

January 15, 2019

The regular meeting of the Board of Commissioners of the Whidbey Island Public Hospital District was called to order at 7:01 am by Board President, President Wallin. Present were President Wallin; Commissioner Cammermeyer; Commissioner Fey; Commissioner Blankenship; Commissioner Anderson; Chief Executive Officer, Geri Forbes; Chief Financial Officer, Ron Telles; Chief Nursing Officer, Quality & Transformation Officer, Linda Gipson; Lisa Sanford; Chief of Staff, Dr. Douglas Langrock; General Counsel, Jake Kempton; Chief Human Resource Officer, Cindy Paget 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. #233566 to #234395 and #3949 to #3960 in the total amount of \$7,764,210.62 with Capital equipment vouchers in the amount of \$79,747.52 motion carries therefore the vouchers are approved for payment in the amount of \$7,843,958.14 on this 15<sup>th</sup> of January 2019.

## General Public Comments

- Cindy Kommrow Vietnam Veteran came to speak with the board today about her recent frustration with our billing system. Ms. Kommrow started by explaining that nearly 23% of Whidbey Island population is veterans. Dec 12<sup>th</sup> 2018 Ms. Kommrow's provider gave her a referral for x-rays to be performed at WhidbeyHealth. Ms. Kommrow was refused service due to her current insurance plan with Veteran's Choice Insurance. WhidbeyHealth's decision to not accept Veteran's Choice Insurance severely impacts the population of Whidbey Island, who need their support the most. Beth Stout responded to Ms. Kommrow and informed the board that, she and Ms. Kommrow, have been working together with the VA to help us support the veterans in our community. Beth has made a recent contact at the VA in hopes to build a relationship with Veteran's Choice Insurance and inevitably accept this insurance.

## Quality Update

Linda begins her report by thanking and highlighting our nursing staff, sharing their most recent patient satisfaction scores which have now reached its highest ever ratings. We are now green in all categories. Lisa will be sharing this more in-depth during her nursing dashboard next month.

Linda also recognizes Karen Schanno and the Home Health team who have also dramatically changed their patient satisfaction scores. This is largely attributed to the initiatives which have been put in place.

CMS has notified us that we will be receiving our star ratings this quarter, our Quality Committee discussed this in great length, if you have any question or concerns about how this is measured please reach out to Linda.

Accountable Communities of Health has accepted our plan. The work will be a large piece of work which will require direct work with our community partners. The plan is broken out into four categories:

- Reproductive health
- Behavioral and Physical health
- Opioid Usage
- Chronic Conditions

Dr. Rochier and Morghan Milagrosa will be spearheading many of these initiatives.

Linda introduced Jill Usher and Wendy Gilbert of the Patient Family Advisory Council whom are here today to present to the board.

Jill Usher presented to the board updates for the PFAC.

Patient Family Advisory Council Mission-

- Council was established in September of 2015
- Council hosts 11 members although currently they are looking 3 new members
- Chair: Marge Moore, Vice Chair: Wendy Gilbert, Post Chair Nancy Hepp

- Members: Linda Boatman, Renee LeVerrier, Robert Higbee, Kimberly Ruck, Jill Usher

Methods of functioning:

Proactive- providing information to the community via; the Pulse magazine, presentations, a link on the WhidbeyHealth website and monitoring a voicemail system available to the public.

Reactive-Respond to individual concerns with the goal of connecting the patient with the appropriate personnel to best address the issue.

Advisory- Council members stand with WhidbeyHealth Committees and provide input.

Jill shares specific council interaction with over 50 documented interactions with WhidbeyHealth patients:

- Spouse/Caregiver of disabled woman receiving testing was prevented from accompanying patient, despite legal documentation
- Spouse of memory impaired patient asked staff to allow their presence to calm patient when changing rooms. Spouse was not allowed.
- General issues revolving around scheduling difficulties with imaging, billing and insurance

Jill closes with sharing positive effects of our PFAC council:

- Created lines of communication between patients/families and WhidbeyHealth staff

- Improved physical access to the Orthopedic Clinic by requesting installation of a power assisted door
- Installation of new monitor in the Emergency Waiting Room for announcements and upcoming events.

**Medical Staff Report**

Dr. Doug Langrock presented updated Anesthesiology and Nurse Anesthesia Credentials.

Commissioner Anderson motioned to approve, seconded by Commissioner Fey. Motion Carried.

Dr. Doug Langrock presented the certified nurse specialist privileges.

Commissioner Cammermeyer motioned to approve, seconded by Commissioner Anderson. Motion Carried.

Dr. Doug Langrock presented the following Initial Appointments:

Justin Feuhrer, MD, Emergency Medicine	Provisional Active
Eugene Hong, MD, Urology	Provisional Active
Amy Arisco, MD, Urology	Provisional Active
Ronald Loch, MD, Radiology	Provisional Active
Holly Hensley, MD, Neurology	Provisional Active
Thomas Deuel, MD, Neurology	Provisional Active
Sheila Smtih, MD, Neurology	Provisional Active

Commissioner Anderson motioned to approve, seconded by Commissioner Blankenship. Motion Carried.

Dr. Doug Langrock presented the following Advancements:

Adrian Fain, CRNA, Anesthesia	Provisional Active to Active
Peter Thurlow, MD, Radiology,	Provisional Active to Active Telemedicine
John Rago, MD, Radiology,	Provisional Active to Active Telemedicine
Prabhakar Kesava, MD, Radiology,	Provisional Active to Active Telemedicine
William Lemley, MD, Radiology,	Provisional Active to Active Telemedicine
Arman Forouzannia, MD, Radiology,	Provisional Active to Active Telemedicine
Lance Keyes, DDS,OMFS,	Provisional Active to Active

Commissioner Cammermeyer motioned to approve, seconded by Commissioner Fey. Motion Carried.

Dr. Doug Langrock presented the following Reappointments:

David Bork, MD, Radiology	Active Telemedicine
Emily Ho, MD, Neurology	Active Telemedicine

Justin Siegal, MD, Radiology	Active Telemedicine
Kristine Young, PA-C, Family Practice	Active
Douglas Langrock, MD, Family Practice	Active
Kipley Siggard, MD, Orthopedic Surgery	Active
Amy Garrett, MD, Pediatrics	Active
Carla Jolley, ARNP, Palliative Care	Active

Commissioner Fey motioned to approve, seconded by Commissioner Cammermeyer. Motion Carried.

Dr. Doug Langrock presented the following privilege updates:

Garth Miller, MD, General Surgery	Active
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Commissioner Fey motioned to approve, seconded by Commissioner Cammermeyer. Motion Carried.

**Human Resources Update**

Cindy presents to the board data and timeline surrounding our decision to exit PEBB.

Concerns with PEBB-

- Families were paying \$1300 per month for PEBB fees while the hospital also paid \$800 per month per employee. (This resulted in several candidates declining offers.)
- PEBB does not offer input from the recipients, with only one wellness option. PEBB offered very limited vision coverage.

- PEBB software was DOS based system with no direct online enrollment option for employees; this also resulted in unavailable reports for employers to develop wellness plans. Report process requires a lengthy process which includes PEBB community approval. For instance a report was requested in 2016 and was not available to be obtained until May 2018.

#### WhidbeyHealth Process Steps-

- May/June- Reviewed vendor options with PEBB data report
- June/July- Broker found several programs with enhanced benefits and lower costs.
- July/August- Met with Vendors, Union reps
- September 25th- WhidbeyHealth notified PEBB of their plan to exit.

#### Change Advantages-

- Better vision benefits
- Robust wellness options
- Lower overall cost which allowed us to reduce family benefits cost to less than \$1000 per month and offer no deductible for using WhidbeyHealth providers

#### PEBB Communications Timeline-

- Sept 27<sup>th</sup>- PEBB confirmed the receipt of cancellation by WhidbeyHealth CHRO



- Oct 12<sup>th</sup>- PEBB sent retirees notice of “auto enrollment” to PEBB for 2019 with new rates (unbeknown to WhidbeyHealth)
- November 14<sup>th</sup>- WhidbeyHealth received a list of retirees from PEBB for another hospital that is also not renewing

#### WhidbeyHealth Timeline-

Dec 7<sup>th</sup>- Retirees contacted WhidbeyHealth HR with conflicting letters and questions about December 31<sup>st</sup> deadline for benefit coverage. WhidbeyHealth contacted PEBB broker and obtained options for retirees and drafted a flyer to provide to callers and visitors

#### **Staff and Status Reports from Administration**

Geri Forbes, CEO reports with the following:

WhidbeyHealth welcomed its first baby of the year on January 7<sup>th</sup>. Oak Harbor resident Veronica Flores Merino delivered her baby girl, Angela, weighing in at 7lbs, 5.2 ounces. Angela was welcomed by her five siblings ages 15,14, 12, 4, and 3 years old. We extend our congratulations to the Merino family.

Administration held a celebration for Margene Van Dam’s 90<sup>th</sup> birthday. Margene, an Oak Harbor resident, volunteers in Administration every Monday morning and has been volunteering at the hospital for the past 20 years.

The volunteer program at WhidbeyHealth makes a difference every year to the patients and staff. More than 120 individuals volunteer each year for a combined total of 15,000 volunteer hours annually.

Orthopedic Surgeon Dr. Jeremy Idjadi has been making a splash in the community with several speaking engagements since his arrival. Most recently, at Rotary Club meeting in Oak Harbor, 30 attendees were thrilled to have Dr. Idjadi speak. His speech was very well received and invitations to come back have already been extended.

Next month Carla Jolly will be speaking to the Rotary about Advanced Directives.

Beginning February 2<sup>nd</sup> Primary Care Cabot Drive will be offering Saturday hours. We are delighted to offer Saturday hours to ensure ease of access for our patients.

### **Finance Update**

Ron notified the board that the Finance Committee approved our Finance team to RFP (request for proposals) our Audit Services. Jennifer sent out the request to four entities and this time next month we should have it narrowed down to two companies.

Ron and our Materials Management team have also submitted RFP's for group purchasing agreement. We have found a company that we are working on a contract with at this time, saving about \$100,000.

Ron reviewed November Financials:

1. Clinic visits volumes shot up last month for a very strong, Freeland was the highest visits ever.
2. Women's Care was steady. Ortho and surgery volumes were low.
3. MAC clinic visits are back on trend
4. ER visits average for the past few years
5. Surgeries were up from last month, however they are not back to where they need to be
6. CT was low again this month, and MRI volumes were back up
7. Patient days and discharges were lowest volumes in the last four years
8. FTE's and expenses were down this month
9. Supplies and Compensation were down this month
10. Net operating income and days cash on hand discussed

Commissioner Blankenship asked that Ron add total surgeries to compare the last few years' total volume.

### **Board Items**

**Board will be coming back with a Round table discussion for strategic planning.**

Ron Telles presents Resolution 389.

Commissioner Fey motioned to approve, seconded by Commissioner Blankenship. Motion Carried.

Jake Kempton presents Resolution 390.

Commissioner Blankenship motioned to approve, seconded by Commissioner Anderson. Motion Carried.

Geri Forbes and Jake Kempton present Resolution 391.

Commissioner Cammermeyer motioned to approve, seconded by Commissioner Blankenship. Motion Carried.

President Ron Wallin announces the Board will not proceed into Executive Session today.

### **Agenda Items For Next Board Meeting**

President Wallin noted for the next Board meeting:

Next Board meeting will be held Monday, February 15<sup>th</sup> at 7:00 am.

### **Adjournment**

There being no further business, Commissioner Fey

called for a motion to adjourn, seconded by Commissioner Anderson to adjourn the

meeting at 9:08 am. Motion carried.

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President of the Commission

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Secretary of the Commission

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Commissioner

Commissioner

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Commissioner