

October 10, 2016

The regular meeting of the Board of Commissioners of the Whidbey Island Public Hospital District was called to order at 7:02 am by Board President, President Wallin. Present were President Wallin; Commissioner Cammermeyer; Commissioner Gardner; Commissioner Anderson; Chief Executive Officer, Geri Forbes; Chief Nursing Officer, Linda Gipson; Chief Human Resource Officer, Cindy Paget; Chief of Staff, Dr. Brenden Hansen; and several other hospital staff.

Points of Order

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

President Wallin stated there were no points of order for consent agenda.

Commissioner Wallin said Board minutes from the September 12th Board meeting will be presented for review and approval at the next the next board meeting.

Consent Agenda

Commissioner Gardner made a motion to approve 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. #204568 to #205211 and #3626 to #3641 in the total amount of \$7,701,262.92 with Capital equipment vouchers in the amount of \$1,687,300.21, motion carries therefore the vouchers are approved for payment in the amount of \$9,388,563.13.

General Public Comments

- Les McCormick -Glad to see Eric Anderson as new a board member.

Quality and Nursing Update

Linda Gipson, CNO/CQTO reported the following:

- Participating in national initiatives on the Care and Management of patients with Sepsis. Sepsis is a nationwide concern. With Commissioner Cammermeyer and Commissioner Fey's support, The Quality Committee is in the process of looking at our goals and objectives for the New Year. System wide pertains to all employees. Transparent, action oriented. Looking at action items & results. Dr. Pham is the new chair of quality committee. Geri Forbes, Dr. Hansen and Dr. Pham will be attending the Institute for Healthcare Improvement with me which is the biggest international conference on quality from December 4th - December 7th. A Quality Plan for the next 3 years will be discussed. Looking at the different work we have done with the Dashboard. We are looking at software programs that will present this data in a meaningful way on the website. Reporting on patient experience is always challenging but we are working on ways to improve this. We have opportunities to learn how we perform in the key communication matrix when we are busier. Happy to report we have been working very hard on transitions of care. Working with partners on the island to make the situation less stressful. Using special software that provides a lot of patient educational content such as at home care requirements, including setting up appointments before discharging patients.
- Tele-psych is close to being up and running within the first quarter of next year.
- Case management to help patients with diabetes and congestive heart failure with self-care tips.

- Jill Usher is co-chair for PFAC moving up to chair after Gloria Sherman resigns due to moving to England. Marge Moore will be going to a big PFAC conference in San Antonio. First time WhidbeyHealth representative has attended.
- We now have new permanent Pharmacy Director, Michelle Lionas.
- We have a new employee health nurse who will help advance employee health.
- Commissioner Cammermeyer commented on dashboard. Looks to her that the 2nd quarter is affected by the number of patients. Every category indicated there was something that happened that accounted for the drop or loss. Explained as: A lot of new staff at that time and going live with new system.
- Commissioner Gardner commented on census of surveys returned. Felt that nothing meaningful unless 30 surveys returned. Data in that range is statistical. Sustained positive trend line for Press Ganey data to change. Almost always do the right things. Many coming into contact with 50 people. Only takes one person to drop the ball. Must work on consistency. Seeing staff correcting staff instead of management and helping their coworkers to modify their behavior will help.

Medical Staff Report

A. Chief of Staff Report

Dr. Brenden Hansen, Chief of Staff reported the following provisional courtesy staff appointments: Transitioning away from simple credentialing until Denise gets settled. Dr. Hanson and Denise Schulz will be attending the Rural Health Collaborative conference next week. Contract signed for tele-psych. Medical staff elections coming up next month.

Dr. Hansen reported the following provisional courtesy staff appointments:

Diane Engelbrecht, MD

Provisional Courtesy Staff Appointment

- CPOE update – Dr. Perera--- three months into CPOE, issues with inpatient orders. Delayed cases. Orders can be entered by hospitalists as managed transfers.
- Dr. Hansen provided an update of educational peer review activities.
- Dr. Hansen provided a summary of the recent Washington Rural Health Collaborative which included timely credentialing topics regarding low volume, no volume practitioners as well as common re-credentialing issues. Medical Staff Services will be utilizing its Medical Staff attorney, Donna Moniz for consultation on creating and updating privileges to standardized qualifications and procedures for each specialty, as well as a review of Bylaws.

ADMINISTRATIVE REPORT – Dr. Hansen provided the Administrative Report at MEC in Geri’s absence. Dr. Hansen discussed Volumes still low, hospital broke even, construction for the most part is on time and on budget.

CREDENTIALING AND BYLAWS – Dr. Wagner

- Tele-Psych Privileges
- Consulting Category and Privileges vs. Tele-health

Staff and Status Reports from Administration

A. Administrative Update

Geri Forbes, CEO reported the following:

- Thanks to Jill for joining us from PFAC. Looking for members for the PFAC board. Help put the word out.
- Continue to thank Linda Gipson for working double duty as we try to move forward. Help create the new world, finance and quality. Moving to quality base reimbursement rather than fee for services. Informatics in place. Critical time in this dramatic change. Working with vendors trying to get a portal set

- up for a place patients can go so they can better their self-care.
- Louis Logan and family donated \$290,000.
 - Thanks to Commissioner Cammermeyer and President Ron at community talk in Freeland. A lot of staff attended. Next meeting is Oct 25 at Oak Harbor Yacht Club 5:30pm.
 - WhidbeyHealth Falls prevention. Falls is a very high risk factor for patients over 65.
 - Dr. Sanders, Medical Director of Hospice spoke to LPN Students at Skagit Valley Community College about care that can be provided and what hospice does.
 - School supply drive collected 47 backpacks, more than 10 boxes of supplies and many handmade knitted hats/scarves.
 - Nurse Kate honored by the Oak Harbor Police Department.
 - Diane Graham is being appointed to nursing education program. American nurses credentialing.
 - DOH –Honor roll for WhidbeyHealth for 40% reduction use of antibiotics.
 - Building update- Brick is going up on building. Everything on time.
 - Community outreach program: Cholesterol, blood sugar and triglyceride screenings Oct 5, 6, 12, and 13 at the Island Athletic Club.
 - 10th annual Halloween event October 26, 2016.
 - Diabetes Health Fair - Diabetes causes stroke and heart defects. Better to manage and prevent. Saturday November 5, 1pm-3pm at the Oak Harbor Library.
 - Commissioner Gardner - Diabetes healthcare, Mary Water's class will change

life for better. Enhances our life and keeps away from medical care. Class to reduce stress and heart rate. Another step in being a healthier community.

- A lot of misinformation out there. Community meetings are very positive. We have made great strides to being transparent.

Finance:

Ron Telles, CFO discussed and presented the following financials for September 2016:

- Vera Demers meets monthly with managers to discuss denials.
- Denials went from 19% to 4%. Roughly half a million dollars to 150k
- Compared with previous years
 - ER 3rd busiest in 2 ½ years. Current volumes rising.
 - Discharges – Lowest in 2 ½ years
- Commissioner Gardner reported working as a team and showing results. Positive cash flow every single month. Doing a great job.
- Commissioner Cammermeyer – We are pushing to get cash on hand. Is this money able to be used to for maintenance needs at any particular time?
- Ron Telles - the average hospital our size would be ideally 90 days. Due to the aging of our facility many outlays of capital are required. Due to past financial constraints the hospital deferred a lot of facilities updates.
- Commissioner Gardner - other hospitals tend to have significantly higher debts.

Compliance

Beth Stout discussed and presented the following 3rd Quarter update:

- 15 communications through compliance line or to Beth. 39 total. People are engaged and looking. They have been receiving coding questions such as “Am I doing it correctly”?

- Compliance week in the Hospital will be next month right before the next board meeting. There will be a flyer to go out. Two forms will be placed at the other clinics.
- Oct 16, section 1557, Affordable Care Act highlights language barriers. Access to translators to insure access to healthcare. Working with Jamey to get tele-monitoring to help translate those services. Sex discrimination policy that is already in place. Section 1557 caught a lot of people by surprise. Everyone was focused on insurance. The team will be putting on training and making sure staff understands the new procedures for non-discrimination. All information has to be available in 15 languages. New translator app that can be put on cell phones to help with translating. Right now the phones are still in use for language translation.

MISC

Cyber Security Presentation – Jamey Pennington

- HIPPA – In 1996 the Government recognized the importance to strengthen the security and privacy rules when communicating and making data electronic.
- Conduct risk analysis. Expands the accountability.
- Periodically re-evaluate and expand to cover mobile devices.
- CynergisTek risk analysis. Highest ranked in industry to providing to healthcare as measured by 50 total requirements that were cited. Since the audit MIS is working diligently to fix them. Policies and procedures to improve. Harder to gain access. Continue to remediate issues.
- Another audit coming up next month and can present to the board what problems they find. Audits are through the programs we use.

- Replacing aging equipment. Technology is a moving target. Putting in an encryption process.

Board Items

- Washington State Hospital Association Conference October 12th, 13th, 14th.
Speaker Patrick Kennedy will be discussing his own mental health struggles.
Physician will also be discussing discrimination and diversity in health care.
- Dr. Hansen thanked the ED Physicians and Nurses for sending food thanking Island Hospital's ED for allowing us to redirect several patients and EMS traffic to their hospital due to our CT scan being down expectantly. The ED team did this all on their own.

Agenda Items for next Board meeting

President Wallin noted for the next Board meeting:

- 1) Next Board meeting will be held November 14th at 7:00 am.

Adjournment

There being no further business, President Wallin called for a motion to adjourn.

Commissioner Gardner made a motion, seconded by Commissioner Fey to adjourn the meeting at 8:31 am. Motion carried.