

FINAL: APPROVED

PLAQUEMINES PRIMARY CARE, INC. REGULAR BOARD MEETING October 20th, 2022

Item I. & II. Call to Order & Roll Call:

Call to Order and Roll Call - A Regular meeting of the Board of Directors of Plaquemines Primary Care, Inc. was called to order by Brigette Belair, Vice-Chairwomen, at 6:10 pm on October 20th, 2022, at the Plaquemines Medical Center, 27136 Hwy 23, Port Sulphur, LA. Tyler Overton conducted the customary roll call of the Board Members and recorded and documented the minutes. The results were as follows.

Keith Espadron:	Present (6:28pm)	Yona Serpas:	Absent
Brigette Belair:	Present	Gaynel Baham:	Present
Karen Cook:	Absent	Patra Parker:	Present
James Saik:	Present	Stanley Gaudet:	Present
Nancy Michel:	Present	Karen Zegura:	Present
Celeste Ancar:	Absent		

A quorum was declared present.

Also in attendance were: Jennifer Harris, Plaquemines Primary Care; Dr. Cartagena, Plaquemines Primary Care; Annette Cotton, NP, Plaquemines Primary Center; Leslie Prest, Plaquemines Medical Center; Hannah Williams, Plaquemines Medical Center; Colleen Fisher, Plaquemines Medical Center; Tyler Overton, Plaquemines Medical Center; Dr. Michael Kotler (via phone), Plaquemines Medical Center; Dr. William Kotler (via phone), Plaquemines Medical Center; Jamie Rogers, CPA, Camnetar; Dominick Scandurro, Scandurro & Layrisson, LLC; Dale Adams, Chairman, Plaquemines Medical Center; Bonnie Thomas, Board Member, Plaquemines Medical Center; Jane Tesvich, Board Member, Plaquemines Medical Center; Rechelle Ragas, Board Member, Plaquemines Medical Center; Mena Marinovich, Board Member, Plaquemines Medical Center; Norma Lafrance, Board Member, Plaquemines Medical Center.

Item III. Recitation of the Pledge of Allegiance (Saik)

Item IV. Review and Approval of Current Agenda (Belair)

Motioned by Mr. Gaudet, seconded by Ms. Michel, to approve the current agenda as presented.

Public Comments: None

Motion passed: 6 Yeas, 0 Nays, 4 Absent, and 1 present not voting

Item V. Approval of September 2022 Meeting Minutes. (Belair)

Motioned by Ms. Parker, seconded by Mr. Saik, to approve the September 2022 Meeting Minutes as presented.

Public Comments: None

Motion passed: 6 Yeas, 0 Nays, 4 Absent, and 1 present not voting

Item VI. Financials: (Fisher)

A. & B. September 2022 Financials

Ms. Fisher provided the Board with a copy of the financial reports via email for their review prior to the meeting. She read through the September 2022 financial reports during the session. She discussed the September 2022 Income Graph, September 2022 Expense Graph, 2022 Billing Statistics, and the September 2022 Payer Mix. The September 2022 Visit Summary and a breakdown of the daily patient flow of each provider/service from the September 2022 Encounter Dashboard were provided as well. Ms. Harris presented the Financial Performance Dashboard. As mentioned in previous board meetings, she stated that the additional grants skew the numbers.

Ms. Belair introduced Ms. Jamie Rogers, CPA. Ms. Rogers apologized for not appearing in person between the COVID pandemic, illness outside of COVID, and Hurricane Ida. She stated that she and Ms. Prest spoke and thought it would be good for her to explain in more detail why the facility's audit this year took an additional avenue due to the facility receiving federal funds. Ms. Rogers continued to explain the federal funds the facility is receiving are through the Health Resources & Service Administration (HRSA) grant that PPC is participating in.

Ms. Rogers explained how she observes financial meetings, reviews the staff, and keeps the minutes during meetings along with other aspects of the facility. Ms. Rogers and her staff review invoices and daily patient counts. She and her staff do this because they want to ensure that the facilities' financials are appropriate for what is being seen and that they are timely and correct.

Ms. Rogers continued by saying she and her team review the facility's internal controls to confirm that when Ms. Fisher presents data to the Board in Financial Board Meetings, data can be relied on to avoid poor decision-making due to inaccurate numbers. She and the team are not just looking at numbers, invoices, and bank statements, but they are going through patients' sign-in lists and seeing if the facility is billing what the facility is supposed to be billing.

She finished by saying her purpose is to ensure the facility is at the highest level of integrity, spending money wisely, and improving the processes and internal control. Ms. Rogers wanted to confirm that the board understands the numbers and knows she is there to answer questions.

Ms. Rogers thanked the Board for inviting her to attend the meeting. Ms. Prest mentioned not only was PPC present, but PMC was present as well. Thus, allowing Ms. Rogers to address both boards in one sitting. Ms. Prest and Ms. Rogers expressed the importance of completing required courses such as sexual harassment and ethics before the end of the year. Ms. Belair also asked to mark Mr. Espadron as present at 6:28 pm. There were no questions.

Motioned by Ms. Baham, seconded by Ms. Michel, to approve the September 2022 Financial Report.

Public Comments: None

Motion passed: 7 Yeas, 0 Nays, 3 Absent, and 1 present not voting

Item VII. PPC Medical Director: (Dr. Maria Cartagena)

Mr. Espadron introduced Dr. Cartagena. Dr. Cartagena began by stating she is trying to improve her charts and is struggling with dictation but will continue to work on it. She will explore other avenues if needed, and will keep the Board updated on her progress. Dr. Cartagena said that Primary Care is increasingly busy, with new patients being introduced to the center daily.

Mr. Espadron interjected, saying he was pleased with Plaquemines Primary Care and the time they are willing to spend with patients. He stated he had the chance to visit with the parents of a pediatric patient the center has seen. The parents gave positive feedback, including the low wait times compared to surrounding areas. Mr. Espadron made it a point that PPC should capitalize on the fact the center has low wait times and is willing to give the attention patients needs and are not treated as if they are just a number. Dr. Cartagena concurred, saying PPC can treat a wide range of patients and is willing to go the extra mile using the great resources and training the center has.

Ms. Harris discussed the new equipment PPC has obtained, allowing the center to branch out. Mr. Gaudet asked about the order of operations when PPC has to refer patients to other facilities. Dr. Cartagena replied that insurance is always a factor, but PPC does its best to ensure the patient is in the right hands. Ms. Belair added that with the FQHC, Plaquemines Primary Care could utilize the partnership with UMC. Dr. Cartagena explained two issues with the use of UMC. The first issue stems from transportation, while the second lies with wait times. She continued further by saying unless a patient is established with a physician in the university facility, it could take upwards of months before patients see direct care. Ms. Belair stated regardless of insurance, waiting to see a provider can be excruciatingly long.

Ms. Cotton, NP, chimed in that Plaquemines Primary combats patients' wait times for

referrals by continuously following up from start to finish to make sure patients are seen.

Mr. Espadron furthered the meeting by moving to item nine since input was given from the PPC Medical Director and the Nurse Practitioner/Clinical Director. The Board did not oppose his decision.

Public Comment: None

Item VIII. Nurse Practitioner/Clinical Director: (Annette Cotton, NP)

Item eight was discussed during the discussion of item seven.

Public Comments: None

Item IX. Medical Director/Assistant Medical Director: (Dr. Michael Kotler/Dr. William Kotler)

Dr. Michael Kotler and Dr. William Kotler did not have any new information to add. Ms. Monica Martin was occupied tending to patients at the time of the meeting.

Ms. Harris noted several events with the help of Ms. Williams. PMC will be hosting its Healthier Community series event on October 27th at the Port Sulphur YMCA from 10:30-12:30 pm. PMC/PPC is also holding a trunk-or-treat at the facility on October 27th from 4:00-6:00 pm. The Medical Center will also be represented at the homecoming parade on October 21st and participate in the Haunted Trails on Saturday, October 22nd.

Public Comments: None

Item X. New Business: (Espadron)

A. Review and Approval of PPC's Bylaws

Ms. Harris emailed the PPC Bylaws to the Board prior to the meeting. There have been no changes to the Bylaws. However, PPC must review and approve annually.

Motioned by Ms. Michel, seconded by Mr. Saik, to approve PPC's Bylaws

Public Comments: None

Motion passed: 7 Yeas, 0 Nays, 3 Absent, and 1 present not voting

B. Review and Approval of the Co-Applicant Agreement

Before the meeting, Ms. Harris emailed the Co-Applicant agreement to the board prior to the meeting. There have been no changes to the Co-Applicant Agreement. However, PPC must review and approve annually.

Motioned by Ms. Michel, seconded by Mr. Saik, to approve Co-Applicant Agreement

Public Comments: None

Motion passed: 7 Yeas, 0 Nays, 3 Absent, and 1 present not voting

C. Review and Approval of PPC's Patient Accounting Policy and Procedure

Ms. Harris emailed the PPC information regarding the Patient Accounting Policy and Procedure to the Board before the meeting. All plans have been made final in the eyes of the Board. Any written material on said policies has incurred no changes other than grammatical ones.

Motioned by Ms. Michel, seconded by Mr. Saik, to approve PPC's Patient Accounting Policy and Procedure

Public Comments: None

Motion passed: 7 Yeas, 0 Nays, 3 Absent, and 1 present not voting

D. Adoption of PMC's Employee Handbook

Mr. Espadron gave the floor to Ms. Harris to speak about adopting PMC's Employee Handbook. Ms. Harris pointed out the revised policy handbook had been presented relatively recently, which included changes to the bereavement leave, the addition of no smoking on campus, and the exclusion of earbuds and telephones in work areas. In addition, adjustments in the handbook regarding Parochial Retirement needed to be made. Other than the previously mentioned revisions, there are still some grammatical errors remaining that need to be corrected. There were no further questions or additional comments from the board members.

Motioned by Ms. Michel, seconded by Ms. Zegura, to adopt PMC's Employee Handbook.

Public Comments: None

Motion passed: 7 Yeas, 0 Nays, 3 Absent, and 1 present not voting

Item XI. Old Business (Espadron)

A. Board Training – Health Center Program Compliance Manual-Chapter 20: Board Composition

Ms. Harris provided a copy of the Board Training: Governance Chapter 20: Strategic Board Composition. Ms. Harris reminded the Board that they should have received an email regarding sexual harassment and ethics training courses. A link will be sent to those who have not yet completed the pieces of training.

Ms. Harris provided information regarding the Louisiana Primary Care Association's Conference. This included that the conference is two days now, neither two are the same. Members should attend both to cover the scope of the conference. The dates are December 8th from 2:15-4:30 pm and December 9th from 8:30-3:00 pm. Ms. Harris stated she would share additional information.

Mr. Espadron added that he and a colleague attended an informative training that included subjects such as board composition, financial oversight responsibilities, and other beneficial areas that the rest of the Board, new or old members, should consider.

Public Comments: None

B. Marketing

Ms. Harris touched on her efforts to advertise on two mobile signs and her progress with a third. The Board discussed locations for advertising in high-traffic areas while dealing with construction obstacles. Ms. Harris mentioned her efforts to ramp up marketing plans with Insyteful.

Mr. Gaudet and Ms. Michel discussed this with the Board and the importance of attending events such as the past fair. Mr. Espadron gave an overview of what was discussed regarding marketing and angled the discussion toward the next topic.

Public Comments: None

C. COVID-19 Update

Dr. Cartegena noted that, at most, the common cold was present. Ms. Harris said that primary care could provide a flu shot if anyone needed it. The Board had no further questions.

Public Comments: None

D. QI/QA: Review of Clinical Performance Metric

Ms. Harris provided the QI/QA Clinical Performance Metrics to the Board before the meeting via email for their review. She noted as of September 30th, there were 1,330

unduplicated patient's and the same-day close rate is still a little low, but Dr. Cartegena is working on it. Patient satisfaction is at 99.3%, with 15 responses and zero grievances. Online comments, as always, are lovely to read. The Board was ecstatic by the positive comments made for PPC.

Mr. Gaudet asked Ms. Harris to discuss The Rural Health Integration Initiative (RHII) with the Board. Information can be found on RHII in the Special Financial Meeting Minutes.

Public Comments: None

Item XII. Adjournment (Espadron)

Motioned by Mr. Gaudet, seconded by Mr. Saik, to adjourn the meeting at 6:51 pm.

Public Comments: None

Motion passed: 7 Yeas, 0 Nays, 3 Absent, and 1 present not voting

Attestation

The above and foregoing is an accurate summary of the actions taken by the members of the Board of Directors of Plaquemines Primary Care, Inc., Plaquemines Parish Hospital Service District Number One d/b/a Plaquemines Medical Center, State of Louisiana, at its regular meeting on October 20th, 2022.



Keith Espadron
Chairman



Karen Cook
Secretary