

**Palomar Pomerado Health
INTERNAL AUDIT & COMPLIANCE
BOARD SUB-COMMITTEE MEETING**


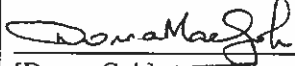
PPH Corporate Building
456 E. Grand Ave.
1st Floor Conference Room
December 15, 2009

AGENDA ITEM/ PRESENTER/ORIGINATING DATE	DISCUSSION	CONCLUSIONS/ACTION	FOLLOW-UP/ RESPONSIBLE PARTY/FINALIZED
CALL TO ORDER	8:00 A.M. by Dir Greer. Quorum comprised of Directors Greer and Krider. Also attending: Janine Sarti, Bob Hemker, Marty Knutson, Anna Ha, Michael Covert, Lachlan Macleay, and Donna Goh. Guests included: Carrie Frederick and Steve Gold		
NOTICE OF MEETING	Notice of Meeting was posted consistent with legal requirements.		
PUBLIC COMMENTS	None		
APPROVAL OF MINUTES •	Ms. Knutson requested revision of the minutes regarding Hotline Privacy Efforts, 2 nd paragraph, last sentence to reflect "PPH went live with this company since September, 2009." The minutes of October 20, 2009 were reviewed and approved.	REVISED. MOTION: by Dir Krider, 2 nd by Dir Greer and carried to approve the October 20, 2009 minutes as submitted. All in favor — none opposed.	
• Internal Satisfaction Survey Results for Audit and Compliance	Since Audit and Compliance Departments serve all departments throughout the organization, Ms. Knutson and Mr. Boyle		

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	<p>decided to engage an Internal Satisfaction Survey with all departments rather than a selected few.</p> <p>Guest Ms. Fredericks was present to clarify the methodology used for this survey. The survey is based on the Studer methodology used nation-wide by various organizations. It was sent to approximately 120 departments.</p> <p>Ms. Fredericks recommended that Ms. Knutson and Mr. Boyle alert department directors to the survey via Leadership Meetings prior to the start of the survey. This could enhance greater participation. Ms. Fredericks will let the Board know how many unique responders there were for the survey.</p> <p>The overall average for this type of survey is 4.53. Dir Greer suggests that for those issues that ranked less than 3 should have action plans for improvement.</p> <p>This survey will be conducted bi-annually; therefore, the next month leaders will encounter this survey for Audit and Compliance will be in April, 2010, with the Board reviewing related results in June, 2010.</p> <p>Feedback from Ms. Knutson included that she is to crystallize the Compliance Program for the organization.</p>	<p>Ms. Fredericks to share the number of unique responders to the Internal Satisfaction Survey with the Board.</p>	
<ul style="list-style-type: none"> • Business Travel Reimbursement Procedure 	<p>Mr. Gold provided an update regarding this developing procedure for PPH. Highlights include:</p> <ul style="list-style-type: none"> • Procedure has been reviewed at EMT Workforce, and EMT Finance • Definition of traveler created. 		

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	<ul style="list-style-type: none"> • Procedure will prevent potential for abuse by contractors. • Developed procedure to apply to all within organization. • Updating guidelines for relevant use of internet for next EMT Finance review. • Weekend stays are acceptable only if the cost does not exceed the approved cost of the trip. • Any change in fees or cost needs approval. • Use of frequent flier miles will not be permitted in lieu of reimbursement from PPH. • Always use preferential rates for PPH. • Internet usage is the only covered expense outside of hotel charges. • Extra insurance coverage for car rentals will not be accepted. Mr. Hemker will confirm if this extra insurance coverage exists in PPH insurance coverage. • Conscientious to always be economical and thrifty as these are district dollars. • Reimbursement per day will be federally approved rate of \$58. • Alcohol is non-reimbursable. • Least expensive should always be considered when comparing airfare versus mileage. 	<p>Mr. Hemker to confirm if extra car rental insurance exists in PPH insurance coverage.</p>	
<ul style="list-style-type: none"> • PPH Credit Card Policy 	<p>The purpose of this agenda item is to review and reapprove the policy as this meets the 3-year time-line requirement.</p> <p>There are no significant changes to the policy at this juncture.</p> <p>Recommendation to remove Legal Counsel signature as part of Authorized Promulgating</p>		

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	<p>Officers if it is the role of Legal Counsel to review all policies. Mr. Covert will proceed with a small taskforce to review and determine the policy signature process.</p> <p>Mr. Hemker and Mr. Covert confirmed that there is a very restricted number of PPH credit card holders under their full jurisdiction.</p> <p>The PPH Credit Card Policy was reviewed and approved.</p>	<p>Mr. Covert, Mr. Hemker, Ms. Sarti, and Ms. Knutson to meet to determine the policy signature process.</p> <p>MOTION: by Dir Greer, 2nd by Dir Krider and carried to approve the PPH Credit Card Policy.</p> <p>All in favor — none opposed. This policy will proceed to the Governance Board Committee.</p>	
<ul style="list-style-type: none"> • Compliance Hotline Report 	<p>Ms. Knutson updated the committee on the Compliance Hotline indicating publicity efforts are on-going with heightened awareness of the service throughout the organization.</p> <p>Since going live in September, 2009, there have been a total of 7 calls in 2 months — an increase from July – September, 2009, combined. There is anticipation for this number to increase.</p> <p>An observation on the type of responses shows that approximately half are employment seekers versus actual employees.</p> <p>The current incident management system from Global also tracks and logs solutions, follow-ups, etc. One of the key tasks is how often the information under “What’s New” is updated on the website to stay current for all readers.</p> <p>Updates will be provided to the committee on a quarterly basis.</p>		

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<ul style="list-style-type: none"> • R&S Audit Progress Report 	Postponed to next Board meeting.		
<ul style="list-style-type: none"> • Miscellaneous Comments 	<p>Dir Krider requested an update on the HIPAA process at PPH. Ms Knutson provided the following:</p> <p>A large portion of the organization was requested to complete a privacy quiz to determine their knowledge on the required HIPAA policies and procedures. Should they fail the quiz, further training will be provided to them. This task will be completed after Christmas, 2009, with analysis in January. Results will be used to tailor required training efforts.</p> <p>A good reporting process has been created and put in place. Currently, it is observed that the faxing issue is the weakest link in the reportable HIPAA process tracking. This proves common in most organizations. There will be consideration in tightening the number of fax users throughout the organization in order to improve this area.</p>		
<ul style="list-style-type: none"> • Date/Time & Location of next meeting 	Tuesday, January 19, 2010, 8:00 A.M. in the Corporate Conference Room @ 456 E. Grand.		
(FINAL) ADJOURNMENT	9:15 A.M.	Dir Greer moved to adjourn. Dir Krider 2 nd motion.	
SIGNATURES <ul style="list-style-type: none"> ▪ Committee Chairperson ▪ Secretary to Committee 	<p> [Linda C. Greer, R.N.]</p> <p> [Donna Goh]</p>		