

MAYERS
MEMORIAL
HOSPITAL
DISTRICT

Strategic Planning Committee Meeting

Monday, April 10, 2017 (11:00pm)
Boardroom –Fall River Mills

Meeting called by: Mike Kerns, Chair **Type of meeting:** BOD Committee
Board Clerk: Valerie Lakey
Committee Members: Mike Kerns, Director, SPC Chair Louis Ward, CEO
Allen Albaugh, Director

Please read: March 13, 2017 Minutes

----- Agenda Topics -----		
Item	Presenter	Action
Meeting Called To Order	Chair Kerns	
Requests from audience to speak to issues/agenda items	Chair Kerns	
Approval of Minutes March 13, 2017 – (Attachment A)	Chair Kerns	Action
MVHC Collaboration Follow-up	Chair Kerns	Discussion
299 Collaborative Update – Survey Physician Recruitment Marketing	Ward V. Lakey	Information
Strategic Plan Process Review	Chair Kerns	Discussion
Administrative Report/Other	Ward	Report
Board Education, Legislation, Advocacy		Report/Discussion
Meeting Wrap-Up – Future Topics	Chair Kerns	Discussion
Adjournment	Chair Kerns	

Posted 04-06-17

**MAYERS MEMORIAL HOSPITAL
STRATEGIC PLANNING COMMITTEE MEETING
MINUTES – MARCH 13, 2017 – FALL RIVER MILLS**

BSPC Attendance: Mike Kerns
Allen Albaugh
Louis Ward

Staff Present: Valerie Lakey
Travis Lakey
Other: Dave Jones, MVHC

(These minutes are not intended to be a verbatim transcription of the proceedings and discussions associated with the business of the board's agenda; rather, what follows is a summary of the order of business and general nature of testimony, deliberations and action taken.)

SUBJECT	DISCUSSION	
CALL TO ORDER	The meeting was called to order by Chair Kerns at 10:00 am in Fall River Mills	
Requests Audience to Speak	None	
Minutes	February 21, 2017 Strategic Planning Committee meeting minutes. <i>Approved (Albaugh, Ward) (no objections)</i>	Approved
Scenarios with MVHC/2013 CHNA	<ul style="list-style-type: none"> • There were a few other MVHC Board members that were invited and were unable to attend. There has been a lot of discussion lately about the uncertainty of the healthcare environment. • Much of the MMHD conversation has been on how we can be flexible over the next 10 years. • MMHD is the largest employer in the area – we want to make sure we do the best we can to plan for the future. Many services provided are for the benefit of the community. (Not money makers) • Shrinking population • Jones said they see less patients also • Ward presented a list of a few questions 1. Where do you see healthcare 10 years from now? Jones – Is it a right or a privilege (healthcare) 2. How do you picture healthcare in the IM area in 10 years. <p>Current scenario: Standalone hospital, FQHC, hospital has had a history of ups and downs with finance.</p> <ul style="list-style-type: none"> • Hospital needs a referring “arm” • From clinic standpoint – last 4 years have been positive. Changes with ACA will have negative affect. Both MVHC and MMHD have to see everyone regardless of ability to pay. Jones explained their payment system as it is determined by the state. • Everything is moving toward wellness. Currently MMHD is primarily inpatient. • Kerns addressed the items that will continue to be a needed service. • Discussion about referrals • MMHD can reduce cost if we increase volume. • The way cost increase have happened at MMHD has changed. Used to be a constant 5-7% each year. Now it is based on departments and in accordance to other facilities. 	Discussion

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	<ul style="list-style-type: none"> • Services: Physical Therapy, Lab (15% decline), Imaging (down a little), Cardiac Rehab, Hospice • Albaugh – need input as to why we are not getting referrals. More targeted marketing • Jones – discussion on resolving lab issues. • Shortage of physicians is a factor. Discussion of a hospitalist program – not enough volume currently at MMHD. • Ward gave physician compensation scenarios. (Clinic, ER, etc.) • Kerns addressed our delivery system. Management cost and efficiency of managing a limited resource. • MMHD is one only hospitals with no clinic. • Jones from the clinic side – maybe do a study to merge FQHC and MMHD under an umbrella. Jones has a call into an attorney. Ward and Jones could potentially take a trip to see other facilities. Best interest of both to help each other. Jones says they are willing to look at it. • Ward said MMHD is at a good point to move in a direction to capitalize • We could serve the community better working together. • Kerns would like to see a uniformed feel from the patient perspective. • Do a study and take a trip (Ward and Jones) Have proposals next month. April 10th 12 noon <p>Community Health Needs Assessment – Clinic is required to perform study. MVHC loses about 20% of Burney patients to Redding – most are private pay.</p>	
299 Collaborative Survey	<ul style="list-style-type: none"> • Draft questions are out – will be on next agenda. 	Discussion
I Vantage Presentation	<ul style="list-style-type: none"> • Ward reviewed I-Vantage slides (See attached) • Discussion about loss of Outpatient share • Ward has quotes on work that the company provides • Albaugh suggests that the collaborative look into funding a project like that. 	Discussion
Administrative Report/Other	<ul style="list-style-type: none"> • Discussion about pain medications • Mental Health through MVHC • Albaugh asked Jones why they aren't building new clinic closer to the hospital. Albaugh wants MVHC to consider building on hospital land. Jones will put it on MVHC board agenda • SEMSA is going well. Adin is going into operation today. Helicopter will be mid to late April • Building project is on track. In process of signing the DD. 	Report
Board Education, Legislation, Advocacy	<ul style="list-style-type: none"> • ACHD Leg Days are April 3-4 in Sacramento. Allen, Abe and Val will be attending. 	Report/ Discussion
Meeting Wrap-up – Future Topics	<ul style="list-style-type: none"> • MVHC Collaboration 	Discussion

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Adjournment	Meeting was adjourned at 12:10 pm	
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By: Valerie Lakey

PATIENT SURVEY

Mayers Memorial Hospital District is a part of the CA-299 Health Collaborative, a partnership of health care providers in our community. This survey is an opportunity for you to share with us about your health care needs and experiences. We want to hear from you!

You can also complete the survey online at: <https://www.surveymonkey.com/r/CA2992017>

Return Survey by April 19, 2017 to:

MMHD, Attn: Val Lakey, PO Box 459, Fall River Mills, CA 96028

Or email to vlakey@mayersmemorial.com

1. Where do you usually go for your medical care?

- I have ONE doctor or clinic I go to (Name: _____)
- I have MULTIPLE doctors or clinics I go to
- Emergency Room
- I don't have anywhere I regularly go
- Other: _____

2. What are the 3 biggest problems you and your family have in getting health care?

Please check three.

- | | |
|---|--|
| <input type="checkbox"/> Cost is too high | <input type="checkbox"/> The wait is too long for an appointment |
| <input type="checkbox"/> Transportation is not available | <input type="checkbox"/> Can't find the right type of doctor or specialist |
| <input type="checkbox"/> Services are too far away | <input type="checkbox"/> Services in the area are not good quality |
| <input type="checkbox"/> Can't find a doctor/clinic that accepts my insurance | <input type="checkbox"/> Other: _____ |

3. What are the 3 most important services you would like to see added or expanded in our community? Please check three.

- | | |
|--|---|
| <input type="checkbox"/> Access to a regular doctor | <input type="checkbox"/> Pediatric or specialty children's care |
| <input type="checkbox"/> Dental care | <input type="checkbox"/> Medical services for seniors |
| <input type="checkbox"/> Pregnancy and birth services | <input type="checkbox"/> Specialty services: _____ |
| <input type="checkbox"/> Alternative care (i.e. acupuncture) | <input type="checkbox"/> Services for people with chronic issues like diabetes or heart disease |
| <input type="checkbox"/> Drug and alcohol services | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Mental health services | |

4. What do you think are the most pressing concerns or issues in our community?

Check all that apply

- | | |
|--|---|
| <input type="checkbox"/> Teen pregnancy | <input type="checkbox"/> Tobacco use |
| <input type="checkbox"/> Domestic violence | <input type="checkbox"/> Depression/Mental Health |
| <input type="checkbox"/> Child abuse or neglect | <input type="checkbox"/> Parenting |
| <input type="checkbox"/> Drug or alcohol abuse | <input type="checkbox"/> Inactive lifestyles and poor nutrition |
| <input type="checkbox"/> Unemployment/Lack of employment | <input type="checkbox"/> Child obesity |
| <input type="checkbox"/> Access to health care | <input type="checkbox"/> Dental health |
| <input type="checkbox"/> Cancer | <input type="checkbox"/> Children's health issues (immunizations, asthma) |
| <input type="checkbox"/> Lack of Affordable Housing | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Crime | |

5. Which of the following are issues that affect you and your household (if any)?

Check all that apply.

- | | |
|--|---|
| <input type="checkbox"/> Lack of Affordable Housing | <input type="checkbox"/> Access to health care |
| <input type="checkbox"/> Unemployment/Lack of employment opportunities | <input type="checkbox"/> Domestic violence |
| <input type="checkbox"/> Chronic health issues | <input type="checkbox"/> Making ends meet financially |
| <input type="checkbox"/> Inactive lifestyle and poor nutrition | <input type="checkbox"/> Drug or alcohol abuse |
| <input type="checkbox"/> Depression/Mental health | <input type="checkbox"/> Other: _____ |

6. Which services do you or your family travel out of the area to receive?

Please check all that apply.

- | | |
|---|---|
| <input type="checkbox"/> Regular doctor or clinic | <input type="checkbox"/> Mental health services |
| <input type="checkbox"/> Dental care | <input type="checkbox"/> Pediatric or specialty children's care |
| <input type="checkbox"/> Pregnancy and birth services | <input type="checkbox"/> Medical services for seniors |
| <input type="checkbox"/> Complementary/alternative care | <input type="checkbox"/> Chronic disease services |
| <input type="checkbox"/> Drug and alcohol support services | <input type="checkbox"/> Specialty services: _____ |
| <input type="checkbox"/> Hospital services | <input type="checkbox"/> Lab services |
| <input type="checkbox"/> Physical/Speech/Occupational Therapy | <input type="checkbox"/> Radiology services |
| | <input type="checkbox"/> Other: _____ |

7. Over the last few years has it gotten easier, about the same or more difficult for you and your family to access the below services.

	<i>Easier</i>	<i>About the Same</i>	<i>More Difficult</i>	<i>Not Applicable</i>
Access to a regular doctor/clinic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dental care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Specialty care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medical services for seniors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drug/Alcohol dependency services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pregnancy/Birth services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hospital services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental Health Counseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health Education and Nutrition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Please indicate whether you strongly agree, agree, disagree or strongly disagree with the statements below.

	<i>Strongly Agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
Residents know about and value local medical providers/clinics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The quality of care provided by local medical providers/clinics is high	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having local medical providers is important to the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having a local hospital is important to the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. What is your age?

- 18 – 24 25 – 40 41 – 64 65 – 80 Over 80

10. What type of health insurance do you have?

- | | |
|---|---|
| <input type="checkbox"/> Insurance from my employer | <input type="checkbox"/> Medi-Cal (includes Partnership HealthPlan) |
| <input type="checkbox"/> Medicare | <input type="checkbox"/> I don't have health insurance |
| <input type="checkbox"/> Insurance that I purchase myself (includes Covered California) | <input type="checkbox"/> I don't know |

11. What is your ethnicity?

- | | | |
|--|---|---|
| <input type="checkbox"/> White/Caucasian | <input type="checkbox"/> Hispanic/Latino | <input type="checkbox"/> African-American |
| <input type="checkbox"/> Native American | <input type="checkbox"/> Asian / Pacific Islander | <input type="checkbox"/> Other: _____ |

12. Additional Comments: _____