

AVHC Board Meeting Minutes
October 27, 2016

Board Members		Board Members		Staff	
Ric Bonner, Chairperson	excused	Maureen Hochberg	X	Chloë Guazzone, ED	excused
Kathy Cox, Vice-Chair	X	Walter Hopkins	X	Mark Apfel MD, Medical Director	X
Heidi Knott Gundling, Secretary	X	Ivan Jimenez	X	Fabiola Cornejo, Operations Director	X
J.R. Collins, Treasurer	X	Eric Labowitz	X		
Drew Colfax	X	Teresa Malfavon	X		
Deborah Covey	absent				
Clay Eubank	X				

Topic	Time	DISCUSSION/REPORTS	ACTION
Call to order	6:00 pm	Kathy Cox called the meeting to order.	Meeting called to order, quorum established.
Agenda approval			Agenda approved. Motion: Hopkins Second: Labowitz, All ayes
Introduction of new student board member	6:10 - 6:30	AVHC student Hugo Chavez was introduced and was nominated to join the board as a student member. He was unanimously elected and asked to join the Board at the table.	Motion to accept the nomination: JR Collins, Second: Maureen Hochberg All ayes.
Approval of Sept. 29, 2016 Board Meeting Minutes	6:30	There were 2 minor corrections to the Sept. minutes: 1. Steve Wood, not Stephen W. 2. Under Marketing Committee, instead of Teresa Malfavon, the minutes should read "The Marketing Committee helped produce a poster for the ..."	Minutes with corrections approved Motion: Labowitz Second: Hopkins, All ayes

STAFF REPORTS	TIME	DISCUSSION/REPORTS	ACTION
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Executive Team / Staff Report Summary		<p>See attached Executive Team Summary – Oct. 27, 2016 with reports by Medical Director Dr. Mark Apfel, Operations Director Fabi Cornejo, and ED Chloe Guazzone</p> <p>Fabi introduced and the board reviewed an August 2016 Patient Satisfaction Survey for both English and Spanish speakers. 97 English speakers but only 35 Spanish speakers filled out the survey. We need a large sample group of Spanish speakers to be meaningful and to better understand discrepancies between English and Spanish speakers' responses. Besides the feed-back on areas needing improvement, what other consequences can be drawn from the survey?</p> <p>One comment was that Latinos are not asking enough questions about their health, and it was decided that the Marketing Committee is to come up with a pamphlet or a sign in the waiting room talking about how helpful it is to ask questions about health services and illnesses. Community health education will focus on this in the coming year.</p> <p>The Harvest Fest was well organized and daytime turnout was good, but there was some competition from other valley events, particularly in the evening when Latino participation was poor, despite the popular band. 37 flu shots were given.</p> <p>There have been no incidents, complaints or pending lawsuits filed.</p>	
BOARD CMTE. REPORTS	TIME 6:45 7:15	DISCUSSION/REPORTS	ACTION
Finance Cmte.		September witnessed a loss of \$40,000 although this sum could be lower due to reallocation of some accounting terms. This was largely due to less visits, no donations, a high number of no shows, increased administrative time and increased accounting fees due to "change of scope". Revenue is based on chart billables and cash in the bank, not collections. Attention needs to be paid to monthly	

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		revenues to determine whether this is an aberration or not. The finance committee recommends that Chloe be allowed to approve expenses if they are in the budget, and if not, up to a cap of \$5,000 which will be approved at the next board meeting. A motion was made to approve the September Financial report.	September 2016 financial report approved. Motion: Eubank Second: Labowitz All ayes
Building and Grounds Committee.		Wally reported that he installed a new diaper changing table, changed light bulbs and discovered that some of the wiring is defect.	
Outreach Committee		The health Coaching initiative will start in January.	
Performance Improvement Cmte.		Drew Colfax reported that Policies & Procedures review is ongoing. The committee is considering hiring a former Americorps volunteer to help with compilation workover the year end holiday break. How often do chart reviews required to conform with HRSA guidelines?	
Marketing Committee		This cmte met twice last month and are working on a new pamphlet to educate the Latino community about health care services and how to optimize their use. Ivan will meet with Choe to discuss outreach to seniors in Spanish.	
Fundraising Committee		All board members are asked to donate whatever amount they can to the AVHC.	
Board Development and Governance		This committee met only to interview Hugo Chavez as the new student representative. The board committes should make more of an effort to meet regularly and each committee should have a vice chairman as well.	
Public Comment		No public comment was presented.	
ADJOURNMENT	7:10 pm	A motion was made to adjourn.	Motion: Collins Second: Hopkins, All ayes

Minutes: Knott Gundling

Next Meeting: 6pm, November 17, 2016, at the AV Health Center