



White Cloud Health Center, LLC

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WCHC BOARD MEETING AGENDA

March 3, 2025

3:00pm - 5:00pm

meet.google.com/kzi-bqfe-rme OR 1-559-854-1458 (PIN: 254296369)

Attendees: David, Cyndee, Tim, Tony, Paul, Bobbie, Chasity, Tony, Paul

Brigitte: excused absence

Call to Order at 3:11

1) Meeting minutes review [standing agenda item]

none

2) Dental Update

With being down a provider, are there any thoughts on getting back to 5 day a week coverage. We will see where we are over the next two months to see how great a need there is based upon scheduling workflow.

3) WCHC Insurance Coverage

The tribe is shifting their insurance with Miller Farrel. Emilie can share that paperwork for the clinic with Bobbie. We could consider shopping for additional insurance providers. HB is also interested in D&O and Cybersecurity insurance. Missty can pick up information on other insurance providers at RES and send to Bobbie.

4) WCHC BOD Meeting with Iowa Tribe and Sac & Fox Executive Committee.

There are reporting requirements in our operating agreement. Iowa Tribe will set up meetings 2 weeks before GC meetings in EC meetings. The ITKN GC meeting is May 3, so quarterly reporting to the EC is April 16. We can ask Sac and Fox Council if they would like to have quarterly reporting to the Council.

5) Patient Complaints

The clinic has communication channels for patient complaints and mechanism for filing patient grievances so patient complaints aren't going to the EC or other tribal staff. Patients can also call Paul. Clinic staff will write up what to do if a patient calls with a

complaint and share that in writing with the EC and the front desk so everyone knows exactly what to do.

6) Monthly Report

Everything is stable as far as visits and \$\$\$, \$ is a little higher as they catch up on posting. Dental improved. We reduced no shows from mid-twenties down to 9 by calling 2 days in advance. We have also had a drop in PRC referrals for dental services.

7) Compliance Training Report

Boardable is a Board sharing platform that is \$200 per year per user. As far as all of the needs for Board documentation it will probably be an easier platform for AAAHC too since it's all there too. We as a Board should be receiving compliance reports and we are ultimately the ones responsible for compliance. We should also create a culture in which compliance reporting is safe. We should invest in annual trainings to ensure understanding of compliance. We should engage in practice exercises to ensure we are ready if a compliance or emergency occurs. The Board should set a supportive but firm tone for compliance. The Board should invest in a central platform for documents. David's recommendations: the Board should set a formal annual process: monthly compliance reporting, annual and quarterly budget reviews, executive sessions for compliance updates. Strategic planning to set goals and visions for the year in December along with a 6-month check-in.

8) Compliance Report [standing agenda item]

a. Legal Review of Policies

We are requesting legal review of policies on anything we aren't confident, or have a disagreement concerning. Legal review may not be necessary when the policy draft is based upon another recognized model policy. If there is an urgent policy that the risk for not having a policy is greater than the policy not having legal review then HB may elect to approve those policies on a temporary basis pending the legal review.

b. Ethical And Professional Conduct of Health Care Providers Policy

This will require additional edits and go through legal review.

c. Eyeglass Program Policy

We added contacts to the policy and a prescription that is 12 months or less.

Misty will move to adopt the policy, David seconded. Motion passed 3-0

d. Critical Test Results Policy

If we approve the policy, then any critical values that come in after hours they need to tell a provider directly or call Paul. With Lab Corp being an area wide contract we may not be able to adjust these terms. Missty moved to approve the policy, Tim seconded, Motion passed 3-0.

e. Nursing Standing Orders Policy

The physicians are the ones granting these privileges to the nurses. Missty moves. Davide seconded. Motion passed 3-0

f. Employment Agreement- Nolte

David moved. Missty seconded. Motion passed 3-0

9) Food as medicine [standing agenda item]

Nice post by the tribe. Hiawatha World took pictures and interviewed Paul. Recognized Sac and Fox for the bison. We should consider pursuing funding by mid next year.

10) Construction update [standing agenda item]

Tony reached out to Arnold. And he will look at them early next week and if anything needs fixed he will fix them.

11) Eye Glass Updates [standing agenda item]

The program is up and operational so the EC can consider cancelling their program if they want to. The clinic program covers more people with the inclusion of JaCo.

12) Wellness Center Updates [standing agenda item]

none

13) COVID House use planning [standing agenda item]

Waiting on cabinets

14) Long term care facility [standing agenda item]

Couple of edits need to be made to that agreement. The two things we need to decide is
1) which path for funding a) we get a loan/financing or b) we get a system to get issue of a bond utilizing reimbursement from NE to pay back bonds. Then any money we get from 1051 lease program would reduce our Nebraska Medicaid reimbursement.
2) the next big thing is to engage an architecture firm to design the building for us.

The clinic will attempt to get more information on the financing plan, pursue architectural planning, and will request access to FHL Bank planning grant funds.

15) Other business

- a. Power outage: Clinic was without power for 8 hrs. There were numerous alarms with the generator so that never kicked on, but got fixed right before the power came back on. We will have recommendations on how to prevent future issues. Vaccines were largely ok except MMR, but we already have some on order. Danae verifies all lab quality control to ensure all testing supplies and reagents are ok. We have contacted manufacturers on insulin are okay as verified by the manufacturer. There is only one medication that we are still checking on with the manufacturer. The power surge from the outage knocked out the customer wifi to replace the router. Everything is back in working order today. Jake will get contact information for the generator maintenance company we have on contract.
- b. Alex was notified to submit invoice for Apex App.
- c. We have until 9.25 to use the funds. We should pursue and move forward with how we would send those funds.
- d. Missty moves to adjourn. Tim seconded. Motion carries 3-0 17:33.

Adjourn.