

Minutes

Point Roberts Public Hospital District

Wednesday September 14, 2022

Call to Order:

The meeting was called to order at 7:00 p.m. by Stephen Falk, Commissioner (via Zoom)

Attending:

Commissioners: Stephen Falk, Sara Oggel
Absent: Noel Newbolt
Superintendent: Barbara Wayland
Financial Advisor: Paulette Ladner
Recording Secretary: Farrah Carsten

Introduction of Guests:

Dr. Sean Bozorgzadeh, Virginia Lester, Alexandra Wiley

Public Comment: None

Approval of Prior Minutes:

Approval of minutes from previous PRPHD Regular Meeting (August 10, 2022)

Motion: To approve minutes as presented. **Motion carried.**

Financial Report:

Financial Report:

Paulette Ladner presented the financial report. Current month payables \$16,598.78 / Payroll is \$3,456.00

There is 1 item to note: Barbara Wayland reimbursement for computer update, OS setup and drivers = \$120

***Heather Dixon is now using a business name that is registered with the county and will need new forms to fill out.*

Bills presented for approval as follows:

Bills paid:

09/01/22 – SuperTrack Urgent Care PLLC = \$16,000
08/31/22 – Point Roberts Bookkeeping = \$224
09/01/22 – Bellingham Business Machine = \$44.99
09/05/22 – Whatcom County FD #5 = \$141.03
09/01/22 – Whidbey Telecom = \$18.76
08/26/22 – Point Roberts Press = \$50
07/24/22 - Barbara Wayland reimbursement = \$120



Payroll as follows:

- Heather Dixon – Cleaner = \$448
- Barb Wayland – Superintendent = \$1,914
- Farrah Carsten – Secretary = \$528
- Stephen Falk – Commissioner = \$114
- Sara Oggel – Commissioner = \$114
- Noel Newbolt – Commissioner = \$114
- Amanda Lyn Wayland – Cleaner = \$224

Motion: To approve warrants and payroll for prior months' expenditures as presented. **Motion carried.**

Clinic Medical Director Update:



POINT BUZZETT CLINIC NUMBERS FOR AUGUST 2022

DATE	OV	LABS	PT/PHN	TELEMED	PHYS EXAM	SNRN CLINIC	PHYS & PHN	TOTAL
1	2	1						3
2	2							2
3	2							2
4	2							2
5	1							1
6	10							10
7	10							10
8	10							10
9	10							10
10	10							10
11	10							10
12	10							10
13	10							10
14	10							10
15	10							10
16	10							10
17	10							10
18	10							10
19	10							10
20	10							10
21	10							10
22	10							10
23	10							10
24	10							10
25	10							10
26	10							10
27	10							10
28	10							10
29	10							10
30	10							10
TOTAL	180	20	4	22	2	5	4	238

2022	OV	LABS	PT/PHN	TELEMED	PHYS EXAM	SNRN CLINIC	PHYS & PHN	TOTAL
January	68	7	8	20	2	7	15	130
February	75	23	7	10	7	1	3	136
March	100	14	5	11	5	9	2	157
April	80	25	1	12	2	7	4	141
May	100	10	1	10	4	9	2	146
June	107	20	1	13	3	4	0	168
July	100	15	5	15	2	7	3	167

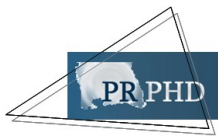
2022	OV	LABS	PT/PHN	TELEMED	PHYS EXAM	SNRN CLINIC	PHYS & PHN	TOTAL
January	10	11	7	7	1	1	2	39
February	10	10	4	10	1	1	1	38
March	10	11	5	1	7	11		45
April	10	10	4	1	1	10		47
May	10	20	4	7	4	8		53
June	10	10	10	1	1	10		52
July	10	12	3	12	1	9		57
August	10	12	4	12	1	1		52
September	10	23	4	14				51
October	10	11	11	12				44
November	11	10	4	10		4	10	49
December	10	7	10	10		1	10	48

August 25th had a total of 18 patients. 4-5 were urgent care related. There has been an influx of new patients. Per Dr. Bozorgzadeh only 1 pack of Paxlovid was given out.

The flu vaccines will be arriving within 2 weeks and the intent is to have the vaccine clinic during the 1st week of October if the shipment arrives in time. 100 were ordered so far but more can be ordered at any time if the clinic is running short.

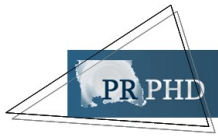
Stephen inquired about the new Covid vaccine, Bivalent. Per Alex it will be (ordered the same way as the Covid boosters) through the program that is being run by the Fire Department. There is very little change in the ordering process, SuperTrack will order it and the Fire Department will conduct the vaccine clinic.

Patient Complaints: When a complaint is received, Barbara brings it to the attention of Dr. Bozorgzadeh who then takes a day or two to review it. On August 25th a patient came into the clinic for an appointment. The patient complained about several items afterwards to the commission. Dr. Bozorgzadeh addressed all of the issues with his team and with the patient.



1. Inability to complete the appointment that was scheduled in advance. Sometimes there is a long wait time due to accommodating urgent care patients and on August 25th there were 5 urgent care cases. This particular patient waited 30 minutes. Patients that have urgent care needs can be seen ASAP without any wait time.
2. Insufficient pre appointment information. The patient wanted to have multiple things completed in 1 appointment which was not possible. It was divided into two appointments instead. Dr. Bozorgzadeh wanted test results to come in before moving onto the 2nd part of the patients request.
3. On Labor Day the patient critiqued that there wasn't enough staff to draw blood. The team at Point Roberts is very accommodating and were going to open the clinic to draw her blood. The nurse didn't realize it was a holiday and wasn't successful with getting in contact with the patient to reschedule the appointment. When it comes to lab tests, Dr. Bozorgzadeh gave the team feedback that they should start to encourage patients to go to Quest Labs. This ensures the lab gets a fresh blood sample and Fed Ex isn't being involved to delay or lose the shipments. The clinic will continue to accommodate those that are unable to cross the border or those will mobility restrictions due to health reasons.
4. Privacy at the clinic:
 - The patient felt that computers should not be in the exam rooms because she could see other patients' personal information. The clinic does not have computers in the exam rooms. Sometimes Dr. Evans may take her laptop to show certain things from the internet or show lab reports. It's rare but as a result of this no laptops or tablets will be left in the exam rooms.
 - Patient stated she could hear patients' information from the clinic staff as they were talking. It is a small waiting room and this issue has been raised by others. Dr. Bozorgzadeh held a team meeting. The results of that meeting are the introduction of white noise mixed with spa/meditation music playing in the background to mask the conversations being had, the clinic staff will remind each other to speak quietly and when a patient arrives to the clinic, a form will be handed to them to fill out with their name, DOB, list of medications, etc.
5. Nature of care – the name made the patient think the clinic was only an urgent care facility and not primary care. Stephen responded to the patient stating that it's in the mandate to provide both urgent care as well as primary care.

Alex requested that as these complaints come in, if both she and Dr. Bozorgzadeh could be included in the original threads immediately so that they can address it right away.



Clinic Revenue Report – Alexandra Wiley: First and second quarter report was displayed on the screen. Stephen was concerned about the loss incurred. Alex said the patient revenue includes insurance reimbursement and obviously more patients would generate more revenue. The biggest change was having 3 doctors on staff versus 2. Fuel prices, medical supplies, supply chain issues the antibiotics and flu vaccines added into the expenses. She doesn't see a way to reduce the costs and supplies. There were several significant hits with the phone system, internet, computers, etc. The clinic still doesn't have the high-speed internet they bought into. Whidbey is working with SuperTrack to make it equitable; the long-distance issue has been mitigated, reducing almost 30% off the phone bills.

Dr. Bozorgzadeh said in the 1st quarter of every year insurance companies push more payments to the patient portion/responsibility. Historically speaking SuperTrack's collections in those first 3 months are lower because they don't employ aggressive practices or send outstanding bills to collection agencies. The hope is that it builds up by the end of the year.

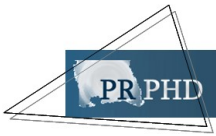
Superintendent's Report:

- Paulette and Barbara are having problems with their current Dell computers they are using and will need to buy new ones at some point.
- Barbara will be starting to prepare for the November budget meetings with Paulette.
- After the discussion about people understanding how to access the clinic and services provided, Barbara, Alex and Dr. Bozorgzadeh came up with a handout. It was sent to the commission, posted on Point ePost, Next Door and the PRPHD website. The clinic will post it on the wall and hand out copies to patients. Also on the handout is the email address admin@supertrackurgentcare.com so that if anyone has a question or concern, they can use this email, which will directly go to Alex and Dr. Bozorgzadeh.

If anyone has a comment on the handout, let Barbara know so that she can update it and have everyone on the same page. Stephen suggested that we do more PR for the district.

Barbara wants to have a better coordination of information between the hospital district, fire department and Circle of Care because nothing is said to new residents when they move here like a "Welcome Wagon". There was a time when a handout was given to new residents and it would be good to have Real Estate agents hand the information to the newcomers.

- Agendas will be sent out with the monthly meeting information via Next Door and Point ePost



Other:

Website update: Barbara’s bio has been updated, all of the minutes and agendas are uploaded. Farrah wants to create a separate page on the website labelled “Are you new to Point Roberts?” She would like to provide information and various links to various things that would be helpful to newcomers.

Request by SuperTrack to amend contract rollover clause to two years (tabled previous meeting) - Stephen prefers status quo although it doesn’t help SuperTrack with the employment contract issue. Sara suggested we could review it next year and Barbara said all 3 commissioners should be present to have the discussion. (Tabled until next meeting)

Next Regular Meeting: Wednesday October 12th, 2022 @ 7:00 pm via ZOOM

Meeting adjourned: 7:53 p.m.

Minutes approved verbally at the following month’s ZOOM meeting

Stephen Falk

Sara Oggel

Noel Newbolt

Farrah Carsten