



SoHum Health

Southern Humboldt Community Healthcare District

GOVERNING BOARD MEETING

February 29, 2024
1:30 p.m.

***(In person and Via Webex
Conferencing)***

**Sprovel Creek Campus, Rm 106
286 Sprovel Creek Road
Garberville, CA 95542**

MEETING NOTICE

Governing Board

A regular meeting of the Board of Directors of the Southern Humboldt Community Healthcare District will be held on February 29, 2024, at 1:30 p.m., by teleconference and in-person. Members of the public may participate virtually via Webex or telephone, or appear in person at the Sprowel Creek Campus at 286 Sprowel Creek Road, Garberville, California 95542.

Call-In Information:

Tap to join from a mobile device (attendees only) [+1-415-655-0001](tel:+1-415-655-0001), [25961264606##](tel:+1-415-655-0001) US Toll

Join by phone +1-415-655-0001 US Toll

Webex Link: <https://shchd.webex.com/shchd/j.php?MTID=m65c1024281b4ef67076bbe032ec5f0d9>

Written comments may also be sent to boardcomments@shchd.org. Comments received no later than two hours prior to the start of the meeting will be provided to the Board or may be read aloud or summarized during the meeting. Members of the public may also comment in real time during the meeting by attending in person or via Webex or phone.

Agenda

Page

Item

- A. Call to Order
- B. Approval of the Teleconferencing of a Board Member
- C. Approval of the Agenda
- D. Public Comment on Non-Agendized Items
See below for Public Comment Guidelines
- E. Board Member Comments
Board members are invited to address issues not on the agenda and to submit items within the subject jurisdiction of the Board for future consideration. Please limit individual comments to three minutes.
- F. Announcements
- G. Approval of Consent Agenda –
 - 1. Approval of Previous Minutes
 - a. Governing Board Meeting Minutes, January 25, 2024

- 7 - 9
 - b. Special Governing Board Meeting Minutes, February 23, 2024
- 2. Quarterly Quality Assurance Performance Improvement Committee Report – (Feb, May, Aug, Nov) - None
- 3. Quarterly Reports - (Feb, May, Aug, Nov)
 - a. Quality and Risk Management – Kristen Rees, Chief Quality and Compliance Officer and Risk Manager – None
- 10
 - b. Human Resources – Rachel Wells, HR Director - See Report
- 11 - 14
 - c. Foundation – Chelsea Brown, Outreach Manager – See Report

H. Correspondence, Suggestions, or Written Comments to the Board

I. Last Action Items for Discussion

- 1. Senior Life Solutions Update – Matt Rees
- 2. Hiring Doctors/Practitioners Update – Matt Rees

J. Administrator’s Report – Matt Rees, CEO

- 1. Department Updates
 - a. Milestones
 - b. Monthly Department Highlight
 - c. Financial Reports – Paul Eves, CFO -See Report
 - d. Nursing – Adela Yanez, CNO – See Report
 - e. Quality and Risk Management – Kristen Rees, CQO
 - f. Family Resource Center – Amy Terrones – Mar and Oct

15 - 27
28 - 29

2. Strategic Plan

K. Old Business

- 1. Strategic Items for Discussion
 - a. Future Facilities Planning
 - b. Services

L. New Business

- 1. Strategic Items for Discussion
 - a. Future Facilities Planning
 - b. Services
- 2. Approval of Resolution 24:03, RREDC Loan
- 3. Approval of Resolution 24:04, Policy and Procedure
- 4. Joint Conference Committee – Dr. Hsu

30 - 34

M. Parking Lot

- 1. Sprowel Creek Campus parking

N. Meeting Evaluation

O. New Action Items

P. Next Meetings

1. Medical Staff Committee – Policy Development – Wednesday, March 13, 2024, at 3:30.
2. QAPI Meeting – Wednesday, TBD, 2024, at 10:00 a.m.
3. Finance Committee – Friday, March 22, 2024, at 10:00 a.m.
4. Governing Board Meeting – Thursday, March 28, 2024, at 1:30 p.m.

Q. Adjourn to Closed Session

1. Closed Session
2. Reports of Quality Assurance Committees **[H&S Code § 32155]**
3. Compliance and Risk - Kristen Rees, CQO
4. Quarterly Reports - Adela Yanez, CNO
 - a. Clinic – Jan., Apr., July, Oct. - None
 - b. Patient Safety – Mar., June, Sept., Dec. – See Report
 - c. Medication Error – Feb., May, Aug., Dec. – See Report
5. Annual Infection Prevention Report – See Report
6. Approval of Medical Staff Appointments/Reappointments **[H&S Code § 32155]**
 - a. Dr. Joseph Rogers, Reappointment as Active for Emergency Medicine, Inpatient and Clinic/Ambulatory privileges, March 1, 2024 to February 28, 2026.
7. Personnel matter –Evaluation § 54957
 - a. CEO Matt Rees

R. Adjourn Closed Session; Report on Any Action Taken, If Needed

S. Resume Open Session

T. Adjourn

Abbreviations

<i>ACHD</i>	Association of California Healthcare Districts	<i>ACLS</i>	Advanced Cardiac Life Support Certification
<i>AR</i>	Accounts Receivable	<i>BLS</i>	Basic Life Support Certification
<i>CAIR</i>	California Immunization Registry	<i>CEO</i>	Chief Executive Officer
<i>CFO</i>	Chief Financial Officer	<i>CMS</i>	Centers for Medicare and Medicaid Services
<i>CNO</i>	Chief Nursing Officer	<i>COO</i>	Chief Operating Officer
<i>CPHQ</i>	Certified Professional in Healthcare Quality	<i>CQO</i>	Chief Quality and Compliance Officer
<i>EMR</i>	Electronic medical record	<i>ER</i>	Emergency Room
<i>FTE</i>	Full Time Equivalent/Full Time Employee	<i>HIM</i>	Health Information Management
<i>HRG</i>	Healthcare Resource Group	<i>HVAC</i>	Heating, Ventilation and Air Conditioning system
<i>IGT</i>	Intergovernmental transfer	<i>IT</i>	Information Technology
<i>JPCH</i>	Jerold Phelps Community Hospital	<i>LCSW</i>	Licensed Clinical Social Worker
<i>LVN</i>	Licensed Vocational Nurse	<i>MPH</i>	Master of Public Health

Governing Board Meeting Agenda

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<i>OBS</i>	Observation	<i>PALS</i>	Pediatric Advanced Life Support Certification
<i>PFS</i>	Patient Financial Services	<i>QAPI</i>	Quality Assurance Performance Improvement
<i>OIP</i>	Quality Improvement Project/Program	<i>RN</i>	Registered Nurse
<i>SHCC</i>	Southern Humboldt Community Clinic	<i>SHCHD</i>	Southern Humboldt Community Healthcare District
<i>SNF</i>	Skilled Nursing Facility	<i>SWG</i>	Swing beds
<i>DO</i>	Doctor of Osteopathic Medicine		

PUBLIC COMMENT ON MATTERS NOT ON THE MEETING AGENDA: Members of the public are welcome to address the Board on items not listed on the agenda and within the jurisdiction of the Board of Directors. The Board is prohibited by law from taking action on matters not on the agenda, but may ask questions to clarify the speaker's comment and/or briefly answer questions. The Board limits testimony on matters not on the agenda to three minutes per person and not more than ten minutes for a particular subject, at the discretion of the Chair of the Board.

PUBLIC COMMENT ON MATTERS THAT ARE ON THE AGENDA: Individuals wishing to address the Board regarding items on the agenda may do so after the Board has completed their initial discussion of the item and before the matter is voted on, so that the Board may have the benefit of these comments before making their decision. Please remember that it is the Board's responsibility to discuss matters thoroughly amongst themselves and that, because of Brown Act constraints, the Board meeting is their only opportunity to do so. Comments are limited to three minutes per person per agenda item, at the discretion of the Chair of the Board.

OTHER OPPORTUNITIES FOR PUBLIC COMMENT: Members of the public are encouraged to submit written comments to the Board at any time by writing to SHCHD Board of Directors, 733 Cedar Street, Garberville, CA 95542. Writers who identify themselves may, at their discretion, ask that their comments be shared publicly. All other comments shall be kept confidential to the Board and appropriate staff.

IN COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT, if you require special accommodations to participate in a District meeting, please contact the District Clerk at 707-923-3921, ext. 1276 at least 48 hours prior to the meeting."

**Times are estimated*

COPIES OF OPEN SESSION AGENDA ITEMS: Members of the public are welcome to see and obtain copies of the open session regular meeting documents by contacting SHCHD Administration at (707) 923-3921 ext. 1276 or stopping by 291 Sprowel Creek Rd, Garberville, CA 95542 during regular business hours. Copies may also be obtained on the District's website, sohumhealth.org.

Posted Monday, February 23, 2024

Governing Board

Date: Thursday, January 25, 2024
Time: 1:30 p.m.
Location: Sprowel Creek Campus and Via Webex Conferencing
Facilitator: Board President, Corinne Stromstad

Minutes

The following people attended at Sprowel Creek Campus and via Webex

Governing Board: Corinne Stromstad, Barbara Truitt, Galen Latsko (Arrived at 1:39 pm), and Jay Sooter, all in-person

Not Present: Kevin Church

Also in person: CEO Matt Rees, CFO Paul Eves, CLS Shyanna Francis, CNA Jamie LaFond, Radiology Tech Rosa Kunz, Karen Johnson Medical Staff Coordinator, CQO Kristen Rees, PFS Manager Marie Brown, and CNO Adela Yanez

Also via Webex: COO Kent Scown, Administrative Assistant Darrin Guerra, Cody Patten, Mike Patterson, Cameron Byers, Outreach Manager Chelsea Brown, Medical Director Carl Hsu, and HIM Manager Remy Quinn

A. Call to Order – Board president Corinne Stromstad called the meeting to order.

B. Approval of the Teleconferencing of a Board Member – None

C. Approval of the Agenda

Motion: Barbara Truitt motioned to approve the agenda.
Second: Jay Sooter
Ayes: Corinne Stromstad, Jay Sooter, Galen Latsko, and Barbara Truitt
Noes: None
Not Present: Kevin Church
Motion Carried

D. Public Comment on Non-Agendized Items - None

E. Board Member Comments – None

F. Announcements – None

G. Consent Agenda

1. Approval of Previous Minutes
 - a. Governing Board Meeting Minutes, September 28, 2023
 - b. Special Governing Board Meeting Minutes, October 24, 2023
 - c. Governing Board Meeting Minutes, October 27, 2023
 - d. Governing Board Meeting Minutes, December 8, 2023
 - e. Governing Board Meeting Minutes, December 28, 2023
 - f. Special Governing Board Meeting Minutes, January 2, 2024
2. Approval of Quarterly Quality Assurance Performance Improvement Committee Report (Feb, May, Aug, Nov) - None
3. Quarterly Reports – (Feb., May., Aug., Nov) - None
 - a. Quality and Risk Management – Kristen Rees, Chief Quality and Compliance Officer and Risk Manager
 - b. Human Resources – Rachel Wells, Interim HR Manager
 - c. Foundation – Chelsea Brown

Motion: Barbara Truitt motioned to approve the consent agenda.

Second: Jay Sooter

Ayes: Corinne Stromstad, Jay Sooter, Galen Latsko, and Barbara Truitt

Noes: None

Not Present: Kevin Church

Motion Carried

H. Correspondence Suggestions or Written Comments to the Board – None

I. Action Items for Discussion

1. Senior Life Solutions
2. Hiring doctors/Practitioners update
 - a. One of our potential providers has declined our offer.
3. RRHC
 - a. We are currently working with RRHC to improve processes with Radiology to suit the public's needs better.
 - b. Galen Latsko (Arrived at 1:39 pm)
4. Approval of Officers

Motion: Barbara Truitt motioned to approve Corrine Stromstad as president, Barbara Truitt as Vice President, and Kevin Church as the Treasurer of the SHCHD Governing Board.

Second: Jay Sooter
Ayes: Corinne Stromstad, Jay Sooter, Galen Latsko, and Barbara Truitt
Noes: None
Not Present: Kevin Church
Motion Carried

5. Approval of Resolution 24:01, 2024 Regular Board Meeting Schedule.

Motion: Barbara Truitt motioned to approve Resolution 24:01, 2024 Regular Board Meeting Schedule.
Second: Galen Latsko
Ayes: Corinne Stromstad, Jay Sooter, Galen Latsko, and Barbara Truitt
Noes: None
Not Present: Kevin Church
Motion Carried

J. Administrator's Report – Matt Rees, CEO

Matt Rees introduced Items 1-2 and presented his staff report.

1. Department Updates

- a. Rural Physicians Group – ER/Inpatient Coverage
 - i. Cody Patten, Cameron Byers, and Mike Patterson gave a brief presentation to the Governing Board on RPG's services.
 - ii. Board Discussion with the administrative team ensued on the pros and cons of using RPG's services. No action taken.
- b. Milestones - None
- c. Monthly Department Highlight
 - i. Matt Rees Introduced three employees who exemplify the District's core values to the Governing Board: Radiology Technician Rosa Kunz, CNA Jamie LaFond, and CLS Shyanna Francis.
- d. Approval of the Financial Reports – Paul Eves, CFO
 - i. Paul Eves shared the January Financials with the public and the Governing Board.
 - ii. No action was taken on the January 19 Finance Minutes. They will be voted on at the February 23 Finance Meeting.
- d. Nursing – Adela Yanez, CNO –
 - i. Adela Yanez presented her CNO report.
- e. Quality and Risk Management – Kristen Rees, CQO
 - i. Kristen Rees shared her department report.
- f. Family Resource Center – Amy Terrones – (Mar and Oct) - None

2. Strategic Plan

- a. Advocacy

- i. Matt will work with AHA and other hospital CEOs to advocate for better reimbursement for critical access hospitals and rural health clinics.

K. Old Business

1. Strategic Items for Discussion
 - a. Future Facilities Planning
 - b. Services

L. New Business

1. Strategic Items for Discussion – None
 - a. Future Facilities Planning
 - b. Services
2. Approval of Resolution 24:02, Policies and Procedures

Motion: Barbara Truitt made a motion to approve Resolution 24:02, Policies and Procedures.
Second: Galen Latsko
Ayes: Corinne Stromstad, Jay Sooter, Kevin Church, and Barbara Truitt
Noes: None
Not Present: Kevin Church
Motion Carried

M. Parking Lot

N. Meeting Evaluation - Long

O. New Action Items - None

P. Next Meetings

1. Medical Staff Committee – Wednesday, February 14, 2024 at 3:30 pm
2. QAPI Meeting – Wednesday, February 14, 2024, at 10:00 am
3. Finance Committee – Friday, February 23, 2024, at 10:00 a.m.
4. Governing Board Meeting – Friday, February 29, 2024, at 1:30 p.m.

Q. Corinne Stromstad Adjourn to Closed Session

R. Closed Session Opened

1. Reports of Quality Assurance Committees **[H&S Code § 32155]**

- a. Compliance and Risk - Kristen Rees, CQO
- b. Quarterly Reports - Adela Yanez, CNO
 - i. Clinic – Jan., Apr., July, Oct.
 - ii. Patient Safety – Mar., June, Sept., Dec.
 - iii. Medication Error – Feb., May, Aug., Nov
- 2. Approval of Medical Staff Appointments/Reappointments [**H&S Code § 32155**]
 - a. Dr. Mahdiah Assar, Reappointment as Associate for Diagnostic Radiology privileges, including mammography, January 26, 2024 to December 31, 2025.
 - b. Dr. Ari Plosker, Reappointment as Associate for Diagnostic Radiology privileges, January 26, 2024, to December 31, 2025.
 - c. Dr. Emily Marshall, Reappointment as Active for Clinical/Ambulatory, Emergency Department and Inpatient Privileges, February 1, 2024 to January 31, 2026.
 - d. Dr. Truong Thinh, Reappointment as Active for Emergency Medicine and Inpatient, January 26, 2024 to February 29, 2024
- 3. Personnel matter –Evaluation § 54957
 - a. CEO Matt Rees

S. Corinne Stromstad Adjourned Closed Session

T. Corinne Stromstad Resumed Open Session

- 1. The following actions were taken in closed session.

Motion: Galen Latsko made a motion to approve Mahdiah Assar, Reappointment as Associate for Diagnostic Radiology privileges, including mammography, January 26, 2024 to December 31, 2025; Dr. Ari Plosker, Reappointment as Associate for Diagnostic Radiology privileges, January 26, 2024 to December 31, 2025; and Dr. Emily Marshall, Reappointment as Active for Clinical/Ambulatory, Emergency Department and Inpatient Privileges, February 1, 2024 to January 31, 2026.

Second: Jay Sooter

Ayes: Corinne Stromstad, Jay Sooter, Kevin Church, and Barbara Truitt

Noes: None

Not Present: Kevin Church

Motion Carried

Motion: Barbara Truitt made a motion to approve Dr. Truong Thinh's time-limited reappointment as Active for Emergency Medicine and Inpatient, January 26, 2024, to February 29, 2024

Second: Jay Sooter

Ayes: Corinne Stromstad, Jay Sooter, Kevin Church, and Barbara Truitt

Noes: None

Not Present: Kevin Church

Motion Carried

U. Corinne Stromstad Adjourned Open Session

Submitted by Darrin Guerra

Abbreviations

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<i>CPHQ</i>	Certified Professional in Healthcare Quality	<i>CQO</i>	Chief Quality Officer
<i>EMR</i>	Electronic medical record	<i>ER</i>	Emergency Room
<i>FTE</i>	Full-Time Equivalent/Full-Time Employee	<i>HIM</i>	Health Information Management
<i>HRG</i>	Healthcare Resource Group	<i>HVAC</i>	Heating, Ventilation and Air Conditioning system
<i>IGT</i>	Intergovernmental transfer	<i>IT</i>	Information Technology
<i>JPCH</i>	Jerold Phelps Community Hospital	<i>LCSW</i>	Licensed Clinical Social Worker
<i>LVN</i>	Licensed Vocational Nurse	<i>MPH</i>	Master of Public Health
<i>OBS</i>	Observation	<i>PALS</i>	Pediatric Advanced Life Support Certification
<i>PFS</i>	Patient Financial Services	<i>QAPI</i>	Quality Assurance Performance Improvement
<i>QIP</i>	Quality Improvement Project/Program	<i>RN</i>	Registered Nurse
<i>SHCC</i>	Southern Humboldt Community Clinic	<i>SHCHD</i>	Southern Humboldt Community Healthcare District
<i>SNF</i>	Skilled Nursing Facility	<i>SWG</i>	Swing beds
<i>DO</i>	Doctor of Osteopathic Medicine		

Special Governing Board Meeting

Date: Friday, February 23, 2024
Time: 10:30 a.m.
Location: Sprowel Creek Campus and Via Webex Conferencing
Facilitator: Board President, Corinne Stromstad

Minutes

The following people attended at Sprowel Creek Campus and via Webex

Governing Board: Corinne Stromstad, Barbara Truitt, Jay Sooter, Kevin Church, and Galen Latsko in-person

Not Present: None

Also in person: CQO Kriste Rees, CFO Paul Eves, Medical Staff Coordinator Karen Johnson, and Administrative Assistant Darrin Guerra

Also via Webex: CNO Adela Yanez and Medical Director Dr. Carl Hsu

- A. Call to Order – Board president Corinne Stromstad called the meeting to order.
- B. Approval of the Teleconferencing of a Board Member – None
- C. Approval of the Agenda –

Motion: Barbara Truitt made a motion to approve the agenda.
Second: Kevin Church
Ayes: Corinne Stromstad, Jay Sooter, Barbara Truitt, Kevin Church, and Galen Latsko
Noes: None
Not Present: None
Motion carried

- D. Public Comment on Non-Agendized Items - None
- E. Board Member Comments - None

F. Announcements - None

G. New Business - None

H. Board president Corinne Stromstad Adjourned to Closed Session.

I. Closed Session

1. Approval of Medical Staff Appointments/Reappointments [**H&S Code § 32155**].
 - a. Dr. Truong Thinh, Reappointment as Active for Emergency Department and Inpatient privileges, March 1, 2024, to August 31, 2024.

J. Corinne Stromstad Adjourned Closed Session

K. Corrine Stromstad Resumed Open Session

1. The following actions were taken in Closed Session

Motion: Kevin Church made a motion to approve Dr. Truong Thinh's, Reappointment as Active for Emergency Department and Inpatient privileges, March 1, 2024, to August 31, 2024.

Second: Galen Latsko

Ayes: Corinne Stromstad, Jay Sooter, Barbara Truitt, Kevin Church, and Galen Latsko

Noes: None

Not Present: None

Motion carried

L. Corinne Stromstad Adjourned Open Session

Submitted by Darrin Guerra

Abbreviations

<i>ACHD</i>	Association of California Healthcare Districts	<i>ACLS</i>	Advanced Cardiac Life Support Certification
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<i>CFO</i>	Chief Financial Officer	<i>CMS</i>	Centers for Medicare and Medicaid Services
<i>CNO</i>	Chief Nursing Officer	<i>COO</i>	Chief Operating Officer
<i>CPHQ</i>	Certified Professional in Healthcare Quality	<i>CQO</i>	Chief Quality Officer
<i>EMR</i>	Electronic medical record	<i>ER</i>	Emergency Room

Governing Board Meeting Minutes

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<i>FTE</i>	Full Time Equivalent/Full Time Employee	<i>HIM</i>	Health Information Management
<i>HRG</i>	Healthcare Resource Group	<i>HVAC</i>	Heating, Ventilation and Air Conditioning system
<i>IGT</i>	Intergovernmental transfer	<i>IT</i>	Information Technology
<i>JPCH</i>	Jerold Phelps Community Hospital	<i>LCSW</i>	Licensed Clinical Social Worker
<i>LVN</i>	Licensed Vocational Nurse	<i>MPH</i>	Master of Public Health
<i>OBS</i>	Observation	<i>PALS</i>	Pediatric Advanced Life Support Certification
<i>PFS</i>	Patient Financial Services	<i>QAPI</i>	Quality Assurance Performance Improvement
<i>QIP</i>	Quality Improvement Project/Program	<i>RN</i>	Registered Nurse
<i>SHCC</i>	Southern Humboldt Community Clinic	<i>SHCHD</i>	Southern Humboldt Community Healthcare District
<i>SNF</i>	Skilled Nursing Facility	<i>SWG</i>	Swing beds
<i>DO</i>	Doctor of Osteopathic Medicine		

HUMAN RESOURCES QUARTERLY REPORT

Fourth Quarter 2023	October	November	December	Qtr. Total
New Hires	1	3	0	4
Separations from Employment	1	1	1	3

Separation Reasons

All separations were voluntary due to moving out of the area.

Open Positions as of 2/20/2024

Radiology Manager
Inpatient Physical Therapist
Clinic RN
Optometrist
EHR Support Analyst (ESA) Lead
Pharmacy Technician
Registered Nurse
Charge Nurse
LVN- SNF
Radiologic Technologist
Physician (Family Medicine)
Occupational Therapist
Speech Therapist

Current HR Projects

1. Personnel files being organized and uploaded to Paylocity.
2. Employee Housing and Rental Properties
3. Mission/Vision/Values- Awareness
4. Managers Training Offsite
5. Annual Review Redesign and Quarterly Review Process

Governing Board Report

Submitted by Chelsea Brown,
Development Director & Outreach Manager
February 2024



Foundation Report:

- The Foundation adopted a strategic plan for the 2024-2026 that includes 4 priority objectives:
 - Develop and maintain a diverse fundraising program
 - Maintain a robust and productive relationship with the Healthcare District
 - Support Healthcare District values, goals, and projects to promote optimal patient and community health
 - Continue to build and strengthen a sustainable Foundation

We are excited to have a framework to guide us in building the strength and vitality of the Foundation as a resource for the Healthcare District.

- The Foundation made their first capital campaign payment to the Healthcare District to cover invoices from Ratcliff Architects received to date. In preparation for more invoices to come, the Foundation has pulled funds out of the long-term investment pool at Humboldt Area Foundation and will hold this money in short-term investments at the local credit union until it is needed.
- The Foundation received notice that we are receiving a \$250,000 grant from the Orvamae Emerson Fund at Humboldt Area Foundation towards the capital campaign. This is a fund that is specifically focused on funding services and prevention for arthritis and heart disease. The grant will be paid over 5 years.
- We await the first cost-estimate report from Ratcliff Architects in March to have a clearer picture of what further fundraising needs there will be to complete the new hospital build. The foundation continues to seek new funding opportunities to contribute to the endeavor.

End of Fourth Quarter (December 31) account balances:

HAF Mid-term Fund	\$709,602.11
HAF Long-term Fund	\$800,437.78
Vocality accounts	\$596,917.73
Total Assets	\$2,106,957.62

Outreach Report:

- We are in the midst of conducting a Community Health Needs Assessment, which is required by the IRS every 3 years. A survey monkey has been distributed at food pantries, community events, through local schools, and our SoHum Health patients and we have received 578 responses to date. Chelsea Brown and our Community Health Outreach Worker, Brandy Bremer have also been conducting interviews with local service providers and key players in the community. The results of the survey and interviews will be compiled into a report to be presented to the Governing Board in the coming months.
- The Family Resource Center will host their Annual Community Baby Shower on April 13th at the community park. This is a free event where people can get baby supplies and connect with local resources to help them in their pregnancy and early parenthood.
- The mobile clinic is currently on hold due to low staffing in the clinic.
- We are starting a more concerted effort to encourage folks to sign up for MyChart our patient portal. Jessica Gardner, Chelsea, and Brandy attended lunch at the Healy Senior Center to talk to seniors about the benefits of signing up.
- We are working with EMRL to develop a new ad campaign which will be launched in the next month. We are also developing visuals to put in the empty storefronts at the former Humboldt Hunnies and SHN buildings.
- Outreach and HR tabled at the Career Fair at Cal Poly Humboldt on February 15th. We were pleasantly surprised how many people there either grew up in Southern Humboldt or still lived there and we commuting for school. We had several students come to our table who were majoring in Social Work and expressed interest in working in the mental health field with us.
- On March 26th 11am-3pm the Bloodmobile will set up outside Garberville Pharmacy for people to donate blood. We will be encouraging staff members to donate.
- We will be sending out a postcard to all of the neighbors adjacent to the new hospital site inviting them to contact us with questions and to meet with our design team. We also plan to host a second public information meeting in April, date TBD.

Bloodmobile at Garberville Pharmacy

**Tuesday, March 26th
11am to 4pm**

286 Sprowel Creek Road, Garberville

Save a life, donate blood!

**All blood donated at the bloodmobile is used at
hospitals in Humboldt and Del Norte Counties.**



**Many of the factors that used to
eliminate people from being able to
donate have been eliminated due
to modern screening technologies.**

**To find out if you are eligible to
donate blood, call (707) 443-8004 or
stop by the Bloodmobile!**



SoHum
Health



SoHum Health's Community Needs Survey

Take a quick
survey and be
entered to win
\$250 for the
Benbow Inn!



www.surveymonkey.com/r/sohum

*Survey responses will be used to guide future priorities
for SoHum Health. Thank you for helping SoHum
Health better serve our community!*

Survey open through February 29th.



Southern Humboldt Community Healthcare District

January 2024 – Centriq & Epic Combined



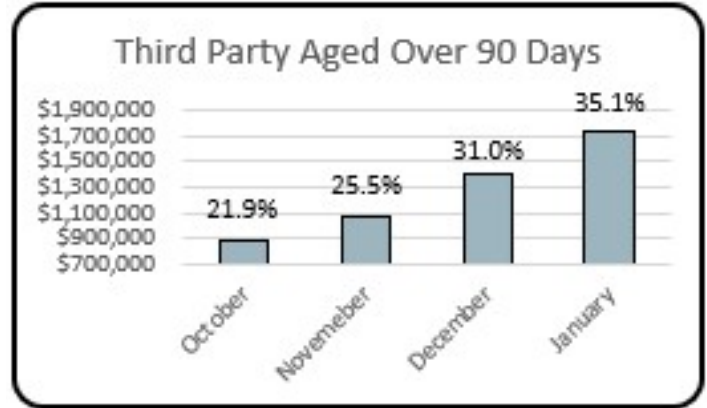
SoHum Health

Key Items

- ➔ Cash totaled \$1.1M, 97% of net revenue
- ➔ AR decreased to 89.9 days
- ➔ Third Party aging increased \$332K, to 35%
- ➔ Unbilled AR decreased 2.3 days, ending at 22.8 days

Detailed Initiatives & Obstacles

- Overall AR:** SoHum went live in Epic at the beginning of July, 2023. The figures calculated include both the legacy system (Centriq) and Epic figures combined. The month of January closed with \$6.8M in gross AR or 89.9 days. Revenue came in \$104K higher than what was reported in December ending at \$2.5M. Third Party AR saw an increase of 2.8 days ending at 39.5 days. Unbilled AR decreased 2.3 days ending at 22.8 AR days. Cash collections came in roughly \$75K less than what was collected in December—still exceeding \$1M. Cash collections came in at \$1.1M or 97% of net revenue. HRG and SHCHD continue to have a 30 minute HB (hospital billing) claims call with OCHIN/Epic every Thursday to discuss current and potential claims issues that HRG discovers and continue to also have a PB (professional billing) claims related issues call every Thursday as well. These calls allow conversation and corrections to the build to ensure claims are going out clean to ensure quick processing and paid claims. With Epic still being quite new for SoHum, we still run into issues which causes delays in getting the claims out the door to the payers, causing a delay in cash and an increase in AR. Medi-Cal and Partnership Healthplan (PHC) are moving away from the local state codes and moving to the national codes for the LTC billing only. They will no longer be accepting the state specific codes that Medi-Cal and PHC previously required. This change is effective for claims with date of service on or after 2/1/24. A ticket was opened with OCHIN to get the Epic build corrected to prevent delays in cash collections and an increase in AR.
- Self Pay:** Self Pay AR reduced 1.4 days since December. Self Pay collections came in at \$37K, which is \$13K more than what was collected in December. A bad debt file was sent over in November, however, a file was not sent in the month of December nor January due to an AB1020 requirement that were not met. Per AB1020 requirements, the financial assistance application (FAA) is required to be sent with the final Goodbye Letter—the FAA was not set up to be sent with this final Goodbye Letter. A significantly large bad debt file has been approved by SHCHD and this file was originally scheduled to be sent over to collections in January, however, HRG's system had a glitch. The system did not generate new Goodbye Letters with the FAA attached like it should have, so the accts on the bad debt file did not meet the AB1020 requirements. This issue has been corrected, and new Goodbye Letters with the FAA attached have been sent to patients who are eligible for bad debt. A new bad debt file will be generated and sent in February. We continue to work with COCC to ensure accounts can be transferred to Bad Debt via Epic timely.
- Third Party Aging:** January closed with \$1.7M in Third Party balances aged over 90 days, totaling 35%. Due to SoHum's EHR conversion, we are now in the wind down phase of Centriq—cleaning up all outstanding and aged balances. HRG staff are focused on rebilling/working denials timely as well as working follow up based on age and dollar amount of the claim. We saw a large increase of denials in the month of January. HRG is spending the month of February deep diving into the denials and creating a map of denials that are logged/posted that require an action of 'do not report.' We will also be working with SHCHD directly to map these out. Medicare is sitting at \$453K aged over 90 days or 26.5%, this is an overall increase of \$111K from December. Medicaid increased by \$45K to 33.8%. Commercial is up \$139K to 48.5%, and Work Comp increased \$36K to 64.2%. The third party aging includes balances that are out of billings control due to discharged not billed (DNB) errors which are preventing the claim from being billed. The more common DNB errors are Laboratory Review Needed, Lab Orders Not Resulted, Coding Not Complete, Radiology Review Needed etc.



If you have any questions, concerns, or points you wish to discuss after reviewing the enclosed information, please feel free to contact me.

Sydni Thomas | Revenue Cycle Supervisor

Healthcare Resource Group

Office 509-703-4920 | sythomas@hrgpros.com

**Southern Humboldt Community
Healthcare District
MONTH END FINANCE REPORT**



SoHum Health

January 2024

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FINANCE DASHBOARD

Revenue Cycle Performance	Target		August-23		September-23		October-23		November-23		December-23		January-24			
	REVENUE															
	Net Revenue		\$1,037,572		\$1,079,978		\$1,145,123		\$943,736		\$1,178,211		\$1,313,381			
	Gross Revenue		\$1,781,158		\$1,922,299		\$2,130,187		\$2,037,494		\$2,402,068		\$2,506,331			
	CASH															
	Cash Collections as a % of Net Revenue		100%		60%		52%		105%		84%		129%		97%	
	Cash Collections				\$523,891		\$535,583		\$1,131,808		\$958,049		\$1,214,685		\$1,139,209	
	ACCOUNTS RECEIVABLE															
	Net AR				\$2,556,189		\$3,334,591		\$3,318,523		\$3,071,787		\$3,409,568		\$3,484,000	
	Gross AR				\$4,558,438		\$5,850,618		\$5,974,477		\$6,060,571		\$6,475,740		\$6,787,249	
Unbilled		3		27.0		26.8		21.7		20.9		25.1		22.8		
Third Party		26		22.0		44.5		43.5		41.5		36.7		39.5		
Self Pay		16		28.5		33.5		32.1		30.2		29.0		27.6		
Total Days in AR		45		77.5		104.8		97.3		92.6		90.7		89.9		
Days in AR - Credit Balances		< 1		2.43		1.94		1.75		1.78		2.19		3.85		
UNBILLED																
In-house		< 2 Days		1.0		0.6		0.9		1.7		0.7		1.1		
DNFB		< 1 Day		26.0		26.2		20.7		19.2		24.4		21.7		
Total Unbilled		<3 Days		27.0		26.8		21.7		20.9		25.1		22.8		

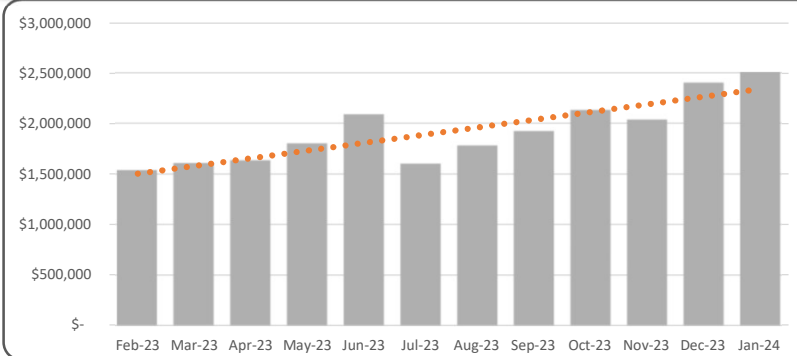
Third Party	Target														August-23		September-23		October-23		November-23		December-23		January-24			
	AGING (excluding credits)																											
	Medicare Aging > 90 Days		11%		2.9%		\$ 28,545		2.3%		\$ 28,992		12.6%		\$ 178,527		18.3%		\$ 251,559		23.3%		\$ 341,575		26.5%		\$ 452,974	
	Medicaid Aging > 90 Days		12%		15.7%		\$ 224,776		12.4%		\$ 249,962		23.9%		\$ 425,283		26.3%		\$ 494,426		32.1%		\$ 656,471		33.8%		\$ 701,925	
	Commercial Aging > 90 Days		20%		17.0%		\$ 81,080		20.8%		\$ 137,530		28.9%		\$ 215,261		32.1%		\$ 241,142		40.4%		\$ 372,247		48.5%		\$ 511,603	
	Work Comp Aging > 90 Days		35%		10.9%		\$ 10,958		11.2%		\$ 11,804		52.8%		\$ 72,081		47.7%		\$ 75,722		34.1%		\$ 30,991		64.2%		\$ 66,629	
	Total Third Party Aging > 90 Days		13%		11.6%		\$ 345,359		10.6%		\$ 428,288		21.9%		\$ 891,151		25.5%		\$ 1,062,849		31.0%		\$ 1,401,283		35.1%		\$ 1,733,132	
	CLAIM SUBMISSION EFFICIENCY																											
	Claims Submission				1,320		\$ 1,454,165		1,079		\$ 1,867,928		2,100		\$ 2,411,329		1,674		\$ 2,241,921		1,560		\$ 2,184,032		1,993		\$ 2,676,735	
	Clean Claims		85%		87%				97%				96%				98%				98%				97%			
Denial Percent		5%		9%				11%				18%				8%				3%				7%				
Total Denial Rate		Count Amt		111		\$ 105,119		108		\$ 159,615		210		\$ 344,840		215		\$ 185,849		142		\$ 62,881		270		\$ 154,975		
Late Charges		Count Amt		22		\$ 5,276		12		\$ 13,051		122		\$ 16,253		13		\$ 3,811		43		\$ 14,541		67		\$ 7,612		
Communication Log Backlog				53		\$ 81,404		85		\$ 86,724		85		\$ 81,140		84		\$ 81,109		83		\$ 57,862		83		\$ 86,122		

Self Pay	Target														August-23		September-23		October-23		November-23		December-23		January-24				
	INVENTORY & QUALITY																												
	Total Inventory				2,767		\$ 1,678,055		2,772		\$ 1,871,417		2,708		\$ 1,973,313		2,527		\$ 1,975,406		2,524		\$ 2,068,907		2,528		\$ 2,087,543		
	New		70		\$ 19,995		31		\$ 11,604		8		\$ 1,882		3		\$ 4,428		8		\$ 2,313		7		\$ 4,842				
	Resolved		140		\$ 18,863		123		\$ 16,210		161		\$ 22,561		139		\$ 15,241		66		\$ 7,528		79		\$ 66,023				
	Aged >180 days from Assignment		< 25%		51.6%		\$ 866,361		48.7%		\$ 910,447		49.0%		\$ 966,614		54.6%		\$ 1,079,326		58.4%		\$ 1,208,432		52.1%		\$ 1,088,207		
	Total Payment Plans over 120 days				\$8,825				\$7,827				\$19,957				\$21,990				\$21,317				\$19,292				
	Average Speed to Answer		< 60 seconds		11				23				25				0				23				7				
	STATEMENTS & LETTERS																												
	Statements & Letters				749				763				374				594				172				102				
Charity Care Applications In Process		9		\$ 3,364		0		\$ -		5		\$ 5,842		0		\$ -		0		\$ -		0		\$ -		0		\$ -	
Inbound and Outbound Calls		In Out		140		169		123		192		145		204		3		230		135		259		129		152			
WRITE OFFS																													
Bad Debt as a % of Gross Revenue		< 2%		0.0%		\$ -		0.0%		\$ -		0.0%		\$ -		5.3%		\$ 108,610		0.0%		\$ -		0.0%		\$ -			
Charity as a % of Gross Revenue		< 2%		0.2%		\$ 4,244		0.1%		\$ 1,705		0.2%		\$ 5,068		0.0%		\$ -		0.0%		\$ -		2.3%		\$ 56,527			

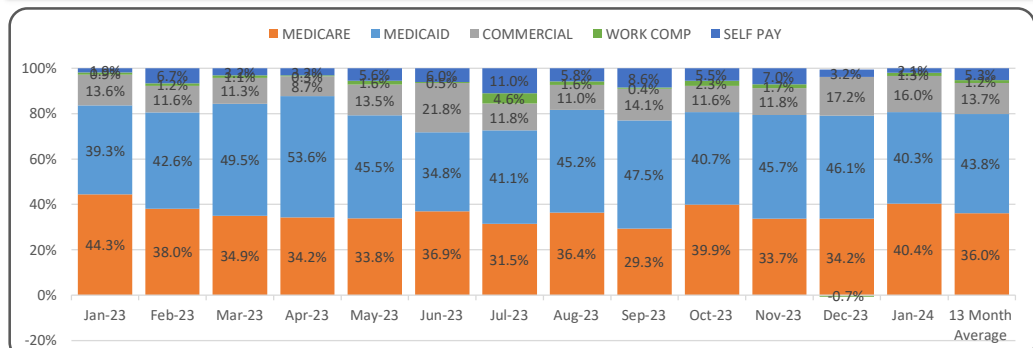
GROSS REVENUE

PAYER	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	13 Month Average
MEDICARE	\$ 717,741	\$ 584,209	\$ 560,965	\$ 557,768	\$ 608,991	\$ 770,520	\$ 504,094	\$ 648,555	\$ 563,819	\$ 849,853	\$ 686,408	\$ 820,695	\$ 1,011,885	\$ 683,500
MEDICAID	\$ 636,332	\$ 654,199	\$ 794,626	\$ 874,406	\$ 819,312	\$ 726,128	\$ 658,441	\$ 805,092	\$ 913,825	\$ 867,885	\$ 930,946	\$ 1,108,246	\$ 1,008,861	\$ 830,639
COMMERCIAL	\$ 220,365	\$ 178,568	\$ 182,374	\$ 142,791	\$ 243,074	\$ 454,637	\$ 189,003	\$ 196,363	\$ 271,079	\$ 247,190	\$ 241,360	\$ 413,697	\$ 402,037	\$ 260,195
WORK COMP	\$ 15,137	\$ 17,996	\$ 18,086	\$ 5,119	\$ 29,663	\$ 10,915	\$ 73,141	\$ 28,402	\$ 8,619	\$ 48,010	\$ 35,245	\$ (17,130)	\$ 32,033	\$ 23,480
SELF PAY	\$ 30,494	\$ 102,332	\$ 50,784	\$ 52,413	\$ 100,841	\$ 126,294	\$ 175,618	\$ 102,746	\$ 164,957	\$ 117,250	\$ 143,534	\$ 76,560	\$ 51,516	\$ 99,641
TOTAL	\$ 1,620,070	\$ 1,537,305	\$ 1,606,835	\$ 1,632,497	\$ 1,801,881	\$ 2,088,494	\$ 1,600,297	\$ 1,781,158	\$ 1,922,299	\$ 2,130,187	\$ 2,037,494	\$ 2,402,068	\$ 2,506,331	\$ 1,897,455
AVERAGE DAILY REVENUE	\$ 56,015	\$ 52,705	\$ 52,936	\$ 53,670	\$ 54,796	\$ 60,691	\$ 59,681	\$ 58,817	\$ 55,829	\$ 61,407	\$ 65,484	\$ 71,410	\$ 75,499	\$ 59,918

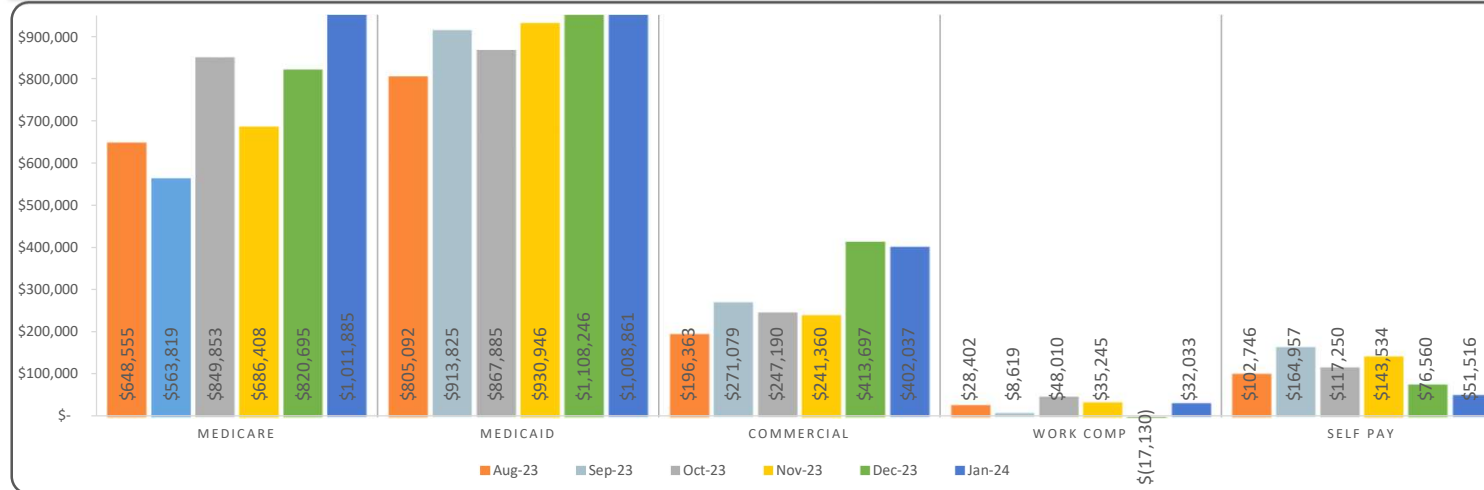
Gross Revenue



Payer Mix



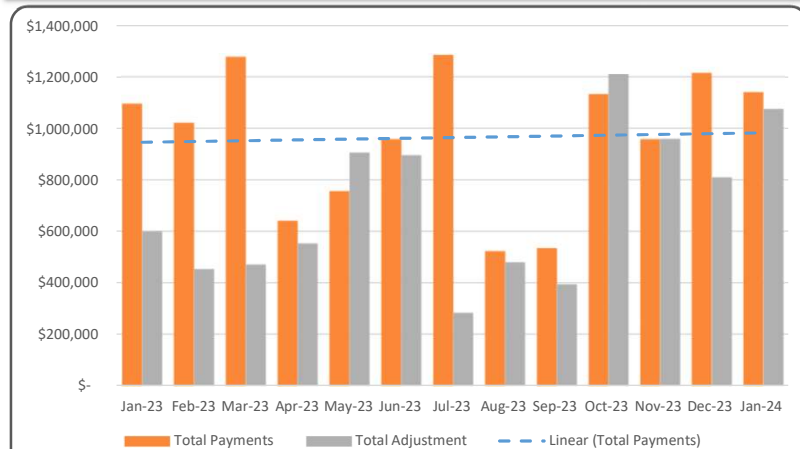
Revenue Trending By Payer



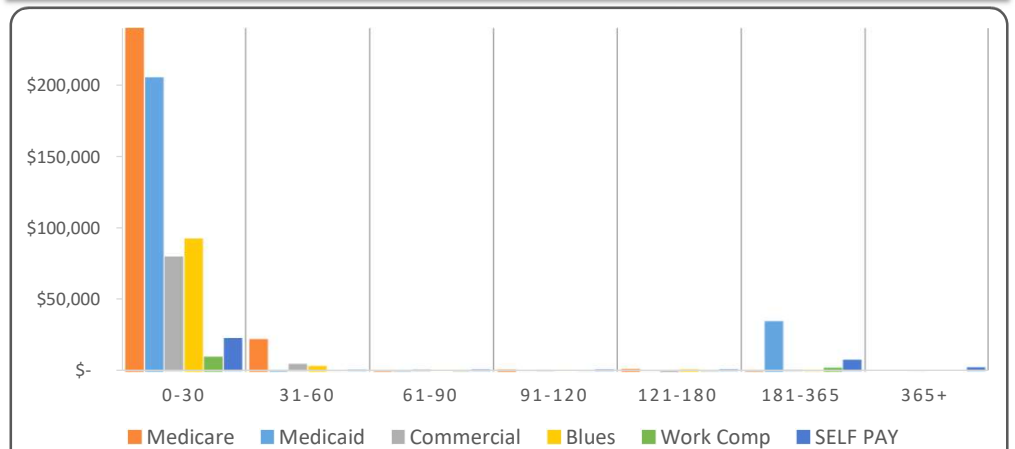
CASH DETAIL

PAYER	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	13 Month Average
MEDICARE														
Payments	\$ 591,668	\$ 592,859	\$ 743,922	\$ 310,558	\$ 300,837	\$ 380,113	\$ 851,353	\$ 273,732	\$ 303,327	\$ 572,057	\$ 539,621	\$ 656,043	\$ 661,118	\$ 521,324
Adjustments	\$ (87,776)	\$ (99,709)	\$ (134,234)	\$ 106,519	\$ 138,215	\$ 166,800	\$ (297,566)	\$ 14,075	\$ 40,065	\$ 133,024	\$ 129,515	\$ 2,826	\$ 137,240	\$ 19,153
Collection %	117%	120%	122%	74%	69%	70%	154%	95%	88%	81%	81%	100%	83%	96%
MEDICAID														
Payments	\$ 314,806	\$ 255,109	\$ 277,640	\$ 193,806	\$ 300,483	\$ 275,555	\$ 192,283	\$ 90,923	\$ 92,296	\$ 313,889	\$ 229,010	\$ 310,938	\$ 242,089	\$ 237,602
Adjustments	\$ 547,064	\$ 449,945	\$ 461,105	\$ 361,576	\$ 609,604	\$ 571,141	\$ 466,985	\$ 399,800	\$ 295,314	\$ 971,132	\$ 641,672	\$ 700,680	\$ 799,319	\$ 559,641
Collection %	37%	36%	38%	35%	33%	33%	29%	19%	24%	24%	26%	31%	23%	30%
COMMERCIAL														
Payments	\$ 48,629	\$ 73,731	\$ 117,204	\$ 36,603	\$ 42,946	\$ 90,936	\$ 120,614	\$ 46,506	\$ 40,074	\$ 66,438	\$ 65,228	\$ 55,591	\$ 86,125	\$ 68,510
Adjustments	\$ 21,767	\$ 27,065	\$ 30,397	\$ 24,802	\$ 26,556	\$ 66,876	\$ 27,237	\$ 17,350	\$ 20,479	\$ 29,216	\$ 22,136	\$ 14,629	\$ 16,620	\$ 26,548
Collection %	69%	73%	79%	60%	62%	58%	82%	73%	66%	69%	75%	79%	84%	71%
BLUES														
Payments	\$ 92,264	\$ 63,385	\$ 96,727	\$ 54,673	\$ 79,624	\$ 162,086	\$ 89,306	\$ 55,087	\$ 76,601	\$ 120,414	\$ 68,971	\$ 137,865	\$ 98,826	\$ 91,987
Adjustments	\$ 44,703	\$ 43,122	\$ 51,765	\$ 30,285	\$ 68,579	\$ 62,281	\$ 55,589	\$ 28,987	\$ 29,422	\$ 43,963	\$ 37,046	\$ 59,992	\$ 50,618	\$ 46,642
Collection %	0%	0%	0%	0%	0%	0%	0%	0%	72%	73%	65%	70%	66%	69%
WORK COMP														
Payments	\$ 17,126	\$ 4,638	\$ 7,853	\$ 17,944	\$ 4,105	\$ 6,593	\$ 11,971	\$ 34,920	\$ 2,990	\$ 18,118	\$ 7,910	\$ 30,109	\$ 13,561	\$ 13,680
Adjustments	\$ 6,198	\$ 1,926	\$ 8,982	\$ 8,713	\$ 9,697	\$ 2,215	\$ 7,288	\$ 7,277	\$ 2,489	\$ 4,838	\$ 739	\$ 24,588	\$ 5,401	\$ 6,950
Collection %	73%	71%	47%	67%	30%	75%	62%	83%	55%	79%	91%	55%	72%	66%
SELF PAY														
Payments	\$ 30,943	\$ 31,426	\$ 33,213	\$ 27,729	\$ 28,466	\$ 42,832	\$ 19,754	\$ 22,724	\$ 20,294	\$ 40,894	\$ 47,308	\$ 24,138	\$ 37,492	\$ 31,324
Bad Debt Recoveries	\$ 44	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 3
Adjustments	\$ 6,237	\$ 17,897	\$ 30,789	\$ 21,095	\$ 31,837	\$ 17,525	\$ 14,103	\$ 9,683	\$ 5,797	\$ 23,642	\$ 19,912	\$ 7,961	\$ 9,710	\$ 16,630
Charity Care	\$ 63,113	\$ 14,747	\$ 23,556	\$ 973	\$ 21,551	\$ 9,633	\$ 10,549	\$ 4,244	\$ 1,705	\$ 5,068	\$ -	\$ -	\$ 56,527	\$ 16,282
Bad Debt	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 108,610	\$ -	\$ -	\$ 8,355
Total SP Adjustments	\$ 69,350	\$ 32,644	\$ 54,346	\$ 22,067	\$ 53,388	\$ 27,157	\$ 24,653	\$ 13,927	\$ 7,502	\$ 28,710	\$ 128,522	\$ 7,961	\$ 66,236	\$ 41,266
Collection %	31%	49%	38%	56%	35%	61%	44%	62%	73%	59%	27%	75%	36%	50%
TOTAL														
Total Payments	\$ 1,095,480	\$ 1,021,149	\$ 1,276,559	\$ 641,314	\$ 756,460	\$ 958,114	\$ 1,285,280	\$ 523,891	\$ 535,583	\$ 1,131,808	\$ 958,049	\$ 1,214,685	\$ 1,139,209	\$ 964,429
Total Adjustment	\$ 601,307	\$ 454,994	\$ 472,360	\$ 553,962	\$ 906,039	\$ 896,471	\$ 284,186	\$ 481,416	\$ 395,270	\$ 1,210,884	\$ 959,630	\$ 810,676	\$ 1,075,435	\$ 658,936
Total Collection %	65%	69%	73%	54%	46%	52%	82%	52%	58%	48%	50%	60%	51%	58%

Cash & Adjustment Trending

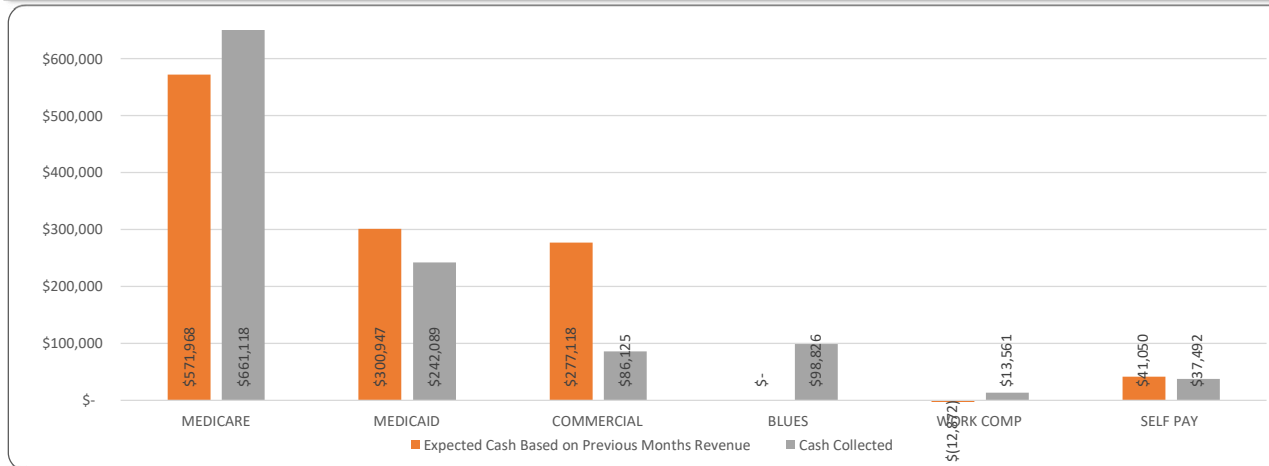


Cash Collections by Discharge Date

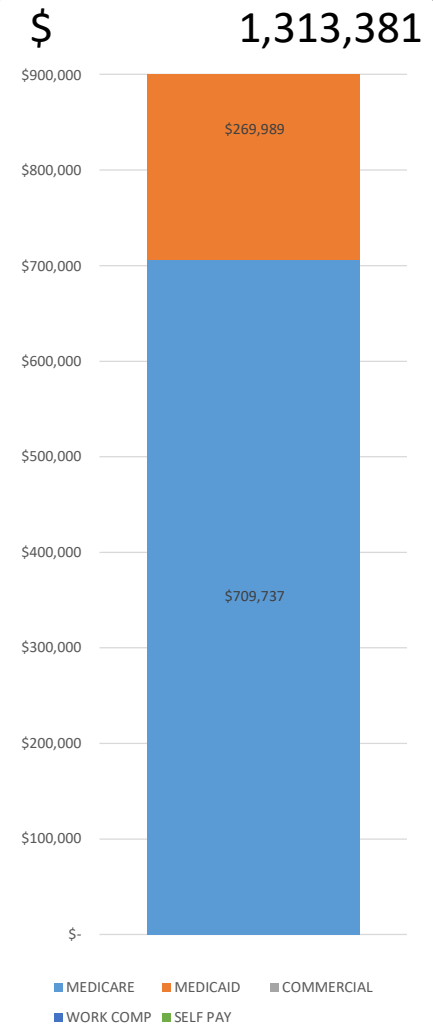


CASH FORECASTING

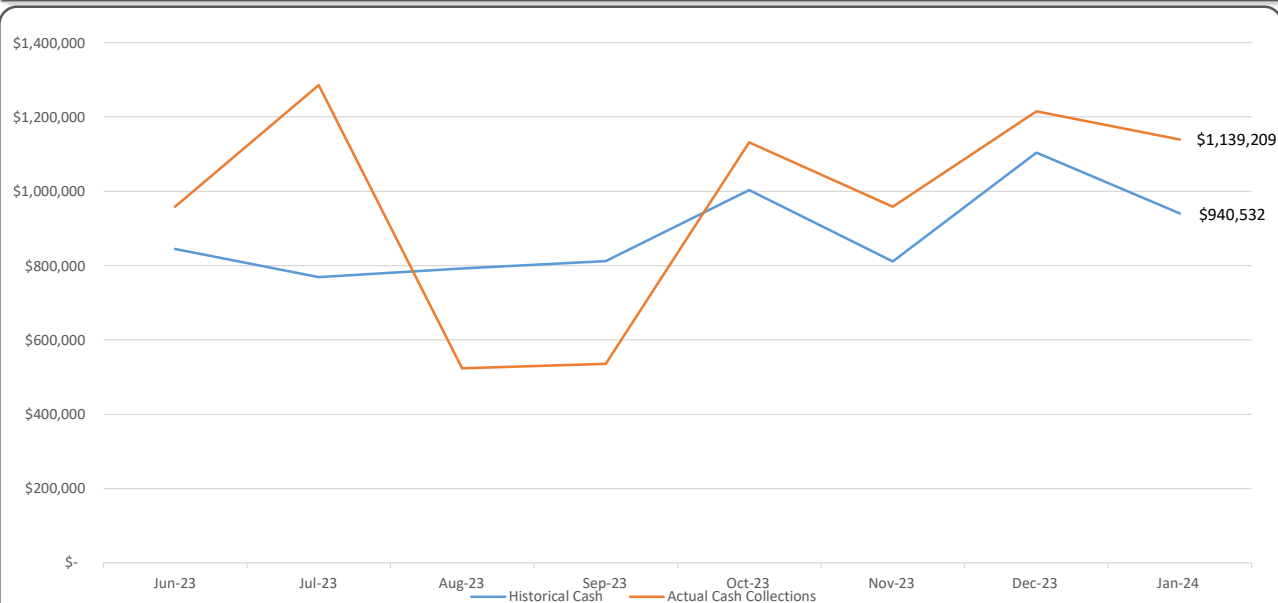
Expected Last Month vs Cash Collected (Based on Previous Months Revenue)



Cash Expected Next Month
(Based on this Months Revenue)



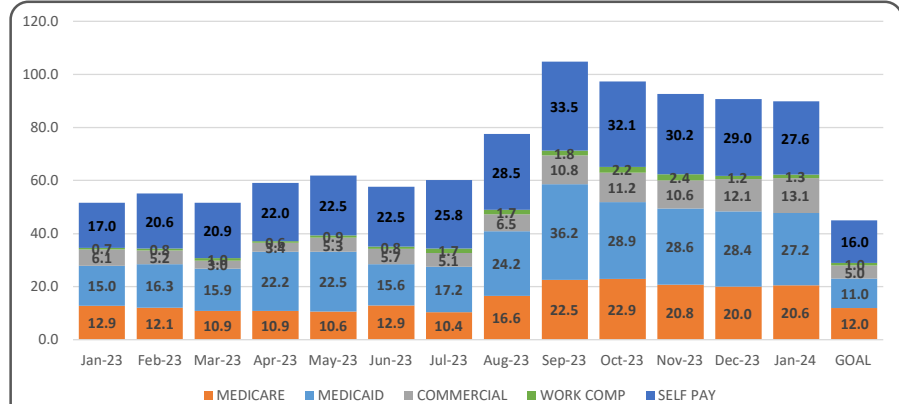
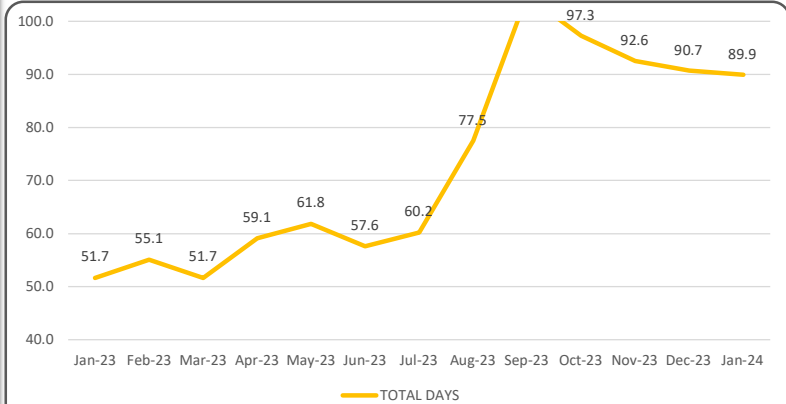
Actual Cash Based on Historical Collections



ACCOUNTS RECEIVABLE

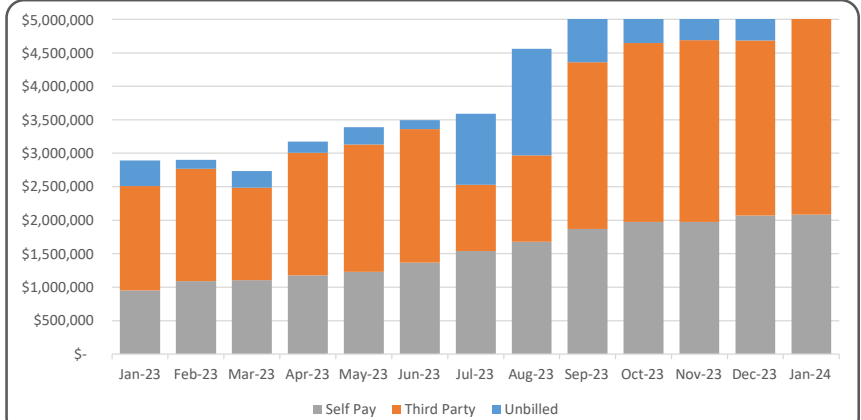
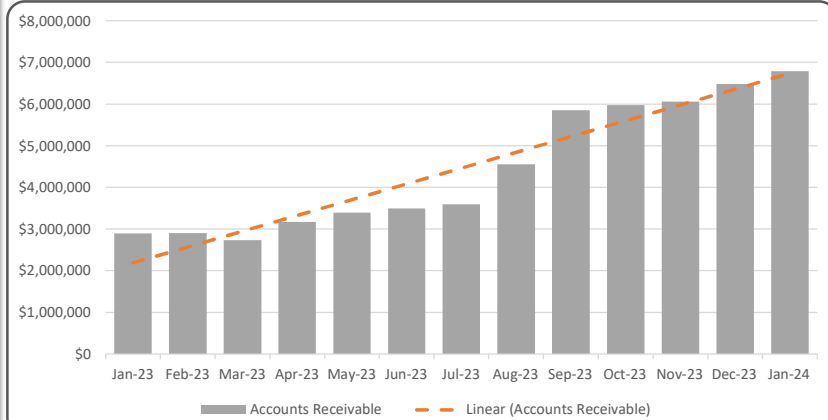
AR Days

PAYER	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	13 Month Average
MEDICARE	12.9	12.1	10.9	10.9	10.6	12.9	10.4	16.6	22.5	22.9	20.8	20.0	20.6	15.7
MEDICAID	15.0	16.3	15.9	22.2	22.5	15.6	17.2	24.2	36.2	28.9	28.6	28.4	27.2	22.9
COMMERCIAL	6.1	5.2	3.0	3.4	5.3	5.7	5.1	6.5	10.8	11.2	10.6	12.1	13.1	7.5
WORK COMP	0.7	0.8	1.0	0.6	0.9	0.8	1.7	1.7	1.8	2.2	2.4	1.2	1.3	1.3
SELF PAY	17.0	20.6	20.9	22.0	22.5	22.5	25.8	28.5	33.5	32.1	30.2	29.0	27.6	25.6
TOTAL DAYS	51.7	55.1	51.7	59.1	61.8	57.6	60.2	77.5	104.8	97.3	92.6	90.7	89.9	73.1



AR Balance

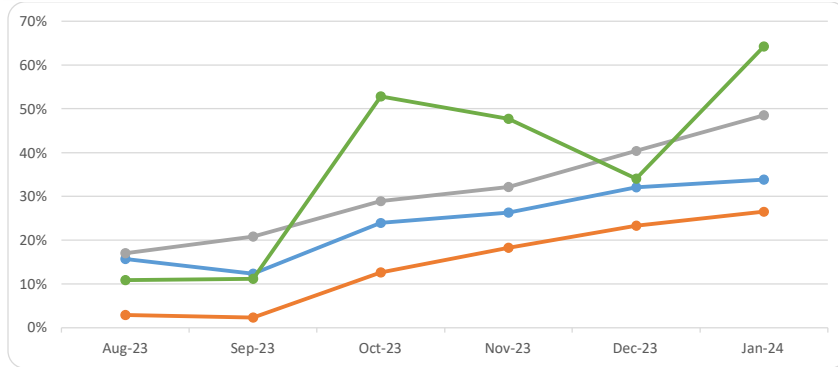
PAYER	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	13 Month Average
MEDICARE	\$ 721,466	\$ 640,281	\$ 577,661	\$ 586,779	\$ 583,176	\$ 783,065	\$ 619,122	\$ 977,025	\$ 1,257,444	\$ 1,408,379	\$ 1,364,196	\$ 1,430,057	\$ 1,552,239	\$ 961,607
MEDICAID	\$ 840,983	\$ 858,761	\$ 841,757	\$ 1,191,120	\$ 1,231,780	\$ 946,990	\$ 1,024,807	\$ 1,425,127	\$ 2,019,041	\$ 1,774,925	\$ 1,873,656	\$ 2,027,427	\$ 2,056,249	\$ 1,393,279
COMMERCIAL	\$ 340,591	\$ 275,168	\$ 157,304	\$ 184,884	\$ 292,678	\$ 348,563	\$ 306,012	\$ 380,817	\$ 600,808	\$ 684,736	\$ 692,018	\$ 861,736	\$ 990,874	\$ 470,476
WORK COMP	\$ 38,788	\$ 40,808	\$ 55,187	\$ 31,871	\$ 48,923	\$ 50,878	\$ 102,360	\$ 97,414	\$ 101,908	\$ 133,125	\$ 155,295	\$ 87,612	\$ 100,345	\$ 80,347
SELF PAY	\$ 951,571	\$ 1,088,045	\$ 1,104,091	\$ 1,178,370	\$ 1,232,411	\$ 1,367,447	\$ 1,539,006	\$ 1,678,055	\$ 1,871,417	\$ 1,973,313	\$ 1,975,406	\$ 2,068,907	\$ 2,087,543	\$ 1,547,352
TOTAL	\$ 2,893,400	\$ 2,903,063	\$ 2,736,001	\$ 3,173,025	\$ 3,388,967	\$ 3,496,943	\$ 3,591,307	\$ 4,558,438	\$ 5,850,618	\$ 5,974,477	\$ 6,060,571	\$ 6,475,740	\$ 6,787,249	\$ 4,453,061



ACCOUNTS RECEIVABLE AGING

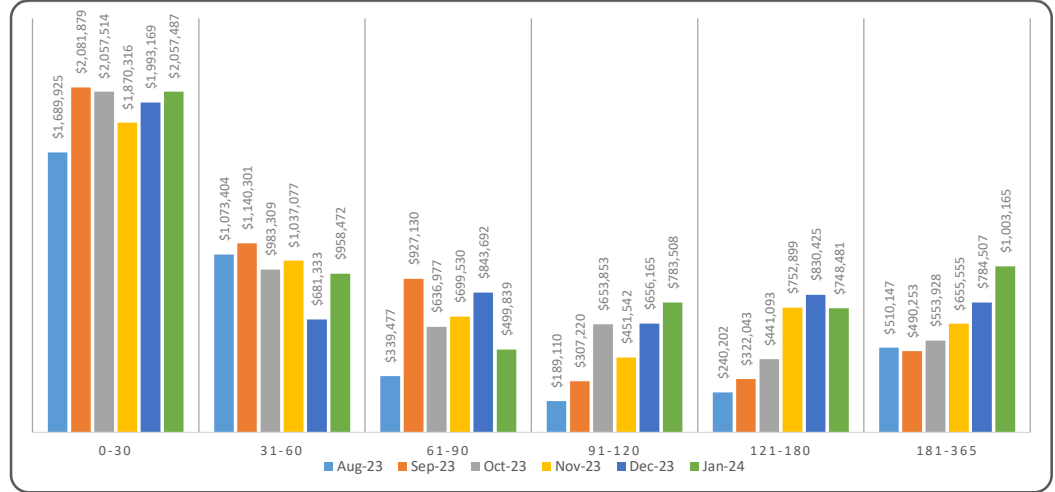
	0-30 Days		31-60 Days		61-90 Days		91-120 Days		121-180 Days		181-365 Days		366+ Days		Grand Totals	
	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$
MEDICARE																
Non-Credit	278	\$ 845,980	69	\$ 270,981	37	\$ 140,392	55	\$ 215,512	51	\$ 114,348	59	\$ 96,961	13	\$ 26,154	562	\$ 1,710,327
Credit	0	\$ -	1	\$ (8,581)	6	\$ (25,403)	2	\$ 24,151	1	\$ (134,444)	3	\$ (9,031)	8	\$ (4,781)	21	\$ (158,088)
TOTAL	278	\$ 845,980	70	\$ 262,400	43	\$ 114,989	57	\$ 239,663	52	\$ (20,097)	62	\$ 87,930	21	\$ 21,373	583	\$ 1,552,239
MEDICAID																
Non-Credit	228	\$ 789,916	143	\$ 360,383	90	\$ 222,630	61	\$ 176,891	132	\$ 263,128	124	\$ 206,477	72	\$ 55,428	850	\$ 2,074,853
Credit	0	\$ -	1	\$ (198)	1	\$ (438)	3	\$ (2,619)	4	\$ (13,106)	2	\$ (133)	13	\$ (2,110)	24	\$ (18,604)
TOTAL	228	\$ 789,916	144	\$ 360,184	91	\$ 222,192	64	\$ 174,272	136	\$ 250,022	126	\$ 206,344	85	\$ 53,319	874	\$ 2,056,249
COMMERCIAL																
Non-Credit	135	\$ 291,022	74	\$ 170,790	66	\$ 81,128	49	\$ 164,679	113	\$ 187,777	163	\$ 127,644	76	\$ 31,503	676	\$ 1,054,544
Credit	0	\$ -	1	\$ (51)	2	\$ (3,247)	4	\$ (220)	0	\$ -	25	\$ (4,818)	344	\$ (55,334)	376	\$ (63,670)
TOTAL	135	\$ 291,022	75	\$ 170,739	68	\$ 77,881	53	\$ 164,460	113	\$ 187,777	188	\$ 122,827	420	\$ (23,831)	1052	\$ 990,874
WORK COMP																
Non-Credit	5	\$ 18,606	3	\$ 16,091	1	\$ 2,394	3	\$ 31,715	4	\$ 12,240	16	\$ 20,405	10	\$ 2,269	42	\$ 103,720
Credit	0	\$ -	0	\$ -	0	\$ -	0	\$ -	0	\$ -	0	\$ -	16	\$ (3,376)	16	\$ (3,376)
TOTAL	5	\$ 18,606	3	\$ 16,091	1	\$ 2,394	3	\$ 31,715	4	\$ 12,240	16	\$ 20,405	26	\$ (1,106)	58	\$ 100,345
SELF PAY																
Non-Credit	64	\$ 113,692	76	\$ 150,089	76	\$ 85,305	78	\$ 175,838	162	\$ 321,427	666	\$ 568,569	1094	\$ 719,695	2216	\$ 2,134,616
Credit	4	\$ (1,729)	1	\$ (1,032)	2	\$ (2,921)	2	\$ (2,440)	3	\$ (2,888)	37	\$ (2,910)	263	\$ (33,153)	312	\$ (47,073)
TOTAL	68	\$ 111,963	77	\$ 149,056	78	\$ 82,384	80	\$ 173,399	165	\$ 318,539	703	\$ 565,659	1357	\$ 686,543	2528	\$ 2,087,543
ACCOUNTS RECEIVABLE																
Non-Credit	710	\$ 2,059,217	365	\$ 968,334	270	\$ 531,848	246	\$ 764,636	462	\$ 898,919	1028	\$ 1,020,057	1265	\$ 835,050	4346	\$ 7,078,061
Credit	4	\$ (1,729)	4	\$ (9,863)	11	\$ (32,009)	11	\$ 18,872	8	\$ (150,438)	67	\$ (16,892)	644	\$ (98,753)	749	\$ (290,811)
GRAND TOTAL	714	\$ 2,057,487	369	\$ 958,472	281	\$ 499,839	257	\$ 783,508	470	\$ 748,481	1095	\$ 1,003,165	1909	\$ 736,297	5095	\$ 6,787,249

Aged Over 90 Days Trending (excluding Credits)



	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24
Medicare	2.9%	2.3%	12.6%	18.3%	23.3%	26.5%
Medicaid	15.7%	12.4%	23.9%	26.3%	32.1%	33.8%
Commercial	17.0%	20.8%	28.9%	32.1%	40.4%	48.5%
Work Comp	10.9%	11.2%	52.8%	47.7%	34.1%	64.2%

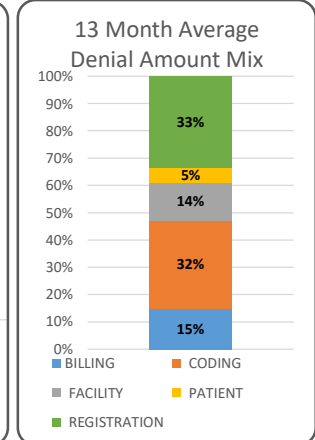
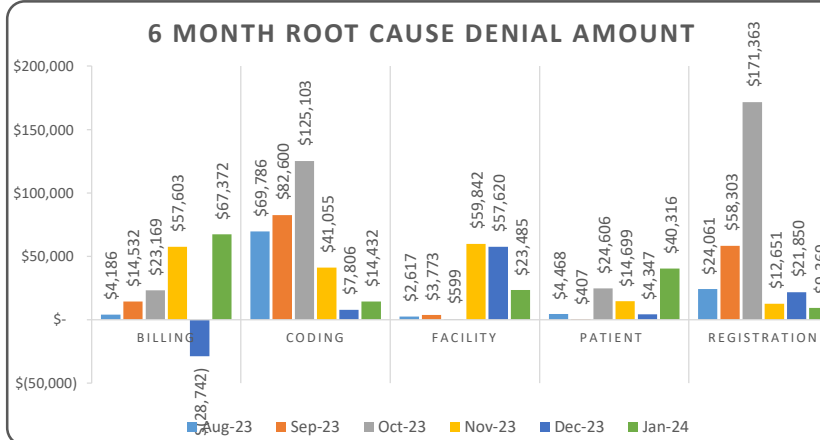
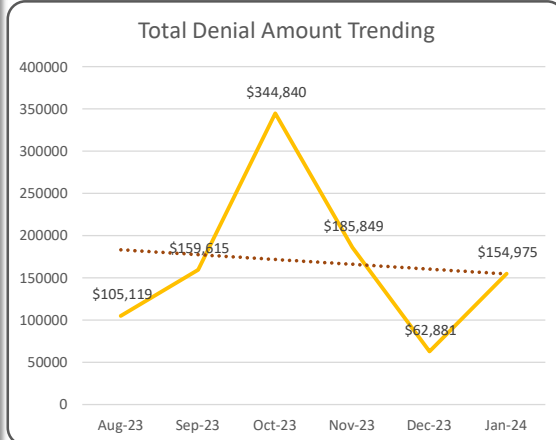
6 Month Aging



DENIAL MANAGEMENT

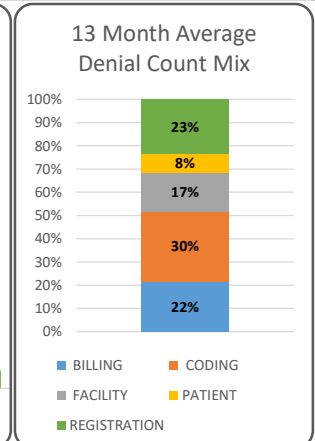
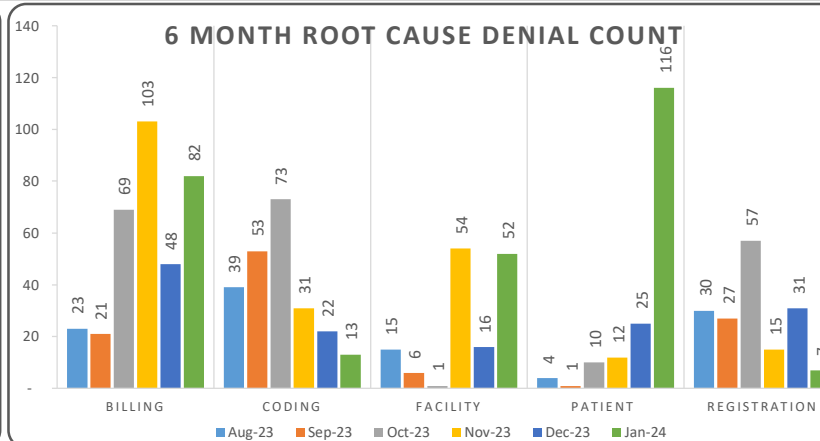
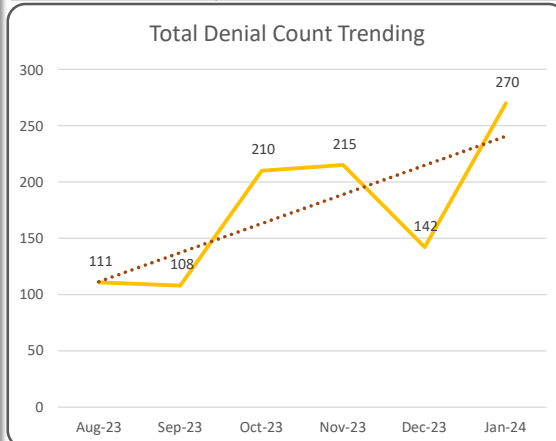
Denial Amount

AMOUNT	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	13 Month Average
BILLING	\$ 14,934	\$ 15,559	\$ 11,555	\$ 16,802	\$ 33,824	\$ 20,119	\$ 16,441	\$ 4,186	\$ 14,532	\$ 23,169	\$ 57,603	\$ (28,742)	\$ 67,372	\$ 20,566
CODING	\$ 29,838	\$ 30,929	\$ 44,001	\$ 24,264	\$ 39,181	\$ 20,027	\$ 28,731	\$ 69,786	\$ 82,600	\$ 125,103	\$ 41,055	\$ 7,806	\$ 14,432	\$ 42,904
FACILITY	\$ 27,920	\$ 17,826	\$ 8,818	\$ 7,016	\$ 18,338	\$ 5,061	\$ 8,170	\$ 2,617	\$ 3,773	\$ 599	\$ 59,842	\$ 57,620	\$ 23,485	\$ 18,545
PATIENT	\$ 180	\$ 35	\$ -	\$ -	\$ -	\$ -	\$ 4,418	\$ 4,468	\$ 407	\$ 24,606	\$ 14,699	\$ 4,347	\$ 40,316	\$ 7,191
REGISTRATION	\$ 39,405	\$ 22,693	\$ 29,947	\$ 44,238	\$ 48,458	\$ 59,497	\$ 32,719	\$ 24,061	\$ 58,303	\$ 171,363	\$ 12,651	\$ 21,850	\$ 9,369	\$ 44,196
TOTAL	\$ 112,276	\$ 87,041	\$ 94,322	\$ 92,321	\$ 139,801	\$ 104,704	\$ 90,479	\$ 105,119	\$ 159,615	\$ 344,840	\$ 185,849	\$ 62,881	\$ 154,975	\$ 133,402



Denial Count

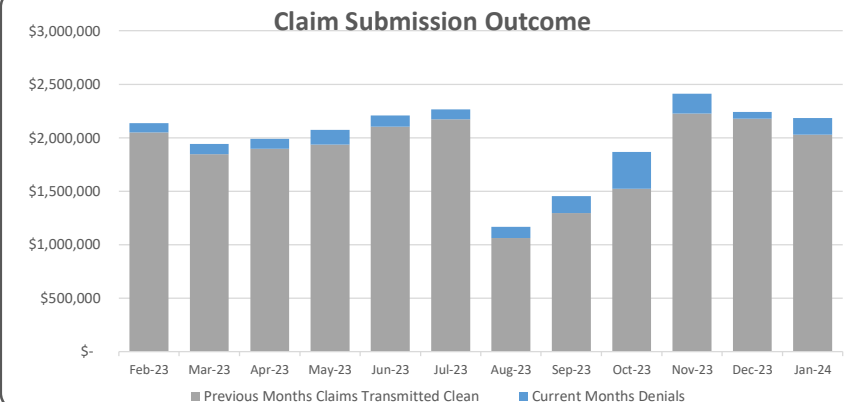
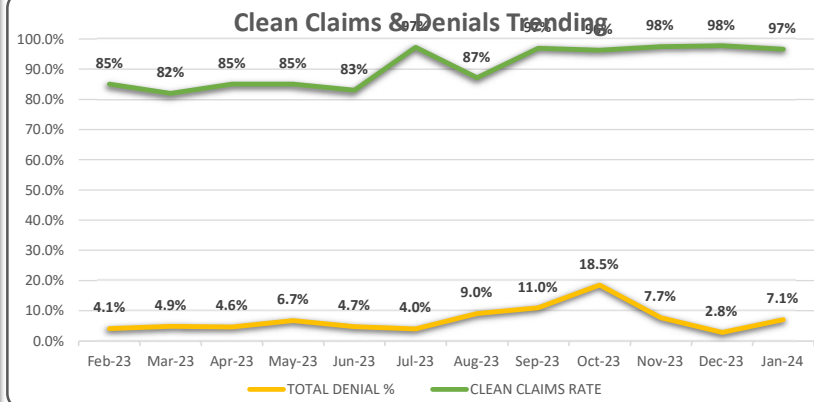
COUNT	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	13 Month Average
BILLING	9	16	17	22	14	25	17	23	21	69	103	48	82	36
CODING	52	64	63	64	40	61	58	39	53	73	31	22	13	49
FACILITY	43	41	30	27	29	14	28	15	6	1	54	16	52	27
PATIENT	1	1	-	-	-	-	2	4	1	10	12	25	116	13
REGISTRATION	57	44	40	44	54	43	34	30	27	57	15	31	7	37
TOTAL	162	166	150	157	137	143	139	111	108	210	215	142	270	162



CLAIM SUBMIT EFFICIENCY & DENIAL RESOLUTION

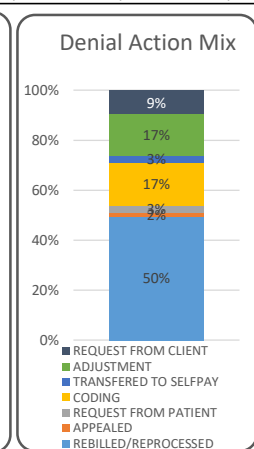
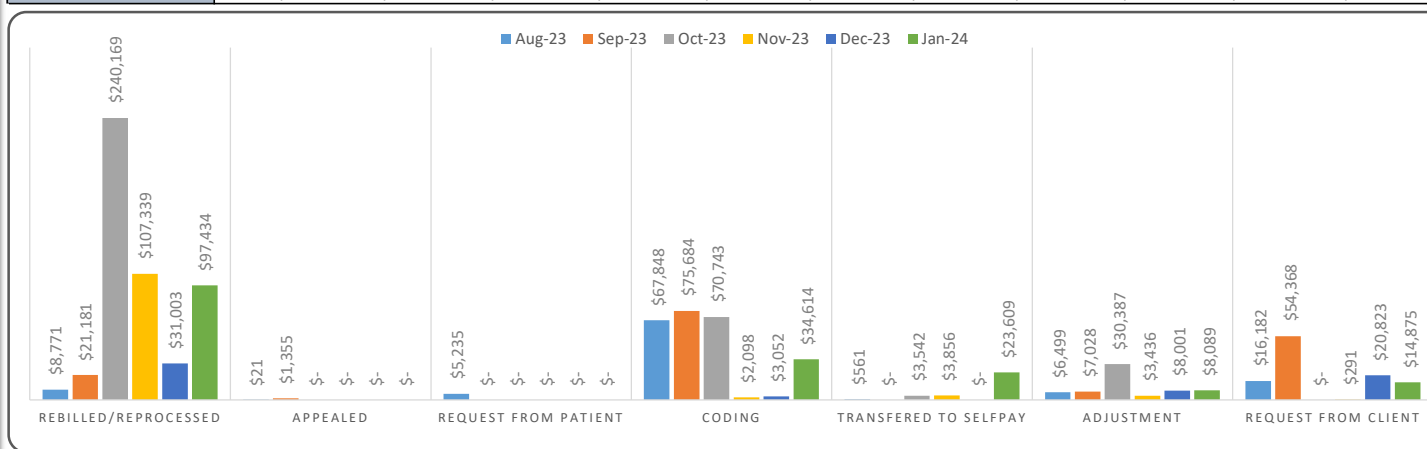
Denial & Clean Claim Trending

	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	13 Month Average
DENIAL AMOUNT	\$ 112,276	\$ 87,041	\$ 94,322	\$ 92,321	\$ 139,801	\$ 104,704	\$ 90,479	\$ 105,119	\$ 159,615	\$ 344,840	\$ 185,849	\$ 62,881	\$ 154,975	\$ 133,402
PREVIOUS MONTH'S TRANSMITTED CLAIMS	\$ 2,232,303	\$ 2,135,776	\$ 1,941,893	\$ 1,988,632	\$ 2,074,118	\$ 2,207,031	\$ 2,264,169	\$ 1,167,844	\$ 1,454,165	\$ 1,867,928	\$ 2,411,329	\$ 2,241,921	\$ 2,184,032	\$ 2,013,165
TOTAL DENIAL %	5.0%	4.1%	4.9%	4.6%	6.7%	4.7%	4.0%	9.0%	11.0%	18.5%	7.7%	2.8%	7.1%	6.9%
CLEAN CLAIMS RATE	79%	85%	82%	85%	85%	83%	97%	87%	97%	96%	98%	98%	97%	90%



Action Taken on Denials

DENIAL ACTION	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	13 Month Average
REBILLED/REPROCESSED	\$ 37,987	\$ 33,295	\$ 55,495	\$ 49,608	\$ 73,330	\$ 48,104	\$ 35,311	\$ 8,771	\$ 21,181	\$ 240,169	\$ 107,339	\$ 31,003	\$ 97,434	\$ 64,540
APPEALED	\$ 2,121	\$ 2,973	\$ 2,164	\$ 11,305	\$ 3,102	\$ 133	\$ 4,051	\$ 21	\$ 1,355	\$ -	\$ -	\$ -	\$ -	\$ 2,094
REQUEST FROM PATIENT	\$ 12,289	\$ 2,001	\$ 1,293	\$ 1,180	\$ 3,499	\$ 10,114	\$ 13,047	\$ 5,235	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 3,743
CODING	\$ 13,654	\$ 4,149	\$ 2,209	\$ 2,394	\$ 438	\$ 4,991	\$ 7,358	\$ 67,848	\$ 75,684	\$ 70,743	\$ 2,098	\$ 3,052	\$ 34,614	\$ 22,249
TRANSFERRED TO SELFPAY	\$ 2,355	\$ 5,688	\$ 2,222	\$ 682	\$ 1,244	\$ 2,329	\$ 555	\$ 561	\$ -	\$ 3,542	\$ 3,856	\$ -	\$ 23,609	\$ 3,588
ADJUSTMENT	\$ 35,153	\$ 30,601	\$ 28,772	\$ 21,417	\$ 40,951	\$ 36,597	\$ 25,659	\$ 6,499	\$ 7,028	\$ 30,387	\$ 3,436	\$ 8,001	\$ 8,089	\$ 21,738
REQUEST FROM CLIENT	\$ 8,718	\$ 8,334	\$ 2,166	\$ 5,734	\$ 17,237	\$ 2,435	\$ 4,499	\$ 16,182	\$ 54,368	\$ -	\$ 291	\$ 20,823	\$ 14,875	\$ 11,974
TOTAL	\$ 112,277	\$ 87,041	\$ 94,322	\$ 92,321	\$ 139,801	\$ 104,704	\$ 90,479	\$ 105,116	\$ 159,615	\$ 344,842	\$ 117,020	\$ 62,880	\$ 178,621	\$ 129,926

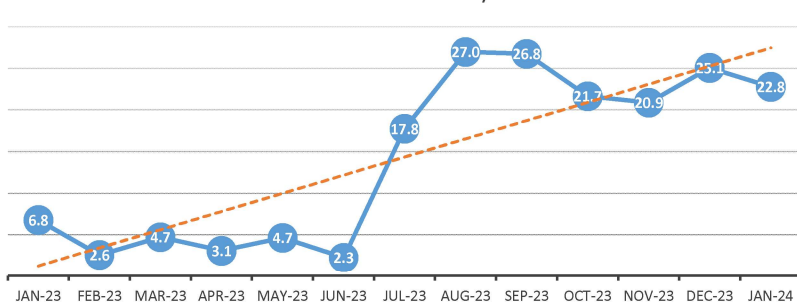


UNBILLED & INVENTORY

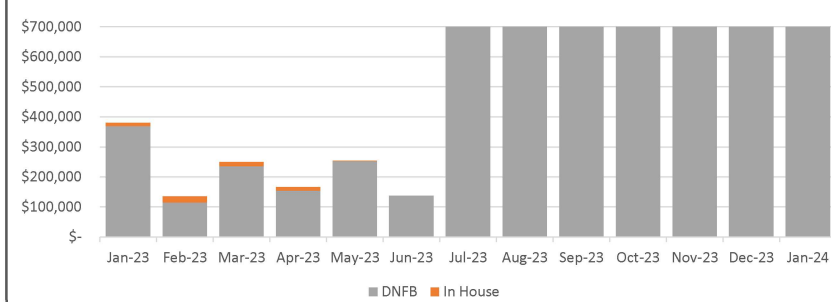
Unbilled

	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	13 Month Average
In House	\$ 11,990	\$ 21,812	\$ 15,908	\$ 13,120	\$ 2,240	\$ -	\$ 27,926	\$ 59,290	\$ 34,128	\$ 58,121	\$ 108,806	\$ 49,158	\$ 81,326	\$ 37,217
DNFB	\$ 368,997	\$ 114,332	\$ 234,498	\$ 153,558	\$ 252,579	\$ 137,865	\$ 1,032,055	\$ 1,528,438	\$ 1,460,193	\$ 1,272,278	\$ 1,259,714	\$ 1,740,429	\$ 1,639,771	\$ 861,131
Total Unbilled	\$ 380,987	\$ 136,143	\$ 250,407	\$ 166,678	\$ 254,819	\$ 137,865	\$ 1,059,981	\$ 1,587,728	\$ 1,494,321	\$ 1,330,399	\$ 1,368,520	\$ 1,789,587	\$ 1,721,097	\$ 898,349
Unbilled Days	6.8	2.6	4.7	3.1	4.7	2.3	17.8	27.0	26.8	21.7	20.9	25.1	22.8	14.3

Total Unbilled Days



Unbilled Dollars

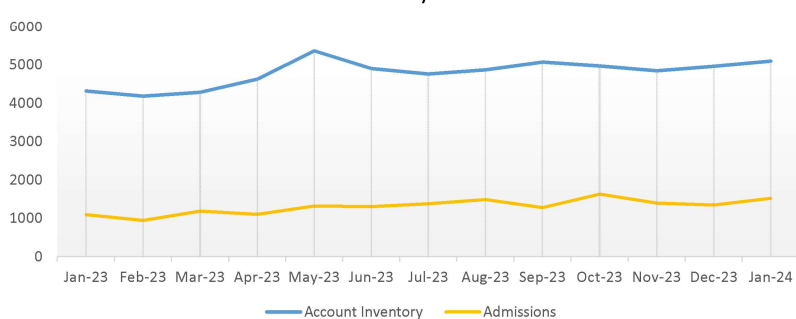


Admissions & Account Inventory

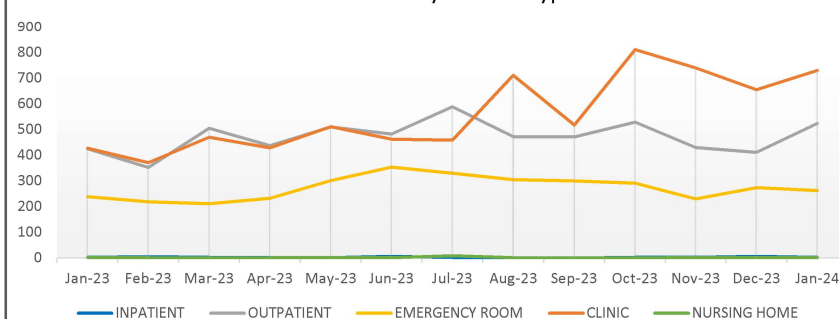
ADMISSIONS	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	13 Month Average
INPATIENT	3	4	3	1	1	6	2	1	0	3	2	6	3	3
SWINGBED	2	4	4	4	0	4	2	7	1	4	1	5	2	3
OUTPATIENT	425	352	505	437	510	482	588	472	471	528	430	411	524	472
EMERGENCY ROOM	238	219	211	233	300	353	330	304	299	291	229	274	262	273
CLINIC	426	371	470	428	511	462	458	710	517	810	739	655	729	560
NURSING HOME	2	1	0	1	1	1	8	1	0	0	2	1	1	1
TOTAL	1,096	951	1,193	1,104	1,323	1,308	1,388	1,495	1,288	1,636	1,403	1,352	1,521	1312

ACCOUNT INVENTORY	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	13 Month Average
MEDICARE	497	417	438	494	547	485	387	519	598	579	556	633	583	518
MEDICAID	739	692	645	855	794	748	682	688	762	732	759	756	874	748
COMMERCIAL	871	814	857	903	914	997	862	838	887	897	942	997	1,052	910
WORK COMP	73	72	91	77	87	89	75	59	57	55	61	56	58	70
SELF PAY	2,139	2,191	2,260	2,303	2,461	2,584	2,752	2,767	2,772	2,708	2,527	2,524	2,528	2501
TOTAL	4319	4186	4291	4632	5363	4903	4758	4871	5076	4971	4845	4966	5095	4790

Account Inventory & Admissions



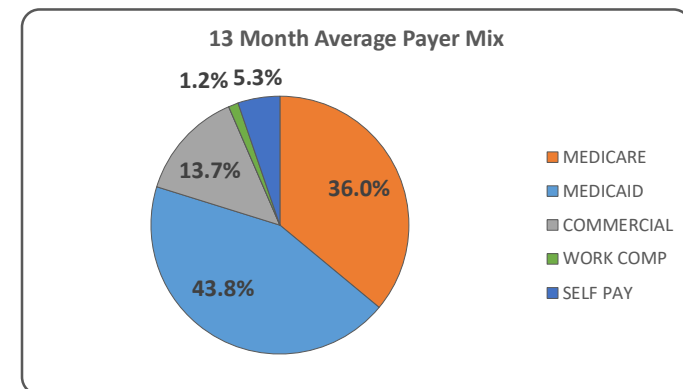
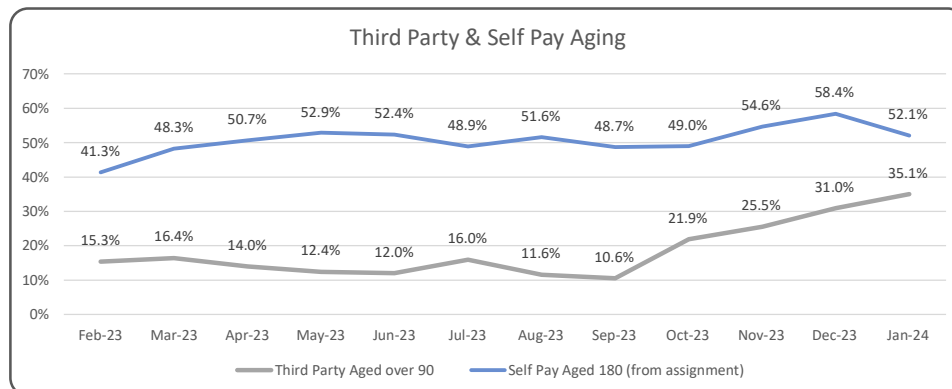
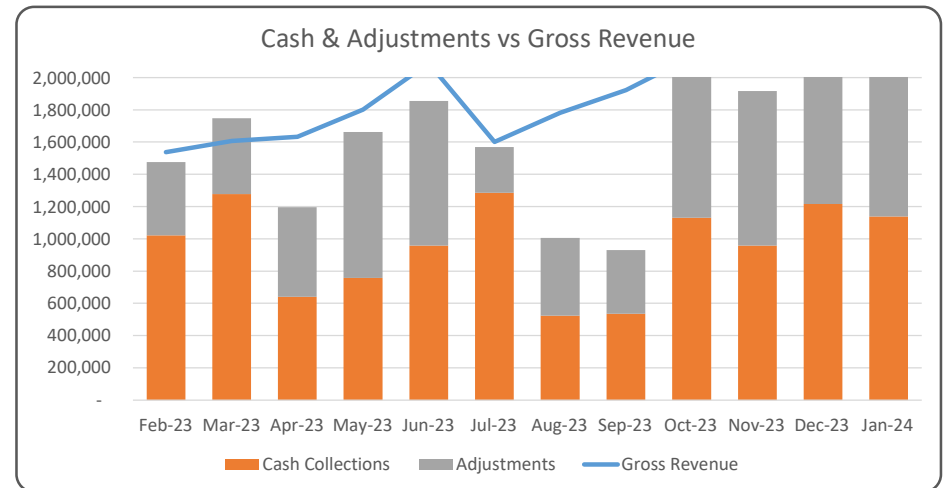
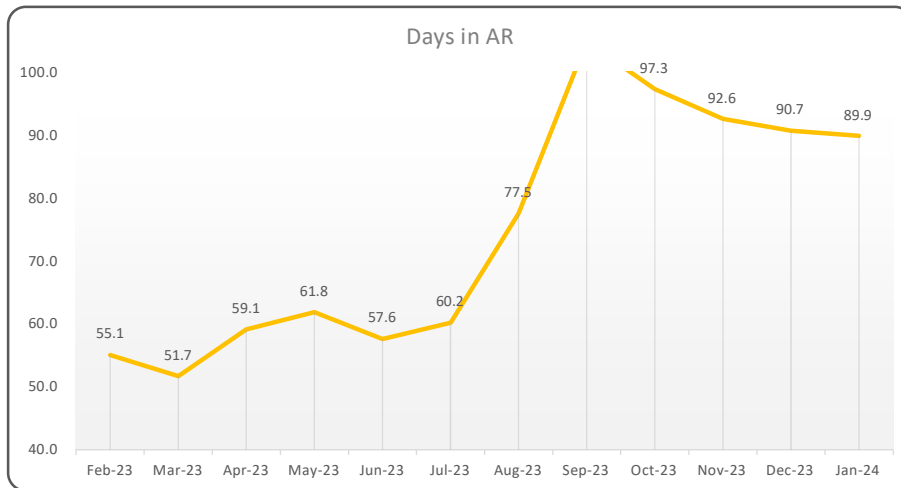
Admissions by Service Type



Southern Humboldt Community Healthcare District

Executive Dashboard

	TARGET	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24
Days in AR	45.0	55.1	51.7	59.1	61.8	57.6	60.2	77.5	104.8	97.3	92.6	90.7	89.9
Gross AR		2,903,063	2,736,001	3,173,025	3,388,967	3,496,943	3,591,307	4,558,438	5,850,618	5,974,477	6,060,571	6,475,740	6,787,249
Gross Revenue		1,537,305	1,606,835	1,632,497	1,801,881	2,088,494	1,600,297	1,781,158	1,922,299	2,130,187	2,037,494	2,402,068	2,506,331
Cash Collections		1,021,149	1,276,559	641,314	756,460	958,114	1,285,280	523,891	535,583	1,131,808	958,049	1,214,685	1,139,209
Adjustments		454,994	472,360	553,962	906,039	896,471	284,186	481,416	395,270	1,210,884	959,630	810,676	1,075,435
Collection %		69.2%	73.0%	53.7%	45.5%	51.7%	81.9%	52.1%	57.5%	48.3%	50.0%	60.0%	51.4%
Late Charges	1%	0.1%	0.3%	0.0%	0.0%	0.2%	2.2%	0.3%	0.7%	0.8%	0.2%	0.6%	0.3%
Bad Debt	3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%
Charity Care	3%	1.0%	1.5%	0.1%	1.2%	0.5%	0.7%	0.2%	0.1%	0.2%	0.0%	0.0%	2.3%
Third Party Aged over 90	13%	15.3%	16.4%	14.0%	12.4%	12.0%	16.0%	11.6%	10.6%	21.9%	25.5%	31.0%	35.1%
Self Pay Aged 180 (from assignment)	25%	41.3%	48.3%	50.7%	52.9%	52.4%	48.9%	51.6%	48.7%	49.0%	54.6%	58.4%	52.1%



CNO Report February 2024

February 2024

Update

We are making good progress with our ongoing projects. These include the new laboratory analyzer and the Senior Life Solutions (SLS) program that is set to launch soon. We are also excited to welcome two new LCSWs to our team in the next few months. Moreover, a new doctor will be joining us in April to strengthen our clinic team.

Infection Prevention/Employee Health

Infection Prevention:

The department has recently undergone some changes since Katherine accepted the ED/Acute manager position. Dane, RN, has been appointed as the new infection prevention nurse. He brings vast experience as an infection prevention manager and works closely with Katherine to ensure everyone's safety and compliance with infection prevention regulations. Additionally, Debbie, RN, who previously held the position of infection prevention nurse, remains with us as a consultant. Dane can reach out to Debbie for consultation when needed.

The department is actively preparing for surveys, conducting regular hand hygiene surveillance, auditing individuals on transmission-based isolation precautions to ensure proper placement and documentation, and holding infection prevention committee (IPC) and antibiotic stewardship meetings.

ED/Acute:

We are thrilled to announce that Katherine, RN, has accepted the ED/Acute manager position. Katherine has been working as an infection prevention manager at Sohum since 2021, and she brings many years of nursing and management experience that will significantly benefit the ED/Acute team and improve the overall cohesion of the entire SoHum team.

In December, our Emergency Department had 276 visits, four SWING patients, and nine inpatients. Our team is working diligently to expand the SWING bed program and recruit more nurses to increase bed availability. We hold monthly nursing and daily UR (Utilization Review) meetings to facilitate communication and teamwork. Our team strives to improve patient care and satisfaction and promote a culture of excellence. Our goal is to provide the highest quality care to our patients and the community, focusing on compassion, kindness, and love. We aim to ensure that every visit to our hospital reflects this commitment to excellence.

Laboratory

The EPIC project in our lab has been successful so far, and our team is working together to provide top-quality care for the community. We're also proceeding with the new analyzer project. Currently, we are collaborating with the Quality team on a grant to test for high-priority infectious diseases such as HIV, hepatitis, and syphilis in our lab on an urgent basis. The state supports this grant because quick test results and immediate treatment can significantly reduce the spread of such diseases and save lives.

The lab team has been brainstorming ideas to help the community since Providence is Closing All of Its Outpatient Labs, Including Those at St. Joseph and Redwood Memorial Hospitals. We are exploring ways to provide outpatient services to nearby communities in the north to assist those in need.

Skilled Nursing

Our top priority at Skilled Nursing is to provide exceptional care to our community. We currently have seven residents and expect one more to join us in March. Our residents gather daily for lunch and participate in various activities, such as movie nights and outings. Despite the challenges posed by the pandemic, we are proud to report that our facility has remained COVID-free, and none of our residents have reported any cases of COVID-19.

Clinic

The Clinic provided care to 595 patients in January through the efforts of our providers and team. Unfortunately, two of our employees, a medical assistant (MA) and Leo, our Substance Use navigator, have left the team as they have relocated. However, we have already conducted several interviews to fill the MA position and expect to welcome new members soon. In addition, we are glad to announce that two Licensed Clinical Social Workers (LCSWs) will join our team to take over Leo's responsibilities in the community. Despite these changes, the Clinic remains committed to serving the community through services such as the Visiting Nurse Program and the Mobile Clinic.

Radiology

In January, Radiology performed 174 X-ray exams, 101 CTs, 53 ultrasounds, and 35 mammograms.

Work on the X-ray room continues, with limited X-ray hours for outpatients.

We have extended our traveler, Sarah, for another 11 weeks.

We are starting our three-year MQSA, FDA, and State mammography accreditation (again). Last year, we had to do the initial certification for the new machine; now, we are back in our regular cycle (for clarification).

Adela Yanez, RN, BSN, CNO



**Southern Humboldt
Community Healthcare
District**

733 Cedar Street
Garberville, CA 95542
(707) 923-3921

DEPARTMENT: Quality <u>Outreach</u>	NO:	Page 1 of 1
SUBJECT: District Logo Template Forms	EFFECTIVE DATE: 05/24/18 <u>02/29/24</u> 05/24/18 <u>04/24/08</u>	SUPERCEDES:

POLICY:

It is the policy of the Southern Humboldt Community Healthcare District ("SHCHD" or "District") to use consistent District logo template forms throughout the district.

PURPOSE:

The purpose of this policy and procedure is to describe the proper use of District logo templates.

PROCEDURE:

District logo template forms, i.e., letterhead, memoranda, fax cover sheets, check requests, etc., are accessible on the District's server. Should an employee not have access to a computer, pre-printed forms may also be available.

Logo templates are designed to maintain a clean and consistent format and font and may not be altered from their original design. The District currently uses the Verdana font for the majority of its forms, including policies and procedures, correspondence, etc.

In order to uphold a professional image, all fax cover sheets, letters, memos, and envelopes should be typed or printed, unless computer/printer access is unavailable.

REVIEWED BY:

Quality Data Coordinator
Chief Nursing Officer
Administrator



SoHum Health

Southern Humboldt
Community Healthcare District
733 CEDAR STREET
GARBERVILLE, CA 95542
(707) 923-3921

DEPARTMENT: Patient Financial Services	NO:	Page 1 of 2
SUBJECT: Voucher Program	EFFECTIVE DATE: 06/27/2019	SUPERSEDES: 03/30/2017

PROCEDURE:

Persons who support *SHCHD* through payment of a Special Assessment on their property tax bill(s) receive a parcel voucher credit *for each tax paid, usable* toward healthcare services provided at *Jerold Phelps Community Hospital, its emergency, laboratory, x-ray, CT, Ultrasound, and mammography departments, and/or the Southern Humboldt Community Clinic.*

The person responsible for payment of the tax may choose to use their parcel voucher credit for themselves and their dependents or to pass it along to persons residing on and renting the parcel. Parcels with multiple rental units receive a single voucher credit. How that voucher credit is disseminated is the decision of the person(s) responsible for payment of the tax.

Tax years run from July 01 through June 30 of the following year. You may apply for a parcel voucher credit from the day the tax year begins through September 30th of the following year, three months after the end of each tax year (i.e. July 1, 2017 to September 30, 2018 for the tax year 2017-2018; July 01, 2018 to September 30, 2019 for the tax year 2018-2019, etc.).

Credits are valid for up to two years, beginning July 01 of the tax year of issuance through June 30 of the following tax year and can be used to cover insurance co-pay and deductible amounts and uninsured patient-related costs, though they cannot be used in lieu of claims processing that must be filed with an insurance company, Medi-Cal, Medicare, or any other third-party claims. Credits may be used as payment of patient account balances from January 01, 2016 forward.

No refunds will be given for parcel voucher credits not redeemed for services and there is no actual cash value to the parcel voucher credit.

Parcel voucher credits may not be sold or transferred. They are exclusively for use by the property owner(s), renter(s) and their dependents in lieu of cash.

How The Process Works:

When you desire to use a parcel voucher credit, request the discount when arriving for an appointment or when making a payment for medical services.

Property owners will present a copy of their tax bill showing the SHCHD special tax along with state issued identification. Note that owners who reside outside of the district boundaries (absentee owners) are eligible to receive parcel voucher credits in the same manner as resident owners.

If you are not the property owner, you will need to provide proof of residence and permission from the owner:

1. Present a copy of the current tax bill with the name of the owner along with a statement from the owner **containing the names, addresses and phone numbers of both the owner of the taxed parcel and the person who lives on the parcel. The statement must also include a list of individual(s) eligible to use the parcel voucher credit.**
2. In addition, you must show proof of residence in one of the following ways:
 - a. Utility bill with the physical address and renter's name
 - b. State issued ID with physical address and renter's name

Our business office will track parcel voucher credits and their use by parcel number with one voucher issued per parcel.

EXAMPLE

On January 2, 2018, John Smith requests his \$125 voucher credit for the tax year beginning July 1, 2017. He also has a \$50 credit remaining from his July 2016-June 2017 voucher, for a total of \$175 in voucher credits. In March 2018, Mr. Smith receives an invoice advising that his insurance has paid its portion, leaving \$225 for the district services he received on his recent visit. Mr. Smith is able to apply his current 2017-18 \$125 voucher and his remaining 2016-17 credit of \$50, reducing the amount he owes to \$50.

OTHER INFORMATION

District property owners should consult their income tax preparer regarding tax implications of this benefit.

Properties within the healthcare district boundaries are included within the following zip codes:

- Alderpoint 95511
- Garberville 95542
- Miranda 95553
- Myers Flat 95554
- Phillipsville 95559
- Piercy 95587
- Redway 95560
- Weott 95571
- Whitethorn/Shelter Cove 95589

If you have questions, phone the SHCHD Billing Manager at 923-3921 or phone our billing office at the phone number on your statement.

REVIEWED BY:

HIM Manager



**SoHum
Health**

Southern Humboldt
Community Healthcare District
733 CEDAR STREET
GARBERVILLE, CA 95542
(707) 923-3921

DEPARTMENT: Patient Financial Services	NO:	Page 1 of 1
SUBJECT: Documentation of Interactions with Patients And PFS	EFFECTIVE DATE: 06/27/2019	SUPERSEDES: 01/25/2018

POLICY:

It is the policy of Southern Humboldt Community Healthcare District to provide factual or substantial supporting documentation for significant conversations or interactions or action taken with patients and PFS staff.

REVIEWED BY:

Health Information Management
Patient Financial Services Manager



SoHum
Health

Southern Humboldt
Community Healthcare District
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DEPARTMENT: Patient Financial Services	NO:	Page 1 of 1
SUBJECT: Documentation of Interactions with Patients And PFS	EFFECTIVE DATE: 06/27/2019	SUPERSEDES: 01/25/2018

PROCEDURE:

Any significant conversations, interactions or action taken with patients will be documented in the EHR system in the appropriate field of the EHR module that is most appropriate to the conversation. This may usually be in a patient notes section or field, but the EHR may provide other avenues for documentation.

REVIEWED BY:

Health Information Management
Patient Financial Services Manager