

**HUMBOLDT GENERAL HOSPITAL
DISTRICT BOARD OF TRUSTEES
MAY 24, 2021 SPECIAL MEETING
MEETING VIA TELECONFERENCE—VIDEOCONFERENCE—IN-PERSON**

BOARD PRESENT:

Alicia Cramer, Chair
Michelle Miller, Secretary
JoAnn Casalez, Chair
Gene Hunt, Member
Ken Tipton, County Comm. Member
Lewis Trout, Member

Kent Maher, Legal Counsel (via phone)

BOARD ABSENT:

None

MEDICAL STAFF PRESENT:

Richard Davis, MD
Robert Johnson, PA
Lacy Fettic, MD

GUESTS:

Judy Adams (Auxiliary), Marsha Foreman (Community Health Nurse), Ashley Maden (Humboldt Sun), Barbara Sealy and Byron Burdick.

CALL TO ORDER:

Board chair Cramer called the May 24, 2021, board meeting to order at 5:30 p.m.

PUBLIC COMMENT:

There was no public comment.

COMMUNITY LISTENING SESSION:

1. CEO Comments – Tim Powers

CEO Powers gave a brief presentation on the history of Humboldt General Hospital, the challenges of health care, points of pride, visions for the future, and the purpose and procedure for this meeting.

2. Public Comments

Byron Burdick advised: he was placed in a broken bed two different times; he just received a bill this past week for services rendered in June of last year; he has called billing several times and not received a call back; and, he had x-rays taken which had to be retaken because the original x-rays were no good. He said he no longer has the calendar with the dates of the events. Chief of Staff Davis briefly questioned Burdick about his comments and extended his apology for the situation.

Marsha Foreman, Community Health Nurse, related the challenges she encountered with medical records and the health fair lab results. At present, she still does not have the information she needs. Foreman also explained the challenges she had with updating the correct billing information for services she recently received. The care was good but the billing services were deficient.

Barbara Sealy explained the billing issues she has had for the past two years, particularly the inability to get answers to her questions and the unfriendly customer service. Sealy said the physician services have been good but the billing has been bad.

Board member Tipton related his billing issue challenges and refusal of staff to speak with him about a billing issue for another person. Tipton also related an incident where he presented a prescription, was told someone would call him back and he has yet to receive a call back.

Board members Hunt, Casalez and Miller commented on the challenges with the responsiveness to telephone calls and questioned whether there was adequate staffing.

Board member Trout commented on a positive billing experience that was resolved through the Revenue Cycle Director.

CEO Powers commented on the customer service and advised that his cell number is available to anyone and he will always return calls promptly. Powers explained that it is apparent there is some training needed in customer service.

Chief of Staff Davis and board members Casalez and Tipton suggested that another forum be held in the future, possibly quarterly, to keep abreast of the issues the public is experiencing.

No action was taken.

PUBLIC COMMENT:

There was no public comment.

Board chair Cramer adjourned the May 24, 2021 meeting of the Humboldt County Hospital District Board of Trustees at 6:24 p.m.

APPROVED:

ATTEST:

Alicia Cramer, Board Chair

Alicia Wogan, Executive Assistant