

GOVERNING BOARD MEETING

OPEN SESSION

September 23, 2024

*(In person and Via Webex
Conferencing)*

**Sprowel Creek Campus, Rm 105
286 Sprowel Creek Road
Garberville, CA 95542**



SoHum Health

Southern Humboldt Community Healthcare District

MEETING NOTICE

Governing Board

A regular meeting of the Board of Directors of the Southern Humboldt Community Healthcare District will be held on September 23, 2024, at 2:00 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,,25961264606##](tel:+1415655000125961264606) 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
1 - 11	G. Approval of Consent Agenda – <ol style="list-style-type: none">Approval of Previous Minutes<ol style="list-style-type: none">Governing Board Meeting Minutes, August 29, 2024

- b. Special Governing Board Meeting Minutes, September 4, 2024
- 2. SHCHD New and Updated Policies - 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 – Season Bradley Koskinen, HR Manager
 - c. Foundation – Chelsea Brown, Outreach Manager

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

I. Last Action Items for Discussion

- 1. Board/Quality Training – Kristen Rees, CQCO
- 2. Approval of Quality Compliance Plan and Associated Forms. – Kristen Rees, CQCO - See Packet

J. Administrator’s Report – Matt Rees, CEO

- 1. Department Updates
 - a. Milestones
 - b. August Employee Anniversaries – Daniel Bywater and Cherokee Esget 1 Year.
 - c. August HRG report and Financials – Paul Eves, CFO
 - d. Nursing – Adela Yanez, CNO
 - e. Quality and Risk Management – Kristen Rees, CQO - See Packet
 - f. Family Resource Center – Amy Terrones – Mar and Oct

12 - 24
25 - 26

K. Old Business - None

L. New Business

- 1. Governing Board/Medical Staff Relationship Presentation - BBK
- 2. Discussion and Approval of the Process of Approving Medstaff and Non-Medstaff Protocols.
- 3. Approval of Medstaff Attorneys Kenny Pedroza and Susan Duprat
- 4. Approval of a \$1,000 Monthly Budget for Medical Staff Legal Fees.
- 5. Strategic Items for Discussion
 - a. Future Facilities Planning
 - b. Services

M. Parking Lot

- 1. Sprowel Creek Campus parking

N. Meeting Evaluation

O. New Action Items

P. Next Meetings

1. Medical Staff Committee – Policy Development – Thursday, October 3, 2024, at 3:00 p.m
2. QAPI Meeting – Wednesday, October 9, 2024, at 10:00 a.m.
3. Medical Staff Committee – Thursday, October 10, 2024, 12:30 p.m.
4. Finance Committee – Friday, October 25, 2024, at 10:00 a.m.
5. Governing Board Meeting – Thursday, October 31, 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.
 - b. Patient Safety – Mar., June, Sept., Dec.
 - c. Medication Error – Feb., May, Aug., Dec.
5. Approval of Medical Staff Appointments/Reappointments [**H&S Code § 32155**]
 - a. Alan French, O.D., Initial Appointment as a provisional Allied Health Practitioner member, Optometry privileges, October 1, 2024 to September 30, 2025.
 - b. Dr. Steven Karidas, Initial Appointment as a Medical Staff member, Provisional status in Telemedicine for Diagnostic Radiology and Mammography privileges, October 1, 2024 to September 30, 2025.
 - c. Dr. Joshua McCain, Initial Appointment as a Medical Staff member, Provisional status in Telemedicine for Diagnostic Radiology privileges, October 1, 2024 to September 30, 2025.
 - d. Dr. J Paul Rubin, Initial Appointment as a Medical Staff member, Provisional status in Telemedicine for Diagnostic Radiology privileges, October 1, 2024 to September 30, 2025.
 - e. Dr. David Ishimitsu, Reappointment with Telemedicine for Diagnostic Radiology privileges, October 1, 2024 to September 30, 2026.
 - f. Dr. Tahir Alkhairy, Time Limited Reappointment with Telemedicine for Diagnostic Radiology privileges, October 1, 2024 to November 30, 2024.
 - g. Dr. James Chatham, Reappointment with Telemedicine for Diagnostic Radiology privileges, October 1, 2024 to September 30, 2026.

- h. Dr. Paul Lampert, Time Limited Reappointment with Telemedicine for Diagnostic Radiology privileges, October 1, 2024 to November 30, 2024.
 - i. Dr. Jonathan Meyer, Time Limited Reappointment with Telemedicine for Diagnostic Radiology privileges, October 1, 2024 to November 30, 2024.
6. Personnel Matter –Evaluation § 54957
- a. CQCO Kristen 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>COO</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
<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		

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 Friday, September 20, 2024

Governing Board

Date: August 29, 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, Kevin Church, Barbara Truitt, and Jay Sooter, all in-person

Not Present: None

Also in person: CEO Matt Rees, Administrative Assistant Darrin Guerra, CQCO Kristen Rees, Med Staff Coordinator Karen Johnson, PFS Representative Roberto Rodriguez-Aguirre, PFS Manager Marie Brown, HR Manager Season Bradley-Koskinen, HR Benefits Coordinator Toni Genaro, and CFO Adela Yanez

Also via Webex: Chief of Staff Dr. Carl Hsu, Outreach Manager Chelsea Brown, Quality Specialist Adam Dias, Outreach Coordinator Heidi Holterman, COO Kent Scown, and Governing Board Member Galen Latsko

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

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

Motion: Barbara Truitt motioned to approve the Teleconferencing of Galen Latsko from his location, 215 Lenio Lane, Garberville, CA 95542
Second: Kevin Church
Ayes: Corinne Stromstad, Kevin Church, Jay Sooter, and Barbara Truitt
Noes: None
Not Present: None
Motion Carried

C. Approval of the Agenda

Motion: Kevin Church motioned to approve the agenda.
Second: Barbara Truitt

Ayes: Corinne Stromstad, Galen Latsko, Kevin Church, Jay Sooter, and Barbara Truitt
Noes: None
Not Present: None
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, July 25, 2024
 - b. Governing Board Meeting Minutes, July 29, 2024
2. SHCHD New and Updated Policies - None
3. Quarterly Reports – (Feb., May., Aug., Nov)
 - a. Quality and Risk Management – Kristen Rees, Chief Quality and Compliance Officer and Risk Manager – Not Received
 - b. Human Resources – Rachel Wells, Interim HR Manager
 - c. Foundation – Chelsea Brown

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

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

I. Action Items for Discussion - None

J. Administrator’s Report – Matt Rees, CEO

Matt Rees introduced Items 1-2, presented his staff report, and shared some insight on the recent closures of Mad Rivers OB program and St. Joe’s open-heart surgery and rehab services.

1. Department Updates
 - a. Milestones
 - b. Employee Anniversaries
 - i. The Governing Board congratulated and presented anniversary awards to Matt Zail,

Roberto Rodriguez-Aguirre, Alan French OD, Jacob Taylor, and Alyvia Nelson, all of which have been with the District for one year.

- c. Financial Reports – Paul Eves, CFO
 - i. Board discussion with the administrative team centered on the Tentative Balance Sheet for Fiscal year 23-24.
- d. Nursing – Adela Yanez, CNO
 - i. Adela Yanez presented her Board report.
- e. Quality and Risk Management – Kristen Rees, CQO
 - i. Kristen Rees presented her staff report and announced that the transition to our new policy and procedure system, MCN, is almost complete and that an influx of P&P will require board approval in the coming months.
- f. Family Resource Center – Amy Terrones – (Mar and Oct)

K. Old Business

- 1. 2024 Board Election
 - a. The Governing Board received notification from Mendocino and Humboldt County confirming that Barbara Truitt and Corinne Stromstad will be re-elected for another 4-year term.
- 2. ACHD 72nd Annual Meeting.
 - a. It was decided that Jay Sooter, Barbara Truitt, and Corinne Stromstad will attend the ACHD 72nd Annual Meeting with Matt Rees.
- 3. November Board Meeting Schedule
 - a. The Governing Board will hold two Special Strategic Planning Meetings: Monday, November 11th, at 12:45 p.m. and Tuesday, November 12th, at 9:30 a.m.
- 4. Approval to Grant Signing Authority to Matt Rees for:
 - a. The ONRAD Agreement for the Provision of Credentialing, Privileging, and Quality Assurance Information Contract.
 - b. (SLS) – Psychiatric Medical Cares Credential by Proxy Agreement.

Motion: Kevin Church motioned to Grant Matt Rees signing authority for the ONRAD Agreement for the Provision of Credentialing, Privileging, and Quality Assurance Information Contract and (SLS) - Psychiatric Medical Cares Credential by Proxy Agreement.

Second: Barbara Truitt

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

Noes: None

Not Present: None

Motion Carried

L. New Business

1. Approval of Resolution 24:10 Fixing the Employer Contribution Under the Public Employees' Medical and Hospital Care Act at an Equal Amount for Employees and Annuitants 700 all employees
 - a. Toni Genaro presented the proposed CalPERS Resolution to the Board and provided clarity on the annual changes that are required of the District
 - b. Board discussion ensued about discrepancies in pricing available to employees.

Motion: Kevin Church motioned to approve Resolution 24:10 Fixing the Contribution Under the Public Employees' Medical and Hospital Care Act at an Equal Amount for Employees and Annuitants 700 all employees with changes to employee cost for the Anthem Blue Cross Traditional HMO. Changes include employee cost; single employee from \$95 to \$125; employee + 1 from \$295 to \$400; and employee + 2 from \$380 to \$450.

Second: Barbara Truitt

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

Noes: None

Not Present: None

Motion Carried

2. SoHum Health employee Benefits Update
 - a. Toni Genaro and Season Bradley-Koskinen presented the new benefits we will offer employees, including an increase in vision plan benefits and discounts on corporate footwear. The District's Calm subscription was discontinued due to lack of use.
3. Strategic Items for Discussion
 - a. Strategic Planning Update
 - i. Darrin Guerra presented a quick update on the District's progress toward its priority objectives in preparation for the strategic planning Board meeting in November.
 - b. Future Facilities Planning
 - i. With the recent announcement of St Joe's closing, their Rehabilitation Services, Board, and Administrative discussion ensued regarding increasing skilled nursing beds from 10 to 15. No Action was taken.
 - c. Services

M. Parking Lot

N. Meeting Evaluation - Good

O. New Action Items

1. Quality Compliance Plan and Associated Forms.
2. Quality/Board Training

P. Next Meetings

1. Medical Staff Committee – Policy Development – Thursday, September 2024, at 3:00 p.m.
2. Medical Staff Committee – Thursday, September 12, 2024, 12:30 p.m.
3. QAPI Meeting – Wednesday, September 11, 2024, at 10:00 a.m.
4. Finance Committee – Friday, September 20, 2024, at 10:00 a.m.
5. Governing Board Meeting – Monday, September 23, 2024, at 1:30 p.m.

Q. Corinne Stromstad Adjourn to Closed Session

1. Closed Session Opened
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.
 - b. Patient Safety – Mar., June, Sept., Dec.
 - c. Medication Error – Feb., May, Aug., Nov
5. Approval of Medical Staff Appointments/Reappointments [**H&S Code § 32155**]
 - a. Dr. Lawrence Gettler, Initial Appointment, with Emergency Department and Inpatient privileges and Provisional status, September 1, 2024, to August 31, 2025.
 - b. Dr. Surender Kurapati, Reappointment with Telemedicine privileges, including Mammography, September 1, 2024 to August 31, 2026.
 - c. Dr. PeiLin Reed, Reappointment with Telemedicine privileges, including Mammography, September 1, 2024 to August 31, 2026.
6. Personnel matter –Evaluation § 54957 - None
 - a. CQO Kristen Rees

R. Corinne Stromstad Adjourned Closed Session

S. Corinne Stromstad Resumed Open Session

Motion: Barbara Truitt motioned to approve Dr. Lawrence Gettler's initial Appointment, with Emergency Department and Inpatient privileges and Provisional status, September 1, 2024, to August 31, 2025, Dr. Surender Kurapati, Reappointment with Telemedicine privileges, including Mammography, September 1, 2024 to August 31, 2026, and Dr. PeiLin Reed, Reappointment with Telemedicine privileges, including Mammography, September 1, 2024 to August 31, 2026.

Second: Galen Latsko

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

Noes: None

Not Present: None

Motion Carried

T. 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
<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 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		

**RESOLUTION NO. 24:10
FIXING THE EMPLOYER CONTRIBUTION
UNDER THE PUBLIC EMPLOYEES' MEDICAL AND HOSPITAL CARE ACT
AT AN EQUAL AMOUNT FOR EMPLOYEES AND ANNUITANTS
700 ALL EMPLOYEES**

WHEREAS, (1) Southern Humboldt Community Healthcare District is a contracting agency under Government Code Section 22920 and subject to the Public Employees' Medical and Hospital Care Act (the "Act"); and

WHEREAS, (2) Government Code Section 22892(a) provides that a contracting agency subject to Act shall fix the amount of the employer contribution by resolution; and

WHEREAS, (3) Government Code Section 22892(b) provides that the employer contribution shall be an equal amount for both employees and annuitants, but may not be less than the amount prescribed by Section 22892(b) of the Act; now, therefore be it

RESOLVED, (a) That the employer contribution for each employee or annuitant shall be the amount necessary to pay the full cost of his/her enrollment, including the enrollment of family members, in a health benefits plan up to a maximum of:

Health Plan Set	Monthly Employer Health Contribution		
	Self	Self+1	Self+ Family
Anthem Blue Cross Traditional HMO	Total premium less \$125.00	Total premium less \$400.00	Total premium less \$450.00
PERS Platinum PPO	Total premium less \$200.00	Total premium less \$600.00	Total premium less \$800.00
All other plans	Total premium less \$95.00	Total premium less \$295.00	Total premium less \$380.00

plus administrative fees and Contingency Reserve Fund assessments; and be it further

RESOLVED, (b) Southern Humboldt Community Healthcare District has fully complied with any and all applicable provisions of Government Code Section 7507 in electing the benefits set forth above; and be it further

RESOLVED, (c) That the participation of the employees and annuitants of Southern Humboldt Community Healthcare District shall be subject to determination of its status as an "agency or instrumentality of the state or political subdivision of a State" that is eligible to participate in a governmental plan within the meaning of Section 414(d) of the Internal Revenue Code, upon publication of final Regulations pursuant to such Section. If it is determined that Southern Humboldt Community Healthcare District would not qualify as an agency or instrumentality of the state or political subdivision of a State under such final

Regulations, CalPERS may be obligated, and reserves the right to terminate the health coverage of all participants of the employer; and be it further

RESOLVED, (d) That the executive body appoint and direct, and it does hereby appoint and direct, HR Benefits Assistant Toni Genaro Siska to file with the Board a verified copy of this resolution, and to perform on behalf of Southern Humboldt Community Healthcare District all functions required of it under the Act; and be it further

RESOLVED, (e) That coverage under the Act be effective on January 1, 2025.

Adopted at a regular meeting of the Governing Board at 286 Sprowel Creek Rd, this 29th day of August, 2024.

Signed: 
President corinne Stromstad

Attest: 
Vice President/Secretary, Barbara Truitt

Special Governing Board Meeting

Date: Thursday, September 4, 2024
Time: 3:00 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, Jay Sooter, and Kevin Church in-person

Not Present: Galen Latsko

Also in person: COO Kent Scown and Administrative Assistant Darrin Guerra

Also via Webex: CNO Adela Yanez, Med Staff Coordinator Karen Johnson, HR Manager Season Bradley-Koskinen, and Vice Chief of Staff Joseph Rogers

- 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: Jay Sooter
Ayes: Corinne Stromstad, Jay Sooter, Barbara Truitt, and Kevin Church
Noes: None
Not Present: Galen Latsko
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. Carl Hsu, Mid-Cycle Request for the Addition of Clinic/Ambulatory Privileges from 09/04/2024 to 07/26/2025

J. Corinne Stromstad Adjourned Closed Session

K. Corrine Stromstad Resumed Open Session

1. The following actions were taken in Closed Session

Motion: Barbara Truitt made a motion to approve Dr. Carl Hsu’s, Mid-Cycle Request for the Addition of Clinic/Ambulatory Privileges from 09/04/2024 to 07/26/2025

Second: Kevin Church

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

Noes: None

Not Present: Galen Latsko

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
<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 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

Governing Board Meeting Minutes

September 4, 2024

Page 3 of 3

<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		

Southern Humboldt Community Healthcare District

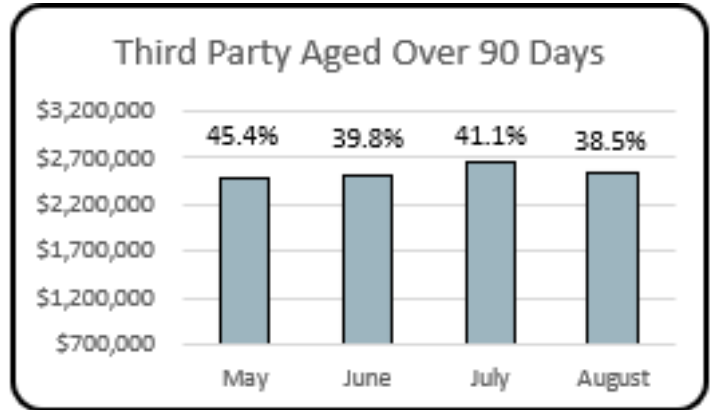
August 2024 – Centriq & Epic Combined



SoHum Health

Key Items

- ➔ Cash totaled \$1.3M, 87% of net revenue
- ➔ AR decreased to 90.4 days
- ➔ Third Party aging decreased \$112K, to 38.5%
- ➔ Unbilled AR decreased .4 days, ending at 14.1 days



Detailed Initiatives & Obstacles

- **Overall AR:** The figures calculated continue to include both the legacy system (Centriq) and Epic figures combined. July closed with \$8.2M in gross AR or 90.4 days. Revenue was \$72K lower than what was reported in July, ending at \$2.8M. Third Party AR saw a decrease of 1.6 days ending at 57.3 days. Unbilled AR decreased by .4 days ending at 14.1 AR days. Cash collections came in roughly \$196K lower than in July, ending at \$1.3M or 87% of net revenue.
- **Self Pay:** Self Pay AR decreased by 1.9 days from July, ending at 19 AR days. Self Pay collections remain steady at \$51K from July to August, and up \$16K from the 13-month average. In August we sent \$258K to bad debt between Centriq and Epic. There are \$22K in Centriq payment plans through December 2024. We have had several issues with the S6 letters required by the state of CA and have worked quickly with our data control department to minimize the impact on aged AR. This has an effect on the numbers for weekly reporting, however, it was resolved before the closing of the month. We added an FTE in August and anticipate adding an FTE in September to bring self-pay current as quickly as possible.
- **Third-Party Aging:** August closed with \$2.5M in third-party balances aged over 90 days, totaling 38.5%. Due to SoHum's EHR conversion, we continue the wind-down phase of Centriq, cleaning up outstanding and aged balances. We are submitting an action plan in September to reduce Centriq as quickly as possible, inclusive of additional staff with the sole responsibility of working through the Centriq AR to get it resolved as quickly as possible. Medicare ended at \$315K aged over 90 days or 19.4%. The Medicare Centriq AR has now been completed (both credit and non-credit). We have a new hire that started August 19th and has started taking over Medicare and Medicare Advantage to allow Sydni to focus on other areas. Medicaid increased by \$106K, or 39.9%. Commercial decreased by \$257K decreasing its overall percentage to 59.3%, and Work Comp decreased by roughly \$3K down to 22.6%. In September we will add additional resources and shift staff to clean up aging while other staff focus on preventing newer accounts from aging.
- **Anthem Issue:** We saw just under \$150K in payments received towards the end of August from Anthem on old outstanding accounts. With those payments posted, there is still \$259K, or 2.8 days in accounts pending repayment due to an incorrect pay-to address. We were working with Anthem on repayments and are no longer receiving responses. This has been escalated to the SoHum team as it is impacting 2.8 days in AR. Per the last response from Anthem, they are compiling a list of accounts they found unpaid via their sweep that still have not paid or have been denied as duplicates in error. We are still pending receipt of this list as of September.
- **Denials:** We saw a 2% or a \$39K increase in denials from July to August. We saw a \$31K increase in duplicate denials, the majority due to denials on claims where Medicare paid and crossed it over to Blue Cross electronically. We are looking into how to prevent these. Additionally, we saw a \$90K increase in denials for missing claim information, and is due to LTC claims denied in error by Partnership Health Plan. We have called PHP and they are not sure why these claims have been denied and have sent them over for additional review.



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



SoHum Health

MONTH END FINANCE REPORT



August 2024

Table of Contents

Finance Dashboard.....	Page 2
Revenue Detail.....	Page 3
Cash Detail.....	Page 4
Cash Forecasting.....	Page 5
Accounts Receivable.....	Page 6-7
Denial Management.....	Page 8
Claim Submit Efficiency.....	Page 9
Admits & Unbilled.....	Page 10
Executive Dashboard.....	Page 11

FINANCE DASHBOARD

	Target	March-24	April-24	May-24	June-24	July-24	August-24
REVENUE							
Net Revenue		\$1,015,411	\$1,139,524	\$1,278,227	\$1,290,770	\$1,504,916	\$1,298,987
Gross Revenue		\$2,021,182	\$2,266,954	\$2,406,584	\$2,673,513	\$2,891,588	\$2,819,829
CASH							
Cash Collections as a % of Net Revenue	100%	81%	119%	90%	84%	117%	87%
Cash Collections		\$1,095,888	\$1,213,098	\$1,023,598	\$1,069,835	\$1,507,305	\$1,311,104
ACCOUNTS RECEIVABLE							
Net AR		\$3,348,215	\$2,912,953	\$3,470,980	\$3,112,865	\$3,847,902	\$3,338,317
Gross AR		\$6,946,485	\$6,645,338	\$7,288,529	\$7,701,902	\$8,162,895	\$8,242,240
Unbilled	3	14.9	13.3	17.1	15.9	14.5	14.1
Third Party	26	46.9	50.5	56.6	58.6	58.9	57.3
Self Pay	16	29.2	25.3	26.5	20.9	20.9	19.0
Total Days in AR	45	90.9	89.1	100.2	95.4	94.2	90.4
Days in AR - Credit Balances	< 1	1.96	4.26	2.39	4.39	1.47	1.40
UNBILLED							
In-house	< 2 Days	0.5	0.1	1.7	0.5	0.9	1.1
DNFB	< 1 Day	14.4	13.2	15.4	15.4	13.5	13.0
Total Unbilled	<3 Days	14.9	13.3	17.1	15.9	14.5	14.1

	Target	March-24	April-24	May-24	June-24	July-24	August-24
AGING (excluding credits)							
Medicare Aging > 90 Days	11%	33.1% \$ 473,118	46.0% \$ 558,181	36.2% \$ 484,097	28.6% \$ 428,379	19.8% \$ 291,597	19.4% \$ 314,714
Medicaid Aging > 90 Days	12%	37.7% \$ 811,695	36.5% \$ 870,046	43.2% \$ 1,123,429	36.9% \$ 1,157,335	39.9% \$ 1,263,581	39.9% \$ 1,388,812
Commercial Aging > 90 Days	20%	53.8% \$ 634,113	54.6% \$ 746,313	58.2% \$ 850,621	55.9% \$ 905,168	63.5% \$ 1,059,664	59.3% \$ 802,478
Work Comp Aging > 90 Days	35%	55.0% \$ 34,266	51.0% \$ 35,903	37.4% \$ 32,713	37.9% \$ 32,275	26.0% \$ 35,213	22.6% \$ 32,095
Total Third Party Aging > 90 Days	13%	40.5% \$ 1,953,191	43.9% \$ 2,210,443	45.4% \$ 2,490,860	39.8% \$ 2,523,157	41.1% \$ 2,650,054	38.5% \$ 2,538,100
CLAIM SUBMISSION EFFICIENCY							
Claims Submission		1,538 \$ 2,803,341	1,763 \$ 2,760,024	1,533 \$ 2,578,338	1,997 \$ 3,466,200	2,008 \$ 3,317,829	1,836 \$ 2,996,389
Clean Claims	85%	97%	97%	99%	99%	98%	97%
Denial Percent	5%	9%	10%	8%	6%	5%	7%
Total Denial Rate	Count Amt	234 \$ 279,308	333 \$ 267,412	354 \$ 231,110	224 \$ 149,538	286 \$ 186,322	217 \$ 226,014
Late Charges	Count Amt	52 \$ (8,444)	81 \$ (18,541)	43 \$ (46,904)	304 \$ 78,745	222 \$ 36,879	52 \$ 11,452
Communication Log Backlog		34 \$ 49,032	36 \$ 56,297	8 \$ 7,792	4 \$ 4,864	4 \$ 4,864	0 \$ -

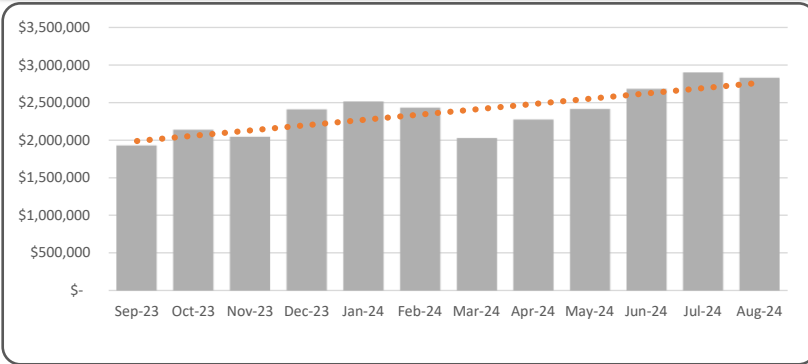
	Target	March-24	April-24	May-24	June-24	July-24	August-24
INVENTORY & QUALITY							
Total Inventory		2,537 \$ 2,228,193	2,078 \$ 1,883,672	2,146 \$ 1,926,672	1,776 \$ 1,684,185	1,800 \$ 1,809,858	1,775 \$ 1,729,839
New		963 \$ 1,815,659	220 \$ 1,941,622	169 \$ 188,493	2 \$ 8,577	209 \$ 173,983	316 \$ 257,152
Resolved		381 \$ 194,535	184 \$ 38,323	683 \$ 504,255	275 \$ 54,340	441 \$ 124,377	373 \$ 85,514
Aged >180 days from Discharge	< 25%	68.4% \$ 1,524,349	64.9% \$ 1,222,075	64.8% \$ 1,248,530	64.2% \$ 1,081,907	62.4% \$ 1,128,634	54.0% \$ 934,153
Total Payment Plans over 120 days		\$19,950	\$18,943	\$18,173	\$14,980	\$14,227	\$33,413
Average Speed to Answer	< 60 seconds	10	30	34	23	11	48
STATEMENTS & LETTERS							
Statements & Letters		250	115	101	176	71	12
Charity Care Applications In Process		80 \$ 30,398	0 \$ -	14 \$ 2,757	1 \$ 340	4 \$ 2,188	8 \$ 8,407
Inbound and Outbound Calls	In Out	140 190	128 216	169 672	166 276	203 789	272 487
WRITE OFFS							
Bad Debt as a % of Gross Revenue	< 2%	0.0% \$ -	21.1% \$ 479,228	0.0% \$ -	9.3% \$ 248,562	0.4% \$ 12,294	9.2% \$ 258,781
Charity as a % of Gross Revenue	< 2%	0.5% \$ 9,508	0.4% \$ 10,166	0.0% \$ -	0.4% \$ 10,046	0.0% \$ -	0.1% \$ 1,995

Total statements are for Centriq only and pulled from our proprietary database. Will update and add Epic statements once report is verified.
 New inventory for March and April dollats are high due to mports to our proprietary database - we are no longer using proprietary database for self pay.

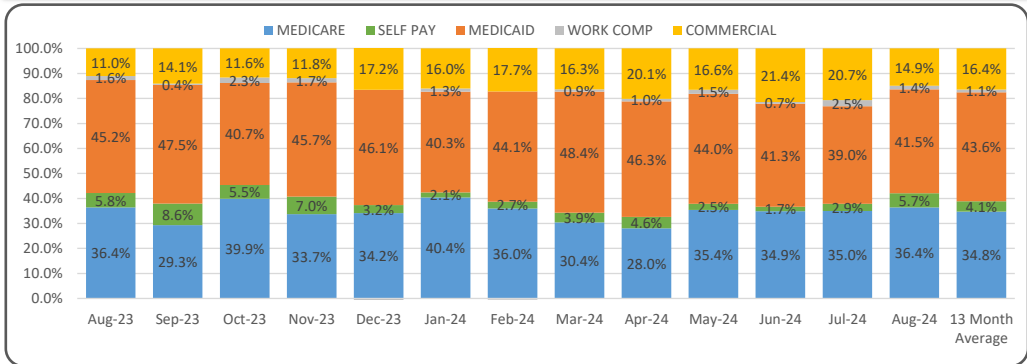
GROSS REVENUE

PAYER	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	13 Month Average
MEDICARE	\$ 648,555	\$ 563,819	\$ 849,853	\$ 686,408	\$ 820,695	\$ 1,011,885	\$ 873,176	\$ 615,389	\$ 635,762	\$ 852,190	\$ 933,285	\$ 1,010,801	\$ 1,026,368	\$ 809,861
MEDICAID	\$ 805,092	\$ 913,825	\$ 867,885	\$ 930,946	\$ 1,108,246	\$ 1,008,861	\$ 1,067,416	\$ 978,875	\$ 1,048,651	\$ 1,059,248	\$ 1,103,495	\$ 1,128,400	\$ 1,171,488	\$ 1,014,802
COMMERCIAL	\$ 196,363	\$ 271,079	\$ 247,190	\$ 241,360	\$ 413,697	\$ 402,037	\$ 429,688	\$ 329,806	\$ 456,749	\$ 398,468	\$ 572,709	\$ 597,354	\$ 420,987	\$ 382,884
WORK COMP	\$ 28,402	\$ 8,619	\$ 48,010	\$ 35,245	\$ (17,130)	\$ 32,033	\$ (12,352)	\$ 18,728	\$ 22,422	\$ 37,168	\$ 17,509	\$ 71,038	\$ 39,727	\$ 25,340
SELF PAY	\$ 102,746	\$ 164,957	\$ 117,250	\$ 143,534	\$ 76,560	\$ 51,516	\$ 65,067	\$ 78,384	\$ 103,370	\$ 59,510	\$ 46,514	\$ 83,996	\$ 161,258	\$ 96,512
TOTAL	\$ 1,781,158	\$ 1,922,299	\$ 2,130,187	\$ 2,037,494	\$ 2,402,068	\$ 2,506,331	\$ 2,422,995	\$ 2,021,182	\$ 2,266,954	\$ 2,406,584	\$ 2,673,513	\$ 2,891,588	\$ 2,819,829	\$ 2,329,399
AVERAGE DAILY REVENUE	\$ 58,817	\$ 55,829	\$ 61,407	\$ 65,484	\$ 71,410	\$ 75,499	\$ 80,565	\$ 76,379	\$ 74,568	\$ 72,769	\$ 80,737	\$ 86,649	\$ 91,141	\$ 73,173

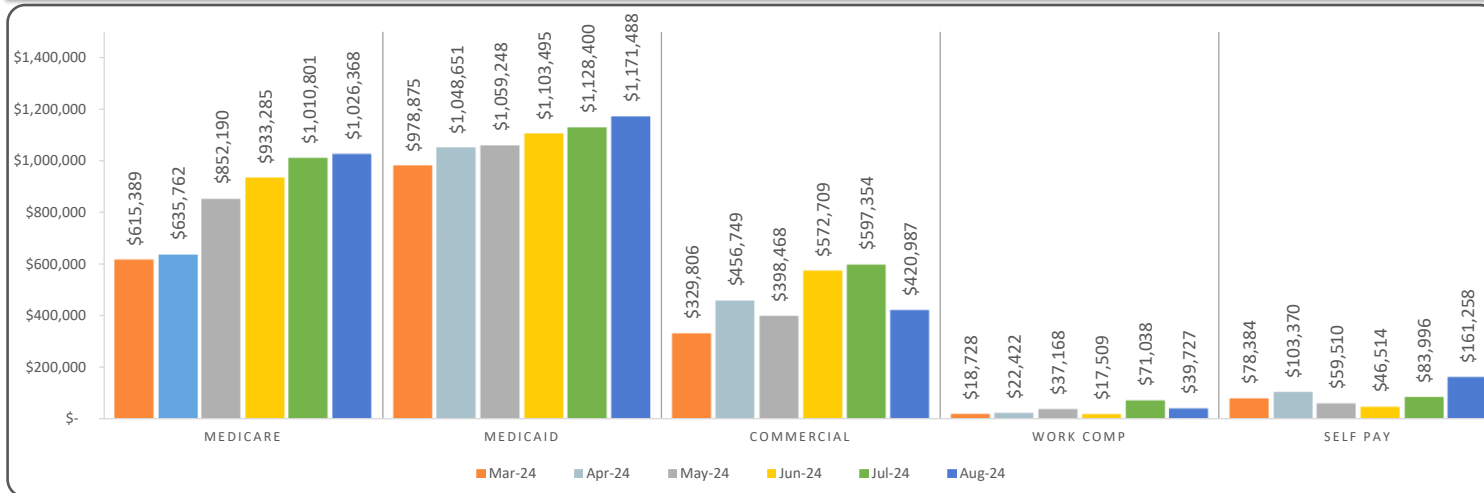
Gross Revenue



Payer Mix



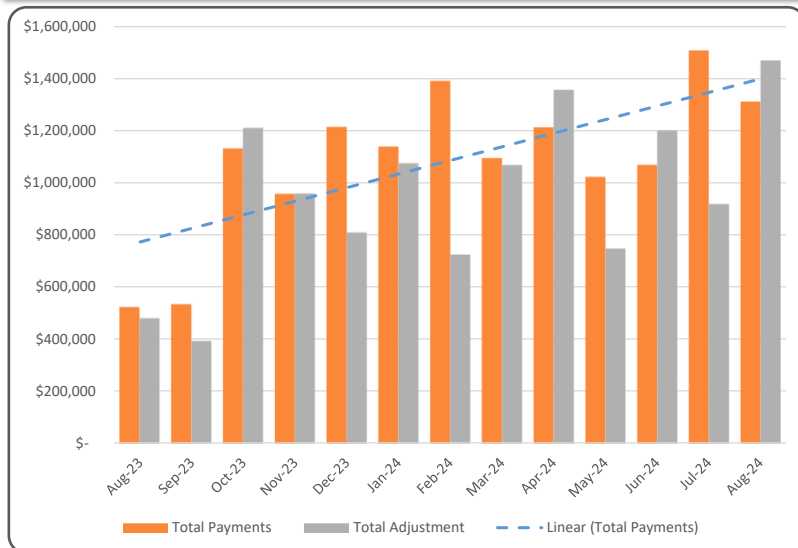
Revenue Trending By Payer



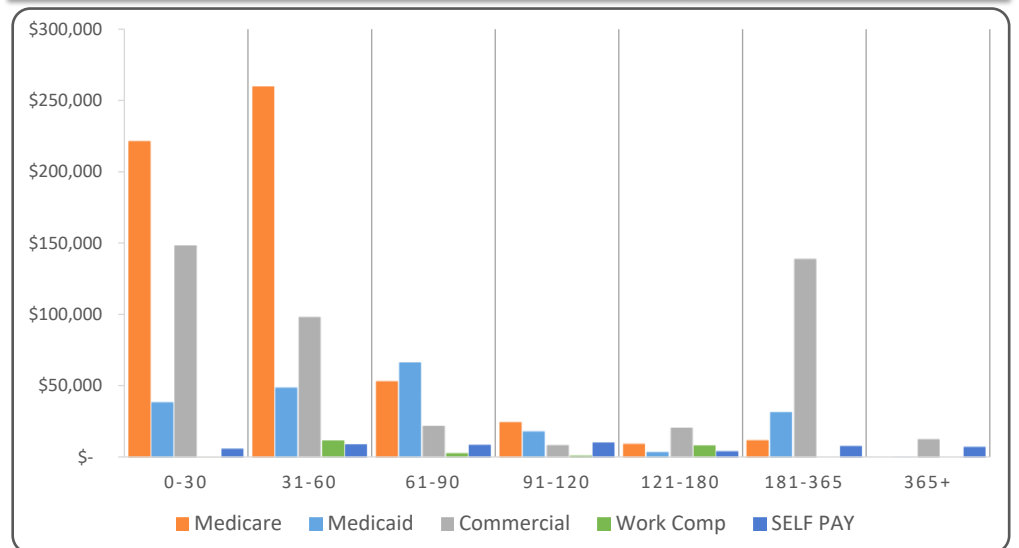
CASH DETAIL

PAYER	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	13 Month Average
MEDICARE														
Payments	\$ 273,732	\$ 303,327	\$ 572,057	\$ 539,621	\$ 656,043	\$ 661,118	\$ 918,553	\$ 534,506	\$ 693,621	\$ 604,561	\$ 616,646	\$ 735,187	\$ 580,619	\$ 591,507
Adjustments	\$ 14,075	\$ 40,065	\$ 133,024	\$ 129,515	\$ 2,826	\$ 137,240	\$ (178,481)	\$ 75,696	\$ 137,172	\$ (91,180)	\$ 291,465	\$ (101,465)	\$ 197,964	\$ 60,609
Collection %	95%	88%	81%	81%	100%	83%	124%	88%	83%	118%	68%	116%	75%	92%
MEDICAID														
Payments	\$ 90,923	\$ 92,296	\$ 313,889	\$ 229,010	\$ 310,938	\$ 242,089	\$ 202,951	\$ 308,231	\$ 239,691	\$ 164,030	\$ 97,940	\$ 262,500	\$ 206,411	\$ 212,377
Adjustments	\$ 399,800	\$ 295,314	\$ 971,132	\$ 641,672	\$ 700,680	\$ 799,319	\$ 712,729	\$ 868,417	\$ 639,713	\$ 701,030	\$ 503,340	\$ 816,511	\$ 800,470	\$ 680,779
Collection %	19%	24%	24%	26%	31%	23%	22%	26%	27%	19%	16%	24%	21%	23%
COMMERCIAL														
Payments	\$ 101,592	\$ 116,675	\$ 186,852	\$ 134,200	\$ 193,457	\$ 184,950	\$ 235,389	\$ 189,706	\$ 235,808	\$ 216,262	\$ 305,316	\$ 440,497	\$ 449,082	\$ 229,984
Adjustments	\$ 46,336	\$ 49,900	\$ 73,180	\$ 59,182	\$ 74,621	\$ 67,238	\$ 112,836	\$ 92,883	\$ 76,097	\$ 116,244	\$ 116,014	\$ 169,693	\$ 174,513	\$ 94,518
Collection %	69%	70%	72%	69%	72%	73%	68%	67%	76%	65%	72%	72%	72%	71%
WORK COMP														
Payments	\$ 34,920	\$ 2,990	\$ 18,118	\$ 7,910	\$ 30,109	\$ 13,561	\$ 4,542	\$ 31,805	\$ 10,514	\$ 12,100	\$ 17,155	\$ 17,492	\$ 23,885	\$ 17,315
Adjustments	\$ 7,277	\$ 2,489	\$ 4,838	\$ 739	\$ 24,588	\$ 5,401	\$ 2,553	\$ 8,362	\$ 5,425	\$ 8,259	\$ 3,256	\$ 3,666	\$ 6,483	\$ 6,410
Collection %	83%	55%	79%	91%	55%	72%	64%	79%	66%	59%	84%	83%	79%	73%
SELF PAY														
Payments	\$ 22,724	\$ 20,294	\$ 40,894	\$ 47,308	\$ 24,138	\$ 37,492	\$ 29,727	\$ 31,640	\$ 33,463	\$ 26,645	\$ 32,275	\$ 51,271	\$ 51,107	\$ 34,537
Bad Debt Recoveries	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 503	\$ 357	\$ -	\$ 66
Adjustments	\$ 9,683	\$ 5,797	\$ 23,642	\$ 19,912	\$ 7,961	\$ 9,710	\$ 12,066	\$ 14,080	\$ 8,917	\$ 14,342	\$ 28,485	\$ 19,435	\$ 28,368	\$ 15,569
Charity Care	\$ 4,244	\$ 1,705	\$ 5,068	\$ -	\$ -	\$ 56,527	\$ 10,025	\$ 9,508	\$ 10,166	\$ -	\$ 10,046	\$ -	\$ 1,995	\$ 8,406
Bad Debt	\$ -	\$ -	\$ -	\$ 108,610	\$ -	\$ -	\$ 54,417	\$ -	\$ 479,228	\$ -	\$ 248,562	\$ 12,294	\$ 258,781	\$ 89,376
Total SP Adjustments	\$ 13,927	\$ 7,502	\$ 28,710	\$ 128,522	\$ 7,961	\$ 66,236	\$ 76,509	\$ 23,588	\$ 498,311	\$ 14,342	\$ 287,093	\$ 31,729	\$ 289,144	\$ 113,352
Collection %	62%	73%	59%	27%	75%	36%	28%	57%	6%	65%	10%	62%	15%	44%
TOTAL														
Total Payments	\$ 523,891	\$ 535,583	\$ 1,131,808	\$ 958,049	\$ 1,214,685	\$ 1,139,209	\$ 1,391,162	\$ 1,095,888	\$ 1,213,098	\$ 1,023,598	\$ 1,069,835	\$ 1,507,305	\$ 1,311,104	\$ 1,085,786
Total Adjustment	\$ 481,416	\$ 395,270	\$ 1,210,884	\$ 959,630	\$ 810,676	\$ 1,075,435	\$ 726,145	\$ 1,068,946	\$ 1,356,717	\$ 748,695	\$ 1,201,168	\$ 920,133	\$ 1,468,574	\$ 842,317
Total Collection %	52%	58%	48%	50%	60%	51%	66%	51%	47%	58%	47%	62%	47%	54%

Cash & Adjustment Trending

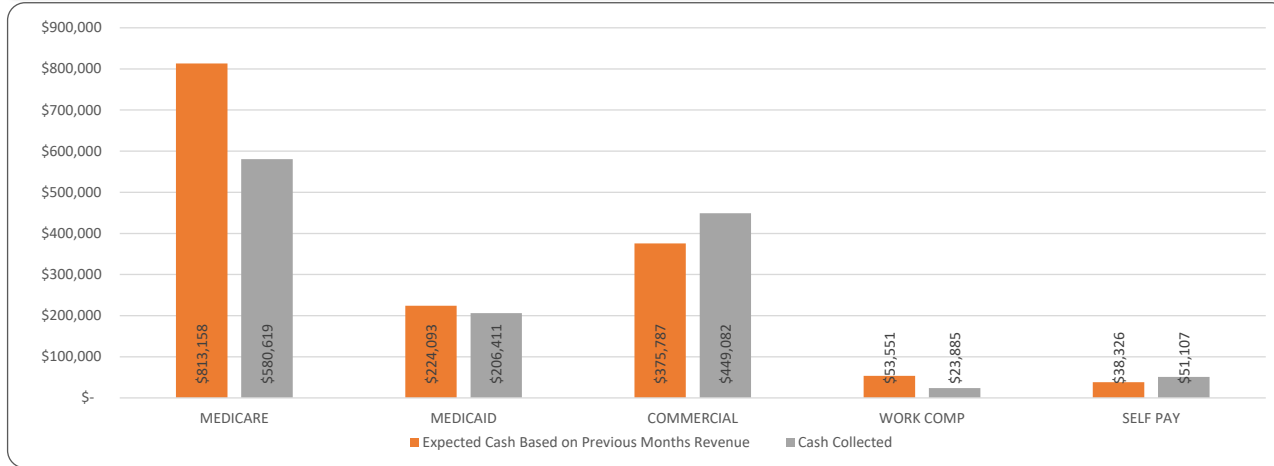


Cash Collections by Discharge Date

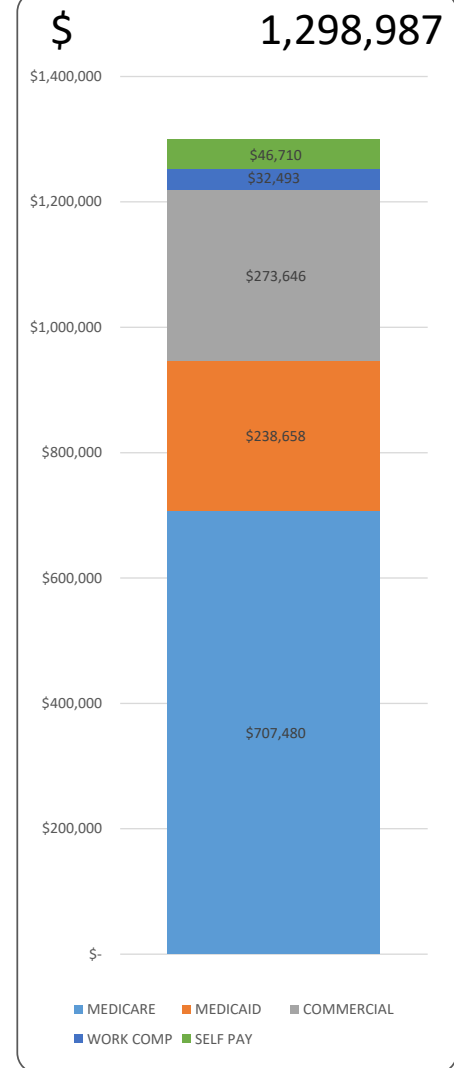


CASH FORECASTING

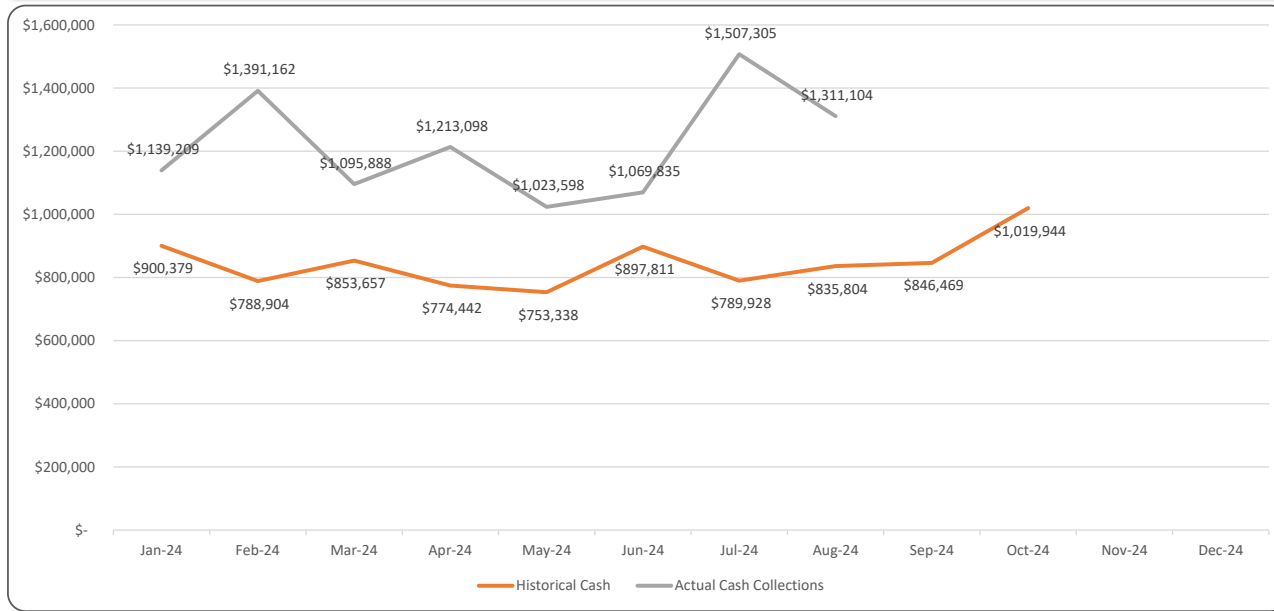
Expected Last Month vs Cash Collected (Based on Previous Months Revenue)



Cash Expected Next Month (Based on this Months Revenue)



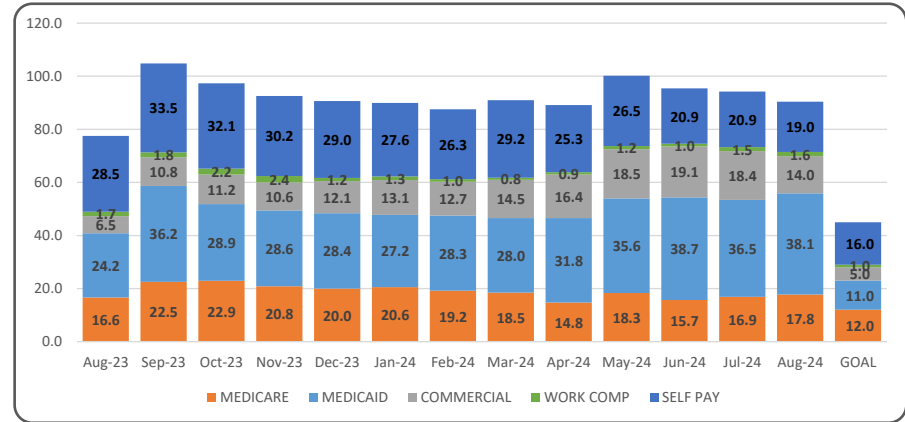
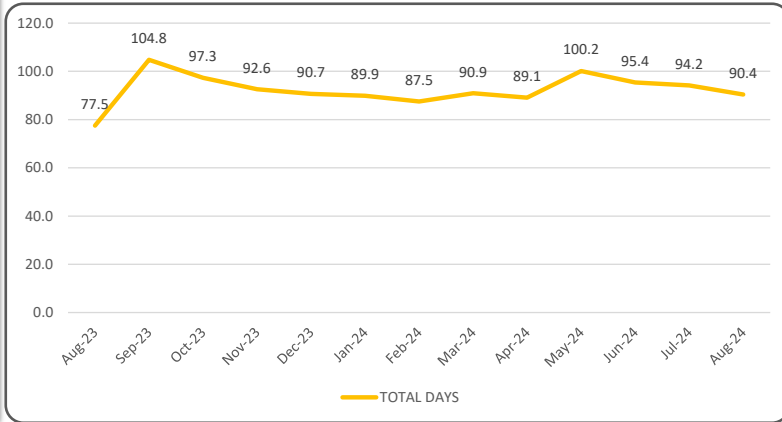
Actual Cash vs Historical Average Collections



ACCOUNTS RECEIVABLE

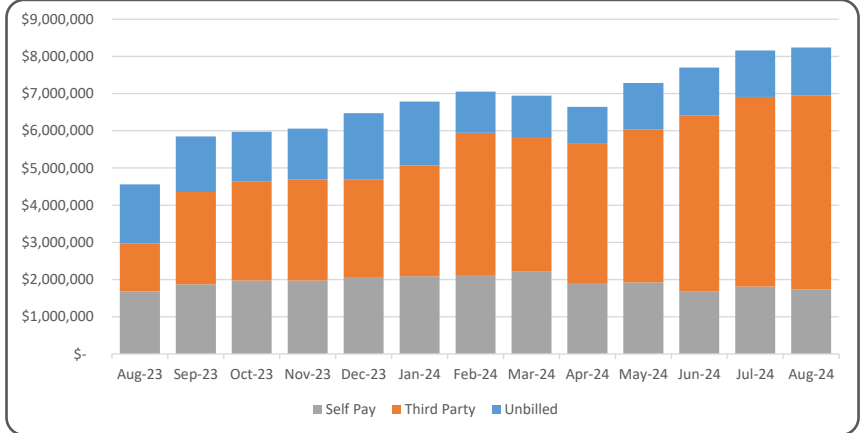
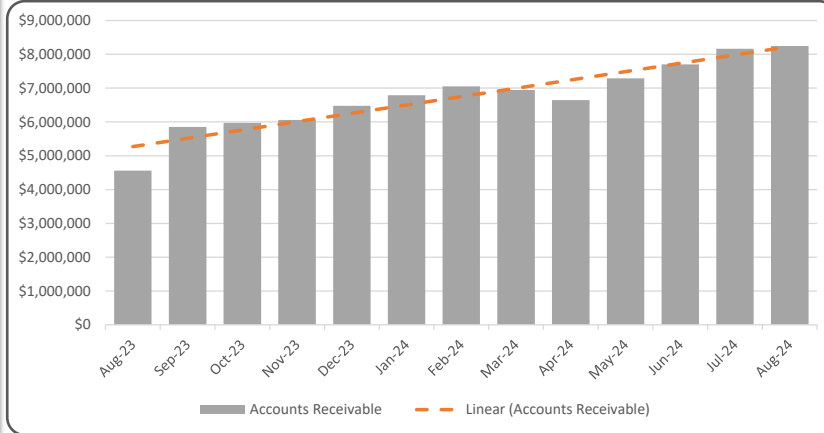
PAYER	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	13 Month Average
MEDICARE	16.6	22.5	22.9	20.8	20.0	20.6	19.2	18.5	14.8	18.3	15.7	16.9	17.8	18.8
MEDICAID	24.2	36.2	28.9	28.6	28.4	27.2	28.3	28.0	31.8	35.6	38.7	36.5	38.1	31.6
COMMERCIAL	6.5	10.8	11.2	10.6	12.1	13.1	12.7	14.5	16.4	18.5	19.1	18.4	14.0	13.7
WORK COMP	1.7	1.8	2.2	2.4	1.2	1.3	1.0	0.8	0.9	1.2	1.0	1.5	1.6	1.4
SELF PAY	28.5	33.5	32.1	30.2	29.0	27.6	26.3	29.2	25.3	26.5	20.9	20.9	19.0	26.8
TOTAL DAYS	77.5	104.8	97.3	92.6	90.7	89.9	87.5	90.9	89.1	100.2	95.4	94.2	90.4	92.3

AR Days



PAYER	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	13 Month Average
MEDICARE	\$ 977,025	\$ 1,257,444	\$ 1,408,379	\$ 1,364,196	\$ 1,430,057	\$ 1,552,239	\$ 1,546,696	\$ 1,414,285	\$ 1,101,851	\$ 1,334,185	\$ 1,264,190	\$ 1,466,233	\$ 1,617,933	\$ 1,364,209
MEDICAID	\$ 1,425,127	\$ 2,019,041	\$ 1,774,925	\$ 1,873,656	\$ 2,027,427	\$ 2,056,249	\$ 2,281,795	\$ 2,139,446	\$ 2,370,804	\$ 2,591,679	\$ 3,126,226	\$ 3,160,071	\$ 3,473,695	\$ 2,332,318
COMMERCIAL	\$ 380,817	\$ 600,808	\$ 684,736	\$ 692,018	\$ 861,736	\$ 990,874	\$ 1,024,848	\$ 1,105,847	\$ 1,222,227	\$ 1,348,694	\$ 1,545,259	\$ 1,594,542	\$ 1,279,024	\$ 1,025,495
WORK COMP	\$ 97,414	\$ 101,908	\$ 133,125	\$ 155,295	\$ 87,612	\$ 100,345	\$ 76,676	\$ 58,713	\$ 66,783	\$ 87,299	\$ 82,043	\$ 132,192	\$ 141,749	\$ 101,627
SELF PAY	\$ 1,678,055	\$ 1,871,417	\$ 1,973,313	\$ 1,975,406	\$ 2,068,907	\$ 2,087,543	\$ 2,122,365	\$ 2,228,193	\$ 1,883,672	\$ 1,926,672	\$ 1,684,185	\$ 1,809,858	\$ 1,729,839	\$ 1,926,110
TOTAL	\$ 4,558,438	\$ 5,850,618	\$ 5,974,477	\$ 6,060,571	\$ 6,475,740	\$ 6,787,249	\$ 7,052,380	\$ 6,946,485	\$ 6,645,338	\$ 7,288,529	\$ 7,701,902	\$ 8,162,895	\$ 8,242,240	\$ 6,749,759

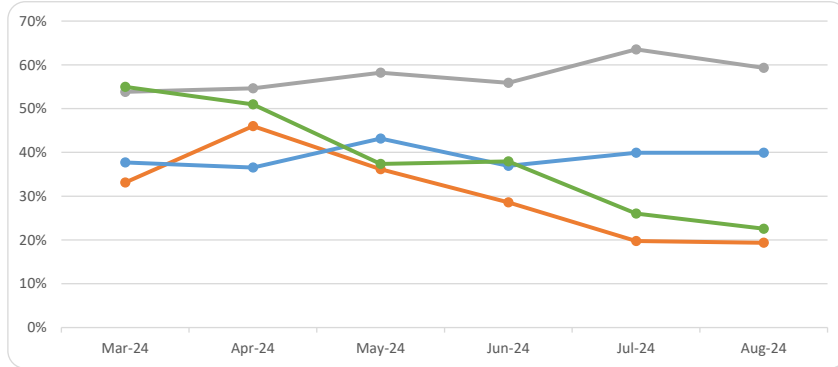
AR Balance



ACCOUNTS RECEIVABLE AGING

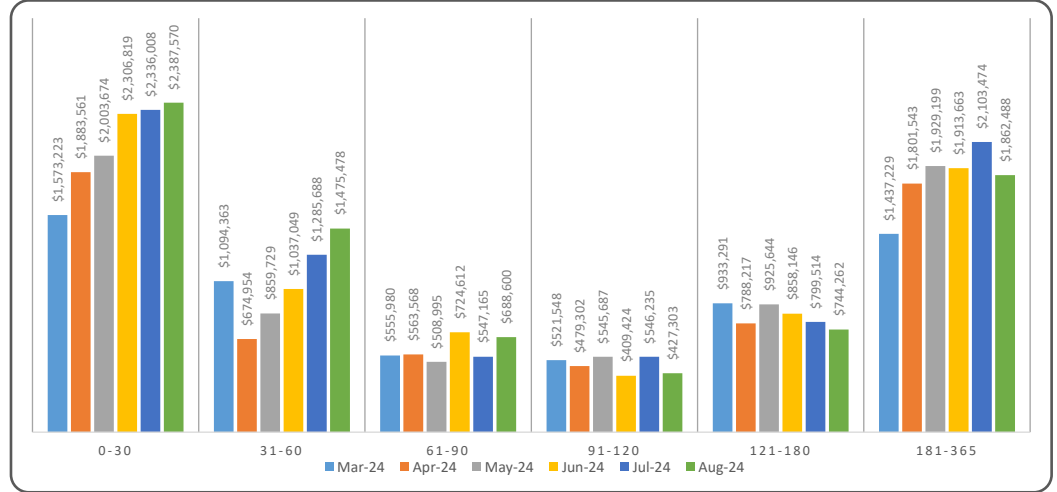
	0-30 Days		31-60 Days		61-90 Days		91-120 Days		121-180 Days		181-365 Days		366+ Days		Grand Totals	
	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$
MEDICARE																
Non-Credit	229	\$ 771,055	74	\$ 380,384	50	\$ 159,600	19	\$ 60,087	16	\$ 35,644	60	\$ 200,082	16	\$ 18,901	464	\$ 1,625,752
Credit	0	\$ -	1	\$ (904)	0	\$ -	1	\$ (235)	1	\$ (235)	3	\$ (363)	2	\$ (6,083)	8	\$ (7,819)
TOTAL	229	\$ 771,055	75	\$ 379,480	50	\$ 159,600	20	\$ 59,852	17	\$ 35,409	63	\$ 199,719	18	\$ 12,818	472	\$ 1,617,933
MEDICAID																
Non-Credit	265	\$ 1,063,341	201	\$ 706,330	144	\$ 320,982	100	\$ 205,193	145	\$ 297,516	310	\$ 696,294	153	\$ 189,810	1318	\$ 3,479,466
Credit	0	\$ -	0	\$ -	1	\$ (4)	2	\$ (194)	5	\$ (405)	15	\$ (3,519)	12	\$ (1,649)	35	\$ (5,771)
TOTAL	265	\$ 1,063,341	201	\$ 706,330	145	\$ 320,978	102	\$ 205,000	150	\$ 297,111	325	\$ 692,774	165	\$ 188,161	1353	\$ 3,473,695
COMMERCIAL																
Non-Credit	208	\$ 299,995	170	\$ 168,562	94	\$ 81,674	80	\$ 64,159	105	\$ 170,943	205	\$ 423,029	153	\$ 144,348	1015	\$ 1,352,710
Credit	0	\$ -	1	\$ (874)	2	\$ (796)	1	\$ (953)	6	\$ (4,526)	20	\$ (13,674)	311	\$ (52,862)	341	\$ (73,685)
TOTAL	208	\$ 299,995	171	\$ 167,688	96	\$ 80,878	81	\$ 63,205	111	\$ 166,416	225	\$ 409,355	464	\$ 91,486	1356	\$ 1,279,024
WORK COMP																
Non-Credit	18	\$ 36,763	30	\$ 49,635	20	\$ 23,671	5	\$ 8,160	2	\$ 3,336	3	\$ 8,382	19	\$ 12,217	97	\$ 142,164
Credit	0	\$ -	0	\$ -	0	\$ -	0	\$ -	0	\$ -	1	\$ (414)	0	\$ -	1	\$ (414)
TOTAL	18	\$ 36,763	30	\$ 49,635	20	\$ 23,671	5	\$ 8,160	2	\$ 3,336	4	\$ 7,968	19	\$ 12,217	98	\$ 141,749
SELF PAY																
Non-Credit	71	\$ 220,043	128	\$ 173,786	109	\$ 105,221	86	\$ 92,413	174	\$ 244,031	391	\$ 560,308	521	\$ 373,844	1480	\$ 1,769,647
Credit	4	\$ (3,627)	1	\$ (1,441)	1	\$ (1,748)	1	\$ (1,328)	6	\$ (2,042)	9	\$ (7,637)	273	\$ (21,985)	295	\$ (39,808)
TOTAL	75	\$ 216,416	129	\$ 172,345	110	\$ 103,473	87	\$ 91,085	180	\$ 241,990	400	\$ 552,671	794	\$ 351,859	1775	\$ 1,729,839
ACCOUNTS RECEIVABLE																
Non-Credit	791	\$ 2,391,197	603	\$ 1,478,697	417	\$ 691,148	290	\$ 430,012	442	\$ 751,470	969	\$ 1,888,094	862	\$ 739,120	4374	\$ 8,369,738
Credit	4	\$ (3,627)	3	\$ (3,219)	4	\$ (2,548)	5	\$ (2,710)	18	\$ (7,208)	48	\$ (25,607)	598	\$ (82,579)	680	\$ (127,498)
GRAND TOTAL	795	\$ 2,387,570	606	\$ 1,475,478	421	\$ 688,600	295	\$ 427,303	460	\$ 744,262	1017	\$ 1,862,488	1460	\$ 656,541	5054	\$ 8,242,240

Aged Over 90 Days Trending (excluding Credits)



	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24
Medicare	33.1%	46.0%	36.2%	28.6%	19.8%	19.4%
Medicaid	37.7%	36.5%	43.2%	36.9%	39.9%	39.9%
Commercial	53.8%	54.6%	58.2%	55.9%	63.5%	59.3%
Work Comp	55.0%	51.0%	37.4%	37.9%	26.0%	22.6%

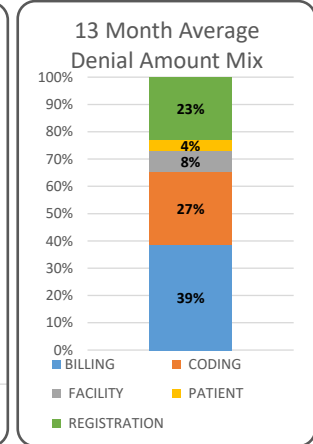
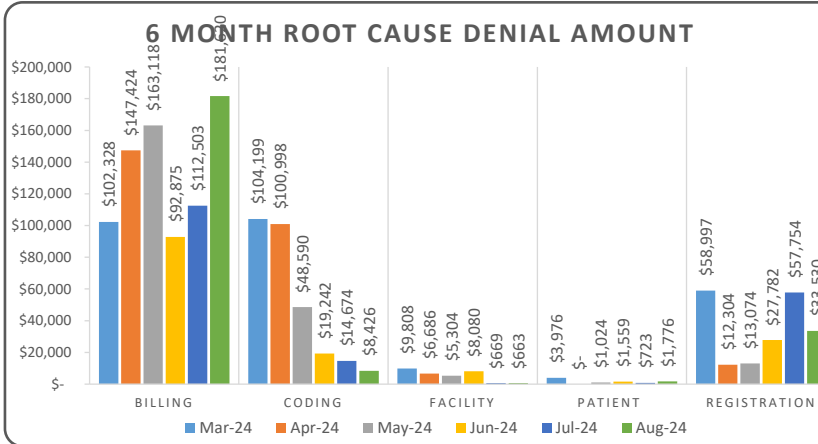
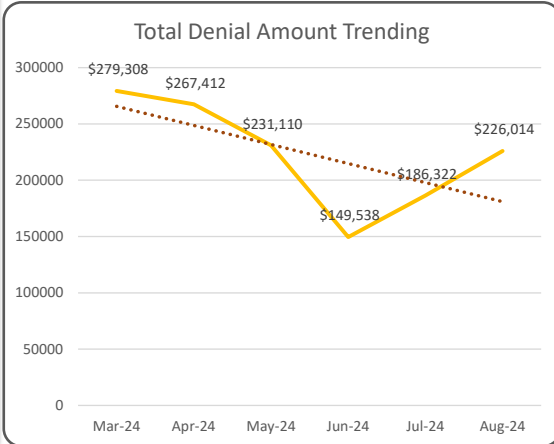
6 Month Aging



DENIAL MANAGEMENT

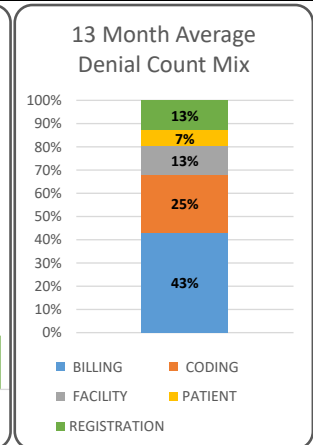
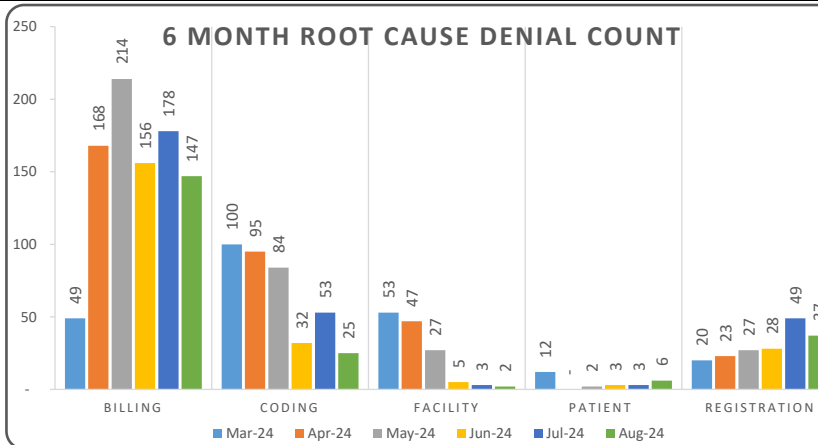
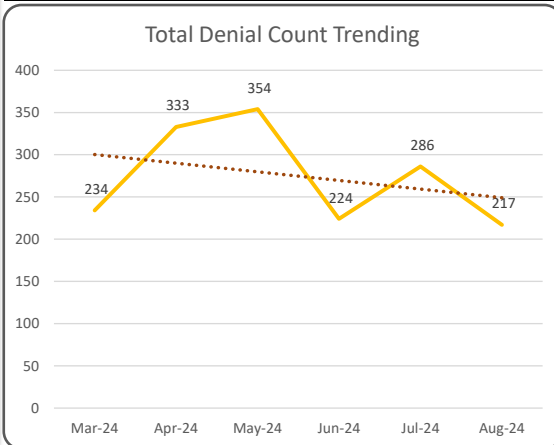
Denial Amount

AMOUNT	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	13 Month Average
BILLING	\$ 4,186	\$ 14,532	\$ 23,169	\$ 57,603	\$ (28,742)	\$ 67,372	\$ 64,683	\$ 102,328	\$ 147,424	\$ 163,118	\$ 92,875	\$ 112,503	\$ 181,620	\$ 77,129
CODING	\$ 69,786	\$ 82,600	\$ 125,103	\$ 41,055	\$ 7,806	\$ 14,432	\$ 59,832	\$ 104,199	\$ 100,998	\$ 48,590	\$ 19,242	\$ 14,674	\$ 8,426	\$ 53,596
FACILITY	\$ 2,617	\$ 3,773	\$ 599	\$ 59,842	\$ 57,620	\$ 23,485	\$ 20,511	\$ 9,808	\$ 6,686	\$ 5,304	\$ 8,080	\$ 669	\$ 663	\$ 15,358
PATIENT	\$ 4,468	\$ 407	\$ 24,606	\$ 14,699	\$ 4,347	\$ 40,316	\$ 9,267	\$ 3,976	\$ -	\$ 1,024	\$ 1,559	\$ 723	\$ 1,776	\$ 8,244
REGISTRATION	\$ 24,061	\$ 58,303	\$ 171,363	\$ 12,651	\$ 21,850	\$ 9,369	\$ 94,713	\$ 58,997	\$ 12,304	\$ 13,074	\$ 27,782	\$ 57,754	\$ 33,530	\$ 45,827
TOTAL	\$ 105,119	\$ 159,615	\$ 344,840	\$ 185,849	\$ 62,881	\$ 154,975	\$ 249,006	\$ 279,308	\$ 267,412	\$ 231,110	\$ 149,538	\$ 186,322	\$ 226,014	\$ 200,153



Denial Count

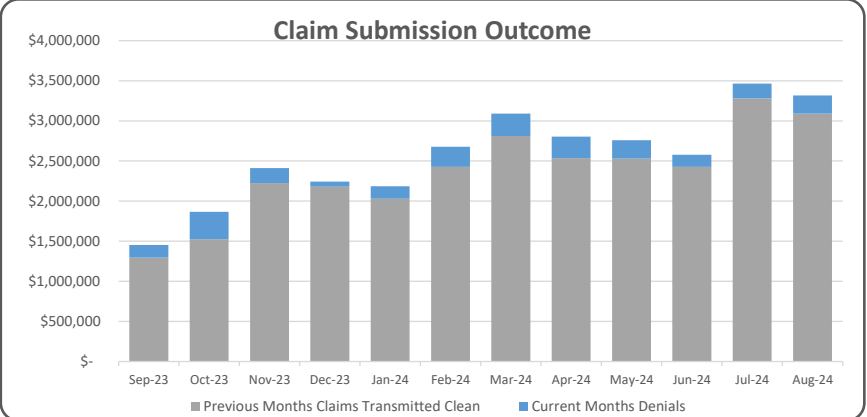
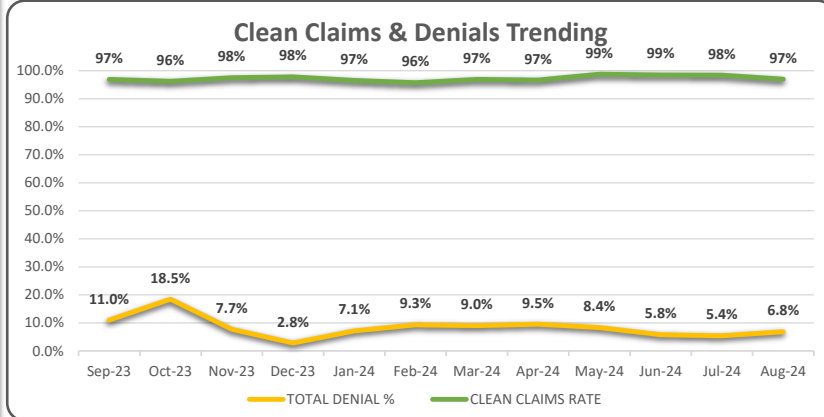
COUNT	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	13 Month Average
BILLING	23	21	69	103	48	82	42	49	168	214	156	178	147	100
CODING	39	53	73	31	22	13	123	100	95	84	32	53	25	57
FACILITY	15	6	1	54	16	52	98	53	47	27	5	3	2	29
PATIENT	4	1	10	12	25	116	8	12	-	2	3	3	6	16
REGISTRATION	30	27	57	15	31	7	37	20	23	27	28	49	37	30
TOTAL	111	108	210	215	142	270	308	234	333	354	224	286	217	232



CLAIM SUBMIT EFFICIENCY & DENIAL RESOLUTION

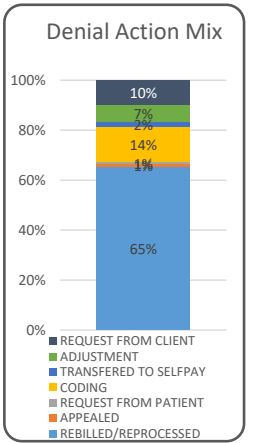
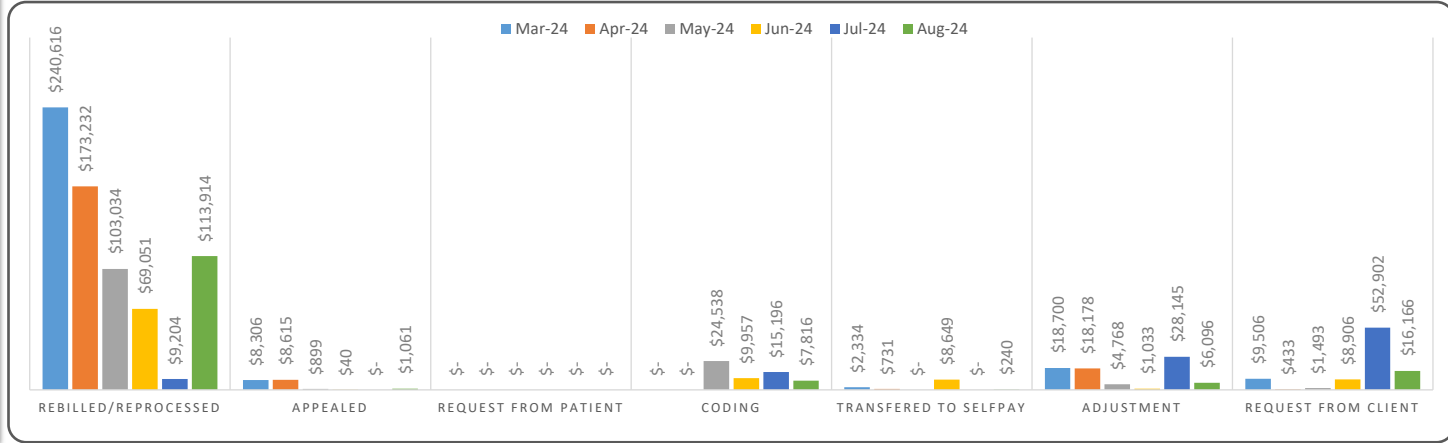
Denial & Clean Claim Trending

	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	13 Month Average
DENIAL AMOUNT	\$ 105,119	\$ 159,615	\$ 344,840	\$ 185,849	\$ 62,881	\$ 154,975	\$ 249,006	\$ 279,308	\$ 267,412	\$ 231,110	\$ 149,538	\$ 186,322	\$ 226,014	\$ 200,153
PREVIOUS MONTH'S TRANSMITTED CLAIMS	\$ 1,167,844	\$ 1,454,165	\$ 1,867,928	\$ 2,411,329	\$ 2,241,921	\$ 2,184,032	\$ 2,676,735	\$ 3,091,516	\$ 2,803,341	\$ 2,760,024	\$ 2,578,338	\$ 3,466,200	\$ 3,317,829	\$ 2,463,169
TOTAL DENIAL %	9.0%	11.0%	18.5%	7.7%	2.8%	7.1%	9.3%	9.0%	9.5%	8.4%	5.8%	5.4%	6.8%	8.5%
CLEAN CLAIMS RATE	87%	97%	96%	98%	98%	97%	96%	97%	97%	99%	99%	98%	97%	96%



Action Taken on Denials

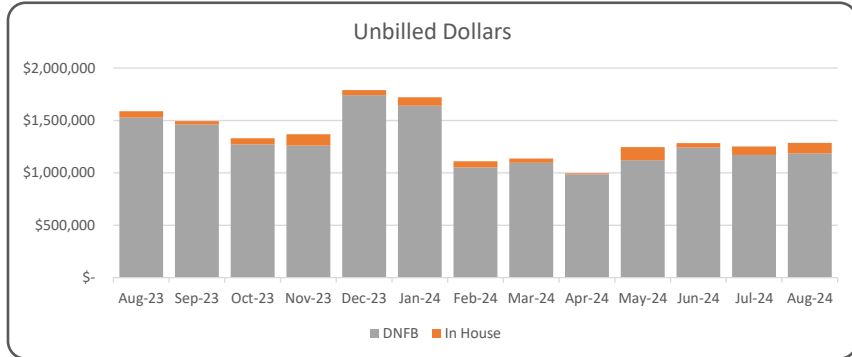
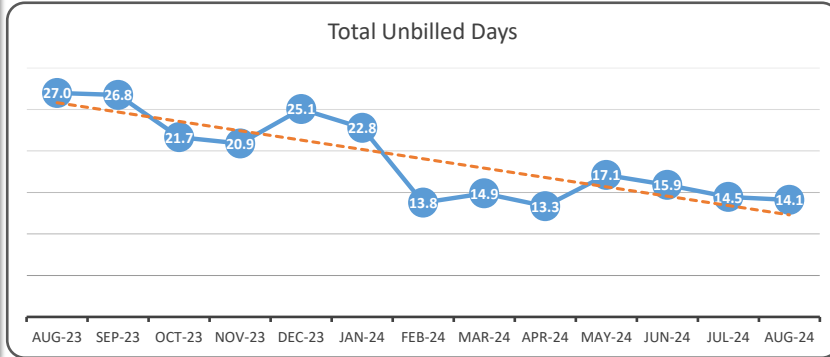
DENIAL ACTION	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	13 Month Average
REBILLED/REPROCESSED	\$ 8,771	\$ 21,181	\$ 240,169	\$ 107,339	\$ 31,003	\$ 97,434	\$ 212,101	\$ 240,616	\$ 173,232	\$ 103,034	\$ 69,051	\$ 9,204	\$ 113,914	\$ 109,773
APPEALED	\$ 21	\$ 1,355	\$ -	\$ -	\$ -	\$ -	\$ 1,555	\$ 8,306	\$ 8,615	\$ 899	\$ 40	\$ -	\$ 1,061	\$ 1,681
REQUEST FROM PATIENT	\$ 5,235	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 10,408	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,203
CODING	\$ 67,848	\$ 75,684	\$ 70,743	\$ 2,098	\$ 3,052	\$ 34,614	\$ -	\$ -	\$ -	\$ 24,538	\$ 9,957	\$ 15,196	\$ 7,816	\$ 23,965
TRANSFERRED TO SELFPAY	\$ 561	\$ -	\$ 3,542	\$ 3,856	\$ -	\$ 23,609	\$ 523	\$ 2,334	\$ 731	\$ -	\$ 8,649	\$ -	\$ 240	\$ 3,388
ADJUSTMENT	\$ 6,499	\$ 7,028	\$ 30,387	\$ 3,436	\$ 8,001	\$ 8,089	\$ 4,789	\$ 18,700	\$ 18,178	\$ 4,768	\$ 1,033	\$ 28,145	\$ 6,096	\$ 11,165
REQUEST FROM CLIENT	\$ 16,182	\$ 54,368	\$ -	\$ 291	\$ 20,823	\$ 14,875	\$ 19,630	\$ 9,506	\$ 433	\$ 1,493	\$ 8,906	\$ 52,902	\$ 16,166	\$ 16,583
TOTAL	\$ 105,116	\$ 159,615	\$ 344,842	\$ 117,020	\$ 62,880	\$ 178,621	\$ 249,006	\$ 279,461	\$ 201,189	\$ 134,732	\$ 97,637	\$ 105,447	\$ 145,293	\$ 167,758



UNBILLED & INVENTORY

Unbilled

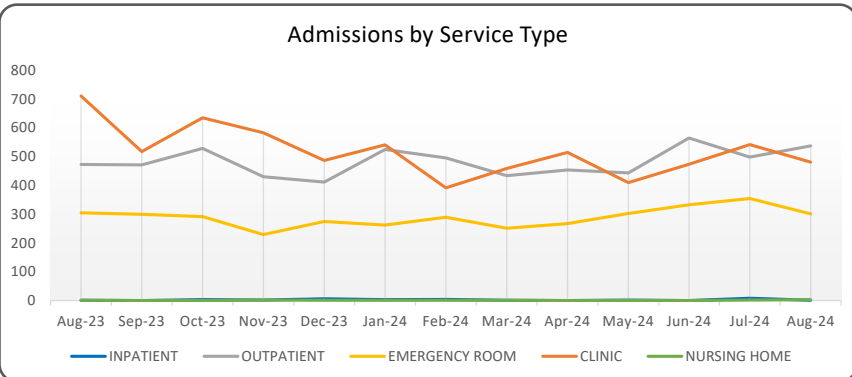
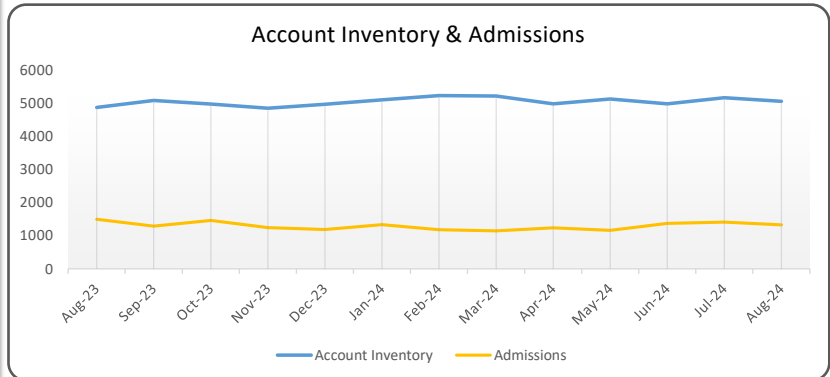
	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	13 Month Average
In House	\$ 59,290	\$ 34,128	\$ 58,121	\$ 108,806	\$ 49,158	\$ 81,326	\$ 57,589	\$ 40,091	\$ 9,467	\$ 125,095	\$ 41,831	\$ 80,889	\$ 100,191	\$ 65,076
DNFB	\$ 1,528,438	\$ 1,460,193	\$ 1,272,278	\$ 1,259,714	\$ 1,740,429	\$ 1,639,771	\$ 1,052,041	\$ 1,097,004	\$ 986,005	\$ 1,119,850	\$ 1,241,997	\$ 1,171,385	\$ 1,185,713	\$ 1,288,832
Total Unbilled	\$ 1,587,728	\$ 1,494,321	\$ 1,330,399	\$ 1,368,520	\$ 1,789,587	\$ 1,721,097	\$ 1,109,630	\$ 1,137,095	\$ 995,472	\$ 1,244,945	\$ 1,283,828	\$ 1,252,274	\$ 1,285,904	\$ 1,353,908
Unbilled Days	27.0	26.8	21.7	20.9	25.1	22.8	13.8	14.9	13.3	17.1	15.9	14.5	14.1	19.1



Admissions & Account Inventory

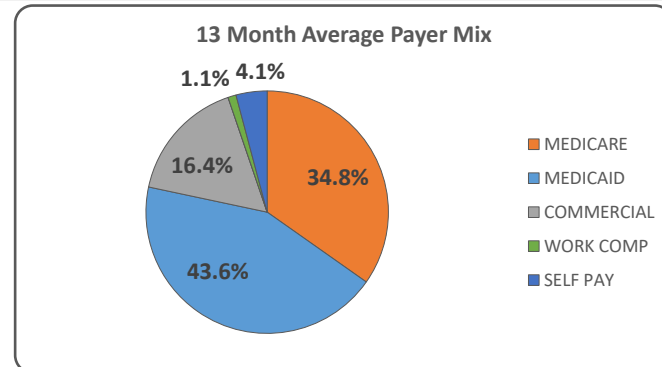
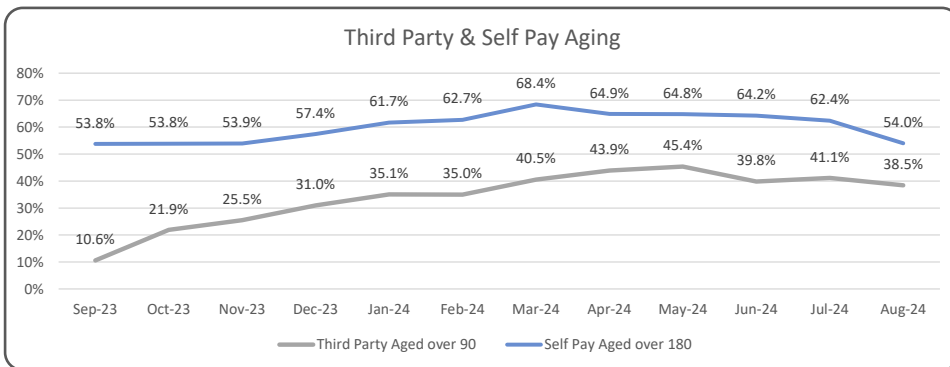
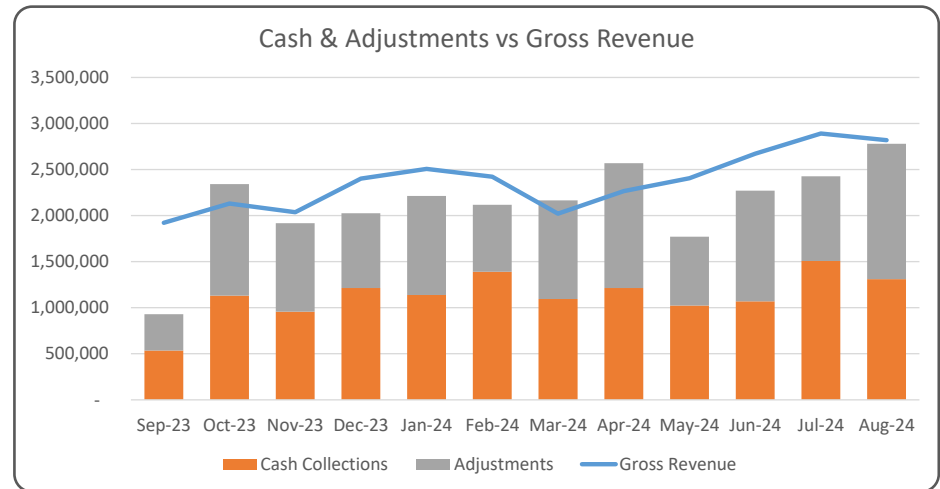
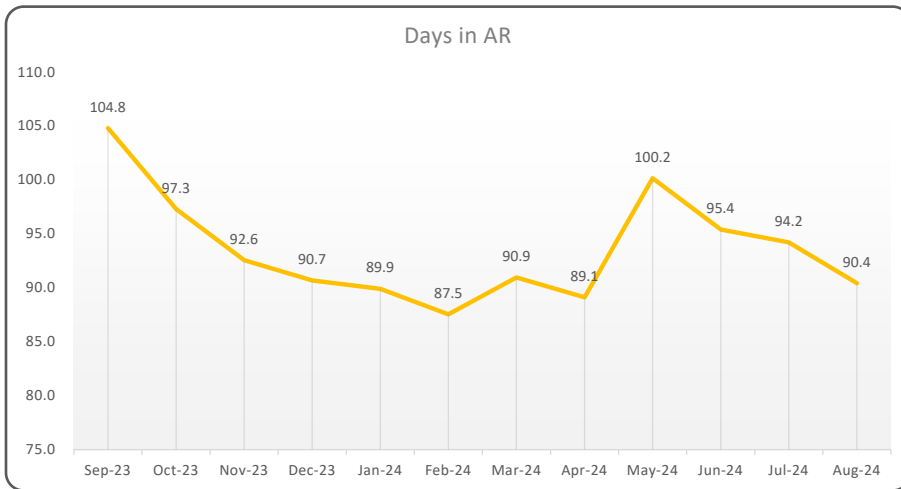
ADMISSIONS	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	13 Month Average
INPATIENT	1	0	3	2	6	3	4	1	0	2	0	8	1	2
SWINGBED	7	1	4	1	5	2	2	1	1	3	4	3	2	3
OUTPATIENT	472	471	528	430	411	524	495	433	453	443	564	498	537	481
EMERGENCY ROOM	304	299	291	229	274	262	289	251	267	302	332	354	301	289
CLINIC	710	517	634	582	486	540	391	458	514	409	473	541	480	518
NURSING HOME	1	0	0	2	1	1	1	1	0	0	0	2	3	1
TOTAL	1,495	1,288	1,460	1,246	1,183	1,332	1,182	1,145	1,235	1,159	1,373	1,406	1,324	1,294

ACCOUNT INVENTORY	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	13 Month Average
MEDICARE	519	598	579	556	633	583	601	453	474	446	562	484	472	535
MEDICAID	688	762	732	759	756	874	940	990	1,102	1,141	1,197	1,154	1,353	958
COMMERCIAL	838	887	897	942	997	1,052	1,131	1,173	1,256	1,340	1,368	1,519	1,356	1,135
WORK COMP	59	57	55	61	56	58	54	58	67	51	74	206	98	73
SELF PAY	2,767	2,772	2,708	2,527	2,524	2,528	2,500	2,537	2,078	2,146	1,776	1,800	1,775	2,341
TOTAL	4,871	5,076	4,971	4,845	4,966	5,095	5,226	5,211	4,977	5,124	4,977	5,163	5,054	5,043



SoHum Health Executive Dashboard

	TARGET	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24
Days in AR	45.0	104.8	97.3	92.6	90.7	89.9	87.5	90.9	89.1	100.2	95.4	94.2	90.4
Gross AR		5,850,618	5,974,477	6,060,571	6,475,740	6,787,249	7,052,380	6,946,485	6,645,338	7,288,529	7,701,902	8,162,895	8,242,240
Gross Revenue		1,922,299	2,130,187	2,037,494	2,402,068	2,506,331	2,422,995	2,021,182	2,266,954	2,406,584	2,673,513	2,891,588	2,819,829
Cash Collections		535,583	1,131,808	958,049	1,214,685	1,139,209	1,391,162	1,095,888	1,213,098	1,023,598	1,069,835	1,507,305	1,311,104
Adjustments		395,270	1,210,884	959,630	810,676	1,075,435	726,145	1,068,946	1,356,717	748,695	1,201,168	920,133	1,468,574
Collection %		57.5%	48.3%	50.0%	60.0%	51.4%	65.7%	50.6%	47.2%	57.8%	47.1%	62.1%	47.2%
Late Charges	1%	0.7%	0.8%	0.2%	0.6%	0.3%	0.3%	-0.4%	-0.8%	-1.9%	2.9%	1.3%	0.4%
Bad Debt	3%	0.0%	0.0%	5.3%	0.0%	0.0%	2.2%	0.0%	21.1%	0.0%	9.3%	0.4%	9.2%
Charity Care	3%	0.1%	0.2%	0.0%	0.0%	2.3%	0.4%	0.5%	0.4%	0.0%	0.4%	0.0%	0.1%
Third Party Aged over 90	13%	10.6%	21.9%	25.5%	31.0%	35.1%	35.0%	40.5%	43.9%	45.4%	39.8%	41.1%	38.5%
Self Pay Aged over 180	25%	53.8%	53.8%	53.9%	57.4%	61.7%	62.7%	68.4%	64.9%	64.8%	64.2%	62.4%	54.0%



Updated Self Pay Aging to reflect 180 Days from Discharge due to data available in Epic (previously used assignment date in proprietary database).

Infection Prevention:

Due to the recent increase in COVID-19 infections affecting patients and staff members, we are reinforcing the mask regulation. All employees and visitors are required to wear masks when in the hospital and SNF area.

The Infection Prevention Department maintains the hospital survey ready by conducting regular hand hygiene surveillance, auditing individuals on transmission-based isolation precautions for proper placement and documentation and convening frequent infection prevention committee (IPC) and antibiotic stewardship meetings. The IP nurse diligently audits the EVS cleaning clipboards on Thursdays, covering areas such as the ED, laundry, ice machine, and eyewash station. A public health alert concerning the heightened risk of dengue virus has been released and forwarded to the Group ER Physicians to be displayed in the provider's office. Presently, we have Covid vaccines available in-house. Communication has been initiated with the team through a Webex meeting to discuss organizing a vaccination clinic, with the date still pending. Furthermore, the IP nurse ensures daily checks of the lab results folder in the provider's office and follows up as necessary.

ED/Acute:

The Emergency Department (ED) saw 315 patients in August, including eight swing bed admissions and five inpatient admissions. Our SWING bed program has made significant progress. We can now provide a more comprehensive care plan involving Physical Therapy, Occupational Therapy, and Speech Therapy. These expanded care plans allow us to admit patients requiring all these services, expanding our scope beyond just Physical Therapy treatment. Our ongoing commitment is to deliver high-quality care to our patients continually. Additionally, we are proud to serve our community by allowing local community members needing outside medical care to recover in their local hospital."

Laboratory

The laboratory has been diligently working to introduce new services, including the in-house processing of blood cultures and EDSP tests. Additionally, the lab director and the lab manager are transitioning from being accredited by a third-party organization to being certified directly with CDPH, which is expected sometime this Fall. The outpatient lab census is experiencing

growth, with an increasing number of patients seeking care from out of town due to the more prompt and efficient services provided compared to other local labs.

Skilled Nursing

Our dedicated nursing staff is fully committed to providing exceptional resident care. We aim to create an environment where they can thrive and enjoy life to the fullest while focusing on their well-being. We continue daily activities that help the residents stay engaged and active. There has unfortunately been a COVID outbreak, and for the first time since COVID-19 started, we have COVID-19 reached our SNF. We follow all the CDC regulations, and everyone continues using a face mask in the hospital and SNF areas. All the residents are appropriately vaccinated, and we expect the affected residents and patients to return to a healthy state soon.

Clinic:

The clinic has conducted 115 sports physicals at different schools in the districts. We are sad to see Dr. Emily leave as she has decided to pursue a different career path. Dr. Rogers has stepped in to help until we find a replacement. Additionally, a locum physician will join the clinic to assist, and we have one physician who has applied for a permanent position. The clinic team is working hard to provide community care despite being short-staffed. We sincerely appreciate the community's support and patience as we work towards fully staffing the clinic.

Radiology

In August, Radiology performed 183 X-ray exams, 98 CTs, 35 ultrasounds, and 37 mammograms.

Work on removing the old X-ray room equipment continues.

We continue to identify and work on issues in the new system and address JIRAs for Radiology issues in EPIC, mostly related to billing.

Pharmacy

The pharmacy is currently working on several important initiatives, including correcting medication orders in EPIC, updating disease-state treatment protocols, collaborating with architects to plan the foundation for the new hospital's pharmacy, preparing for and participating in various district grants, and ensuring accurate revenue capture within EPIC for medication administrations.

Physical Therapy:

We continue to provide Rehabilitation services to the patients and residents and are working on completing the process so that we can offer outpatient services to the community.

Our physical therapist, Sierra, continues to work with inpatients daily, per our standard practice. She also continues to mentor our new occupational therapist, Katelyn, by allowing her to shadow and assist in the department. We are happy to report that we are making significant progress in setting up the outpatient space, finalizing the schedule, and determining charges. This progress brings us closer to offering these services to the community. Susan, a speech pathologist, has finally joined the team and has been offering speech therapy to the SNF residents and the SWING bed patients.

Adela Yanez, RN, BSN, CNO