

GOVERNING BOARD MEETING

OPEN SESSION

October 31, 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 October 31, 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,,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
	G. Approval of Consent Agenda –
	1. Approval of Previous Minutes
1 - 9	a. Governing Board Meeting Minutes, September 23, 2024

- b. Special Governing Board Meeting Minutes, October 1, 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. Last Action Items for Discussion

- 1. Approval to Allow the Acting Administrator to Grant Temporary Privileges on Behalf of the Governing Board Upon the Chief of Staff’s Recommendation. (Medical Staff Bylaws 1.4-5) – Matt Rees
 - 1.4-5 Granting Temporary Privileges After the Chief of Staff has collected and evaluated all relevant information regarding the applicant, a recommendation shall be prepared for the governing body’s approval. Or, on the recommendation of the Chief of Staff, the Administrator may grant temporary privileges if authorized by the governing body.

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

J. Administrator’s Report – Matt Rees, CEO

- 1. Department Updates
 - a. Milestones
 - b. August Employee Anniversaries – Tanya Wilmont, 1 Year, and Marie Brown, 22 years.
 - 10 - 22 c. September HRG Report and Approval/Discussion of the Next Steps to Rectify the Monthly HRG Report – Marie Brown
 - 23 - 26 d. Approval of the July and August Income Statement and Balance Sheets. – Paul Eves, CFO
 - 27 - 28 e. Nursing – Adela Yanez, CNO
 - 29 f. Quality and Risk Management – Kristen Rees, CQO
 - g. Family Resource Center – Amy Terrones – Mar and Oct

K. Old Business

L. New Business

- 1. SHBID Presentation and Petition – Yvonne Hendrix and Laura Lassater

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, November 7, 2024, at 3:00 p.m
2. QAPI Meeting – Wednesday, November 13, 2024, at 10:00 a.m.
3. Medical Staff Committee – Thursday, November 14, 2024, 12:30 p.m.
4. Finance Committee – Canceled
5. Governing Board Meeting – Thursday, November 21, 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. Patient Safety – Mar., June, Sept., Dec.
 - b. Medication Error – Feb., May, Aug., Dec.
5. Approval of Medical Staff Appointments/Reappointments [**H&S Code § 32155**]
 - a. Dr. Michael Murphy, Initial Appointment as a Medical Staff member, Provisional status in Clinic/Ambulatory and Inpatient privileges, November 1, 2024 to April 30, 2025. (6 month appointment only)
 - b. Dr. Tahir Alkhairy, Reappointment with Telemedicine for Diagnostic Radiology privileges, November 1, 2024 to October 31, 2026.
 - c. Dr. Paul Lampert, Reappointment with Telemedicine for Diagnostic Radiology privileges, November 1, 2024 to October 31, 2026.
 - d. Dr. Jonathan Meyer, Reappointment with Telemedicine for Diagnostic Radiology privileges, November 1, 2024 to October 31, 2026.
 - e. OD Seth Miskin, initial appointment to Allied Health Practitioners staff, provisional optometry privileges, November 1, 2024 to October 31, 2025.
6. 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>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 Monday, October 28, 2024

Governing Board

Date: September 23, 2024
Time: 2:00 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, Kevin Church, Barbara Truitt, and Jay Sooter, all in-person

Not Present: Galen Latsko

Also in person: CEO Matt Rees, Administrative Assistant Darrin Guerra, CQCO Kristen Rees, HR Manager Season Bradley-Koskinen, Vice Chief of Staff Dr. Joseph Rogers, CNO Adela Yanez, and CFO Paul Eves

Also via Webex: Chief of Staff Dr. Carl Hsu, Quality Specialist Adam Dias, COO Kent Scown, HIM Manager Remy Quinn, BBK Partner Noel Caughman and Med Staff Coordinator Karen Johnson

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

1. Approval of Previous Minutes
 - a. 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 – Rachel Wells, Interim HR Manager
 - c. Foundation – Chelsea Brown

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

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

I. Action Items for Discussion

1. Board/Quality Training – Kristen Rees, CQCO
 - a. There will be a Special Governing Board Meeting on Tuesday, October 22, at 2 pm to facilitate Board/ Quality Training.
2. Approval of Quality Compliance Plan and Associated Forms. – Kristen Rees, CQCO

Motion: Kevin Church motioned to approve the Quality and Compliance Plan and Associated Forms
Second: Barbara Truitt
Ayes: Corinne Stromstad, Kevin Church, Jay Sooter, and Barbara Truitt
Noes: None
Not Present: Galen Latsko
Motion Carried

J. Administrator’s Report – Matt Rees, CEO

Matt Rees introduced Items 1-2 and presented his staff report. Matt informed the Board that the District will have two new Locums starting in the month of October as interviews for a new clinic MD are ongoing.

1. Department Updates
 - a. Milestones
 - b. Employee Anniversaries
 - i. The Governing Board congratulated and presented anniversary awards to Pharmacy Manager Daniel Bywater and Security Guard Cherokee Esget, both of which have been with the District for one year.
 - c. August HRG Report Financial Reports – Paul Eves, CFO
 - i. Paul Eves and Marie Brown shared the highlights of the HRG report with the Governing Board.
 - 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 she will provide the board with a quarterly update on her department in the coming months.
 - f. Family Resource Center – Amy Terrones – (Mar and Oct)

K. Old Business - None

L. New Business

1. Governing Board/Medical Staff Relationship Presentation – BBK
 - a. BBK Partner Noel Caughman hosted an educational presentation for the Governing Board and Medical staff.
2. Discussion and Approval of the Process of Approving Medstaff and Non-Medstaff Protocols.

Motion: Kevin Church motioned to approve the Separation of Protocols from Policy and Procedure and to Allow Medstaff to Approve and Update Medical Staff Protocols.
Second: Barbara Truitt
Ayes: Corinne Stromstad, Kevin Church, Jay Sooter, and Barbara Truitt
Noes: None
Not Present: Galen Latsko
Motion Carried

3. Approval of Medical Staff Attorneys Kenny Pedroza and Susan Duprat.
4. Approval of a \$1,000 Monthly Budget for Medical Staff Legal Fees.

Motion: Kevin Church motioned to approve Medical Staff Attorneys Kenny Pedroza and Susan Duprat, to Keep Medical Staff Attorney Shelley Carder for the Current Medical Staff Issue that is Active, and to Table the Approval of a \$1,000 Monthly Budget for Medical Staff Legal Fees.
Second: Barbara Truitt
Ayes: Corinne Stromstad, Kevin Church, Jay Sooter, and Barbara Truitt
Noes: None
Not Present: Galen Latsko

Motion Carried

5. Strategic Items for Discussion
 - a. Future Facilities Planning - None
 - b. Services - None

M. Parking Lot

N. Meeting Evaluation - None

O. New Action Items

1. Approval of a \$1,000 monthly Budget for Medical Staff Legal Fees

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 – Monday, October 31, 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. 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 - None
 - a. CQO Kristen Rees

R. Corinne Stromstad Adjourned Closed Session

S. Corinne Stromstad Resumed Open Session

Motion: Barbara Truitt motioned to approve Allen French, O.D., Initial Appointment as a provisional Allied Health Practitioner member, Optometry privileges, October 1, 2024 to September 30, 2025, 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, 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, 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, Dr. David Ishimitsu, Reappointment with Telemedicine for Diagnostic Radiology privileges, October 1, 2024 to September 30, 2026, Dr. Tahir Alkhairy, Time Limited Reappointment with Telemedicine for Diagnostic Radiology privileges, October 1, 2024 to November 30, 2024, Dr. James Chatham, Reappointment with Telemedicine for Diagnostic Radiology privileges, October 1, 2024 to September 30, 2026, Dr. Paul Lampert, Time Limited Reappointment with Telemedicine for Diagnostic Radiology privileges, October 1, 2024 to November 30, 2024, and Dr. Jonathan Meyer, Time Limited Reappointment with Telemedicine for Diagnostic Radiology privileges, October 1, 2024 to November 30, 2024.

Second: Kevin Church

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

Noes: None

Not Present: Galen Latsko

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
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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>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: Tuesday, October 1, 2024
Time: 1:00 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, Galen Latsko, Jay Sooter, and Kevin Church in-person

Not Present: None

Also in person: Administrative Assistant Darrin Guerra

Also via Webex: Chief of Staff Dr. Carl Hsu, Med Staff Coordinator Karen Johnson, PFS Manager Marie Brown, and Vice Chief of Staff Dr. 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: Kevin Church
Ayes: Corinne Stromstad, Jay Sooter, Galen Latsko, Barbara Truitt, and Kevin Church
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

1. Approval to Allow the Acting Administrator to Grant Temporary Privileges on Behalf of the Governing Board Upon the Chief of Staff's Recommendation. (Medical Staff Bylaws 1.4-5)

- 1.4-5 Granting Temporary Privileges

After the Chief of Staff has collected and evaluated all relevant information regarding the applicant, a recommendation shall be prepared for the governing body's approval. Or, on the recommendation of the Chief of Staff, the Administrator may grant temporary privileges if authorized by the governing body.

Motion: Barbara Truitt made a motion to Table Action Item G. 1.

Second: Kevin Church

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

Noes: None

Not Present: None

Motion carried

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. Peter Hein, Initial Appointment as Active for Clinic and Ambulatory Temporary Privileges, October 3, 2024, to December 2, 2024

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 Peter Hein, Initial Appointment as Active for Clinic and Ambulatory Temporary Privileges, October 3, 2024, to December 2, 2024.

Second: Galen Latsko

Ayes: Corinne Stromstad, Galen Latsko, 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

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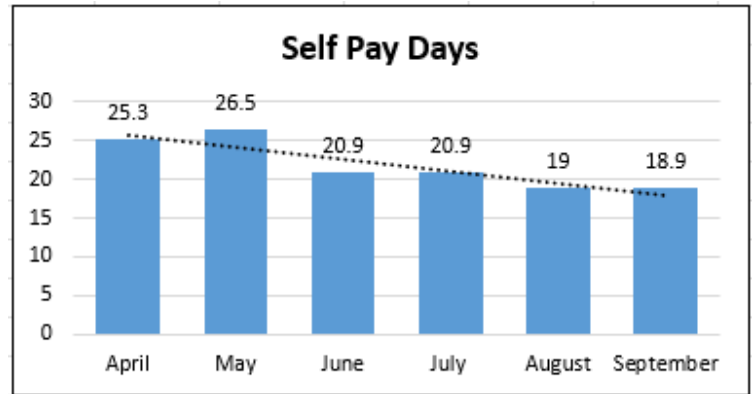
Southern Humboldt Community Healthcare District

September 2024 – Centriq & Epic Combined



Key Items

- ➔ Cash totaled \$1M, 80% of net revenue
- ➔ AR remains steady at 90.7 days
- ➔ Third Party aging decreased \$65K
- ➔ Unbilled AR decreased 4.3 days, ending at 9.8 days



Detailed Initiatives & Obstacles

- **Overall AR:** The figures calculated continue to include both the legacy system (Centriq) and Epic figures combined. September closed with \$7.6M in gross AR or 90.7 days. Revenue was \$762K lower than reported in August, ending at \$2M. Third Party AR is up 4.6 days ending at 62.0 days. Unbilled AR decreased by 4.3 days ending at 9.8 AR days. Cash collections came were roughly \$272K lower than in August, ending just over \$1M or 80% of net revenue. Contributing to the lower-than-expected cash month is an issue with LTC accounts. We are working closely with PHP due to denials with no explanations. PHP states this may be a system issue and is looking into it further.
- **Self-Pay:** Self-Pay AR remains steady, ending at 18.9 AR days. Self-pay collections ended at \$32K, slightly under the 13-month average. In September we sent \$88K to bad debt between Centriq and Epic. There are \$22K in Centriq payment plans through December 2024. In September Self-Pay transitioned to the Self-Pay department where a dedicated Self-Pay rep was assigned to work through accounts in Epic daily. Additionally, several reps were added to specific Self-Pay work queues to focus on cleaning up and maintaining Epic Self-Pay. The Bad Debt process will transition to the Self-Pay team in October.
- **Third-Party Aging:** September closed with \$2.4M in third-party balances aged over 90 days, totaling 40.2% and down \$65K from August. Despite the decrease aging remains high. At the end of September, we added 5 FTE's to the team with Epic experience. Our focus is on using dedicated reps for the HB and PB systems. We have 3.5 HB Billers and 2.5 PB Billers as well as a dedicated resource to resolve the remaining Centriq AR.
- **Anthem Issue:** Anthem remains an issue (Centriq and Epic Combined). We have \$179K remaining in charges impacting the AR and roughly \$100K in missing payments that require Anthem to reissue.
- **Denials:** We ended September at 7% and saw a \$28K decrease in overall denials. The top 3 denials in September are \$82K in Registration denials for Other Insurance Prime or patient is not insured under plan registered. \$45K in Missing claim information due to the PHP LTC system issue, pending a response from the payer. \$19K In processing errors received from Anthem.



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

September 2024



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FINANCE DASHBOARD

	Target	April-24	May-24	June-24	July-24	August-24	September-24
REVENUE							
Net Revenue		\$1,139,524	\$1,278,227	\$1,337,060	\$1,504,916	\$1,298,987	\$916,507
Gross Revenue		\$2,266,954	\$2,406,584	\$2,673,513	\$2,891,588	\$2,819,829	\$2,056,960
CASH							
Cash Collections as a % of Net Revenue	100%	119%	90%	84%	113%	87%	80%
Cash Collections		\$1,213,098	\$1,023,598	\$1,069,835	\$1,507,305	\$1,311,104	\$1,038,937
ACCOUNTS RECEIVABLE							
Net AR		\$2,912,953	\$3,470,980	\$3,112,865	\$3,847,902	\$3,338,317	\$3,088,599
Gross AR		\$6,645,338	\$7,288,529	\$7,701,902	\$8,162,895	\$8,242,240	\$7,657,667
Unbilled	3	13.3	17.1	15.9	14.5	14.1	9.8
Third Party	26	50.5	56.6	58.6	58.9	57.3	62.0
Self Pay	16	25.3	26.5	20.9	20.9	19.0	18.9
Total Days in AR	45	89.1	100.2	95.4	94.2	90.4	90.7
Days in AR - Credit Balances	< 1	4.26	2.39	4.39	1.47	1.40	1.48
UNBILLED							
In-house	< 2 Days	0.1	1.7	0.5	0.9	1.1	0.6
DNFB	< 1 Day	13.2	15.4	15.4	13.5	13.0	9.2
Total Unbilled	<3 Days	13.3	17.1	15.9	14.5	14.1	9.8

	Target	April-24	May-24	June-24	July-24	August-24	September-24						
AGING (excluding credits)													
Medicare Aging > 90 Days	11%	46.0%	\$ 558,181	36.2%	\$ 484,097	28.6%	\$ 428,379	19.8%	\$ 291,597	19.4%	\$ 314,714	29.5%	\$ 432,999
Medicaid Aging > 90 Days	12%	36.5%	\$ 870,046	43.2%	\$ 1,123,429	36.9%	\$ 1,157,335	39.9%	\$ 1,263,581	39.9%	\$ 1,388,812	37.9%	\$ 1,280,594
Commercial Aging > 90 Days	20%	54.6%	\$ 746,313	58.2%	\$ 850,621	55.9%	\$ 905,168	63.5%	\$ 1,059,664	59.3%	\$ 802,478	61.4%	\$ 723,492
Work Comp Aging > 90 Days	35%	51.0%	\$ 35,903	37.4%	\$ 32,713	37.9%	\$ 32,275	26.0%	\$ 35,213	22.6%	\$ 32,095	29.4%	\$ 35,303
Total Third Party Aging > 90 Days	13%	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	40.2%	\$ 2,472,389
CLAIM SUBMISSION EFFICIENCY													
Claims Submission		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	1,447	\$ 2,732,807
Clean Claims	85%	97%		99%		99%		98%		97%		95%	
Denial Percent	5%	10%		8%		6%		5%		7%		7%	
Total Denial Rate	Count Amt	333 \$ 267,412	354 \$ 231,110	224 \$ 149,538	286 \$ 186,322	217 \$ 226,014	240 \$ 197,386						
Late Charges	Count Amt	81 \$ (18,541)	43 \$ (46,904)	304 \$ 78,745	222 \$ 36,879	52 \$ 11,452	79 \$ (14,558)						
Communication Log Backlog		36 \$ 56,297	8 \$ 7,792	4 \$ 4,864	4 \$ 4,864	0 \$ -	0 \$ -						

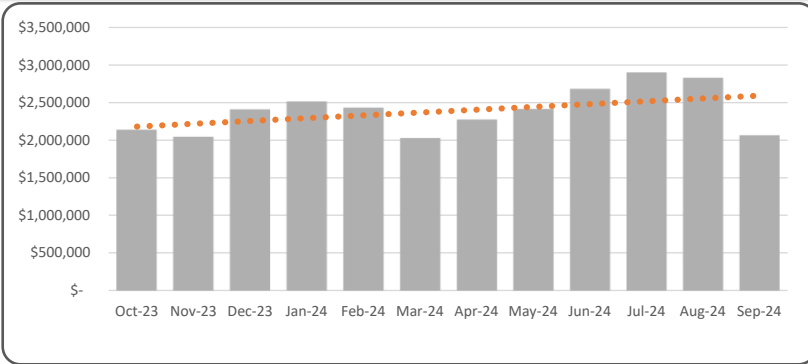
	Target	April-24	May-24	June-24	July-24	August-24	September-24						
INVENTORY & QUALITY													
Total Inventory		2,078	\$ 1,883,672	2,146	\$ 1,926,672	1,776	\$ 1,684,185	1,800	\$ 1,809,858	1,775	\$ 1,729,839	1,599	\$ 1,597,324
New		220	\$ 1,941,622	169	\$ 188,493	2	\$ 8,577	209	\$ 173,983	316	\$ 257,152	108	\$ 127,107
Resolved		184	\$ 38,323	683	\$ 504,255	275	\$ 54,340	441	\$ 124,377	373	\$ 85,514	373	\$ 282,515
Aged >180 days from Discharge	< 25%	64.9%	\$ 1,222,075	64.8%	\$ 1,248,530	64.2%	\$ 1,081,907	62.4%	\$ 1,128,634	54.0%	\$ 934,153	54.6%	\$ 872,466
Total Payment Plans over 120 days		\$18,943	\$18,173	\$14,980	\$14,227	\$33,413	\$21,827						
Average Speed to Answer	< 60 seconds	30	34	23	11	48	30						
STATEMENTS & LETTERS													
Statements & Letters		115	101	176	71	12	55						
Charity Care Applications In Process		0	\$ -	14	\$ 2,757	1	\$ 340	4	\$ 2,188	8	\$ 8,407	1	\$ 1,691
Inbound and Outbound Calls	In Out	128 216	169 672	166 276	203 789	272 487	279 474						
WRITE OFFS													
Bad Debt as a % of Gross Revenue	< 2%	21.1%	\$ 479,228	0.0%	\$ -	9.3%	\$ 248,562	0.4%	\$ 12,294	9.2%	\$ 258,781	4.3%	\$ 87,940
Charity as a % of Gross Revenue	< 2%	0.4%	\$ 10,166	0.0%	\$ -	0.4%	\$ 10,046	0.0%	\$ -	0.1%	\$ 1,995	0.0%	\$ 458

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 dollars are high due to imports to our proprietary database - we are no longer using proprietary database for self pay.

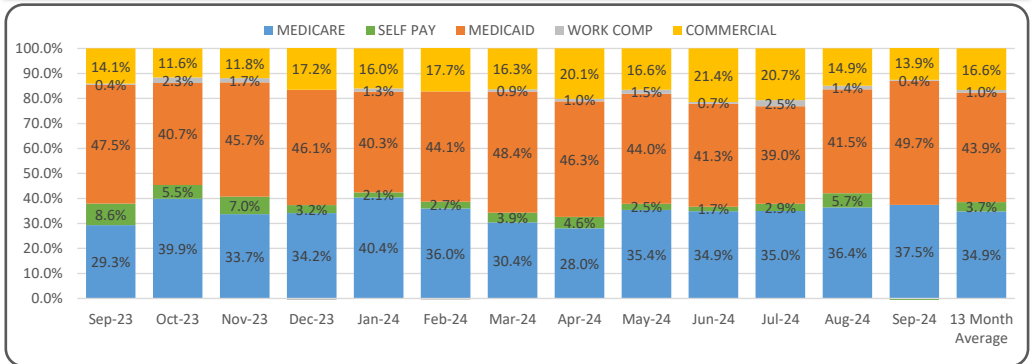
GROSS REVENUE

PAYER	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	13 Month Average
MEDICARE	\$ 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	\$ 770,633	\$ 819,251
MEDICAID	\$ 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	\$ 1,021,646	\$ 1,031,460
COMMERCIAL	\$ 271,079	\$ 247,190	\$ 241,360	\$ 413,697	\$ 402,037	\$ 429,688	\$ 329,806	\$ 456,749	\$ 398,468	\$ 572,709	\$ 597,354	\$ 420,987	\$ 285,774	\$ 389,762
WORK COMP	\$ 8,619	\$ 48,010	\$ 35,245	\$ (17,130)	\$ 32,033	\$ (12,352)	\$ 18,728	\$ 22,422	\$ 37,168	\$ 17,509	\$ 71,038	\$ 39,727	\$ 7,412	\$ 23,725
SELF PAY	\$ 164,957	\$ 117,250	\$ 143,534	\$ 76,560	\$ 51,516	\$ 65,067	\$ 78,384	\$ 103,370	\$ 59,510	\$ 46,514	\$ 83,996	\$ 161,258	\$ (28,505)	\$ 86,416
TOTAL	\$ 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	\$ 2,056,960	\$ 2,350,614
AVERAGE DAILY REVENUE	\$ 55,829	\$ 61,407	\$ 65,484	\$ 71,410	\$ 75,499	\$ 80,565	\$ 76,379	\$ 74,568	\$ 72,769	\$ 80,737	\$ 86,649	\$ 91,141	\$ 84,439	\$ 75,144

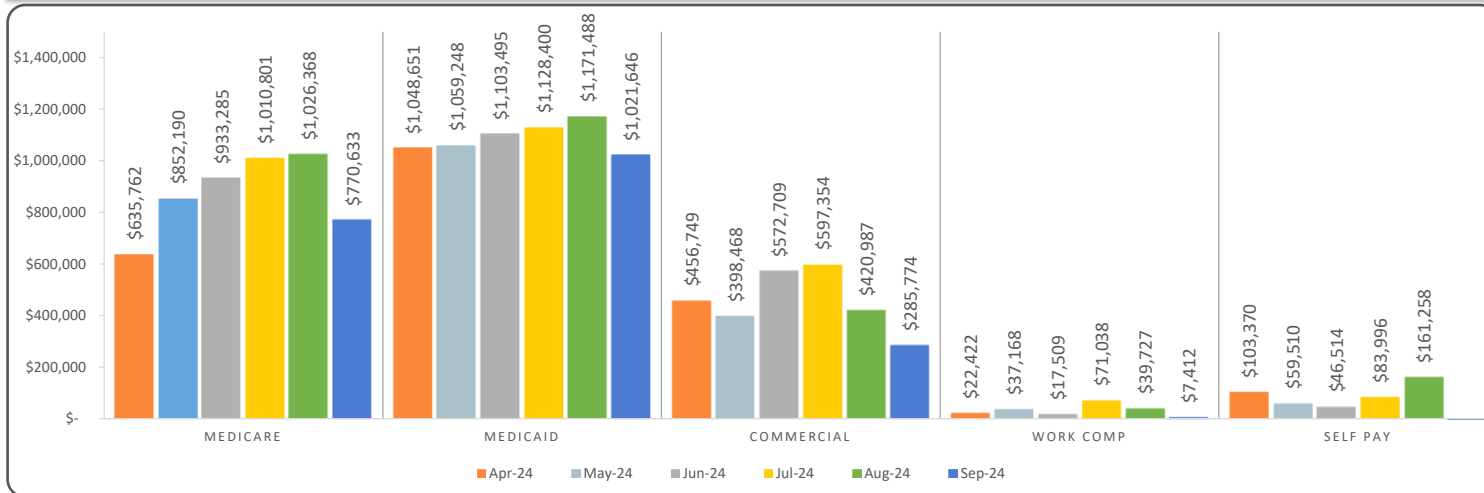
Gross Revenue



Payer Mix



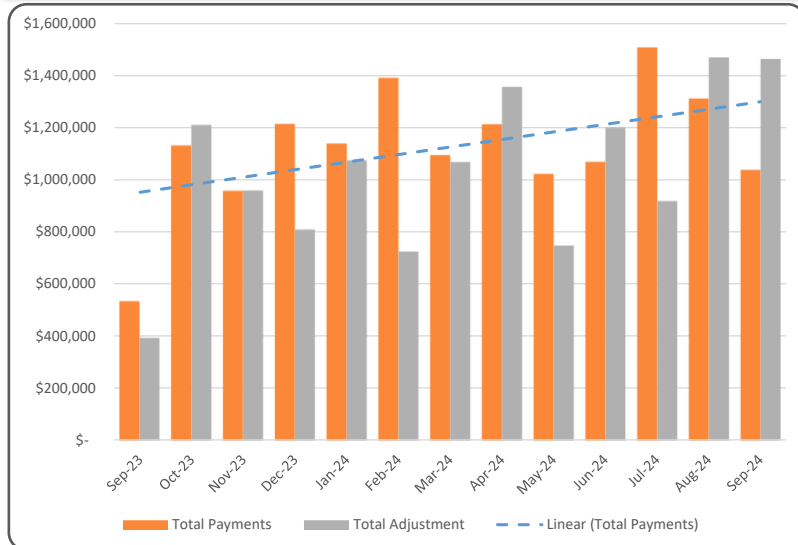
Revenue Trending By Payer



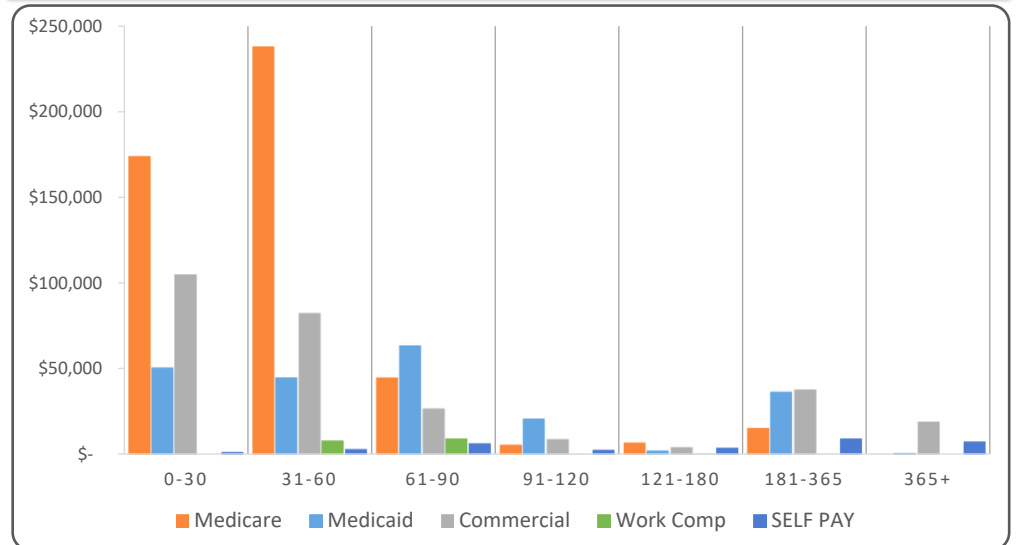
CASH DETAIL

PAYER	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	13 Month Average
MEDICARE														
Payments	\$ 303,327	\$ 572,057	\$ 539,621	\$ 656,043	\$ 661,118	\$ 918,553	\$ 534,506	\$ 693,621	\$ 604,561	\$ 616,646	\$ 735,187	\$ 580,619	\$ 485,722	\$ 607,814
Adjustments	\$ 40,065	\$ 133,024	\$ 129,515	\$ 2,826	\$ 137,240	\$ (178,481)	\$ 75,696	\$ 137,172	\$ (91,180)	\$ 291,465	\$ (101,465)	\$ 197,964	\$ 304,154	\$ 82,923
Collection %	88%	81%	81%	100%	83%	124%	88%	83%	118%	68%	116%	75%	61%	90%
MEDICAID														
Payments	\$ 92,296	\$ 313,889	\$ 229,010	\$ 310,938	\$ 242,089	\$ 202,951	\$ 308,231	\$ 239,691	\$ 164,030	\$ 97,940	\$ 262,500	\$ 206,411	\$ 219,069	\$ 222,234
Adjustments	\$ 295,314	\$ 971,132	\$ 641,672	\$ 700,680	\$ 799,319	\$ 712,729	\$ 868,417	\$ 639,713	\$ 701,030	\$ 503,340	\$ 816,511	\$ 800,470	\$ 893,473	\$ 718,754
Collection %	24%	24%	26%	31%	23%	22%	26%	27%	19%	16%	24%	21%	20%	23%
COMMERCIAL														
Payments	\$ 116,675	\$ 186,852	\$ 134,200	\$ 193,457	\$ 184,950	\$ 235,389	\$ 189,706	\$ 235,808	\$ 216,262	\$ 305,316	\$ 440,497	\$ 449,082	\$ 283,770	\$ 243,997
Adjustments	\$ 49,900	\$ 73,180	\$ 59,182	\$ 74,621	\$ 67,238	\$ 112,836	\$ 92,883	\$ 76,097	\$ 116,244	\$ 116,014	\$ 169,693	\$ 174,513	\$ 133,709	\$ 101,239
Collection %	70%	72%	69%	72%	73%	68%	67%	76%	65%	72%	72%	72%	68%	71%
WORK COMP														
Payments	\$ 2,990	\$ 18,118	\$ 7,910	\$ 30,109	\$ 13,561	\$ 4,542	\$ 31,805	\$ 10,514	\$ 12,100	\$ 17,155	\$ 17,492	\$ 23,885	\$ 16,949	\$ 15,933
Adjustments	\$ 2,489	\$ 4,838	\$ 739	\$ 24,588	\$ 5,401	\$ 2,553	\$ 8,362	\$ 5,425	\$ 8,259	\$ 3,256	\$ 3,666	\$ 6,483	\$ 3,263	\$ 6,102
Collection %	55%	79%	91%	55%	72%	64%	79%	66%	59%	84%	83%	79%	84%	73%
SELF PAY														
Payments	\$ 20,294	\$ 40,894	\$ 47,308	\$ 24,138	\$ 37,492	\$ 29,727	\$ 31,640	\$ 33,463	\$ 26,645	\$ 32,275	\$ 51,271	\$ 51,107	\$ 32,300	\$ 35,273
Bad Debt Recoveries	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 503	\$ 357	\$ -	\$ 1,128	\$ 153
Adjustments	\$ 5,797	\$ 23,642	\$ 19,912	\$ 7,961	\$ 9,710	\$ 12,066	\$ 14,080	\$ 8,917	\$ 14,342	\$ 28,485	\$ 19,435	\$ 28,368	\$ 40,613	\$ 17,948
Charity Care	\$ 1,705	\$ 5,068	\$ -	\$ -	\$ 56,527	\$ 10,025	\$ 9,508	\$ 10,166	\$ -	\$ 10,046	\$ -	\$ 1,995	\$ 458	\$ 8,115
Bad Debt	\$ -	\$ -	\$ 108,610	\$ -	\$ -	\$ 54,417	\$ -	\$ 479,228	\$ -	\$ 248,562	\$ 12,294	\$ 258,781	\$ 87,940	\$ 96,141
Total SP Adjustments	\$ 7,502	\$ 28,710	\$ 128,522	\$ 7,961	\$ 66,236	\$ 76,509	\$ 23,588	\$ 498,311	\$ 14,342	\$ 287,093	\$ 31,729	\$ 289,144	\$ 129,011	\$ 122,205
Collection %	73%	59%	27%	75%	36%	28%	57%	6%	65%	10%	62%	15%	20%	41%
TOTAL														
Total Payments	\$ 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	\$ 1,038,937	\$ 1,125,405
Total Adjustment	\$ 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	\$ 1,463,610	\$ 909,018
Total Collection %	58%	48%	50%	60%	51%	66%	51%	47%	58%	47%	62%	47%	42%	53%

Cash & Adjustment Trending

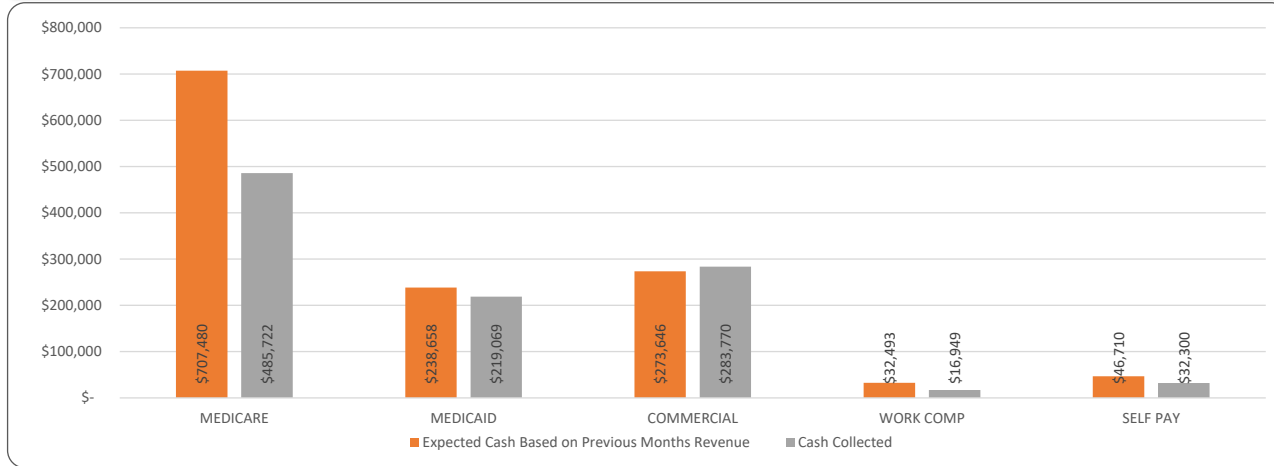


Cash Collections by Discharge Date

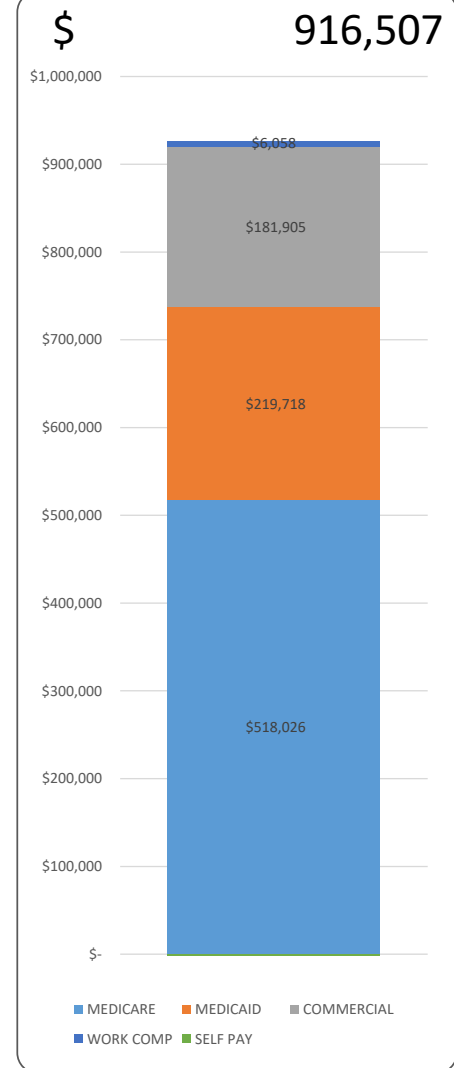


CASH FORECASTING

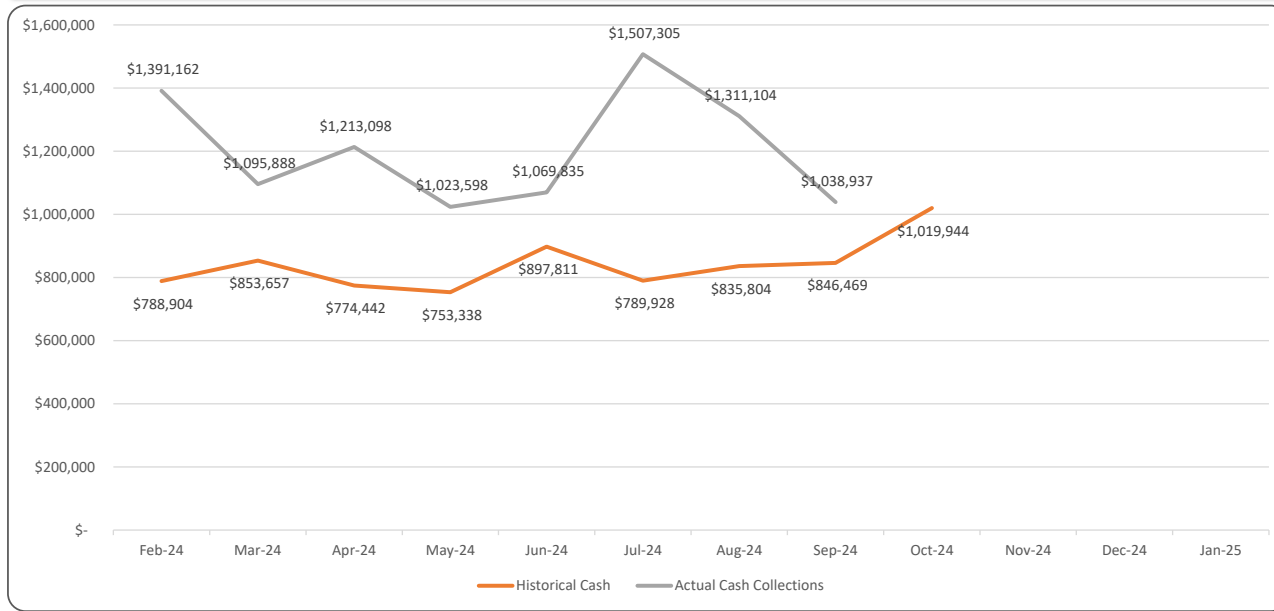
Expected Last Month vs Cash Collected (Based on Previous Months Revenue)



Cash Expected Next Month (Based on this Months Revenue)



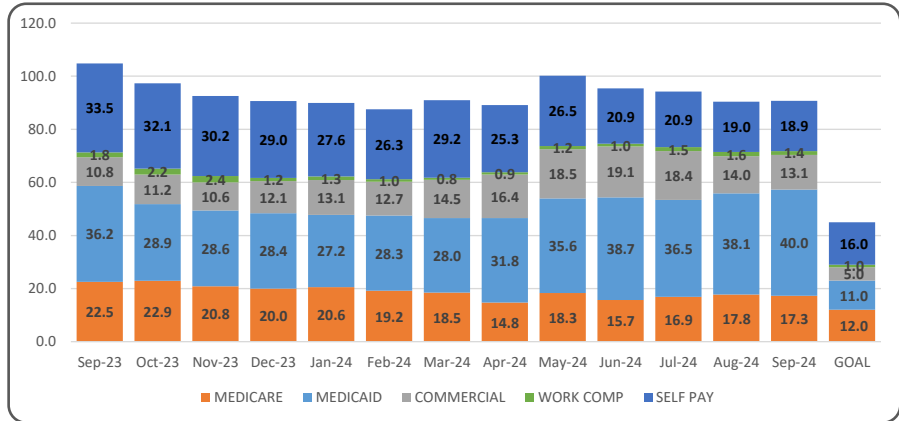
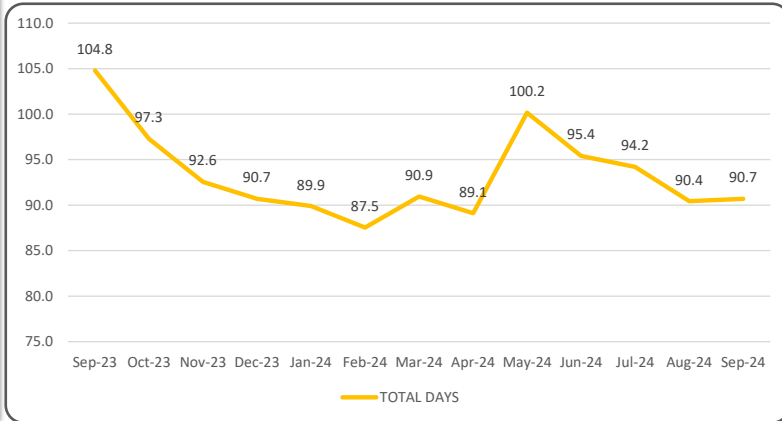
Actual Cash vs Historical Average Collections



ACCOUNTS RECEIVABLE

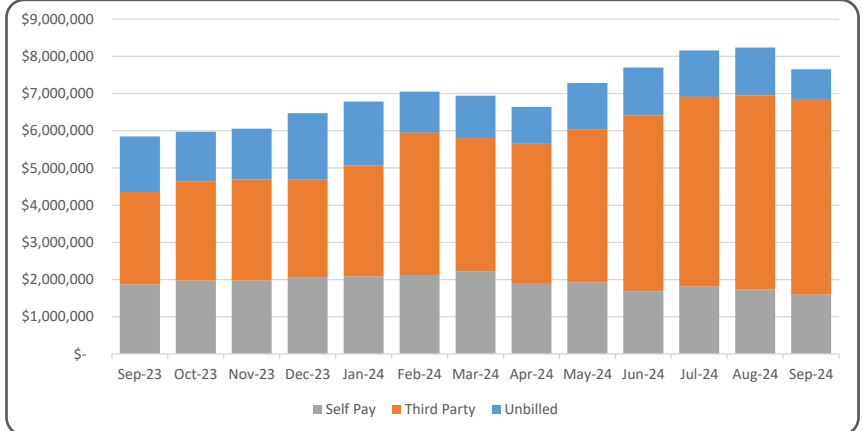
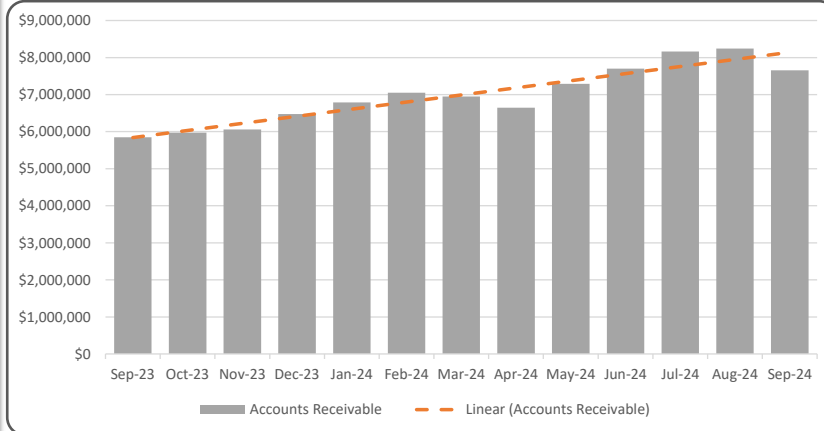
PAYER	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	13 Month Average
MEDICARE	22.5	22.9	20.8	20.0	20.6	19.2	18.5	14.8	18.3	15.7	16.9	17.8	17.3	18.9
MEDICAID	36.2	28.9	28.6	28.4	27.2	28.3	28.0	31.8	35.6	38.7	36.5	38.1	40.0	32.8
COMMERCIAL	10.8	11.2	10.6	12.1	13.1	12.7	14.5	16.4	18.5	19.1	18.4	14.0	13.1	14.2
WORK COMP	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	1.4
SELF PAY	33.5	32.1	30.2	29.0	27.6	26.3	29.2	25.3	26.5	20.9	20.9	19.0	18.9	26.1
TOTAL DAYS	104.8	97.3	92.6	90.7	89.9	87.5	90.9	89.1	100.2	95.4	94.2	90.4	90.7	93.4

AR Days



PAYER	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	13 Month Average
MEDICARE	\$ 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	\$ 1,459,766	\$ 1,401,343
MEDICAID	\$ 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	\$ 3,377,173	\$ 2,482,476
COMMERCIAL	\$ 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	\$ 1,106,133	\$ 1,081,288
WORK COMP	\$ 101,908	\$ 133,125	\$ 155,295	\$ 87,612	\$ 100,345	\$ 76,676	\$ 58,713	\$ 66,783	\$ 87,299	\$ 82,043	\$ 132,192	\$ 141,749	\$ 117,270	\$ 103,155
SELF PAY	\$ 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	\$ 1,597,324	\$ 1,919,900
TOTAL	\$ 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	\$ 7,657,667	\$ 6,988,161

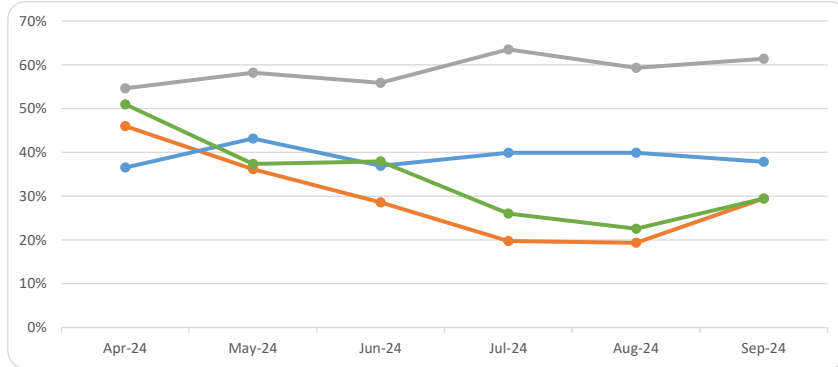
AR Balance



ACCOUNTS RECEIVABLE AGING

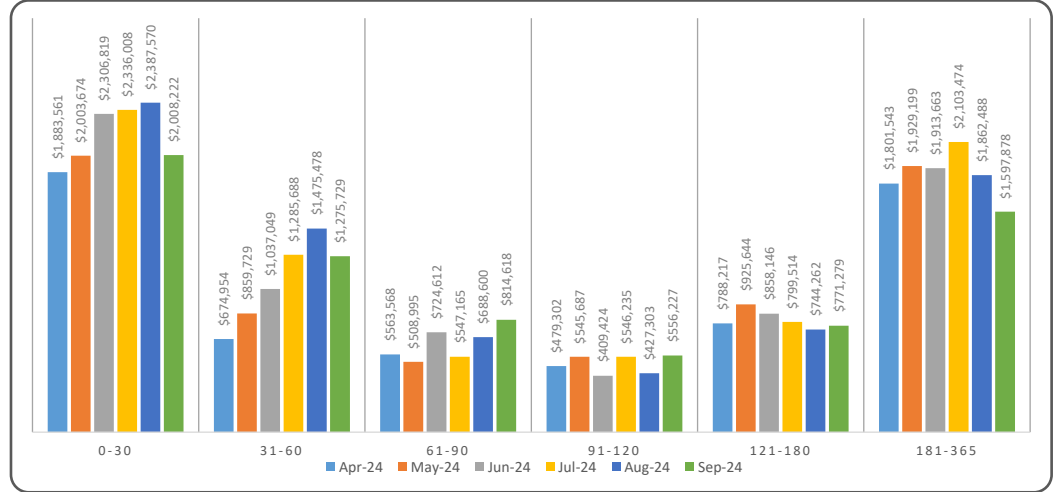
	0-30 Days		31-60 Days		61-90 Days		91-120 Days		121-180 Days		181-365 Days		366+ Days		Grand Totals	
	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$
MEDICARE																
Non-Credit	257	\$ 663,507	58	\$ 239,784	38	\$ 133,281	32	\$ 129,983	26	\$ 80,326	69	\$ 197,936	19	\$ 24,754	499	\$ 1,469,572
Credit	0	\$ -	0	\$ -	2	\$ (2,268)	0	\$ -	2	\$ (470)	4	\$ (1,113)	1	\$ (5,954)	9	\$ (9,806)
TOTAL	257	\$ 663,507	58	\$ 239,784	40	\$ 131,013	32	\$ 129,983	28	\$ 79,856	73	\$ 196,823	20	\$ 18,800	508	\$ 1,459,766
MEDICAID																
Non-Credit	245	\$ 997,522	195	\$ 770,565	161	\$ 333,462	132	\$ 262,974	145	\$ 308,123	272	\$ 570,673	84	\$ 138,824	1234	\$ 3,382,144
Credit	0	\$ -	0	\$ -	0	\$ (1)	3	\$ (387)	5	\$ (502)	23	\$ (3,071)	10	\$ (1,009)	41	\$ (4,970)
TOTAL	245	\$ 997,522	195	\$ 770,565	161	\$ 333,461	135	\$ 262,588	150	\$ 307,621	295	\$ 567,602	94	\$ 137,814	1275	\$ 3,377,173
COMMERCIAL																
Non-Credit	150	\$ 212,606	111	\$ 114,483	110	\$ 128,118	77	\$ 69,402	109	\$ 130,708	186	\$ 394,452	93	\$ 128,930	836	\$ 1,178,698
Credit	0	\$ (110)	1	\$ (588)	7	\$ (1,514)	2	\$ (876)	2	\$ (1,452)	23	\$ (16,184)	208	\$ (51,841)	243	\$ (72,565)
TOTAL	150	\$ 212,496	112	\$ 113,895	117	\$ 126,603	79	\$ 68,526	111	\$ 129,256	209	\$ 378,268	301	\$ 77,089	1079	\$ 1,106,133
WORK COMP																
Non-Credit	9	\$ 12,462	17	\$ 31,451	29	\$ 40,710	16	\$ 13,742	6	\$ 9,527	3	\$ 8,141	3	\$ 3,893	83	\$ 119,926
Credit	0	\$ -	0	\$ -	0	\$ -	0	\$ -	0	\$ -	1	\$ (414)	13	\$ (2,241)	14	\$ (2,655)
TOTAL	9	\$ 12,462	17	\$ 31,451	29	\$ 40,710	16	\$ 13,742	6	\$ 9,527	4	\$ 7,727	16	\$ 1,651	97	\$ 117,270
SELF PAY																
Non-Credit	56	\$ 123,981	113	\$ 120,469	105	\$ 184,308	87	\$ 83,111	165	\$ 248,051	306	\$ 453,585	475	\$ 418,882	1307	\$ 1,632,386
Credit	8	\$ (1,745)	0	\$ (435)	1	\$ (1,478)	1	\$ (1,723)	5	\$ (3,032)	10	\$ (6,126)	267	\$ (20,522)	292	\$ (35,061)
TOTAL	64	\$ 122,236	113	\$ 120,034	106	\$ 182,830	88	\$ 81,387	170	\$ 245,019	316	\$ 447,458	742	\$ 398,360	1599	\$ 1,597,324
ACCOUNTS RECEIVABLE																
Non-Credit	717	\$ 2,010,077	494	\$ 1,276,752	443	\$ 819,879	344	\$ 559,213	451	\$ 776,735	836	\$ 1,624,787	674	\$ 715,283	3959	\$ 7,782,725
Credit	8	\$ (1,855)	1	\$ (1,023)	10	\$ (5,262)	6	\$ (2,986)	14	\$ (5,456)	61	\$ (26,909)	499	\$ (81,568)	599	\$ (125,058)
GRAND TOTAL	725	\$ 2,008,222	495	\$ 1,275,729	453	\$ 814,618	350	\$ 556,227	465	\$ 771,279	897	\$ 1,597,878	1173	\$ 633,715	4558	\$ 7,657,667

Aged Over 90 Days Trending (excluding Credits)



	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24
Medicare	46.0%	36.2%	28.6%	19.8%	19.4%	29.5%
Medicaid	36.5%	43.2%	36.9%	39.9%	39.9%	37.9%
Commercial	54.6%	58.2%	55.9%	63.5%	59.3%	61.4%
Work Comp	51.0%	37.4%	37.9%	26.0%	22.6%	29.4%

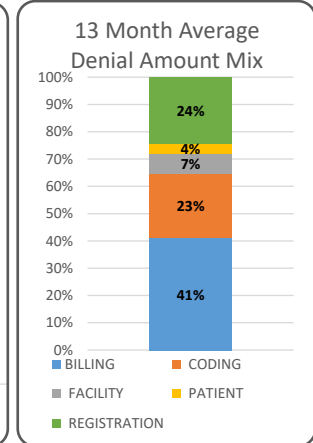
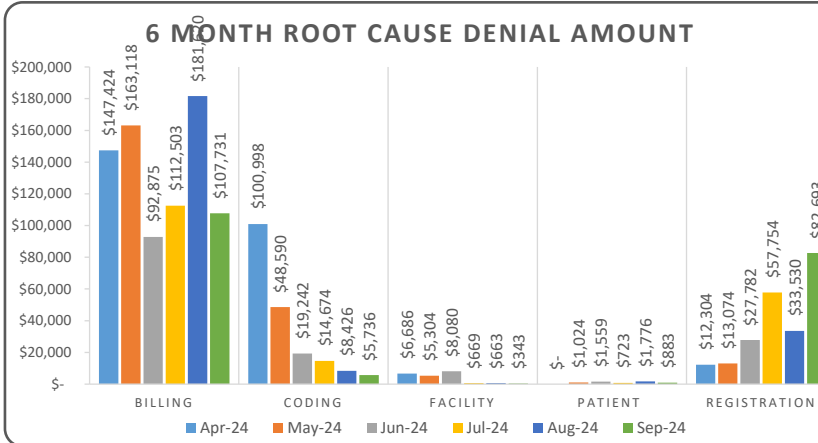
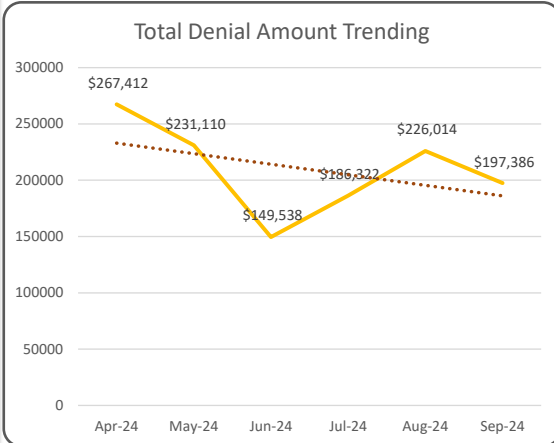
6 Month Aging



DENIAL MANAGEMENT

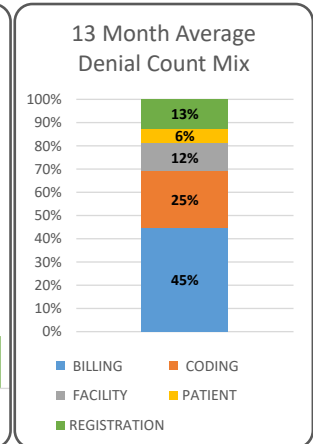
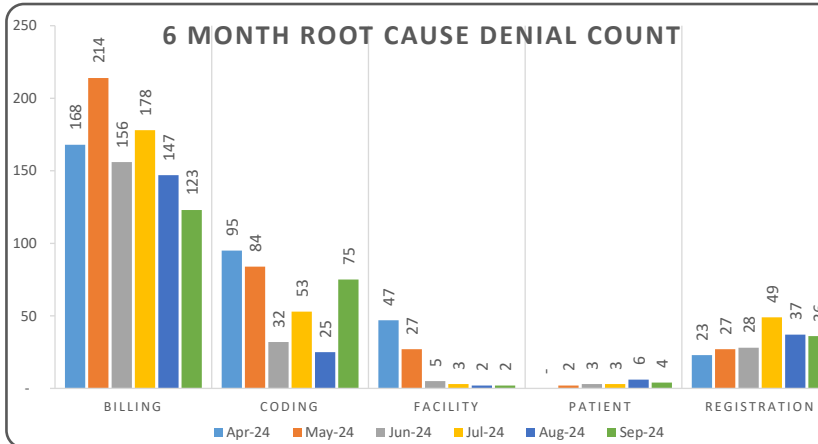
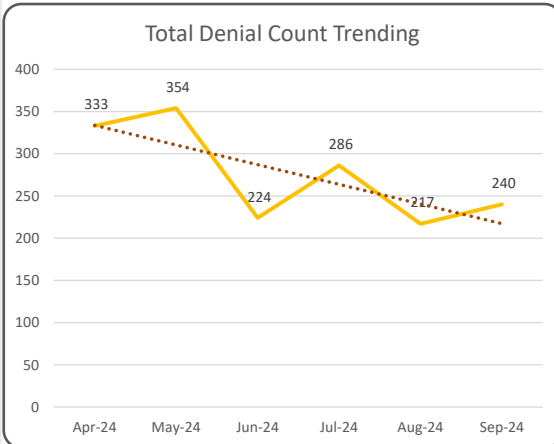
Denial Amount

AMOUNT	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	13 Month Average
BILLING	\$ 14,532	\$ 23,169	\$ 57,603	\$ (28,742)	\$ 67,372	\$ 64,683	\$ 102,328	\$ 147,424	\$ 163,118	\$ 92,875	\$ 112,503	\$ 181,620	\$ 107,731	\$ 85,094
CODING	\$ 82,600	\$ 125,103	\$ 41,055	\$ 7,806	\$ 14,432	\$ 59,832	\$ 104,199	\$ 100,998	\$ 48,590	\$ 19,242	\$ 14,674	\$ 8,426	\$ 5,736	\$ 48,669
FACILITY	\$ 3,773	\$ 599	\$ 59,842	\$ 57,620	\$ 23,485	\$ 20,511	\$ 9,808	\$ 6,686	\$ 5,304	\$ 8,080	\$ 669	\$ 663	\$ 343	\$ 15,183
PATIENT	\$ 407	\$ 24,606	\$ 14,699	\$ 4,347	\$ 40,316	\$ 9,267	\$ 3,976	\$ -	\$ 1,024	\$ 1,559	\$ 723	\$ 1,776	\$ 883	\$ 7,968
REGISTRATION	\$ 58,303	\$ 171,363	\$ 12,651	\$ 21,850	\$ 9,369	\$ 94,713	\$ 58,997	\$ 12,304	\$ 13,074	\$ 27,782	\$ 57,754	\$ 33,530	\$ 82,693	\$ 50,337
TOTAL	\$ 159,615	\$ 344,840	\$ 185,849	\$ 62,881	\$ 154,975	\$ 249,006	\$ 279,308	\$ 267,412	\$ 231,110	\$ 149,538	\$ 186,322	\$ 226,014	\$ 197,386	\$ 207,251



Denial Count

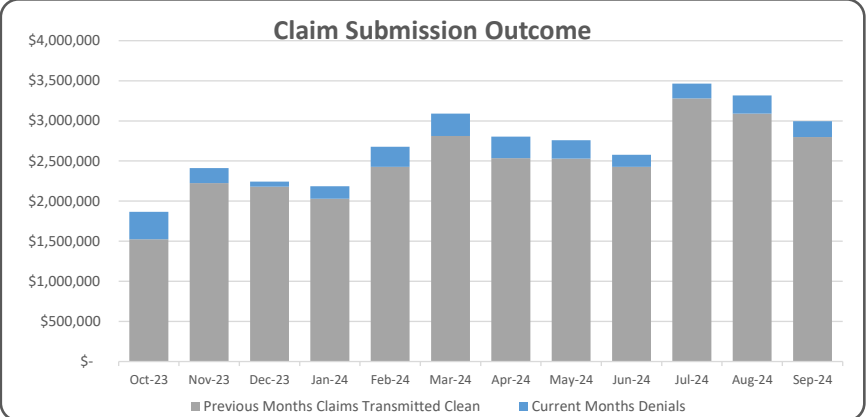
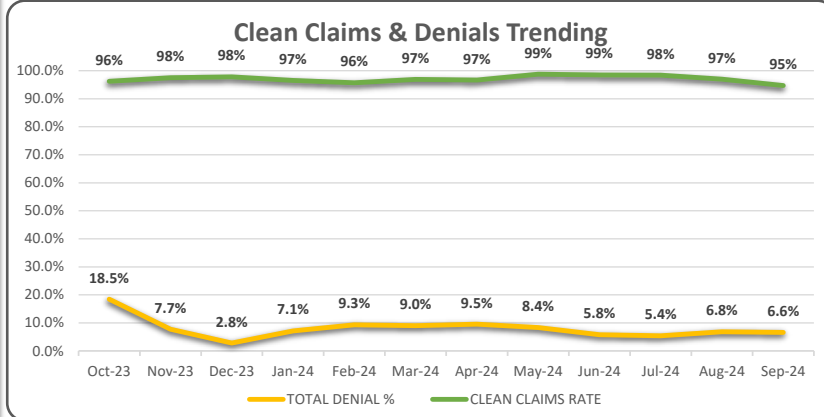
COUNT	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	13 Month Average
BILLING	21	69	103	48	82	42	49	168	214	156	178	147	123	108
CODING	53	73	31	22	13	123	100	95	84	32	53	25	75	60
FACILITY	6	1	54	16	52	98	53	47	27	5	3	2	2	28
PATIENT	1	10	12	25	116	8	12	-	2	3	3	6	4	16
REGISTRATION	27	57	15	31	7	37	20	23	27	28	49	37	36	30
TOTAL	108	210	215	142	270	308	234	333	354	224	286	217	240	242



CLAIM SUBMIT EFFICIENCY & DENIAL RESOLUTION

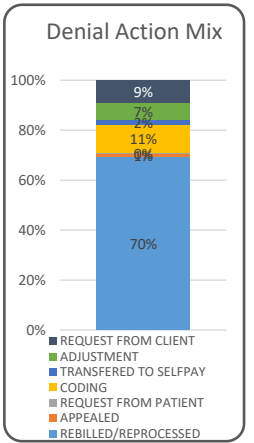
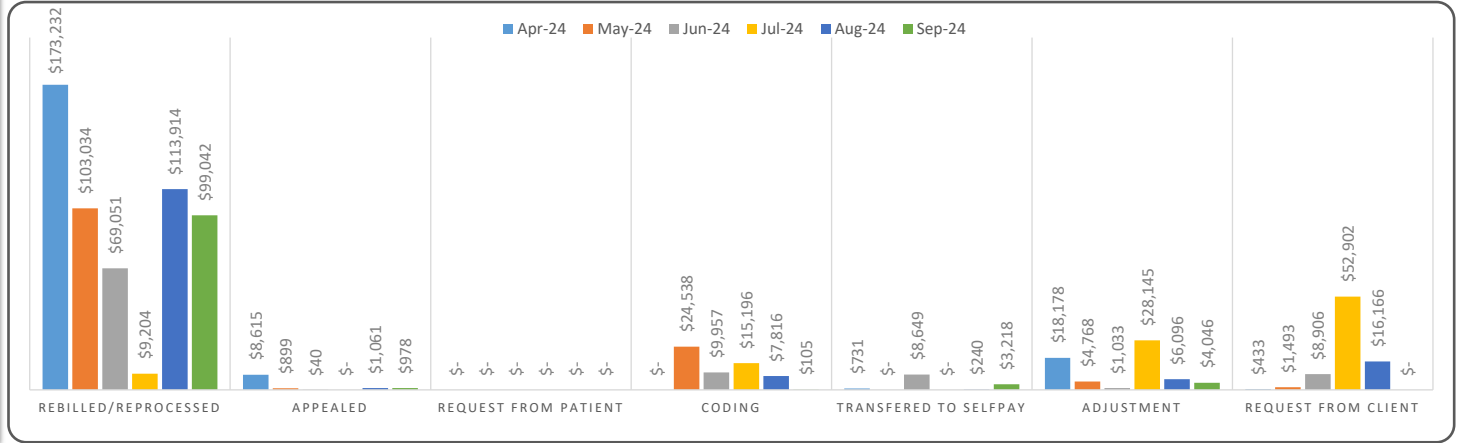
Denial & Clean Claim Trending

	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	13 Month Average
DENIAL AMOUNT	\$ 159,615	\$ 344,840	\$ 185,849	\$ 62,881	\$ 154,975	\$ 249,006	\$ 279,308	\$ 267,412	\$ 231,110	\$ 149,538	\$ 186,322	\$ 226,014	\$ 197,386	\$ 207,251
PREVIOUS MONTH'S TRANSMITTED CLAIMS	\$ 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	\$ 2,996,389	\$ 2,603,827
TOTAL DENIAL %	11.0%	18.5%	7.7%	2.8%	7.1%	9.3%	9.0%	9.5%	8.4%	5.8%	5.4%	6.8%	6.6%	8.3%
CLEAN CLAIMS RATE	97%	96%	98%	98%	97%	96%	97%	97%	99%	99%	98%	97%	95%	97%



Action Taken on Denials

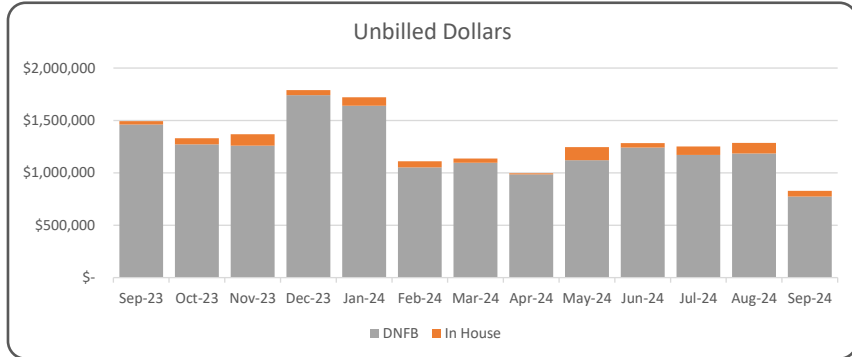
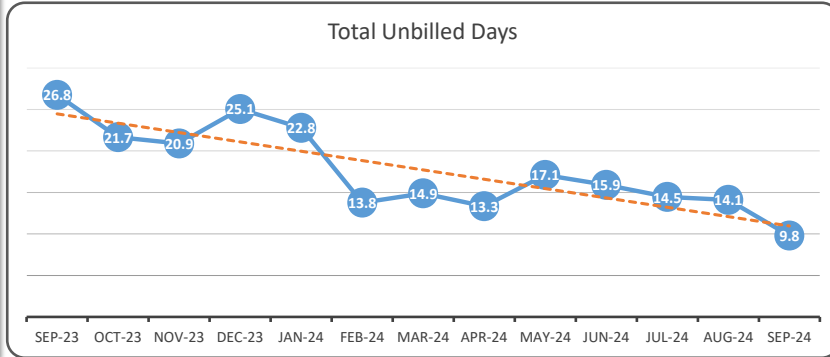
DENIAL ACTION	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	13 Month Average
REBILLED/REPROCESSED	\$ 21,181	\$ 240,169	\$ 107,339	\$ 31,003	\$ 97,434	\$ 212,101	\$ 240,616	\$ 173,232	\$ 103,034	\$ 69,051	\$ 9,204	\$ 113,914	\$ 99,042	\$ 116,717
APPEALED	\$ 1,355	\$ -	\$ -	\$ -	\$ -	\$ 1,555	\$ 8,306	\$ 8,615	\$ 899	\$ 40	\$ -	\$ 1,061	\$ 978	\$ 1,755
REQUEST FROM PATIENT	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 10,408	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 801
CODING	\$ 75,684	\$ 70,743	\$ 2,098	\$ 3,052	\$ 34,614	\$ -	\$ -	\$ -	\$ 24,538	\$ 9,957	\$ 15,196	\$ 7,816	\$ 105	\$ 18,754
TRANSFERRED TO SELFPAY	\$ -	\$ 3,542	\$ 3,856	\$ -	\$ 23,609	\$ 523	\$ 2,334	\$ 731	\$ -	\$ 8,649	\$ -	\$ 240	\$ 3,218	\$ 3,592
ADJUSTMENT	\$ 7,028	\$ 30,387	\$ 3,436	\$ 8,001	\$ 8,089	\$ 4,789	\$ 18,700	\$ 18,178	\$ 4,768	\$ 1,033	\$ 28,145	\$ 6,096	\$ 4,046	\$ 10,977
REQUEST FROM CLIENT	\$ 54,368	\$ -	\$ 291	\$ 20,823	\$ 14,875	\$ 19,630	\$ 9,506	\$ 433	\$ 1,493	\$ 8,906	\$ 52,902	\$ 16,166	\$ -	\$ 15,338
TOTAL	\$ 159,615	\$ 344,842	\$ 117,020	\$ 62,880	\$ 178,621	\$ 249,006	\$ 279,461	\$ 201,189	\$ 134,732	\$ 97,637	\$ 105,447	\$ 145,293	\$ 107,389	\$ 167,933



UNBILLED & INVENTORY

Unbilled

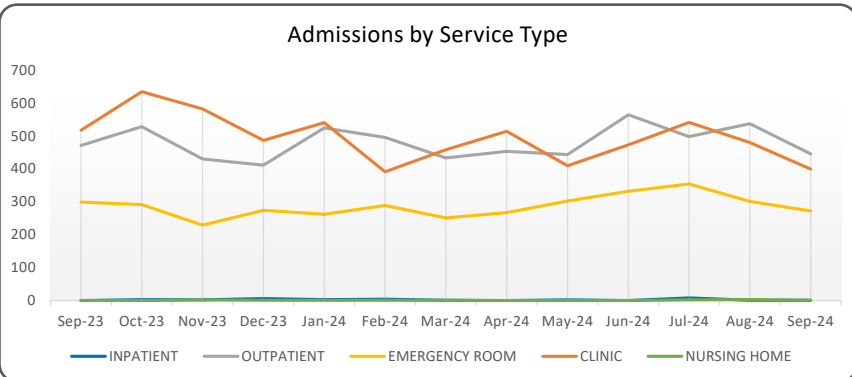
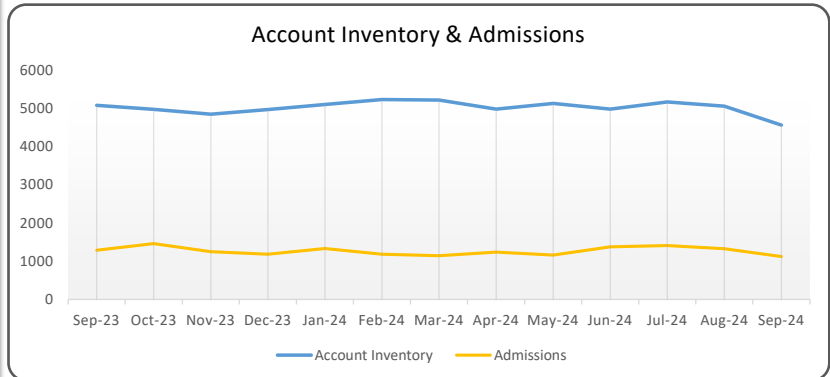
	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	13 Month Average
In House	\$ 34,128	\$ 58,121	\$ 108,806	\$ 49,158	\$ 81,326	\$ 57,589	\$ 40,091	\$ 9,467	\$ 125,095	\$ 41,831	\$ 80,889	\$ 100,191	\$ 53,574	\$ 64,636
DNFB	\$ 1,460,193	\$ 1,272,278	\$ 1,259,714	\$ 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	\$ 774,717	\$ 1,230,854
Total Unbilled	\$ 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	\$ 828,291	\$ 1,295,489
Unbilled Days	26.8	21.7	20.9	25.1	22.8	13.8	14.9	13.3	17.1	15.9	14.5	14.1	9.8	17.7



Admissions & Account Inventory

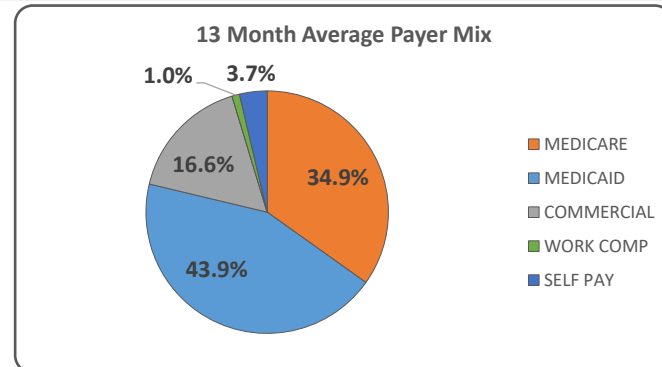
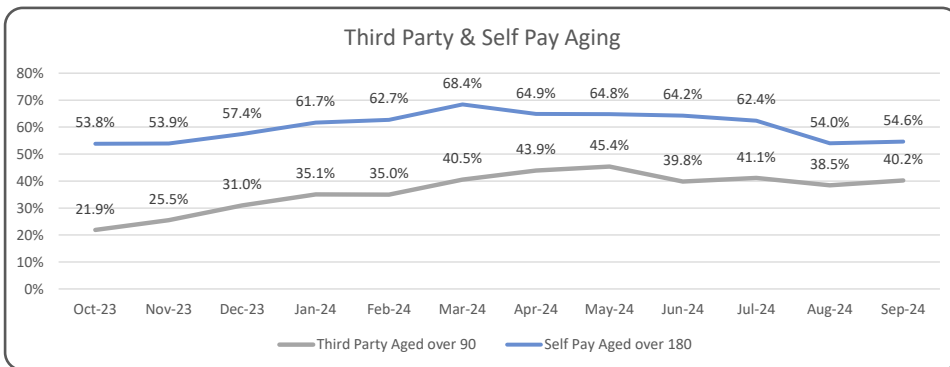
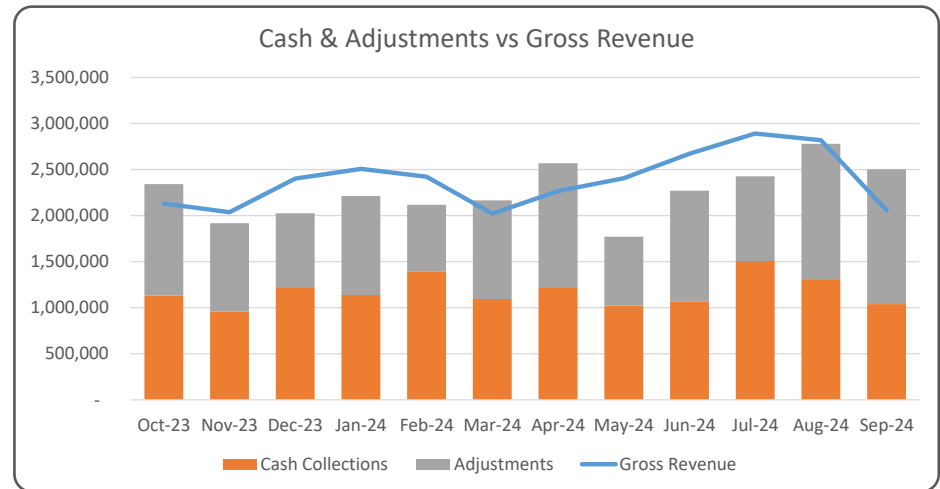
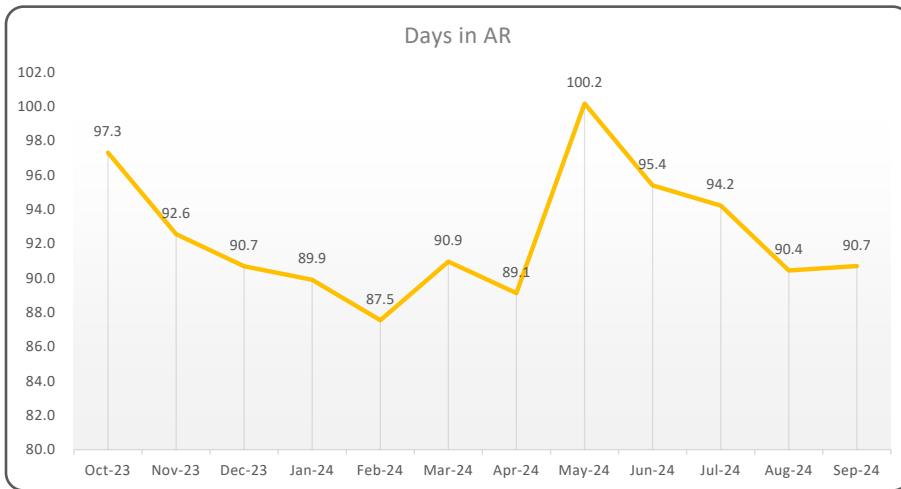
ADMISSIONS	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	13 Month Average
INPATIENT	0	3	2	6	3	4	1	0	2	0	8	1	1	2
SWINGBED	1	4	1	5	2	2	1	1	3	4	3	2	4	3
OUTPATIENT	471	528	430	411	524	495	433	453	443	564	498	537	445	479
EMERGENCY ROOM	299	291	229	274	262	289	251	267	302	332	354	301	272	286
CLINIC	517	634	582	486	540	391	458	514	409	473	541	480	399	494
NURSING HOME	0	0	2	1	1	1	1	0	0	0	2	3	1	1
TOTAL	1,288	1,460	1,246	1,183	1,332	1,182	1,145	1,235	1,159	1,373	1,406	1,324	1,122	1266

ACCOUNT INVENTORY	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	13 Month Average
MEDICARE	598	579	556	633	583	601	453	474	446	562	484	472	508	535
MEDICAID	762	732	759	756	874	940	990	1,102	1,141	1,197	1,154	1,353	1,275	1003
COMMERCIAL	887	897	942	997	1,052	1,131	1,173	1,256	1,340	1,368	1,519	1,356	1,079	1154
WORK COMP	57	55	61	56	58	54	58	67	51	74	206	98	97	76
SELF PAY	2,772	2,708	2,527	2,524	2,528	2,500	2,537	2,078	2,146	1,776	1,800	1,775	1,599	2252
TOTAL	5076	4971	4845	4966	5095	5226	5211	4977	5124	4977	5163	5054	4558	5019



SoHum Health Executive Dashboard

	TARGET	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24
Days in AR	45.0	97.3	92.6	90.7	89.9	87.5	90.9	89.1	100.2	95.4	94.2	90.4	90.7
Gross AR		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	7,657,667
Gross Revenue		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	2,056,960
Cash Collections		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	1,038,937
Adjustments		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	1,463,610
Collection %		48.3%	50.0%	60.0%	51.4%	65.7%	50.6%	47.2%	57.8%	47.1%	62.1%	47.2%	41.5%
Late Charges	1%	0.8%	0.2%	0.6%	0.3%	0.3%	-0.4%	-0.8%	-1.9%	2.9%	1.3%	0.4%	-0.7%
Bad Debt	3%	0.0%	5.3%	0.0%	0.0%	2.2%	0.0%	21.1%	0.0%	9.3%	0.4%	9.2%	4.3%
Charity Care	3%	0.2%	0.0%	0.0%	2.3%	0.4%	0.5%	0.4%	0.0%	0.4%	0.0%	0.1%	0.0%
Third Party Aged over 90	13%	21.9%	25.5%	31.0%	35.1%	35.0%	40.5%	43.9%	45.4%	39.8%	41.1%	38.5%	40.2%
Self Pay Aged over 180	25%	53.8%	53.9%	57.4%	61.7%	62.7%	68.4%	64.9%	64.8%	64.2%	62.4%	54.0%	54.6%



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

**Southern Humboldt Community Healthcare District
Parent Company (Consolidated)
SoHum Income Statement
Jul 2024**

FINANCIAL ROW	AMOUNT
Revenue	
Gross Patient Revenue	
Inpatient	\$308,385
Inpatient Ancillary	\$39,404
Outpatient	\$1,721,168
Outpatient Ancillary	\$821,129
Total Patient Revenue	\$2,890,086
Deductions from Revenue	
9060-913 - Supplemental Revenue	(\$519,792)
Contractual Allowances	\$1,267,695
Provision for Bad Debts	(\$73,622)
Other Allowances / Deductions	\$18,440
Cost Of Sales	(\$58)
Total Deductions	\$692,662
Net Patient Revenue	\$2,197,424
Other Operating Revenue	\$454,743
Total Operating Revenue	\$2,652,167
Expenses	
Salaries & Wages	\$647,114
Employee Benefits	\$310,349
Professional Fees	\$355,891
Supplies	\$457,834
Repairs & Maintenance	\$27,227
Purchased Services	\$250,878
Utilities	\$29,640
Insurance	\$30,848
Depreciation/ Amortization	\$61,267
Other	\$69,324
Total Operating Expenses	\$2,240,372
Operating Profit (Loss)	\$411,795
Tax Revenue	\$92,500
Other Non Operating Revenue (Expense)	\$5,517
Interest Income	\$1,442
Net Non Operating Revenue (Expense)	\$99,458
Net Income (Loss)	\$511,253

**Southern Humboldt Community Healthcare District
Parent Company (Consolidated)
Custom Balance Sheet
End of Jul 2024**

FINANCIAL ROW	AMOUNT
Assets	
Current Assets	
Cash - Checking & Investments	\$7,543,232.30
Patients Accounts Receivable	\$17,788,936.19
Less Allowances	(\$15,660,285.96)
Other Receivables	\$2,466,556.91
Inventories	\$617,364.93
Prepaid Expenses and Deposits	\$1,054,256.35
Total Current Assets	\$13,810,060.72
Property and Equipment	
Land	\$1,163,216.09
Land Improvements	\$553,251.44
Buildings	\$5,492,004.34
Equipment	\$7,619,310.60
Construction in progress	\$10,441,181.33
Less: Accumulated Depreciation	(\$8,918,000.96)
Net Property and Equipment	\$16,350,962.84
Total Assets	\$30,161,023.56
Liabilities & Fund Balance	
Current Liabilities	
Accounts Payable	\$753,021.28
Accrued Payroll & Related costs	\$475,558.91
Other Current Liabilities	
Deferred Revenue IGT	(\$0.01)
Loans & Current Portion of Lease Obligations	\$95,528.00
Reimbursement/Settlement	(\$985,653.71)
Total Other Current Liabilities	(\$890,125.72)
Total Current Liabilities	\$338,454.47
Long Term Debt, Less Current Portion	
LEAF Data Backup Liability	\$53,134.90
Maple Lane Loan	\$224,929.12
CHFFA Help II Loan	\$1,900,873.72
Lease Obligations	\$223,499.00
Net Long Term Debt	\$2,402,436.74
Equity	
Unrestricted Fund Balance - Prior Years	\$2,830,961.19
Retained Earnings	\$24,077,918.15
Net Income	\$511,253.01
Total Fund Balance	\$27,420,132.35
Total Liabilities & Fund Balance	\$30,161,023.56

**Southern Humboldt Community Healthcare District
Parent Company (Consolidated)
SoHum Income Statement
Aug 2024**

FINANCIAL ROW	AMOUNT
Revenue	
Gross Patient Revenue	
Inpatient	\$459,011
Inpatient Ancillary	\$31,989
Outpatient	\$1,594,039
Outpatient Ancillary	\$731,318
Total Patient Revenue	\$2,816,357
Deductions from Revenue	
9060-913 - Supplemental Revenue	(\$500,000)
Contractual Allowances	\$1,114,021
Provision for Bad Debts	\$192,653
Other Allowances / Deductions	\$18,020
Cost Of Sales	(\$22)
Total Deductions	\$824,671
Net Patient Revenue	\$1,991,686
Other Operating Revenue	\$437,925
Total Operating Revenue	\$2,429,611
Expenses	
Salaries & Wages	\$862,234
Employee Benefits	\$378,507
Professional Fees	\$509,344
Supplies	\$560,681
Repairs & Maintenance	\$28,781
Purchased Services	\$258,692
Utilities	\$32,536
Insurance	\$18,539
Depreciation/ Amortization	\$61,207
Other	\$70,012
Total Operating Expenses	\$2,780,535
Operating Profit (Loss)	(\$350,924)
Tax Revenue	\$93,563
Other Non Operating Revenue (Expense)	\$43,504
Interest Income	(\$2,141)
Net Non Operating Revenue (Expense)	\$134,927
Net Income (Loss)	(\$215,997)

Southern Humboldt Community Healthcare District
Parent Company (Consolidated)
ACS | Custom Balance Sheet
End of Aug 2024

FINANCIAL ROW	AMOUNT
Assets	
Current Assets	
Cash - Checking & Investments	\$6,244,760.93
Patients Accounts Receivable	\$19,164,805.40
Less Allowances	(\$16,463,276.51)
Other Receivables	\$3,058,852.56
Inventories	\$633,881.58
Prepaid Expenses and Deposits	\$1,050,046.83
Total Current Assets	\$13,689,070.79
Property and Equipment	
Land	\$1,193,526.09
Land Improvements	\$553,251.44
Buildings	\$5,492,004.34
Equipment	\$7,619,310.60
Construction in progress	\$10,754,603.56
Less: Accumulated Depreciation	(\$8,979,207.85)
Net Property and Equipment	\$16,633,488.18
Total Assets	\$30,322,558.97
Liabilities & Fund Balance	
Current Liabilities	
Accounts Payable	\$755,734.13
Accrued Payroll & Related costs	\$475,959.98
Other Current Liabilities	
Deferred Revenue IGT	(\$22.88)
Loans & Current Portion of Lease Obligations	\$95,528.00
Reimbursement/Settlement	(\$985,653.71)
Total Other Current Liabilities	(\$890,148.59)
Total Current Liabilities	\$341,545.52
Long Term Debt, Less Current Portion	
LEAF Data Backup Liability	\$53,134.90
Maple Lane Loan	\$221,985.88
CHFFA Help II Loan	\$1,900,873.72
Lease Obligations	\$223,499.00
Net Long Term Debt	\$2,399,493.50
Equity	
Unrestricted Fund Balance - Prior Years	\$2,830,961.19
Retained Earnings	\$24,077,918.15
Net Income	\$672,640.61
Total Fund Balance	\$27,581,519.95
Total Liabilities & Fund Balance	\$30,322,558.97

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 must wear simple masks in the hospital and SNF area.

The Infection Prevention Department maintains the hospital survey 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 checks the lab results folder daily in the provider's office and follows up as necessary.

ED/Acute:

The Emergency Department (ED) saw 276 patients in September, including nine swing bed admissions and one inpatient admissions. Our SWING bed program has made significant progress, allowing us to provide a more comprehensive care plan involving Physical Therapy, Occupational Therapy, and Speech Therapy. These expanded care plans signify a promising future for patient care, as we can now 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. We are proud to announce that the outpatient lab census is experiencing significant 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. The SNF is recuperating from the devastating COVID-19 outbreak that affected several residents, leading to increased isolation and care challenges. Some have fully recovered, but unfortunately, we did lose some of our beloved residents from post-COVID co-morbidities. We are thankful that the rest of the residents have all recuperated well and are back to normal in the SNF, although we continue to require a simple mask when visiting or walking through the SNF and acute side.

Clinic:

Dr. Rogers continues to help in the clinic and has agreed to work with a LOCUM provider to cover for him when he takes some time off. Dr. Hein is the LOCUM provider covering for Dr.

Rogers, and he has been doing a great job seeing patients in the clinic and admitting patients in the SWING bed. The clinic team continues to work hard to provide community care despite being short-staffed. Dr. Murphy, a traveler, will join us in November, and Dr. Rogers and Dr. Hein will join us, working on the clinic and following the SNF and SWING patients. In addition, we have two more physicians who will be joining the clinic in December and January. We look forward to having a complete team in the clinic to provide the community with much-needed care. We sincerely appreciate the community's unwavering support and patience as we work towards fully staffing the clinic. We continue working on getting the mobile optometry and behavioral health program up and running, knowing that it will greatly benefit our community.

Radiology

In September, Radiology performed 159 X-ray exams, 83 CTs, 35 ultrasounds, and 35 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, primarily 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 patients and residents and are working on completing the process of offering 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

1. Overall Operations- DHHS \$99,440.00
 - a. Personnel, Michelle Pogue

2. Prop 64 Collaboration with Sheriff and Public Health- \$50,000.00
 - a. Personnel, Michelle Kaufmann
 - b. 1:1 Substance Abuse counseling for students at MJH and SFHS
 - c. Classroom Education Session
 - d. Family Meetings

3. Mental Health Services Act- \$24,900.00
 - a. Personnel, Brandy Bremer
 - b. Parenting Classes, 10-week course, 8 participants
 - c. Parent support nights
 - d. Spanish Speaking family support nights
 - e. Diaper Program- 65 families

4. First 5 Humboldt- \$12,000.00
 - a. Personnel, Piper Kenner
 - b. Redway and Shelter Cove Playgroups, 35 families

5. Food Support- Vocality \$10,000.00,
Humboldt Area Foundation \$2500.00,
Food For People \$2150.00
Providence St Joe. \$3,375.00
 - a. 25 Weekly food bags, 10 emergency bags monthly
 - b. Fresh produce weekly
 - c. Dinner for Parenting classes/events
 - d. Winter Break food support

6. Google Grant \$2800.00
 - a. Earmarked for Safe and Sober Grad Party