

June 9<sup>th</sup>, 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. Chief Legal Officer Jake Kempton directed the public to use the “raise hand” function to make a public comment. President Wallin stated DNV is on site for accreditation survey. Some Executive Leaders may not be present at the meeting resulting in possible variation from the agenda. The board will dismiss to Executive Session at the conclusion of the administrative reports.

### **Consent Agenda**

Commissioner Fey 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.

#260245-261242 and #12229-12249 total amount of \$8,785,405.03 with Capital equipment vouchers in the amount of \$99,212.45 motion carries therefore the vouchers are approved for payment in the amount of \$8,884,617.48 9<sup>th</sup> day June of 2021.

### Medical Staff Report

Dr. Judye Scheidt thanked community partners including Island Drug who have also been administering COVID vaccinations to our community.

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

- Hanbing “Hilary” Wang MD, Tele-Medicine, Neurology, Provisional
- Eugene Chang MD, Cardiology, Provisional
- Pamela Saha MD, Tele-Medicine, Psychiatry, Provisional

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

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

- Jared Kirkland, MD, Radiology, Provisional to Active
- Jamie Wong MD, Radiology, Provisional to Active
- Feiyu Xue MD, Radiology, Provisional to Active
- Frederic Joseph MD, Radiology, Provisional to Active
- Jong Liu MD, Radiology, Provisional to Active
- Jason Rogers MD, Radiology, Provisional to Active
- Lee Holder DO, Radiology, Provisional to Active
- Jeanette Miller, ANP, Emergency Medicine, Provisional to Active
- Robert A Yancy MD, Orthopedic Surgery, Return from Leave of Absence

Commissioner Fey 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:

- Tammy Muller PA-C, Oncology/Hematology, Active
- Rosa Rangel MD, Hospitalist, Active
- Edgar Trevino MD, Hospitalist, Courtesy
- Benjamin Atkinson MD, Tele-Stroke, Active
- Minal Bhanushali MD, Tele-Stroke, Active
- Bruce Geryk MD, Tele-Stroke, Active
- Madeline Nguyen MD, Tele-Stroke, Active
- John Zurasky MD, Tele-Stroke, Active
- Xiowen “Wendy” Wang MD, Oncology, Active

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

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

- Omar Naji MD, Hospitalist, Courtesy

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

Dr. Judye Scheidt presented the following return from leave of absence on behalf of the Medical Staff:

- Corry Jeb Kucik MD, Anesthesiology, Leave of Absence to Provisional (with continued proctoring)

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

Dr. Judye Scheidt presented a revision of the Medical Staff Bylaws, approved by the Medical Executive Committee.

Dr. Judye Scheidt presented the proposed policies - Policy 1: Emergency Services, Policy 26: History and Physical Policy, Policy XX: Patient Transfers, Policy 5: Consultations.

Dr. Cammermeyer gave some editorial feedback regarding policies. Commissioner Blankenship made a motion to approve the policies, seconded by Dr. Cammermeyer. Motion carried.

Commissioner Blankenship made a motion to approve the Medical Staff Bylaws, seconded by Commissioner Fey. Motion carried.

Commissioner Blankenship recognized Chief Quality Office Jon Scallan, Michelle Aube and Dr. Nick Perera for their work in ensuring Medical Staff Bylaws were updated.

### **Human Resources Report**

Chief Human Resources Officer, Debbie DeCorde gave an update on current Marketing campaigns including Walk-In Clinics, Orthopedic Care/Total Joint Replacement, WhidbeyHealth Community Pharmacy and the Swing Bed Program. Ms. DeCorde stated Marketing's current business focus is the Community Pharmacy, Men's Health Care Services, Cancer Care and Sleep Care. Ms. DeCorde gave a reminder that The Pulse has moved from a quarterly publication to monthly and is available both online and in print.

A brief review was given of incident and injury metrics for the organization from January 2021.

Ms. DeCorde gave an update on Employee Health Action items including the completion of an exposure assessment survey, confirmation of no leaks following a propane odor complaint and the upcoming replacement of a noisy Pepsi cooler in the café.

The HR Team welcomed HR Assistant Andrea Koons to the team. The Education Department continues to work on updating training plans across departments and providing trainings to staff and students.

HR continues to work through the process of transitioning the Home Health service line. Several employees are transitioning to other departments within the organization.

Work is underway on the Patient Experience Project in partnership with Quality.

Customer Support training and a more robust orientation program has been developed

in support of this initiative. Ms. DeCorde gave an overview of the new patient survey experience which includes rating providers, customer service, registration experience with a separate survey specifically for emergency medical services. Patient surveys and feedback are reviewed in real time and are available to leadership and providers.

### **Quality Update**

Chief Quality Officer Jon Scallan gave a brief overview of DNV, the hospital accreditation organization now used by WhidbeyHealth. DNV was chosen for their strong focus on quality and adherence to a quality management system. DNV will be conducting surveys on an annual basis. Today is the first day of the survey with surveyors focused on document review and rounding in different areas of the hospital. Surveyors will be onsite through Friday when findings will be reviewed with the team. Mr. Scallan stated work is underway on building dashboards using Power BI. Next steps include access to the Power BI system for Commissioners and additional users.

### **Financial Update**

Director of Finance, Jennifer Reed gave an update on financials with a review of inpatient utilization with admissions up 3% from the projection, patient days up 8% and average daily census 7% over the projection. Outpatient utilization was up in the MAC and surgical procedures and down across other hospital departments. The income statement ending April 30<sup>th</sup> was reviewed. Dr. Cammermeyer requested volumes on Walk-In clinics to see the impact on Emergency Department volumes. Ms. Reed stated the organization currently has 3.0 days cash on hand.

### **Facilities Update**

Executive Director of Facilities and Plant Engineering, Tim Waldner gave an update on a number of projects underway in Facilities - drawings for the seclusion room in the emergency department have been submitted to the Department of Health for plan review; the Fluoroscopy room is also under review. The Town of Coupeville hopes to have their review completed by next week. A number of bids have been received.

Bids are also being received for the MRI pad. An agreement has been signed with the Town of Coupeville related to the sewage system and upsizing the sewage line. Mr. Waldner reported a number of air handlers have failed and are in the process of being replaced and/or repaired. The furnace and air conditioning have been replaced at the Freeland clinic. Proactive replacement of the chillers and boilers is also underway. A grant was awarded and will serve to fund approximately 50% of the cost of this project. Mr. Waldner stated additional grants are being pursued later this summer. Mr. Waldner announced voluntary Workplace Violence De-escalation training upcoming on a Saturday in July offered to all staff interested in participating.

### **Clinic Operations Update**

Interim Executive Director of Clinic Operations, Dr. Garth Miller reviewed the 10 WhidbeyHealth clinics including Cabot Primary Care, Freeland Primary Care, Women's Care, Walk-In Goldie and Walk-In Clinton, Sleep Center, Orthopedic Clinic, General Surgery Clinic, Wound Care Clinic and MAC/Oncology. Work is underway on right sizing the clinics after the pandemic caused consolidation of clinics and staff. There has been a significant increase and demand for services which requires additional providers and staff. Dr. Miller stated there is a focus on recruitment of both providers and staff to meet the needs of the community. Dr. Miller announced three new providers will be joining the Cabot clinic over the course of the summer.

Dr. Miller spoke about the increased demand in OBGYN services. Recruitment is underway to add additional providers including MD, DO and CNM. A complete review of the Women's Care service line is planned for the end of the month with participation from the L&D unit, Women's Care staff and the Executive Leadership Team.

Dr. Miller spoke regarding additional recruitment efforts across primary care and specialty clinics. CEO Ron Telles stated Dr. Miller is also working on recruitment for the purpose of opening a Urology service line.

## **Nursing Report**

Chief Executive Officer, Ron Telles gave a nursing presentation on behalf of Chief Nursing Officer, Erin Wooley. Mr. Telles stated the vaccine clinic has now administered over 17,000 doses with last first doses administered on Thursday, June 3<sup>rd</sup>. The vaccine clinic will close on June 30<sup>th</sup> with vaccines offered through the Community Pharmacy.

Mr. Telles stated recruitment is underway in several areas including leadership, ancillary support, and front-line nursing.

Notable works in progress were reviewed including acute dizziness treatment, finance and business skills for nurse managers, and an RN job description project.

## **Information Technology Update**

Chief Information Officer, Brett Mello gave an update on security mitigation efforts, stating the state security audit was recently completed. The organization was advised to update password requirements to more than 10 characters to increase protection against hackers. This change will occur in tandem with the launch of a self-service password reset portal in early August. Two factor authentication will also be implemented in the near future for enhanced VPN protection.

Mr. Mello spoke to the challenges with the Cabot infrastructure and Wi-Fi issues. IT has been working with a partner to identify issues and address them. The high call volumes at Cabot have contributed to the challenges of dropped calls and voicemail not functioning properly. A wireless survey was recently completed to determine Wi-Fi access points. Five access points were identified; it was determined that an additional six need to be added to the site. This work will be underway shortly.

IT staffing and insourcing efforts were reviewed. Two positions have been filled with 11 positions remaining open. Recruitment for these positions continues in preparation for insourcing the IT department.

**Board Items:**

President Wallin stated WhidbeyHealth owned property on South Whidbey has been declared surplus. Commissioner Blankenship made a motion to allow Mr. Telles to proceed with the sale of the previously declared surplus property. Seconded by Dr. Cammermeyer. Motion carried.

**Administrator's Report**

Chief Executive Officer Ron Telles stated DNV addressed WhidbeyHealth leadership this morning at the opening survey meeting. This is a huge step forward toward the strategic initiative of becoming accredited. Mr. Telles thanked CQO Jon Scallan and the leadership team for the work accomplished in preparation for the survey. The exit conference will be held this Friday with accreditation expected some time next month.

Mr. Telles stated the CAP survey of the lab was recently completed successfully. He thanked Lab Supervisor, Steviebrooke Wallis and the staff for their dedication to ensuring the success of the lab.

Mr. Telles spoke to the challenges with insurance payors. United Healthcare will enact a new policy which allows denial of emergency room claims based on their independent evaluation of the patient's condition beginning July 1<sup>st</sup>. One in six claims will be denied based on available research. Providers and leadership have been in contact with the insurance companies for further discussion.

**Board Items:**

President Wallin stated the board will now be excused into Executive Session at 2:12pm, 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, July 14<sup>th</sup> at 12:00pm.

## Adjournment

Commissioner Cammermeyer made a motion to adjourn the meeting, seconded by Commissioner Anderson. Board meeting adjourned at 2:12pm.

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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