

September 8th, 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. 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 Anderson. 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.

#263316-264393 and #12348-12377 total amount of \$9,668,642.10 with Capital equipment vouchers in the amount of \$115,051.08 motion carries therefore the vouchers are approved for payment in the amount of \$9,783,693.18 8th day September of 2021.

Public Comments

Attendee Celia Sanchez, UFCW21 Representative stated she would like to bring retro pay for staff to the attention of the board.

Medical Staff Report

Chief of Staff, Dr. Judy Scheidt encouraged the community to get vaccinated. Dr. Scheidt stated the providers on the island are in agreement that vaccinations are critical to public safety.

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

- Jonathan Dargo MD, TelePsych, Provisional
- Danielle Gladstone MD, Pediatrics, Provisional
- Lise Labiche MD, Tele-Stroke, Provisional
- Holly Vance ARNP, Internal Medicine (Hospitalist), Provisional
- Justin Williams MD, OB/GYN, Provisional
- Andres Zuleta MD, Family Medicine (Hospitalist), Provisional

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

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

- Sergey Akopov MD, Tele-Stroke, Courtesy
- Sarabjick Atwal MD, Tele-Stroke, Courtesy
- Abdelrahman Beltagy MD, Tele-Stroke, Courtesy
- Archit Bhatt MD, Tele-Stroke, Courtesy
- Pratik Bhattacharya MD, Tele-Stroke, Courtesy
- Christopher Fanale MD, Tele-Stroke, Courtesy
- Muhammad Farooq MD, Tele-Stroke, Courtesy
- Joseph Freeburg MD, Tele-Stroke, Courtesy
- Lindsey Frischmann MD, Tele-Stroke, Courtesy
- James Giles MD, Tele-Stroke, Courtesy
- Lilith Judd MD, Tele-Stroke, Courtesy
- Amit Kansara MD, Tele-Stroke, Courtesy
- Robert Lada MD, Tele-Stroke, Courtesy

- Theodore Lowenkopf MD, Tele-Stroke, Courtesy
- Yi Mao MD, Tele-Stroke, Courtesy
- Michael Marvi MD, Tele-Stroke, Courtesy
- Neha Mirchandani MD, Tele-Stroke, Courtesy
- Nicholas Okon MD, Tele-Stroke, Courtesy
- Margarita Oveian MD, Tele-Stroke, Courtesy
- Kishan Patel MD, Tele-Stroke, Courtesy
- Andrew Rontal MD, Tele-Stroke, Courtesy
- Pawani Sachar MD, Tele-Stroke, Courtesy
- Biggya Sapkota MD, Tele-Stroke, Courtesy
- Jeffrey Wagner MD, Tele-Stroke, Courtesy
- James Wang MD, Tele-Stroke, Courtesy
- Corey White MD, Tele-Stroke, Courtesy
- Andy Lum CRNA, Anesthesia, Courtesy
- Douglas Dixon MD, Primary Care Freeland, Active
- Donald Campbell PA-C, Orthopedic Surgery, Active
- Marcus Kuypers MD, Emergency Med, Courtesy

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

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

- Alisha Darr, CNM, Women's Clinic, Active
- Michele Gasper MD, Pediatrics, Active
- Alison Katus ANP, Primary Care Freeland, Active
- Niba Nchotu DO, Internal Medicine, Active

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

Human Resources Report

Chief Human Resources Officer, Debbie DeCorde gave an update on clinic recruitment status, stating several providers are actively in process for the Cabot and Freeland Primary Care Clinics, Clinton and Oak Harbor Walk-In Clinics as well as the Surgery and Women's Care clinics.

Ms. DeCorde spoke to hiring challenges, noting this is an issue nation-wide affecting many businesses across varying industries. Ms. DeCorde went on to give an update on the work underway in the Human Resources department. While recruitment remains a priority for the team, additional efforts include upcoming a financial wellness webinar series for staff, processing religious and medical exemptions for staff related to COVID vaccines, as well as several process improvement projects. Ms. DeCorde went on to review termination data by month for 2021 including reasons for termination with resignations representing the highest percentage at 47%.

Financial Update

Director of Finance, Jennifer Reed gave an update on financials with a review of August volumes. August had 111 admissions, projected to end the year at budget. Average daily census was up with August averaging approximately 14 patients per day and is projected to end the year at 6% over budget.

Emergency room visits combined with walk in clinic visits were 3,247 for the month. Ms. Reed reviewed revenues and expenditures to budget as well as the balance sheet through July 31, 2021. July closed with 10 days cash on hand.

Outpatient Clinic Report

Executive Director of Practice Management, Dr. Garth Miller spoke to the recruitment challenges across the clinics which is affecting operations as well as the patient experience. Dr. Miller stated a year ago there were 8 providers at the Cabot Clinic. Due to departures this number dropped to 4. Recruitment efforts for several additional providers is underway. Dr. Miller stated an additional challenge for the clinics has been the phone system. While there has been a marked improvement, intermittent connectivity issues continue.

Dr. Miller spoke to the affects of the pandemic stating a recent data analysis showed 12% of patients with respiratory symptoms tested positive for COVID.

Dr. Miller shared recruitment efforts underway in specialty clinics. He stated positive growth has been seen across all of the specialty clinics.

Nursing Report

Chief Nursing Officer, Erin Wooley gave an update on the COVID Vaccine clinic stating upcoming dates for free COVID vaccine doses for WhidbeyHealth Staff in response to the state's mandate have been scheduled for September 10th, September 17th and October 1st. Ms. Wooley shared a recruitment update congratulating Lacie on her promotion to Manager of Transitions of Care, Tabitha on her promotion to Manager of Family Birthplace and welcoming Robin, Trauma Coordinator. Ms. Wooley stated recruitment efforts continue for CNA's, ED Techs, MA's, Respiratory Therapists, Registered Nurses, and Nurse Leadership positions.

Ms. Wooley shared updates on the work underway on the Ethics Committee, Auxiliary ED space for COVID-19 patients, implementation of Omnicure, restraint/ligature safety courses, high fidelity simulation experiences and the hosting of nursing and paramedic students through Skagit Valley College.

Quality Update

Chief Quality Officer, Jon Scallan gave an update on the quality management system.

Optimization of measure sets in Power BI were completed in August as planned.

Infection Prevention dashboards are being completed and planning is underway for the AthenaHealth data build. Mr. Scallan noted the MIPS score for 2020 increased to 92.3/100.

Mr. Scallan stated the Patient Experience Initiative is underway with the rolling out of customer service “always behaviors” rolled out to staff with rounding taking place and provision of in-the-moment training.

Mr. Scallan noted that feedback on the RL DATIX event reporting system has been overwhelmingly positive. Mr. Scallan also stated corrective action plan follow-up for evidentiary submissions will be finalized by the second week in September to prepare for submission to DNV.

Mr. Scallan gave an update on organizational education, stating 2022 strategic planning has begun with a focus on clinic nursing competencies, development of the leadership training course, planning skills fairs and simulation labs to support staff and TEAMSTEPPS (Team Strategies and Tools to Enhance Performance and Patient Safety).

Information Technology Update

Chief Information Officer, Brett Mello gave an update on the IT Department stating recruitment efforts continue. A half day session is planned with Meditech including a review of Meditech Expanse and improvements to upgrades to improve the revenue cycle. An overview of Commonwell will also be included which will allow an easier platform for information sharing with other facilities. The session is open to all staff interested in attending and will be recorded for those unable to attend the live session.

IT Governance development continues with two committees formed, one clinic specific and one hospital specific to solicit feedback from providers on the most effective use of IT for the organization.

Facilities Update

Executive Director of Facilities and Plant Engineering, Tim Waldner shared photos of the lobby AHU2 replacement installed on August 31st and the West Wind Café fire suppression system installed on August 25th. Mr. Waldner noted additional facilities projects as the seclusion room, fluoroscopy room, mobile MRI, RHC mock surveys of clinics, security camera replacement and repairs on the roof of the Goldie clinic.

Strategic Initiative Update

Consultant, Kevin Arrington gave an update on the denials initiative, stating a high degree of coordination is taking place across departments. The number of denials has improved. The focus has shifted from denials to rejections which lead to denials if not corrected appropriately.

Mr. Arrington spoke to the work underway on the patient experience initiative. Work is underway in partnership with the lab and diagnostic imaging department to address delays in scheduling. Due to hiring difficulties in the Patient Access department, diagnostic imaging is experiencing a backlog in scheduling.

Mr. Arrington stated work is near completion on the Strategic Plan. The intention is to publish the completed plan internally followed by sharing with the community. The Executive Leadership Team has also met regarding financial stewardship and has been looking at specific initiatives to tackle to further strengthen the financial position of the organization.

Administrator's Report

Chief Executive Officer Ron Telles shared a personal experience coming to the emergency department after passing out at home. Mr. Telles commended the EMS team for their response, the team in the Emergency Department and the team in the observation unit who provided excellent customer service. Mr. Telles stated this experience reinforced how critical the hospital is to the community.

Mr. Telles spoke to the devastating impact COVID-19 has had on the hospital and encouraged community members to get vaccinated.

Board Items:

President Wallin stated the board will now be excused into Executive Session at 1:43pm, under RCW 42.30.110 (1)(i) and RCW 42.30.110(1)(a)(ii), no voting will take place. Public comment period is limited to the beginning of the session.

Agenda Items for Next Board Meeting

The next Board meeting will be held Wednesday, October 13, at 12:00pm.

Adjournment

There being no further business, the board meeting adjourned at 1:45pm.

President of the Commission

Secretary of the Commission

Commissioner

Commissioner

Commissioner