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 Anderson; Commissioner Cammermeyer; Commissioner Blankenship; Chief Executive Officer/Chief Financial Officer, Ron Telles; Chief Operations Officer, Colleen Clark; Chief Nursing Officer, Erin Wooley; Chief Legal Officer, 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 Fey made a motion to approve the Consent Agenda and the vouchers as presented, seconded by Commissioner Cammermeyer. 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.
#245349-246521 and #10814-10817, 10843 total amount of $10,851,608.30 with Capital equipment vouchers in the amount of $507,403.25 motion carries therefore the vouchers are approved for payment in the amount of $11,359,011.55 11th of February 2020.

General Public Comments:
None.

Medical Staff Report
Dr. Doug Langrock presented the following initial appointments:

- Joe Lin, MD, Emergency Medicine, Provisional
- Jack Chan, MD, Emergency Medicine, Provisional
- Keith Knigge, DO, Emergency Medicine, Provisional
- Robert Yancey, MD, Orthopedic, Provisional
President Wallin noted applications were missing for Sandra Gailey, MD and Micaela Theisen, FNP. Cammermeyer made a motion to approve initial appointments as presented with the exception of the two providers missing documentation; seconded by Commissioner Fey. Motion carried.

Dr. Langrock presented the following advancement:
- Heidi Nicewarner, MD, Cardiology, Provisional to Telemedicine
Commissioner Cammermeyer made a motion to approve the advancement as presented, seconded by Commissioner Fey. Motion carried.

Dr. Langrock presented the following reappointments:
- Jigish Patel, MD, Radiology, Telemedicine
- Justin Cuschieri, MD, Courtesy, Gastroenterology
Commissioner Cammermeyer made a motion to approve reappointments as presented, seconded by Commissioner Fey. Motion carried.

Dr. Langrock presented the Qualified Medical Personnel List. This list certifies that WhidbeyHealth Family Birthing Center nurses are qualified, supports WhidbeyHealth’s compliance and was presented for informational purposes only.

Dr. Langrock presented a proposed Amendment to the Bylaws, stating the change was approved by the Medical Executive Committee and Medical Staff for the purpose of ensuring a separation of responsibilities. President Wallin requested this amendment be deferred to a future board meeting.

Dr. Langrock commended EMR Application Technician Andria Heggenes for her work in resolving a problem in Centricity that has had a significant positive impact on the providers.

**Nursing Update**

Erin Wooley, CNO stated the WSNA contract has been ratified. Ms. Wooley gave an update on staffing including new hires and new certifications of existing staff. Ms. Wooley stated work has begun on a Performance Improvement Task Force in the ED to
improve processes. In addition, the Coronavirus Task Force was formed this month to be prepared in the event of coronavirus in our community.

**Operations Update**

Colleen Clark, COO gave a recruitment update. Several providers are scheduled for phone and onsite interviews. Ms. Clark gave an overview of the project management office currently working on 18 projects with 26 more awaiting a prioritization and timelines. Ms. Clark gave a status report on the work currently underway. Ms. Clark stated the Clinton Walk-In Clinic is under construction with plans to move the lab in the week of February 17th and facility changes mostly complete by the 29th of February. Ms. Clark announced brand new X-ray equipment will be moved into the clinic. The current structure of the room will require a remodel to accommodate the new equipment. The new opening target date is Tuesday, April 7th.

**Quality Update**

Commissioner Cammermeyer gave an update on the Quality Improvement Committee, which is now holding monthly meetings. Erin Wooley, CNO summarized the priorities of the Quality department, stating work is being done to determine accurately the data that is being collected, how it is being used to ensure all departments are supported, and the work being done is in alignment with the organization’s strategic goals. An interdisciplinary team will be formed in support of this work in early March.

**Finance Update**

Jennifer Reed, Director of Finance gave an update on finance as of December 2020.

1. Patient days were down in 2019 with an increased goal for 2020.
2. Adjusted patient days were lower than the average in the month of December.
3. Both inpatient and outpatient surgeries were higher than the 4 year average.
4. ER visits were increased in 2019 with an increased goal for 2020.
5. At the end of December, showing an overall loss of $42k, a vast improvement over the $1.5M loss last year.
6. December concluded with 19 days cash on hand.

Ms. Reed reviewed the uses of cash. Commissioner Blankenship requested a running year to date total added in the future.
Administration Report:

Mr. Telles shared a positive comment from a Yelp review from a patient family member who had a great experience at WhidbeyHealth’s Emergency Department and Inpatient Unit. Mr. Telles spoke to the power of teamwork and how each employee’s interaction with a patient contributes to their overall patient experience.

Mr. Telles went on to thank Dr. Perera and his team for the work that was done to ensure a smooth transition to Sound Physicians in the Emergency Department. This change will improve the hand off process for our patients between the Hospitalists and Emergency Department providers.

Mr. Telles spoke to the crisis in the rural healthcare market. Mr. Telles shared he is now involved in courses specifically for CEO’s through the National Rural Hospital Association to address the issues faced by rural healthcare systems. Mr. Telles extended his appreciation for strong Executive Team and Board of Commissioners who are actively engaged and participating in committee work at WhidbeyHealth. Goals have been set for 2020 with support from the board, union reps, the medical staff and other key stakeholders. The goals established are as follows: to provide care for patients when and where they want; improve patient satisfaction by 11%; employee and provider engagement; achieve DNV survey readiness; and 2.9% profitability. Going forward, leadership will be focusing their report outs on the status of these goals in their departments. Mr. Telles stated he has already seen an improvement in the organization with the work being done, as evidenced by the increase in positive letters from patients coming in and the excitement in the community and staff.

Mr. Telles stated recruitment efforts for a Chief Quality Officer are still underway with telephone and onsite interviews having taken place.

Mr. Telles reiterated the importance of privacy, stating the organization will be focusing in improving and enforcing Privacy Policies in 2020.

Strategic Update

Consultant, Kevin Arrington gave an update on the status of strategic planning within the organization. He stated work has begun to operationalize the plan with management teams meeting with Executive leaders to create individual goals for their
teams that will support the 5 organizational goals for the year. Mr. Arrington stated it will be imperative that the goals also reflect the needs of providers. Tomorrow launches a Performance Improvement Taskforce in the Emergency Department that includes participation of WhidbeyHealth’s Diagnostic Imaging Department, the Coupeville Sherriff’s Department, LifeFlight and other stakeholders. This collaborative effort will be intentional in determining the flow of the patient experience with a goal of patient satisfaction with smooth transitions when necessary.

Nic Wildeman of Lionfish shared the marketing firm is focused on the construction of an improved WhidbeyHealth website. While the timeline is tight, the Lionfish team remains optimistic with meeting their launch deadline next month. WhidbeyHealth staff will also be presenting a Nutrition Expo at Whidbey Island Garden Workshop as the organization strives to increase community involvement. Mr. Wildeman echoed the sentiment or Mr. Arrington regarding the positive staff response received as work continues on cultural change.

Mr. Telles introduced Jeff Kennelly, CIO. Jeff will be making a presentation to the board next month on the steps WhidbeyHealth has taken to protect the organization from ransomware attacks. Mr. Kennelly stated the firewall has been updated and administrator access is under review to reduce as much as possible. Mr. Kennelly stated work is underway to segregate parts of the network so if the organization is attacked, it can be contained.

Mr. Telles stated tomorrow kicks off a new program, WhidbeyHealth Heroes, which celebrates staff who have gone above and beyond in their duties. Winners will receive a certificate, premiere parking space and a WhidbeyHealth branded item of their choice.

Board Items:

President Wallin states the board will now be excused into Executive Session at 8:57am, under RCW 42.30.110 (1)(i), no voting will take place.

Regular session continues at 9:52am.
Agenda Items for Next Board Meeting

The next Board meeting will be held Monday, March 9th at 8:00 am.

Adjournment

There being no further business, Commissioner Blankenship made a motion to adjourn the meeting, seconded by Commissioner Anderson. Board meeting adjourned at 9:53am.