been very flexible and understanding.

## Where we are headed

- Once we can see that we have turned the corner of the pandemic we are going to reduce inventory to an optimized point.
- Work with our GPO to bring our dietary department online to reduce costs and estimated \$185,000 per year.
- Continue to use data to provide direction of what is being used, how much, and best stock levels for clinicians to feel comfortable.
- Work with departments are best practices for supply rotation to ensure we do not have outdates.
- Provided added value to any department that needs assistance in reducing costs or increasing quality of care with products.

## Conclusion

Supply chain has been impacted from producers, to suppliers, to buyers and end users. There are many factors involved. We just need to maintain the ability to be flexible and diligent with our pursuit to ensure the supplies the care givers need, are available to provide care to our community.

We see the clinicians as our customers. We must be available to provide the supplies and equipment needed for them to be successful in caring for our patients.



To: San Benito Health Care District Board of Directors  
From: Jordan Wright-Interim COO/VP HR  
Date: November 2021  
Re: Compliance, EVS, Dietary Services, HR, PT, & Radiology

---

### November Updates:

- Compliance Plan:
  - Compliance analyst position posted and reviewing candidates
  
- EVS:
  - Cintas scrub agreement signed
  - Considering linen proposal from First Image
  
- Dietary services:
  - Operational review in progress
  
- HR:
  - Finalizing candidates for AVP of HR
  - Transition to BRMS TPA
  - Requesting approval of UKG HR Pro module
  - Exempt leave requests in Kronos
  - Reviewing workers compensation partners
  - Bargaining with CNA in progress
  
- PT:
  - Exploration of growth opportunities with local care providers
  
- Radiology:
  - Transition to Statrad
  - Successful completion of mammography and program survey



Hazel Hawkins  
MEMORIAL HOSPITAL

San Benito Healthcare District  
Hazel Hawkins Memorial Hospital  
Board of Directors Meeting  
November 18, 2021

Patient Care Services Report

Barbara A. Vogelsang, RN, Chief Clinical Officer

- The Quality & Patient Satisfaction Committee's ad hoc Dashboard team met on Tuesday, November 9, 2021 to begin working on elements of a Dashboard that will be presented to the Board of Directors monthly. Data about Patient Satisfaction, Quality, Finance and Operations will be represented.
- Kaiser Permanente San Jose & Santa Clara Hospitals have reached out to HHMH for assistance with patient care during the work stoppage happening the week of November 17<sup>th</sup>. HHMH has accepted at least one Med-Surg and one Telemetry patient. These numbers may change as their need increases and the work stoppage occurs.
- The Plan of Correction to The Joint Commission from the Stroke Program Accreditation Survey was submitted on Thursday, November 11, 2021. There were just 3 findings and we expect the plan to be accepted without issue.
- HHMH's Emergency Department was certified as a Level IV Trauma Center. This designation will be in effect on January 1, 2022.
- **October's Left Without Being Seen (LWBS) rate in the ED was 0.7% (0.3% YTD) Benchmark is 2.0%**





Hazel Hawkins  
MEMORIAL HOSPITAL

To: San Benito Health Care District Board of Directors  
 From: Amy Breen-Lema, Director, Provider Services & Clinic Operations  
 Date: November 10, 2021  
 Re: All Clinics – October 2021

**2021 Rural Health and Specialty Clinics' visit volumes**

Total clinic visits for October 2021 in all outpatient clinics = 6,950.

	July 2021	Aug 2021	Sept 2021	Oct 2021	Nov 2021	Dec 2021
Sunset/Annex	810	951	932	970		
San Juan Bautista	209	314	329	418		
1st Street	974	873	752	686		
4th Street	1392	1499	1446	1383		
Barragan	715	907	796	795		
<b>Totals</b>	4100	4544	4255	4252		
<b>Specialty Clinics</b>						
Orthopedic Specialty	530	556	485	439		
Multi-Specialty	640	747	614	638		
Primary Care Associates	1334	1582	1529	1621		
<b>Totals</b>	2504	2885	2628	2698		

- COVID vaccination efforts for 1<sup>st</sup>, 2<sup>nd</sup> & booster shots continue in the Sunset Annex clinic per CDC guidance. 214 injections were given this month. Vaccine boosters for the Pfizer & Moderna are offered for all people 65 years of age or older, people 18-64 at increased risk for COVID exposure and transmission because of their job or in a long-term setting, with underlying medical conditions per CDC guidelines at least six months after the primary series has been completed. Johnson & Johnson boosters and Pediatric COVID vaccines for ages 5-11 will be offered in mid to late November.
- Barragan Family Diabetes Center has received approval for the Child Health and Disability Prevention Program (CHDP) delivering periodic health assessments and vaccinations to low income children, youth & adolescents from birth to age 21. These additional services will begin in early 2022.
- We will welcome full-time general surgeon Dr. Ryan Gerry November 1<sup>st</sup>. He will provide services in the hospital, ASC, and First Street & Multi-Specialty clinics.



# Hazel Hawkins

MEMORIAL HOSPITAL

## WILLIAM & INEZ MABIE SKILLED NURSING FACILITY

NOVEMBER 2021

### BOARD REPORT

November 9, 2021

**To:**  
**San Benito Health Care District**  
**Board of Directors**

**From:**  
**Sherry Hua, RN, MSN, DON for William & Inez Mabie SNF**

#### **I. Management Activities:**

1. No Covid-19 Outbreaks
2. All Residents / SNF Staff received the Flu vaccine unless declined.
3. Continue to work on Quality Measures, Safety & Residents Satisfaction.
4. Maintain 5-Star rating from CMS

#### **II. In-services for the month of November:**

1. 11/9 Dementia: Oral Health; COVID 19 Mitigation Plan, Infection Control, Survey Prep  
Mandatory All Staff
2. 11/23 Confidentiality of Patient Information-HIPPA, Covid-19 Mitigation Plan, Infection Control & Survey Prep  
Mandatory All Staff

### III. Census Statistics for October:

<b>Statistics:</b>	<b>2021</b>	<b>2020</b>
Total Number of Admissions:	5	11
Number of Transfers from HHH:	4	8
Number of Transfers to HHH:	0	3
Number of Deaths:	3	0
Number of Discharges:	2	8
Total Discharges:	5	8
<b>Total Census Days:</b>	<b>1341</b>	<b>1123</b>

Note: Transfers are included in the number of admissions and discharges.  
Deaths are included in the number of discharges. Total census excludes bed hold days.

<b>Total Discharged by Payer Status Category:</b>	
Medicare:	2
Medicare MC:	1
Medical:	1
Medical MC:	0
Private (self pay):	1
Insurance:	0
<b>Total:</b>	<b>5</b>

<b>Total Patient Days by Payer Status Category:</b>	
Medicare:	86
Medicare MC:	17
Medi-Cal:	1163
Medi-Cal MC:	0
Private:	75
Insurance:	0
Bed Hold/LOA	0
<b>TOTAL:</b>	<b>1341</b>
<b>Average Daily Census</b>	<b>43.26</b>

#### IV. Palliative Care Referral Statistics for October:

<b>Referral Sources:</b>	
New Referrals	7
Acute Hospital	5
Mabie Southside	2
Mabie Northside	0

Patients Served	35
Patients Discharged	5
Patients Deceased	5
Grief Support	14
<b>Total Patient Visits</b>	<b>146</b>



# Hazel Hawkins

MEMORIAL HOSPITAL

MABIE NORTHSIDE SKILLED NURSING FACILITY

NOVEMBER 2021

BOARD REPORT

**November 9, 2021**

**To:**

**San Benito Health Care District  
Board of Directors**

**From:**

**Sherry Hua, RN, MSN, DON for Mabie Northside SNF**

## **1. Management Activities**

1. No Covid outbreaks.
2. All Residents/ SNF staff received Flu Vaccines unless declined.
3. Continue to work on quality measures, safety and residents satisfaction.
4. Maintain 5 Star rating from CMS.

## **2. In-services for the month of November 2021:**

1. Confidentiality of Patient Information (HIPPA), Covid-19 Mitigation Plan, Infection Control and Survey Prep
2. Accident Prevention & Safety Review, Covid-19 Mitigation Plan, Infection Control And Survey Prep.



MEMORIAL HOSPITAL  
CONVALESCENT HOSPITAL  
HOME HEALTH AGENCY

*San Benito Health Care District*

## Mabie Northside Skilled Nursing Facility Monthly Reports

### Admissions and Discharges

**Oct 2021**

<b>Total Number of Admissions</b>	<b>6</b>
<b>Number of Transfers from HHH</b>	<b>6</b>
<b>Number of Transfers to HHH</b>	<b>0</b>
<b>Number of Deaths</b>	<b>1</b>
<b>Number of Discharges</b>	<b>5</b>
<b>Total Census Days (excludes Bed Holds)</b>	<b>1,190</b>
<b>Total Discharges</b>	<b>6</b>

**Note:** Transfers are included in the number of admissions and discharges.  
Deaths are included in the number of Total Discharges.

**TOTAL PATIENT DAYS BY PAY  
STATUS CATEGORY:**

**TOTAL DISCHARGES BY  
PAY STATUS CATEGORY:**

MEDICARE	4
MEDICARE MC	0
MEDI-CAL	1
MEDI-CAL MC	0
PRIVATE (SELF PAY)	0
INSURANCE	0
<b>TOTAL</b>	<b>5</b>

MEDICARE	120
MEDICARE MC	0
MEDI-CAL	1,040
MEDI-CAL MC	0
PRIVATE (SELF PAY)	31
INSURANCE	0
BEDHOLD /LOA	0
WORKERS COMP	0
<b>TOTAL</b>	<b>1,191</b>

<b># days</b>	<b>Tot. Census</b>	<b>Average</b>
31	1191	38.42

*26.*

# Board Report

## San Benito Home Health Care - October 2021

To: San Benito Health Care District Board of Directors

From: Anita Frederick RN

Director - San Benito Home Health Care

HOME HEALTH STATS						
			Jul-21	Aug-21	Sep-21	Oct-21
Total Admissions			54	17	34	42
Total Home Visits			416	450	415	477
Census /Total Patients			82	66	68	52

REFERRAL SOURCES						
Hazel Hawkins			41%	24%	32%	29%
Other Hospitals			17%	12%	30%	26%
Southside SNF			7%	12%	3%	2%
Northside SNF			7%	12%	6%	12%
Other SNF			4%	5%	3%	2%
MD / Clinics			24%	35%	26%	29%

**START OF CARE/VISIT STATISTICS  
SAN BENITO HOME HEALTH  
OCTOBER 1<sup>ST</sup> THRU OCTOBER 31<sup>ST</sup> 2021**

**TOTAL NUMBER OF ADMISSIONS \_\_\_\_\_ 42**  
**\*TOTAL NUMBER OF VISIT \_\_\_\_\_ 477**

**PAYOR REFERRAL SOURCES**

**MEDICARE \_\_\_\_\_ 84 %**  
**PVT \_\_\_\_\_ 7 %**  
**MEDICARE MANAGED \_\_\_\_\_ 7 %**  
**MEDICAL \_\_\_\_\_ 2 %**  
**WORKER COMP \_\_\_\_\_ 0 %**

**REFERRAL SOURCES**

**HAZEL HAWKINS HOSPITAL \_\_\_\_\_ 29 %**  
**OTHER HOSPITALS \_\_\_\_\_ 26 %**  
**SOUTHSIDE SNF \_\_\_\_\_ 2 %**  
**NORTHSIDE SNF \_\_\_\_\_ 12 %**  
**MD REFERRALS \_\_\_\_\_ 29 %**  
**OTHER SNF \_\_\_\_\_ 2 %**  
**INSURANCE \_\_\_\_\_ 0 %**

**\*PAYOR SOURCE OF VISITS MADE**

**MEDICARE \_\_\_\_\_ 76 %**  
**MEDI-CAL \_\_\_\_\_ 1 %**  
**PRIVATE \_\_\_\_\_ 13 %**  
**MANAGED MEDICARE \_\_\_\_\_ 10 %**  
**WORKER COMP \_\_\_\_\_ 0 %**





# Hazel Hawkins

MEMORIAL HOSPITAL

To: San Benito Health Care District Board of Directors  
From: Bernadette Enderez, Director of Laboratory Services  
Date: November 2021  
Re: Laboratory



Updates:

1. Service/Outreach
  - Lead Lab Assistants per draw station to assist with customer service surveys as well as making sure the supply needs of provider practices in their respective areas are met.
  - Initial discussion of having a mobile phlebotomy program
  - Ongoing charge master review for laboratory tests
  
2. Covid Testing
  - Period: October
  - Total Samples tested: 3459
  - Positivity Rate: 3.41%
  
3. New Tests/Analyzers
  - Validation testing for microbiology analyzer (VITEK2)
  - Initial discussion with acquiring replacement for chemistry analyzers
  
4. Quality Assurance/Performance Improvement Activities
  - Hand hygiene audits added to laboratory quality metrics
  - Provided in-service training to select Providers with regards to diagnosis codes of the most common laboratory tests that are denied due to necessity
  - Revision of the laboratory requisition to reflect the most common tests ordered and examples of approved diagnosis codes
  - Initial planning of the connectivity project to enable electronic ordering and advance beneficiary notice.
  
5. Laboratory Statistics
  - See attached report

MAIN LABORATORY													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2019	845	748	873	849	857	754	871	846	898	975	836	802	10154
2020	1019	840	799	602	801	875	1138	925	903	1080	942	1059	10983
2021	891	739	1020	939	955	1058	1080	1272	1563	1504			11021

HHH EMPLOYEE HEALTH WEEKLY COVID TEST (INCLUDING SNF, NEW SNF LOCATION ONLY)													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2019													0
2020							89	478	725	560	565	2599	5016
2021	1888	1566	1443	1110	1031	1122	1045	1656	2143	1695			14699

MC CRAY LAB													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2019	1106	997	1141	1107	1126	985	1070	1104	1074	1105	1012	922	12749
2020	1074	1019	941	921	1143	1125	1111	1028	1061	1260	999	1073	12755
2021	1263	1274	1394	1125	1119	1193	1165	1248	1192	1187			12160

SUNNYSLOPE LAB													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2019	644	615	625	637	683	638	647	700	624	653	564	490	7520
2020	671	652	424	2	135	472	437	426	463	498	377	470	5027
2021	699	601	624	590	479	636	553	613	580	574			5949

ER AND ASC													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2019	970	854	1152	979	867	877	847	863	880	947	991	1045	11272
2020	1199	1034	943	931	909	1163	1909	1490	1145	1114	1186	1186	14209
2021	1628	1162	1126	1077	1083	1089	1174	1415	1272	1139			12165

TOTAL OUTPATIENT													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2019	3565	3214	3791	3572	3533	3254	3435	3513	3476	3680	3403	3259	41695
2020	3963	3545	3107	2456	2988	3635	4684	4347	4297	4512	4069	6387	47990
2021	6369	5342	5607	4841	4667	5098	5017	6204	6750	6099			55994

TOTAL INPATIENT (ICU, MEDSURG, OB, SNF)													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2019	609	529	536	555	564	545	585	562	546	480	481	447	6439
2020	443	409	412	353	473	508	814	700	494	442	653	1146	6847
2021	1116	1053	603	654	705	751	761	803	791	986			

LABORATORY DEPARTMENT

REQUISITION STATISTICS

Bernadette Enderez  
Director of Laboratory Services

Michael McGinnis, M.D.  
Medical Director



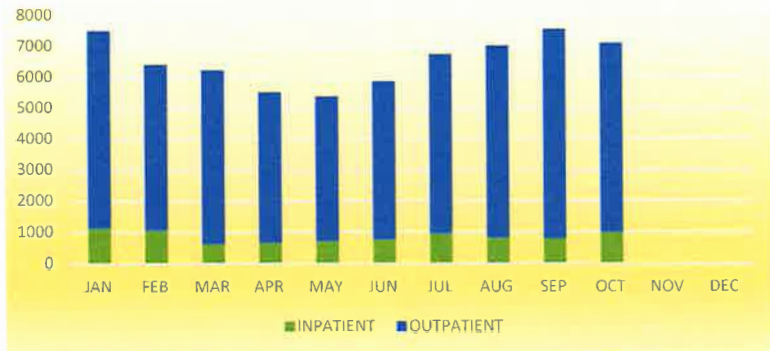
30.

## INPATIENT VS OUTPATIENT LABORATORY STATISTICS

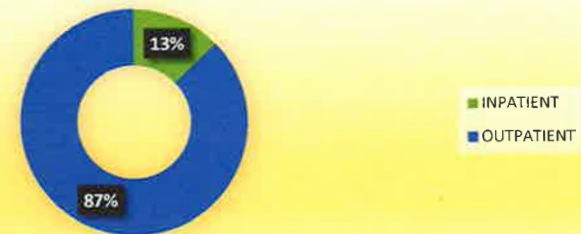
YR 2021														
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	
INPATIENT	1116	1053	603	654	705	751	946	803	791	986			8408	INPATIENT
OUTPATIENT	6369	5342	5607	4841	4667	5098	5778	6204	6750	6099			56755	OUTPATIENT

YR 2020														
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	
INPATIENT	443	409	412	353	473	508	814	700	494	442	653	1146	6847	INPATIENT
OUTPATIENT	3963	3545	3107	2456	2988	3635	4684	4347	4297	4512	4069	6387	47990	OUTPATIENT

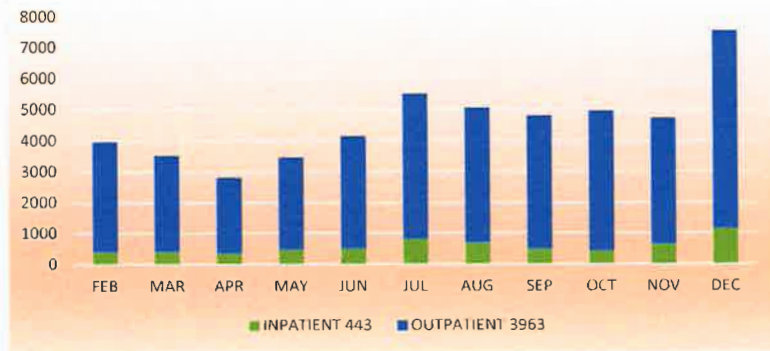
YR 2021 INPATIENT VS OUTPATIENT STATS



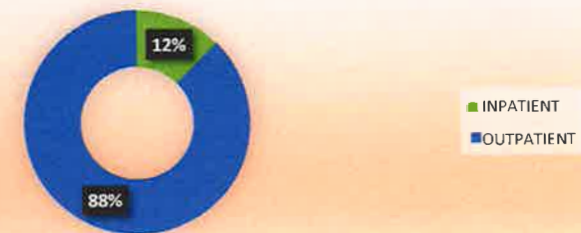
YR 2021 INPATIENT VS OUTPATIENT TOTALS



YR 2020 INPATIENT VS OUTPATIENT STATS



YR 2020 INPATIENT VS OUTPATIENT TOTALS



31.

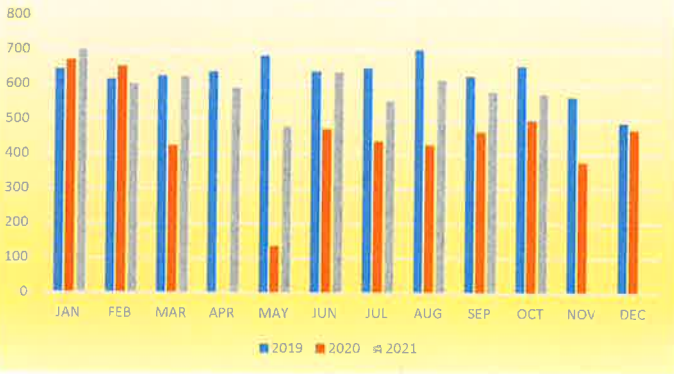
**MAIN LAB OUTPATIENT STATISTICS**



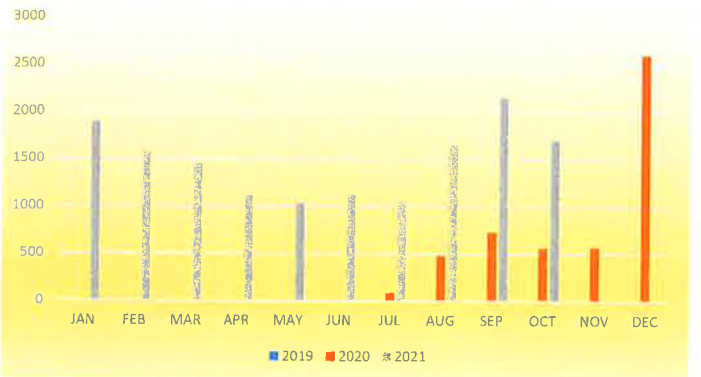
**MC CRAY OUTPATIENT STATISTICS**



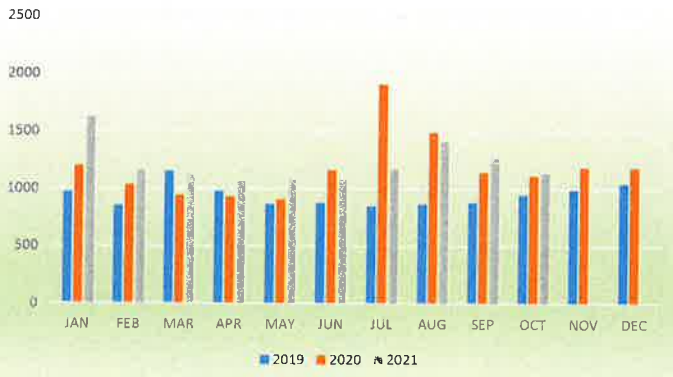
**SUNNYSLOPE LAB STATISTICS**



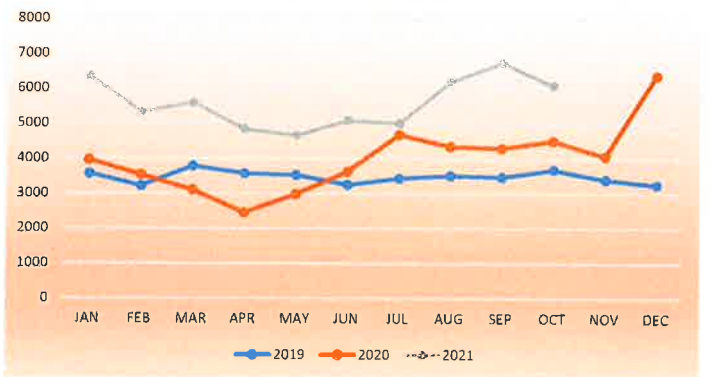
**HHH EMPLOYEE COVID19 SURVEILLANCE STATISTICS**



**ER AND ASC LAB STATISTICS**



**OUTPATIENT LAB STATISTICS**



**LABORATORY DEPARTMENT**

**OUTPATIENT STATISTICS**

**Bernadette Enderez**  
Director of Laboratory Services

**Michael McGinnis, M.D.**  
Medical Director

TO: San Benito Health Care District Board of Directors  
FROM: Frankie Gallagher, Director of Marketing  
DATE: November 11, 2021  
RE: **MARKETING REPORT FOR NOVEMBER, 2021**

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- Working with Tim VonUrff in Quality on creating collateral materials to fulfill Quality initiatives and create marketing opportunities in reminding clinic patients of preventative care, i.e. mammograms, childhood immunizations, flu shots, etc.
- Coordinating Chapel Dedication with Jeri Hernandez.
- Updated Diabetes Center commercial running on KSBW in November along with ads in the FreeLance, Mission Village Voice and online on the Free Lance and BenitoLink websites.
- Working on new OB commercial
- Created press release for Lab Joint Commission Accreditation
- Working with Public Health, SBC Community Foundation on promotion of vaccine awareness.
- Created ads and Facebook posts promoting new general surgeon, Dr. Gerry.
- Working on website updates
- Working with Valley VIP's on our social media campaigns with Facebook, Instagram and YouTube. Below is the calendar of posts.
  - National Diabetes Awareness Month - Highlight Drs. Koteles and Wang and post our Diabetes commercial.
  - National Hospice and Palliative Care Month
  - November 7 – 13 National Radiologic Technology Week
  - Medical Staff Awareness Week
  - Perioperative Staff Appreciation Week
  - Lab Joint Commission Accreditation
  - Dr. Gerry
  - Blood Drive
  - Veterans Day
  - County Drive Thru Flu Clinic
  - Cold vs Flu information
  - Holiday Stress
  - Lights On Parade



11.9.21

To Hospital Board,

Our current membership status is:

- 81 Active Volunteers
- 126 Associate Members

The Auxiliary Board meetings are now held in the McCullough library permanently, (unless we outgrow it). Thanks to Patty Rice, we are able to hold hybrid meetings with some attending via Zoom. The Auxiliary is pleased to once again have a meeting place.



The annual Auxiliary Holiday party has been cancelled due to COVID & flu concerns. We look forward to a holiday party next year.

The Masquerade \$5 Jewelry Sale has been cancelled once again this year due to health concerns and inability to utilize the hospital lobby as in the past.

I am currently in the process of confirming flu vaccines, documentation and flu declination forms for every volunteer. This month I sent each area coordinator the following reminder:



**Policy Brush Up:** Flu Vaccine: Each year all staff (including volunteers) are required to submit an Influenza Acceptance/Declination Form when they get their flu vaccine at a hospital clinic or an outside provider. Volunteers can decline the flu vaccine as long as they wear a mask through the end of April whenever working on the hospital campus. **Questions? Ask me.**

### *Save the dates:*

**December 10** @ 10:00 a.m. ~ Holiday Coordinator Coffee Break

**December 13** ~ HHMH Auxiliary **Board of Directors Meeting** in the McCullough Library at 10:00 a.m.

**Winter Magic Boutique & Auxiliary Holiday Party - cancelled**

Happy Thanksgiving to you and yours,

*Alice*

Alice Silva Oliveira  
Coordinator of Volunteer Services  
636-2681  
[aoliveira@hazelhawkins.com](mailto:aoliveira@hazelhawkins.com)



*Don't judge each day by the harvest you reap, but by the seeds you plant."- Robert Louis Stevenson*



TO: San Benito Health Care District Board of Directors  
FROM: Liz Sparling, Foundation Director  
DATE: November 2021  
RE: Foundation Report

The Hazel Hawkins Hospital Foundation Board of Trustees met on Thursday, October 14<sup>th</sup> for their monthly meeting via zoom. The Board of Directors voted to move the November meeting to November 18<sup>th</sup> due to the regularly scheduled meeting falling on Veteran's Day. The Board welcomed Gary Byrne, President/CEO of the Community Foundation for SBC who presented the new Epicenter Building downtown that will be a non-profit hub.

<b>Financial Report</b>	<b>October</b>
1. Income	\$ 33,903.10
2. Expenses	\$0
3. New Donors	7
4. Total Donations	194

**Approved Allocations**

1. No Allocations.

**Directors Report**

- Jeri Hernandez has done an amazing job on the Chapel in the Hospital. It is really beautiful and is now open daily.
- All of the Foundations Audit documents have been submitted.
- Received a donation of 20 Shares of Microsoft Stock from a donor. Said his wife received excellent care here. We asked Kyle Sharp from Edward Jones to handle the transfer. I am working on getting the entire story to share with HHH Staff.
- Working on grant reporting for the Monterey Peninsula Grant which is due in November.

**Dinner Dance Report - We are almost sold out!**

Our Fundraiser on November 6, 2021 was a success. We received over \$92,000 in sponsorships and served 248 dinners. All of our honorees were very appreciative and thankful. We honored: Donors of the Year - Jon and Jeanette Whorley, Business Donors of the Year - VEP Healthcare (which is now US Acute Care Solutions) and our Heart for Hazel Award will go to Sylvia Marquez. The wine and microbrew tasting was a nice addition. All the wine was donated from Duckhorn, Calera's parent Company. They donated over 12 cases. The beer is donated by the Grillin & Chillin Alehouse.

**Nominating Committee**

Our Nominating Committee met and will present new Board of Trustee Candidates at our Board Meeting on November 18 for approval.



# Hazel Hawkins MEMORIAL HOSPITAL

## SAN BENITO HEALTH CARE DISTRICT

### CEO's Administrative Report

*November 18th, 2021*

To: San Benito Health Care District Board of Directors

#### COVID-19 Pandemic Surge

I will provide a verbal update on the infection rate, hospitalizations, and the vaccine initiative at the Board meeting ([COVID – 19 online data](#)).

- CDC data and San Benito County data

#### Administrative General Updates

##### Administration Dashboard:

An ad hoc committee has been formed to provide guidance to the Board Quality and Patient Experience Committee regarding the newly formed Administrative Dashboard. This ad hoc committee will likely function for the next 3-6 months.

##### Organizational Leadership:

As we have discussed over the past year, the organization's leadership structure is vital to the success of the District's hospital as we continue to strive for stronger patient experience, financial performance, and overall predictable delivery of the much-needed healthcare services to the population that we serve. In the past, a less than adequate organizational structure was justified by not having the financial resources to have the appropriate positions and skillsets in place. I have advised the Board along with the leadership team and medical staff that we will continue to recommend and implement needed changes as the administrative team continues to assess the needs of the organization as we continually balance the added costs with increases in revenue.

In the past year, we have implemented a retitle of the VP HR position to COO / VP of HR and a combined Clinical Services Department for the areas of quality, accreditation, licensing, risk management, infection prevention, QIP, and case management. In addition, we added a professional recruiter to the human resources department and a Director of Provider Services position to the clinics.





# Hazel Hawkins

## MEMORIAL HOSPITAL

Similar to the organizational structure limitations, the same need exists in many of the District's information technology systems. In the past year, we have purchased a new system to be able to appropriately utilize data within the EMR for the CMS condition of participation of having an OPPE and FPPE system in place. This system will take several months to install. The administrative team is now proposing adding a much-needed human resources system this month which will be installed in the first half of CY22. There will also be systems needed in the finance area for providing appropriately delineated financial reporting documents for all of the main service lines, business entities, and annual budgeting and variance reporting. The main hospital EMR, which is a Meditech system, may also need to be replaced in the future.

The same need exists with monthly and periodic management reporting and tracking processes. I am asking for appropriate month-end management processes to be established for the main business units of the SNFs, home health, and clinics similar to what is already in place for the overall financials which are reviewed with the Board Finance Committee. These reporting processes will take several months to implement.

### **SBHCD Strategic Plan:**

The District's strategic plan has been mentioned in various meetings over the past couple of months. We remember that a basic strategic plan is in place which was developed prior to my arrival as the new CEO, and it has been used to guide the executive activities over the past year. The existing plan has been updated with the progress reports through the current time period. A year-end summary report will be provided to the Board at the January Board meeting. As the Master Plan Steering Committee, which is an integral part of the overall strategic plan, winds its' work down in Q1 of CY22, I recommend that the Board Strategic Planning Committee begin scheduling quarterly meetings.

In the first half of CY 2022, I will recommend that the District engage a professional strategic planning resource to facilitate a new 3-year strategic plan. The plan will be formulated based on the latest operational and strategic needs of the District including the results of the master plan. It is expected to be finished in the first half of CY 2022 and will include financial modeling scope of work.

Based on discussions with the Board Chair, the master plan presentation to the Board is being scheduled for early December.

### **Corporate Compliance Plan and Quality/Risk Management Best Practice:**

As stated last month, a compliance update during a brief closed session will occur at each Board meeting going forward. There will also be a Quality/Risk Management update during the closed session. This is an industry best practice and is being implemented at the advice of District Legal Counsel to ensure that the Governing Board is well informed of any significant compliance, quality



# Hazel Hawkins

## MEMORIAL HOSPITAL

of care, or risk management issues.

### **Legal Counsel District activities:**

Gary Ray, District general counsel, and Anne Olson, District labor counsel have both assisted in various contracting and policy development efforts during the past month.

### **Medical Staff updates**

#### **Provider Agreements/Updates:**

Recruitment for 1 to 2 orthopedists continues. This is a critical recruit to ensure that HHMH retains coverage for orthopedic cases presenting to the ER and for the ongoing orthopedic needs of the communities that we serve.

As mentioned last month, we are asking USACs to plan for a 2 provider hospitalist service model. A single hospitalist can provide coverage for up to 18+ patient encounters per day and volumes have exceeded that number regularly. The additional costs of a 2 provider service model will be offset by the bonus payments that are currently being paid when a single provider is seeing more than 14 patients per shift. As was also mentioned, the patient experience scores related to physician communication and care will improve with this new 2 provider model which will also include an “at-risk” compensation component to USACs based on patient experience and quality metrics.

### **Legislative, Community, and Regional Activities**

#### **Legislative Collaboration Efforts:**

Will Feeney from Congressman Panetta’s office visited HHMH on November 10<sup>th</sup>. After meeting with the executive team, I toured him through the hospital, and Dr. Bogey gave him a tour of the emergency department. He indicated that there may potentially be infrastructure funding within the “build back America” legislation when it is finalized.

We gave Mr. Feeney a detailed review of our community, master planning initiative, state of the hospital during the pandemic, and the need for significant capital funding in order to update the campus and infrastructure for meeting the current and future healthcare needs of the community. We explained that while the IP market share capture rate is in the low 40%, that means significant healthcare-related jobs exist in other communities and not in Hollister because so much of the population has historically sought their healthcare services elsewhere.



# Hazel Hawkins MEMORIAL HOSPITAL

## **CEO HHMH/Community Activities:**

Hospital Rounding – Daily  
Community provider infusion services meeting – Nov 2nd  
Auxiliary Board meeting – Nov 8th  
HHH Foundation Board meeting – Nov 18th

## **CEO Regional/National Activities:**

CCAHN CEO Meeting – Nov 4th  
Kaiser HHMH Campus Visit – Nov 4th  
ACHD CEO Roundtable – Nov 4<sup>th</sup>  
DHLF Board Meeting – Nov 9th

Sincerely,

*Steven Hannah*

Steven M. Hannah, MHA  
*Chief Executive Officer*

## **Acronyms**

ACHD	Association of California Hospital Districts
ACO	Accountable Care Organization
APP	Advanced Practice Practitioners (FNP and PA)
AFE	*Acronym Free Environment
ASC	Ambulatory Surgery Center
BBK	Best, Best and Krieger Law Firm
CAH	Critical Access Hospital
CCAHN	California Critical Access Hospital Network (CHA)
CDC	Center for Disease Control
CDPH	California Department of Public Health
CEO	Chief Executive Officer
CFO	Chief Finance Officer
CHA	California Hospital Association
CHNA	Community Health Needs Assessment (Not applicable to Districts)
CIN	Clinically Integrated Network
CMI	Case Mix Index (CMS acuity measure)
CMMI	Centers for Medicare and Medicaid Innovation CMO Chief Medical Officer
CMS	Centers for Medicare and Medicaid (HCFA from the old days)
CNE	Chief Nurse Executive
COO VP HR	Chief Operating Officer, Vice President of Human Resources
COS	Chief of Staff (Medical)
COVID – 19	Coronavirus SARS-CoV-2
CY	Calendar Year
DHLF	District Hospital Leadership Forum
DPM	Doctor of Podiatry Medicine



# Hazel Hawkins

## MEMORIAL HOSPITAL

ED	Emergency Department
FMV	Fair Market Value
FNP	Family Nurse Practitioner
FQHC	Federally Qualified Health Center
FY	Fiscal Year
HCA	Hospital Corporation of America
HCP	Healthcare personnel
HHMH	Hazel Hawkins Memorial Hospital
HIPPA	Health Information Privacy and Portability Act
HIT	Health Information Technology
HOPD	Hospital Outpatient Department
HPF	Hospital Provider Fee Program
HR	Human Resources
ICU	Intensive Care Unit
IPA	Independent Physician Association
LLP	Limited Liability Partnership
LOI	Letter of Intent
MACRA	CMS-Medicare Access & CHIP Reauthorization Act of 2015 MAP
MAP	Management Action Plan
MD	Medical Doctor
MGMA	Medical Group Management Association
MS & Med Surg	Medical Surgical Unit
MIPs	CMS-Merit Based Incentive Payment System
MOB	Medical Office Building
MOR	Management Operating Review
MOU	Memorandum of Understanding
OR	Operating Room
OSHPD	Office of Statewide Health Planning and Development
P&L	Profit and Loss
PA	Physician Assistant
PC	Professional Corporation
PCP	Primary Care Provider
PHO	Physician Hospital Organization
PPS	Prospective Payment System
PR	Public Relations
PSA	Professional Services Agreement
Q1, Q2, etc.	Quarter 1, quarter 2, etc.
QIP	Quality Incentive Program
RA	Recruitment Agreement
RFI	Request for Information
RFP	Request for Proposal
RHC	Rural Health Clinic
SNF	Skilled Nursing Facility
SPC	Structural Performance Category
TBD	To Be Determined
TJC	The Joint Commission (formerly JACHO)
TPA	Third Party Administrator
USACS	US Acute Care Solutions
VEP	Pinehurst Hospitalist Medical Group d/b/a VEP Healthcare
VP	Vice President



Hazel Hawkins  
MEMORIAL HOSPITAL

**FINANCE COMMITTEE**  
**Monday, November 15, 2021, 5:00 p.m**  
**Online Zoom Meeting**  
**Agenda**

Call to Order

- I. Financial Reports:
  - A. Financial Statements – October 2021
  
- II. Financial Updates
  - A. Finance Dashboard
  - B. ADAMS Management Services Corporation – Advisory Services
  - C. Salinas Valley Radiology Amendment
  
- III. Capital
  - A. UKG HR and Payroll Upgrades (**Action item**)
  
- IV. Contracts
  - A. Pharmacy Contract Services-Cardinal Health Proposal (**Action item**)
  - B. GE Radiology Maintenance Agreement (**Action item**)
  - C. GE Biomed Maintenance Agreement (**Action item**)
  
- V. Physician Agreements
  - A. Central Coast Nephrology – contract extension (**Action item**)

Adjournment

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