

May 13, 2019

The regular meeting of the Board of Commissioners of the Whidbey Island Public Hospital District was called to order at 7:00 am by Board President, President Wallin. Present were President Wallin; Commissioner Cammermeyer; Commissioner Fey; Commissioner Anderson; Commissioner Blankenship; Interim Chief Executive Officer/Chief Financial Officer, Ron Telles, Quality & Transformation Officer, Linda Gipson; Chief of Staff Past, Nick Perera ; General Counsel, Jake Kempton; and several other hospital staff. Excused Absence, Chief Nursing Officer, Lisa Sanford; Chief of Staff, Dr. Douglas Langrock.

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. #237076 to #238090 and #10139-10178 total amount of \$9,452,108.46 with Capital equipment vouchers in the amount of \$56,940.32 motion carries therefore the vouchers are approved for payment in the amount of \$9,509,048.78 13th of May 2019.

Board Items

Board is excused into Executive Session at 7:05am.

Executive Session ended at 8:13am.

Commissioner Blankenship states Resolution 395 is the one year contract for Ron Telles as CEO. Commissioner Blankenship first asks Jake Kempton, General Counsel, to speak about the transition and Resolution 395.

Jake clarifies to the public, Geri Forbes resigned as CEO on April 16th which required the immediate appointment of a CEO; the board appointed Ron Telles interim CEO at the April 16th meeting. RCW 70.44.080 requires that the appointment of a CEO happen at a regularly scheduled board meeting, thus requiring the board to appoint Mr. Telles interim CEO. A CEO also must be appointed by Resolution, which is the reasoning for Resolution 395. Resolution 395 references Mr. Telles contract stating it is a one year agreement, and Mr. Telles's compensation will remain as it currently stands until July 1st , when it will be increased to \$330 thousand. Mr. Telles agreed to wait until this date to relieve the district of a financial burden, as Ms. Forbes is set to be completely retired on July 1st. In addition both parties have agreed that there will not be a bonus incentive as part of this employment agreement. Commissioner Blankenship clarifies that we are required to make an appointment during a regular meeting and at this time we are limiting this appointment to one year.

Commissioner Blankenship motions to approve Resolution 395, seconded by Commissioner Fey. Motion Carried.

President Ron Wallin again notified the public that this is a one year agreement, which will allow time for the board to decide the best way to move forward.

Ron Telles spoke to the board and public starting with thanking the Commissioners for their confidence in him. He wants to make the hospital an employer of choice again.

The board begins a discussion around moving the board meeting time, which would require a resolution, this will be discussed at the next meeting. The Commissioners share and discuss goals of long range planning, public meetings and a board retreat to help drive the goals of the organization.

General Public Comments

Vickie Werve retired Nurse Practitioner, from WhidbeyHealth Primary Care Clinton, spoke to the Board stating that first and foremost she wanted to recognize our former branding personnel Keith Mack who did a wonderful job identifying the clinics under the new brand. Secondly, Vickie stated that she thanks the board for sharing and explaining the Resolution, she feels much better about this process. She acknowledged Ron Telles, stating the staff and community are very excited about his passion and direction for this hospital.

Medical Staff Report

Dr. Nick Perera presented the following Initial Appointments:

Steven Snyderman, MD, Psychiatry	Provisional Active
Linda Sanders, MD, Emergency Medicine	Provisional Active
Richard Ho, DO, Urology	Provisional Active
Mary L Oman, MD, General Surgery	Provisional Active

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

Dr. Nick Perera presented the following Reappointments:

Brenden Hansen, MD, Emergency Medicine	Active
Scott Chatterley, MD, Pathology	Active Telemedicine
David Alexander, MD, Radiology	Active Telemedicine
David Kim, MD, Radiology	Active Telemedicine
Pooja Voria, MD, Radiology	Active Telemedicine
Jerald Sanders, MD, Family Practice/Hospice	Active
Renee Yanke, ARNP, Oncology	Active
Tony Bartley, MD, Family Practice	Active

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

Dr. Nick Perera presented the following Update of Privileges:

Edgar Trevino, MD, Hospitalist

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

Dr. Nick Perera presented the following Membership No Privileges:

Thomas Harris, MD, Family Practice Membership no Privileges

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

Dr. Perera mentioned that next month the Medical Staff plans on presenting the updated Medical Staff bylaws. Commissioner Cammermeyer asks Dr. Perera to consider the following changes to the bylaws. Under the Advanced Clinical Practitioners, there is no inclusion of Clinical Nurse Specialist; however they are mentioned in several other areas. Second, in paragraph 9.4, regarding the Medical Staff needing to remove, or provide a recommendation to remove a medical staff member, Commissioner Cammermeyer notes that the CEO should be noted as having the ability to make a recommendation to the Medical Executive Committee or Medical Staff to remove a provider as well. Lastly, in paragraph 10.4, consider changing the title to Peer Review and Quality

Improvement bringing it more consistent with the committees that are currently active in the district. Dr. Perera asks for consideration to pass the bylaws as presented at the next meeting with recommendations for amendments at that time, as the changes take up to 3 months to amend. The board agrees that they are willing to approved the bylaws next month, with the option to explore the proposed changes.

Quality Update

Linda acknowledges Wendy Gilbert whom is present today representing the Patient Family Advisory Council. Linda reminds the board that her report this month will be lengthy as she goes over the Press Ganey results.

The patient experience numbers in primary care clinics are shared with the board. The clinics have struggled in the category excluding the General Surgery clinic that has a top box score of 98% and ranked in the top 91st percentile.

Our plan will be to work on:

- Department Specific Education
- Provider Specific Performance Data
- Site Specific Goals Approach
- Electronic Survey Completion for ED visits
- Maximize the time the provider can spend performing value added work
- Assist patients to achieve their optimal health outcomes: Close care gaps;

- Optimize the patient experience
- Prevent avoidable hospital readmissions
- Maximize managed care incentive payments

Each year we negotiate quality metrics to be used in incentive payments that come from the national HEDIS program. The intent is to create a sense of partnership between the MCOs and the providers to achieve high sSTAR ratings. The more we are able to meet the quality metrics, the greater the MCO sSTAR rating and the greater our incentive payments. These initiatives become increasingly complex in their algorithms for achieving the bonus incentives each year.

Collaborative Project Management

- System and process redesign
- Customer service training for support staff
- RN Care coordination:
 - Integrated referral to community resources
 - Medicare Wellness visit
 - Medication Reconciliation (Post Discharge)
 - Chronic Care Management
 - Care Planning (Care Gap Closure)
 - Advanced Care Planning (Honoring Choices)

ACH Change Plan Partnerships Status

- Opioid Intervention: SeaMar partnership for opioid treatment; ED initiation of MAT

- Reproductive Health: Upstream partnership
- Integration of Behavioral Health: Island County Human Services and Island County Public Health partnerships
- Chronic Disease Management: Senior Services
- ED Diversion : WSHA Multi-visit Patient (MVP) initiative
- Freeland Clinic Implementation
- Peri-Operative Surgical Home Model Implementation

2019 Grant Successful Grants Applications to Support Transformation

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| • ACH funding 2019 YTD | \$200,000 |
| • Rural Health Flex Grant | 10,000 |
| • DAWN (annually for 5 years) | \$100,000 |
| • Antibiotic Stewardship | \$15,600 |

Commissioner Cammermeyer asks how many people Linda has working in her department to assist with these initiatives.

She has 2.8 FTE data analysis, 1 FTE Process Improvement/Management Engineer, 1 FTE Patient Experience, 1 FTE Infection Prevention, and 1 FTE to support the team.

Staff and Status Reports from Administration

Ron Telles speaks to the board and notifies them that last week was Nurse’s week, thanking Lisa and the Nurse Practice Council for putting on a wonderful event to honor our nursing staff. This week we are celebrating National Healthcare week, our Employee Recognition team has a number of events this week to honor our staff.

Lastly, a save the date was sent out for the Linda Lee Martens Community Health Hero awards, this year our Engineering Team is being recognized. We invite the board to join this special event.

Ron speaks to the board about things that are coming up to help shape our strategic plan. The board has hired an outside firm to do a community survey to truly get a sense of how the community feels and what we can do to best serve them. In addition Terrance Ellison has been working with Gallup to do an employee survey that will be going out next week. We chose to have Gallup be our vendor for employees, so they have a comfort level to be honest. Lastly, Ron held a series of "Telles Talks" for employees to come to the Café and speak candidly with him. Ron used this time to really listen to our staff.

Finance Update

Ron reviewed February Financials:

1. Clinic volumes are on trend with previous year trend. This is a positive bounce back from February. This is the first month we have Coupeville Primary Care open, we are excited to see this clinic ramp up.
2. MAC volumes are up again this month.
3. ER visits skyrocketed this month, as we saw the end of the flu season.
4. Surgeries are up slightly up from February however we are still down overall, with a serious drop in inpatient surgeries.
5. CT volumes were up this month, while MRI volumes were down.
6. Patient days are up while discharges are down. The length of stay is being driven up by two boarders that we have had long term.

7. Operational revenue and expense detail discussed, the gap is growing between the two as expenses rise and revenue drops
8. Supplies cost is back down, however physician fees are up due to locum costs.
9. Supplies cost is back down, however compensation is up
10. Net Operating Income, balance sheet and days cash on hand discussed

Commissioner Blankenship asks Ron to present data with a cost dollar amount for the long stay patients.

Tom Van Dawark commends the board and the executive team on their transparency. He states that a mission statement is critically important but so is the mission and value statement moving forward, adding a standard value and mission statement that drives the culture to drive us to be great all the time.

The Board again has a discussion about moving the meeting start time to 9am. After much discussion the Board will look to approve a resolution, at its next meeting to change the meeting start time to 9am to the remainder of the year.

Commissioner Cammermeyer discusses the plan of follow up comments that the public brings forward, and President Wallin states he would like to arrange some Board retreats to help drive these ideas.

Agenda Items For Next Board Meeting

President Wallin noted for the next Board meeting:

Next Board meeting will be held Monday, June 10 at 7:00 am.

Adjournment

There being no further business, Commissioner Cammermeyer called for a motion to adjourn, seconded by Commissioner Anderson to adjourn the meeting at 8:57 am.

Motion carried.

President of the Commission

Secretary of the Commission

Commissioner

Commissioner

Commissioner