

Willapa Harbor Hospital
Minutes of the Governing Board
Cedar Room
March 26, 2024

Board Members Present in Person: Kathy Spoor, Jeffrey Nevitt, Gary Schwiesow, and Steve Holland

Others Present: Matthew Kempton, CEO, Chelsea MacIntyre, CNO, Renee Clements, COO and Courtney Campbell, taking minutes.

Board Members Absent: Toni Williams

Guests: Sherri McDonald – Consultant

Audience: none

I. Call to Order:

The meeting was called to order at 5:32 pm by Kathy Spoor, Board Chair

Jeffrey Nevitt made a motion to approve the February 13, 2024, Special Planning Board meeting minutes as written. Steve Holland 2nd the motion, all in favor, motion carried.

Jeffrey Nevitt made a motion to approve the February 23, 2024, Special Planning Board meeting minutes as written. Steve Holland 2nd the motion, all in favor, motion carried.

Jeffrey Nevitt made a motion to approve the February 27, 2024, Regular meeting minutes as written. Steve Holland 2nd the motion, all in favor, motion carried.

Additions to the Agenda: None

II. Consent Agenda

Gary Schwiesow made a motion to approve the consent agenda. Jeff Nevitt 2nd the motion, all in favor, motion carried.

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|----------------------|----------|-----------------|
| Vouchers/Warrants: | February | \$ 1,122,781.83 |
| Payroll/Payable: | February | \$ 771,730.30 |
| Write-offs: Bad Debt | February | \$ 80,755.43 |

III. Reports and Presentations:

Administration – Matthew Kempton, CEO

A. State-of-the Hospital Report (see continued business)

- Pharmacy Quality Assurance inspection of the new Clean Room moved to April 4, 2024. Initial Clean Room tests have been done and is working appropriately.
- The 2023 Leadership Annual Evaluations are complete. Whether a leader received a pay increase and how much was dependent on their annual goal performance.

Financial – Kimberly Polanco, CFO, February 2024

- February Financial Status - Willapa Harbor Hospital's February business resulted in a Net Loss of (\$76,803), and an operational loss of (\$147,300). The Total Margin for February is (3.0%) and Days Cash on Hand is 104, an increase from 89 in January.
- Patient Service Revenue - February Patient Revenue was \$3,863,535, which is 26% over budget and 28% over prior year. The increase is primarily due to higher ER volume, higher acute care patient days, higher outpatient revenue in most service lines, and slightly higher clinic visits than budgeted. Revenue deductions in February were 43%, higher than the budgeted 39%.
- Accounts Receivable - Patient service revenue collections were \$2,698,080, higher than the average monthly trend. Net Days in AR have decreased from 50 in January to 43 in February. 340B revenue collections were \$31,813, 53% of the 2023 monthly average. An issue with connectivity at the South Bend Pharmacy and the 340B vendor as well as a disconnect in new patient data in Epic have delayed the claims data processing, however we expect the revenue to be recovered in March or April.
- Expenses - February expenses were \$2,265,275, 5% under budget, and 2.4% higher than prior year.

Patient Quality of Care – Chelsea MacIntyre, CNO

- Wins – Will be a panelist for an upcoming presentation on promoting a culture of safety.
- Recognition – Mary for all of her wonderful contributions during her long years of service at WHH.
- Department Updates – Respiratory virus season seems to be winding down.
- Projects -
 - Alaris Implementation (PM)
 - Sentri7 Implementation
 - JADA Implementation
 - Hospital Staffing Committee
 - Serving on the Rural Collaborative Ethics Committee
- Quality – Implementation and adherence to DNV CAP
- Service – Will be working on BSSR in the ED and M/S in Q1 and Q2.

Operations – Renee Clements, COO

- Recognition – Mary McCallister for her 15 years of service as an Employee of WHH.
- Alder House/W.I.S.H. – Re-executed the Agreements valid through May 2024. Still on track to close March 31 2024. Buyer has confirmed construction/demolition plans 04/15/2024. Communications exchanged with the DOC and Community Frameworks, expediting signing of the closing of the DOC account, the only final piece pending.
- Rural Health Clinic – Willapa Medical Clinic
 - Clinic Manager Resignation/retirement; last day April 7. New description of position posted.

- Olympia Health Cardiology- Payer credentialing in process. A few logistics pending.
- Procedural pain mx- vetting contract with general counsel and liability carrier.
- Provider search continues for Family medical physician, interview March 20, 2024.
- Volumes at budget. Annual wellness visits formally have begun, and improved care coordination efforts.
- Radiology
 - All modalities above budget in February, excluding Nuclear Med just under.
 - Radiology manager tracking turn around time for new quality goal and PI.
- Lab
 - CLIA preparedness activities.
 - Lab Manager tracking Specimen Rejection Rate as new quality goal and PI.
- Quality / Risk / Clinical Informatics
 - WHH Leadership Quality Goals as follows for the month:
 - SERVICE PILLAR- CAHPS-Patient Experience Survey Percentie Ranking
 - QUALITY PILLAR-DNV Compliance.
 - QUALITY PILLAR-Inpatient Readmission All cause reduction
 - FINANCE PILLAR-EBITDA
 - FINANCE PILLAR- Days Cash On Hand
 - PEOPLE PILLAR- Employee Engagement & Satisfaction of Leadership
 - GROWTH PILLAR- Clinic and Ancillary volumes
 - COMMUNITY PILLAR-Community volunteering hours
 - Public Records Requests=0
 - Complaints/Grievances=0
 - DNV compliance reminders to all leaders
 - MultiCare Epic-One Year Anniversary since Go Live.
- Dietary Department Update
 - IDDSI (Dysphagia-therapeutic food texture/consistency) training continues.
 - New nutritional analysis tool to provide not only nutritional values to align to DNV standards for required Nutritional values in our food delivery, but also ingredient lists and Bold-ed allergy alerts. This will assist us in our employee safety of staff with food allergies.
 - Dietary manager tracking ongoing QAs but new menu creation from Dietitian approved recipes as Process Improvement.

IV. Continued Business

- A. Sherri McDonald (Consultant) and Matthew Kempton gave updates on the New Hospital Community Education and Engagement.
 - Discussed plans to meet with a panel of experts including ZGF, an architectural firm, replacement hospital project manager, Raymond James (USDA expert & municipal advisor), Roy Koegen (bond attorney & consultant) and local community officials, tentative dates are April 23, 2024, and April 24, 2024.

- Dates for filing a new hospital bond considered.

B. Capital Requests –

- i. Set date for future meetings – will move to agenda for next scheduled board meeting on April 23, 2024.
- ii. Surgery: Vascular Access Ultrasound – *Steve Holland made a motion to approve a new vascular ultrasound device not to exceed \$47,850.50, Jeff Nevitt 2nd the motion, all in favor, motion carried.*

V. New Business

A. Chief Medical Officer (CMO)

Discussion regarding creating a CMO job description, not voted on and will be managed by the Administrative Team.

B. Cyber Security

- Change Healthcare – Nationwide healthcare attack, mainly effecting prescriptions was quickly handled by WHH’s Information Technology team and minimal impact on day-today operations.
- RedQuote – WHH’s benefits’ company, Berg Benefits had a compromised email and a direct deposit was made into a fraudulent account by WHH. A claim has been filed with insurance and reported to the FBI.

C. Reviewed proposed 2024 WHH Annual Operational Goals (KPIs) – 2024 KPIs will be emailed to the board. The CEO recommended the board commissioners consider reviewing the 2024 strategic plan goals to ensure they are still what the board would like accomplished, as they were set 4 years ago. The CEO also recommended the board begin planning for the development of a new strategic plan in 2025.

D. Review CEO performance on 2023 WHH Strategic Goals – discussed in Executive Session. - *Jeffery Nevitt made a motion to approve a 9% performance incentive based on defined annual performance measures plus an additional 3% (total 12%) for performance related to hospital replacement project. Steve Holland 2nd motion. All board members in favor, motion passed.*

VI. Appointments/Reappointments

None

VII. Executive Session: Start time: 7:20 P.M. End Time: 8:05 P.M.

VIII. Adjournment: The Executive Session opened at 7:20 P.M. After some discussion, the Executive Session was closed at 8:05 P.M.

IX. The meeting was adjourned at 8:07 P.M.

Submitted:

Toni Williams, Secretary to the Board