



BOARD OF COMMISSIONERS' MEETING

September 18, 2019, 12:00 p.m., in the Hospital Conference Room

Mission Statement

"To strengthen the health and well-being of our community through partnership and trust."

AGENDA

	Page(s)		
Call to Order		Nancy Giddings	
Quorum Established		Nancy Giddings	
Review, Amend, Accept Agenda		Nancy Giddings	
Introduction of Board, District Employees and Guests		Nancy Giddings	
<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 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	ACTION	Nancy Giddings	3-4
• Minutes 8/27/19 Board Meeting			
• Approval of Warrants			
• Financial Write-Off Report			
Correspondence		Nancy Giddings	
Rural Resources			
City of Republic			
Public Comments			
CNO Report & Quality Improvement and Compliance/Risk Management		Cindy Chase	5-6
Clinic Report		JoAnn Ehlers	7-8
Medical Staff Report		Dr. Garcia	
Safety Report:		Brant Truman	
CFO/COO Report		Brant Truman	9
Financial Report – to be handed out at the meeting		Brant Truman	
CEO Report		Aaron Edwards	10
Old Business		Nancy Giddings	
• Board QI Project			
• Facility Update			
• Health Foundation			
• Board Succession planning			
• Strategic Planning			

Board Representative Reports

- Finance Ron Bacon/Sarah Krausse
- Quality Improvement Sarah Krausse/DiAnne Lundgren
- Compliance/Risk Management Ron Bacon/Sarah Krausse
- Medical Staff Nancy Giddings/DiAnne Lundgren
- Credentialing DiAnne Lundgren/Nancy Giddings
- 1. Request for appointment of Courtesy Medical Staff privileges by telemedicine proxy for Integra provider:
Stephanie Simonson MD
- EMS Nancy Giddings

New Business

- Hot Topic Nancy Giddings
- Recap from the WSHA Conference Sarah Krausse
- Job Corp
- Date for Budget Hearing

Executive Session

Nancy Giddings

Open Session – Action, if applicable regarding executive session

Nancy Giddings

Adjournment

Nancy Giddings

**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.**

Next regularly scheduled meeting is October 22, 2019 @ 10:30 a.m. in the HUB Conference Room



Ferry County Health

BOARD OF COMMISSIONERS' MEETING

August 27, 2019

CALL TO ORDER: Chair Nancy Giddings called the meeting of the Board of Commissioners to order at 4:00 p.m. on August 27, 2019, in the Curlew Civic Hall in Curlew, WA. Commissioners in attendance were Nancy Giddings, DiAnne Lundgren and Sarah Krausse. Brant Truman, CFO/COO; Lee Jackson, Interim CNO; Cindy Chase, CNO and JoAnn Ehlers, Clinic Manager were present.

QUORUM ESTABLISHED: A quorum was present.

REVIEW, AMEND, ACCEPT AGENDA: A motion was made by Krausse and seconded by Lundgren to amend the Consent Agenda to add Easement Issue to old business. The motion passed unanimously.

VISITORS: Frank Jacobson, Rochelle Rodak, Nancy McIntyre, Cruze Thompson, Brenda Starkey

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

CORRESPONDENCE: Giddings noted 2 phone calls she received from patients.

PUBLIC COMMENTS: Community member noted there is nothing in the patient portal.

CNO/QUALITY IMPROVEMENT AND COMPLIANCE/RISK MANAGEMENT: Jackson reviewed the attached report. He noted the following:

- Reviewed safety and trauma report.
- Discussed recent survey.
- Our RN staff is full. Just hired 2 new RN's.
- CNA class will start in September.
- Skilled Swing Bed is doing well. Starting a one phone call admit system.
- Endoscopy routines reviewed.

CLINIC REPORT: Ehlers reviewed the attached report.

MEDICAL STAFF REPORT: Per Truman, the Swing Bed process has improved.

SAFETY REPORT: Truman noted the following:

- Sidewalk at the ALF is complete as well as the lower parking lot stairs.
- Operation safety plan to go to EOC.
- Room 6 in the Hospital is being remodeled to accommodate a larger patient.

CFO/COO REPORT: Truman reviewed the attached report and noted:

- Discussed insurance.
- New phone system will go live on September 10th.

FINANCIAL REPORT: Truman reviewed the attached July financials.

CEO REPORT: The Board reviewed the attached report.

OLD BUSINESS:

- Board QI Project: Tabled
- Facility Update: HVAC working well.
- Health Foundation: Frank Jacobson noted they are working on bylaws. They will be planning some fundraisers.
- Levy: Will take this off the agenda.
- Board Succession Planning: There are no current applications for the Keller position.
- Rural Resources: The Board asked for more information. This will be addressed at the Special meeting on the 18th.

ADJOURNMENT: As there was no further business the meeting was adjourned at 6:19 p.m.

Nancy Giddings, Chair

Date

DiAnne Lundgren, Secretary

Date



TO: Ferry County Health Board of Commissioners
 FROM: Cindy Chase, CNO
 Subject: CNO Report

MEETING DATE: September 18, 2019

As of September 16, 2019

<p>People</p>	<p>To be the employer of choice. To develop and support a culturally diverse, competent, motivated and productive workforce. To recruit and retain highly competent staff to meet the District's patient and resident needs.</p> <ul style="list-style-type: none"> • Nurse Staffing There has been steady progress in hiring nurses for the Hospital and Long Term Care. It is expected that the October schedule will have little or no Agency shifts awarded. We continue to have a bit of a NAC crunch and will utilize one traveler to help cover shifts. The NAC class is in full swing with 7 students. We have hopes this will take care of our staffing needs. • Workflow Evaluation We are close to hiring a permanent NAC for the 3 to Midnight shift. We are waiting for references and background checks to be completed. This position is instrumental in giving our LTC patients added support for care, keeping them safer and enable the staff to meet patient needs in a more expedient fashion. . Room 6 remodel is almost complete. The 2 new beds have arrived. A Swing bed process has been finalized and put into use by the staff.
<p>Quality</p>	<p>To lead the community that improves community health status and access to care. To provide quality healthcare that can be defined, measured and published. To enforce and invest in a pervasive culture of safety.</p> <ul style="list-style-type: none"> • Infection Control/ Employee Health Various policies are being reviewed including a new policy for Animal Bites, Isolation Precautions and cleaning rooms post discharge. From an Employee Health standpoint, communication is in progress to determine an onboarding process to bring new staff on more timely. A new check off process will ensure all tasks are completed and also will meet DOH standards should they come calling! • 7 QMM reports made in August. 2 patient falls, 1 HIPPA claim, 2 medication events, 1 patient behavior issue. 1 dietary complaint.
<p>Service</p>	<p>To provide an environment in which patients, families, providers and employees are highly satisfied. To provide an experience for patients that exceeds expectations in all areas of the District. To identify areas for improvement.</p> <ul style="list-style-type: none"> • Swing Beds. The revised process is in full swing. A dedicated phone and fax line to ease the way for providers to begin the process is fully functioning. One call will get the ball rolling as a phone line and fax line have been designated for the initial Swing Bed evaluation. With input from various departments, it will ease the way for determining if our program best meets the needs of the patient. • In process to enhance customer service is a process for a smoother hand off of clinic patients to the ED including a patient escort to the ED to avoid delay in care. JoAnn and I are teaming up to help improve communication between clinic and hospital staff allowing for improved service to our patients. JoAnn and I will meet frequently to work on this. • A new form for HIS has been revised to improve services for our patients. This will expedite communications with patients as well as ease the way to obtain services more quickly as well as identify who needs services.
<p>Financial</p>	<p>To be financially viable, to support advancing the mission and vision. To be operationally efficient. To offer value to payer and consumers.</p>

Growth

- We are actively soliciting quotes for a new Telemetry System, Fetal Heart monitor and a Bipap machine. There appears to be frequent hiccups with the current Tele system, the Fetal heart monitor is no longer viable except for heart rates and we do not have adequate respiratory equipment in the event our transportation helicopters, planes or EMS ambulances are unable to help due to weather conditions.

To be the healthcare provider choice for our community. To identify service growth areas. To market service programs to community and constituents.

CNO I have been busy getting to know the staff and conducting 1:1 visits with them to learn about their needs and assessments of their roles in the hospitals. I am happy to report that the staff like their jobs, and many comment on how well they work as a team. We have begun having our LPNs start IVs and are currently finishing up their required starts under an RN. This will take some pressure off the RN staff when blood draws, or IVs in the ED or Radiology crop up on short notice to improve customer service. We are eagerly awaiting the arrival of Charlie, the new Nurse Manager. He will bring an array of nursing skills and provide mentoring and education to the staff.



TO: Ferry County Health Board of Commissioner
 FROM: JoAnn Ehlers
 Subject: Clinic Report

MEETING DATE: September 18, 2019

As of September 11, 2019

People

To be the employer of choice. To develop and support a culturally diverse, competent, motivated and productive workforce. To recruit and retain highly competent staff to meet the District's patient and resident needs.

- Clinic staffing continues to have some hard days between illness and vacations.
- Clinic front office is down a person with one of the staff beginning the NAC class this week. Due to several setbacks, I have not had a new PRN in yet and now need a new full time as well. The PRN that was back to work on Mondays will not be able to stay with us long term.
- The opening for full time front office will be posted – and maybe I will have candidates by the time you read this.
- At the moment we are calling “all hands on deck” and I have asked all nursing staff to spare us some time to come out and help with phones, scheduling, and several know how to check in patients as well.
- Though this is temporary, I hope that many of the community members that only see the nurses in the back office might think it is a treat to see them out front. It might even prove to be useful to have nursing staff available for some questions and help.

Quality

To lead the community that improves community health status and access to care. To provide quality healthcare that can be defined, measured and published. To enforce and invest in a pervasive culture of safety.

- I am so HAPPY to share that the new phone system has arrived and should be in use by the middle of next week!! We shall see what a difference this makes. We may never have enough hands to pick up every call but at least we should be able to get everyone's messages.
- As winter is coming in. According to Maint. Dept, the Clinic will be due for a new coat of paint. I would like to change the color to something “soothing, calming, and which promotes wellness.” If you have ideas please share. What I have read so far says a blue will be best.

Service

To provide an environment in which patients, families, providers and employees are highly satisfied. To provide an experience for patients that exceeds expectations in all areas of the District. To identify areas for improvement.

- We continue to get all patients on the schedule to be seen as soon as possible. Any and all are welcome to come to me with ideas on ways to improve services.
- We are talking to Rad Dept. on how we might offer a more efficient system in getting our patients to tests. Adam actually brought this up and we will see what we can do.
- Mammogram bus is due on the 12th. They should have a good turnout.
- DSHS Mobile Team (without big van) will return to the Clinic on the 10th of October. We kept them plenty busy in August. This is the team for those that have Medicare and are low income. Anyone can come in and see if they qualify for help in paying their Part B premium and more. We will get an ad out for this soon. We will house them in the visiting provider side of the Clinic in patient rooms and reception area; this will be easier for our patients than it was to climb in and out of the van. No one complained but it was noted.
- Flu shots will be available soon for kids and adults that do not need the high dose. As soon as the first shipment for adults arrives we will get the news out and hold our first flu shot day in the Clinic lobby. We may offer blood pressures or something to add to the day. I have lots of goodies to hand out too.

- The high dose shots have been delayed for 4-6 weeks per the supplier.
- I cannot get more vision certificates until next year but that is around the corner. (I can only get 40 certificates per year.)
- The next Dental Van is not planned yet and may not be until next year. How often we do this will totally depend on volunteer Dentist availability.
- Dr. Kelley's Endo continues to fill in for at least one day per month at this time. Dr. Kelley has also taken over the MAT program in our Clinic.
- Dr. Garcia's US guided injection day also seems to fill just right each date so far. Dr. Garcia did get to have a first day with a scribe.
- Dr. Hsu continues with several patients a month.
- Dr. Hseih is ready for Wound Care referrals.
- Referrals have almost grown out of what one person can handle; but a lot of this is due to the issues with the changes in how we get things authorized. There has definitely been a huge delay in the process.
- That said, several of us watched a demonstration on what our Referral system in Centriq can do we are working to develop something we can use to cut a lot of confusion out of way. At this time it is difficult to keep track of so many patients' needs in limbo while we wait on response and appointments from specialty care. This system would help us track all that plus allow providers and nurses to check on and add notes to what is happening.

Financial

To be financially viable, to support advancing the mission and vision. To be operationally efficient. To offer value to payer and consumers.

- Medicare Wellness and Chronic Care Management are still big on my radar and I think we will be working to try out a couple of "test" patients soon and see what we need to do for sure. I would like to create our system so that we can make sure to have patients in as they are due to be seen and to get them going on the preventive care testing they are eligible for as well so that we are actually being part of keeping our community well and watched over health wise.
- Many of these folks may also qualify for Chronic Care Management so this can work hand in hand. Our patients need and deserve this and our providers can benefit from the assistance in keeping an eye on out for their patient's needs. The hard part has been getting this started.
- Clinic volume was up 127 in August 2019 from August of 2018. Our walk-ins were 117 at 12% of our total of 943 for the month. I feel we are doing a good job of making more appointments for people that call in rather than inviting them to walk in. Truly I do not know what the differences are from but I hope we are doing a good job in providing what our community needs.
- The Clinic providers are doing a good job of keeping the 8 am to 10 am times free for the ER block and the 4 pm close of walk in hours has not seemed to be a problem; at least I have not heard of problems.
- Volume-wise, we are already seeing a little flux of "busier" with the start of school and a bug or two already active and happy to be shared.

Growth

To be the healthcare provider choice for our community. To identify service growth areas. To market service programs to community and constituents.

- We continue to see new people moving to this area.
- I do not know if it is true, but we sure feel busy every day, all day long.

As Always, I respectfully submit this with thanks. JoAnn Ehlers



TO: Ferry County Health Board of Commissioners
 FROM: Brant Truman
 Subject: COO/CFO Report

MEETING DATE: September 18, 2019

As of September 15, 2019

People	<p>To be the employer of choice. To develop and support a culturally diverse, competent, motivated and productive workforce. To recruit and retain highly competent staff to meet the District's patient and resident needs.</p> <ul style="list-style-type: none"> • Attending Washington DC this next week for Rural Advocacy days. • Interim OT started this last week which is awesome. Still recruiting for a full time OT. • Additional support provided for Endoscopy to allow for breaks etc. • North Valley came to review our Pyxis set up.
Quality	<p>To lead the community that improves community health status and access to care. To provide quality healthcare that can be defined, measured and published. To enforce and invest in a pervasive culture of safety.</p> <ul style="list-style-type: none"> • Working thru prospective review of Medications. • Charge master training coming soon to allow staff to build a knowledge base.
Service	<p>To provide an environment in which patients, families, providers and employees are highly satisfied. To provide an experience for patients that exceeds expectations in all areas of the District. To identify areas for improvement.</p> <ul style="list-style-type: none"> • Concrete is complete at the ALF, looks really good and improved drainage provided. • Impressed with the level of care provided to our swing bed patients.
Financial	<p>To be financially viable, to support advancing the mission and vision. To be operationally efficient. To offer value to payer and consumers.</p> <ul style="list-style-type: none"> • Joined the Washington Rural Health Collaborative, it will allow us to save money on certain lab tests among other opportunities. • Working thru 2018 Financial Audit, will be presenting to the board during October board meeting. • \$115k coming shortly which is the remainder of our EHR incentive payment. • HVAC loan is paid in full, will start working on paying down debt related to the USDA loan. • Financial review of all new programs. • Time study around Medicare cost report working well. • Financial Statement Review. • Interim Cost Report Calculation to reserve for over reimbursement. • Working on RHC Reconciliation for 2014 thru 2017.
Growth	<p>To be the healthcare provider choice for our community. To identify service growth areas. To market service programs to community and constituents.</p> <ul style="list-style-type: none"> • MRI bus will be at the facility the 24/7 starting the first of October. Looking at offering cash prices to facilitate more volume. • Supply chain management opportunities being reviewed and addressed.



TO: Ferry County Public Hospital District #1 Board of Commissioners
 FROM: Aaron Edwards, CEO
 Subject: CEO Report

MEETING DATE: September 18, 2019

As of September 16, 2019	
People	<p>To be the employer of choice. To develop and support a culturally diverse, competent, motivated and productive workforce. To recruit and retain highly competent staff to meet the District's patient and resident needs.</p> <ul style="list-style-type: none"> • Nurse Manager Charlie Harding will start early to mid-October. • Will begin looking aggressively for a full time clinic physician. • Travelling to Washington DC for Rural Advocacy Days the week of 9/23.
Quality	<p>To lead the community that improves community health status and access to care. To provide quality healthcare that can be defined, measured and published. To enforce and invest in a pervasive culture of safety.</p> <ul style="list-style-type: none"> • New phone system should be in place 9/18. • Beginning work with Dr. Brauer and Garcia on provider "check-in's/reviews" and setting short and long term goals in the clinic.
Service	<p>To provide an environment in which patients, families, providers and employees are highly satisfied. To provide an experience for patients that exceeds expectations in all areas of the District. To identify areas for improvement.</p> <ul style="list-style-type: none"> • Pending study approval from the National Institutes of Health we will be participating in an OUD study (MAT, Addiction med, Pain Management) with the UW and UCLA. • Working with the City and Rural Resources re easement issues along Thorton Drive. • Locum OT has started and will be here at least through late November. • Made final additions to our County Multi Hazard Plan. The District is trying to become an "adopting entity" which would allow us to apply directly for federal grants for safety items (generator's, etc.).
Financial	<p>To be financially viable, to support advancing the mission and vision. To be operationally efficient. To offer value to payer and consumers.</p> <ul style="list-style-type: none"> • DZA Audit completed with follow up meeting coming in October. • Budget work starting with managers. • Key Bank HVAC loan has been paid off marking roughly \$1M in principle paid off year to date.
Growth	<p>To be the healthcare provider choice for our community. To identify service growth areas. To market service programs to community and constituents.</p> <ul style="list-style-type: none"> • October our MRI services should go full time.