

The Three Rivers Hospital Board of Commissioners called a regular meeting to order at 11:16 a.m. Wednesday, January 26, 2022. The meeting was held virtually via the Microsoft Teams platform. The presiding officer was Mike Pruett, Chair.

A quorum was present, including:

Mike Pruett, Chair
Cherri Thomas, Vice-Chair
Leslie McNamara, Secretary
Tracy Shrable, Member

Others present:

J. Scott Graham, Chief Executive Officer
Jennifer Munson, Chief Financial Officer
Shauna Field, Administrative Assistant
Jennifer Best, Business Development Coordinator
Chad Schmitt, Chief Information Officer
Dr. Ty Witt, Chief Medical Officer
Rosie Hartmann, Revenue Cycle Director
Jeremy Vandelac, Ancillary Services Director
Grace Gordon, Interim Quality Director
Terri Mail, Quality Director
Teresa Stout, Discharge Planning

Vision, Mission & Values

All took turns reading the vision, mission, and values statements.

Agenda

A motion was made by C. Thomas to accept the agenda as official; seconded by T. Shrable. Motion carried.

Minutes from Previous Meeting

A motion was made by L. McNamara to approve the December 22, 2021 Regular Meeting minutes; seconded by C. Thomas. Motion carried.

Consent Items

M. Pruett noted the payroll, vouchers, and Medical Staff applications as listed on the agenda. L. McNamara recused herself from approving the 01/20/2022 vouchers due to an invoice from Grover’s Building Supply.

Payroll Total:	Gross: <u>\$ 578,883.52</u>	Net: <u>\$ 411,004.46</u>
<u>12/12/21 to 12/25/21</u>	Gross: <u>\$ 284,130.46</u>	Net: <u>\$ 207,771.35</u>
<u>12/26/21 to 1/8/22</u>	Gross: <u>\$ 294,753.06</u>	Net: <u>\$ 203,233.11</u>

Vouchers Total:		<u>\$ 1,654,061.28</u>
<u>12/22/2021</u>	<u>094286-094341</u>	<u>\$ 291,032.24</u>
<u>12/30/2021</u>	<u>094342-094397</u>	<u>\$ 441,383.04</u>
<u>1/4/2022</u>	<u>094398-094398</u>	<u>\$ 202,833.00</u>
<u>1/13/2022</u>	<u>094399-094467</u>	<u>\$ 442,199.73</u>
<u>1/20/2022*</u>	<u>094468-094522</u>	<u>\$ 276,613.27</u>
Bad Debt:		<u>\$ 60,481.80</u>
Financial Assistance:		<u>\$ 52,059.61</u>
Medical Staff Applications - none		

A motion was made by C. Thomas to accept the consent items as presented; seconded by T. Shrable.
Motion carried.

Employee Spotlight

Rosie Hartmann, Revenue Cycle Director, oversees the business office and revenue cycle. She has been working with the staff to overhaul and improve system processes to increase efficiency with the billing cycle and better utilize our EMR system.

Foundation Report

J. Best presented the Foundation Report. The Foundation was awarded the grant from the Roots and Wings Foundation. Dan Webster is selling his business and so will have more time to spend with the TRH Foundation. They are working to set up a meeting with our grant writer, German Meza, to discuss ways to involve The Foundation with our efforts toward a new building.

Physicians Report

Dr. Witt presented the Physician's Report. He has changed his surgery schedule to once a month and is doing some remote clinic work. The EMR Steering Committee is on hold for now as CPSI has made many improvements in functionality and they are meeting with us weekly to address questions and concerns. The MedStaff bylaws have been updated and the monthly meeting will change to quarterly starting in March. A credentialing committee will meet monthly so there will be no delays in processing medical staff applications. We were awarded the contract with Chief Joseph Dam to perform their employee physicals. John Hurley is seeing patients and there are 60-70 employees who need to be completed by the end of February. We are considering moving to another radiology vendor.

Administration Report

S. Graham presented the Administration Report. The group discussed nurse staffing and concerns over coverage, staff COVID-19 exposures, and employee burnout. We have developed incentives for nursing staff to help with shift coverage.

Plan A Progress – We will need to increase our number of surgeries and swing beds in 2022 to cover expenses and breakeven. Quorum Health Resources is scheduled to be onsite next month for consultation on our swing bed program. We had less than 1M in revenue in January as winter months typically see a downturn in volumes.

Strategic Planning Board Retreat – The group discussed scheduling a strategic planning meeting in March or April. A poll will be sent out to determine the best day. Location to be determined.

WSHA Advocacy Days – S. Graham and L. McNamara attended the annual WSHA Advocacy Days and met with Rep. Steele, Rep. Goehner, and Sen. Hawkins to discuss legislative initiatives.

The clinic is undergoing its annual Rural Health Clinic survey today.

The group approved running another M&O levy for 2023. The filing deadline is May 13, 2022 for the August primary.

Lee Hemmer, Commissioner for Public Hospital District #3, would like to revisit the request to consolidate with our district, which would require a voter initiative in both districts to combine. To be discussed at the strategic planning meeting.

Break

A ten-minute break was held between 12:22 p.m. – 12:32 p.m.

Finance Report

There was no financial report for December while we finish year end reconciliation and journal entries to prepare for DZA's annual audit in February. R. Hartmann took time to discuss the improvements and changes in the business office. They have been focusing on cross training staff, using system processes instead of manual corrections, tracking claim statuses directly in our EMR, setting up electronic fund transfers, and verifying and adjusting claims before they go out instead of after they are returned for correction. Our accounts receivable days are 138. In October 2,439 claims were sent but only 714 (29%) went out clean. 1,725 (70%) claims needed correction. In December 1,888 claims were sent out with 907 (48%) cleared to payer. 981 (51%) claims were rejected. In December our clean pass acceptance rate was 96%. The clean claim rate is going up. There was no finance report, so no action needed.

IT Report

C. Schmitt presented the IT Report. The EMR Steering Committee has put a hold on exploring a new EMR to focus on CPSI and the betterment of the system. The progress has been substantial, and they are impressed with the response from the CPSI team. This saves us the money of implementing a new system and allows us to consider other investments. Chad is working on a cost perspective to invest in cloud services. They are also building a change management process.

Quality Report

G. Gordon presented the Quality Report. The Department of Health has accepted our plans of correction and closed their active interventions for us and our 2021 survey. We are working to complete the outstanding items and building long term monitoring processes. The citations are being included in our departmental quality improvement plans. As of yesterday, 98% of departments have submitted a quality improvement plan. Administration is focusing on improving patient satisfaction. A draft of our service recovery policy was presented to the board. The policy would allow us to provide \$15 service recovery cards in appropriate situations. A contract management system is being developed to help us stay in compliance with annual reviews. Quality improvement data will be reported on a quarterly basis. Corrective plans and tasks are reviewed by the Leadership Council. L. McNamara has been reviewing and approving policies and procedures on behalf of the Board. Dr. Witt has joined the Policies and

Procedures Committee on behalf of MedStaff. Grace will be assisting with the transition to the new Quality Director through March. The board was provided the 2021 data for safety events and feedback reports. There were 3 patient falls this month involving elderly patients, but no severe harm. The nurses are doing a good job monitoring to prevent serious injury. We are working to improve policy and procedure processes, reporting, and reminding policy owners of policies up for approval or review and eliminating duplicates and redundancy.

A motion was made by L. McNamara to accept the Quality Report; seconded by T. Shrable. Motion carried.

Marketing Report

J. Best presented the Marketing Report. Pre-recorded radio interview and ads are circulating for John Hurly. She is working with Dr. Dhillon to create more. She has been updating our websites and social media with COVID-19 and vaccine information. She is working on a short recruitment video, What I Love About TRH and on promotional material for masking and booster shots. The newsletter is complete, and the permits have been obtained. They will be mailed the first week in February. The permits will need to be renewed next year. The cost was higher than originally estimated, because we had more residents in the district and paper costs increased, so she is working on a new quote and researching different design templates for the next issue. She has been researching public record retention for social media and website data and the draft of our public records request policy is done. She is drafting press releases for travel testing and our new CNO. Scott gave an interview to KOZI on 1/10/22 to discuss misconceptions about the number of job ads we have in our local papers. She is working with Anita on education for the community about what each department does. 2022 parade participation will be 49er Days and the Apple Pie Jamboree. She is reviewing 2022 radio and newspaper ad costs and working on her budget. Healthline offers free interviews to us, and she will work with managers and board members to arrange those.

Old Business

Capital Improvements: We are continuing to work with the consultant and architect on a new building. The overall cost would be 50-60M and we are exploring potential ways to fund construction. A walkaround to assess office space was completed recently and we will be moving some departments and staff to other locations within the facility to better utilize our available space. The recarpeting project in the clinic is nearly finished, with only the lobby left. We continue to work on completing our DOH survey plan of correction items. The inspection of our medical gas system has been done.

New Business

Privacy Officer Candidate – Rosie Poole: We are required to have a privacy officer per federal law and HIPAA to make sure all the policies and procedures are in place to protect patient records. A motion was made by L. McNamara to approve the appointment of Rosie Poole, our current HIM Manager; seconded by C. Thomas. Motion carried.

Resolution 2022-01: Bond Transfer – An annual resolution instructing the county to transfer the bond payments from our general account to our bond account. This is the last year of our bond payments. A motion was made by C. Thomas to accept the resolution; seconded by T. Shrable. Motion carried.

Capital Items Budget – An additional request to purchase a biofeedback treatment machine for \$5,700 was made by S. Graham. A motion was made by L. McNamara to accept the capital items budget with the addition; seconded by T. Shrable.

Public Comment

L. McNamara discussed the new WSHA learning system for governance courses and credits. Past classes and materials are available on the website, as well as upcoming training opportunities. Course credit is automatically applied when done through the website.

Upcoming Meetings & Events

M. Pruett noted the upcoming meetings and events listed on the agenda.

Adjournment

A motion was made by C. Thomas to adjourn the meeting at 2:06 p.m.; seconded by M. Pruett. Motion carried.

Mike Pruett, Board Chair

Cherri Thomas, Board Vice Chair

Leslie McNamara, Board Secretary

Tracy Shrable, Board Member

ABSENT

David Garcia, Board Member