

May 12th, 2021

The regular virtual meeting of the Board of Commissioners of the Whidbey Island Public Hospital District was called to order at 12:02pm 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 Anderson made a motion to approve the Consent Agenda and the vouchers as presented, seconded by Commissioner Cammermeyer. 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. #259470-260244 and #12190-12215 total amount of \$9,676,061.65 with Capital equipment vouchers in the amount of \$182,955.41 motion carries therefore the vouchers are approved for payment in the amount of \$9,859,017.06 12th day May of 2021.

Multi-Jurisdictional Hazard Mitigation Plan

Chris Tumblin, Lead/Chief Medic of Emergency Medical Services presented the Island County Multi-Jurisdictional Hazard Mitigation Plan for approval by the board. Mr. Tumblin noted the plan was started in October of 2019 and sent to FEMA in June of 2020. Some elements of the plan have changed during that time frame; FEMA is aware and allows for updates as needed. A motion was made for approval to adopt this plan by Commissioner Fey, seconded by Commissioner Anderson. Motion carried.

Medical Staff Report

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

- Kinjal Desai MD, Tele-Medicine, Neurology, Provisional
- George Lopez MD, Tele-Medicine, Neurology, Provisional
- Christopher Hults, MD, General Surgery, Provisional
- Monica Mann MD, Pediatric Hospitalist, Locum to Provisional

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

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

- Andrew Spitznas MD, Tele-Medicine, Psychiatry, Provisional to Active
- Kelley Cline, MD, Radiology, Provisional to Active
- Andrew Robbins MD, Radiology, Provisional to Active
- Leah Kiviat MD, Radiology, Provisional to Active
- Muneer Desai MD, Radiology, Provisional to Active
- Shawn Call MD, Radiology, Provisional to Active
- Kristin Grant MD, Radiology, Provisional to Active
- Jesse Kincaid MD, Radiology, Provisional to Active
- Aaron Yu MD, Radiology, Provisional to Active
- Laurence Cambron MD, Radiology, Provisional to Active

- Daniel Pham MD, Radiology, Provisional to Active
- Scott Harrison MD, Radiology, Provisional to Active

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

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

- Steven Ferronato MD, Palliative Care, Active
- Jerry Sanders MD, Hospice Medical Director, Active
- Thomas Harris DO, Family Practice, Courtesy

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

Dr. Judy Scheidt presented the following courtesy appointment on behalf of the Medical Staff:

- Amy Tomlinson MD, OB/GYN, Locum Tenens to Courtesy

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

Dr. Judy Scheidt presented the following additional privilege request on behalf of the Medical Staff:

- Kurt M. Muller, PAC, Orthopedics, Provisional

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

Nursing Report

Chief Nursing Officer, Erin Wooley reported on the status of the COVID Vaccine Clinic, stating over 17,000 vaccine doses have been administered at WhidbeyHealth. Patients aged 12 and over are now eligible to receive the vaccine. Ms. Wooley announced the vaccine clinic will close on July 1st with COVID-19 vaccine services being transitioned

to outpatient clinics. A pop-up clinic is planned on the South End of the island on May 8th and June 5th.

Ms. Wooley announced leadership changes in her department including welcoming Adrienne C., joining the team as an Administrative RN Supervisor. Well wishes were expressed to Suzette S., Hospice Manager who is departing the team. PC Cable will be serving as the Interim Hospice Manager.

Ms. Wooley reviewed notable completed works including the activation of the Life Flight Network; non-stress test charging and documentation; and LACE Scoring. Works in progress were listed as the Childcare Partnership Task Force; Bereavement/Grief Support; Spiritual Care Program; Emergency Cardiac and Stroke System; Surgical Staff Recruiting at AORN; Pain Management Committee; Surgical Technician Training; Seclusion Room; and the closure of the Home Care service line. Ms. Wooley announced that as of June 1, 2021 WhidbeyHealth will no longer offer home care services. Work is underway with patients and their providers to transition their care to other entities.

Quality Update

Chief Quality Officer Jon Scallan gave an update on the Medical Staff Office stating the team is focused on collaborating to streamline the onboarding and offboarding of providers; upgrading the credentialing process to a secure electronic process; developing a current active provider database; updating privilege sets with new formatting; developing standardized MSO procedures and collaborating in making recommendations for amendments to the Medical Staff bylaws.

Mr. Scallan shared the Quality Review Team Annual Reporting Calendar, giving an example of how initiatives are tracked and reviewed on a monthly basis. Status and action steps are reviewed to ensure initiatives are moving forward until completed.

Mr. Scallan also gave an update on the Patient Experience Task Force. The group is meeting on a weekly basis and creating the project plan as well as prioritizing initiatives including patient empowerment; ease of access and standardized processes; updating and providing training and tools; standardizing, training and

creating accountability around customer service-oriented communication; acknowledgment of patient feedback and concerns proactively; prioritization of community relations. The PFAC Committee has been engaged as active participants in these initiatives in collaboration with the task force.

Mr. Scallan stated the upcoming DNV initial survey is anticipated in early June. Follow up work on the internal audit is being conducted to ensure action plans have been resolved.

Information Technology Update

Chief Information Officer, Brett Mello stated work is underway on security and compliance related initiatives as well as pursuit of staffing in anticipation of transitioning IT services in house from contracted services through Allscripts. Systems Management efficiency projects are also underway including system upgrades and replacement of aging equipment. Steps are being taken to formalize processes within the IT department to ensure consistency and quality of support provided.

Facilities Update

Executive Director of Facilities and Plant Engineering, Tim Waldner welcomed Brooke Todd, the new Manager over the Café and Dietary Department through Sodexo.

Mr. Waldner stated the move of the Women's Care clinic to the Coupeville clinic was completed successfully. The previous Women's Care space is being evaluated for potential space needs.

Mr. Waldner announced the receipt of funds from two grants in the amount of \$500,000 and \$550,000 to be used to replace the chiller, boilers, and air handlers.

Incentive funds of \$200,000 were also received from PSE.

Mr. Waldner stated he anticipates a soft opening of the retail pharmacy some time in July.

Plans were approved for the new fluoro area. Bids are now being reviewed for both the fluoro and seclusion room construction.

Mr. Waldner stated additional work is underway on safety and workplace violence within the Environment of Care Committee.

Human Resources Report

Chief Human Resources Officer, Debbie DeCorde gave an update on Employee Health reviewing incidents and injuries since the beginning of the year. Employee Health is conducting work on an exposure assessment survey, revision of the exposure control plan and assessment of the need for an industrial hygiene survey.

The campaigns currently in market were reviewed and noted as the walk-in clinics in Clinton and Oak Harbor; Total Joint Replacement and the Give Big 2021 campaign which is replacing the Foundation's annual gala. Marketing's business focus in the coming months will be the Community Pharmacy, Women's Care, Rehabilitation Care and the PULSE magazine which has transitioned from a quarterly publication to monthly.

Ms. DeCorde gave an overview of the projects underway in the Education department including Practice Change and improvement support; CHEST certification for EVS techs; Diversity Training for both annual training and new employee orientation; initiation of a test out function for annual regulatory training; support of quality improvement activities and organizational change and initiation of student processes.

Ms. DeCorde also noted the clinical orientation process has been redesigned and is now one day with skills and competencies grouped to serve a variety of clinical roles.

Ms. DeCorde presented data on terminations from the beginning of 2021. Total terminations year to date are at 100 with a turnover rate of 12.36% and an average of 6.26 years of service.

Ms. DeCorde shared additional efforts in the Human Resources department including provider recruiting with a focus on the Cabot Clinic and Women's Health; organization wide recruiting; education supporting new employee orientation; customer service-oriented focus on the patient experience 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 2% from the target. Outpatient utilization was down significantly in all departments from the budget with the exception of surgical procedures and MAC. Clinic activity was reviewed in specialty and primary care clinics. Volumes were down in April from March in all clinics. Walk-in clinic volumes were reviewed with the Goldie clinic at 571 visits in April and Clinton at 372.

Ms. Reed reviewed the cashflow statement closing March 31st, 2021 stating the excess revenue over expense was \$867k. Ms. Reed noted net revenues were up due to an increase in patient room charges as well as an increase in the percentage paid by Tricare. Compensation was 23% over budget, comparing with revenue at 27%. Cash on hand is currently at 4.6 days.

Clinic Operations Update

Interim Executive Director of Clinic Operations, Dr. Garth Miller gave an update on the 10 outpatient clinics. The Cabot Clinic has had a reduction in providers over the last year and recruitment efforts are a focus. Dr. Miller noted challenges with the phone system at the Cabot Clinic stating issues have been largely rectified reflected in reduced call abandonment rates. Dr. Miller stated the Freeland Clinic is doing well, seeing on average 5 new patients each day. Dr. Miller noted works in progress as the potential move of Palliative Care; increasing volumes in the Walk-In Clinics through collaboration with primary care; price transparency; Total Joint Program marketing; recruitment of additional Women's Care providers; building a quality dashboard to track outcomes; and tracking of quality metrics. Several upgrades related to patient satisfaction are also underway including multiple software upgrades.

Strategic Planning Update

Consultant Kevin Arrington gave an update on the strategic planning work being done with the executive leadership team. Key objectives and priorities have been identified as well as a review of the vision, mission, and values statements. An organization wide roll out is forthcoming.

Mr. Arrington reviewed the denials management work being done with coordination between HIM and PFS including improvement of monthly reports and analytics to department leaders and cross functional management of denials.

Administrator's Report

Chief Executive Officer Ron Telles stated the organization is celebrating Healthcare week with themed dress days and daily raffles. Staff were praised for their efforts in caring for the community especially during the pandemic.

Mr. Telles stated the Give Big campaign through the WhidbeyHealth Foundation has already exceeded the \$40,000 goal. Year to date, the Foundation has raised over \$600,000 in support of WhidbeyHealth.

Mr. Telles congratulated the Hospice team on their recent successful survey with zero findings.

Mr. Telles spoke about the importance of rounding and his recent experiences rounding on different departments in the Medical Center.

Mr. Telles addressed WhidbeyHealth patients and requested that they participate in the SurveyVitals surveys they will receive after their experiences at WhidbeyHealth. Survey data is frequently reviewed and used to improve the patient experience. Mr. Telles congratulated Island County residents on staying safe in the pandemic and encouraged continued diligence.

Board Items:

President Wallin stated the board will now be excused into Executive Session at 1:57pm, under RCW 42.30.110 (1)(i) and RCW 42.30.110(1)(a)(ii), no voting will take place.

Agenda Items for Next Board Meeting

The next Board meeting will be held Wednesday, June 9th at 12:00pm.

Adjournment

Commissioner Fey made a motion to adjourn the meeting, seconded by Commissioner Cammermeyer. Board meeting adjourned at 1:57pm.

President of the Commission

Secretary of the Commission

Commissioner

Commissioner

Commissioner