

SUMMARY MINUTES

Special Meeting

Indian River County Hospital District

Hospital District Conference Room

September 29, 2017

9:00 AM

TRUSTEES:	Marybeth Cunningham Dr. Michael Weiss Tracey Lockwood-Zudans	Allen Jones Karen Deigl
EXCUSED:	Ann Marie McCrystal	Barbara Bodnar
STAFF :	Ann Marie Suriano Kate Voss	Jennifer Frederick Jennifer Peshke, Esq.
OTHER ATTENDEESS:	Moses Santos James Large Joelle Tinney Miranda Hawker Vicki Soule Lewis Clark	Migdalia Flores Lisa Flemming Mayur Rao Rose Gustave Mary Blumstein Janet Bagley

Convene Meeting – Marybeth Cunningham, Chairwoman

Mrs. Cunningham convened the Special Meeting of the IRCHD Board of Trustees at 9:00 AM by welcoming those in attendance.

District Care Card Pilot Program Update- Jennifer Frederick/Karen Deigl

Mrs. Frederick provided an update concerning the District Care Card pilot program. She stated that as of August 31, there have been 2073 care cards issued. She further reviewed in detail the number of cards issued to patients at each provider site. There was further discussion concerning the pros and cons of the program, which she reviewed with the Trustees. Mrs. Frederick explained that the main purpose of the card program was to provide accountability to the taxpayers regarding funds spent on indigent care. Additionally, it is a way to track patient data and provide the ease of a patient only applying for indigent support at one location. Some issues with the program included long wait times for patients to receive the card, which was sometimes due to incomplete applications. There is also high costs associated with producing the card and postage costs for sending the card to the patient.

Mrs. Frederick further explained that at the beginning of this process, the District office became inundated with applications which were incomplete and they spent many months working with the providers to get complete applications with the required documentation. This caused a large backlog in processing the applications and the District ultimately had to hire a temporary employee to assist with the process. The total year to date cost which included the

creation of a website data base, card supplies, postage and additional staff totaled approximately \$17,000.

Mrs. Frederick provided the Trustees with the District staff's recommendations for the program moving forward. She stated that she would be preparing a Patient and Provider Satisfaction Survey to get the providers input regarding the care card program. Additionally, she recommends that the District staff only issue an approval number and letter to the patient, which would be directly uploaded to the website data base. In doing this, it would cut down on time and cost associated with preparing a card and mailing it.

There was additional Trustees discussion surrounding this matter and input from Mrs. Soule and Mrs. Hawker regarding the same. The Trustees agreed with the staff's recommendation for the process. Staff will begin these recommended changes to the Care Card process starting in October and provide the Trustees with an update in the next few months.

District Policy & Procedure Manual review- Jennifer Frederick/Karen Deigl

Ms. Deigl reported that she has spent significant time reviewing the District's Policy and Procedure Manual concerning qualification guidelines for indigent care. She outlined each section with the Trustees and provided her recommendations for edits. There was further Trustee discussion concerning this matter and the Trustees provided additional input as well. Mrs. Deigl stated that Mrs. Frederick would make the recommend changes and provide the updated proposed document to the Trustees for review by next month.

Trustee Open Discussion-

The Trustees discussed the issue continuing community concerning the ALICE population in Indian River County. ALICE stands for "Asset Limited, Income Constrained, Employed". Many of these individuals are just over the income guidelines to qualify for indigent care and it was discussed if the District should expand their guidelines to 200% below the poverty level. The current guidelines require that a patient be 150% or below the Federal Poverty Guideline. The Trustees requested that the funded agencies provide the District with data concerning the number of patients who fall between 150%-200% of the Federal Poverty Guideline, so that they may review the same to see what type of financial impact this change would have on the District's budget. They agreed that should they expand to supporting those under 200%, that is would have an impact on the budget and millage rate, therefore no decisions can be made until fiscal year 2018-2019.

Adjourn- The meeting was adjourned at 11:30 AM