

March 9, 2020

The regular meeting of the Board of Commissioners of the Whidbey Island Public Hospital District was called to order at 8:01 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, Erin Wooley; Chief Legal Officer, Jake Kempton; Chief Information Officer, Jeff Kennelly; 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.

#246522-247150 and #10899 total amount of \$8,937,278.95 with Capital equipment vouchers in the amount of \$0 motion carries therefore the vouchers are approved for payment in the amount of \$8,937,278.95 9<sup>th</sup> of March 2020.

**General Public Comments:**

WhidbeyHealth Foundation Chair, Bonnie Abney introduced new foundation board member Mary Anderson.

**Medical Staff Report**

Dr. Doug Langrock presented the following initial appointments:

- Hallie Granville, CNM, Women’s Care, Provisional
- Andrew Spitznas, MD, Tele-Psychology, Provisional
- Manichanh Ratts, PA-C, Emergency Medicine, Provisional
- Timothy Graves, MD, General Surgery, Provisional
- Corry Kucik, MD, Anesthesiology, Navy, Provisional
- Jonathan Miller, MD, Anesthesiology, Navy, Provisional

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

Dr. Langrock presented the following reappointments:

- Tariq Balawi, MD, Radiology, Telemedicine
- Marc Koenig, MD, Radiology, Telemedicine
- Juan Millan, MD, Radiology, Telemedicine
- Mark Schechter, MD, Radiology, Telemedicine
- Germaine Johnson, MD, Radiology, Telemedicine
- Lloyd Stambaugh, MD, Radiology, Telemedicine
- Alfonso Urdaneta-Moncada, MD, Radiology, Telemedicine
- David Westman, MD, Radiology, Telemedicine
- Pedro Vieco, MD, Radiology, Telemedicine

- Kiran Chaturvedi, MD, Pathology, Courtesy
- Marissa Stridiron, MD, Tele-Psychology, Telemedicine
- Douglas Ikelheimer, MD, Tele-Psychology, Telemedicine

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

Dr. Langrock presented the ED Patient Trauma Policy which keeps WhidbeyHealth in compliance with the state for trauma designation. Commissioner Blankenship moved to approve the policy, seconded by Commissioner Fey. Motion carried.

### **Nursing Update**

CNO Erin Wooley gave updates on the October 2019 DOH Survey, no deficiencies were identified. Ms. Wooley stated RN bonuses were paid out two weeks ahead of schedule and thanked Jennifer Reed and the payroll team for their hard work to make early payment possible. Ms. Wooley reported on the progress of the ED Performance Improvement Team, discussions between ED and Hospitalists to streamline efficiencies, and the PCSQ (Patient Care, Safety & Quality) team working on acute care patient issues. Ms. Wooley gave a staffing update including interviews for open leadership positions. Ms. Wooley also gave some updates on the status of her work with the Quality Department, stating the 2019 MIPS data has been submitted, a guidebook is in development for the purpose of Risk Management, and Safety Intelligence Task Force meetings continue.

Ms. Wooley stated she has reached out to DNV to make arrangements for a survey on the swing bed program as DOH is not doing new surveys at this time.

Ms. Wooley made a comment on Coronavirus stating a task force was developed on January 24<sup>th</sup> as the first known positive patient came to the US. The task force has been meeting on a regular basis since then. Additional training on isolation techniques and swabbing techniques have been furnished for providers and staff. Efforts continue to increase information disseminated to staff as well as the community regarding the current status of COVID-19 and how to stay safe. WhidbeyHealth has collaborated with agencies across Whidbey Island including the Department of Health, Island County Public Health, and the Island County Emergency Preparedness Program to ensure the most current guidelines are followed. A restricted visitor policy was instituted as of Saturday morning to the MAC and Family Birthing Center. Mothers who will be giving birth soon have been contacted and notified about the restrictions.

In the event of a known exposure, WhidbeyHealth employees will be able work if they have no symptoms with their temperature closely monitored by WhidbeyHealth's Employee Health Nurse.

### **Operations Report**

COO Colleen Clark praised new Provider Recruitment Coordinator, Tara Cristarella for her success in recruiting providers during her first 30 days in this role. Ms. Cristarella has successfully signed 2 providers will several onsite interviews scheduled over the upcoming weeks.

Newly hired Chief Quality Officer Jon Scallan, MBA/HCM, CPQH was announced. Mr. Scallan joins WhidbeyHealth in April and brings with him a wealth of experience in accreditation, regulatory compliance, and quality management.

Ms. Clark gave an update on active projects being worked on by the Project Management Office. Work has been done to align priority projects with organizational goals. Dr. Langrock stated providers are encouraged by the hard work being done and efforts to collaborate shown by Administration. This Wednesday, Managers will be sharing goals for individual departments. Further discussion was had regarding regulatory projects. CIO Jeff Kennelly stated many regulatory projects are recurring and will be required to be completed on an annual basis.

Ms. Clark announced the Clinton Walk-In Clinic is on target for the April 7<sup>th</sup> grand opening. Ms. Clark gave an update on March timelines for work being completed to prepare the space. Ms. Clark also shared details of the Employee Picture Contest; staff submitted photographs they've taken of Whidbey Island with all WhidbeyHealth staff given the opportunity to vote on their favorites. Winning photos will be displayed in the Clinton Walk-In Clinic. Ms. Clark stated an advertising campaign is being prepared in anticipation of the grand opening.

Ms. Clark announced plans to open a Walk-In Clinic in Oak Harbor with a targeted opening date in September of 2020.

Ms. Clark gave a presentation on an outpatient pharmacy housed in the former Wells Fargo building via a partnership with Cardinal. The building lease has been negotiated for 5 years. Ms. Clark stated the building will require some improvements to the interior to make it useable as a pharmacy; WhidbeyHealth is working with the building owner to share the cost of construction. Ms. Clark stated that the opening date will

be dependent upon the extent of the improvements needed; however she is hopeful for a grand opening in the Fall of 2020.

Director of Finance, Jennifer Reed shared the 5 year projection for the outpatient pharmacy. The pharmacy will be established under the 340b Program WhidbeyHealth is eligible to participate in as a critical access hospital. CEO Ron Telles stated the 340b Program is through the federal government and provides discounted access to the pharmaceuticals and is the reason profitability is feasible.

### **Quality Update**

Commissioner Cammermeyer commended CNO Erin Wooley for the vast amount of information she has shared since her arrival. The utilization of resources WhidbeyHealth has already committed to is under review. The Quality Team has begun an analysis of the reports that are being generated and determining which reports are required; this process will be ongoing. Commissioner Cammermeyer stated with a new CQO coming on board, the April Quality meeting has been postponed to allow Mr. Scallan time to get his feet on the ground. Commissioner Cammermeyer shared her excitement in seeing the possibilities for increasing efficiency in the Quality Department and the alignment of department goals with the organizational goals and strategic planning to create a cohesive Quality program.

### **Information Technology Update**

CIO Jeff Kennelly stated he has identified many infrastructure issues in his first 90 days at WhidbeyHealth. 3 Top priorities were identified - firewall, email, and application servers. Mr. Kennelly impressed the paramount importance of

comprehensive security, and stated his team is in the process of upgrading the firewall which will help with intrusion protection and prevention along with the mimecast email filter. Plans for an upgrade to Microsoft Office 365 are underway, which will move email into the cloud and will resolve many server issues. Mr. Kennelly also stated servers are under analysis and work is underway to migrate servers into the cloud. After the completion of the Windows 10 upgrad, the IT team has been working through the back log of the Service Desk queue. Work also continues on provider desktop optimization.

Commissioner Blankenship commended Mr. Kennelly for his hard work and leadership of his team. Commissioner Blankenship posed a query regarding the firewall. Mr. Kennelly responded that 24 hour monitoring is in place with plans to implement segregating systems to isolate any potential threats.

### **Finance Update**

Jennifer Reed, Director of Finance gave an update on finance as of January 2020. Ms. Reed stated cash on hand is at 24.65 of the 42 day goal set for the end of 2020. Patient days were short of the 2020 goal but far exceeded January 2019. This is due to delays with the Swing Bed Program. Ms. Reed gave an overview of the hospital system payer ratio highlighting the majority percentage of Medicare patients. Ms. Reed shared year to date financials noting both net patient revenue and operating expenses exceeded the budgeted figure closing at 2.84% of the 2.87% goal. Managers were commended for their work to stay within their budgets in the month of January.

### **Strategic Planning Report**

Consultant Kevin Arrington spoke about the needed organizational shift from reactivity to proactivity and the importance of eliminating silos and working together. Over the course of February, strategic goals were created by the Executive Leadership Team with the input of the board and WhidbeyHealth staff. Mr. Arrington worked with all 27 departments to articulate their tiered set of goals to ensure their actions were aligned with the strategic goals of the organization. This Wednesday, Managers and Supervisors will be reporting out to one another as an important part of their leadership development.

Mr. Arrington stated working is underway on a more intentional meeting cadence with the intent that meetings do not exceed 70% of each day. The new meeting cadence will be introduced on the 6<sup>th</sup> and rolled out by the end of the month.

Mr. Arrington gave an update on the Emergency Department Performance Improvement launch. The interdisciplinary team has been focused on enhancing the patient experience. Work is also being done to launch a Performance Improvement Team focused on billing and coding.

Mr. Arrington spoke to the efforts being made to ensure the Executive Leadership Team and Medical Executive Committee are working closely together in a collaborative effort to be aligned in addressing issues effectively.

### **Lionfish Report**

Nic Wildeman of Lionfish gave an update on the work being done by his Marketing team. The website framework is nearly completed and WhidbeyHealth staff have been

asked to populate content. The launch date has been pushed back by approximately 10 days.

Mr. Wildeman spoke to the communication efforts in relation to keeping the community informed regarding COVID-19. The team has been rigorous in ensuring there is public information and education shared a minimum of three days per week.

### **Administrator's Report**

CEO Ron Telles re-emphasized the 5 organizational goals established for WhidbeyHealth in 2020. Mr. Telles recognized several members of the leadership team for the work they are doing to ensure their departments are working toward this year's goals.

Executive Director of Facilities and Plant Engineering, Tim Waldner shared that a regular facility planning meeting will be beginning at the end of this week to continue work on a facility master plan. Work has been done on the mechanical side of things with the intention of creating a master plan that will account for not only existing services, but potentially added services as well.

Chief Legal Officer, Jake Kempton Presented Resolution 405 setting dates for a regular monthly board work session for the rest of the year. Work sessions are planned for the first Tuesday of the month at 1pm. Commissioner Fey made a motion to approve Resolution 405, seconded by Commissioner Blankenship. Motion carried.

### **Board Items:**

President Wallin states the board will now be excused into Executive Session at 9:37 am, under RCW 42.30.110 (1)(i), no voting will take place.

Regular session continues at 10:13am.

**Agenda Items for Next Board Meeting**

The next Board meeting will be held Tuesday, April 14<sup>th</sup>, 2020 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 10:34am.

---

President of the Commission

---

Secretary of the Commission

---

Commissioner

---

Commissioner

---

Commissioner