

April 14th, 2021

The regular virtual meeting of the Board of Commissioners of the Whidbey Island Public Hospital District was called to order at 12:00pm by Board President, Commissioner Wallin. Present were Commissioner Wallin; Commissioner Fey; Commissioner Cammermeyer; Commissioner Anderson; Commissioner Blankenship; Chief Executive Officer, Ron Telles; Chief Nursing Officer, Erin Wooley; Chief Quality Officer, Jon Scallan; Chief Legal Officer, Jake Kempton; Chief Human Resources Officer Debbie DeCorde and several other hospital staff.

Points of Order

The meeting will be audio and video recorded today. Commissioner Wallin stated Chief Legal Officer Jake Kempton would be monitoring the chat function to share public questions and/or comments. Comments and questions will be addressed at the end of the board meeting. The board will dismiss to Executive Session at the conclusion of the administrative reports.

Consent Agenda

Commissioner Cammermeyer made a motion to approve the Consent Agenda and the vouchers as presented, seconded by Commissioner Blankenship. 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. #258196-259469 and #12166-12180 total amount of \$12,766,016.37 with Capital equipment vouchers in the amount of \$127,216.44 motion carries therefore the vouchers are approved for payment in the amount of \$12,893,232.81 14th day April of 2021.

Medical Staff Report

Dr. Judye Scheidt presented the following initial appointments on behalf of the Medical Staff:

- Tom P. Vadakara, MD, Psychiatry, Tele-Medicine, Provisional
- Topaz Sampson, MD, Psychiatry, Tele-Medicine, Provisional
- Kevin W. Marcum, MD, Radiology, Tele-Medicine, Provisional
- Jason R. DiVito, DO, Radiology, Tele-Medicine, Provisional
- Eric W. Wallace, MD, Radiology, Provisional
- Peter Karth, MD, Ophthalmology, Provisional
- Animesh Petkar, MD, Ophthalmology, Provisional

Commissioner Cammermeyer made a motion to approve the initial appointments, seconded by Commissioner Blankenship. Motion Carried.

Dr. Judye Scheidt presented the following advancements on behalf of the Medical Staff:

- Kyle R. Smith, CRNA, Anesthesiology, Provisional to Active
- Jonathan P. Miller, MD, Anesthesiology, Provisional to Active
- Kurt M. Muller, PA-C, Family Practice, Provisional to Active

Commissioner Cammermeyer made a motion to approve the advancements, seconded by Commissioner Blankenship. Motion Carried.

Dr. Judye Scheidt presented the following reappointments on behalf of the Medical Staff:

- Richard A. Callahan II MD, Psychiatry, Tele-Medicine, Courtesy
- Gregory M Wolgamot, MD, Pathology, Courtesy
- Scott M. Chatterley, MD, Pathology, Courtesy

Commissioner Cammermeyer made a motion to approve the reappointments, seconded by Commissioner Blankenship. Motion Carried.

Nursing Report

Chief Nursing Officer, Erin Wooley reported on the status of the COVID Vaccine Clinic, stating over 14,000 vaccines have been administered at WhidbeyHealth as of today. Close to 60,000 residents of Island County have been vaccinated with over 20,000 of those having received their second vaccine dose.

Ms. Wooley announced leadership changes including the appointment of Joline LeVine as the ICU/Respiratory Manager, appointment of Tabitha Sierra as Interim Manager of the Family Birthplace and the retirement of Patsy Kolesar, Director of Med/Surg and ICU after 35 years of service at WhidbeyHealth.

Ms. Wooley reviewed completed work including:

- A successful go live converting our IV catheter system to a closed system which offers greater safety for patients and staff. Kudos were given to the Nurse Practice Council, Education Department and Materials Management for their efforts on this conversion.
- Patient Belongings Task Force - the Quality Department and Nursing Leadership fine-tuned the policy and procedure for securing, safeguarding, and documenting the items brought to the hospital by patients. Kudos were given to the Clinical Informatics team for building robust documentation to more easily document inventory.
- IV Fluid Start/Stop Documentation - the Emergency Department team was congratulated for improving documentation practices around intravenous fluid/medication start and stop times. New documentation is anticipated to mitigate lost revenue.

Ms. Wooley shared updates regarding projects underway including OB order sets, management of diabetic emergencies, the spiritual care program, clinic triage RN roles, MAC patient flow, pain management, surgical technician training, seclusion rooms and the code blue committee.

Quality Update

Chief Quality Officer Jon Scallan gave an update on the patient experience initiative.

Mr. Scallan noted this will be more than just training existing staff: this will involve recruiting and retaining people who will understand the expectations for a customer-service oriented organization. This will also be a review of processes, starting with registration and access, to streamline and make as easy as possible for our patients.

Mr. Scallan also spoke to the importance of earning back lost trust by acknowledgement the past without perseverating on it. The focus on earning the trust lost will be centered on providing a positive experience through the service of our staff and the efficiency and simplicity of our processes.

Mr. Scallan stated there will also be a focus on proactively reaching out to stakeholders in our community in order to demonstrate the commitment to being Whidbey Island's healthcare partner.

Mr. Scallan also gave an update on DNV, stating the partnership matters- more than accolades and ISO 9001 certification; quality of care is the primary reason for DNV accreditation. There will be a focus on people, processes, and policies- not just being survey-ready, but being obsessed with continual improvement. The initial survey is anticipated for late May or early June. Internal audits are being conducted in preparation.

Information Technology Update

Chief Information Officer, Brett Mello stated he did not have an update this month but anticipates giving a presentation on Cyber Security at a future meeting.

Facilities Update

Executive Director of Facilities and Plant Engineering, Tim Waldner stated there are several projects near completion including the retail pharmacy and the move of the Women's Care clinic into the old Coupeville Primary Care space in the Medical Center parking lot. Mr. Waldner stated the Engineering team has many work orders underway in response to the internal audits taking place.

Human Resources Report

Chief Human Resources Officer, Debbie DeCorde gave an update COVID vaccination of staff stating 448 employees have been vaccinated to date. Ms. DeCorde also noted 532 employees have received their flu shot at WhidbeyHealth with 111 employees vaccinated elsewhere. Ms. DeCorde also reviewed 2021 incident and injury metrics. There were a total of 7 incidents in the month of January with fewer incidents each in February and March. Ms. DeCorde gave an update on the Education Department. To date they have received 59 education requests with a high rate of completion. Compliance education was also reviewed. It was noted that WhidbeyHealth performance in mandatory compliance education exceeds national benchmarks both overall and in infection prevention and control compliance. Marketing campaigns were reviewed including walk-in clinics, total joint replacement, gratitude ads, community pharmacy and recruitment. The upcoming edition of the PULSE will focus on cancer care, rehabilitation care and sleep care. Going forward, Ms. DeCorde will be sharing statistics on year-to-date termination data. At this time, unavailable for work and retirement were the most common reason for termination at 17% each. This data will be closely monitored to support employee retention. Other notable work in Human Resources include continuous improvement projects, performance management, volunteerism returns, and labor relations.

Financial Update

Director of Finance, Jennifer Reed gave an update on financials with a review of inpatient utilization which was up overall 9% from the 2021 projection. Admissions were up 6% from the target. Outpatient utilization was down significantly in all departments from the budget with the exception of surgical procedures and MAC. Ms. Reed reviewed the cashflow statement closing February 28th, 2021 stating the cash balance at the end of the month was \$3.48M.

Strategic Planning Update

Consultant Kevin Arrington shared a budget compliance plan including a schedule for budget report outs, frontline reviews, and monthly financial reviews by the Executive Leadership Team.

Mr. Arrington reviewed denials by department and responsible party. Work to mitigate the number of denials on the front end of the patient experience continues. Mr. Arrington stated work is also underway on the patient experience. A cross functional team is being assembled to review patient flow and rigor in the revenue cycle.

Administrator's Report

Chief Executive Officer Ron Telles thanked the Executive Leadership team for all of the work they have put in to improve the patient experience and employee satisfaction. Mr. Telles stated work continues to secure funding through available grant programs to improve WhidbeyHealth's facility and services.

Mr. Telles spoke about the cancer care program and the excellent patient care offered. Mr. Telles recently attended the Cancer Care Committee and was impressed by the collaborative approach to delivering patient care. Marketing Manager, Conor O'Brien stated the cancer care program recently received an annual achievement award for demonstrating compliance and a commitment to a high quality of patient care.

Mr. Telles congratulated the latest WhidbeyHealth Heroes.

Mr. Telles stated planning is underway for an annual employee survey that will occur on a recurring basis.

Board Items:

President Wallin stated the board will now be excused into Executive Session at 1:56pm, under RCW 42.30.110 (1)(i) and RCW 42.30.110(1)(a)(ii), no voting will take place.

The meeting resumed and Chief Legal Officer Jake Kempton presented Resolution 417 declaring surplus property located in Bayview. A public hearing will be held in the

future for the Board of Commissioners to hear arguments for and against the sale of the property.

Commissioner Blankenship made a motion to approve the resolution, seconded by Commissioner Cammermeyer. Motion carried.

Executive Director of Facilities and Plant Engineering, Tim Waldner shared the RFQ Evaluation form that was completed by the Building Committee. Three contractors were evaluated for management of the upcoming construction project related to the USDA loan. Based on the results of the evaluation, the Building Committee has recommended moving forward with Aldrich.

A motion was made by Commissioner Blankenship to approve moving forward with awarding the contract for construction management to Aldrich, seconded by Commissioner Cammermeyer. Motion carried.

Agenda Items for Next Board Meeting

The next Board meeting will be held Wednesday, May 12, 2021 at 12:00pm.

Adjournment

There being no further business, Commissioner Fey made a motion to adjourn the meeting, seconded by Commissioner Cammermeyer. Board meeting adjourned at 3:11pm.

President of the Commission

Secretary of the Commission

Commissioner

Commissioner

Commissioner