COAST LIFE SUPPORT DISTRICT

P.O. Box 1056, Gualala, CA 95445 Tel: (707) 884-1829 Fax: 884-9119

AGENDA

REGULAR MEETING OF THE BOARD OF DIRECTORS

>>> 4:30 pm Monday, November 19, 2012 <<< Bill Platt Training Center Coast Life Support District Station 38901 Ocean Drive, Gualala, CA 95445

- 1. Call to Order
- 2. Adoption of the Agenda
- 3. Minutes Approval
- 4. Privilege of the Floor Public Comment
- 5. Old Business Information or Action
 - Financial Update First Quarter FY12-13 Information
 - Medical Director & Staff Proposal Action
- 6. New Business
- 7. Reports
 - Treasurer
 - Board Officers General
 - District Administrator
 - Write-offs Approval
- 8. Other
 - General announcements
- 9. Adjournment
- Scheduled Board of Director meetings (4:30 at Bill Platt Training Center unless otherwise noted):
 None scheduled at this time

Toedter

Rice Foster COAST LIFE SUPPORT DISTRICT Post Office Box 1056 • Gualala, California 95445 www.clsd.ca.gov

MINUTES OF THE MEETING OF THE BOARD OF DIRECTORS Sept 17th, 2012



Call to Order. President Tom Toedter called the meeting to order at 4:31 p.m. Present: Schwartz, Dodds, Combs, Klopfer, Chilton-Hauck, Rice.

Adoption of the Agenda. Director Chilton-Hauck moved to change the agenda moving the CHWG presentation to immediately after Privilege of the Floor to accommodate guests. Director Schwartz second, all ayes.

Approval of June 18th, 2012 Board Minutes. Director Dodds moved, Director Schwarz second, all ayes.

Privilege of the Floor: Mr. Will Randolph, candidate for the Board of Directors of CLSD, introduced himself to the board.

Community Healthcare Working Group Update: A presentation by Cynthia Daniels included history of the work to date by the working group, the challenges faced, and options the group continues to consider as they move forward to resolve providing expanded Urgent Care to the community. Board members requested paper copies of the presentation in advance for future updates.

Old Business:

FINAL BUDGET RESOLUTION #214

Director Rice moved to approved the resolution, with a change the wording (paragraph 4 line 2 & paragraph 5 line 2) from program to contract. With above changes, Director Schwartz second, passed with all ayes.

New Business:

Strategic Planning. Director Schwartz proposed board review and discussion of: history of RCMS & CLSD, Director Rice's role on board versus serving as CFO, revision of the parcel tax structure, and a patient "no out of pocket" policy. An informal workshop on strategic planning with a facilitator was proposed, to be conducted after the November election. President Toedter and DA Foster to follow up.

Reports:

- Treasurer's report: Director Rice reviewed the preliminary budget vs. actual.
- District Administrator Foster's Report. See board packet.
- Accounts Receivable. June, July & August 2012 write-off reports were approved.
 Director Rice moved, Director Schwartz second, all ayes.

Other:

 Board Meeting Schedule: November 19th, 2012 4:30 p.m. at BPTC

Adjournment. Director Dodds, moved for adjournment, Director Schwartz second, all ayes. Meeting adjourned at 6:24 pm.

Minutes approved:

Date

Coast Life Support District FY13 First Quarter Budget Execution

| I | EMS | | |
|------------------------------------|--------------------------------------|--------------------------------------|-----------------------|
| (\$000) | 1 st Qtr <u>Budget</u> | 1 st Qtr <u>Actual</u> | % of <u>Budget</u> |
| Income | | | |
| EMS Taxes (estimated) ¹ | 227.7 | 227.7 | 100.0 |
| Ambulance Income | 142.6 | 228.5 | 160.2 |
| Other Income | 1.2 | 0.4 | 31 |
| Total EMS Income | 371.5 | 456.6 | 123% |
| <u>Expense</u> | | | |
| Personnel Expenses | 248.5 | 256.5 | 103.2 |
| Ambulance Operations | 33.2 | 22.8 | 68.7 |
| Overhead – Administration | 12.7 | 18.8 ² | 147.8 |
| Training Programs | 4.5 | 0.7 | 15.8 |
| Interest and Depreciation | 25.1 | 17.5 | 71.6 |
| Total EMS Expenses | 324.0 | 316.3 | 97.6 |
| EMS Net | 47.5 | 140.3 | 295% |

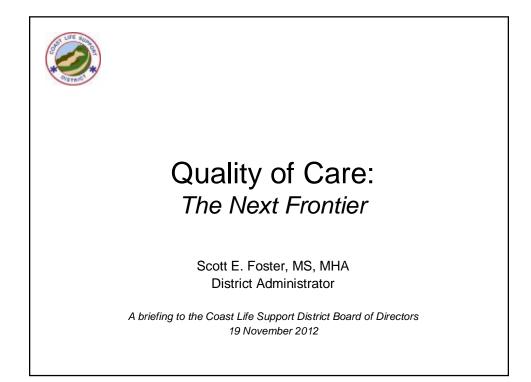
¹ EMS tax income is estimated as earned for the First Quarter, although actual tax receipts are received in December and April of each Fiscal Year ² Includes \$9.8K of last April's election costs. We hope to move this to FY12 in the current audit.

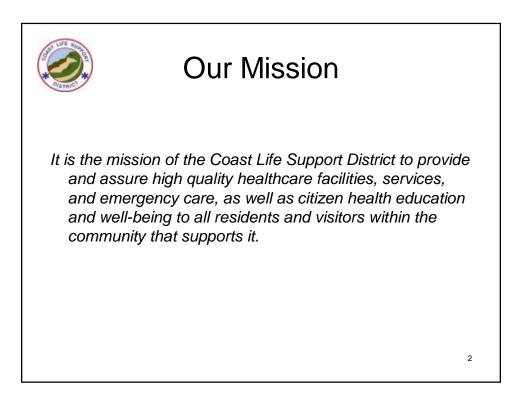
Coast Life Support District FY13 First Quarter Budget Execution

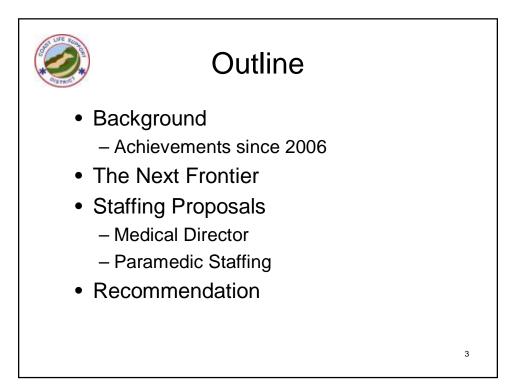
Urgent Care Program

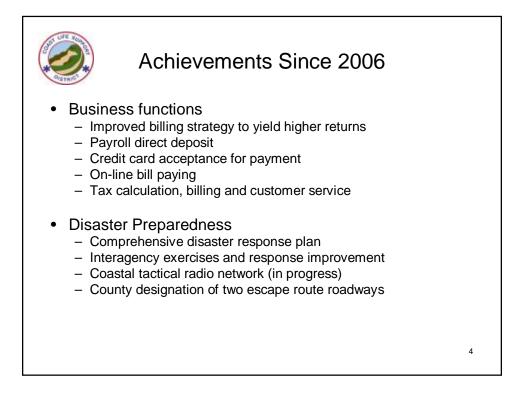
| (\$000) | 1 st Qtr <u>Budget</u> | 1 st Qtr <u>Actual</u> | % of <u>Budget</u> |
|--|--------------------------------------|--------------------------------------|-----------------------|
| Income | | | |
| Urgent Care Taxes (estimated) ³ | 49.8 | 49.8 | 100.0 |
| Total Urgent Care Income | 49.8 49.8 | | 100.0% |
| <u>Expenses</u> | | | |
| Urgent Care Contract | 51.3 | 43.8 | 85.3 |
| UC Advice Line | 7.9 | 6.7 | 84.0 |
| Total Urgent Care Program Expense | 59.2 | 50.5 | 85.3% |

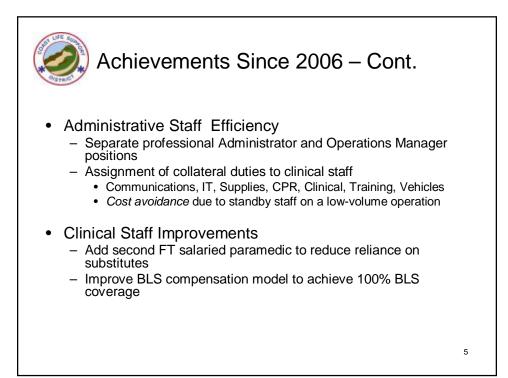
³ Urgent Care tax income is estimated as earned for the First Quarter, although actual tax receipts are received in December and April of each Fiscal Year

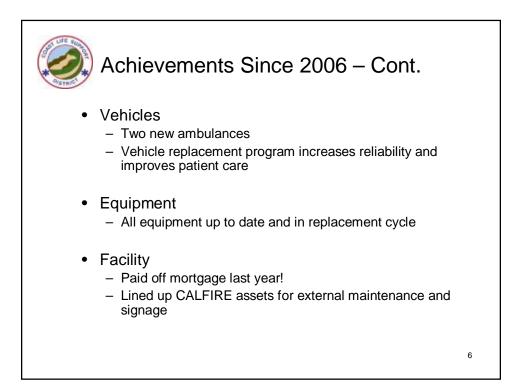














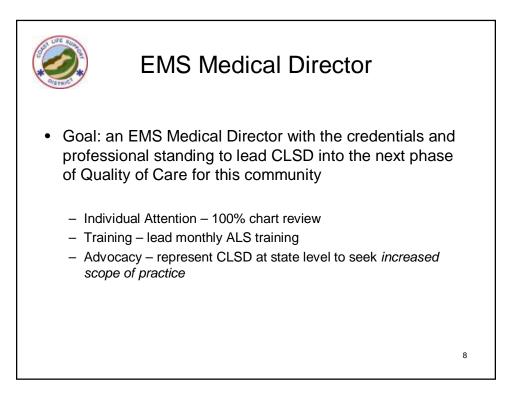
What's the Next Frontier? Quality of Care!

Mission objective: to provide the best possible care within the resources available

- Efficiency
 - We are already at our most efficient level of service with one 24x7 ALS ambulance and a standby BLS team.
- Effectiveness: We can still look for ways to improve scope and quality of care we provide to the community
 - EMS Medical Director to lead staff and advocate for increased scope

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- Stabilize paramedic staffing





Increased Scope of Practice

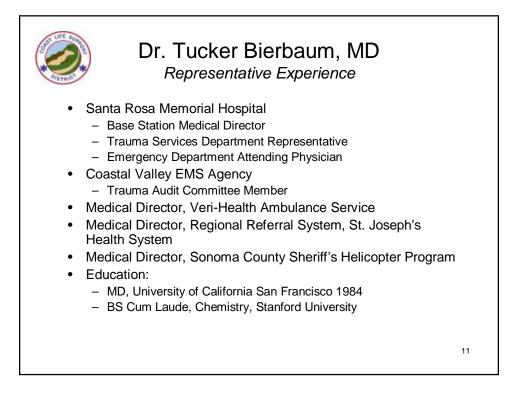
Advanced Life Support - Paramedics

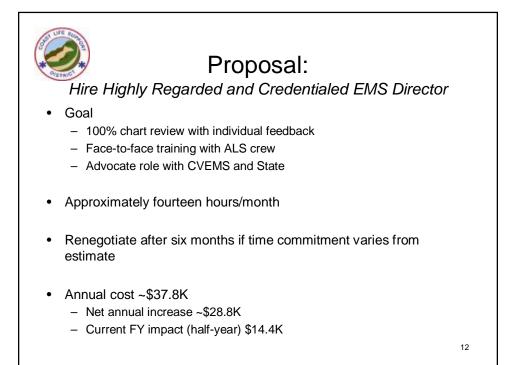
- Lasix Congestive Heart Failure
- Pitocin Post-OB hemorrhage
- Diltiazam Rapid heart rate
- TNK/Heparin Myocardial infarction with delayed transport
- IV Nitroglycerin Chest pain
- Ventilators and hypothermic tx for post-cardiac arrest

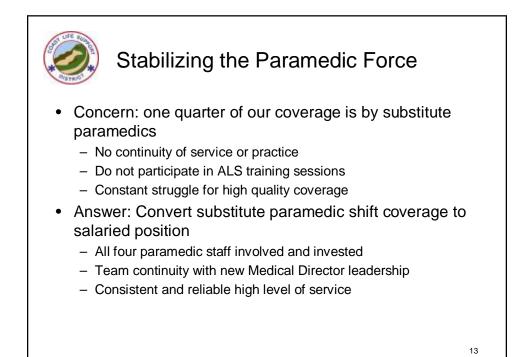
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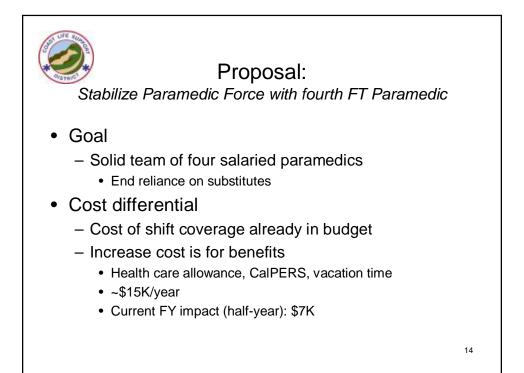
• Nasal intubation and Rapid Sequence Intubation

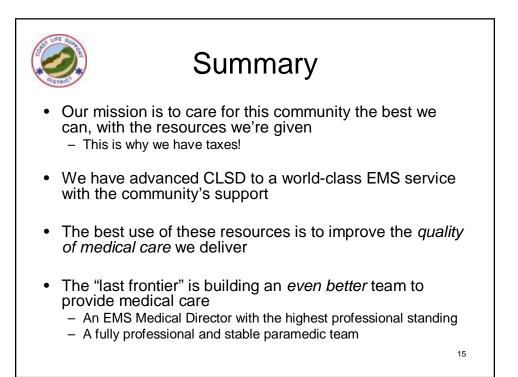
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Coast Life Support District District Administrator's Report November 19, 2012

- 1. Finance.
 - a. <u>Audit</u>. We have received the draft audit. I will work with the Treasurer to develop the Management Discussion and Analysis (MD&A). We should have the final audit for the January meeting, if not before. Generating the audit this early in the year will benefit our budget planning for next year by providing timely information.
 - b. <u>Patient Volume and Income</u>. We are currently far ahead of schedule on our patient transport volume and associated income. We are also well ahead of any previous year since 2007, which is as far back as I have reliable data.
 - c. <u>Expenses</u>. Overhead Administration is over-budget due to \$9.8K of last fiscal year's election costs credited in this year's accounts. We are working with the auditor and bookkeeper to correct this. With the correction, the Overhead Administration is \$9.0K, or 77% of budget.
- 2. <u>Staffing</u>. Mark Leonard's last day will be December 31, 2012. We have received a few applications for his position. A panel interview will be conducted in early December with a planned starting date in January.
- 3. <u>EMS Medical Director</u>. I have been in earnest discussions with Dr. Tucker Bierbaum, MD, regarding a possible service contract beginning in January should the board approve the concept.
- 4. <u>Urgent Care Contract</u>. We have received the first quarter Customer Satisfaction reports (attached). All seem favorable.
- 5. <u>Elections</u>. The election for board members will end December 4 with the final tally certifications. From all appearances, those elected are: Naomi Schwartz, Brent Klopfer, Bev Dodds, and Will Randolph.
- 6. <u>Other News</u>. On the REDCOM front, I have secured \$200K/year from the Graton Rancheria Tribal Mitigation Program, as part of a larger settlement with Sonoma County for mitigation of the Rohnert Park casino project. This windfall will allow REDCOM to upgrade and expand its spaces in the Sheriff's building to meet current and growing dispatch service requirements, and not rely on increased fees fro the member agencies.

| | OCT | NOV | DEC | JAN | Feb | Mar | APR | MAY | JUN | JUL | Aug | SEP |
|---------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Calls | 12 | 8 | 25 | 23 | 21 | 31 | 20 | 24 | 26 | 31 | 24 | 22 |
| Triaged | 6 | 6 | 15 | 17 | 17 | 22 | 16 | 23 | 24 | 29 | 21 | 20 |
| ED Now | 4 | 3 | 7 | 5 | 3 | 9 | 10 | 5 | 6 | 8 | 3 | 6 |
| | | | | | | | | | | | | |
| | | | | | | | | | | | | |

7. TeamHealth Triage Phone Line Call Volume



Daytime Urgent Care Patient Survey – 1st Quarter 2012

A total of 101 Daytime Urgent Care Patient Surveys were returned for visits occurring July 1, 2012, though September 30, 2012.

Of the surveys given out, 37 surveys were returned for July, 28 surveys were returned for August, and 35 surveys were returned for September.

Telephone prefix: 882 = 12 patients (12%) 884 = 41 patients (40%) 785 = 14 patients (14%) 886 = 3 patients (3%) 847 = 1 patient (1%) Other prefixes = 27 patients (27%) Nothing indicated: 3 (3%) 1 Was your visit to Daytime Urgent Care due to:

| was your visit to Daytime orgent | |
|----------------------------------|-------------------|
| Illness | 57 patients (57%) |
| Accident/Injury | 44 patients (43%) |

- 2. For Illness, please describe briefly whether you needed treatment for a chronic disease such as asthma, diabetes hypertension, etc., or treatment for a severe cold, flu, allergy, tick bite, etc. Infant rash, UTI, seasonal allergies, ear/eye/sinus infections, bronchitis, pneumonia, poison oak/poison ivy, tick bite, gout, croup, stomach pains, medication reactions or allergies, chest pains, anxiety, neuropathy, carpal tunnel, and severe cold symptoms.
- 3. For Accident/Injury, please describe briefly what type of accident/injury you suffered, e.g. sprain, strain, laceration, concussion, etc.

Muscle strain, lacerations on extremities, punctured eardrum, suture removal, puncture wound, debris in eye, swollen knee, head injury, broken wrist, infected cuts due to accident, wrist and ankle sprains, infected tattoo, back pain, splinter and nail injuries, and burns.

4. If After Hours Urgent Care had been available, would you have come into the Gualala health center earlier to be treated?

Yes = 43 patients (42%) No = 56 patients (55%) No Answer = 2 patients (2%)

 Did you utilize the RN-staffed Advice Line, available when the RCMS Clinic is closed? Yes = 8 patients (10%) No = 91 patients (88%)

No answer = 2 patients (2%)

If Yes, was the information you received helpful?

Yes = 6 patients (75%) No = 2 patients (25%) 6. Did your condition require hospitalization?

Yes = 3 patients (3%) No = 96 patients (96%) No Answer = 2 patient (1%)

7. Were you referred to your primary care provider for a follow-up visit?

Yes = 37 patients (37%) No = 62 patients (61%) No Answer = 2 patient (2%)

- If Yes, have you seen your primary care provider? Yes = 10 patients (27%) No = 27 patients (73%)
- 8. Overall, how would you rate the care you received in our Urgent Care Department. (Please circle one – 10 being the Very Satisfied and 1 being Dissatisfied)
 - 10 = 79 patients (79%)
 - 9 = 16 patients (16%)
 - 8 = 4 patients (4%)
 - 7 = 0 patients
 - 6 = 1 patients (1%)
 - 5 = 0 patients
 - 4 = 0 patients
 - 3 = 1 patient (1%)
 - 2 = 0 patients
 - 1 = 0 patients

Overall satisfaction =97% 975 points/maximum score of 1010.

Patient Comments:

"Everyone was kind and got to us quickly. Every question was answered."

"Staff are organized, efficient, and very pleasant!"

"All staff were efficient, kind, and PA gave good educational recommendations...so grateful your service was available!"

"Weekend hours would have been a plus." (visitor from out of the area)

"If there had been weekend hours I may have come in then"

"Please expand after-hours care"

"Dr. Jerry and assistant great at communicating what was happening and recommending great hospital for further treatment"

"Helpful staff and quick, easy visit"

"Leon Koenck is awesome!"

"Very professional"

"I was extremely impressed with the care and advice from Dr. Leon"

"Very satisfied, very caring and knowledgeable"

"Got in right away"

"Walk-in and was seen within half an hour"

"All staff is exceptional"

"I was very impressed with my care and time spent"

"Awesome staff"

"Everyone was courteous and helpful"

"Find a grant of federal monies for rural/frontier areas to cover the costs of weekend care rather than a nursing advice line from Utah via the phone, which helps no one. I'm sure grants are out there. It's a shame we price lives where only the wealthy are worth receiving care" 884 prefix "Good service also in the reception"

"Glad you're available"

"Thank you" (times 5 surveys)

"Very professional and friendly office"

"Thank you RCMS"

"Leon was VERY informative about the cold medication given to me"

"Everyone was polite, cheerful and helpful to me"

"Very professional, efficient, weekend hours would have been a plus"

"Kind and courteous"

"My vet bill was twice as much for a rash for my dog than for my child here"

"Leon is wonderful and so was everyone else"

"Would love weekend hours"

"The staff at RCMS in Gualala were top notch, excellent. We received very kind, professional services for our 5 year old girl who fell and split her head. We were so worried about her and are eternally grateful that they were there to help. Thank you"

"Great services, medical staff very professional. Thank you"

"Dr. Jerry and assistant great at communicating what was happening."

"Appreciated the explanation and diagram of probably reason for vertigo"

"Please expand after hours care"

"Great service"

"Always polite, organized and helpful"

"Robin was great"

"I am now a permanent resident in this community and would like to receive my care form this doctor staff"

"Great staff"

"Everyone was VERY helpful and understanding"

"Jerry was so caring and helpful with his kindness and information. Thanks you Jerry"

"Thanks for being here"

"Jerry gave me great advice"

"Tonya was awesome"

"Helpful staff and quick easy visit. Thank you"

0000FFUrgent Care Visits July-June 2012/2013

| | July | August | Sept | October |
|---------|------|--------|------|---------|
| | | | | |
| J. Alm | 197 | 108 | 213 | |
| L.Koenk | | 246 | 85 | |
| M.Boyd | 136 | | | 1 |
| | | | | 1 |
| | | | | |
| Total | 333 | 354 | 298 | 1 |

| Number of Charts Reviewed* | 46 | 75 | 61 | | |
|----------------------------------|-----------|-------------|--------------|------------------|--|
| % of Charts reviewed | 14 | 21 | 20 | | |
| Urgent Care Patient Satisfaction | Surveys** | | Ratings - 10 | 0 Highest; 1 Lov | vest |
| July | 37 | 96% | # 10 - 26 | #9-8 #8 | - 3 |
| August | 28 | 96 % | # 10 - 23 | #9-4 #3 | - 1 Pt. was minor - positive interaction with family; follow up call made. |
| Sept. | 36 | 97% | # 10 - 30 | #9-4 #8 | - 1 # 6 - 1 Little information provided on survey - attempting to track. |

*In the First Quarter- 2 charts were reviewed with the provider. No changes in policy/procedure were required ** See atached report for details of the patient satisfaction survey results

Coast Life Support District Accounts Receivable Status September-12

| ALS Transports | | 39 |
|--|----------|-------------------------|
| BLS Transports | | 8 |
| Dry Runs | | 10 |
| ALS/BLS Treat & Release | | 5 |
| Total Activi | ty | 62 |
| Accounts Receivable Balance @ 8/31/2012 | \$ | 299,426.85 |
| Ambulance Revenue | \$ | 213,296.75 |
| Payments Received | \$ | (55,452.54) |
| Write-Offs: | | |
| MediCare Required | \$ | (63,385.62) |
| Medi-Cal Required | \$ | (15,162.99) |
| Collections Agency | \$ | (28,377.50) |
| Other Adjustments | \$ | 573.40 |
| District Resident Discount | \$ | (1,268.33) |
| Total Write-Offs for This Month | \$ | (107,621.04) |
| Accounts Receivable Balance @ 9/30/2012 | \$ | 349,650.02 |
| CURRENT 31-60 Days | \$ \$ | 184,027.07 37,912.99 |
| 61-90 Days | \$ | 71,166.20 |
| 91+ Days | \$ | 56,543.76 |
| Aging Report Balance @ 9/30/2012 | \$ | 349,650.02 |
| Payment Plan Accounts at end of month: 12@ \$22,365.52 | | |
| Cash on Hand | | |
| FAMIS Account | \$ | 371,964.09 |
| Redwood Credit Union Checking | \$ | 88,267.87 |
| Total Cash on Han | | 460,231.96 |

Board Approval/Secretary:_____(Date)

Coast Life Support District Accounts Receivable Status October-12

| ALS Transports | | 18 |
|---|----|------------|
| BLS Transports | | 10 |
| Dry Runs | | 19 |
| ALS/BLS Treat & Release | | 3 |
| Total Activity | | 50 |
| Accounts Receivable Balance @ 9/30/2012 | \$ | 349,650.02 |
| Ambulance Revenue | \$ | 183,804.62 |
| Payments Received | \$ | 60,214.66 |
| Write-Offs: | | |
| MediCare Required | \$ | 90,396.59 |
| Medi-Cal Required | \$ | 25,928.27 |
| Collections Agency | \$ | 14,622.28 |
| Other Adjustments | \$ | 6,382.20 |
| District Resident Discount | \$ | 1,411.55 |
| Total Write-Offs for This Month | \$ | 138,740.89 |
| Accounts Receivable Balance @10/31/2012 | | 334,499.09 |
| CURRENT | \$ | 157,459.92 |
| 31-60 Days | \$ | 83,042.14 |
| 61-90 Days | \$ | 8,665.60 |
| 91+ Days | \$ | 85,331.43 |
| Aging Report Balance @ 10/31/2012 | \$ | 334,499.09 |
| Payment Plan Accounts at end of month: 14@ \$23831.02 | | |
| Cash on Hand | | |
| FAMIS Account | | |
| Redwood Credit Union Checking | | |
| Total Cash on Hand | | |
| | | |

Board Approval/Secretary:_____(Date)