

**CITIZENS ADVISORY COMMITTEE MEETING  
WEST VOLUSIA HOSPITAL AUTHORITY  
MARCH 7, 2017  
5:15PM**

<b>AGENDA</b>
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1. Call to Order / Opening Observance
2. Approval of Agenda
3. Approval of CAC Minutes – February 7, 2017
4. Review WVHA Regular Meeting - February 16, 2017 - Draft
5. New CAC member Sandy Adams Commissioner Andy Ferrari
6. Citizens Comments
  
7. CAC Review/Overview of Funding Application
  - A. CAC Ranking Sheet
  - B. WVHA Funding Applications Non-Compliant Worksheet
  - C. Funding Application Calendar 2017-2018
  - D. Steps in Funding Review Process 2017
  - E. Tentatively Scheduled Meetings 2017
  
8. Adjourn Regular Meeting
  
9. Call to Order Applicant Workshop meeting
  
10. Review of Application
  - A. CAC Chair Michael Ray open with brief explanation of Application Process and review of Funding Application
  
11. Applicant Workshop-Question & Answer session between applicants and CAC Members
  
12. CAC Comments
  
13. Adjournment

**CITIZENS ADVISORY COMMITTEE MEETING  
WEST VOLUSIA HOSPITAL AUTHORITY  
DELAND CITY HALL COMMISSION CHAMBER  
120 S. FLORIDA AVE., DELAND FL  
FEBRUARY 7, 2017  
5:15PM  
MINUTES**

**CAC Members/Attendance:**

Voloria Manning  
Sarah Prado  
Dolores Guzman  
Krystal Brown

**CAC Members/Absent:**

Jan Kaumeier (Excused)  
Michael Ray (Excused)  
Alicia Monroe (Excused)

**Others Present:**

Commissioner Andy Ferrari  
Eileen Long, Dreggors, Rigsby & Teal, P.A.

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**Call to Order**

Commissioner Ferrari volunteered to Chair the CAC meeting in the absence of a currently appointed CAC Chair. Former Chair Judy Craig has since been elected to the WVHA Board of Commissioners. Vice-Chair Michael Ray was away on a planned vacation. Commissioner Ferrari opened the meeting with a moment of silence followed by The Pledge of Allegiance.

Commissioner Ferrari explained that there was not an established CAC quorum as the CAC were awaiting the arrival of member Krystal Brown. In attendance were; Dolores Guzman, Voloria Manning and Sarah Prado.

In the absence of a quorum, Commissioner Ferrari proceeded to determine if there was a CAC consensus for the following matters before the Committee:

**Approval of Agenda**

There was a CAC consensus to approve the agenda.

**Election of Officers**

- **Chair**

Commissioner Ferrari advised that he had spoken with Vice-Chair Michael Ray prior to tonight's meeting to determine if he would accept the nomination of Chair of the CAC in his absence. Mr. Ray stated that he would accept the nomination.

There was a CAC consensus to nominate Michael Ray to the office of CAC Chair.

There were no other nominations.

- **Vice-Chair**

There was discussion between Dolores Guzman and Voloria Manning regarding assuming the office of Vice-Chair. Ms. Manning deferred to Ms. Guzman to hold the office of Vice-Chair.

### **Approval of CAC Minutes - November 15, 2016**

There was a CAC consensus to approve the minutes of November 15, 2016.

### **Review WVHA Meeting Minutes**

- **Regular Meeting Minutes November 17, 2016**
- **Organizational/Regular Meeting Minutes January 19, 2017 (Draft)**

Commissioner Ferrari explained that the WVHA meeting minutes were provided to keep the CAC informed.

### **Tentatively Scheduled Meetings - 2017**

- **Funding Process**

Ms. Long reviewed the 2017 meeting schedule and CAC funding process.

### **Discussion**

- **CAC member list (attached)**

### **Citizens Comments**

There was one.

*Ms. Krystal Brown arrived to the meeting at 5:33 p.m.*

Commissioner Ferrari explained to Ms. Brown the CAC consensus that was reached prior to her arrival.

Voloria Manning motioned to approve the agenda. Sarah Prado seconded the motion. The motion passed unanimously.

Dolores Guzman nominated Michael Ray to the office of CAC Chair.

There were no other nominations.

Michael Ray was declared Chair of the CAC.

Krystal Brown nominated Dolores Guzman to the office of CAC Vice-Chair.

There were no other nominations.

Dolores Guzman was declared Vice-Chair of the CAC.

Voloria Manning motioned to approve the minutes of November 15, 2016. Sarah Prado seconded the motion. The motion passed unanimously.

### **CAC Comments**

### **Adjournment**

There being no further business before the Committee, the meeting was adjourned.

Commissioner Andy Ferrari

**WEST VOLUSIA HOSPITAL AUTHORITY  
WVHA BOARD OF COMMISSIONERS REGULAR MEETING**

DeLand City Hall Commission Chambers

120 S. Florida Avenue, DeLand, FL

February 16, 2017

DeLand, Florida

5:00 pm

**Those in Attendance:**

Commissioner Ross N. Dickinson

Commissioner Andy Ferrari

Commissioner Judy Craig

Commissioner Barbara Girtman

Commissioner Kathie D. Shepard

**PRELIMINARY  
DRAFT**

**CAC Members Present:**

Michael Ray

Voloria Manning

**Others Present:**

Attorney for the Authority: Ted Small, Law Office of Theodore W. Small, P.A.

Accountant for the Authority: Ron Cantlay, Dreggors, Rigsby & Teal, P.A. (DRT)

Administrative Support: Eileen Long, DRT

**Call to order Regular Meeting**

Chair Dickinson called the meeting to order. The meeting took place at DeLand City Hall in the Commission Chamber located at 120 S. Florida Avenue, DeLand, Florida, having been legally noticed in the Daytona Beach News-Journal, a newspaper of general circulation in Volusia County. Chair Dickinson opened the meeting with a moment of silence followed by The Pledge of Allegiance.

**Approval of Proposed Agenda**

Chair Dickinson requested a motion to approve the agenda as presented.

Commissioner Shepard requested an amendment to the agenda; adding "The sponsorship of George Marks Elementary Spring Fling."

Ms. Long suggested that would be new agenda item 9. C.

**Motion 018 – 2017** Commissioner Girtman motioned to approve and amend the agenda as requested by Commissioner Shepard. Commissioner Shepard seconded the motion. The motion passed unanimously.

**Consent Agenda**

**Approval of Minutes – Regular Meeting January 19, 2017**

**Motion 019 – 2017** Commissioner Shepard motioned to approve the consent agenda. Commissioner Ferrari seconded the motion. The motion passed unanimously.

## **Citizens Comments**

There was one.

**PRELIMINARY  
DRAFT**

### **Citizens Advisory Committee (CAC), Michael Ray, Chair**

Michael Ray addressed the Board stating that he was looking forward to the upcoming funding cycle and assisting the WVHA Board with that process.

## **Reporting Agenda**

### **FQHC Report - Laurie Asbury, CEO Northeast Florida Health Services, Inc. d/b/a Family Health Source (FHS) November/December 2016 Report**

Ms. Livia Gifford, COO, NEFHS addressed the Board in Ms. Asbury's absence.

Commissioner Girtman noticed that the specialty care referrals have doubled since November of 2016 and she wanted to know why that increase occurred.

Ms. Gifford said it could partially be due to a new software program and that they are capturing more data.

Ms. Paula Yaryan, NEFHS explained that the clinics switched to the new Athena software program in November, and their numbers were reduced significantly while they were undergoing that training and therefore their schedule was reduced by roughly 50% while getting that system up and running.

Ms. Gifford added that she would go back and review all of the prior months to determine where the increase in specialty care referrals occurred.

### **Contractual Utilization Reports to the WVHA Board of Commissioners Healthy Start Coalition of Flagler and Volusia**

Ms. Dixie Morgese, Executive Director, Healthy Start Coalition of Flagler and Volusia provided a Power Point Presentation for the Board to review.

## **Hospital Quarterly Report**

### **Florida Hospital Fish (FHFH) – Rob Deininger, CEO and/or Eric Ostarly, CFO**

Mr. Eric Ostarly, CFO, FHFH addressed the Board. During 2016 FHFH had 66,000 emergency department (ED) visits or roughly 180 per day. The number of patients left without being seen was 6% or roughly 3 patients per day. In 2016 FHFH had 9,700 admissions. There is new Florida Hospital Centre Care being built on the corner of Saxon Blvd. and Interstate 4 in Orange City and should be open by June of this year.

### **Florida Hospital DeLand (FHD) – Lorenzo Brown, CEO and/or Nigel Hinds, CFO Discussion Items**



Mr. Nigel Hinds, CFO, FHD addressed the Board updating them on the new Florida Hospital Centre Care in DeLand. FHD has realized a decrease in their lower acuity patients in the ED since it opened last October. During 2016 FHD had 60,000 ED visits and 8,700 admissions. FHD has implemented a process to ensure patients can be discharged more timely by establishing multi-disciplinary rounds as a means of improving communication between providers.

Mr. Hinds reminded the Board that, while the hospital was expanding and building a new lab roughly 3 years ago, bones were discovered. The construction was halted and archeologists were brought in. The bones dated back to the 1800-1940's. There were no family members located. The location was an old Potters Field. The State of Florida, the hospital, Pat Patterson, Pastor Johnny Long and Cheryl Lankford have come together and determined that the bones will be cremated, they will hold a non-denominational service in early Spring and they will be buried at the Oakdale Cemetery.

Chair Dickinson asked Mr. Hinds if the hospital was actively working on recruitment and retention of doctors?

Mr. Hinds stated that the hospital was in good condition with providers and they were not actively recruiting doctors. However, several local doctors have sought employment at the hospital.

Mr. Eric Ostarly responded that FHFMM does have one gap in their provider services and that is a vascular surgeon. FHFMM is actively recruiting a vascular surgeon to fill that gap.

#### **POMCO January 2017 Report – Shawn Jacobs, Account Executive**

Mr. Shawn Jacobs, Account Executive, POMCO addressed the Board. He wanted to address some concerns that had come up in prior WVHA Board meetings. Mr. Jacobs compared POMCO's statistics regarding approval rates, denial rates, and the increase in HealthCard Members against the former TPA's 9 years' historical data.

Commissioner Girtman asked Mr. Jacobs if he would share that demographic and percentage breakdown comparisons with the Board?

Mr. Jacobs said that he would.

Mr. Jacobs continued by explaining POMCO's Medicaid recovery process; to date they have over \$16,000 in Medicaid recoveries; POMCO's subrogation process, to date they have recovered over \$11,000. He expressed unknowns in regards to Obamacare and the new Trump Administration and the ACA repeal and replace campaign process. POMCO is preparing for the worst and hoping for the best. POMCO is also considering what could occur if the new administration changes the law regarding Deferred Action for Childhood Arrivals (DACA) and how that will affect POMCO's TPA services administratively in regards to the HealthCard Program.

Commissioner Girtman reiterated her request that POMCO share all of the data that Mr. Jacobs reviewed during tonight's meeting.

Mr. Jacobs again assured the Board that he would share that data.

The Board collectively expressed their appreciation for the level of detail that POMCO has engaged in preparing for any unknown outcomes in regards to the new presidential administration and possible changes to ACA.

### **Proposed Changes to Eligibility Guidelines (EG)**

Mr. Small counseled the Board to be prepared for the POMCO recommended changes to the EG's during the March Regular Meeting.

### **George Marks Elementary Spring Fling Event-Sponsorship**

**Motion 020 – 2017** Commissioner Shepard motioned to approve WVHA sponsorship of the George Marks Spring Fling Event Scheduled to be held on Saturday, March 4, 2017. Commissioner Girtman seconded the motion. The motion passed unanimously.

**PRELIMINARY  
DRAFT**

### **Tentatively Scheduled Meetings 2017 – Annual Verbal Report Florida Department of Health March 16, 2017**

Ms. Long explained that this schedule is being presented for Board approval to add Florida Department of Health to the March 16, 2017 meeting schedule to present their annual verbal utilization report to the Board.

**Motion 021 – 2017** Commissioner Ferrari motioned to approve the Tentatively Scheduled Meetings 2017 – Annual Verbal Report, Florida Department of Health on March 16, 2017. Commissioner Craig seconded the motion. The motion passed unanimously.

### **Funding Application revisions collaboratively made by DRT & TWSPA Primary Care Funding Application Revised 2/16/2017 Non-Primary Care Funding Application Revised 2/16/2017**

Mr. Small reviewed the changes made to both funding applications.

There was some discussion in regards to the Agency Attestation Form, Paragraph 4. Subparagraph a). After discussion it was agreed that the language in that subparagraph a) would read: “Basic financial statements, audit report and management letter from a certified audit for the previous fiscal year (if an audit was performed) or most current financial statement if no audit was performed”.

**Motion 022 – 2017** Commissioner Ferrari motioned to approve both funding applications as presented, with the amendment to the Agency Attestation Form, paragraph 4. Documents. Subparagraph a) Basic financial statements, audit report and management letter from a certified audit for the previous fiscal year (if an audit was performed) or most current financial statement if no audit was performed. Commissioner Shepard seconded the motion.

Mr. Cantlay explained that the proper term is an independent audit, not a certified audit.

**Motion 022 – 2017 (AMENDED)** Commissioner Ferrari amended his motion to approve both funding applications as presented, with the amendment to the Agency Attestation



Form, paragraph 4. Documents. Subparagraph a) Basic financial statements, audit report and management letter from an independent audit for the previous fiscal year (if an audit was performed) or most current financial statement if no audit was performed. Commissioner Shepard seconded the amended motion. The motion passed unanimously.

### **Board Approval to Release 2017-2018 Funding Applications Tuesday, February 21, 2017**

**Motion 023 – 2017** Commissioner Shepard motioned to release the Funding Applications revised February 16, 2017 on Tuesday, February 21, 2017. Commissioner Girtman seconded the motion. The motion passed unanimously.

Chair Dickinson encouraged all funding applicants to deliver their funding applications well in advance of the deadline to allow for extenuating circumstances and to provide ample time to make revisions, should the need arise.

**PRELIMINARY  
DRAFT**

### **Commissioner Andy Ferrari CAC Appointment – Sandy Adams**

**Motion 024 – 2017** Commissioner Ferrari motioned to appoint Ms. Sandy Adams to the CAC. Commissioner Girtman seconded the motion. The motion passed unanimously.

### **Follow Up Items**

#### **Requiring Independent Audits for WVHA Funded Agencies**

Chair Dickinson had this item placed on the agenda and his intent was to request a services audit. He believes that this is already verified in the contractual site visit reviews and he would like to withdraw this agenda item.

#### **Funded Agencies reporting patient outcomes**

Chair Dickinson wants to go back and review what the funded agencies are providing in regards to patient outcomes and he would like to withdraw this item at this time.

Mr. Small suggested that the Board might want to table this matter since Chair Dickinson is going to review further and bring it back at a later date.

There was Board consensus to table this matter for later review and discussion.

#### **Hill & Hollis marketing strategy update and POMCO collaboration**

Mr. Harper Hill of Hill & Hollis (H&H) addressed the Board explaining that H&H will be bringing a quarterly update to the Board during their March 16, 2017 Regular Meeting. H&H has been in communication with Mr. Shawn Jacobs of POMCO discussing the logistics of sending out a WVHA mass mailing to the WVHA HealthCard population marketing the WVHA funded agencies and the costs that would be incurred if pursued.

Chair Dickinson was not in favor of a mail out and further believed that the WVHA funded agencies should be engaged in the practice of marketing the WVHA.

Commissioner Girtman was not opposed to educating the WVHA HealthCard population with the revisions to the WVHA Member Handbook, but she did not agree with the WVHA marketing any individual WVHA funded agency.

Commissioner Craig was opposed to mailers as well, they are extremely expensive and usually end up in the trash.

Commissioner Shepard suggested that the letter that POMCO mails out to new HealthCard members providing them with their new HealthCard could include a WVHA flyer with that HealthCard.

Commissioner Ferrari asked Mr. Hill if H&H has already been provided with the WVHA Member Handbook?

Mr. Hill said yes and that H&H has already begun the process of redesigning that WVHA Member Handbook and including all of the WVHA funded agencies within the handbook. He believes that each new HealthCard member is handed that Member Handbook at their primary care appointment or at The House Next Door.

Commissioner Shepard would like to see that WVHA Member Handbook available on the WVHA website.

Mr. Hill said that H&H could place the WVHA Member Handbook on the WVHA website.

### **Impact of Increased Enrollment 2017**

Mr. Cantlay reviewed the projections if enrollment continues to increase that could potentially impact the WVHA 2016-2017 budget.

### **Financial Report**

Mr. Ron Cantlay, DRT reviewed for the Board the January financial statements (See attached).

**Motion 025 - 2017** Commissioner Shepard motioned to pay bills totaling \$2,224,217.84 (See attached). Commissioner Girtman seconded the motion. The motion passed unanimously.

### **Legal Update**

There was no legal update submitted for the month of January.

**PRELIMINARY  
DRAFT**

### **Commissioner Comments**

There being no further business to come before the Board, the meeting was adjourned.

### **Adjournment**

Ross Dickinson, Chair

APPLICATION FOR THE WVHA CITIZENS ADVISORY COMMITTEE

NAME: Sandra Lynn Adams

ADDRESS: 429 E Lansdowne Ave Orange City Fl

HOW LONG HAVE YOU BEEN A WEST VOLUSIA COUNTY RESIDENT: 35 Years

HOME PHONE: \_\_\_\_\_ CELL PHONE: (386) 216\*7867

WORK PHONE: \_\_\_\_\_

EMAIL ADDRESS: gatorbuck7@gmail.com

ADDITIONAL INFORMATION (COMMUNITY AFFILIATIONS, EDUCATION, PROFESSIONAL BACKGROUND) THAT YOU FEEL WOULD ASSIST THE BOARD OF COMMISSIONERS IN MAKING A FINAL DETERMINATION: After volunteering with a number of campaigns this past election cycle, I found that I really like helping and wanted to be able to make a difference. Helping to ensure people have access to the medical services they need is a great place to start.

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**West Volusia Hospital Authority  
Funding Application Calendar 2017-2018  
Citizens Advisory Committee Schedule**

- |                                   |   |
|-----------------------------------|---|
| March 7 <sup>th</sup> , 5:15 p.m. | CAC Regular meeting followed by an applicant workshop meeting commencing at 6:15 with agency representatives present                            |
| <i>April 7th, NOON</i>            | <i>Deadline for submission of funding application to WVHA office: c/o Dreggors, Rigsby &amp; Teal, CPA'S, 1006 North Woodland Blvd., DeLand</i> |
| <b>April 20th, 5:00 p.m.</b>      | <b>Joint meeting of CAC and WVHA Board of Commissioners to review applications received</b>   |
| May 9th, 5:15 p.m.                | CAC Discussion & Q&A meeting and review of applications received with representatives from agencies applying for funding present                |
| May 23rd, 5:15 p.m.               | Citizens Advisory Committee Scoring meeting and funding recommendations prepared for the Board  |
| <b>June 15th, 5:30 p.m.</b>       | <b>Joint meeting of CAC and WVHA Board of Commissioners to present funding recommendations.</b>   |
| Sept. 12th, 5:15 p.m.             | CAC New Services Access/Applicant Workshop  |
| Nov. 14 <sup>th</sup> 5:15 p.m.   | CAC New Services Access/recommendations to the Board  |

Meetings in bold are Joint Meetings with the WVHA Board and the CAC. Most meetings will be held at DeLand City Hall Commission Chambers, 120 S. Florida Ave, DeLand, FL. However, the May 23<sup>rd</sup> meeting will be held at Dreggors, Rigsby & Teal, P.A., 1006 N. Woodland Blvd., DeLand, FL. All meetings are open to the public.

WVHA - Citizen's Advisory Committee  
 Steps in Funding review process  
 2017

<b>Step</b>	<b>Responsible</b>	<b>Time needed</b>	<b>Projected Date</b>
Applications received	Administrator	1 day	4/7
List of applicants distributed to CAC & Board members by email	Administrator	1 day	4/10
Applications reviewed for licensing, insurance and math errors (sent back for corrections if needed)	Administrator	7 days	4/14
Applications picked up by CAC members	CAC members	7 days	4/14
Board notified of new programs applying for funding (On Joint mtg Agenda)	Administrator	N/A - Joint meeting of Board and CAC	4/20
Applications reviewed by CAC	CAC members	32 days	5/8
Discussion/Q&A Meeting	CAC members	N/A	5/9
Prepare and distribute minutes from Discussion/Q&A to CAC members	Administrator	9 days	5/19
Scoring and comments meeting	CAC members	N/A	5/24
Prepare and distribute draft of funding recommendations to CAC members by email Finalize funding recommendations	Administrator	5 days	5/29
Presentation of funding recommendations to Board	CAC Chair	Joint meeting of Board and CAC	6/15

WEST VOLUSIA HOSPITAL AUTHORITY  
DeLand City Hall-Commission Chambers  
120 S. Florida Avenue, DeLand, FL

TENTATIVELY SCHEDULED MEETINGS - 2017

Citizens Advisory Committee Meetings

Tuesdays at 5:15pm

Joint Meetings

Board of Commissioners Meetings

Thursdays at 5:00pm

February 7 - CAC Organizational/Orientation  
\*Kathie Shepard

January 19 - Organizational/Regular

February 16 (FLA HOSP/HSCFV)  
**(POMCO to Attend)**

March 7 – Applicant Workshop \*Ross Dickinson

March 16 (TNC/Good Sam/FDOH)

April 20 – 5 p.m. Joint meeting of WVHA Board and CAC – Preliminary Funding application review

May 9 - Discussion/Q&A Meeting \*Andy Ferrari

\*\*\*May 23 - Scoring Meeting \*Barb Girtman

\*\* May 18 (FLA HOSP-SMA/RAAO/Global PCP & Urgent Care)

June 15 – 4 p.m. Primary Care Application Workshop (duration 1 ½ hours)

June 15 – 5:30 p.m. Joint meeting of WVHA Board and CAC–Funding Recommendations

July (CAC Hiatus)

July 20 (4:00 p.m.) Budget Workshop Followed by Regular (THND/Healthy Comm)  
**(POMCO to Attend)**

August (CAC Hiatus)

\*\*\*August 17 (FLA HOSP/HHI/CLSMF)

September 12 – New Services Mandatory Applicant Workshop (CAC representative present)

\*\*\*September 14 – Initial Budget Hearing

\*\*\*\* September 26 - Final Budget/Regular Meeting TUESDAY

October (CAC Hiatus)

October 19

November 14 – New Services Applicant Review  
\*New Commissioner

November 16 (FLA HOSP)

\*WVHA Commissioner to attend CAC Meeting

Meetings to be held at DeLand City Hall Commission Chamber 120 S. Florida Avenue, DeLand FL

\*\*Meeting to be held at Florida Hospital Fish Memorial 1745 Sterling Blvd., Deltona FL

\*\*\* Meeting to be held at DRT, 1006 N. Woodland Blvd., DeLand, FL

\*\*\*\*Meeting to be held at Wayne Sanborn Center, 815 S. Alabama Ave, DeLand FL