



**REGULAR MEETING OF THE BYLAWS/POLICIES AND PROCEDURES COMMITTEE
SAN BENITO HEALTH CARE DISTRICT
911 SUNSET DRIVE, HOLLISTER, CALIFORNIA
MONDAY, OCTOBER 20, 2025 – 10:30 AM
GREAT ROOM, 2ND-FLOOR, SUPPORT SERVICES BUILDING
IN PERSON ONLY**

Mission Statement -The San Benito Health Care District is a public agency that serves as a responsive, comprehensive health care resource for its patients, physicians, and the health care consumers of the community.

Vision Statement - San Benito Health Care District is committed to meeting community health care needs with quality care in a safe and compassionate environment.

AGENDA

1. Call to Order (J. Sanchez)
2. Consider and Approve Minutes of the District Bylaws/Policies and Procedures Committee – September 22, 2025 Meeting.
3. Review Policies for Recommendation
 - Area of Concern
 - Board Roster
 - Confidentiality
 - Oath of Office
4. Consider and Approve Schedule for Future Meetings (Committee)
5. Adjournment (J. Sanchez)

Committee Members

Josie Sanchez, BOD Assistant Secretary
Devon Pack, BOD Vice President
Mary Casillas, Chief Executive Officer

The complete agenda packet including subsequently distributed materials and presentations is available at the Committee Meeting, in the Administrative Offices of the District, and posted on the District's website at <https://www.hazelhawkins.com/news/categories/meeting-agendas/>. All items appearing on the agenda are subject to action by the Committee.

Any public record distributed to the less than 72 hours prior to this meeting in connection with any agenda item shall be made available for public inspection at the District office. Public records distributed during the meeting, if prepared by the District, will be available for public inspection at the meeting. If the public record is prepared by a third party and distributed at the meeting, it will be made available for public inspection following the meeting at the District office.

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.



Hazel Hawkins

MEMORIAL HOSPITAL

DISTRICT BYLAWS / POLICIES AND PROCEDURES COMMITTEE
SEPTEMBER 22, 2025 – 2:00 PM
GREAT ROOM, 2ND-FLOOR, SUPPORT SERVICES BUILDING

IN PERSON ONLY

TELECONFERENCE LOCATION¹:

Director Pack
2922 Kennebec Lane
Columbia, CA

MINUTES

Mission Statement -The San Benito Health Care District is a public agency that serves as a responsive, comprehensive health care resource for its patients, physicians, and the health care consumers of the community.

Vision Statement - San Benito Health Care District is committed to meeting community health care needs with quality care in a safe and compassionate environment.

Committee Members Present

Josie Sanchez, Board Member (Chair)
Devon Pack, Board Member (Via Teleconference)
Mary Casillas, Interim CEO

Also Present

Heidi Quinn, Legal Counsel
Laura Garcia, Executive Assistant

1. Call to Order

The meeting of the Bylaws/Policies and Procedures Committee was called to order at 2:00 pm by Director Sanchez.

2. Consider and Approve Minutes of the District Bylaws/Policies and Procedures Committee – June 20, 2025

¹ Pursuant to Government Code section 54953(b), Director Pack participated by teleconference. The notice and agenda was posted at the teleconference location.

Motion: By Director Sanchez, to approve the minutes of the District Bylaws/Policies and Procedures Committee – August 25, 2025, Seconded by Director Pack, and was unanimously approved.

3. Review New Policies for Recommendation

- Board Member Code of Conduct – Direction was provided to forward the policy to the board recommending approval.
- Remote Attendance – Direction was to forward the policy to the board recommending approval.

4. Review Existing Policies

- Area of Concern – The Committee requested the policy be referred to the CNO for review.
- Board Member Roster – The Committee requested review and revisions, and directed it be brought back to the Committee.
- Board Relationship to Auxiliary – The Committee reviewed with no change.
- Board Relationship to the Foundation – The Committee reviewed with no change.
- Confidentiality – The Committee requested review and revisions, and directed it be brought back to the Committee.

5. Consider and Approve Schedule of Future Meetings (Committee)

The Committee agreed to meet Monday, October 20, 2025 at 10:30 am.

6. Adjournment

There being no further regular business, the meeting was adjourned at 2:49 p.m.

Committee Members

Josie Sanchez, BOD Secretary (Chair)

Devon Pack, BOD Assistant Secretary

Mary Casillas, Chief Executive Officer

San Benito Health Care District
Board of Directors
Policy Manual

SUBJECT	Area of Concern		
WRITTEN BY	Board Ad Hoc Committee on Policy & Procedures	POLICY NUMBER	2000 - 3
APPROVED BY	San Benito Healthcare District Board of Directors	EFFECTIVE	September 21, 2000
Resolution#		REPLACES	
Other			

POLICY

A Board of Directors' Area of Concern form will be completed by any Board member upon learning directly or indirectly of any patient or visitor concern, complaint, or comment related to any entity of the San Benito Health Care District.

PROCEDURE

Upon completion of the Area of Concern form, it ~~is to~~ **will** be forwarded to ~~Anthony Mojica, Director of Guest Relations~~ **Director of Quality and Patient Safety** for further follow-up, and results reported ~~back~~ to the Board member once the investigation has been completed.

Section 1: General Information

Date: _____ Board Member Name: _____

Method of Learning of Concern:

- ☐ Direct Communication from Patient/Visitor
- ☐ Indirect Communication (e.g., community, staff, media, other)
- ☐ Other: _____

Section 2: Reporter Information (if known)

Name: _____

Relationship to District:

- ☐ Patient ☐ Visitor/Family ☐ Community Member ☐ Other: _____

Contact Information (if provided): _____

Section 3: Entity Involved

- | | |
|---|--|
| ☐ Hazel Hawkins Memorial Hospital | ☐ Skilled Nursing Facility |
| ☐ Ambulatory Surgery Center | ☐ Northside |
| ☐ Barragan Family Health & Diabetes Center | ☐ Southside |
| ☐ Community Health Clinic | ☐ Focus Sports Therapy |
| ☐ Hazel Hawkins Health Clinic – San Juan | ☐ Outpatient Physical Therapy |
| ☐ Mabie First Street Healthcare Center | ☐ McCray Outpatient Lab |
| ☐ Mabie San Juan Road Healthcare Center | ☐ Sunnyslope Outpatient Lab |
| ☐ Multispecialty Center | |
| ☐ Orthopedic Specialty Center | |
| ☐ Primary Care & Specialty Surgery Center | |

Section 4: Concern Category

- | | |
|--|--|
| ☐ Access to Services | ☐ Billing/Financial |
| ☐ Facility/Environment | ☐ Patient Care/Safety |
| ☐ Service/Communication | ☐ Staff Conduct/Professionalism |

☐ Other: _____

Section 5: Description of Concern

Please provide a factual summary of the concern, complaint, or comment as reported or observed.

Section 6: Board Member Action

Did you provide any immediate response or direction to the individual?

☐ Yes ☐ No If yes, describe: _____

Section 7: Routing

Please forward this form within 24 hours of completion to:

- Quality and Patient Safety Department, Attn: Quality, Safety, & Infection Prevention Director
- Email: savant@hazelhawkins.com
- Fax: 831.635.1454

Date Forwarded: _____

Forwarded By: _____

Section 8: Administrative Use Only

Tracking/Case Number: _____

Received By: _____ Date: _____

Assigned To (Department/Leader): _____

Resolution/Follow-up: _____

Final Disposition Date: _____

Closed By: _____

Confidential – For Internal Board/Administrative Use Only

San Benito Health Care District
Board of Directors
Policy Manual

SUBJECT	Board Member Roster		
WRITTEN BY	Board Ad Hoc Committee on Policy & Procedures	POLICY NUMBER	2000 - 4
APPROVED BY	San Benito Health C care District Board of Directors	EFFECTIVE	May 24, 2001
Resolution #		REPLACES	9/21/00
Other			

POLICY

State and local laws require:

- Completion of a Public Agency Roster:
- Public posting of the San Benito Health Care District's Board of Directors; and
- Release of information related to members of the San Benito Health Care District's Board of Directors ("Board").

To ensure privacy and security for the ~~D~~irectors, information that ~~they~~ Directors deem public will be made so; information (i.e., unlisted phone numbers) they deem private will be kept for confidential use only.

PROCEDURE

The San Benito Health Care District ("District") is required to have a Statement of Facts – Roster of Public Agencies Filing form on file with the Secretary of State and the San Benito County Clerk, which must be updated within ten (10) days of any change (e.g., new Board member) (Govt. Code § 53051). Directors must provide the District with their residence or business address.

The District is also required to post on its website a roster of current Board members, and their terms (Health & Safety Code § 32139(b)).

Board members are requested to furnish the District's Administrative Assistant or Board Clerk with current information and specific ~~knowledge direction regarding as to~~ what is and is not to be ~~disbursed-released~~ to the public.

Each Director shall provide the District with a completed and signed Director Contact Authorization Form. Directors shall be responsible for all updates and amendments to the Form.

San Benito Health Care District
Board of Directors
Policy Manual

SUBJECT	Confidentiality		
WRITTEN BY	Board Ad Hoc Committee on Policy & Procedures	POLICY NUMBER	2000 - 7
APPROVED BY	San Benito Health C eare District Board of Directors	EFFECTIVE	May 24, 2001
Resolution #		REPLACES	9/21/00
Other			

POLICY

The San Benito Health Care District (“District”) Board of Directors recognizes and acknowledges that the services ~~San Benito Health Care~~the District provides for its patients are confidential, and that, to enable ~~the H~~Hazel Hawkins Memorial Hospital (“Hospital”) to perform those services, its patients/providers furnish the Hospital staff confidential information concerning their affairs; that the goodwill of the Hospital depends, among other things, upon its keeping such services and information confidential; and that, by reason of the Board of Directors’ duties, ~~the a D~~eirector may come into possession of information concerning the services performed by the Hospital for its patients and providers even though the Director does not take direct part in, or furnish the actual services performed for those patients and providers.

It is also understood that the ~~San Benito Health Care~~ District provides services to its own employees and the Board of Directors (“Board”), and that the same restrictions on confidentiality of information for any such employee or Director may apply.

The Director accordingly agrees that, except as directed by the Hospital, ~~he or she~~they will not, at any time during or after ~~his or her~~their term, disclose any such services ~~that have,~~ or information ~~that has, in any way to do with the patients or providers of the Hospital~~ to any person whatsoever, or permit any other person whatsoever to examine or make copies of any reports, ~~or other~~ documents, or other information prepared or coming into ~~his or her~~theirthe Director’s possession or under ~~his or her~~their control, that have in any way to do with the patients or providers of the Hospital. It is recognized that the disclosure of information by the Director may give rise to irreparable injury to the client or Hospital, or to the owner of such information, and that, accordingly, the Hospital or the owner of such information may seek any legal remedies against the Director that may be available.

This Policy is intended to comply with all state and federal laws mandating confidentiality of medical information, including, but not limited to, the California Confidentiality of Information Act (“CMIA”) and, to the extent applicable, the federal Health Insurance Portability and Accountability Act of 1996 (“HIPPA”). The law shall supersede any provision of this policy that is in conflict.

In addition, Directors shall respect and preserve the confidentiality of information provided to them concerning confidential matters of the District. Directors shall neither disclose confidential information without proper legal authorization nor use such information to advance their personal financial or private interests. Directors shall comply with the Ralph M. Brown Act, Government Code § 54950 et seq., which prohibits the disclosure of confidential information obtained in closed session unless otherwise authorized by a majority of the Board.

PROCEDURE

The ~~D~~irector shall sign a statement of acknowledgement, which shall remain on file, regarding confidentiality, and stating that ~~he or she~~they are ~~is~~ fully cognizant of the above.

San Benito Health Care District

Statement of Acknowledgement Regarding Confidentiality

I understand and I agree that, in the course of performing duties as a member of the Board of Directors of the San Benito Health Care District ("~~District~~"), I shall hold patient identifiable ~~medical and~~ health care related information in strict confidence.

I understand and I agree to respect and preserve the confidentiality of information provided to me concerning confidential matters of the District. I agree that I will neither disclose confidential information without proper legal authorization nor use such information to advance my personal financial or private interests.

I agree I will not disclose confidential information obtained in closed session unless otherwise authorized by a majority of the Board of Directors.

I understand that violation of District Confidentiality Policies is in violation of California ~~S~~state law, and substantial penalties may result.

~~Signed Executed on~~ this _____ day of _____, _____

By: _____, ~~Board of~~ Directors

Witnessed by: _____

OATH OF OFFICE

PURPOSE

The Board of Directors desires to designate the individuals authorized to administer oaths of office to elected and appointed officials of the San Benito Health Care District.

POLICY

It is the policy of the District to ensure proper procedures for the administration of the oath of office for elected and appointed officials

DEFINITIONS

“Elective Officers” means any officer of a local, state, or federal agency, or political subdivision, holding an office that can be filled by election pursuant to state or federal law.

PROCEDURE

Any Elective Officer of the San Benito Health Care District Board of Directors, the United States of America, the State of California, and any city, district, or county located within the State of California, is hereby authorized to administer the oath of office to any individual required to take and subscribe to such an oath under applicable law, including, but not limited to, elected or appointed officials of the San Benito Health Care District.

REFERENCES

- Local Health Care District Law, California Health and Safety Code Division 23, sections 32000-32492
- Uniform District Election Law, California Elections Code section 10500 et seq.
- Government Code sections 1001, 1225, 1360, and 1362
- Elections Code section 10512(b)
- District Bylaws