



# Ferry County Health

## BOARD OF COMMISSIONERS' MEETING

May 28, 2024 @ 10:30 AM in the HUB

<https://us06web.zoom.us/j/89584329356?pwd=Y0dZT1VldmNkV2JMZ09MRVROalZvQT09>

Meeting ID: 895 8432 9356

Passcode: 260559

One tap mobile

+12532158782, 89584329356# US (Tacoma)

Mission Statement:

*“To strengthen the health and well-being of our community through partnership and trust.”*

### AGENDA

		Page(s)
Call to Order	DiAnne Lundgren	
Quorum Established	DiAnne Lundgren	
Review, Amend, Accept Agenda	DiAnne Lundgren	
Introduction of Board, District Employees, and Guests	DiAnne Lundgren	
<i>Items listed under the consent agenda are considered routine board matters and will be approved by a single motion of the Board without separate discussion. If a separate discussion is desired, that item will be removed from the consent agenda and placed on the regular business agenda.</i>		
Approval of Consent Agenda	<b>ACTION</b> DiAnne Lundgren	
<ul style="list-style-type: none"> <li>• Minutes 04.23.24 Board Meeting</li> <li>• Approval of Warrants</li> <li>• Financial Write-Off Report</li> </ul>		
Correspondence	DiAnne Lundgren	
Public Comments	DiAnne Lundgren	
Environment of Care/ Safety Update	Adam Volluz	
Compliance Report	Spencer Hargett	
Department Spotlight – Environmental Services	Tyler Orestad	
CNO Report/ Quality Improvement	Mike Martinoli	6-11
COO Report	Debbie DeCorde	12-17
CFO/Revenue Cycle Report	Coryelle Rogers	18-26
Medical Staff Report	Richard Garcia, MD	27
CEO Report	Jennifer Reed	28-34

On-going Business

DiAnne Lundgren

- Health Foundation
- Board Introduction Project
- Facility Update/Master Plan
  - Master Facility Contract Resolution
- Rural Resources Building
- New Hire Orientation Schedule
  - 06/03-
  - 06/17-

Board Representative Reports

- Finance
- Quality Improvement
- Compliance/Risk Management
- Medical Staff
- EMS
- PFAC
- Credentialing

Ron Bacon/Sarah Krausse  
 DiAnne Lundgren/Nancy Giddings  
 Ron Bacon/Sarah Krausse  
 DiAnne Lundgren/Solomon-Hopkins  
 Nancy Giddings  
 Sarah Krausse/Nancy Giddings  
 DiAnne Lundgren/Nancy Giddings

Request for **New Appointment by Proxy with Courtesy Privileges at Ferry County Health** for the following  
 Integra Imaging Provider: **Corey Ho, MD.**

New Business

DiAnne Lundgren

- Community Sponsorship Resolution
- Agenda Review and Meeting Date/Time Discussion

Executive Session – if applicable

Open Session - Action, if applicable regarding executive session

Adjournment

DiAnne Lundgren

**Board meetings are usually the fourth Tuesday of each month at 10:30 a.m. unless otherwise posted.**

**The Public is encouraged to attend; Handicap access is available.**

**The next regularly scheduled meeting is June 18, 2023 @ 10:30 am in the HUB Conference Room**



## Ferry County Health

### BOARD OF COMMISSIONERS' MEETING

April 23, 2024

**CALL TO ORDER:** Board Chair DiAnne Lundgren called the meeting of the Board of Commissioners to order at 10:34 a.m., on April 23, 2024 in the HUB and via Zoom.

Commissioners in attendance were DiAnne Lundgren, Nancy Giddings, Sarah Krausse, Susan Solomon-Hopkins and Ron Bacon.

Jennifer Reed, CEO; Debbie DeCorde, COO; Mike Martinoli, CNO; Coryelle Rogers, CFO; Amber Gangon, Executive Coordinator; Adam Volluz, Facilities Manager; Ben Walling, Pharmacist; and Katy Ricard, RN- Employee Health/Infection Prevention were also present.

Zoom participants: Spencer Hargett, Compliance; James Davidson, IT Manager; Lacy Sharbono, HR Coordinator; Melinda Payton, Revenue Cycle Manager; and Dawn Fritts, RN

**GUESTS:** No guests.

**QUORUM ESTABLISHED:** A quorum was present.

**REVIEW, AMEND, ACCEPT AGENDA:** A motion was made by Giddings and seconded by Susan Solomon-Hopkins to amend and approve the agenda by adding an Executive Session pursuant to RCW §42.30.110(1)(g) Performance of a Public Employee. The motion passed unanimously.

**INTRODUCTION OF THE BOARD AND GUESTS:** Introductions were made.

**APPROVAL OF CONSENT AGENDA:** A motion was made by Giddings and was seconded by Krausse to accept the consent agenda. The motion passed unanimously.

**CORRESPONDENCE:** Correspondence read.

**PUBLIC COMMENTS:** No public comments.

**ENVIRONMENT OF CARE/ SAFETY UPDATE:** Volluz gave his report.

**COMPLIANCE REPORT:** Hargett gave his report.

**DEPARTMENT SPOTLIGHT:** Ben Walling, Pharmacist (RDS and Hospital) gave his department spotlight report. No Department selected for May.

**INFECTION CONTROL PLAN:** Katy Ricard, R-Infection Control presented the 2024 Infection Control Plan. A motion was made by Giddings and was seconded by Bacon to adopt the 2024 Infection Control Plan as present. The motion passed unanimously.

**CNO REPORT:** Martinoli gave his report.

**COO:** DeCorde gave her report.

**Lundgren called for a break in session at 11:41 a.m. Open session resumed at 12:09 p.m.**

**MEDICAL STAFF REPORT:** Dr. Garcia provided his report via PowerPoint slide.

**CEO REPORT:** Reed gave her CEO report.

**CFO FINANCIAL REPORT:** Rogers gave her CFO financial report.

**REVENUE INTEGRITY REPORT:** Rogers gave her Revenue Integrity report

#### **ON-GOING BUSINESS:**

- **Board QI Project:** Board selected the Providers as their Q2 project.
- **Health Foundation:** Nothing to report.
- **Board Introduction Project:** Solomon-Hopkins and Bacon to send articles to Executive Coordinator.

- **Facility Update/Master Plan:** Reed received contracts and working on negotiations before bringing to board for approval.
- **Rural Resources Building:** County Commissioners will sign paperwork as soon as Rural Resources vacates the building on or around May 1.
- **Orientation Schedule:**
  - 5/06 – Sarah Krausse

**BOARD REPRESENTATIVE REPORTS:**

- **Finance:** Rogers invited HRG to attend the next meeting in person.
- **Quality Improvement:** Nothing to report.
- **Compliance/Risk Management:** Nothing
- **Medical Staff:** Nothing to report
- **EMS:** Nothing to report
- **PFAC:** Next meeting is May 2.

**Credentialing: A motion was made by Giddings and seconded by Krause to approve for Re Appointment of Courtesy Medical Staff Privileges by Proxy for the following Integra Imaging Providers:**

Casey Cable, MD	Matthew Curtis, MD	Ryne Dougherty, MD	Phillip Smith, MD
Brian Gump, DO	Pushpender Gupta, MD	Douglas Handley, MD	Chet Hunter, DO
Edward Iuliano, DO	Elizabeth Joiner, MD	Sean Koskinen, MD	Gregory Kujawski, DO
Matthew Mesick, MD	Amy Newton, MD	Richard Nguyen, MD	Samuel Plesner, DO
Jedidiah Schlung, MD	Mariam Shehata, MD	Adam Skibinski, MD	Jennifer Xiao, MD

*The motion passed unanimously.*

**Lundgren called for a break in session at 1:35 p.m. Open session resumed at 1:40 p.m.**

**EXECUTIVE SESSION:** The Chair called an executive session pursuant to RCW §42.30.110(1)(o) – Quality Improvement Reporting at 1:40 p.m. The Chair requested 40 minutes. Open session to resume at 2:20 p.m.

**OPEN SESSION:** Open session resumed at 2:20 p.m. No action was taken.

**EXECUTIVE SESSION:** The Chair called an executive session pursuant to RCW §42.30.110(1)(g) - Performance of a Public Employee at 2:22 p.m. The Chair requested 1 hour with open session to resume at 3:22 p.m. At 3:22 p.m. the Chair requested an additional 18 minutes with open session to resume at 3:40 p.m. At 3:40 p.m. the Chair requested an additional 20 minutes with open session to resume at 4:00 p.m. At 4:00 p.m. the Chair requested an additional 15 minutes with open session to resume at 4:15 p.m.

**OPEN SESSION:** Open session resumed at 4:15 p.m. No action was taken.

**ADJOURNMENT:** As there was no further business, the meeting was adjourned at 4:15 p.m.

\_\_\_\_\_  
DiAnne Lundgren, Chair Date

\_\_\_\_\_  
Nancy Giddings, Secretary Date

\_\_\_\_\_  
Amber Gangon, Recording Secretary Date

# Board Report

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May 28, 2024



# CNO Report

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Mike Martinoli

May 28, 2024



# CNO

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## ➤ Follow Up

- Northwest Organization of Nurse Leaders Conference
  - ❖ Seattle, WA
  - ❖ Report out
- Republic School Health Fair
  - ❖ Hosted by NETCHD
  - ❖ Report out
- CHIP (Community Health Improvement Plan)
- Updates and connection to district ACP (advanced care planning) project focus



# CNO

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## ➤ Coming Up

- Trauma Skills Day
  - ❖ Annual team event being hosted by the Education Committee in early June. Strong collaboration with local EMS agencies with invites for partnership and training.
- Simulation Training
  - ❖ We are conducting an in-service with the sim mannequin representative on-site this week. Then will plan to expand scenario drills campus-wide.
- Nurse Practice Committee
  - ❖ Newly formed and first meeting was successful.
  - ❖ Review of purpose and goals.





# CNO

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## ➤ Need to know

- ER Makeover
  - ❖ Staff input led to a supply re-organization project
  - ❖ workflow efficiency focus
  - ❖ Second room has the paint project completed
- Senior Meals
  - ❖ Discussion and decision about district role with community planning
- Community Equipment Loaner Shed
  - ❖ Report out



# CNO-Volumes

Inpatient and Emergency Department		Jan	Feb	Mar	Apr	YTD	YTD Target	Var	30-Apr
Acute Care Patient Days	●	22	16	24	38	100	84	16	20
Acute Care Admissions	●	7	10	8	12	37	24	13	8
Average Length of Stay	●	3	2	3	3	3	3	0	3
Skilled Swingbed patient days	●	112	115	115	86	428	492	-64	119
Admissions	●	9	4	6	-	19	16	3	5
Average SSB Census	●	4	4	4	3	14	1	13	4
Average Length of Stay	●	12	29	31	30	102	1	101	24
ED Visits	●	179	199	170	203	751	778	-27	126
ED Transfers	●	-	9	10	11	30	16	14	8
Left Against Medical Advice	●	-	1	-	-	1	1	0	0
Admitted to Inpatient	●	1	9	8	11	29	24	5	7
Same Day Surgery	●	13	14	5	12	44	55	-11	11
Outpatient Procedures	●	70	71	94	60	295	322	-27	71
OBS Patients	●	2	3	4	5	14	17	-3	2

## Key

- Meets or exceeds budget/target
- Does not meet budget/target expectations by 5% or less
- Does not meet budget/target expectations by greater than 5%



# QI Committee Report

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## ➤ Provider Peer Review

- Tracking extended ER stays and reviewing opportunities for observation admissions.

## ➤ PFAC Update

- Community advisors are advocating with phone call communication as needed

## ➤ Walking environmental rounds initiate this month



# COO Report

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Debbie DeCorde

May 28, 2024



# COO

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## ➤ Follow Up

- Assisted Living Facility (ALF)
  - ❖ Plan of Correction (POC) has been completed. Surveyor revisited and the ALF is in full compliance.
- Radiology
  - ❖ ARRT exam is postponed
- Career Fairs (Curlew and Republic)
  - ❖ Strong staff participation including HR, Lab, Nursing, Rehabilitation Department, Medical Clinic Provider, and Radiology
- Republic Medical Clinic
  - ❖ Paige Richardson started the 1+ year MA Apprenticeship Program we partner with to develop staff



# COO

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## ➤ Coming Up

- UFCW 3000
  - ❖ RN contract renewal bargaining starting in June
  - ❖ Preparations under way with salary and contract review
  - ❖ UFCW grievance was dropped that is part their ULP
- Radiology
  - ❖ Annual Physicist review anticipated
- Assisted Living Facility (ALF)
  - ❖ Updating Care Plans/Information from Providers
  - ❖ Facility Assessment, pending apartment move-out
  - ❖ Pre-admit assessments in process for potential residents



# COO

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## ➤ Need to Know

- Republic Medical Clinic
  - ❖ Not proceeding with an NP Fellow for the upcoming year
  - ❖ Determination of adequate staffing, burden on provider time, and unlikelihood of matriculating into full-time hires were data points in decision process
- Curlew Medical Clinic
  - ❖ Consideration of additional day of clinic services (trial) when appointments/waitlist justify it as well as the Republic Medical Clinic supporting a day less of provider time
- National Rural Health Association Conference
  - ❖ Report out



# COO - Dashboard

**FINANCE DASHBOARD**  
**Ferry County Public Hospital District #1**  
**April 30, 2024**

Outpatient and Ancillary Services		Jan	Feb	Mar	Apr	YTD	Target	YTD Target	2023
11 Medical Clinic #Visits	●	800	833	813	860	3,306	9,220	2,305	796
12 Physical Therapy Visits	●	393	404	298	256	1,351	5,780	1,445	506
13 Imaging Exams	●	334	371	377	402	1,484	4,825	1,206	321
14 Lab # Billable Tests	●	2703	3053	2807	3018	11,581	27,216	6,804	2,628
15 Drugstore Prescriptions	●	4501	4213	4254	4370	17,338	53,000	13,250	4,526


**Key**


- Meets or exceeds budget/target
- Does not meet budget/target expectations by 5% or less
- Does not meet budget/target expectations by greater than 5%




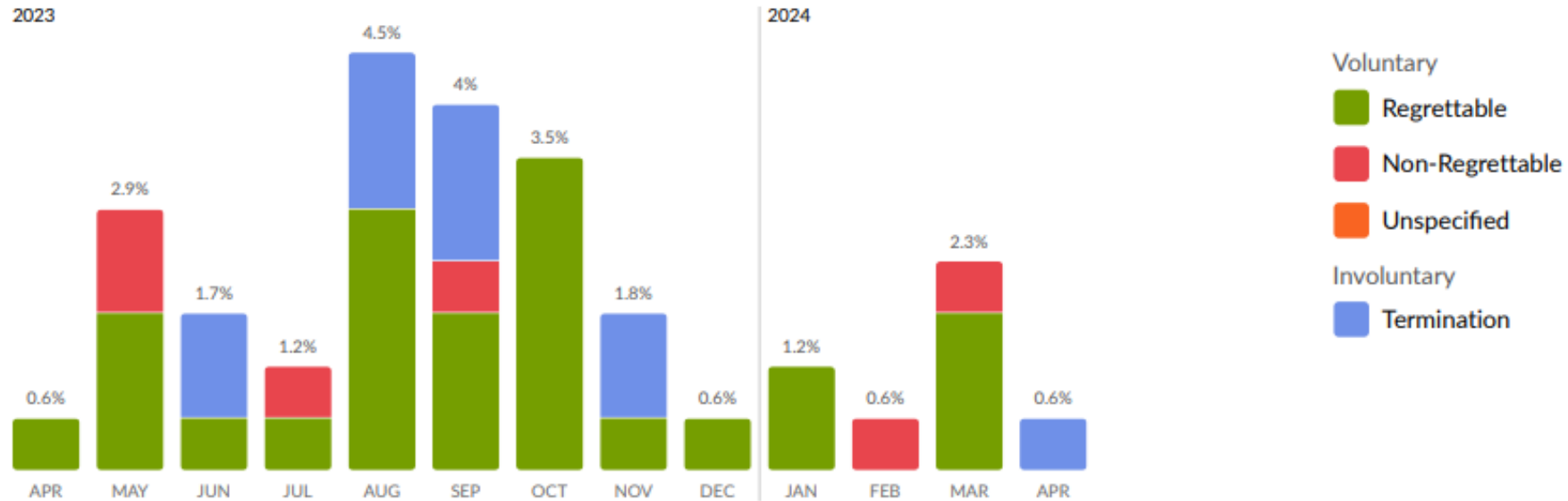


# COO – Turnover Report YTD

 **4.6%** 8 people  
Total Turnover Jan 2024 - Apr 2024

 **1.1%** 2 people  
Average Monthly Turnover

 **0.6%** 1 person  
Total Turnover - 30 days



# CFO

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Coryelle Rogers

May 28, 2024



# CFO - Financials

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- **Financial Statements**
- **Key Performance Indicators**
- **Revenue Cycle Update**



Ferry County Public Hospital District

Consolidated Income Statement

Year to Date April 30, 2024

Actuals	Budget	Var #		Actuals	Budget	Var%	Var\$
			<b>Operating revenue:</b>				
2,420,381	2,106,945	313,436	Gross patient service revenue	8,969,197	8,826,472	2%	142,725
(895,541)	(779,569)	(115,972)	Contractual allowances and provisions for uncollectible accounts	(3,181,486)	(3,265,793)	-3%	84,307
1,524,840	1,327,376	197,464	Patient service revenue - (Net contractual allowances)	5,787,711	5,560,678	0%	
77,085			Centriq Patient Revenue	77,085	-		
275,035	268,508	6,527	Drug Store gross revenue	1,075,127	1,102,000	-2%	(26,873)
66,956	72,139	(5,183)	Other operating revenue	266,758	361,478	-26%	(94,720)
<b>\$ 1,943,916</b>	<b>\$ 1,668,023</b>	<b>\$ 275,893</b>	<b>Total operating revenue</b>	<b>\$ 7,206,680</b>	<b>\$ 7,024,156</b>	<b>3%</b>	<b>182,524</b>
			<b>Operating expenses:</b>				
1,005,547	1,016,950	11,403	Salaries and wages	4,215,154	4,030,039	-5%	(185,115)
240,266	197,157	(43,109)	Employee benefits	968,453	820,514	-18%	(147,939)
161,243	98,000	(63,243)	Professional fees	328,929	374,718	12%	45,789
244,770	270,909	26,139	Supplies	1,110,646	1,238,970	10%	128,324
22,772	15,234	(7,538)	Purchased services - Utilities	100,568	88,357	-14%	(12,211)
158,420	109,613	(48,807)	Purchased services - Other	521,144	449,896	-16%	(71,248)
14,622	12,360	(2,262)	Insurance	62,500	49,441	-26%	(13,059)
43,045	41,662	(1,383)	Other	135,814	166,340	18%	30,526
1,750	2,545	795	Rent	7,418	9,771	24%	2,353
132,838	83,439	(49,399)	Depreciation	380,193	326,819	-16%	(53,374) a
<b>\$ 2,025,273</b>	<b>\$ 1,847,869</b>	<b>\$ (177,404)</b>	<b>Total operating expenses</b>	<b>\$ 7,830,819</b>	<b>\$ 7,554,865</b>	<b>-4%</b>	<b>(275,954)</b>
(81,357)	(179,846)	(98,489)	Gain (loss) from operations	(624,139)	(530,709)	18%	(93,430)
<b>\$ 75,223</b>	<b>\$ 53,498</b>	<b>\$ (21,725)</b>	<b>Total nonoperating revenues (expenses) - Net</b>	<b>\$ 407,517</b>	<b>\$ 219,929</b>	<b>85%</b>	<b>187,588</b>
(6,134)	(126,348)	(120,214)	Increase (decrease) in net position	(216,622)	(310,780)	-30%	94,158
(0.00)	(0.08)			(0.03)	(0.04)		

Notes to Financials:

a. Depreciation catch up of \$53k year to date for Meditech implementation. This is when we begin to realize the dollars associated thru CMS.



# Ferry County Public Hospital District No. 1

Consolidated Balance Sheet

Year to Date April 30, 2024

<i>Assets</i>	April	March
Current assets:		
Cash and cash equivalents	\$ 2,381,542	\$ 2,948,680
Receivables:		
Centriq Gross Accounts Receivable	1,029,394	1,043,427
	(1,029,394)	
Meditech Gross Accounts Receivable	8,163,925	7,995,224
Contractual allowance	(3,020,652)	(1,458,394)
Patient AR - Net	5,143,273	7,580,257
Taxes	170,623	315,308
Estimated third-party payor settlements	(14,182)	(14,182)
Other	24,795	48,976
Inventories	550,414	542,289
Prepaid expenses	184,113	194,701
<b>Total current assets</b>	<b>\$ 8,440,578</b>	<b>\$ 11,616,029</b>
Capital assets:		
1749.79	\$ 47,282	\$ 47,282
Depreciable capital assets - Net of accumulated depreciation	6,076,472	6,044,453
Construction in Progress	145,853	110,059
<b>Total capital assets</b>	<b>\$ 6,269,607</b>	<b>\$ 6,201,794</b>
<b>TOTAL ASSETS</b>	<b>\$ 14,710,185</b>	<b>\$ 17,817,823</b>

<i>Liabilities</i>	April	March
Current liabilities:		
Accounts payable	484,050	527,503
Payroll and related expenses	1,192,215	1,083,178
Other Current Liabilities	525,628	875,470
<b>Total current liabilities</b>	<b>\$ 2,201,893</b>	<b>\$ 2,486,151</b>
Noncurrent liabilities:		
Long term debt	\$ 1,930,000	\$ 1,930,513
Capital lease obligations - Less current portion	20,445	20,445
<b>Total noncurrent liabilities</b>	<b>1,950,445</b>	<b>1,950,958</b>
<b>Total liabilities</b>	<b>\$ 4,152,338</b>	<b>\$ 4,437,109</b>
Net position:		
Current Year Earnings	(216,622)	(227,724)
Equity Accounts	10,774,469	13,608,438
<b>Total net position</b>	<b>\$ 10,557,847</b>	<b>\$ 13,380,714</b>
<b>TOTAL LIABILITIES AND NET POSITION</b>	<b>\$ 14,710,185</b>	<b>\$ 17,817,823</b>



# CFO – Key Performance Indicators



**FINANCE DASHBOARD**  
**Ferry County Public Hospital District #1**  
**April 30, 2024**

Profitability		Jan	Feb	Mar	Apr	YTD	Target	Variance	2023
Revenue Deductions % of Gross Revenue	●	37%	37%	35%	35%	36%	37%	1%	36%
Salaries % Gross Patient Revenue	●	46%	43%	49%	47%	46%	39%	-7%	36%
Benefits % of Salary Expense	●	21%	23%	23%	23%	22%	23%	1%	21%
<b>Net Income</b>									
Operating Margin	●	-7%	-8%	2%	0%	-4%	-4%	0%	3%
<b>Cash and Liquidity</b>									
Days Cash on Hand	●	59.9	57.4	49.1	39.7	57.0	85.0	(28.0)	65.0
Days Cash in AR	●	107.1	105.7	108.9	110.5	107.0	53.0	(54.0)	89.0
Current Ratio	●	5.3	4.8	4.7	3.8	5.0	1.0	4.0	4.5
Debt to Equity	●	0.2	0.3	0.3	0.4	0.2	1.0	0.8	0.2
<b>Claims Processing and Coding</b>									
# Accounts on Hold	●	237	174	84		0	200	200	650
Net AR Days	●	61	116	113		61	45	(74)	85
Unbilled AR	●	722,229	817,382	629,796	994,721	994,721	1,000,000	5,279	524,307
GROSS AR - MEDITECH	●	7,004,996	6,384,449	6,687,246	6,632,525	6,632,525	4,500,000	(2,132,525)	5,637,360
<b>Key</b>									
●	Meets or exceeds budget/target								
●	Does not meet budget/target expectations by 5% or less								
●	Does not meet budget/target expectations by greater than 5%								

# Revenue Cycle Update

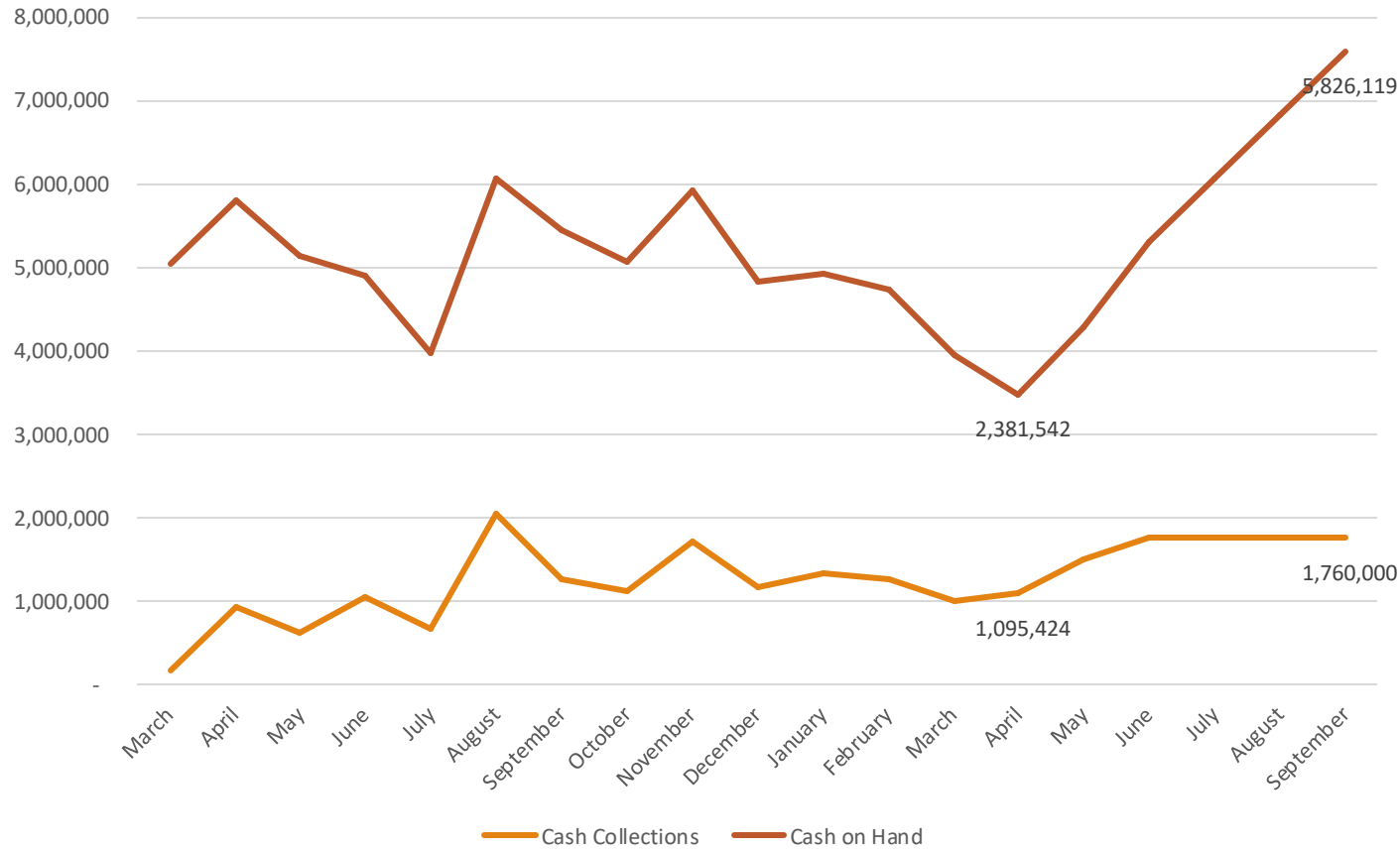
Below are the target focus areas identified that if resolved will reduce the AR by 52.8 Days

AR Reduction Areas	Total	AR Days	Owner
DR. Bell Provider Enrollment	\$ 232,603	3.2	Enrollment
No Authorization	\$ 391,002	5.4	FCPHD
Adjustment Requests	\$ 354,301	4.9	FCPHD
Wendy Wilkins Appeals	\$ 69,054	1.0	FCPHD
Meditech AR Clean-Up	\$ 1,206,177	16.7	TruBridge
Centrig Sunset	\$ 530,973	7.3	TruBridge
Coding Review Requests	\$ 624,344	8.6	Coding
Coding Clean-Up	\$ 412,406	5.7	Coding
<b>TOTAL AR Reductions Needed</b>	<b>\$ 3,820,861</b>	<b>52.8</b>	

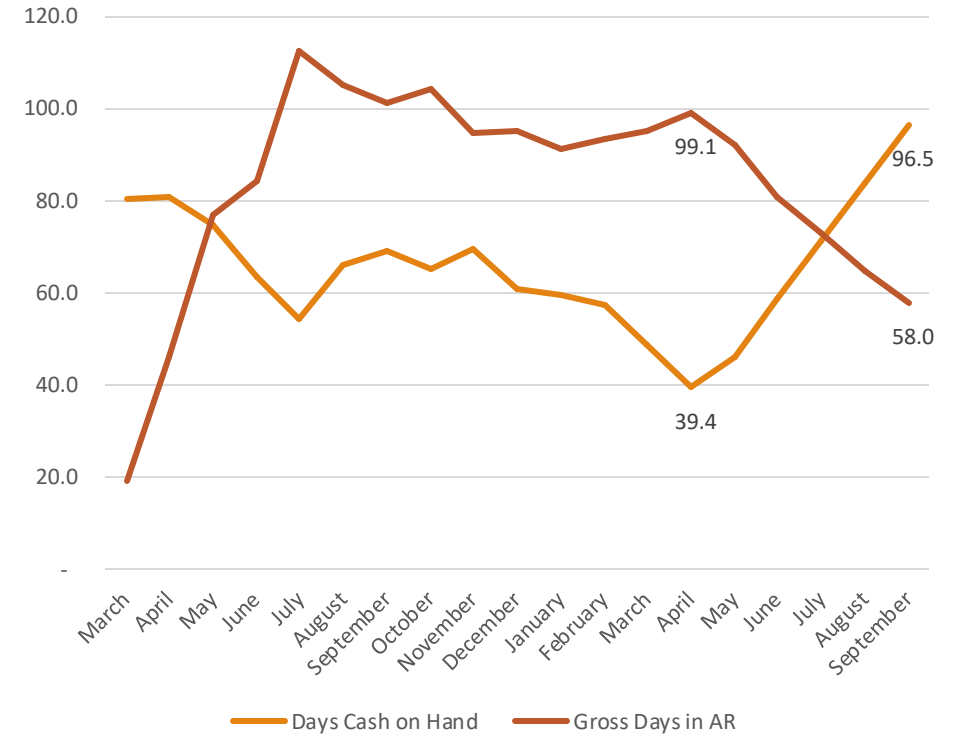


# Q3 Cash Outlook

## Cash Collections and Cash on Hand Projection



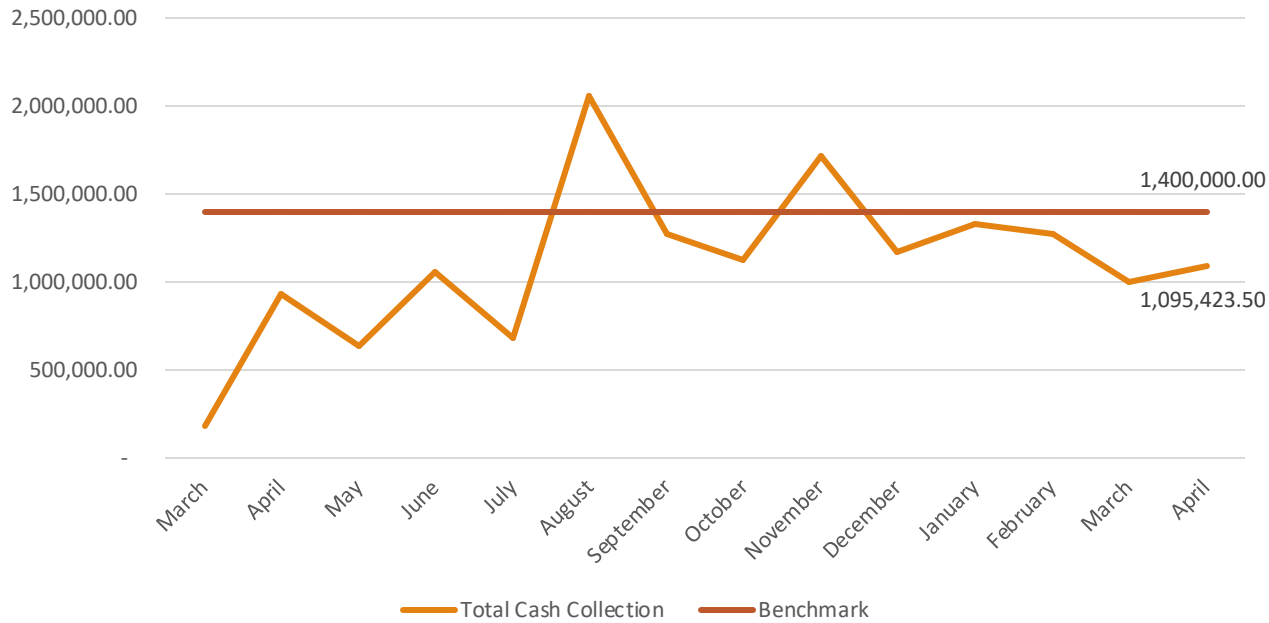
## Cash on Hand & AR Days Projection



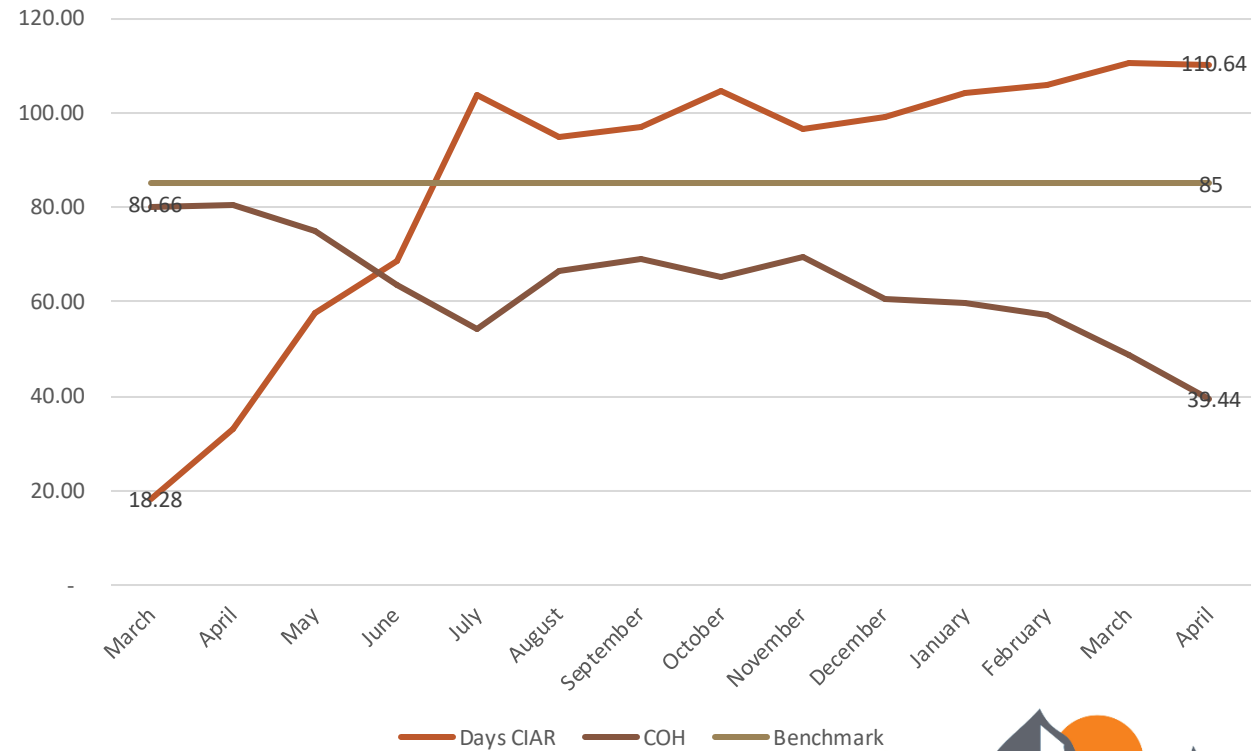


# Revenue Cycle Update

## Cash Collections - Meditech Only

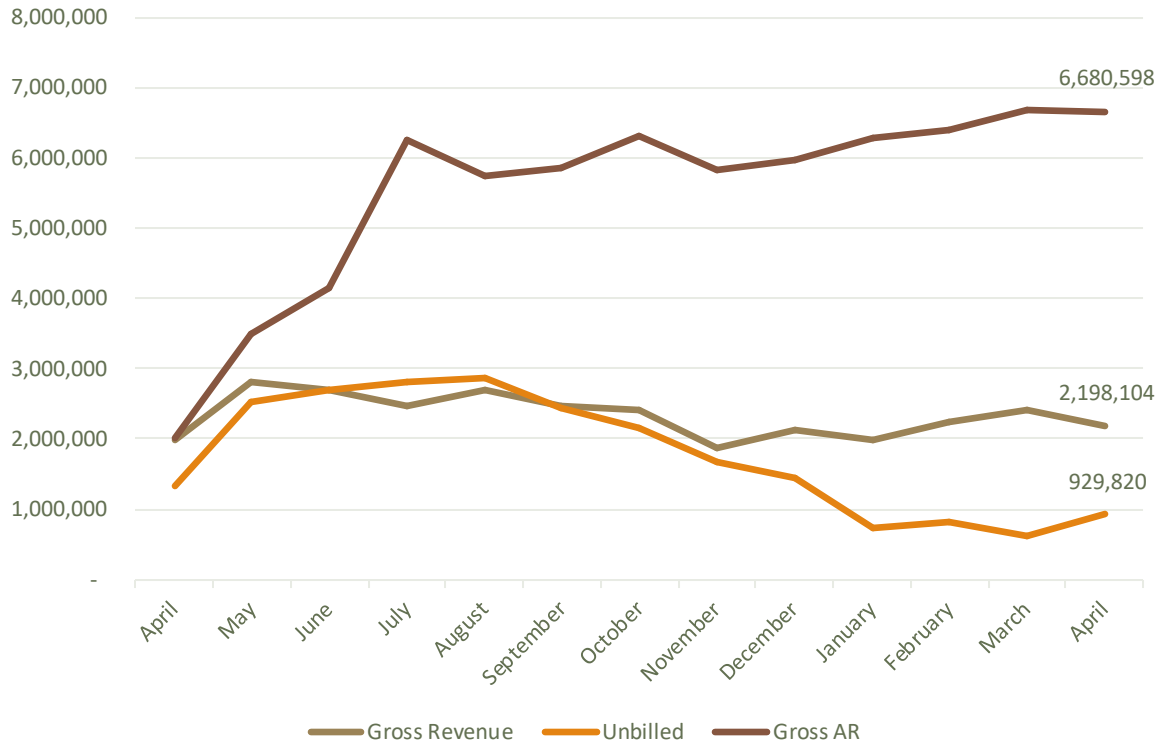


## Days Cash on Hand

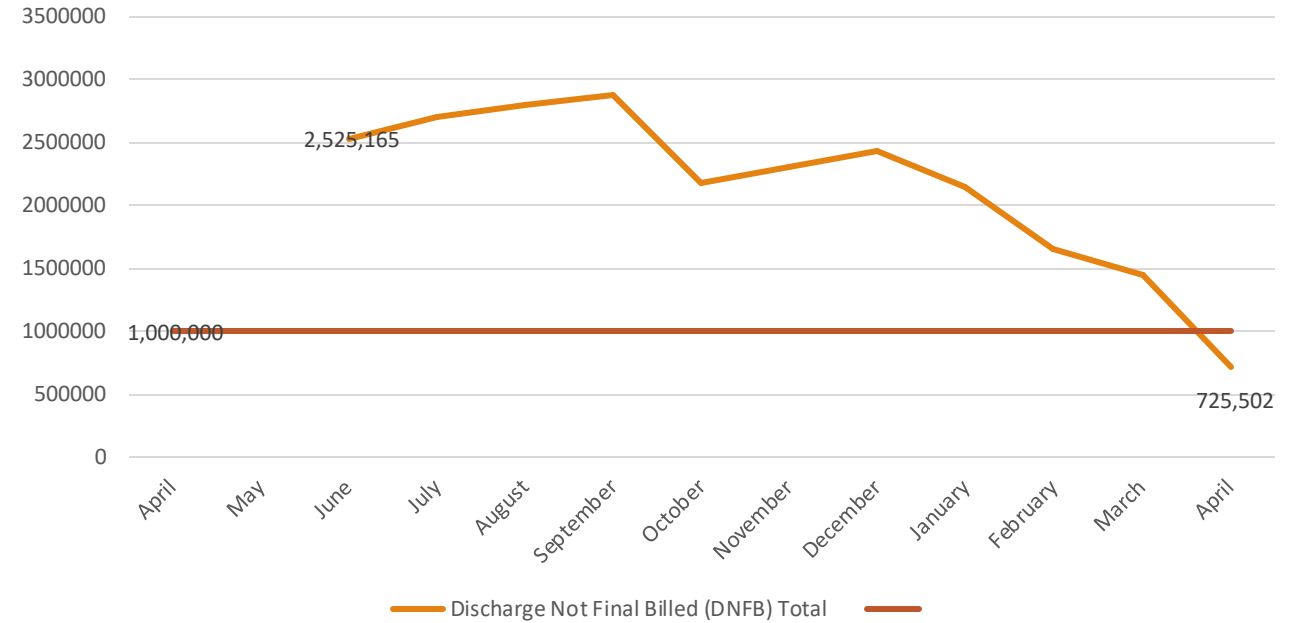


# Revenue Cycle Update

## Gross Dollars in AR - Meditech Only



## Discharged Not Final Bill \$ (DNFB)



# Medical Staff Report

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# CEO Report

**Quality/Safety:** by constantly holding ourselves to a higher standard.

**Integrity:** through honesty and respect.

**Compassion:** by providing a nurturing and caring environment

**Stewardship:** by utilizing our resources to their highest and best purpose.

**Teamwork:** by working together in a culture that promotes excellence.

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Jennifer Reed

May 28, 2024



# CEO

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## ➤ Follow Up

- Commerce Grant – Received funding!
- Rural Resources update – Had to wait for a prosecutor to be named for sign to sign off. Should get that this week. We have begun painting/wiring.
- Drugstore contracting – Fixed and all (I think) insurances have verified. Sent a statement to the paper, Facebook and our website.
- All staff meeting - agenda attached

## ➤ Coming Up

- Research into AI and how we can utilize innovatively
- 340b workgroup kicking off
- Implementing patient portal payment avenue for seamless transition
- Delegated credentialing
- MIH update



# People

## Employee engagement survey – Overall Score 68%

These employees may have enough motivation to get the job done, but their commitment to the work and the company is not optimal. While they may be open to learning, they may also complain or show disinterest in addressing issues or problems. This is the standard level.

### Highlights

Teamwork and General Satisfaction are high  
Sharing of finance and Safety are still a concern

### Immediate Actions

Communication Task force  
Fun with Finance in Data Dump



# Patients – Overall Satisfaction



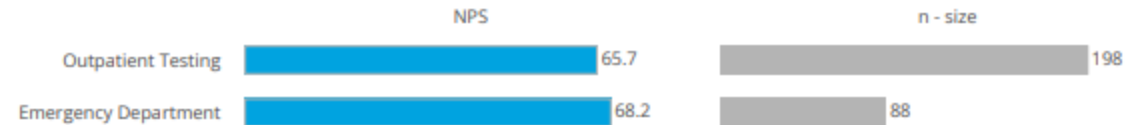
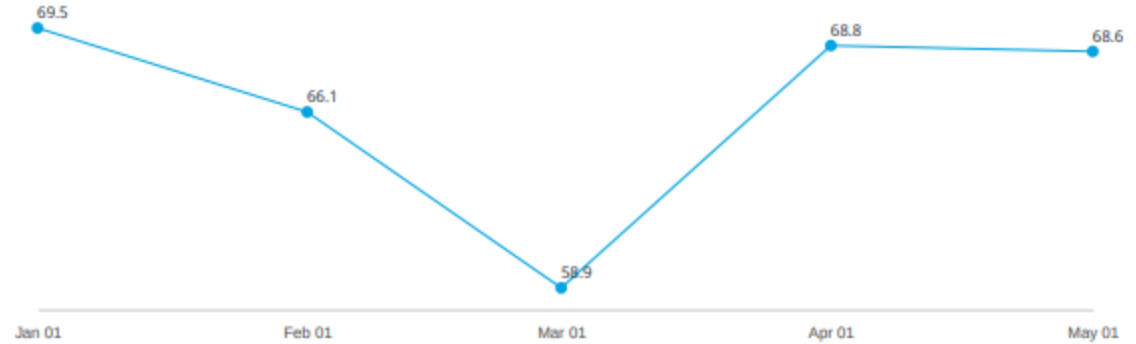
## Experience Overview

### Areas of Focus:

- Trust and Respect
- Registration Process
- Care providers spent time and explained things
- Informed of Delays and/or when to expect information

Net Promoter Score

66.4 n-size: 286



# Master Facility Plan

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- Finance - Infrastructure
  - ❖ Contracts – Questions and Answers
  - ❖ Resolutions (Attached)
  - ❖ Timeline





# CEO

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## ➤ Need to Know

- Community Relations and Outreach:
  - ❖ Rural Health Enterprise going strong. Starting a staffing company to provide Nursing, and interim executive staff to begin.
  - ❖ MIH/Healthy Ferry County – Feasibility presented by CFO
  - ❖ Spoke with WBP in Wenatchee. Update on rural health, the state of workforce issues, how can they help, and a robust Medicare/Med Advantage discussion.
- Payer Updates:
  - ❖ New Healthy Options plan for undocumented persons coming. This program has been identified as serving 13,000 patients, although 100,000 eligible people have been identified as qualifying.

## ➤ Q&As



