



**BOARD OF DIRECTORS BUSINESS MEETING AGENDA
WEDNESDAY, JANUARY 10, 2024 @ 2:30 P.M.
OPEN SESSION @ 2:30 P.M. – HOSPITAL CONFERENCE ROOM
41870 GARSTIN DRIVE, BIG BEAR LAKE, CA. 92315**

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.

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. URGENT CARE BOARD MEETING MINUTES***
 - (1) November 08, 2023
- 8. OLD BUSINESS***
 - None
- 9. NEW BUSINESS***
 - (1) Discussion, Review, Update and Potential Approval of the Big Bear Urgent Care Board Report:
 - (1) Clinic stats
 - (2) Provider update
 - (3) Operations
 - (2) Discussion and Potential Approval of the Quarterly Financial Report
- 10. ADJOURNMENT*** *** Denotes Actions Items**

**BEAR VALLEY COMMUNITY HEALTHCARE DISTRICT
BIG BEAR URGENT CARE INC. BOARD MEETING MINUTES
41870 GARSTIN DRIVE, BIG BEAR LAKE, CA 92315
NOVEMBER 08, 2023**

PRESENT: Peter Boss, MD, President Steven Baker, Treasurer
 Ellen Clarke, 1st Vice President Evan Rayner, CEO
 Jack Briner, 2nd Vice President Shelly Egerer, Exec. Assistant
 Mark Kaliher, RN, Secretary

ABSENT: None

STAFF: Sheri Mursick Garth Hamblin Monica Negrete

OTHER: None

**COMMUNITY
MEMBERS:** None

OPEN SESSION

1. CALL TO ORDER:

President Boss called the meeting to order at 2:47 p.m.

2. ROLL CALL:

Peter Boss, Steven Baker, Ellen Clarke, Jack Briner and Mark Kaliher were present. Also present was Evan Rayner, CEO, and Shelly Egerer, Executive Assistant.

3. FLAG SALUTE:

Board Member Briner led the flag salute and all present participated.

4. ADOPTION OF AGENDA:

President Boss called for a motion to adopt the November 08, 2023 Urgent Care Board Meeting Agenda as presented. Motion by Board Member Kaliher to adopt the November 08, 2023 Urgent Care Board Meeting Agenda as presented. Second by Board Member Clarke to adopt the November 08, 2023 Urgent Care Board Meeting Agenda as presented. President Boss called for a vote. A vote in favor of the motion was 5/0.

- Board Member Clarke - yes
- President Boss - yes
- Board Member Baker - yes
- Board Member Kaliher - yes
- Board Member Briner - yes

5. PUBLIC FORUM FOR OPEN SESSION:

President Boss opened the Hearing Section for Public Comment on Open Session items at 2:47 p.m. Hearing no request to make Public Comment, President Boss closed Public Forum for Open Session at 2:47 p.m.

6. DIRECTORS COMMENTS

- None

7. APPROVAL OF MINUTES*

A. July 12, 2023

President Boss called for a motion to approve the July 12, 2023 minutes as presented. Motion by Board Member Kaliher to approve July 12, 2023 minutes as presented. Second by Board Member Clarke to approve the July 12, 2023 minutes as presented. President Boss called for the vote. A vote in favor of the motion was 5/0.

- Board Member Clarke - yes
- Board Member Briner - yes
- President Boss - yes
- Board Member Baker - yes
- Board Member Kaliher - yes

8. OLD BUSINESS*

- None

9. NEW BUSINESS*

A. Discussion, Review, Update and Potential Approval of the Big Bear Urgent Care Board Report:

(1) Clinic Stats:

- Increase in patients, October saw 540 patients
- Increase trust with the public
- Anticipate to see patient increase with the new season upon us
- Continue to work on agreements for the UC

(2) Provider Update:

- Olivia is primary full time lead
- Jessica Rule, PA will work at UC and the FHC

(3) Operations:

- Extending hours for the season
- Monica has done a great job being clinical manager and is now on maternity leave
- Space utilization review will be completed tomorrow so that we can have a secured medical space
- UC management contract is to be reviewed and renewed

President Boss called for a motion to approve the BBUC Board Report as presented. Motion by Board Member Baker to approve the BBUC Board Report as presented. Second by Board Member Briner to approve the BBUC Board Report as presented. President Boss called for a vote. A vote in favor of the motion was 5/0.

- Board Member Clarke - yes
- Board Member Briner - yes
- President Boss - yes
- Board Member Baker - yes
- Board Member Kaliher - yes

B. Discussion and Potential Approval of the Quarterly Financial Report & Statistics Report:

- Mr. Hamblin reported the following information:
 - UC is calendar year
 - First 9 months has a loss of a \$100,000

President Boss called for a motion to approve the Quarterly Financial Report as presented. Motion by Board Member Baker to approve the Quarterly Financial Report as presented. Second by Board Member Clarke to approve the Quarterly Financial Report as presented. President Boss called for the vote. A vote in favor of the motion was 5/0.

- Board Member Clarke - yes
- Board Member Briner - yes
- President Boss - yes
- Board Member Baker - yes
- Board Member Kaliher - yes

10. ADJOURNMENT:

President Boss called for a motion to adjourn the meeting at 2:56 p.m. Motion by Board Member Baker to adjourn the meeting. Second by Board Member Kaliher to adjourn the meeting. President Boss called for the vote. A vote in favor of the motion was unanimously approved 5/0.

- Board Member Clarke - yes
- President Boss - yes
- Board Member Baker - yes
- Board Member Kaliher - yes
- Board Member Briner - yes



Big Bear Urgent Care Board Report

Quarterly Report- Jan 2024

TOPIC	UPDATE	ACTION/FOLLOW UP																																																								
1. Clinic Stats	<div>Monthly Stats:</div> <table><thead><tr><th></th><th>2021</th><th>2022</th><th>2023</th></tr></thead><tbody><tr><td>January</td><td></td><td>448</td><td>619</td></tr><tr><td>February</td><td></td><td>319</td><td>417</td></tr><tr><td>March</td><td></td><td>339</td><td>387</td></tr><tr><td>April</td><td></td><td>320</td><td>372</td></tr><tr><td>May</td><td></td><td>367</td><td>418</td></tr><tr><td>June</td><td></td><td>372</td><td>475</td></tr><tr><td>July</td><td></td><td>286</td><td>528</td></tr><tr><td>August</td><td></td><td>417</td><td>570</td></tr><tr><td>September</td><td></td><td>370</td><td>503</td></tr><tr><td>October</td><td>183</td><td>429</td><td>543</td></tr><tr><td>November</td><td>184</td><td>503</td><td>606</td></tr><tr><td>December</td><td>348</td><td>637</td><td>807</td></tr><tr><td colspan="4">71548076245</td></tr></tbody></table>		2021	2022	2023	January		448	619	February		319	417	March		339	387	April		320	372	May		367	418	June		372	475	July		286	528	August		417	570	September		370	503	October	183	429	543	November	184	503	606	December	348	637	807	71548076245				<div><div>Working with Experity and Andy Werking on payor contracts and credentialing.</div><div>Steady increase in monthly volumes.</div></div>
		2021	2022	2023																																																						
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2. Provider Update	<div>Provider Staff:</div> <div><div>Olivia Bockoff, PA- Full-time. Assisting as a lead in Urgent Care operations. Participates in Experity monthly calls, scheduling, policy review and</div></div>	<div>Continue to recruit providers as needed.</div>																																																								

	<p>orientation. Completed ASIMS Leadership training certification course.</p> <ul style="list-style-type: none"> ○ Jessica Rule, PA- Full-time. Completed her DOT training, took DOT exam in December-waiting for results. ○ Dr. Knapik- Medical Director- working as needed. ○ Dr. Beaird- contract physician-working as needed. ○ Dr. Orr- contract physician-working as needed. ○ Kelli Gora, DNP- per diem, working as needed. ○ John Nunn, PA- Full-time for FHC has cross trained to Urgent Care to assist with coverage. 	
3. Operations	<ul style="list-style-type: none"> ▪ Marketing/Patient Experience: <ul style="list-style-type: none"> ○ Olivia recorded an advertisement on KHBR. ○ Extended hours posters published and posted around town. ○ Jessica Rule has been highlighted in the Grizzly. ○ Google reports show increase in on-line interactions (google search). ○ Have received several 5-star reviews. ▪ Extended hours: <ul style="list-style-type: none"> ○ Hours have been extended to 0900-1930 beginning Dec 17th and extending through March (weather permitting). Providers work 10-hour shifts, staff are currently on 8 hours and stagger their time to cover the shift. The staff will vote to change their hours to 10 hour shifts temporarily during extended hours to avoid overtime and improve workflow. ▪ Space Utilization: <ul style="list-style-type: none"> ○ A secure medication cabinet was installed in December. Facilities working on optimizing storage space for efficiency. Clinical lab renovation project scheduled for Spring. 	<ul style="list-style-type: none"> ▪ Informational ▪ As stated ▪ Informational

- Experity team continues to work on insurance contracts.

Contract	Status
Aetna	Ap in Process at Plan Level
Anthem Blue Cross California	Pending FNS
Blue Shield California	Pending FNS
Cigna	Contract Pending Client Approval
Corvel	Effective/Completed
EK Health Services Inc	Effective/Completed
Health Net	Pending Doc/Info from Client
Health Net Federal Services	TriCare Cert Non Network
Heritage Provider Network	Sent existing agreement to Experity that has the grandfather clause.
Humana	Effective/Completed
Inland Empire Health Plan	Pending Medicaid
Kaiser Permanente	Admin working with Kaiser
Medi-Cal of California	Pending
Medicare California	Effective/Completed
Molina Healthcare of California	Contract In Process at Plan Level
Multiplan Inc	Network Closed
Networks By Design	Effective/Completed
Regal Medical Group IPA	Contract Pending Client Approval
Three Rivers Provider Network	Effective/Completed
TriWest Healthcare Alliance	Effective/Completed
United HealthCare of California	Contract Pending Client Approval

4. Informational

- Informational