

January 13, 2020

The regular meeting of the Board of Commissioners of the Whidbey Island Public Hospital District was called to order at 8:00 am by Board President, Commissioner Wallin. Present were President Wallin; Commissioner Fey; Commissioner Cammermeyer; Commissioner Anderson; Commissioner Blankenship; Chief Executive Officer/Chief Financial Officer, Ron Telles; Chief Operations Officer, Colleen Clark; Chief Nursing Officer (retiring), Lisa Sanford; Chief Nursing Officer (incoming), Erin Wooley; Chief Legal Counsel, Jake Kempton; Chief of Staff, Dr. Doug Langrock; and several other hospital staff.

Points of Order

President Wallin stated the meeting will be audio and video recorded today.

Consent Agenda

Commissioner Cammermeyer made a motion to approve the Consent Agenda and the vouchers as presented, seconded by Commissioner Fey. Motion carried.

Vouchers audited and certified by the auditing officer as required by RCW 42.24.080, and those expense and reimbursement claims certified as required by RCW 42.24.090, and have been recorded on a listing which has been made available to the Board.

#244348-244477 and #10734, 10769-10788 total amount of \$7,999,860.63 with Capital equipment vouchers in the amount of \$206,779.15 motion carries therefore the vouchers are approved for payment in the amount of \$8,206,639.78 13th of January 2020.

Commissioner Blankenship made a motion to approve the December meeting minutes with a correction pertaining to the postponement of a vote on accreditation; seconded by Commissioner Fey. Motion carried.

Commissioner Cammermeyer stated an item would be added to the agenda as she has requested a quality report from Tabitha Sierra, Patient Safety & Experience Coordinator.

General Public Comments:

Community member Bob Higbee spoke about Medicare Advantage and the challenges for Island County residents as Medicare Advantage does not currently cover services provided at WhidbeyHealth. Mr. Telles stated negotiations are actively underway.

Medical Staff Report

Dr. Langrock expressed his gratitude to WhidbeyHealth staff and shared a personal experience regarding a friend whose life was saved by the team in the ED over the weekend. Dr. Langrock reiterated the importance of having a hospital on Whidbey Island for our community needs.

Dr. Doug Langrock presented the following initial appointments:

- Angela Franke, ARNP, Psychiatry, Provisional
- Lien Nguyen, DO, Neurology, Provisional
- Rabab Rizvi, MD, Psychiatry, Provisional
- Griffith Jones, PA-C, Family Practice, Provisional
- James Bartscher, MD, Neurology, Provisional

Commissioner Fey made a motion to approve initial appointments as presented; seconded by Commissioner Anderson. Motion carried.

Dr. Langrock presented the following advancement:

- Felix Nautsch, MD, Radiology, Provisional to Active- Provisional Extend 6 Months

Commissioner Cammermeyer made a motion to approve the advancement as presented, seconded by Commissioner Anderson. Motion carried.

Dr. Langrock presented the following reappointments:

- Kavita Gulati, MD, Radiology, Telemedicine
- Judy Scheidt, DO, Family Practice, Active
- Ruben Krishnananthan, MD, Radiology, Telemedicine
- Robert Johnson, MD, Ophthalmology, Active
- Hannu Huhdanpaa, MD, Radiology, Telemedicine

Commissioner Fey made a motion to approve reappointments as presented, seconded by Commissioner Cammermeyer. Motion carried.

Dr. Langrock reviewed the Privilege Request Form for Emergency Department PA and NP. A motion was made by Commissioner Cammermeyer to approve the privilege request form, seconded by Commissioner Fey. Motion carried.

Dr. Langrock reviewed the Scope of Service Emergency Department document and noted minor language changes. A motion was made by Commissioner Cammermeyer to approve the updated document, seconded by Commissioner Fey. Motion carried.

President Wallin commended Dr. Langrock for the amount of work being done by the Medical Executive Committee and being brought forth to the board.

Staff and Status Reports from Administration

Nursing Update

Lisa Sanford, CNO introduced new leaders - Annelies DeWolf has accepted the position as manager over Rehab; PC Cable accepted the position as the Home Health manager; Kelly Mardesich has accepted the manager position of the MAC unit and arrives at the end of the month. Recruitment continues for a hospice manager and employee health coordinator. Incoming CNO Erin Wooley was introduced. Ms. Sanford is working with her in transitioning the role.

Ms. Sanford gave an update on the status of the Plan of Correction for DOH and the certification survey for the swing bed program.

Operations Reports:

Colleen Clark, COO gave a recruitment update. Recruitment is underway for several provider positions with several offers out and multiple positions successfully filled.

Telepsychiatry services have started in Freeland with the intention of expanding services to the Goldie clinic. Ms. Clark shared Tara Cristarella has accepted the position as a full time provider recruiter and has been diligently working to get an improved recruitment program up and running.

Ms. Clark stated she will begin giving monthly updates on the status of active projects within the organization. Ms. Clark reviewed completed projects in 2019 - 13 regulatory, 4 systems integration, 5 financial, 19 customer service related for a total of 41 projects completed between April and December 2019. Ms. Clark stated the project management office has identified priority projects for 2020 and will be

working with the IT office to complete them with input from our consultant to ensure projects are in alignment with strategic organizational goals.

President Wallin expressed appreciation to the teams for their hard work and recognized the success in the completion of so many projects. Executive Director of Facilities and Plant Engineering, Tim Waldner was recognized for his innovative ideas and the hard work of his team resulting in expenses coming in under budget.

Finance Update

Jennifer Reed, Director of Finance gave an update on finance as of November 2019

1. Patient days are down for the month of November, increasing a bit in December.
2. Adjusted patient days were also down in November
3. Surgeries both inpatient and outpatient were over the 4 year average
4. ER visits down both November and December.
5. Days cash on hand was 18 at the close of November.

Ms. Reed stated November interim cost report was completed. Commissioner Cammermeyer requested a simplified budget report going forward.

Quality Report

Commissioner Cammermeyer announced an update to the quarterly quality meetings. Meetings will be held on a monthly basis until further notice with a Commissioner acting as co-chair of the committee with the Chief Quality Officer. The Board of Commissioners will be presented with a Quality report on a monthly basis. Tabitha Sierra, Patient Safety & Experience Coordinator was invited to speak regarding the updated Grievance Policy. Ms. Sierra stated the existing Grievance Policy was identified as needing improvement in a recent survey. Ms. Sierra stated the updates made to the policy ensure that community members receive a response in a timely manner with a greater expectation for accountability from leadership. Ms. Sierra stated there will be a presentation at an upcoming Manager's Meeting regarding optimization of the complaint reporting system. Leaders will be working together to identify opportunities for improvement and develop the patient experience. Ms. Sierra requested approval of the updated Grievance Policy. Copies of the policy to be

provided to the board with approval taking place upon the boards return from the Executive Session.

Administrators Report

CEO Ron Telles echoed President Wallin's sentiment in thanking Tim Waldner for the work completed by his team and the compliant cost saving measures he's taken in making upgrades to the facility. Patsy Kolesar, Director of Inpatient Services was recognized for her presentation on formalized rounding processes for leadership. Ms. Kolesar was invited to present at the next board work session.

Mr. Telles stated union negotiations are progressing and he feels an agreement will be reached in the near future

Ms. Reed was recognized for her work in Medicare cost settlement negotiations and the resulted increased reimbursement.

Mr. Telles gave an update on the work underway with consultant Kevin Arrington in strategic planning. Mr. Arrington has completed 89 employee interviews to date and has kept the Administration team informed of recurring issues. Customer service will be a major focus in 2020. Mr. Arrington will be making formal presentations to the Medical Staff and the Board in the future

Mr. Telles stated work with Lionfish continues. The statement of work has been expanded to include work on the WhidbeyHealth website improvements in addition to the marketing plan.

Board Items:

President Wallin states the board will now be excused into Executive Session at 9:23am, under RCW 42.30.110 (1)(i), no voting will take place. Dr. Langrock was invited to join the Executive Session.

Regular session continues at 10:30am.

Commissioner Wallin reminded the group there will be a board work session on February 3rd at 8am in Health Education Room C at WhidbeyHealth.

Discussion took place as the details of the Complaint and Grievance Policy were reviewed. Commissioner Fey impressed the importance of ensuring staff receives proper training for receiving complaints and the process to resolve them. Per Ms.

Sanford, a provision for the education of staff (including medical staff) will be added as an attachment. A request to edit the policy to correct "Quality Department" versus "Quality and Transformation Department" was made. Chief Legal Counsel Jake Kempton stated future language should include consequences for failure to follow policy dependent upon the severity of the complaint. Mr. Kempton clarified this policy is applicable to all WhidbeyHealth staff. Commissioner Fey moved to approve the Complaint and Grievance Policy with modifications as discussed, seconded by Commissioner Blankenship. Motion carried.

Mr. Telles recognized CNO Lisa Sanford for the great work she has done at WhidbeyHealth. Her last day is anticipated to be January 24th, 2020.

Agenda Items for Next Board Meeting

The next Board meeting will be held Monday, February 10th at 8:00 am.

Adjournment

There being no further business, Commissioner Cammermeyer made a motion to adjourn the meeting, seconded by Commissioner Anderson. Board meeting adjourned at 10:38am.

President of the Commission

Secretary of the Commission

Commissioner

Commissioner

Commissioner