



**BOARD OF DIRECTORS BUSINESS MEETING AGENDA
WEDNESDAY, APRIL 10, 2024 @ 2:45 P.M.
OPEN SESSION @ 2:45 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) January 10, 2024
- 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
JANUARY 10, 2024**

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: Monica Negrete

STAFF: Sheri Mursick Garth Hamblin Olivia Bockoff

OTHER: None

COMMUNITY

MEMBERS: Joseph Kelly

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 Baker led the flag salute and all present participated.

4. ADOPTION OF AGENDA:

President Boss called for a motion to adopt the January 10, 2024 Urgent Care Board Meeting Agenda as presented. Motion by Board Member Kaliher to adopt the January 10, 2024 Urgent Care Board Meeting Agenda as presented. Second by Board Member Clarke to adopt the January 10, 2024 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 2:48 p.m.

- Public Member J. Kelly would like to understand how the current Board of Directors is the UC Board of Directors.

President Boss closed Public Forum for Open Session at 2:48 p.m.

6. DIRECTORS COMMENTS

- None

7. APPROVAL OF MINUTES*

A. November 08, 2023

President Boss called for a motion to approve the November 08, 2023 minutes as presented. Motion by Board Member Kaliher to approve November 08, 2023 minutes as presented. Second by Board Member Clarke to approve the November 08, 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:

- We have seen an increase in patients seen at the UC
 - We have extended the UC hours for the winter season
 - Continue to work on agreements for the UC
-
- Board Member Clarke reported that she is hearing great things about the UC
 - Board Member Kaliher reported that he has been seen at the UC and Jessica Rule, PA is doing a great job.
 - Public Member Kelly reported that he thinks the UC is a great facility and hope all is going well and thanked Sheri for her hard work.

President Boss called for a motion to approve the BBUC Board Report as presented. Motion by Board Member Clarke 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 data is 11 months
 - Volumes are increasing
 - Financials are doing well

President Boss called for a motion to approve the Quarterly Financial Report as presented. Motion by Board Member Kaliher to approve the Quarterly Financial Report as presented. Second by Board Member Baker 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 2:57 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
- Board Member Briner - yes
- President Boss - yes
- Board Member Baker - yes
- Board Member Kaliher - yes



Big Bear Urgent Care Board Report

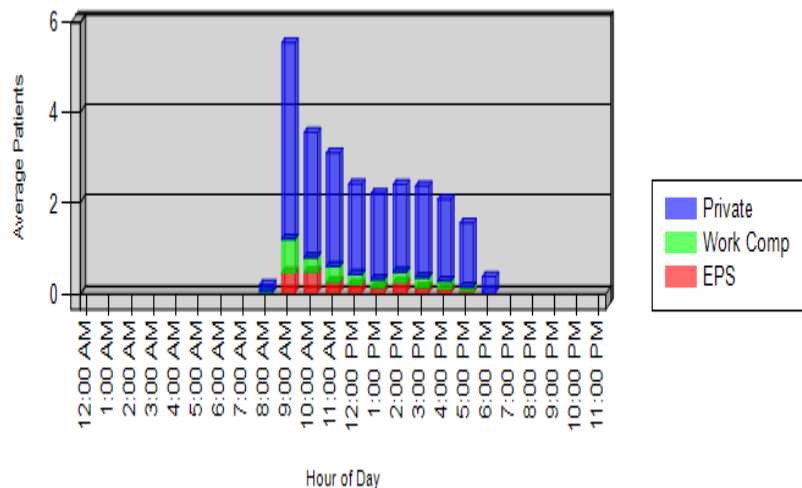
Quarterly Report- April 2024

TOPIC	UPDATE	ACTION/FOLLOW UP																																																																	
1. Clinic Stats	<ul style="list-style-type: none"> ▪ Monthly Stats: <table border="1" style="margin-left: 20px; border-collapse: collapse; width: 100%;"> <thead> <tr style="background-color: #ADD8E6;"> <th style="width: 15%;"></th> <th style="width: 15%;">2021</th> <th style="width: 15%;">2022</th> <th style="width: 15%;">2023</th> <th style="width: 15%;">2024</th> </tr> </thead> <tbody> <tr><td>January</td><td></td><td>448</td><td>619</td><td>868</td></tr> <tr><td>February</td><td></td><td>319</td><td>417</td><td>749</td></tr> <tr><td>March</td><td></td><td>339</td><td>387</td><td></td></tr> <tr><td>April</td><td></td><td>320</td><td>372</td><td></td></tr> <tr><td>May</td><td></td><td>367</td><td>418</td><td></td></tr> <tr><td>June</td><td></td><td>372</td><td>475</td><td></td></tr> <tr><td>July</td><td></td><td>286</td><td>528</td><td></td></tr> <tr><td>August</td><td></td><td>417</td><td>570</td><td></td></tr> <tr><td>September</td><td></td><td>370</td><td>503</td><td></td></tr> <tr><td>October</td><td>183</td><td>429</td><td>543</td><td></td></tr> <tr><td>November</td><td>184</td><td>503</td><td>606</td><td></td></tr> <tr><td>December</td><td>348</td><td>637</td><td>807</td><td></td></tr> </tbody> </table> 		2021	2022	2023	2024	January		448	619	868	February		319	417	749	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		<ul style="list-style-type: none"> ▪ Working with Experity and Andy Werking on payor contracts and credentialing. ▪ Steady increase in monthly volumes.
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	<ul style="list-style-type: none"> ▪ Top 10 Diagnosis Q12024 <table border="1" data-bbox="562 243 1539 768"> <tr> <td>87.1</td> <td>161</td> <td>Influenza w Oth Respiratory</td> </tr> <tr> <td>465.9</td> <td>136</td> <td>Acute Upper Resp Infections Unspecified</td> </tr> <tr> <td>466.0</td> <td>123</td> <td>Acute Bronchitis</td> </tr> <tr> <td>034.0</td> <td>118</td> <td>Streptococcal Sore Throat</td> </tr> <tr> <td>462</td> <td>86</td> <td>Acute Pharyngitis</td> </tr> <tr> <td>599.0</td> <td>83</td> <td>Urinary Tract Infection Unspecified</td> </tr> <tr> <td>V70.5</td> <td>75</td> <td>Health Examination Defined</td> </tr> <tr> <td>461.9</td> <td>72</td> <td>Acute Sinusitis Unspecified</td> </tr> <tr> <td>V70.8</td> <td>56</td> <td>Other General Medical Examinations</td> </tr> <tr> <td>382.9</td> <td>54</td> <td>Unspecified Otitis Media</td> </tr> </table>	87.1	161	Influenza w Oth Respiratory	465.9	136	Acute Upper Resp Infections Unspecified	466.0	123	Acute Bronchitis	034.0	118	Streptococcal Sore Throat	462	86	Acute Pharyngitis	599.0	83	Urinary Tract Infection Unspecified	V70.5	75	Health Examination Defined	461.9	72	Acute Sinusitis Unspecified	V70.8	56	Other General Medical Examinations	382.9	54	Unspecified Otitis Media	
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<p>2. Provider Update</p>	<ul style="list-style-type: none"> ▪ Provider Staff: <ul style="list-style-type: none"> ○ Olivia Bockoff, PA- Full-time. Assisting as a lead in Urgent Care operations. Participates in Experity monthly calls, scheduling, policy review and orientation. ○ Jessica Rule, PA- Full-time. Received DOT certification. Will be cross training to work at FHC/RHC. ○ 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- Cross-trained to work UC. 	<ul style="list-style-type: none"> ▪ Informational 																														
<p>3. Operations</p>	<ul style="list-style-type: none"> ▪ Marketing/Patient Experience: <ul style="list-style-type: none"> ○ Google Reviews: <ul style="list-style-type: none"> ▪ Tore my rotator cuff skiing. Ended up here just after my wipeout for an x-ray. Great experience from beginning to end. Very personable and knowledgeable. 	<ul style="list-style-type: none"> ▪ Informational 																														

- The care and concern that I received from Olivia, Marissa, Briana, and Wendy at my last visit was amazing, I really felt like they listened and were very attentive. Great job Urgent Care!! Thank you!!
- We are locals. I take my son here and myself. The wait isn't too bad. The PA's Jessica and Olivia are great! The front desk and PA assistant's Wendy and the other girls are always friendly. Not sure why they are getting bad reviews? Thanks to everyone at Urgent care!
- They saw us last min on a Saturday evening. Super friendly staff, and the prices were not too high (we had no insurance).
- Just left there. The nurse Ariana and the P.A. Jessica could not have been more kind and helpful. This is the 3rd time I have gone there and each time I have been very satisfied with the care I have received.

- Extended hours:
- The graph below demonstrates the average patient time of arrival. Extended hours will end in April.



- As stated
- Informational
- Informational

	<ul style="list-style-type: none"> ▪ Space Utilization: <ul style="list-style-type: none"> ○ A secure medication cabinet was installed in December. Additional storage space was created for ortho and patient supplies. This allows for separation of EVS and clinical supplies. . ▪ 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"> ○ None ▪ Contracts: Urgent Care contracts go through the same approval process as all District contracts. The following contracts have been approved: <ul style="list-style-type: none"> ○ None ▪ Experity: <ul style="list-style-type: none"> ○ Working with Experity to review opportunities to improve documentation and workflow. Review financial reports. <ul style="list-style-type: none"> ▪ Physical address has been corrected. The official address is 41949 Big Bear Blvd. The business license, lease and NPI have all been corrected to reflect the correct address. ○ Experity team continues to work on insurance contracts. 	<ul style="list-style-type: none"> ▪ Monthly meetings with Experity to review key reports and opportunities for improvement.
4. Informational		<ul style="list-style-type: none"> ▪ Informational
<i>Sheri Mursick, RN, BSN Director Outpatient Clinic Services</i>		<i>Date: March 26, 2024</i>