

# COAST LIFE SUPPORT DISTRICT

P.O. Box 1056, Gualala, CA 95445

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## AGENDA

### REGULAR MEETING OF BOARD OF DIRECTORS

>>> Thursday, 4:30 pm – October 28<sup>th</sup>, 2010 <<<

Bill Platt Training Center  
Coast Life Support District Station, Gualala, CA

1. Call to Order Kaplan
2. Adoption of the Agenda
3. Minutes Approval
4. Privilege of the Floor – Public Comment
  
5. Old Business – Information and/or Action
  - Board Member Appointment Kaplan
  - Community Healthcare Working Group Update Kaplan
  - Rates Document Haverty
  - CPR/AED Training Program Dilks
  
6. New Business
  
7. Reports
  - Treasurer
  - Board Members
  - District Administrator
  - Staff
  
8. Other
  - General announcements
  - Future agenda items & meeting dates
  
9. Adjournment
  
- Scheduled Board of Director meetings:
  - Tuesday, December 7, 2010

COAST LIFE SUPPORT DISTRICT  
Post Office Box 1056 • Gualala, California 95445  
[www.clsd.ca.gov](http://www.clsd.ca.gov)



MINUTES OF THE MEETING OF THE  
BOARD OF DIRECTORS  
September 20th, 2010

Call to Order. President Kaplan called the meeting to order at 4:30 pm. Present: Kaplan, Schwartz, Haverty, Rice, and Dodds, and Scanlon-Hill.

Adoption of the Agenda. Changes: move the Treasurer's Report to before Budget Resolution. Director Schwartz moved; Director Dodds second, all ayes.

Approval of July 2010 Board Minutes. Corrections: New Business: Directors Schwartz & Dodds appointed to Ad Hoc Nominations Committee and Ad Hoc Committee to explore AHUC options. Old Business: Director Foster determined that no change in auditor is required. Other: change Outstanding Reports to Pending Reports. Director Schwartz moved, Director Dodds second, all ayes.

Privilege of the Floor: Steve McLaughlin expressed concerns regarding the continuation of CPR classes in the district. Administrator Foster confirmed that District Operations Manager Dilks was overseeing the program now and would have a report at the next meeting.

Old Business:

- \* The Rates Working Group: Director Haverty reported on transport models and ideas for getting CLSD rates out to the public.
  - \* Interim AHUC Option with RCMS: Additional hours option was presented to RCMS, no response to date. Directors Dodds and Schwartz to follow up.
  - \* Final Budget: RESOLUTION 198 Adoption of the Final Budget for Fiscal Year 2011. Treasurer Rice presented a budget comparison. Director Haverty requested the AHUC Reserve be separately identified. The AHUC portion of expenditures was changed to AHUC Reserve 128K and AHUC Program 70K. Director Schwartz moved, Director Dodds, second, all ayes.
- Community Healthcare Working Group: President Kaplan reported on the progress of the group including CAH site visits and the possibility of funding through a Rural Health Network Grant to assist with planning. Presentation materials are appended to these minutes. A motion was made to move forward on the M.O.U. with RCMS and Sonoma County Indian Health, which is required in order to apply for a grant. The MOU will be presented to the board for approval at the next meeting. Director Dodds, moved, Director Schwartz second, all ayes.

New Business:

- Secretary Election: Director Dodds nominated Director Haverty, Director Schwartz second, all ayes.
- Board Appointment Process. President Kaplan agreed to document the appointment process for board approval. Administrator Foster to assist.
- Nominating Committee Report: Director Schwartz reported that there are two applicants for the open seat and resumes were included in the BOD packets. Applicants for the current vacancy will be invited to attend the next BOD meeting.
- Board Member Training: To be scheduled once the new full board is in place. Additional training for the Board Secretary in Brown Act, Fair Political Practices Commission, etc. was suggested.

Reports:

- Treasurer Rice: FY10 full-year financials were presented. Presentation materials are appended to these minutes. Ambulance operations incurred a \$28K loss due to less income from ambulance runs than budgeted. It is not clear whether this is an anomaly or a long-term change, and will be watched closely during FY11. AHUC operations resulted in a \$136K profit, due to expenses being limited primarily to just the telephone advice service. Combined operations therefore showed a \$108K profit for the year.
- QA/QI Committee: Director Dodds will have a quarterly report in October.
- Director Scanlon-Hill reported that he would begin a new First Responder course on September 28<sup>th</sup>.
- District Administrator Scott Foster's Report: CLSD EMT Bonnie Plakos reported on her progress with the CLSD website. Director Dodds volunteered to work with DA Foster on the FPPC conflict of interest code.
- Operations Manager. Ops Manager Dilks's report as included in the packet was received.
- Business Manager. Business Mgr. Bold's Accounts Receivable/Write-off reports for the months of June, July, and August 2010 were received. Director Rice moved, Director Schwartz second to approve the reports. All ayes.

Other:

Board Meeting Dates (all meetings at the Bill Platt Training Center, CLSD Station, at 4:30 unless otherwise noted):

- Thursday, October 28<sup>th</sup>, 2010
- Monday, December 6<sup>th</sup>, 2010

Adjournment. Director Schwartz moved for adjournment, Director Dodds second, all ayes. President Kaplan adjourned the meeting at 7:30 pm.

Minutes approved by:

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Signature

Date

Brent Klopfer  
pob 620 Gualala, CA  
ph 884-3850 fax 884-9127

Born: 6-7-49 Dayton Ohio

1971 graduated with honors, UC Santa Cruz, BS, Information and Computer Science

1976 issued a California Contractor's License B322994

1976 - 1979 contractor in Santa Cruz, CA

1979 moved to Gualala

1979 - 1983 contractor specializing in the construction of log homes

1983 - 1994 teacher, Pt Arena High School (shop, computers, math)

mid 1990's RCMS BOD

1994 - 1997 teacher SRJC and USF (computer science)

1997 - 2004 founded instructional designWare - an educational software company

2000 - 2002 Redwood Coast Education Fund BOD

2004 on contracting locally

2008 - 2009 Four Eyed Frog Bookstore Advisory Board

Board of Directors  
Community Life Support District  
Gualala, Ca

Dear Board Members,

This letter serves to express my interest and willingness in serving as a CLSD Board member. Over the years I have served locally on three different boards: Redwood Coast Medical Services, Redwood Coast Educational Fund, and on the Four Eyed Frog Bookstore Advisory Board.

The strengths that I bring with me are primarily as a problem solver. I often see the world differently from many others, and I look outside the proverbial box for answers. I seek to understand how and why things are done the way they are, a trait which seems to carry over into every facet of my life. Except for my years teaching, I have always been self-employed, and am comfortable with creating and understanding budgets and financial statements. I also have had years of experience running a small business and jumping through the requisite hoops. Through it all, I attempt to bring wisdom and compassion mixed with pragmatism to the table with me. I have also raised and home-schooled a family of three children. All three have gone on to attend quality private colleges. My family and I have been a part of this community for over 30 years and our roots run deep. I have seen RCMS grow from a humble start in Stewarts Point to its present stature. I have been impacted by the recent loss of after hours urgent care, and both my son and I have benefitted from, and are grateful for, the presence of a local ambulance. I believe that we can and must do better than the current solution to the after-hours care situation. Gualala, we have a problem. Those of us who wish to spend our "golden years" here need something substantially better than what is currently offered.

In the interest of full disclosure, lest it be considered a conflict of interest, my wife, Trish Miller, is an employee of RCMS. (Diabetes & Hypertension Case Manager)

If it is your opinion that my skills and personality would be a good fit with the Board, I would be pleased and honored to serve with you. Serving on a BOD can, at times, be a thankless job. As a community member, allow me to take this opportunity to offer each of you my heartfelt thanks in appreciation for all that you have done over the years. You continue to do the community a great service by keeping CLSD alive and well. Thank you for your service and for considering me for a place on your BOD.

Regards,  
Brent Klopfer

In a small remote community such as ours, it is expensive to operate a high-quality ambulance service - much more expensive than a typical urban ambulance operation which has many more users to spread around the costs. As a result, the bill a patient receives following an incident is likely to be higher than they might expect from experiences elsewhere, and can be a surprise.

The CLSD EMTs and Paramedics who treat a patient at an emergency always base their actions and recommendations only on medical concerns. They do not have the information or the authority to discuss costs with a patient at a scene.

Firstly, patients are always in charge of their own treatment. Although a medic may advise a patient on the best course of action to take from a medical perspective, the patient always has the right to refuse treatment. For example, a patient may elect to be driven by a friend to a hospital, rather than transported by the ambulance. When medical services are provided, the patient is ultimately financially responsible for the bill. Many patients may make decisions about their treatment with cost as one of their concerns.

The bill for ambulance services for any specific incident are always based on exactly what services are provided, and the rates are set annually by the CLSD Board and advertised publicly. The formulas for bill calculations can be quite complex and are largely dictated by national standards and laws. Some general guidelines may help patients to make a more informed decision about their own treatment options.

The most simple kind of emergency treatment occurs when a medic assesses and treats a patient at a scene, and may involve simple wound treatment, bandaging, and other "first aid" services. If the medic advises the patient that their condition doesn't need further emergency service, the patient is "released". If a patient at any time refuses treatment, they are also released, "against medical advice", and will be asked to sign a form acknowledging that they refuse further treatment.

A typical such "Treat and Release" event might be a simple fall from a ladder, where the medic assesses the patient, determines that there are no broken bones, head injuries, or other problems, bandages some superficial wounds, and advises the patient to see their doctor. The bill for this particular event would be \$143.

For such "Treat and Release" situations, typical bills range have ranged from \$143 to \$440 in the past year.

More serious emergencies warrant more extensive treatment. For example, if any drugs are administered, the medics are required by law to transport the patient to a medical facility for further evaluation and treatment. In some cases, the patient will be transported to RCMS; in others, the patient will be transported to an area hospital. More medical services, such as drugs, oxygen, and diagnostics may also be involved. In general, bills are based on the type and amount of medical services provided for a particular patient, as well as the distances that the ambulance transports a patient.

"Transport" situations generally result in higher bills than the simpler "Treat and Release" case.

A "Short Transport" would involve a transport by ambulance within the District, such as to RCMS. A typical such event might be the same simple fall from a ladder, but where the medic advises that Xrays should be taken to check for fractures, and the patient is taken in the ambulance to RCMS. The CLSD bill for this particular event would be \$2547. RCMS would issue a separate bill.

For such "Short Transport" situations, typical bills range have ranged from \$2322 to \$3181 in the past year.

Serious emergencies, or any emergency requiring services of a medical facility when RCMS is closed, require the patient to go to a hospital. This is often a two hour drive due to our remote location. A typical such event might be that same fall from a ladder, but where the medic determines that a leg fracture has occurred and requires hospital ER treatment. Extremely serious events, such as heart attacks, strokes, and such, may require extensive medical treatment during the several hours of travel.

Because of the wide range of medical problems, bills for such "Long Transport" situations also have a wide range. For the fall from a ladder, if RCMS was closed and the patient was transported to Santa Rosa without the administration of any medications, the CLSD bill for this particular event would be \$4097.

There is no typical bill for serious medical emergencies, since every case is unique. Bills have ranged from \$2169 to \$5013 in the past year.

Depending on the medical need, the weather, and availability, a transport may involve handing off the patient to a helicopter ambulance, whose services are separate from CLSD, and billed separately.

Due to a law passed a few years ago, CLSD is allowed to give a discount to area residents, in recognition of the support all local residents provide to CLSD through property taxes. The discount rate is set annually by the Board of Directors, and is currently approximately 15%.

CLSD is required by law to provide services to anyone in need. Patients will receive bills as described above, and are responsible for payment of amounts not covered by insurance. Payments may be made by credit card if desired, and CLSD's billing staff will work with any patient to develop a payment plan.

**Coast Life Support District  
District Administrator's Report  
October 28<sup>th</sup>, 2010**

1. Fair Political Practices Commission – Conflict of Interest Code. I have initiated a review of our Conflict of Interest Code in accordance with the requirements of the FPPC, and been assured by the FPPC that changes in positions and descriptions (as opposed to substantive definitions of conflict categories) can be handled by the agency head and does not require a board action. We are conducting the required public comment period and do not anticipate any public discussion or hearings.
2. CPR Training Grant. I have applied for a \$5K grant from the Mendocino Community Foundation to support expanding our community CPR training program. We are requesting several training dummies and improved audiovisual support for the Training Center. We will hear in March/April.
3. Finance
  - a. Accounts Receivable. I have reviewed the Accounts Receivable report and find it within normally expected parameters.
  - b. Our audit is nearly complete. Mr. Sligh expects to have it ready for the board by mid-November.

/s/  
Scott Foster  
District Administrator



# COAST LIFE SUPPORT DISTRICT

## Operations Manager's Report For October 28, 2010

### **Deployment / Staffing (July and August)**

ALS (M-120) was staffed 100% and second out BLS (B121) was staffed 100%. There were two third out responses. Fort Bragg ambulance responded once.

### **Community**

We are covering the PA football games (Jim DeWilder is donating his time). We covered the Gualala River run event and Jim Bold donated his time.

### **Facilities**

No major repairs pending

### **Vehicles/Equipment**

All vehicles and equipment are in service and in good working order. All preventive maintenance is current. We are starting to see some increase on moderate repairs to Big Red (first out ALS). Our next ALS ambulance replacement is scheduled for FY12, slipping one year from our original plan.

### **Communications**

We have made arrangements to get on the ATT site off Zettler road in Point Arena. We have abandoned the Point Arena Fire station plans. This is very good news and will progress the overall communication plans faster and at a lower cost. We are now waiting on Mendocino County and Fisher Wireless for the next move. (They say "soon").

### **Nurse advice line...**

<b>Month</b>	<b>Calls</b>	<b>Triaged</b>	<b>ED now</b>
<b>September</b>	<b>25</b>	<b>10</b>	<b>8</b>

## Business Manager's Report

By Terry Bold

Email: [billing@clsd.ca.gov](mailto:billing@clsd.ca.gov)

October 28th, 2010

### **Vouchers:**

**Replenishment:** Replenishment vouchers for deposit to the Redwood Credit Union checking account from the Sonoma County FAMIS account for the periods:

1. For the period September 10<sup>th</sup> through 29<sup>th</sup>, 2010 in the amount of \$52,166.82
2. For the period September 30<sup>th</sup> through October 21<sup>st</sup>, 2010 in the amount of \$88,544.87

were authorized by Evan Dilks and Scott Foster.

**Accounts Receivable Report:** I have reviewed the September 2010, Accounts Receivable reports and find it to be within normally expected parameters.

# Coast Life Support District

## Monthly - Call, Write-Off, Aging, & Account Balance Report

SEPTEMBER

2010

ALS Transports	19
BLS Transports	5
Dry Runs	38
ALS/BLS Treat & Release	5
<b>Total</b>	<b>67</b>

Gross Accounts Receivable Balance: \$192,992.92

**AMBULANCE REVENUE** **\$105,341.26**

Payments Posted: \$67,125.75

**WRITE-OFFS:**

MediCare-Required	\$57,554.72
Medi-Cal Required	\$3,305.43
Collections Agency	\$2,246.00
Board Approved Write-Offs/No Estate	\$0.00
Insurance Write-Off	\$217.81
Sliding Scale Adjustment	\$0.00
Less Reimbursement	(\$1,848.00)

**Total Write-Offs for This Month** **\$61,475.96**

New Gross Accounts Receivable Balance:

**Aging Report to**

CURRENT	\$80,256.44
31-60 Days	\$28,051.31
61-90 Days	\$23,408.86
91+ Days	\$38,240.86

New Gross Accounts Receivable Balance: **\$169,957.47**

FAMIS ACCOUNT: \$73,643.28

Redwood Credit Union Checking: \$100,774.44

Board Approval: \_\_\_\_\_ (Date)

Secretary: \_\_\_\_\_ (Signature)