



BOARD OF DIRECTORS
Anne Stokman, RN, President
Timothy Benefield, Vice-President
Becky Campo, Secretary
Luis Avila, Treasurer
(Vacant), Zone 4-Director

PO Box 187, Patterson, CA 95363
Phone (209) 892-8781 Fax (209) 892-3755

BOARD OF DIRECTORS MEETING

Monday, October 28, 2024 @ 6:00 pm

Del Puerto Health Center, 1700 Keystone Pacific Parkway, Ste B, North Conference Room

PUBLIC COMMENT PERIOD: Matters under the jurisdiction of the Board and not on the posted agenda may be addressed by the general public at the beginning of the regular agenda. If you wish to speak on an item on the agenda, you are welcome to do so during consideration of the agenda item itself. If you wish to speak on a matter that does not appear on the agenda, you may do so during the Public Comment period; however, California law prohibits the Board from acting on any matter which is not on the posted agenda unless it is determined to be an emergency by the Board of Directors. Persons speaking during the Public Comment will be limited to five minutes. Depending on the number of persons wishing to speak, speaking time may be reduced to allow all public members to address the Board. Public comments must be addressed to the board through the President. Comments to individuals or staff are not permitted.

CONSENT CALENDAR: These matters include routine financial and administrative actions and are identified with an asterisk (*). All items on the consent calendar will be voted on as a single action at the beginning of the meeting under the section titled "Consent Calendar" without discussion. If you wish to discuss an item on the Consent Calendar, please notify the Clerk of the Board prior to the beginning of the meeting or you may speak about the item during Public Comment Period.

REGULAR CALENDAR: These items will be individually discussed and include all items not on the consent calendar, all public hearings, and correspondence.

CLOSED SESSION: Is the portion of the meeting conducted in private without the attendance of the public or press to discuss certain confidential matters specifically permitted by the Brown Act. The public will be provided an opportunity to comment on any matter to be considered in closed session prior to the Board adjourning into closed session.

ANY MEMBER OF THE AUDIENCE DESIRING TO ADDRESS THE BOARD ON A MATTER ON THE AGENDA: Please raise your hand or step to the podium at the time the Board President announces the item. In order that interested parties have an opportunity to speak, any person addressing the Board will be limited to a maximum of 5 minutes unless the President of the Board grants a longer period.

BOARD AGENDAS AND MINUTES: Board agendas and minutes are typically posted on the Internet on Friday afternoons preceding a Monday meeting at the following website: <https://dphealth.specialdistrict.org/board-meetings>.

Materials related to an item on this Agenda submitted to the Board after distribution of the agenda packet are available for public inspection in the District office at 875 E Street, Patterson, CA during normal business hours. Such documents are also available online, subject to staff's ability to post the documents before the meeting, at the following website <https://dphealth.specialdistrict.org/board-meetings>.

NOTICE REGARDING NON-ENGLISH SPEAKERS: Board of Director meetings are conducted in English and translation to other languages is not provided. Please arrange for an interpreter, if necessary.

REASONABLE ACCOMMODATIONS: In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the Clerk of the Board at (209) 892-8781. Notification 72 hours prior to the meeting will enable the District to make reasonable arrangements to ensure accessibility to this meeting.

Cell phones must be silenced or set in a mode to not disturb District business during the meeting.

DEL PUERTO HEALTH CARE DISTRICT**Board of Directors Meeting****Monday, October 28, 2024 @ 6:00 pm**

Del Puerto Health Center, 1700 Keystone Pacific Parkway, Ste B, North Conference Room

1. **Call to Order**
2. **Pledge of Allegiance**
3. **Board of Directors Roll Call**
4. **Reading the Vision, Mission, and Value Statements**
*Vision: "A locally cultivated, healthier community."
Mission: "To provide, promote, and partner in quality healthcare for all."
Values: "Compassion – Commitment – Excellence"*
5. **Public Comment Period** *[Members of the public may address the Board on any issues on the Consent Calendar and items not listed on the agenda that are within the purview of the District. Comments on the agenda are made when the Board considers each item. Each speaker is allowed a maximum of five minutes. Board members may not comment or act on items not on the agenda.]*
6. **Declarations of Conflict** *[Board members disclose any conflicts of interest with agenda items]*
7. **Approval of Agenda** **Action**
*[*Directors may request moving any consent calendar item to the regular calendar or change the order of the agenda items.]*
8. **Consent Calendar*** *[Routine committee reports, minutes, and non-controversial items]* **Action**
 - A. *Approve Finance Committee Minutes – Sep 24, 2024
 - B. *Approve Board Meeting Minutes – Sep 30, 2024
 - C. *Accept Written Department/Committee Reports – Administration, Ambulance, Health Center, Human Resources, Legislation, and Community Health Needs Assessment.
9. **Regular Calendar**
 - A. *Any Consent Calendar items moved to the Regular Calendar **Action**
 - B. Adopt Updated Management Salary Ranges **Action**
 - C. Update to Salary Scale Policy Discussion
10. **Closed Session** *[Board of Directors may recess to closed session to discuss certain matters as legally permitted. Any action taken shall be reported in open session.]*
 - A. Health & Safety Code 321069(c)(2) District Health Care Trade Secret (i.e., necessary to initiate a new district service or program or add a district health care facility and, if prematurely disclosed, create a substantial probability of depriving the district of a substantial economic benefit).
11. **Report of any Action taken in Closed Session**
12. **Continuation of Regular Calendar**
 - D. Adopt Res 2024-11: Behavioral Health Continuum Infrastructure Grant Request **Action**
13. **Director Correspondence, Comments, Future Agenda Items** Information Only
14. **Upcoming Regular Board and Standing Committee Meeting Dates** Information Only

Finance – Wed, Oct 23 @ 6:00 PM	Board – Mon, Oct 28 @ 6:00 PM
Finance – Wed, Nov 20 @ 6:00 PM	Board – Mon, Nov 18 @ 6:00 PM
Finance – Wed, Dec 18 CANCELLED	Board – Mon, Dec 9 @ 6:00 PM
15. **Adjourn**

DEL PUERTO HEALTH CARE DISTRICT
875 E Street, Patterson, CA 95363
FINANCE MEETING
MINUTES September 24, 2024

1. Call to order/Attendance

The meeting was called to order by Luis Avila 5:51 PM

Other Board Members Present: Becky Campo

Staff Members Present: Karin Freese, Administrative Director/CEO; Maria Reyes-Palad, Financial Accounting Manager; Suzie Benitez, Health Center Manager; and Danae Skinner, Administrative Staff Accountant.

2. Public Participation – there were no comments.

3. Acceptance of Agenda

M/S/C Becky Campo/Luis Avila to accept the agenda as presented.

4. Finance Report Review

A. Review for Approval: August 20, 2024, Finance Meeting Minutes

M/S/C Becky Campo/Luis Avila to accept the minutes for August 20, 2024, as presented.

B. Review Financial Reports for August 2024

Maria Reyes-Palad reviewed the Financial Reports for August 2024 and answered all questions regarding the reports.

M/S/C Becky Campo/Luis Avila approved to recommend that the Board accept the August 2024 Financial Reports as presented.

C. Review for Recommendation August 2024 Warrants

Maria Reyes-Palad reviewed the report and answered all questions regarding the Warrants.

M/S/C Becky Campo/Luis Avila approved to recommend that the Board accept the Warrants as presented.

5. Old Business – NONE

6. New Business – NONE

7. Accounting and Finance Manager Report

A. Asset Replacement Fund Update 2024

No discussion or review was made of Asset Replacement Fund Update 2024.
Information Only – No Action Taken.

B. E Street Land & Building Details

No discussion or review was made of E Street Land & Building Details.
Information Only – No Action Taken.

C. Set Schedule for Committee Review of Account Reconciliations

Becky Campo to review the account Reconciliations next week.

Next Finance Committee Meetings scheduled as follows:

Wednesday, October 23 @ 6:00PM

8. Meeting adjourned: 06:08 PM

Respectfully submitted,

Luis Avila, Treasurer



Anne Stokman, RN, President
Timothy Benefield, Vice-President
Becky Campo, Secretary
Luis Avila, Treasurer

PO Box 187, Patterson, CA 95363
Phone (209) 892-8781 Fax (209) 892-3755

BOARD OF DIRECTORS MEETING MINUTES
Monday, September 30, 2024 @ 6:00 PM

1. **Call to order @ 6:00 PM** by President, Anne Stokman
2. **Pledge of Allegiance**
3. **Roll Call**
 - Directors Present:** President, Anne Stokman
Vice President, Timothy Benefield
Treasurer, Luis Avila
Secretary, Becky Campo
 - Staff Present:** CEO, Karin Freese
Ambulance Director, Paul Willette
Clerk of the Board/Financial Accounting Manager, Maria Reyes-Palad
District Executive Secretary, Jasmine Sanchez
 - District Legal Council:** Dave Ritchie, Cole Huber, LLP
 - Members of the Public:** Roy Nelson, Rob Pankratz, Wulff Hansen & Co.
We have a quorum.
4. **Reading of the District's Vision, Mission, and Value Statements:**
 - Vision: "A locally cultivated, healthier community."*
 - Mission: "To provide, promote, and partner in quality healthcare for all."*
 - Values: "Compassion – Commitment – Excellence"*
5. **Public Comment Period**

None
6. **Declarations of Conflict** [Board members disclose any conflicts of interest with agenda items]

None.
7. **Approval of Agenda:**
 - M/S/C: To approve the agenda as presented.**
Directors Campo/Benefield
 - Ayes:** Directors Stokman, Benefield, Avila, Campo
 - Nays:** None
 - Abstain:** None
 - Motion: Passed**
8. **Consent Calendar*** [Routine committee reports, minutes, and non-controversial items]
 - A. *Approve Finance Committee Minutes – July 30, 2024
 - B. *Approve Finance Committee Minutes – August 20, 2024
 - C. *Approve Finance Report & Warrants for the month ending August 31, 2024
 - D. *Approved Board Meeting Minutes – August 26, 2024
 - E. *Approved Special Board Meeting Minutes – September 23, 2024
 - F. *Accept Written Department/Committee Reports – Administration, Ambulance, Health

Center, Human Resources, Legislation, and Community Health Needs Assessment.

M/S/C. Approve the Consent Calendar.

Directors Benefield/Avila

Ayes: Directors: Stokman, Benefield, Avila, Campo

Nays: None

Abstain: None

Motion: Passed

9. Recess to Closed Session *[Board of Directors may recess to closed session to discuss certain matters as legally permitted. Any action taken shall be reported in open session.]*

- A. Health & Safety Code 321069*(c)(2) District Health Care Trade Secret (i.e., necessary to initiate a new district service or program or add a district health care facility and, if prematurely disclosed, create a substantial probability of depriving the district of substantial economic benefit.)

Adjourned to Closed Session @ 6:07 PM

10. Returned to Open Session @ 7:53 PM – Report of closed Session – No reportable action, directions were given to staff.

11. Director Correspondence, Comments, Future Agenda Items

- A. Community Assessment Survey:
- Ongoing work to gather input. Focus on mental health questions.
- B. Grant Writer Update:
- Contacted a recommended grant writer specializing in healthcare for underserved populations.
 - Emphasis on Prop 1 funding; grant application due December 13.
 - Planning to reach out to the school district for behavioral health programming.
- C. Upcoming Board Meetings:
- Need to finalize proposals for the property fund.
 - Potential special meeting to focus on the mental health issues in the grant.
 - Agreed to forgo the Finance Committee meeting for December 20.
- D. Partnerships and Outreach:
- Importance of partnerships for grant applications.
 - Discussed potential outreach to organizations like Center for Human Services and local superintendents.
- E. Community Services Discussion:
- Ideas for offering various services, including evening therapy sessions and support for homeless veterans.
 - Emphasis on providing services regardless of insurance status.
- F. Next Steps:
- Contact the board within two weeks regarding the special meeting.
 - Review upcoming finance reports and ensure community input is gathered.

12. Upcoming Regular Board and Standing Committee Meeting Dates Information

Finance – Wed. Oct 23 @ 6:00 PM
Finance – Wed. Nov 20 @ 6:00 PM
Finance – Wed. Dec canceled

Board – Mon, Oct 28 @ 6:00 PM
Board – Mon, Nov 18 @ 6:00 PM
Board – Mon, Dec 9 @ 6:00 PM

13. Adjourned @8:07 PM

Human Resources Status Report October 2024

By Robert Trefault, Human Resources Manager

The Del Puerto Health Care District's Human Resources Department continues to be actively involved in the District's growth and employee engagement. We are still working on recruiting a Pediatrician and an Advanced Practice Provider (e.g., NP, PA). We participated in the Patterson Unified School District Medical Advisory Committee to help plan a program for high school students to receive training in the medical field.

Human Resources updated the job descriptions and included the 2024 salary ranges for positions at the Health Center. Salary ranges are used to attract prospective applicants and retain quality employees using current market data. We are also developing, in coordination with the Health Center leadership, a Billing and Coding Reconciliation Coordinator job description to assist in recovering lost revenue caused by coding and billing errors. Once developed, **this position will be presented to the Board** for approval.

We also researched programs for meeting the California Language Access Plan, which requires that only certified language interpreters translate for bilingual clients. Although the majority of our staff speak Spanish, this does not meet the California standard for translation services. After looking at several programs, we have opted to have staff take the Language Line Interpreter Skills Test for certification. This would meet the requirements should we be audited for State compliance. The cost for testing is \$200 per employee for the first 49 staff members, we also intend to offer the certification to the Ambulance team. Arrangements have been made to utilize this program moving forward. We will report on its progress once we have had a few individuals take the test.



Ambulance Report September 2024

Patterson responses in September: 247 responses resulting in 164 transports. Staffing a BLS unit when we are unable to staff a third ALS unit still provides important coverage in our response area. There were 226 responses in the Patterson District Ambulance response area resulting in 148 transports. PDA units responded to 216 of 226 (95.58%) EMS calls in our district and transported 142 of 148 (95.95%) of all patients transported from our district. AMR had 6 responses into the district with 5 transports and Westside had 4 responses yielding 1 transports. PDA responded into the Westside District 27 times which resulted in 17 transports and 7 responses in AMR response area with 5 transports.

We continue to have regular football standbys for Patterson High School and the Patterson Jr Tigers. These standbys continue to stretch PDA as we work to staff our normal systems units and cover the standby events.

Jim and I joined Team DPHCD for the whirlwind trip that is the Beta Symposium. Beta always provides timely and relevant information that supports our health care mission. Jim and I also attended the California Ambulance Association conference in Anaheim where we continue to build and strengthen business relationships that are vital to the District. There was particularly relevant information on the legal front very important to the District moving forward.

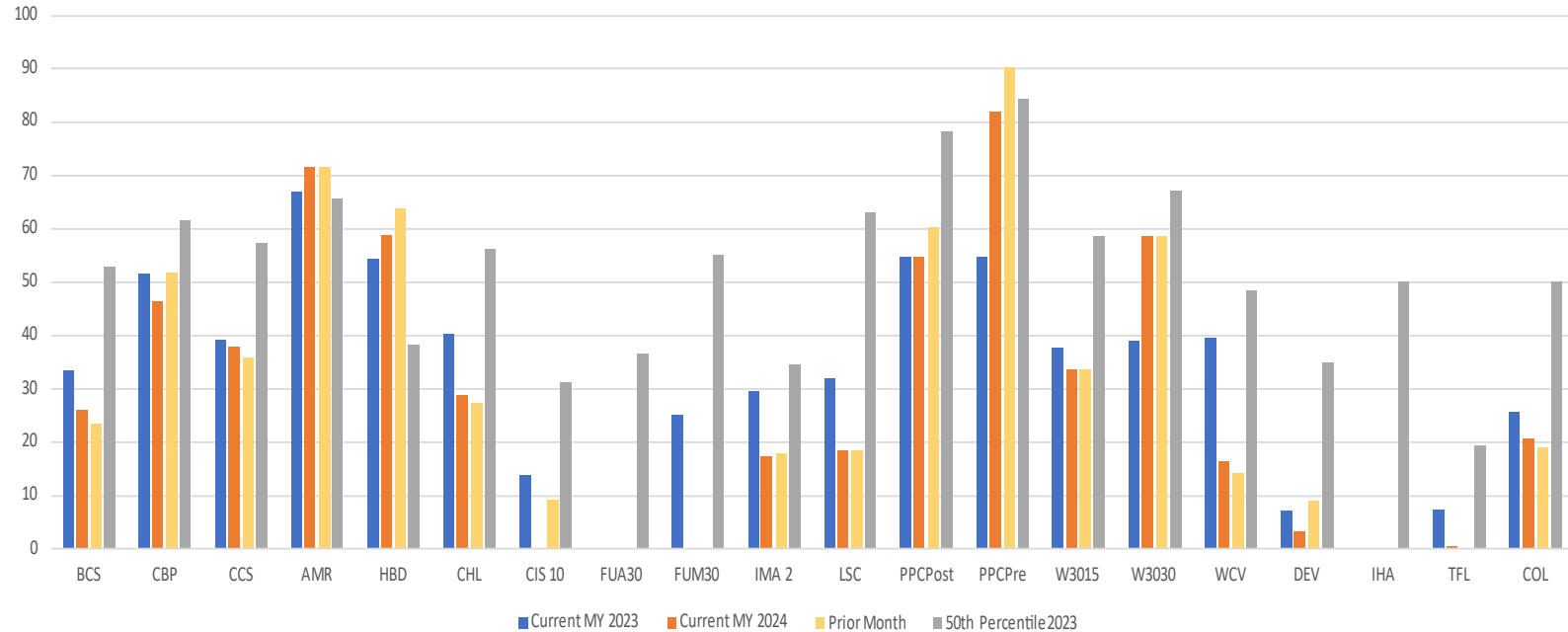
We remain focused on engaging the Stanislaus County Mobile Behavioral Health team whenever an opportunity presents to ensure patients receive the most appropriate care and free up a PDA resource when the individual does not have a medical complaint.

Health Center Report September 2024/ Suzie Benitez

Encounter September 2024		
<i>Primary Care Vacation/Sick/CME time off</i>		
Provider	Hours worked	Encounters
Rodriguez	120	396
Singh	152	403
Barragan	8	24
Mercado	160	335
Primary Total	440	1158
<i>Mental Health Encounters</i>		
Herrera		105
<i>Saturday Clinics</i>		0
HC Total Encounters		1,263
Urgent Care Clinic Encounters (Tuesday and Thursday)		
Date	Time	Encounters
February	5:00pm-9:00pm	170
March	5:00pm-9:00pm	134
April	5:00pm-9:00pm	133
May	5:00pm-9:00pm	82% Medi-cal 18% Private =136
June	5:00pm-9:00pm	91
July	5:00pm-9:00pm	66% Medi-cal 34% Private = 98
August	5:00pm-9:00pm	163
September	5:00pm-9:00pm	126
<ul style="list-style-type: none"> • Invest in Me Health Fair-October 5th-successful. Assisted with mobile mammography and glucose testing. • Monthly Health Plan Meeting (HEDIS MEASURES SUPPORT) • Community Event-Topic “Depression”-successful. Presentation provided by Dr. Rodriguez and Jessica Herrera, LCSW. 		

Quality Performance – September 2024MY

Performance for Del Puerto Health Center



	BCS*	CBP*	CCS*	AMR	HBD*^A	CHL	CIS10*	FUA30	FUM30	IMA2*	LSC*	PPC POST	PPC PRE*	W30_15*	W30_30*	WCV*	DEV*	IHA*	TFL*	COL*	WCV REL*
Cur MY 2023	33.3%	51.4%	39.1%	66.7%	54.2%	40.1%	13.6%	0%	25%	29.5%	31.8%	54.5%	54.5%	37.5%	38.9%	39.3%	7.0%	0%	7.2%	25.5%	-
Cur MY 2024	25.81%	46.15%	35.78%	71.43%	58.7%	28.57%	-	-	-	17.14%	18.18%	54.55%	81.82%	33.33%	58.33%	16.22%	9.09%	0%	.34%	20.51%	-
2024 Den	31	39	204	7	46	14	-	0	0	35	11	11	11	6	12	561	33	167	585	117	-
Prior Month	23.33%	51.52%	35.61%	71.43%	63.64%	27.27%	9.09%	-	-	17.65%	18.18%	60%	90%	33.33%	58.33%	13.91%	8.82%	0%	0%	18.8%	-
50th Percentile	52.6%	61.3%	57.1%	65.5%	38%	56%	30.9%	36.5%	54.9%	34.3%	62.8%	78.1%	84.2%	58.4%	66.8%	48.1%	34.7%	50%	19.3%	50%	-



Confidential and Proprietary Information
*Incentivized Measure

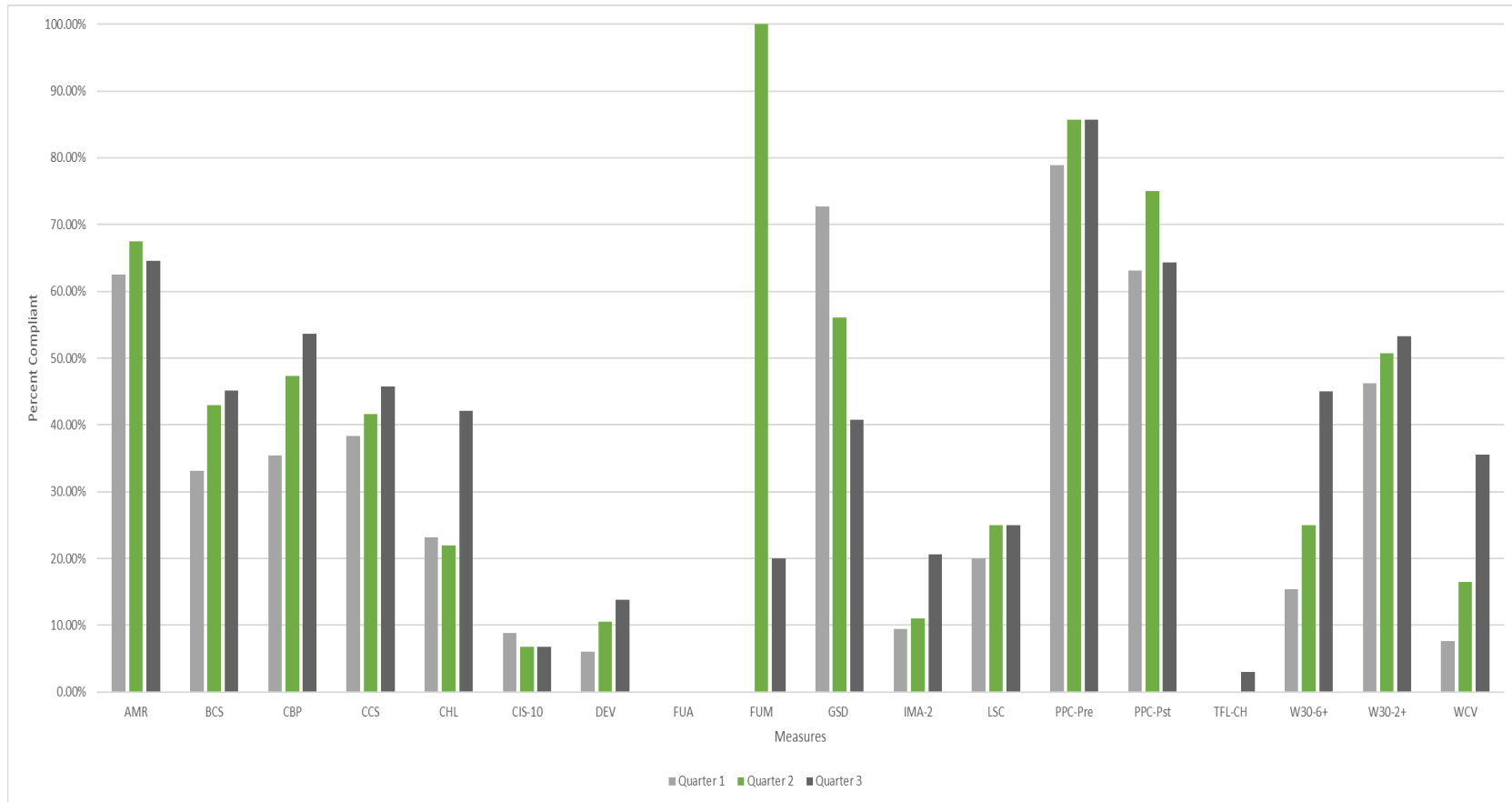
^Inverse measure – lower is better

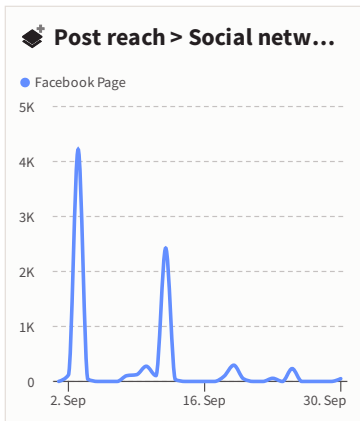
COZEVA Data received through August 29, 2024

Column1	Column2
2024 Measures	2024 Measure Description
IHA	Initial Health Appointment
DEV	Developmental Screening in the First Three Years of Life
TFL-CH	Topical Fluoride for Children
BCS	Breast Cancer Screening
CCS	Cervical Cancer Screening
CIS10	Childhood Immunization Status-Combination 10
IMA	Immunizations for Adolescents-Combination 2
LSC	Lead Screening in Children
W30_1	Well-Child Visits in the First 0 to 15 Months-Six or More Well-Child Visits
W30_2	Well-Child Visits in the First 15 Months to 30 Months-Two or More Well-Child Visits
WCV	Child and Adolescent Well Care Visits
CBP	Controlling High Blood Pressure
HBD	Hemoglobin A1C Control for Patients With Diabetes-HbA1C Poor Control (>9%)
COL	Colorectal Cancer Screening
CHL	Chlamydia Screening Women
PPC_Pre	Timeliness of Prenatal Care
PPC_Post	Timeliness Postpartum Care
FUM	Follow-Up After ED Visits for Mental Illness-30 days
FUA	Follow-Up After ED Visits for Substance Abuse-30 days
AMR	Asthma Medication Ratio
WCV REL	Child and Adolscent WCV-Black or While REL Cohort



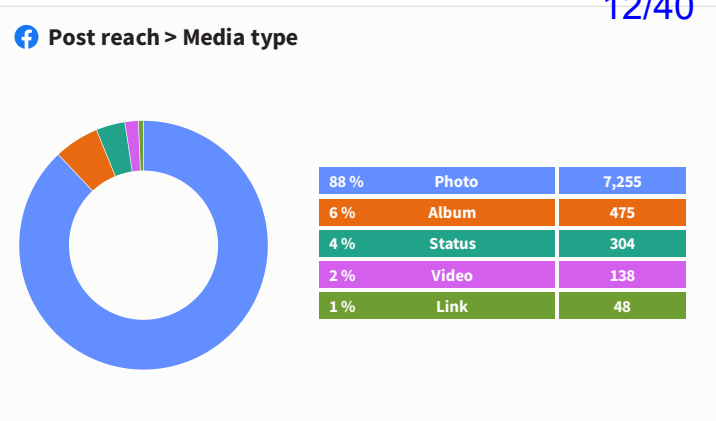
September Trend Report





Fans & Followers

625
followers



Page & profile impressions

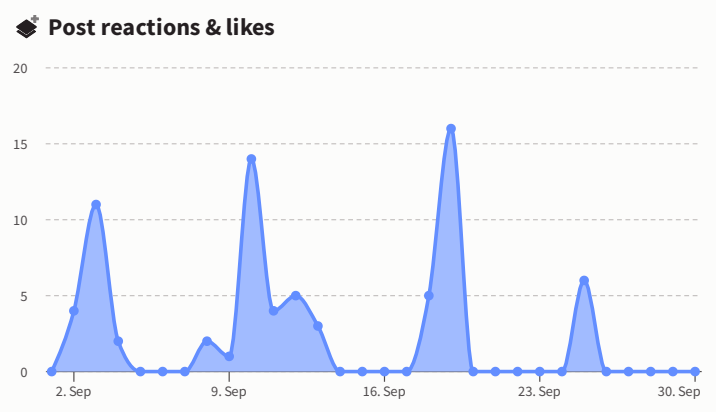
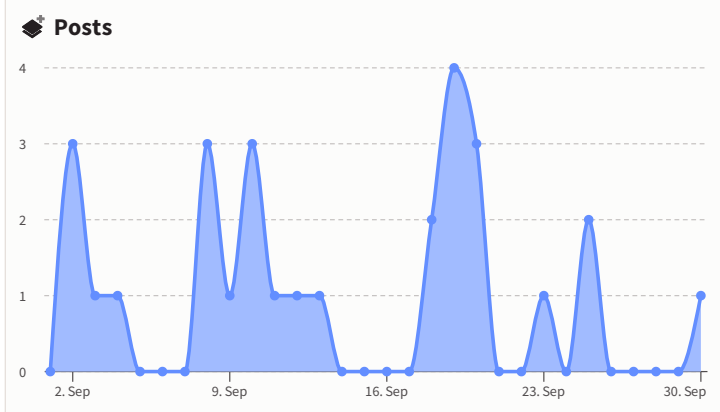
13,642
impressions

Page new fans

4
new fans

Page lost fans

1
unlike



Top posts

Patterson District Ambulance
Sep 19, 18:27

Joint EMS training with Patterson Fire Department on Monday. We're dedicated to keeping our teams sharp and maintaining top-notch skills. We truly appreciate the

12 likes and reactions

Patterson District Ambulance
Sep 10, 15:07

We want to express our gratitude to the CalStar team (REACH Air Medical Services) for their help with a recent call. A special shoutout to our dedicated crews at PDA as well. It's

12 likes and reactions

Patterson District Ambulance
Sep 03, 14:02

Let's talk about how to safely respond to emergency vehicle traffic! When you see those flashing lights and hear the sirens, it's important to stay calm and move out of the

11 likes and reactions

Please rate our service today



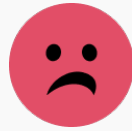
57%
140 resp.



16%
40 resp.



11%
26 resp.

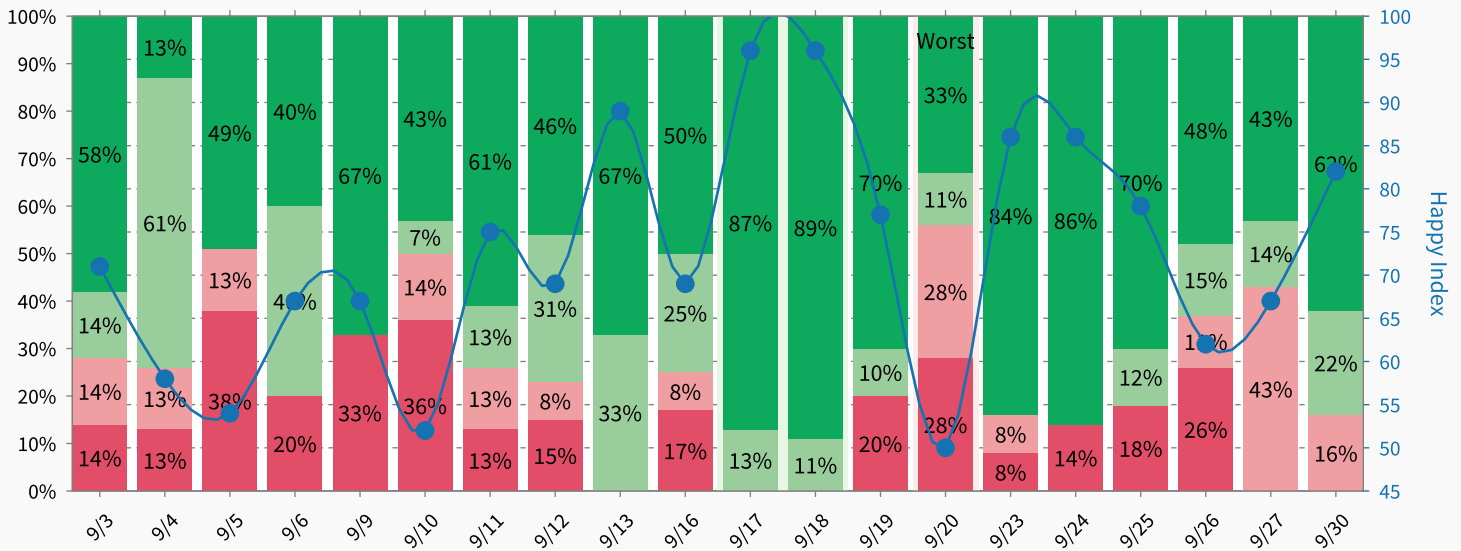


16%
38 resp.

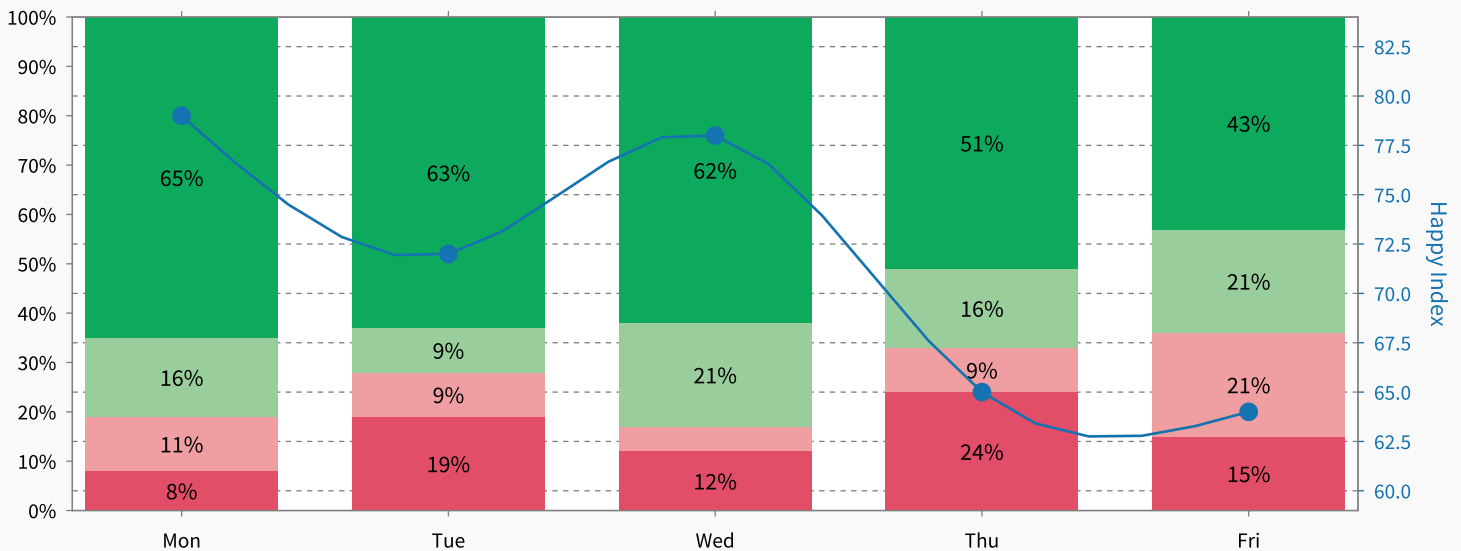
Happy Index: 72/100

Responses: 244

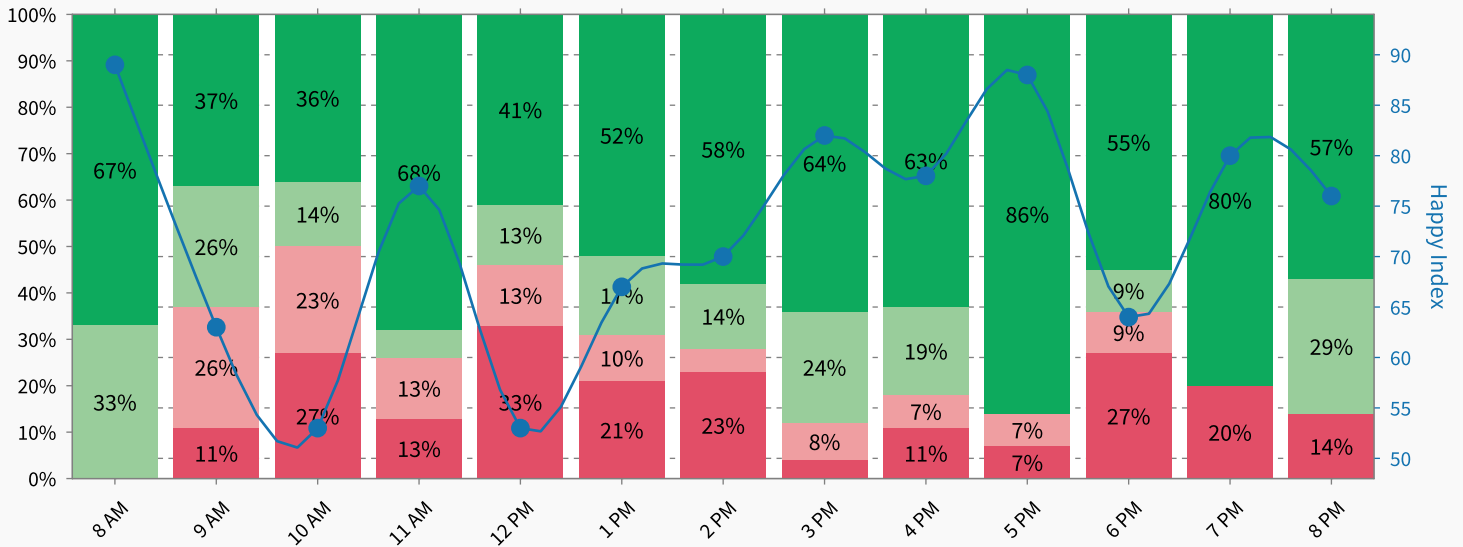
Daily distribution



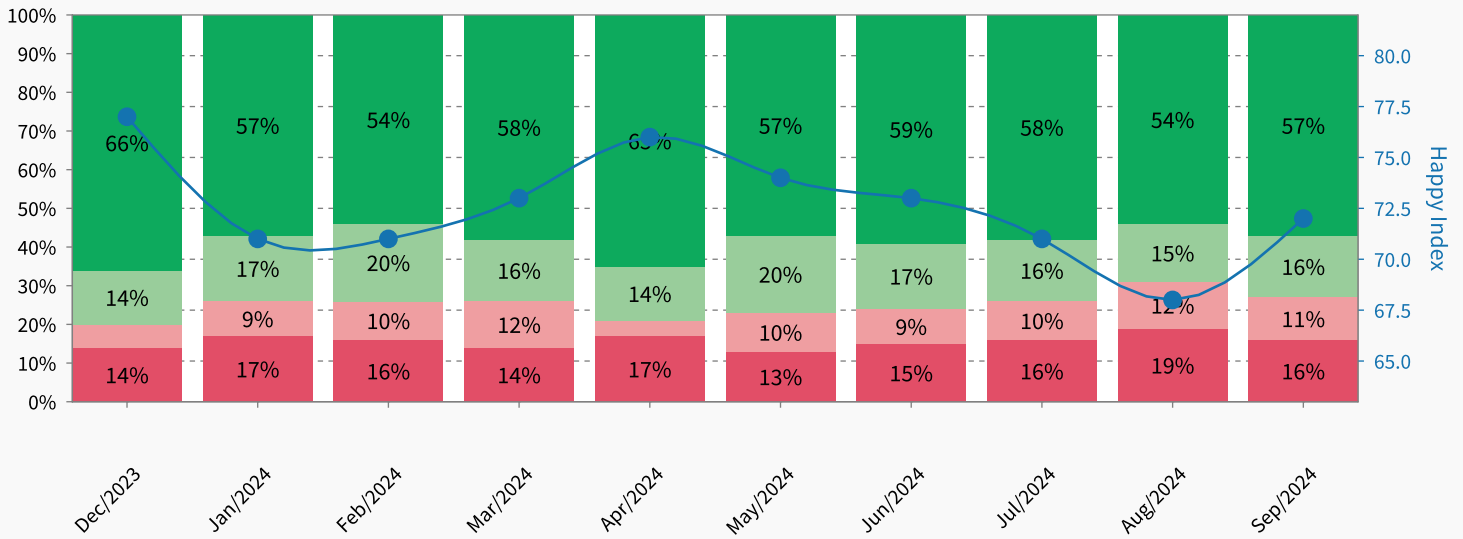
Weekday distribution



Hourly distribution

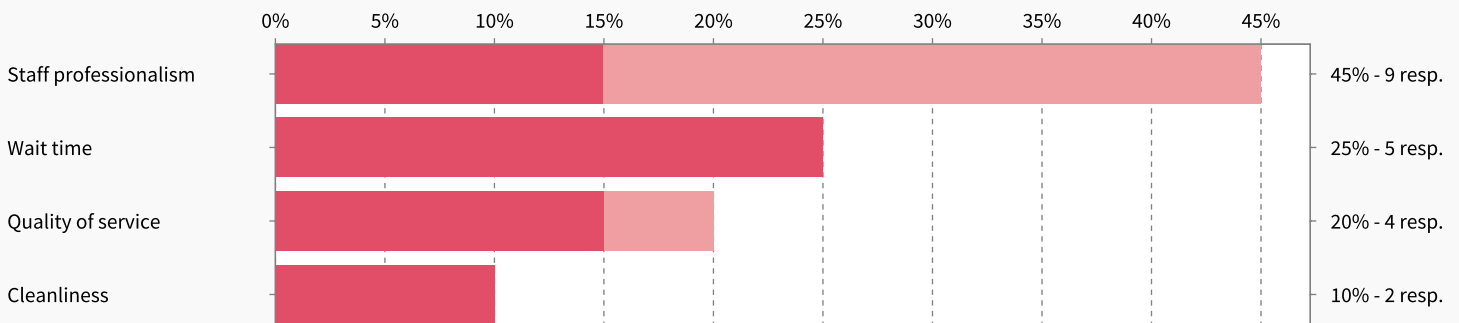


Same question, comparison with previous months



Pain Points / Main follow-up question

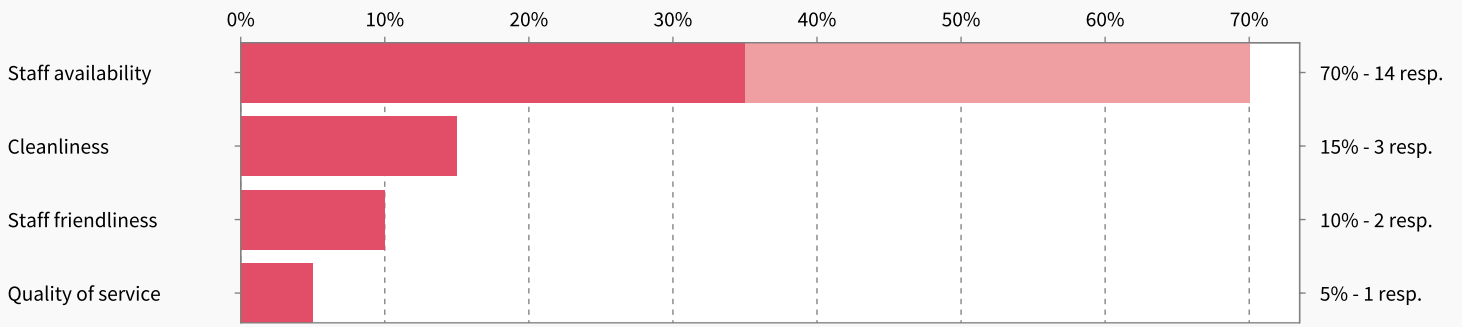
What could be improved?



Question skipped: 6

Pain Points / Second follow-up question

Was there something you liked?



Question skipped: 4

BOARD OF DIRECTORS OF DEL PUERTO HEALTH CARE DISTRICT

Board Meeting – October 28, 2024

9B. Update of Management Salary Ranges

Page 1 of 1

Departments: CEO and HR
 Consent Calendar: Yes

CEO Concurrence: Yes
 4/5 Vote Required: No

SUBJECT: Update of Management Position Salary Ranges

STAFF REPORT: As part of our commitment to maintaining a competitive compensation structure and retaining talented management personnel, we have comprehensively reviewed the current salary ranges for all management positions in the District. This additional analysis compared our 2021 compensation levels against market rates, factoring in the 28.8% increase in the cost of living in Stanislaus County from 2021 to 2024. The goal is to adjust our pay scales to align with peer organizations and ensure that DPHCD remains competitive.

In 2021, DPHCD's management salaries were, on average, 17.6% below market rates. The attached analysis highlights the disparity between our current salaries and the market-adjusted rates for comparable positions. With the 2024 cost of living adjustments, the salary ranges for all management positions have been updated. Please see the attached summary sheet.

We recommend approving these adjustments to align DPHCD compensation with market rates. This is essential for retention, recruitment, and maintaining strong leadership. The minimal budget impact ensures financial stability while addressing necessary wage updates.

Finance Committee supports these salary range adjustments.

DISTRICT PRIORITY: Provide benefits that attract and retain employees

FISCAL IMPACT: Anticipated Budget increase of \$91,000 (<1% of total adjusted expenses)

CONTACT PERSON: Karin Freese and Robert Trefault

ATTACHMENT(S): 2024 Management Salary Range Adjustment Worksheet
 Updated Job Descriptions: Finance, HR, Health Center, Director of Ambulance Operations, and Ambulance QI & CE

RECOMMENDED BOARD ACTION:

ROLL CALL REQUIRED: YES

RECOMMENDED MOTION: *I move the Board of Directors to approve the proposed salary ranges as presented for the following management positions: Finance and Accounting Manager, Human Resources Manager, Health Center Manager, Director of Ambulance Operations, and Ambulance Manager of Quality Improvement and Clinical Education.*

Motion Made By	Motion	Second
Director Avila		
Director Benefield		
Director Campo		
Director Stokman		
[vacant]		

Roll Call Vote	Aye	No	Abstain	Absent
Director Avila				
Director Benefield				
Director Campo				
Director Stokman				
[vacant]				

Range Adjustments for Management Staff to Match Market Rate

*This demonstrates the actual wages paid to each DPHCD management employee in 2021 and their counterpart's geo-adjusted average wage for the same year. DPHCD was an average of 17.6% below market.				*MIT demonstrated that Stanislaus County had a 28.8% Cost of Living increase between 2021 and 2024 (see attachment). 28.8%					
Position	2021 Actual	2021 Peers	2021 Below Market	2023 Actual		2024 Range Low	2024 Average	2024 Range High	Change 2023-2024
Finance	\$ 88,000	\$ 105,700	-20.1%	\$ 113,700	Finance	\$ 115,720	\$ 136,142	\$ 156,563	19.7%
HR	\$ 78,000	\$ 97,400	-24.9%	\$ 109,700	HR	\$ 112,906	\$ 125,451	\$ 144,269	14.4%
HC Mgr	\$ 88,000	\$ 102,400	-16.4%	\$ 117,800	HC Mgr	\$ 112,108	\$ 131,891	\$ 151,675	12.0%
Amb Dir	\$ 110,000	\$ 109,300	0.6%	\$ 122,100	Amb Dir	\$ 119,662	\$ 140,778	\$ 161,895	15.3%
Amb Mgr	\$ 66,500	\$ 86,100	-29.5%	\$ 103,600	Amb Mgr	\$ 114,469	\$ 123,778	\$ 133,086	19.5%
	\$ 595,500	\$ 690,900	-17.6%	\$ 566,900			\$ 658,040		
Management Increases							\$ 91,140	% Increase	16.1%

*Multiplying the 2021 geo-adjusted wage by 128.8% gives the mid-range for each position except the AMB manager which is based on the highest paramedic salary. An adjustment of 15% above and below the mid-range is calculated to create the range.

The salary increases add less than 1% to current budgeted expenses and Administrative expense is below 13%		ADM	AMB	HC	Total	Increase to total budget
	Current Budget Exp	\$ 1,116,902	\$ 4,001,949	\$ 3,826,421	\$ 8,945,272	
	Proposed Budget Increase	\$ 38,193	\$ 38,856	\$ 14,091	\$ 91,140	1.0%
	Expense by Department	\$ 1,155,095	\$ 4,040,805	\$ 3,840,512	\$ 9,036,412	
	Share of Costs	12.8%	44.7%	42.5%		
	ADM	AMB	HC			



Position: **Financial Accounting Manager**

Date: **15 Oct 2024**

X **Exempt** ____ Non-Exempt

Department: **Administration**

Salary Range: **\$115,720 – \$156,563 Annually**

Written By: **Human Resources Manager**

Approved By: **CEO**

Reports To: **Chief Executive Officer**

Supervises: **1**

Job Summary:

The Financial Accounting Manager supports the CEO and is responsible for all accounting transactions, internal controls, and financial reporting in the District including all Del Puerto Health Center and Patterson District Ambulance operations. This position 1) develops, follows, and maintains District accounting principles, practices, and procedures, 2) performs and supervises all accounting functions, and 3) assures accounting and reporting work is properly allocated and completed in a timely and accurate manner. The District has standardized deadlines for all accounting activities including budgeting, accounts receivable, accounts payable, financial reporting, general ledger preparation, and year-end audit preparation and completion. This position is supported by and supervises the Staff Accountant.

Essential Duties and Responsibilities:

To perform this job successfully, an individual must satisfactorily perform each essential duty. Reasonable accommodation may be made to enable individuals with disabilities to perform essential duties. Other duties may be assigned

- Apply financial accounting principles, including generally accepted accounting principles (GAAP)
- Assure compliance with public fund accounting best practices including state mandated general ledger structure, public agency and health care financial reports, expenditure tracking, cost/income analysis, property tax revenue, impact mitigation fee and development agreement management, restricted fund accounting, and public agency purchasing
- Maintain confidentiality of all District and patient information in accordance with HIPAA regulations
- Ensure accurate and timely monthly, quarterly, and fiscal year-end closes and financial reports.
- Manage annual audit requirements, preparation of general ledger account reconciliation schedules
- Assist CEO: 1) plan and implement strategies which maximize revenue and efficiency 2) develop and deliver organized, concise, yet thorough communications to management team and Board of Director, and 3) develop opportunities for the District
- Oversee accounts payable and receivable
- Oversee daily banking activities; manage bank reconciliation procedures; monitor funds and investment transactions
- Manage bi-weekly payroll process; ensure the accuracy of pay, deduction, and benefits adjustments.
- Manage District assets by monitoring physical equipment and supplies inventory; monitor and analyze depreciation costs against general ledger.
- Help to resolve reimbursement cases which get escalated or require the attention or intervention of management including oversight of patient financial assistance programs such as the Sliding Fee

Financial Accounting Manager

Scale

- Support budget and forecasting activities; participate in monthly Board of Directors and Board Finance Committee meetings and reports
- Monitor actual revenue and expenses to budget and prior period amounts on a regular basis
- Analyze variances and communicate issues and opportunities to management team
- Reconcile 3rd party billing reports and activities with the District financial accounting system; track and maintain the status of patient accounts receivable, work with billing partners on patient accounts receivable management
- Manage compliance with policies for approvals, authorizations, verifications, check signing, and purchasing
- Financial compilations for the district's financial statements, including conduct financial analysis, including measures of profitability ratios, current/prior period comparisons by department and productivity analysis
- Prepare government expense reports for specific reimbursement programs such as Medi-Cal/Medicaid, Intergovernmental Transfer, Ground Emergency Medical Transport, and Medicare.
- Stay updated and familiar with health care billing and collections regulations, standards, as well as upcoming trends and changes in health care finances
- Assure Federally certified Rural Health Clinic, Medicare, Medi-Cal and third-party payor compliance
- Oversee third party payor contracting (insurance companies' contracts and/or negotiating with new payors), interpret billing contracts, and verify properly applied to billing practices
- Comply with generally accepted auditing standards (GAAS); ensure a clean and timely year-end audit
- Manage effective relationships with coworkers, vendors, and auditors
- Assist in development and implementation of new procedures and features to enhance the workflow of the department
- Provide training to new and existing staff as needed
- Other duties as assigned

Supervisory Responsibilities: Directly supervises the Staff Accountant

Knowledge Requirements:

The requirements listed below represent the knowledge, skills, and/or ability required.

- Excellent interpersonal and customer service skills.
- Excellent organizational skills.
- Proficient with Microsoft Office 365.
- Proficient with QuickBooks

Experience

- Minimum five (5) to seven (7) years experience as a senior level accountant or in an accounting management role
- Familiarity with healthcare accounting is preferred but not required.

Language, Education, And Licensing

- Bachelor's degree or higher, with a concentration in Accounting, Finance, or Business Administration.
- Current and continued possession of a valid California Driver's License issued by the California Department of Motor Vehicles is required.
- Strong Verbal and written communication skills

Financial Accounting Manager

Other Skills and Abilities

- Maintain professionalism in all interactions with patients, family members, providers, office staff, members of the community, and related outside agencies.
- Attend general and medical staff meetings.
- Strong analytical, planning, and strategy skills.
- Ability to collaborate, motivate, and support teammates.
- Strong organizational and interpersonal skills.
- Strong Verbal and written communication skills
- Ability to multi-task, work under pressure, and meet deadlines required.
- Maintain confidentiality, exercise discretion, use independent and mature judgment, work independently without constant supervision.
- Work with ethnically diverse populations in a culturally sensitive manner.
- Ability to multi-task and work effectively in a high-stress and fast-moving environment, utilizing good decision-making skills.
- Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret various technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Working with ethnically diverse populations in a culturally sensitive manner.

Physical Demands:

The physical demands described here represent those that an employee must meet to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions.

While performing the duties of this job, the employee is frequently required to sit, use hands to finger, handle or feel objects, tools, or controls, reach with hands and arms, and talk or hear. The employee is occasionally required to stand, walk, climb, balance, stoop, or crouch.

The employee may occasionally lift and/or move up to 50 pounds and push up to 100 pounds on wheels. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. (See the complete "Physical Requirements" attached.)

Work Environment:

The business office work environment characteristics described here represent those encountered while performing the essential functions of this job. The noise level in the work environment is usually moderate.

Risk Exposure Category III:

Tasks do not involve any risk of exposure to blood/body fluids.

DISCLAIMER:

This job description indicates the critical features as described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. The incumbent may be asked to perform other duties as assigned.

ADDITIONAL INFORMATION

- All your information will be kept confidential according to EEO guidelines.
- Del Puerto Health Care District is an Equal Opportunity Employer. Minorities, women, veterans, and individuals with disabilities are encouraged to apply.
- Del Puerto Health Care District participates in E-Verify during the hiring process for all new employees.



Position: **Human Resources Manager**

Date: **15 Oct 2024** X Exempt Non-Exempt

Department: **Administration**

Salary Range: **\$112,906 - \$144,269 Annually**

Written By: **Human Resources Manager** Approved By: **CEO**

Reports To: **Chief Executive Officer** Supervises: **1**

Job Summary:

Under administrative direction, plan, organize, and oversee all human resource functions of the District, including recruitment and selection; training and development; compliance with HR laws for public agencies; performance management; compensation and payroll administration; safety and wellness planning; development of personnel policies and procedures; coordinating personnel risk management and worker's compensation; and performing other job-related duties such as monthly staff reports; annual budgeting; periodic dispute resolution; and occasional investigation of complaints and grievances. This is a top-level at-will management position for the organization, under the direction of the Chief Executive Officer, with responsibility for developing and managing human resource programs and services to achieve effective utilization and development of District staff. This position is also responsible for providing professional assistance and guidance to department managers regarding labor law and personnel policy compliance and provides a liaison role between District employees, management, and the Chief Executive Officer.

Essential Duties and Responsibilities:

To perform this job successfully, an individual must satisfactorily perform each essential duty. Reasonable accommodation may be made to enable individuals with disabilities to perform essential duties. Other duties may be assigned

- Recruitment and Staffing:**
- Lead and oversee recruitment and selection efforts to fill District vacancies, including conducting background investigations for new hires.
 - Develop, ensure accuracy, and update according to market need job descriptions
 - Post job vacancies, review applicants for qualifications, and provide managers best qualified for interviewing,
 - Assist managers with arranging interviews as needed
 - Ensuring selectees are properly vetted with background investigations and credentials based on occupation
 - Onboard new hires, provide district orientation and coordinate department orientation with managers
 - Attend targeted and local recruitment events
 - Monitor adherence to labor laws, equal opportunity (EEO) laws, workplace safety regulations, and data privacy policies

- Personnel Policy Development:**
- Develop and recommend personnel policies to the Chief Executive Officer, ensuring compliance

Human Resources Manager

- with legal requirements and best practices.
- Revise and update policies as required, or as needed, or to comply with changes rules, laws, or best practices
- Develop Human Resources Standard Operating Procedures (SOP) to ensure continuity of all actions

Risk Management:

- Oversee administration for Risk Management, including liability and workers' compensation claims, ensuring the organization's compliance with safety regulations, IIPP requirements, and safety committee requirements.
- Coordinate and oversee the District's Workman's Compensation program
- Develop and oversee the District's Safety Program to include IIPP requirements
- Ensure compliance to all workplace safety regulations and data privacy policies.

Performance Management:

- Develop and maintain the Performance Management System
- Assist managers in developing performance standards
- Ensure uniformity of application across the District
- Provide annual reports

Compensation & Benefits Planning:

- Maintain and administer the District's classification and compensation plan, ensuring equity and consistency.
- Develop the District's annual staffing budget, ensuring efficient allocation of resources to meet organizational needs.
- Administer the employee benefits program, supporting employees and ensuring compliance with policies and regulations. Coordinate with third party for Open Enrollment annually
- Oversee bi-weekly payroll process; ensure the accuracy of timecards, pay, deduction and benefits adjustments.
- Conduct market salary surveys as required

Training and Development:

- Analyze training needs in collaboration with department managers and develop training programs to address those needs.
- Create orientation programs for new staff to facilitate their smooth integration into the organization.
- Monitor employee annual training and certifications; report discrepancies to management and ensure proper action is taken timely
- Provide training, coaching, and mentoring opportunities to employees for professional growth

Employee Engagement:

- Monitor and assess employee satisfaction levels to identify areas for improvement and implement strategies to enhance employee engagement and morale.
- Conduct annual Employee Engagement Surveys
- Publish quarterly Newsletters
- Coordinate annual District Employee Recognition Ceremonies

Team Management:

- Supervise and evaluate the work of assigned HR staff, providing guidance and support to ensure their professional growth and optimal performance.

Employee and Labor Relations:

- Assist the Chief Executive Officer in managing employee relations, concerns, and complaints
- Assist the CEO with Labor through partnership and communication to avoid conflict. Assist with compensation and benefits negotiations as needed.
- Investigate and address complaints and grievances promptly and fairly, working to resolve

Human Resources Manager

issues and maintain positive employee relations.

Represent the District:

- Serve as a representative of the District, as delegated by the Chief Executive Officer, in various internal and external settings.
- Assist the District Board with the annual CEO evaluation
- Provide training to new and existing staff as needed
- Other duties as assigned

Supervisory Responsibilities: Directly supervises District Executive Secretary, that works as 20% HR as primarily payroll

Knowledge Requirements:

The requirements below represent the required knowledge, skills, and/or ability.

- Principles and practices of public sector human resources and labor relations, including administrative analysis, recruitment and selection, classification and compensation, equal employment opportunity, employer-employee relations, and policy/program development.
- Principles, laws, rules, and regulations related to safety and risk management.
- Budget development and expenditure control.
- Laws, rules, and ordinances governing public agency personnel processes and procedures.
- Research and evaluation methodologies.
- Sound customer service practices and procedures.
- Employee development and training.
- Principles of supervision and employee evaluation.
- HRIS software and Microsoft Office Programs
- Excellent interpersonal and customer service skills.
- Excellent organizational skills.
- Proficient with Microsoft Office 365.
- Proficient with QuickBooks

Experience

- Minimum five (5) years of increasingly responsible experience in developing and administering public sector personnel programs, including at least two years in a management or supervisory capacity.
- Familiarity with healthcare accounting is preferred but not required.

Language, Education, And Licensing

- Bachelor's degree or higher in human resources management, personnel administration, business administration, psychology, or a closely related field.
- Current and continued possession of a valid California Driver's License issued by the California Department of Motor Vehicles is required.
- A certificate in public human resources management is desirable
- Strong verbal and written communication skills

Other Skills and Abilities

- Plan, organize, direct, coordinate, and manage the human resources functions of the District,
- Exercise initiative, creativity, and sound judgment in solving difficult administrative, technical, and human resource problems.
- Provide supervision, training, and work evaluation for assigned staff.
- Maintain coordination for District Safety and Risk Management.

Human Resources Manager

- Formulate, implement, and evaluate personnel and labor relations systems and procedures.
- Collect and analyze data on various technical, analytical, and administrative topics.
- Communicate effectively, verbally and in writing, in various settings.
- Prepare comprehensive technical reports and recommendations.
- Effectively represent District policies, programs, and services with employees, contractors, representatives of other agencies, and the public.
- Consistently utilize exceptional human relations skills with a diverse group of employees, associates, and members of the public.
- Ability to collaborate, motivate and support teammates.
- Involvement in community/civic health matters/projects as appropriate.
- Ability to develop relationships with vendors.

Physical Demands:

The physical demands described here represent those that an employee must meet to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions.

While performing the duties of this job, the employee is frequently required to sit, use hands to finger, handle or feel objects, tools, or controls, reach with hands and arms, and talk or hear. The employee is occasionally required to stand, walk, climb, balance, stoop, or crouch.

The employee may occasionally lift and/or move up to 50 pounds and push up to 100 pounds on wheels. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. (See the complete "Physical Requirements" attached.)

Work Environment:

The characteristics of the business office work environment described here represent those encountered while performing the essential functions of this job. The noise level in the work environment is usually moderate.

Risk Exposure Category III:

Tasks do not involve any risk of exposure to blood/body fluids.

DISCLAIMER:

This job description indicates the critical features as described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. The incumbent may be asked to perform other duties as assigned.

ADDITIONAL INFORMATION

- All your information will be kept confidential according to EEO guidelines.
- Del Puerto Health Care District is an Equal Opportunity Employer. Minorities, women, veterans, and individuals with disabilities are encouraged to apply.
- Del Puerto Health Care District participates in E-Verify during the hiring process for all new employees.



Position: **Health Center Manager**

Date: **15 Oct 2024** **X** **Exempt** Non-Exempt

Department: **Health Center**

Salary Range: **\$112,108 - \$151,675 Annually**

Written By: **Human Resources Manager**

Approved By: **CEO**

Reports To: **Chief Executive Officer**

Supervises: **20-25**

Job Summary:

Under direct supervision of the CEO and Medical Director manages the day-to-day operations and supervises medical assistants, medical records clerks, referral coordinators, health center assistant manager and patient engagement specialists. Adheres to the philosophy and mission of Del Puerto Health Center in all aspects of job performance.

Essential Duties and Responsibilities:

To perform this job successfully, an individual must satisfactorily perform each essential duty. Reasonable accommodation may be made to enable individuals with disabilities to perform essential duties. Other duties may be assigned

CLINIC MANAGEMENT

- Oversee evaluation and management of clinical practice within the department and in other departments.
- Assist with patient needs and any additional assistance in understanding office protocols.
- Ensure the efficient and effective flow of patients throughout the department while also ensuring that they are properly treated and taken care of.
- Intervene and diffuse situations involving agitated, confused, scared or emotional patients and family members.
- Abide by policies, procedures, and laws to ensure that the organization's best interests are kept in mind while providing quality health care.
- Ensure a safe work environment for staff is maintained by keeping the environment clean, including adequate supplies and upkeep of the unit and equipment.
- Responsible for ensuring compliance with Standard Precautions.
- Ensure compliance with QA policy and procedures.
- Manage and maintain the Clinic to provide certifications, fire and safety programs and compliance with Board policies and Federal and State laws and regulations.
- Conduct facility audits and assure compliance in deficient areas.
- Responsible contact for emergency situations regarding the fire alarm, security alarm, and any other facility-related issues at the site during and after hours and responds as necessary. Will contact the CEO as appropriate.
- Review and approve staff hours worked for timecards
- Order medical supplies and submit purchase orders for office supplies to A/P
- Direct monthly staff meetings as needed
- Provide required and ongoing training
- Liaison for Staff with upper management

Health Center Manager

- Ensure Staff medical and Certificate requirements are current
- Maintain employee files and records
- Maintains confidentiality of records and other sources of information.
- Maintain a working knowledge of applicable Federal, State and Local laws and regulations, as well as other policies and procedures.
- Perform other duties as assigned.
- Assist patients with financial inquiries and act as liaison between patient and billing department. Ensure staff and providers are using Healthcare Effectiveness Data Information Set tools to measure the exceptional care provided to our members.
- Update EMR and billing with new CPT code requirements.
- Responsible for ordering from Vaccines for Children Program and acts as Provider of Record Designee as indicated in the VFC Provider Agreement.

PROVIDER RELATIONS

- Responsible for the timely inputting of provider schedules and exception blocks into the practice management system.

Responsible contact for all industrial accounts and trains staff according to each industrial account policy and procedure.

- Responsible for providing the adequate staff to all providers and formulating staff monthly schedule.
- Responsible for attending all monthly commercial and non-commercial insurance meetings and providing clinic with updates.
- Attend all meetings of the Board of Directors and other meetings as required.
- Conducts clinical chart audits and assures compliance in deficient areas.

EMPLOYEE/STAFF RELATION

- To develop, coordinate and supervise staff within the department and between other departments.
- Ensure that there is adequate staff with appropriate training in the department, and exceptional customer service that provides quality health care.
- Ensure of assigning and reviewing the work of staff in each department.
- Providing for and recommending staff for promotions and corrective actions as needed within the department. This is done by participating in the production of setting performance standards for the staff and then monitoring, assessing, reviewing and evaluating employee performance based on these established standards.
- Listens and asks for feedback from staff and patients. Effective and utmost importance.
- Resolves staff disputes and misunderstandings.
- Updates employees with certificates and credentials. Assist in disaster planning and other such activities that the staff and organization may have to face.
- Trains new and existing staff on proper patient care practices , computer applications, understanding of special programs, standardized Del Puerto Health Center processes, policies and procedures and work instructions.
- Provides clear and concise verbal and written instructions to staff regarding running the department to ensure that they are understood.
- Ensures that department staff are kept up to date on any changes that are occurring regarding the working style of the department.

BILLING ISSUES

- Responsible for the timely submission of deposits to Administration in accordance with policies and procedures.
- Monitors site's Account Receivable (AR) and works together with the Billing department to assure AR is at organization's standard.

Health Center Manager

Assists providers with patient medical forms and letters

ASSIST MEDICAL DIRECTOR

- Ensures that Medical Director is overseeing mid-level charting.
- Ensures that clinic has all medical supplies needed or as indicated by the provider.

HEALTHCARE DISTRICT/BOARD OF DIRECTORS

- Controlling inventory and establishing procedures for purchasing, product selection, product evaluation and supply distribution.
- Implementation programs necessary to control and effectively utilize the physical and financial resources of the Clinic including but not limited to : complete and adequate Accounting records, budgeting, handling of funds, establishment of rates and charges, monitoring of the Clinic's insurance program.
- Responsible for logging daily patient count and recording into monthly reports.
- Responsible for the timely completion and submission of employee performance, attendance evaluations, annual skills and consultations in accordance with policies and procedures for all staff.
- Supports, communicates, and facilitates the health care district programs and policies. Example working overtime, etc.
- Complete and assures timely submission of employee worked hours in accordance with policies and procedures.

Supervisory Responsibilities: Directly supervises medical assistants, medical records clerks, referral coordinators, health center assistant manager and patient engagement specialists.

Knowledge Requirements:

The requirements listed below are representative of the knowledge, skills, and/or ability required.

- Excellent interpersonal and customer service skills.
- Excellent organizational skills.
- Proficient with Microsoft Office 365.
- Proficient with QuickBooks

Experience

- Minimum two (2) to five (5) years' related experience

Language, Education, And Licensing

- High School diploma or equivalent
- Bilingual Fluent in the English/Spanish language both written and oral.

Other Skills and Abilities

- Ability to read and interpret documents operating and/or maintenance instructions, and procedure manuals.
- Ability to speak effectively with customers and all members of the health care team.
- Strong analytical, planning, and strategy skills.
- Ability to collaborate, motivate and support teammates.
- Strong organizational and interpersonal skills.
- Strong Verbal and written communications skills
- Ability to multi-task, work under pressure, and meet deadlines required.
- Ability to work with mathematical concepts.

Health Center Manager

- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Involvement in community/civic health matters/projects as appropriate.
- Maintain professionalism in all interactions with patients, family members, providers, office staff, members of the community and related outside agencies.

Physical Demands:

The physical demands described here represent those that an employee must meet to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions.

While performing the duties of this job, the employee is frequently required to sit, use hands to finger, handle or feel objects, tools, or controls, reach with hands and arms, and talk or hear. The employee is occasionally required to stand, walk, climb, balance, stoop, or crouch.

The employee may occasionally lift and/or move up to 50 pounds and push up to 100 pounds on wheels. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. (See the complete "Physical Requirements" attached.)

Work Environment:

The business office work environment characteristics described here represent those encountered while performing the essential functions of this job. The noise level in the work environment is usually moderate.

Risk Exposure Category I:

Tasks do involve risk of exposure to blood/body fluids.

DISCLAIMER:

This job description indicates the critical features as described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. The incumbent may be asked to perform other duties as assigned.

ADDITIONAL INFORMATION

- All your information will be kept confidential according to EEO guidelines.
- Del Puerto Health Care District is an Equal Opportunity Employer. Minorities, women, veterans, and individuals with disabilities are encouraged to apply.
- Del Puerto Health Care District participates in E-Verify during the hiring process for all new employees.



Position: **Director of Ambulance Operations**

Date: **Oct 15, 2024**

Exempt Non-Exempt

Department: **Ambulance**

Salary Range: **\$119,662 - \$161,895**

Written By: **Human Resources Manager**

Approved By: **CEO**

Reports To: **CEO**

Supervises: **Ambulance staff directly**

Job Summary:

Plan, organize, develop and direct the overall operation of the Ambulance Services in accordance with current federal, state, and local standards, guidelines and regulations that govern our agency and as may be directed by the Administrator.

Essential Duties and Responsibilities:

To perform this job successfully, an individual must satisfactorily perform each essential duty. The requirements below represent knowledge, skill, and/or ability. Reasonable accommodation may be made to enable individuals with disabilities to perform essential duties. Other duties may be assigned

Management

- Regularly arrange staff meetings to inform employees of current District policy and procedures, especially any changes to prior policy/practice. Ensure meetings are documented and participants sign-in. Share information with staff not attending
- Provide supervision, leadership and direction to all ambulance staff
- Manage the recruitment, development and retention of ambulance personnel
- With administrator concurrence, develop, maintain, and periodically update written policies and procedures that govern the day-to-day functions of the ambulance service and periodically update the Ambulance Service Procedures Manual. Submit Policy and Procedure manual, with overview of changes, bi-annually, for Board approval
- Develop, monitor, and ensure participation by all personnel in all required safety orientations, drills, training programs, provide proper safety education for all ambulance personnel and help control workers' compensation claims
- Work with Human Resources Manager to ensure that disciplinary action is administered fairly and consistently
- Monitor absenteeism to ensure that an adequate number of ambulance personnel are on duty at all times
- Review complaints and grievances made by the customers and make a written/oral report to Administration indicating what action(s) were taken to resolve the complaint or grievance

Ambulance Operations

- Perform administrative duties such as completing medical forms, reports, evaluations, studies, job descriptions, participate in inspections made by authorized government agencies, performance evaluations, etc., as necessary
- Follow and update written procedures for ensuring that professional ambulance personnel have valid and current licenses as required by State
- Develop and participate in the planning, conducting, and scheduling of timely in-service training classes
- Develop, implement, and maintain an effective orientation program that orients the new employee to the facility, its policies and procedures, and to his/her job position and duties
- Develop, implement, and maintain a procedure for reporting hazardous conditions or equipment

Director of Ambulance Operations

- Maintain the confidentiality of all patient care information. Ensure HIPAA policies and procedures are followed
- Monitor patient care to assure that all patients are treated fairly, and with kindness, dignity, and respect
- With Administrator approval, plan, organize, develop and direct the Quality improvement Committee in developing and implementing appropriate plans of action to correct identified deficiencies. Maintain an ongoing quality assurance program for the ambulance service department
- Responsible to the District Administrator for budget and fiscal matters
- Act as a liaison to the Mountain Valley E.M.S. Agency and Medical Director
- Respond as scheduled or as needed to emergency calls
- Implement, oversee and assist in community public education programs
- Responsible for adhering to the established Customer Service Standards for all Del Puerto Health Care District ambulance employees
- Assure that an appropriate stock level of medications, medical supplies, equipment, etc., is maintained at all time. Ensure that supplies and equipment are used in a safe and efficient manner to avoid waste and that ambulance service work areas are maintained in a clean and sanitary manner
- As a representative of the District, treat patients, employees, and community with respect, concern and hospitality
- Perform administrative duties such as completing medical forms, reports, evaluations, studies, job descriptions, participate in inspections made by authorized government agencies, performance evaluations, etc., as necessary
- Follow and update written procedures for ensuring that professional ambulance personnel have valid and current license as required by State
- Provide prescribed medical treatment and personal care services by performing the following duties:
Other duties may be assigned
- The EMS Director must be able to demonstrate knowledge and skills necessary to provide care appropriate to age of the patient served
- Operations employees for a transition to disciplinary measures based on noncompliance with statutes, protocols, and PIP

Supervisory Responsibilities: Direct: **25 or more**

Qualification Requirements: To perform this job successfully, an individual must satisfactorily perform each essential duty. The requirements below represent the required knowledge, skill, and/or ability. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Education and/or Experience:

- Associate or Technical degree (two years of college)

Language Skills:

- Ability to read, analyze, and interpret common emergency medical services, technical journals, documents, publications, quality improvement reports, and standards.
- Ability to respond diplomatically to common inquiries or concerns related to prehospital emergency medical care, including complaints from patients, residents, family members, regulatory agencies, or business community members.

Licenses and Certifications:

- California Paramedic license.
- Current American Heart Association Health Care Provider CPR card required
- Stanislaus County LEMSA accreditation or obtain LEMSA accreditation within 90 days of accepting the position
- Paramedic must possess a valid California Ambulance Driver certificate or obtain it within 90 days of accepting the position

Director of Ambulance Operations

- Paramedic must be current with infrequent skill refresher training and any other Stanislaus County or State of California requirements at or within 90 days of appointment to position
- Current ACLS, PALS, and PHTLS certifications are preferred or must be obtained within six (6) months of accepting the position
- Incident Command System (ICS 300) and Advanced Medical Life Support (AMLS) trained or must be completed within six (6) months of accepting the position
- Must meet requirements for certification as a *Stanislaus County Prehospital Care Continuing Educational Provider* (StanEMS Policy 291.000), including National Association of EMS Educators Level 1 Instructor Course passed or must be completed within 12 months of accepting the position
- Critical Incident Stress Management (CISM) trained or must be completed within 12 months of accepting the position

Other Skills And Abilities:

- Ability to read, analyzes, and interprets general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports and business correspondence. Ability to effectively present information and respond to questions from groups of managers, patients, family members, and the general public.
- Ability to work with mathematical concepts such as probability and statistical inference.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- Involvement in community/civic health matters/projects as appropriate
- Plan, organize, develop and direct the Safety Committee and safety standards for the ambulance services.
- Assure that all personnel performing tasks that involve potential exposure to blood/body fluids participate in an in-service training program prior to performing such tasks
- Ability to apply fractions, percentages, ratios, and proportions to practical managerial or field EMS situations.
- Ability to define problems, analyze quality improvement measurements, collect data, establish facts, and draw valid conclusions.
- Ability to adjust and change priorities and handle multiple tasks as needed.
- Exemplify our core values of Compassion, Commitment, and Excellence
- Professionally relate to others
- Create and motivate in a team environment
- Meet and professionally interact with EMS peers, hospital staff, and other agency staff
- Exhibit good organizational skills
- Proficient in public speaking and presentations
- Possess working knowledge of medical terminology, including proper spelling and use
- Handle multiple priorities and meet established deadlines
- Handle personnel, personal, and protected health information confidentially
- Proficient with Microsoft Office 365

PHYSICAL DEMANDS:

The physical demands described here are representative of those that an employee must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions.

While performing the duties of this job, the employee is frequently required to sit, use hands to finger, handle or feel objects, tools, or controls, reach with hands and arms, and talk or hear.

The employee is occasionally required to stand, walk, climb or balance, stoop, kneel, crouch or crawl. The employee may occasionally lift and/or move up to 1000 pounds and push 100 pounds on wheels. Specific

Director of Ambulance Operations

vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. (See complete "Physical Requirements" attached).

WORK ENVIRONMENT:

The primary work area is a business office work environment. However, this job will also place an individual in the EMS field setting –actual EMS incidents and demonstrating EMS skills or assisting with practical skill assessments. The characteristics described below represent those employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Risk Exposure Category I: Tasks involve the risk of exposure to blood/body fluids.

DISCLAIMER:

This job description indicates the critical features as described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. The incumbent may be asked to perform other duties as assigned.

ADDITIONAL INFORMATION

- All your information will be kept confidential according to EEO guidelines.
- Del Puerto Health Care District is an Equal Opportunity Employer. Minorities, Women, Veterans, and individuals with disabilities are encouraged to apply.
- Del Puerto Health Care District participates in E-Verify during the hiring process for all new employees at its location.



Position: **Clinical Education & Quality Improvement Manager**

Date: **Oct 15, 2024**

X **Exempt** Non-Exempt

Department: **Ambulance**

Salary Range: **\$114,469 – \$133,086 annually**

Written By: **Ambulance Director**

Approved By: **CEO**

Reports To: **Ambulance Director**

Supervises: **Ambulance staff directly**

Job Summary:

Under the general direction of the Director of Ambulance Operations in the Emergency Medical Services (EMS) / Ambulance Division of Del Puerto Health Care District, the Clinical Education Manager is responsible for Clinical Education (CE) and Quality Improvement (QI) activities of the Ambulance Division and the general support of the management of ambulance services. Duties are conducted per current policies and procedures and applicable federal, state, and local standards, guidelines, regulations, and protocols.

Essential Duties and Responsibilities:

To perform this job successfully, an individual must satisfactorily perform each essential duty. The requirements below represent knowledge, skill, and/or ability. Reasonable accommodation may be made to enable individuals with disabilities to perform essential duties. Other duties may be assigned

Management

- Schedules PDA staff and coordinates coverage of call-offs and open shifts
- Supervises staff and provides overall management of the ambulance division in accordance with the organizational policies and applicable laws during the absences of the Director of Ambulance Operations
- Attends local, regional, and system level QI and EMS-related meetings
- Supports ePCR software maintenance and operations
- Participates on the PDA Safety Committee
- Participates on the Labor-Management Committee
- Assists in inventory control and ordering
- Performs other duties as assigned or requested by the Director of Ambulance Operations
- Assists with coordination of ambulance and command vehicle maintenance and repairs.
- Provides management and oversight of community CPR program including coordination, scheduling, and training for CPR instructors

Field Work

- Provides paramedic shift coverage on an ambulance if a staffing breakdown occurs
- Acts as command staff at multi-casualty incidents (MCIs) or large-scale incidents when necessary
- Responds 24/7 to EMS incidents as field supervisor when necessary

Clinical Education

- Develops in-service training materials and curriculum for equipment, treatment protocol updates, LEMSA and PDA policy changes or operational improvements
- Organizes and coordinates logistics for all training sessions
- Delivers Continuing Education (CE) courses
- Manages PDA-provided CE Hours documentation
- Conducts new employee orientation on PDA protocols, ePCR use, and ambulance operations

Clinical Education & Quality Improvement Manager

- Provides refresher training to PDA employees returning from an extended leave of absence
- Conducts and participates in EMS operational drills
- Provides didactic and clinical skills instruction to allied agencies (Patterson-West Stanislaus Fire)
- Prepares LEMSA training and clinical data reports
- Assists LEMSA staff as requested with QI and other training activities

Quality Improvement

- Analyzes ePCR patient care reports and determine the appropriateness of prehospital care and thoroughness of all documentation
- Provides appropriate level of QI feedback to EMS personnel and maintains related records
- Reviews and evaluates staff annually for clinical skills and protocol knowledge
- Provides classroom, field, and retrospective ePCR feedback to EMS staff regularly
- Prepares monthly QI reports
- Prepares LEMSA-required QI reports
- Assists with developing, implementing, and regularly updating the *PDA Quality Improvement Plan*.
- Reads and interprets a variety of prehospital EMS technical publications, reports, and journals to determine applicability to local treatment practices.
- (*Supervisory*) Serves as a field supervisor for training and crew observation
- (*Supervisory*) Develops and implements remediation plans as identified through QI observation.
- (*Supervisory*) Develops and implements Performance Improvement Plans (PIPs) as determined by the Director of Ambulance Operations
- (*Supervisory*) Identifies and recommends to the Director of Ambulance Operations employees for a transition to disciplinary measures based on noncompliance with statutes, protocols, and PIP

Supervisory Responsibilities: Direct: **0** Indirect: **Ambulance Staff**

Qualification Requirements: To perform this job successfully, an individual must satisfactorily perform each essential duty. The requirements below represent the required knowledge, skill, and/or ability. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Education and/or Experience:

- REQUIRED Experience as a quality improvement program manager, base hospital coordinator, or EMS field supervisor
- REQUIRED Experience with electronic medical, health, or prehospital care record system
- REQUIRED Experience teaching adults
- PREFERRED Experience with Zoll EMSCharts software
- PREFERRED Experience in adult learning methodology

Language Skills:

- Ability to read, analyze, and interpret common emergency medical services, technical journals, documents, publications, quality improvement reports, and standards.
- Ability to respond diplomatically to common inquiries or concerns related to prehospital emergency medical care, including complaints from patients, residents, family members, regulatory agencies, or business community members.

Licenses and Certifications:

- California Paramedic license. (ALTERNATIVE: Licensed Registered Nurse from an accredited training program, preferably with a Mobile Intensive Care Nurse (MICN) certification)
- Current American Heart Association Health Care Provider CPR card required
- Stanislaus County LEMSA accreditation or obtain LEMSA accreditation within 90 days of accepting the position

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Clinical Education & Quality Improvement Manager

- Paramedic must possess a valid California Ambulance Driver certificate or obtain it within 90 days of accepting the position
- Paramedic must be current with infrequent skill refresher training and any other Stanislaus County or State of California requirements at or within 90 days of appointment to position
- Current ACLS, PALS, and PHTLS certifications are preferred or must be obtained within six (6) months of accepting the position
- Incident Command System (ICS 300) and Advanced Medical Life Support (AMLS) trained or must be completed within six (6) months of accepting the position
- Must meet requirements for certification as a *Stanislaus County Prehospital Care Continuing Educational Provider* (StanEMS Policy 291.000), including National Association of EMS Educators Level 1 Instructor Course passed or must be completed within 12 months of accepting the position
- Critical Incident Stress Management (CISM) trained or must be completed within 12 months of accepting the position

Other Skills And Abilities:

- Maintains and grows their knowledge of applicable federal, state, and local laws and regulations regarding prehospital EMS service, HIPAA, and District policies and procedures.
- Familiar with pre-hospital patient electronic records and proficient within one year with Zoll ePCR software and related reporting tools
- Excellent computer knowledge and skills, including using standard business software such as Microsoft Word, Excel, PowerPoint, Outlook, Publisher, and Adobe Acrobat
- Ability to apply fractions, percentages, ratios, and proportions to practical managerial or field EMS situations.
- Ability to define problems, analyze quality improvement measurements, collect data, establish facts, and draw valid conclusions.
- Ability to adjust and change priorities and handle multiple tasks as needed.
- Exemplify our core values of Compassion, Commitment, and Excellence
- Professionally relate to others
- Create and motivate in a team environment
- Meet and professionally interact with EMS peers, hospital staff, and other agency staff
- Exhibit good organizational skills
- Proficient in public speaking and presentations
- Possess working knowledge of medical terminology, including proper spelling and use
- Handle multiple priorities and meet established deadlines
- Handle personnel, personal, and protected health information confidentially

PHYSICAL DEMANDS:

The physical demands described here are representative of those that an employee must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions.

While performing the duties of this job, the employee is frequently required to sit, use hands to finger, handle or feel objects, tools, or controls, reach with hands and arms, and talk or hear.

The employee is occasionally required to stand, walk, climb or balance, stoop, kneel, crouch or crawl. The employee may occasionally lift and/or move up to 1000 pounds and push 100 pounds on wheels. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. (See complete "Physical Requirements" attached).

WORK ENVIRONMENT:

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Clinical Education & Quality Improvement Manager

The primary work area is a business office work environment. However, this job will also place an individual in the EMS field setting –actual EMS incidents and demonstrating EMS skills or assisting with practical skill assessments. The characteristics described below represent those employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Risk Exposure Category I: tasks involve the risk of exposure to blood/body fluids.

DISCLAIMER:

This job description indicates the critical features as described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. The incumbent may be asked to perform other duties as assigned.

ADDITIONAL INFORMATION

- All your information will be kept confidential according to EEO guidelines.
- Del Puerto Health Care District is an Equal Opportunity Employer. Minorities, Women, Veterans, and individuals with disabilities are encouraged to apply.
- Del Puerto Health Care District participates in E-Verify during the hiring process for all new employees at its location.

BOARD OF DIRECTORS OF DEL PUERTO HEALTH CARE DISTRICT

Board Meeting – October 28, 2024

9C. Adoption of Resolution No. 2024-11 for Participation in the Behavioral Health Continuum Infrastructure Program (BHCIP)

Page 1 of 2

Department: Chief Executive Office
Consent Calendar: No

CEO Concurrence: Yes
4/5 Vote Required: No

SUBJECT: Adoption of Resolution No. 2024-11 for Participation in the Behavioral Health Continuum Infrastructure Program (BHCIP)

STAFF REPORT: The California Department of Health Care Services, through its contractor, Advocates for Human Potential Inc., issued a Request for Applications (RFA) on July 15, 2024, for the *BHCIP Round 1 (2024) Launch Ready Program* and will open Round 2 of this funding opportunity in mid-2025. The Behavioral Health Infrastructure Bond Act of 2024 grants funds for projects to expand behavioral health services facilities. *Launch-ready* means a completed master development plan and engineered building proposed for construction

As a special district providing health care services, DPHCD is preparing to submit an application seeking \$6,500,000 in grant funds to enhance the District’s behavioral health infrastructure. Should the application be approved, the District will be required to enter into a Program Funding Agreement, which stipulates the use of funds for eligible expenditures in line with the program’s building goals.

DISTRICT PRIORITY: Expand behavioral health services, benefiting the community

FISCAL IMPACT: If awarded, the grant would provide up to \$6,500,000 in funding to support infrastructure improvements, program enhancements, and related activities. The District would be responsible for matching the grant with \$650,000 (cash or approximately 2.5 acres of land) to participate in this program.

STAFFING IMPACT: Time to create and submit the grant.

CONTACT PERSON: Karin Freese

ATTACHMENT(S): Resolution 2024-11

RECOMMENDED BOARD ACTION:

ROLL CALL REQUIRED: YES

RECOMMENDED MOTION: *I move the Board of Directors to adopt Resolution No. 2024-11 as presented.*

Motion Made By	Motion	Second
Director Avila		
Director Campo		

BOARD OF DIRECTORS OF DEL PUERTO HEALTH CARE DISTRICT

Board Meeting – October 28, 2024

9C. Adoption of Resolution No. 2024-11 for Participation in the Behavioral Health Continuum Infrastructure Program (BHCIP)

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<i>Director Benefield</i>		
<i>Director Stokman</i>		
<i>[vacant]</i>		

Roll Call Vote	Aye	No	Abstain	Absent
<i>Director Avila</i>				
<i>Director Campo</i>				
<i>Director Benefield</i>				
<i>Director Stokman</i>				
<i>[vacant]</i>				



RESOLUTION NO. 2024-11

A RESOLUTION OF THE BOARD OF DIRECTORS OF THE DEL PUERTO HEALTH CARE DISTRICT AUTHORIZING APPLICATION TO AND PARTICIPATION IN THE BEHAVIORAL HEALTH CONTINUUM INFRASTRUCTURE PROGRAM (“BHCIP”)

WHEREAS:

- A. The California Department of Health Care Services, through its contractor Advocates for Human Potential, Inc., (“**Department**”) has issued a Request for Applications, dated July 15, 2024 (“**RFA**”), for the BHCIP Round 1 (2024) Launch Ready Program (“**Program**”). The Department has issued the RFA for Program grant funds pursuant to California Welfare and Institutions Code sections 5965-5967.01 (“**Behavioral Health Infrastructure Bond Act of 2024**”).
- B. **DEL PUERTO HEALTH CARE DISTRICT**, a California special district (“**Applicant**”), desires to apply for Program grant funds and has submitted an application for Program grant funds (“**Application**”) to the Department for review and consideration.
- C. The Department is authorized to administer BHCIP pursuant to the Behavioral Health Infrastructure Bond Act of 2024. Program funding allocations are subject to the terms and conditions of the RFA, the Application, Program Funding Agreement (“**Program Funding Agreement**”), and all other legal requirements of the Program.

THEREFORE, IT IS RESOLVED THAT:

1. Applicant is hereby authorized and directed to submit an Application to the Department in response to the RFA, and to apply for Program grant funds in a total amount not to exceed **\$15,000,000**.
2. If the Application is approved, Applicant is hereby authorized and directed to enter into, execute, and deliver a Program Funding Agreement for the total award amount, and all other documents required or deemed necessary or appropriate to secure the Program grant funds from the Department and to participate in the Program, and all amendments thereto (collectively, the “**Program Documents**”).
3. Applicant acknowledges and agrees that it shall be subject to the terms and conditions specified in the Program Funding Agreement. Any and all

activities, expenditures, information, and timelines represented in the Application are enforceable through the Program Funding Agreement. Funds are to be used for the allowable expenditures and activities identified in the Program Funding Agreement.

4. **KARIN FREESE, CHIEF EXECUTIVE OFFICER** (the “**Authorized Signatory**”), is authorized to execute the Application and the Program Documents on behalf of Applicant for participation in the Program.

PASSED AND ADOPTED this 28 day of October, 2024, by the following vote of the Corporation’s Board of Directors:

AYES: **4** NAYS: **0** ABSTAIN: **0** ABSENT: **0**

The undersigned, **BECKY CAMPO, BOARD SECRETARY** of Applicant, does hereby attest and certify that the foregoing is a true and full copy of a resolution of the Corporation’s governing body adopted at a duly convened meeting on the date above-mentioned, and that the resolution has not been altered, amended, or repealed.

SIGNATURE: _____

DATE: _____

NAME: BECKY CAMPO

TITLE: BOARD SECRETARY