

**BEAR VALLEY COMMUNITY HEALTHCARE DISTRICT
SPECIAL BUSINESS BOARD MEETING MINUTES
The Lodge at Big Bear Lake
40650 Village Drive, Big Bear Lake, Ca. 92315
January 21, 2016**

PRESENT: Donna Nicely, President Christopher Fagan, MD, Secretary
Barbara Willey, 1st Vice President David Faulkner, Interim CEO
Rob Robbins, Treasurer Shelly Egerer, Admin. Assistant

ABSENT: Gail McCarthy, 2nd Vice President

STAFF: Garth Hamblin Mary Norman

OTHER: Barbara Brooks Tom McCall Bill Carder

COMMUNITY MEMBERS: Joseph Kelly ET Russell

OPEN SESSION

1. CALL TO ORDER:

President Nicely called the meeting to order at 12:00 p.m.

2. ROLL CALL:

Donna Nicely, Barbara Willey, Rob Robbins and Christopher Fagan, MD, were present. Also present was David Faulkner, Interim CEO and Shelly Egerer, Administrative Assistant. Absent was Gail McCarthy.

3. ADOPTION OF AGENDA:

President Nicely called for a motion to adopt the agenda as presented. Motion by Board Member Fagan to adopt the agenda as presented. Second by Board Member Willey to adopt the agenda as presented. President Nicely called for the vote. A vote in favor of the motion was 4/0.

- Board Member Robbins- yes
- Board Member Fagan – yes
- Board Member Willey - yes
- President Nicely - yes

4. PUBLIC FORUM FOR OPEN SESSION

President Nicely opened the Hearing Section for Public Comment on Open Session items at 12:00 p.m.

- Mr. Kelly, community member stated that the Board of Directors Board Meeting required a flag at all Board meetings and asked why we did not have one. Mr. Kelly stated that the meeting needs to stop until a flag was put in the room.
- Mr. Faulkner obtained a flag and the Board started the meeting.

President Nicely closed Public Forum for Open Session at 12:07 p.m.

The Board of Directors participated in a Flag Salute in order to appease Mr. Kelly.

5. DIRECTORS COMMENTS:

- None

6. NEW BUSINESS:

A. Discussion and Potential Approval of Bear Valley Community Healthcare District Strategic Plan:

- Mr. Carder stated that he has the recommendations from yesterday's Strategic Plan Meeting that included community member's feedback. A recommendation will be asked from the Board of Directors.
- Mr. Carder reported the feedback from the community:
 - Constant management changes, which causes a lack of stability. Evolve a corporate culture.
 - Emergency and Skilled/Post/Acute/Chronic are priority services to continue to provide and improve.
 - Perception and performance must excel in service in all areas. Show the community the value of BVCHD.
 - Build community relationships.
 - Build primary care relationships.
 - Bed side manner needs to improve.
 - Follow through on the Strategic Plan.
 - Improve clinic recruit physicians.
 - Loma Linda and Hospital relationship.
- Mr. Carder stated that the Board needs to discuss how the Strategic Plan will be accomplished.
 - #1 ER and #2 Skilled/Post Acute/Chronic (rehab).
- Dr. Fagan felt that the clinic should be #1; the district spent a lot of money building the BBFRC and that we should increase volume, triage ER patients and send them to the clinic for care if appropriate, we need to make the clinic more attractive for locals. The ER has approximately 6 months of high volume and insurance.
- President Nicely stated that the clinic business needs to build up and to negotiate additional insurance coverage at the clinic.
- Further discussion took place on the clinic having the right payor/insurance at this time due to the money we receive. The Board felt that additional marketing needs to take place on the existing services we offer; the community does not know enough about the hospital, clinic and physical therapy, local physicians need to be educated (visit the local doctors offices).
- President Nicely stated that we need to market Post Acute.
- The Board of Directors agreed to a 3 year plan with the emphasis of the following:
 - Emergency room; grow business, evaluate space, improve wait times.
 - Focus on clinic operations and geriatrics.
 - Look at Post Acute services, home health and additional resources.
 - Marketing for all services; focus on awareness.
 - Payor contracts need to be reviewed and possible renegotiation.
 - Quality improvement potential of additional manager training, customer service and lower turnover.
 - Engage in corporate culture/business.
 - Enhance physical plant.
 - Recommendations are that the Board of Directors look at Loma Linda Affiliation that will tie in with the community needs, develop Telehealth, recruit new physicians and a new facility plan. Always look for additional revenue resources.
- Ms. Brooks' can work on a debt capacity analyst for a new facility.
- Mr. Carder will take the information obtained and draft a Strategic Plan that would be presented to the Board by March 2016.

7. ADJOURNMENT

President Nicely called for a motion to adjourn the meeting at 2:24 p.m. Motion by Board Member Fagan to adjourn. Second by Board Member Robbins to adjourn. President Nicely called for the vote. A vote in favor of the motion was unanimously approved 4/0.

- Board Member Robbins – yes
- Board Member Fagan – yes
- Board Member Willey - yes
- President Nicely - yes