

Garfield County Public Hospital District No. 1

Board of Commissioners

Regular Meeting: Wednesday, April 5, 2017

Attending: Matt Hanson, Chris Herres, Cindy Wolf, Robert Turner and Ray Hoffman (arrived at 6:20 p.m.)

Not Attending: None

Staff Attending: Brenda Parnell, Ginger Watko, Cathy Herres, Kayleen Bye, Alicia Scharnhorst, Stacy Linscott, Marni Herres

Public Attending: Jenness Evanson, HUGS President

Meeting Called to Order at: 6:03 pm

Conflict of Interest Statement: None Noted

Consent Agenda:

- Board of Commissioners Meeting Minutes (03/08/2017)
- Board of Commissioners Special Meeting Minutes (03/08/2017)
- Finance Committee Minutes (03/30/2017)
- Quality Committee Minutes (03/22/2017)
- AP Vouchers (03/01/17 – 03/31/17)
- Payroll Vouchers (03/10/17 & 03/24/17)

Matt tabled the approval until everyone had a chance to review the information.

Reports:

1. **Quality Improvement Committee Report** – Cathy Herres

- Cathy reviewed the Safety Zone Report. There were 3 falls, 10 infections (3 LTC, 7 ED), 2 medication events and no complaints/patients. There was a brief discussion on infections. We track all antibiotic use and those are considered infections. If there is an increase in infections house wide, then they are reviewed to see if there is a cause. There was a brief discussion on the complaint process.

2. **CNO Report** – Ginger Watko

- Ginger reviewed her CNO report which was distributed. Staffing continues to be a challenge. There are 2 RN positions open as well as a need for CNAs. Ginger will be reaching out to the high school to see if there are any students that would be interested in taking the CNA class. If high school students are interested in the CNA class, it would require a for one year employment commitment. One person in lab is on leave and we are still working through the paperwork on the foreign MLT. We have hired some dietary aids to help with feeding. The Safe Patient Handling Committee had an inservice on lifting from Jonathan Harker. Ginger is currently evaluating the current pharmacy practices. Ginger, Alicia and Annette continue to participate in Career Fairs as they come up.

3. **HUGS Report** – Jenness Evanson

- Jenness thanked Stacy and the bookkeeping staff for getting the HUGS Financial report up-to-date. They audited 2014 through 2016. They now have a balance of \$44,968.27. This is a significant difference from the last total. HUGS are keeping the \$11,000 that was originally allocated for the purchase of the cardiac monitor as the Board financed it the equipment instead of purchase. Jenness will be meeting with Stacy, Julie and Brenda to discuss re-designing the financial report. HUGS are helping Activities with a backup Bingo Caller list. Donations are still down. There is an option for employees to donate to HUGS through payroll deduction. HUGS are discussing an option for window coverings in the day room to block out the sun during Bingo. HUGS are getting ready for the scholarship review. They award two \$500 scholarships to new graduates.

4. **Resident Council Report** - Cindy Wolf

- Cindy stated that the residents had a successful Baked Potato Bar fundraiser. They raised \$179. Allie did a great job of coordinating the food and set-up. The residents discussed Easter and chose the menu. They have started a green stamp program and will be setting up a small store in the corner of the day room. If residents get a full page of green stamps then they can choose something from the store. Residents discussed selling Italian Soda's for their next fundraiser. Residents are still concerned that there are not enough CNAs or that they are short staffed when there is an ER.

5. **Finance Committee Report** – Brenda Parnell

- Brenda reviewed the Finance Committee report. This report is a work in progress and will continue to be updated. There is a new report that shows revenue and expense tracking and trending. There was a net loss of \$50,456. Volumes are down due to being down a provider. Expenses are better than last year. A new clinic report was included. This tracks clinic visits every two weeks and breaks them down by provider, visit type and ER visits. Matt has instructed the Clinic to start tracking how many patients are turned away or not able to book an appointment and the reason why. Matt wants to know if we are just losing market share or if we are truly turning away patients. Matt asked Ginger if there were any additional information

or update on the pharmacy situation since the Finance Committee meeting held on 03/30/2017. Ginger stated no comment.

6. Revenue Cycle Report – Stacy Linscott

- Stacy stated that they will be implementing the Charity Care policy if approved. The only thing changed was the annual income was updated. This is a federal requirement and it only changed by \$300.
- HRG has stopped fixing registration errors and they are being sent to the registration personnel for them to fix. HRG has stated that the registration errors are starting to decline. There were 83% of clean claims, which is good.
- Stacy is still auditing the clinic charges and tracking any issues that are holding up the claims. Some of these are IT issues and some are documentation errors. Stacy will continue to audit clinic charges for another few months. These errors should also decline once staff has fixed their errors.

7. Clinic Report – Kayleen Bye

- Kayleen discussed the clinic matrix and the process to become a patient. Kayleen stated that in September 2015 we had 2 physicians and 4 mid-level providers. We now have 1 physician and 3 mid-level providers and back fill with locum providers. Kayleen reviewed the statistics on new patients requested appointments/to transfer their care to the clinic. The clinic is working to increase volumes scheduling recurring visits for those who need (diabetic, annual Medicare visit, etc.). Kayleen stated that there are a few reasons why we are losing some of the market share. Some patients are leaving because we do not contract with their insurance. Stacy stated that Group Health is the only insurance that she is aware of and in the past we were not able to contract with them as they did not service this side of the state. Group Health is being bought out by Kaiser. Stacy will contact Kaiser. The Saturday clinic is staying steady. This will continue through April to see if volume picks up. Susie and Tammy attended a NRACC Workshop today. This was on chronic disease management.

Action Items:

- **Quality Improvement Charter and Quality Improvement Plan** –The QI Charter and QI Plan were distributed in the Board Packet. Cathy has completely revised the Quality Improvement Plan. Matt has not had a chance to review the plan as he was not aware the entire plan was revised. Matt requested that this be tabled until next month so Board members have a chance to review the QI Plan and QI Charter.
- **Policies and Procedures** – The End of Life Care policy, Nondiscrimination Policy, Reproductive Policy, Safe Haven Policy, Sexual Assault and Abuse Policy were distributed again in the packet. There were a few questions on the Reproductive Policy. The Board asked that the policies show what was changed from the original policy (red line or strike through). The policies will be revised to show the corrections and resent to the Board members.

- **Credential Files** - the following credential files were reviewed: Robert Ebel, PA-C, Eric Aronsohn, PA-C, William Waites, PA-C and Michael Nieraeth, PA-C. These providers are providing emergency department and clinic coverage.

Motion was made to approve the following credentials applications for a one year provisional period: Robert Ebel, PA-C, Eric Aronsohn, PA-C, Williams Waites, PA-C and Michael Nieraeth, PA-C.

Moved by: Robert Turner & Seconded by: Cindy Wolf

Motion approved & passed by vote

- **Charity Care Policies and Procedures** – Stacy reviewed the Financial Assistance Charity Care Summary, 2017 Poverty Guidelines, GCHD Financial Assistance Charity Care Policy and the GCHD Financial Assistance Application Form. As discussed earlier the only change to the policy was the income guidelines, which is a federal requirement. The change was only \$300.

Motion was made to approve the GCHD Financial Assistance Charity Care policy and the GCHD Financial Assistance Application form as presented.

Moved by: Matt Hanson & Seconded by: Robert Turner

Motion approved & passed by vote

- **Resolution 17-01 – Appointment of a Superintendent and Chief Executive Officer** – This resolution was read and approved at the March 8, 2017 meeting. The resolution was reviewed for the required second reading for approval.

Motion was made to approve Resolution 17-01 as introduced.

Moved by: Matt Hanson & Seconded by: Chris Herres

Motion approved & passed by vote

Old Business:

- **Nurse Staffing Plan:** The draft Nurse Staffing Plan was distributed for review. The plan shows what positions are required to cover the hours of care that we need. This is broken out into Long Term Care, Emergency Department, and On-Call. The total number of hours and Full Time Employee's (FTEs) are listed at the bottom. Alicia will get the costs associated with the FTE's for budgeting purposes. This draft plan does not account for illness, L&I injuries, special projects, special events or vacations.

New Business: There was no new business.

Administrators Report:

- Brenda reviewed her CEO Report. The person who was scheduled to provide the EMTALA and HIPAA training has left Physicians Insurance. We are in the process of getting the education rescheduled. Brenda is working on recruitment and has two physicians and two physician assistants that she would like to initiate interviews. Cup of Joe with the CEO has started. This allows employees direct access to the CEO to bring forth ideas, talk about concerns or share with them where we are trying to take the organization. Employees are currently voting on the Mission, Vision and Values. Brenda is working with the clinic on a CARE program to improve customer service. Effective April 1st, all overtime requires prior approval and employees are required to manage their time within the 40 hour work week. Brenda participated in a teleconference with the Health Care Authority. They are working to change Medicaid reimbursement in Rural Health Clinics. This will require quality tracking for payment. Brenda will discuss this further with Cathy and Kayleen.

Public Comment:

- Jenness Evanson asked about the composition of the Finance Committee and that there was a policy stating that there must be equal amount of community members to board members. At this time it looks like there are no community members on the Finance Committee. Brenda will find this policy. At this time there is one community member, as the other community member resigned from the committee.
- Alicia stated that she was contacted by a community member and wanted to know why they could not find the profit and loss statements. These used to be posted on the website. The only items that are required to be on the website are the agenda and minutes of the Board meetings. The previous CEO decided to no longer put the entire packet on the webpage.

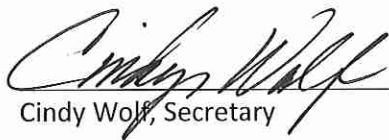
Meeting was recessed for Executive Session at: 7:29 p.m.

Executive Session Ended at: 07:55 p.m.



Matt Hanson, President

Bob Turner, Commissioner



Cindy Wolf, Secretary



Chris Herres, Commissioner



Ray Hoffman, Commissioner