

July 15, 2019

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, President Wallin. Present were President Wallin; Commissioner Fey; Commissioner Anderson; Commissioner Blankenship; Commissioner Cammermeyer; Chief Executive Officer/Chief Financial Officer, Ron Telles, Quality & Transformation Officer, Linda Gipson; Chief Nursing Officer, Lisa Sanford; Chief of Staff, Dr. Douglas Langrock; General Counsel, Jake Kempton; and several other hospital staff.

### **Points of Order**

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

### **Consent Agenda**

President Wallin 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. #238959 to #239768 and #10323-10381 total amount of \$9,735,379.79 with Capital equipment vouchers in the amount of \$428,713.24 motion carries therefore the vouchers are approved for payment in the amount of \$9,164,093.03 15<sup>th</sup> of July 2019.

### General Public Comments:

None

### Nursing Update:

Lisa updates the board with staffing updates in our clinical areas. Several clinic leaders have departed our facility, but we have interim leaders in place. Vivian Kaplan has been interim director of surgical services for several weeks now. Enid Oates is the interim manager for MAC.

Our Pharmacy department had a Board of Pharmacy survey last week. This went very well. Tony Triplett and his team submitted their plan of correction and it has been approved.

The last few months we have been working with a Wound Care program consultant who has been working with the wound care team on best practice and workflow as well as improving coding and billing. She has received positive feedback from the team and is awaiting results.

Lastly, it was a big body of work to get the swing bed project up and running.

Coryelle Rogers took the lead on this and did a fantastic job keeping everyone on task. We are committed to going live September 1<sup>st</sup>.

### Medical Staff Report

Dr. Douglas Langrock presented the following Initial Appointments:

Jerome Domzalski, MD, Radiology

Provisional Active

Cheryl Kubisty, MD, Hospitalist

Provisional Active

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

Dr. Douglas Langrock presented the following Advancements:

Michael Peters, MD, Radiology

Provisional Telemedicine to  
Active Telemedicine

Omar Naji, MD, Hospitalist

Provisional to Active

Garth Miller, MD, General Surgery

Provisional to Active

Heather Badger, ARNP

Provisional to Active

Dr. Douglas Langrock presented the following Reappointments:

John McGowan, MD, Radiology

Active Telemedicine

Patrick Cox, MD, Radiology

Active Telemedicine

Greta Go, MD, Radiology

Active Telemedicine

Mark Mayhle, MD, Radiology

Active Telemedicine

Ian Ch'en, MD, Radiology

Active Telemedicine

Kimberly Brockenbrough, MD, Radiology

Active Telemedicine

Rosa Rangel, MD, Hospitalist

Active Telemedicine

Maninder Mahal, MD, Hospitalist

Active Telemedicine

Ann Dannhauer, MD, Internal Medicine

Active Telemedicine

Lynda Reidling, ARNP, Sleep Care

Active Telemedicine

Robert Wagner, MD, Pediatrics

Active Telemedicine

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

Dr. Douglas Langrock presents policy and procedure amendments for policies 27 and 28 which discuss practitioner's response to call and those performing surgeries while on call. Moved to approve Policy 27: Practitioner's Response to Calls and Policy 28: Practitioners Performing Elective Surgeries or other Therapeutic or Diagnostic Procedures While On-Call by Commissioner Cammermeyer.

Seconded by Commissioner Fey. Motion Carried.

Commissioner Fey explains to the board the R1 rating on the credentials report which is discussed and explained in length.

### **Quality Update**

Linda acknowledges the Patient and Family Advisory Council that are in attendance and their role across the system. Linda discusses the regulatory compliance and its appropriate use criteria which are designed to improve both quality and cost. This avoids unnecessary tests and radiation and obtains the best study for the problem. The education and operations testing period starts January and after January 1, 2021 low scoring claims will not be paid.

Linda discusses the team who works with the Merit -Based Incentive Payment System (MIPS) moving from 2017 to 2022 who look at thousands of patient encounters. They look at very complex inclusion and exclusion criteria to meet the standards for advancing care improvement, clinic practice improvement activities, and quality and cost performance. This has provided a final score of 95.16 out of 100 with a profit increase of 1.46% to our providers. The potential loss had we done poorly would have been 7% this year.

Linda discusses the Initiatives Status Report and mentions that Upstream assessment is completed and the information system is live. The island wide adoption of the Social Determinants of Health Assessment has been completed and 211 is now an information resource number that patients and providers can call for assistance.

Linda introduces Jamie Hamilton who is a new addition to the team. Honoring Choices is the advanced care planning mechanism we will be using. They will be onsite September 30<sup>th</sup>.

Linda explains the Patient Safety and Experience goals and the initiatives in place. The hospitalist team met their quality metrics with the exception of the patient experience. The most substantial reduction in patient perceptions over prior year is in the emergency department.

Kudos: The medical record delinquencies are the lowest in a decade with nearly 10,000 charts audited annually and diagnostic imaging received 100% positive patient comments.

Linda discusses CMS and DOH quality program requirements as well as next steps.

Linda explains CEO's direction of selecting an accreditation, which has been narrowed down to DNV-GL and The Joint Commission. This will be the Board and CEO's decision to make. Commissioner Blankenship asked Linda if the Board would be provided a presentation of each accreditation, which Linda confirmed.

Commissioner Cammermeyer discusses the Press Ganey scores and more specifically the rank number and where that places WhidbeyHealth within Region 9. Linda was asked to explain this in more detail. Commissioner Blankenship asked if these results are shared with the providers and what current steps are being taken to improve these numbers. Colleen Clark, Director of Practice Management, discussed the major complaints received and initiatives taken to improve customer service within each clinic including phone retrieval time. This includes looking into the feasibility of centralizing registrars. Linda explained another complaint in Primary Care clinics is time spent with the provider and in the ED a major complaint is patients not being informed of delays. These are the types of items that are most critical to the patients and strategies are being developed to address these issues.

## **Finance Update**

### **Jennifer Reed reviewed May Financials:**

1. Patient days are down due to trend toward outpatient services. We continue to see this and look toward the future.
2. Discharges were down in May.
3. ER visits are right on track with the 4 year average.

4. Surgeries were down this month but we have seen a good increase in June, continuing our upward trend. Inpatient surgeries remain steady with outpatient continuing to increase.
5. Clinic visits are disrupted with addition of Coupeville and closure of Clinton.
6. Operational Expenses: Compensation is up due to terms. Physician fees over budget due to unexpected loss of providers.
7. Supplies cost is up due to 340(b) program.
8. Net Operating Income, balance sheet and days cash on hand discussed
9. We are continuing to look at every cost center.
10. Budgets will be from a zero base to ensure a deep look at all.

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

Ron Telles thanked those who attended Renee Yankee's farewell celebration and proceeded to shares personnel new to the organization and those who have stepped into a new role.

Ron explained that we are ready to start presenting the board with a strategic plan to include what our true financial vision is and what the true community engagements/benefits are.

Ron explains we are taking initiative to improve our culture through education and engagement of our employees and stressed upon the motto "every encounter matters".

Ron discusses the opening of the Chief Operation Officer position as well as the Executive Assistant position to assist in vision and engagement.

Ron discusses the importance of needing to provide the board with exact information of improvement initiatives currently being done within the hospital.

Going back to inpatient surgeries, Commissioner Blankenship explained the need to consider that the national policy is driving patients to an outpatient setting. Ron stated we are too hospital centric and have to consider what outpatient activities we need to include an urgent care, surgery center, etc. We currently have 8 provider openings with current providers being stretched to max capacity. We need to look at improving recruitment initiatives.

Commissioner Wallin expressed the nationwide shortage of physicians with several choosing to instead become Locums, which poses a challenge for our hospital. Ron discussed a bonus incentive being made for current physicians who successfully recruit colleagues.

Commissioner Blankenship stated he was able to meet with Tom VanDwark and hear his proposal on initiatives and the mechanics of the initiatives. Commissioner Blankenship would like to discuss them with the board and make a decision to go forward.

Commissioner Fey mentioned how wonderful it was to see WhidbeyHealth back in the 4<sup>th</sup>-of-July parade.

Commissioner Cammermeyer praised Tim Waldner for his efforts in re-facing the Clinton clinic.

Ron mentioned Saturday, August 17<sup>th</sup> is Tour de Whidbey.

**Board Items:**

President Wallin states the board will now be excused into Executive Session at 9:14 am, under RCW 42.30.110 (1)(i), no voting will take place.

Regular session continues at 10:05am

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

President Wallin noted for the next Board meeting:

Next Board meeting will be held Monday, September 9 at 8:00 am.

### **Adjournment**

There being no further business, Commissioner Cammermeyer called for a motion to adjourn, seconded by Commissioner Anderson to adjourn the meeting at 10:07 am.

Motion carried.

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President of the Commission

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Secretary of the Commission

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Commissioner

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Commissioner

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Commissioner