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**NOTICE AND CALL OF A  
SPECIAL MEETING OF THE  
BOARD OF DIRECTORS**

**SPECIAL BOARD OF DIRECTORS BUSINESS MEETING AGENDA  
WEDNESDAY, APRIL 27, 2022 @ 1:45 p.m.  
OPEN SESSION @ 1:45p.m. – HOSPITAL CONFERENCE ROOM  
41870 GARSTIN DRIVE, BIG BEAR LAKE, CA. 92315**

NOTICE IS HEREBY GIVEN that a Special Meeting of the Board of Directors for the Bear Valley Community Healthcare District will be held on Wednesday, April 27, 2022 @ 1:45 p.m. at the Bear Valley Community Healthcare District 41870 Garstin Drive, Big Bear Lake, CA. 92315. A copy of the agenda is attached hereto.

Dated: April 25, 2022

A handwritten signature in black ink, appearing to read "Evan Rayner", is written over the typed name and title.

Evan Rayner  
Chief Executive Officer



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**SPECIAL BOARD OF DIRECTORS BUSINESS MEETING AGENDA  
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Copies of staff reports or other written documentation relating to each item of business referred to on this agenda are on file in the Chief Executive Officer's Office and are available for public inspection or purchase at 10 cents per page with advance written notice. In compliance with the Americans with Disabilities Act and Government Code Section 54954.2, if you need special assistance to participate in a District meeting or other services offered by the District, please contact Administration (909) 878-8214. Notification at least 48 hours prior to the meeting or time when services are needed will assist the District staff in assuring that reasonable arrangements can be made to provide accessibility to the meeting or service. **DOCUMENTS RELATED TO OPEN SESSION AGENDAS (SB 343)** -- Any public record, relating to an open session agenda item, that is distributed within 72 hours prior to the meeting is available for public inspection at the public counter located in the Administration Office, located at 41870 Garstin Drive, Big Bear Lake, CA 92315. For questions regarding any agenda item, contact Administration at (909) 878-8214.

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**OPEN SESSION**

**1. CALL TO ORDER**

**Peter Boss, President**

**2. ROLL CALL**

**Shelly Egerer, Administrative Assistant**

**3. FLAG SALUTE**

**4. ADOPTION OF AGENDA\***

**5. PUBLIC FORUM FOR OPEN SESSION**

This is the opportunity for persons to speak on items of interest to the public within subject matter jurisdiction of the District, but which are not on the agenda. Any person may, in addition to this public forum, address the Board regarding any item listed on the Board agenda at the time the item is being considered by the Board of Directors.

*(Government Code Section 54954.3, there will be a three (3) minute limit per speaker. Any report or data required at this time must be requested in writing, signed and turned in to Administration. Please state your name and city of residence.)*

***PUBLIC RESPONSE IS ENCOURAGED AFTER MOTION, SECOND AND  
PRIOR TO VOTE ON ANY ACTION ITEM***

**6. DIRECTORS' COMMENTS**

**7. OLD BUSINESS\***

- None

**8. NEW BUSINESS\***

(1) Discussion, Review, Update and Potential Approval of the Following Items:

- (1) Marketing Plan
- (2) Employer Outreach
- (3) Growth Opportunities

(2) Discussion, and Potential Approval of the Big Bear Urgent Care April Board Report

(3) Discussion and Potential Approval of the March Financial Report

**9. ADJOURNMENT\***

**\* Denotes Actions Items**

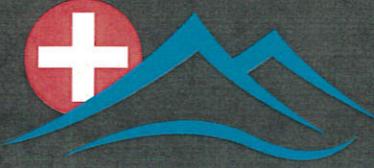


## Recommendation for Action

Date: April 25, 2022  
To: Board of Directors  
From: Megan Meadors, Marketing Director  
Re: Big Bear Urgent Care Marketing

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- We had \$50,000.00 budgeted in this year's BB Urgent Care Marketing Budget
- We contracted with Marta for a bus ad (See attached) which began running in February
- We have been running a campaign in the grizzly- See attached
- We also were able to get into the Vons shopping carts with an ad
- In next year's budget we will include the following:
  - Grizzly
  - KBHR
  - Big Bear Theater
  - Cartvertising (Vons)
  - Lunch and Learns
  - Grand Opening- Chamber Mixer
  - Google Ads
  - Facebook ads
  - Collateral- outreach materials



*Big Bear*  
**URGENT CARE**

When a fever is  
not an emergency  
but it's **URGENT!**



All Insurances Accepted

**BEAR VALLEY**

COMMUNITY HEALTHCARE DISTRICT

NOW UNDER THE BEAR VALLEY COMMUNITY  
HEALTHCARE DISTRICT FAMILY OF SERVICES

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When a cut is not  
an emergency...  
but it's **URGENT!**



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**URGENT CARE**

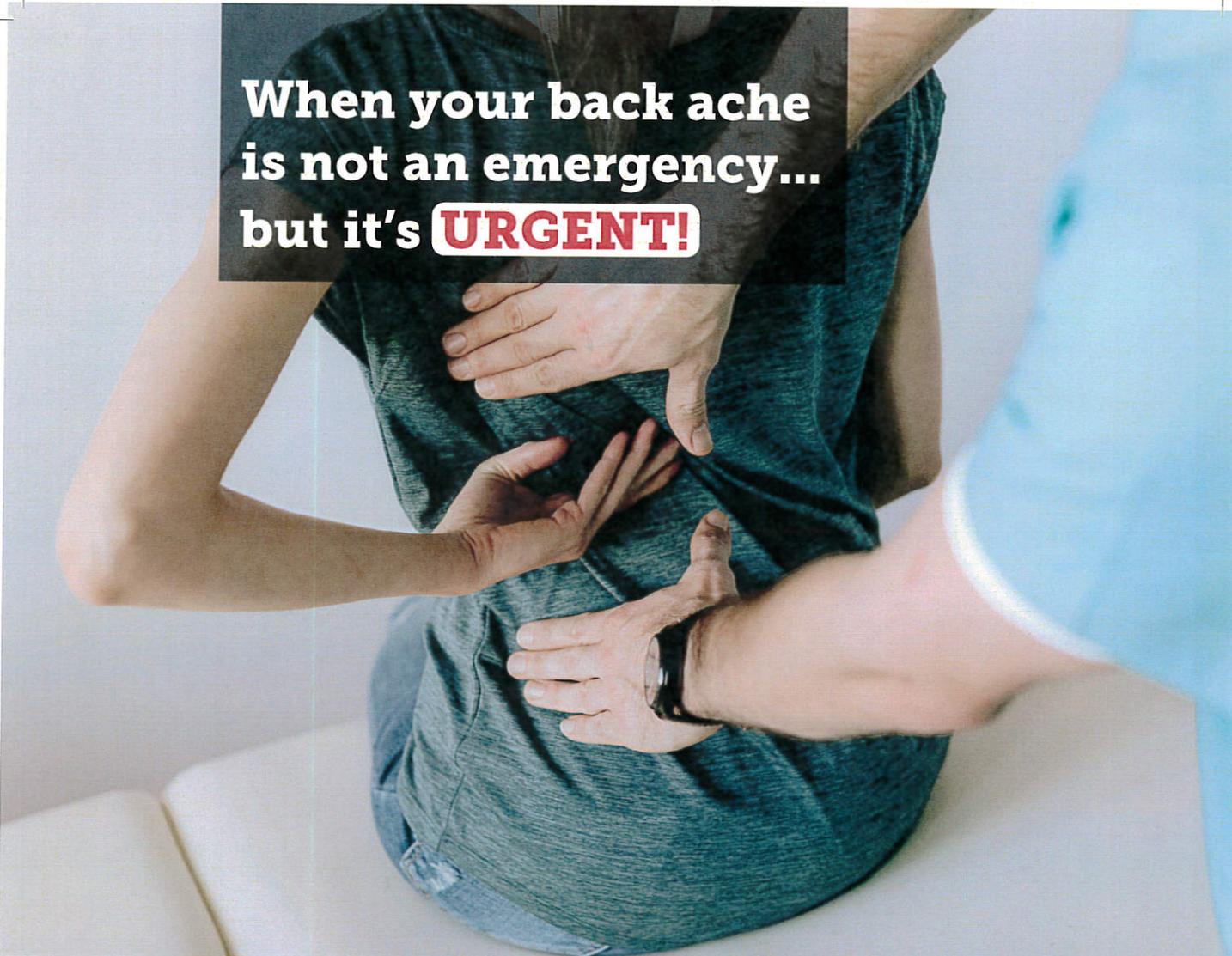
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When your back ache  
is not an emergency...  
but it's **URGENT!**



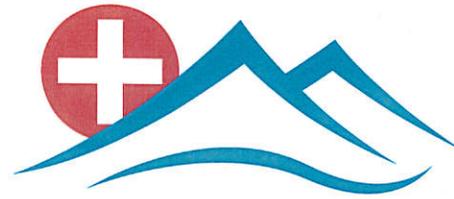
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## Big Bear Urgent Care Board Report

April 2022

TOPIC	UPDATE	ACTION/FOLLOW UP
<b>1. Clinic Stats</b>	<ul style="list-style-type: none"> <li>▪ Monthly Stats:               <ul style="list-style-type: none"> <li>○ Jan: 448</li> <li>○ Feb: 319</li> <li>○ March: 339</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▪ Continue recruiting efforts to retain a permanent full -time provider.</li> <li>▪ Working on developing an Industrial Medicine/Work Comp information packet/proposal to present to potential community businesses.</li> </ul>
<b>2. Provider Update</b>	<ul style="list-style-type: none"> <li>▪ Provider Staff:               <ul style="list-style-type: none"> <li>○ Dr. Knapik- Medical Director- working 1-2 shifts/month</li> <li>○ Dr. Beaird- contract physician-working 3-5 shifts/month</li> <li>○ Dr. Groke-contract physician- working 1 shift/month</li> <li>○ Kelli Gora, DNP- working multiple shifts as needed (also works FHC, ED and wound care)- Successful completion of DOT certification</li> <li>○ Dr. Paul-Locum provider contracted through Pacific Companies</li> <li>○ Dr. Shafik- Locum provider contracted through Pacific Companies</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▪ Continue recruiting efforts using Indeed and Intranet.</li> <li>▪ Interview Indeed candidates. Three interviews scheduled in April.</li> </ul>

	<ul style="list-style-type: none"> <li>○ Dr. Ho- Locum provider contracted through Pacific Companies.</li> </ul>	
<p><b>3. Operations</b></p>	<ul style="list-style-type: none"> <li>▪ COVID Protocols- Developed COVID protocol for screening patients and visitors. Implemented Wello screening station. Provided option for patients who screen positive to be seen via telehealth or in parking lots (designated parking spot). Staff trained on PPE and fit tested for N95 masks. Implemented Abbott ID Now testing.</li>   <li>▪ Education: <ul style="list-style-type: none"> <li>○ Breath Alcohol Testing (BAT)- Lora Townsend completed train the trainer course and is in process of training staff MAs (BAT).</li> <li>○ Urine Drug Screen (UDS)- Staff MA in process of completing the training the trainer course</li> <li>○ PPE Training</li> <li>○ Experity Training</li> <li>○ UV Disinfecting Light training</li> <li>○ Splinting course-Dr. Melvani provided staff with hands on splinting training.</li> <li>○ Infection Prevention- Room cleaning/disinfecting</li> <li>○ Crucial Conversation course-Lora Townsend completed.</li> <li>○ Ca.Gov Workers Comp webinars</li> </ul> </li>   <li>▪ Policy Development: Urgent Care policies go through the same approval process as all District policies. The following policies have been approved: <ul style="list-style-type: none"> <li>○ Screening Patients</li> <li>○ District Wide Policies</li> <li>○ Diagnostic Imaging</li> <li>○ Radiological Exposure and Reduction Plan</li> <li>○ Radiology Orders and Interpretation</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▪ In process of registering with CalREDDIE (CDPH) for COVID test reporting. Working on policy development for HEPA Filter and UV disinfecting light use.</li>   <li>▪ As stated</li>   <li>▪ As stated</li> </ul>

- Radiology Overread
- Reporting Results to the Federal Motor Carrier Safety Administration
- Urine Specimen Labeling and Collection
- Patient Registration and Medical Record Generation
- Interpreter

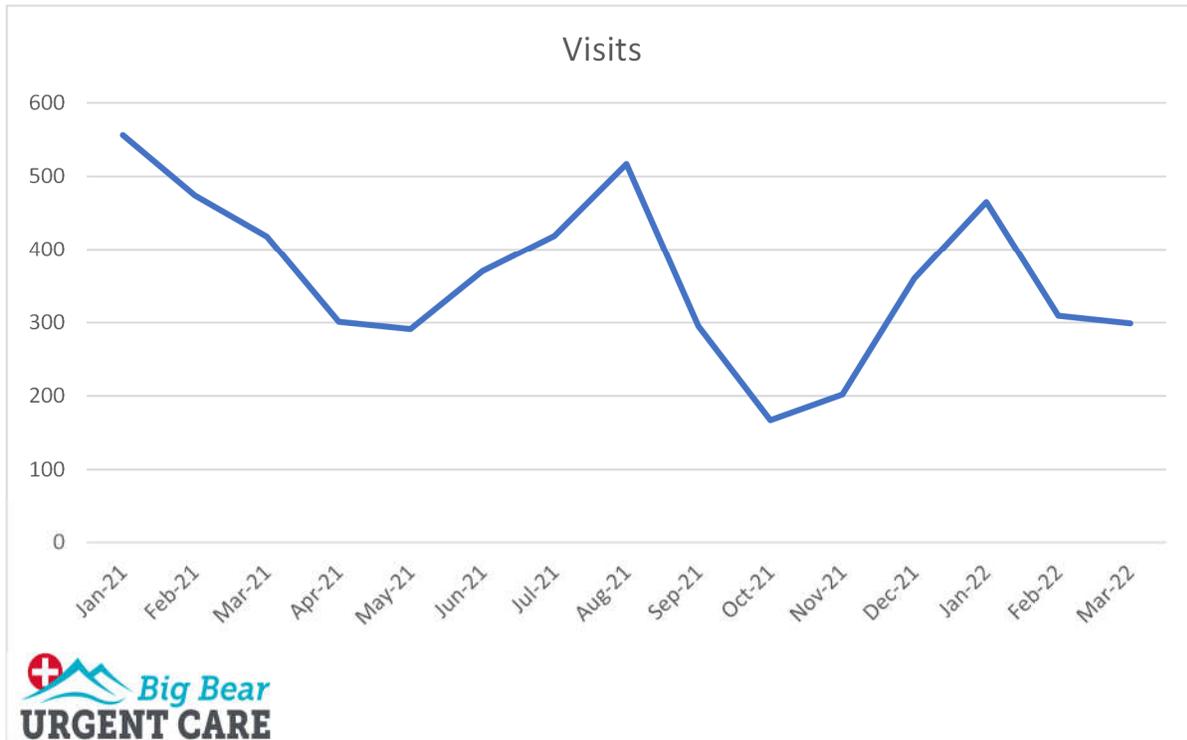
- Experity:
  - Working with Experity to review opportunities to improve documentation and workflow.
  - Experity team continues to work on insurance contracts.

- Key staff receive weekly feedback reports.

<b>PAYOR</b>	<b>STATUS</b>
Aetna	Pending Medicare
Anthem Blue Cross	Contract In Process at Plan Level
Blue Shield California	Ap in Process at Plan Level
Cigna	Pending info from plan
Medicare	Ap in Process at Plan Level
Health Net Federal Services	TriCare Cert Non Network
United Healthcare	Contract In Process at Plan Level
Multiplan Inc	Network Closed
Three Rivers Provider Network	Effective/Completed
Health Net	Pending Doc/Info from Client
Humana	Contract In Process at Plan Level
Kaiser Permanente	Network Closed
TriWest Healthcare Alliance	Group decided non par
Heritage Provider Network	Ap Pending Internal Process
Regal Medical Group IPA	Ap Pending Internal Process
Medi-Cal	Ap Pending Internal Process

	Inland Empire Health Plan	Ap Pending Internal Process	
	Molina Healthcare	Ap Pending Internal Process	
<b>4. Informational/Other</b>	<ul style="list-style-type: none"> <li>▪ Nothing to report at this time.</li> </ul>		▪
<i>Sheri Mursick, RN, BSN Director Outpatient Clinic Services</i>			<i>Date: April 22, 2022</i>





**Profit and Loss Statement Urgent Care FY22**

	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	YTD
Revenue	29,029.00	31,166.00	70,141.48	117,560.24	89,183.00	49,013.00	386,092.72
Deductions			106.98	3,111.26	1,757.44	20,831.50	25,807.18
<b>Net Revenue</b>	<b>29,029.00</b>	<b>31,166.00</b>	<b>70,034.50</b>	<b>114,448.98</b>	<b>87,425.56</b>	<b>28,181.50</b>	<b>360,285.54</b>
Wages	18,909.63	35,436.22	44,122.76	46,254.19	53,993.83	42,081.92	240,798.55
Benefits	4,142.01	6,183.68	8,679.82	9,053.75	14,073.67	13,061.54	55,194.47
Physician Fees	-	3,000.00	17,587.51	21,521.42	30,794.57	13,325.21	86,228.71
Medical Supplies	4,172.77	1,168.41	4,391.22	4,809.49	3,109.85	3,422.61	21,074.35
Office Supplies	1,105.23	1,063.94	930.78	768.39	438.19	896.73	5,203.26
Non Med Supplies	-	4,107.36	4,744.77	2,983.20	1,403.57	3,433.33	16,672.23
Minor Equipment	5,036.42	35,868.16	5,801.39	3,514.06	906.51		51,126.54
Contracted Services	24,600.00	5,095.00			3,443.58		33,138.58
Purchase Services	-	8,172.86	4,129.59	910.25	365.00		13,577.70
Rent Expense	3,411.00	8,400.00	54,162.00	13,227.00	13,227.00	13,227.00	105,654.00
Tax and Licenses	524.00	-	4,661.99	94.10	164.53	131.74	5,576.36
Postage	544.36						544.36
Dues/Subs	-	1,313.57			465.00		1,778.57
Utilities	208.51	1,209.57	1,325.18	1,094.92	929.89	856.27	5,624.34
Misc Exp	-	4,546.90	45.00	510.00	778.05	45.00	5,924.95
<b>Total Expenses</b>	<b>62,653.93</b>	<b>115,565.67</b>	<b>150,582.01</b>	<b>104,740.77</b>	<b>124,093.24</b>	<b>90,481.35</b>	<b>648,116.97</b>
<b>Net Income</b>	<b>(33,624.93)</b>	<b>(84,399.67)</b>	<b>(80,547.51)</b>	<b>9,708.21</b>	<b>(36,667.68)</b>	<b>(62,299.85)</b>	<b>(287,831.43)</b>