

Willapa Harbor Hospital
Minutes of the Governing Board
September 24, 2019

Board Members Present: Gary Schwiesow, Dave Vetter, Kathy Spoor, Jeffrey Nevitt and Toni Williams

Others Present: Emmett Schuster, Interim CEO, Eric Volk, Interim CFO, Cindy Sherman, Controller, Bobbi Hallberg, CNO, Renee Clements, CCO, Krisy Funkhouser, Mary McAllister, Trisha Kiliany and Paula Lorenz, minute's secretary.

I. Call to Order:

The meeting was called to order at 5:35 pm

Pledge of Allegiance

The meeting went directly into Executive Session at 5:36 pm to discuss personnel issues. Executive Session was closed at 6:14 pm and returned to regular session at 6:15 pm.

Dave Vetter made a motion to approve the August 27, 2019 minutes. The motion was 2nd by Toni Williams. Motion carried.

Agenda approved, additions, Executive Session

Audience

II. Consent Agenda

Dave Vetter made a motion to approve the consent agenda. The motion was 2nd by Jeff Nevitt. Motion Carried.

Vouchers/Warrants:	August	\$932,410.68
Payroll/Payable:	August	\$901,952.00
Write-offs: Bad Debt	August	\$53,085.78

III. Reports and Presentations:

Administration – Emmett Schuster, Interim CEO

- Dr. Hing delivered a baby on 9/18. Mother and baby were healthy.
- Pharmacy move – We had a meeting with Intalere regarding construction with the intent to go back to the architect to reduce expenses as much as possible. We are looking at approximately \$700k for the building and equipment. If we go for a bond we could consider including approximately \$50k to finish replacing the carpet.
- Community Health Needs Assessment – distributed updated assessment and recommendations from staff
- CRNA – Replacing and credentialing in process for Joanna Starratt to start sometime in October.
- RT traveler-continue to negotiate. She needs to finish out her current contract obligations.
- Strategic Plan – Wipfli is onsite today and tomorrow for interviews. They have given us a list of a lot of data they would like, Renee is researching that
- I had a meeting scheduled with Senator Murray's SW Washington's Director to discuss the Hospital's unique challenges we face as a critical access hospital serving communities in north Pacific County. That meeting was cancelled and be rescheduled soon. I spoke with WRHA about some of these issues.
- I gave you a copy of the email from Matt and his portfolio. His comments - Great visiting, very positive. Spent Saturday with brother, Sunday were going to go to service and determine time to close to flight. Luggage did not make flight. Read email that was shared. Jeff's wife spent day with spouse and she said she was a ball of energy. I received CEO contract back from legal. Gary

asked that one of the board review contract, Kathy volunteered. Emmett will email Kathy a copy for her review.

- Medical Director of Radiology, took the candidate's profile to the Medical Staff meeting and they recommended going back to vRAD to find out why that candidate did not have as much experience in as many areas as the previous director. We were informed they use others within their group to address special needs that the assigned medical director is not able to address. This position is on hold at this time.
- Survey – State came back and in process of verifying corrections from previous survey. There continues to be a few issues that need to be addressed. State will make an additional onsite visit to verify full compliance. .

Patient Quality of Care – Bobbi Hallberg

- Working on policy on newborn deliveries, contacted Centralia, Grays Harbor and Capital hospital regarding transfers of mom and newborn Capital was most interested in receiving our transfers. . Have training scheduled for our staff.
- Morale seems to be improved a bit, we finally have a specialty bed for patients with skin break down. I have started training staff on use.
- We have a monthly meeting with informatics looking at the optimization study that was sent to us from Evident last fall and making changes when appropriate.
- Skills fair was held last week. We had 37 of 41 staff attend, which is 90%. We will have our follow up meeting next week and review the evaluations. I have some good recommendations for changes next year.
- Census continues to fluctuate, I have hired two more per diem staff which should help through the busy flu season. We continue to see some influenza activity in the ED. Flu vaccines are available now for staff.
- We have a tentative agreement with our RT traveler. She will complete her contract through November 2nd and then move to the role of RT Manager. We have to do the pre-employment work up.
- Nursing Goals for 2019 – Reduce medication errors by 20% by the end of the 3rd quarter 2019. Consistently scan 80% of medication administered for patient safety. In November we will be resetting our goals for 2020.

Financial – Eric Volk, Interim CFO, July 2019 Financial Statements

- Gave a financial presentation to the board.
- Reviewed draft 2020 budget. Board members will review and take action at the next regular meeting.
- See Financials attached

Renee Clements, CCO – Compliance Update

- Compliance –
 - Building a Compliance program and annual work plan-Facility Policies
 - Board approval needed when completed
 - IRS 5013c compliance check completion-New Administrative Adjustment Policy
 - Payer/Insurance company re-credentialing/validations
 - New Revenue Cycle Committee-improving payer accuracy, denials, authorizations, billing
 - Public Records Request since April= (5)
- Risk
 - Physicians-Physicians Insurance Mitigation/Litigation-3 things in process
 - Patient Safety Events-(346 events)-Practice Protocols, Medication Variances, Safety etc.
 - EMTALA education-Relias
 - HIPAA audits/Compliance checks***new 5 ED, 5 IP, 5 RHC, Mandatory Employee as patient etc.

- Cyber Liability increase to coverage
- Consents/refusals/audits/education
- Complaints-(13) April through August, not counting V-rad Billing only complaints.
- **Quality**
 - Quality Improvement Goals action in the Quality Steering committee monthly.
 - Medication Variances-Medication Improvement Committee-Reduce errors/Scan
 - Patient Centered Care-Bedside Report, Hourly Rounding
 - Care transition phone calls
 - Patient Satisfaction-78-82% all status; Willingness to recommend DEFINITELY YES 66% to State and National Average 72%
 - HCAHPS Stars Rating 3 Stars
 - Quality Payment Programs-
 - MIPS-Quality Metrics for Medicare Payment model for reimbursement
 - All payer Quality portal
 - Q2-Q3 to date Quality Metrics
 - Stroke=2 One with TPA,
 - STEMI=1, Non-STEMI=7, Median time to ECG 6 minutes
 - 66 Patients have Left Against Medical Advice since April, { 16 of those Left Without Being Seen by Provider)
 - ED through-put times Willa pa Harbor is above National Mediate by 40 minutes, High performers 90 Minutes we are 172 minutes
 - Sepsis bundles
 - Readmissions ED 72 hour similar diagnosis (61) and IP-30 day all cause (8)
 - Colonoscopy/Mammography screening-New to track and Process Improvement
 - Transfer Communication-93%
 - Diabetic Compliance=24%, Adverse Drug Events=0, Falls, Radiation levels for Pediatric Head CT's, Antibiotic Stewardship.

OLD BUSINESS

- CEO Search – no update at this time.

IV. New Business

- None

V. Appointments/Reappointments

- Paula provided a summary for the appointment of vRAD physicians with recommendations from the Medical Staff Team and Medical Executive Committee. After discussion Kathy Spoor made a motion to approve as recommended to appointment of the following vRAD providers: Deborah Conway, MD and Michael Sentome, MD. Jeff Nevitt 2nd, motion carried.
- No reappointments at this time.

VI. Adjournment: With no further business the regular meeting was adjourned at 7:35 pm.

Submitted:

Kathy Spoor, Secretary to the Board