

# Three Rivers Hospital

## Board of Commissioners Special Meeting

June 30, 2015

Minutes

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The Three Rivers Hospital Board of Commissioners called a regular meeting to order at 8:03 a.m. Tuesday, June 30, 2015 in the Hillcrest Commons Area, 415 Hospital Way, Brewster, WA 98812. The presiding officer was Vicki Orford, Chair.

A quorum was present, including:

Vicki Orford, Chair  
Jerry Tretwold, Vice-Chair  
Mike Pruett, Member  
Cherri Thomas, Member

Others present:

J. Scott Graham, Chief Executive Officer  
Melanie Neddo, Chief Operating Officer  
Jennifer Munson, Chief Financial Officer  
Anita Fisk, Director of Human Resources  
Jennifer Marshall, Administrative Assistant  
Nicky Markey, Health Information and Quality/Risk  
Ty Witt, M.D.  
Tonya Vallance, Douglas Okanogan County Fire District 15 EMS Director

### Mission, Vision & Values

Board members took turns reading the mission, vision, and values statements.

### Agenda

C. Thomas motioned to approve the agenda as official, and M. Pruett seconded. Motion passed unanimously.

### Minutes from Previous Meeting

C. Thomas motioned to approve the May 26, 2015 minutes as presented. J. Tretwold seconded. Motion passed unanimously.

### Consent Items

V. Orford noted payroll and vouchers as presented on the agenda, and read the bad debt and charity care figures.

1. Payroll/Vouchers
    - a. Payroll total:

Gross: \$507,315.67	Net: \$346,383.69	
5/24/15-6/6/15	Gross: \$251,212.63	Net: \$170,515.98
6/7/15-6/20/15	Gross: \$256,103.04	Net: \$175,867.71

Employees: 103
Employees: 106
    - b. Vouchers total: \$1,314,196.17

5/28/15	76303-76357	\$342,914.43
6/4/15	76358-76406	\$149,515.56
6/11/15	76407-76439	\$297,675.91
6/18/15	76440-76483	\$202,845.91
6/25/15	76484-76524	\$321,244.36
    - c. Bad Debt: \$51,159.52
- Charity Care: \$12,002.31

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M. Pruett motioned to accept the consent items as presented. J. Tretwold seconded. Motion passed unanimously.

### Community Health Report

Shan Miller was unable to attend. She would like to work with the hospital in tandem with the Brewster Boys and Girls Club. V. Orford asked to invite two community members to future meetings. She would like invitees to send representatives if they can't attend themselves. Next month, she would like to address changing the time of a future meeting to the evening.

### New Business

Resolution 2015-4: S. Graham explained the reasons behind deciding to ask voters to approve a temporary one-year levy. In order to get the proposition onto the November ballot, it needs to be approved by the board and submitted to the county before August 4, 2015.

Administration hopes to use the levy for small but necessary capital improvements. The most immediate concerns are the roof and security. M. Pruett stated we could end up spending more in the long run to keep patching the roof. Moving the ER will incur some expense, primarily upgrading the HVAC system. Resolution 2015-5 was also introduced, to allow the hospital to ask voters for a levy lid lift that will run in the same election as the one-year levy. It's a permanent increase. The plan is to use the extra funds for bond payments to do more capital projects.

Both levies would raise about \$1.8 million, based on current property values. The temporary one-year levy will require a super majority vote, and the levy lid lift will require a simple majority vote.

Discussion followed exploring the pros and cons of both resolutions.

M. Pruett motioned to accept Resolution 2015-4. C. Thomas seconded. Motion passed 3-1. J. Tretwold voted nay.

M. Pruett motioned to approve Resolution 2015-5. C. Thomas seconded. Motion passed unanimously.

### Finance Report

There was a profit in May of about \$215,000. Staffing was managed well at 86 FTEs, which held steady even when volumes were up. Dr. Witt pointed out that more is being done with fewer people.

S. Graham noted this is the first time since he's been here that the hospital met its goal operationally.

As of this morning, warrants were \$1.76 million, and the hospital has -61.5 days of cash on hand.

Revenue as of this morning was \$1.6 million.

Starting tomorrow, the hospital will not receive any Medicare payments for the first 15 days of July.

Medicare does that because it's the end of their fiscal year.

J. Munson met with Moloney and O'Neill about malpractice renewal, and got quotes from Coverys and Physicians Insurance. The hospital will go with Physicians Insurance, which was the lowest quote.

J. Munson, M. Neddo and Jeremy Vandelac attended lean training at Virginia Mason Medical Center last week. She learned a lot and is excited to share it with the rest of the staff. M. Neddo spoke with Virginia Mason about possibly doing additional staff training, keeping in mind financial restrictions.

J. Munson reviewed the financial viability plan status.

J. Tretwold asked if the hospital has communicated more with Gebbers Farms. The clinic has provided on-site blood pressure checks and other services, and we're still exploring options. Dr. Witt is beginning to see more Gebbers employees. The clinic is getting busier.

Trish Butler will retire from the accounting department, so the hospital will seek to hire a controller.

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C. Thomas asked for an update on the Memorial Day urgent care clinic. Erica Hickson saw seven patients, so the hospital didn't recoup its costs but that wasn't the goal. People felt good knowing the clinic was there in case they needed it, but there weren't any serious issues.

M. Pruett left at 9:32 a.m.

### Foundation Report

S. Graham discussed with Dan Webster how the hospital can help the Foundation. The primary issue for the members is time. They're also struggling to obtain the 501c3 designation. S. Graham plans to attend their next meeting. They want to help with marketing and the levy propositions.

V. Orford suggested having co-chairs to split up the responsibilities.

### Physicians Report

S. Graham said Dr. Hanson chaired the last med staff meeting, which went well. They discussed the Coast to Coast transition and reviewed cases. No major issues came up.

### Administration Report

The legislature passed a budget, which the governor is expected to sign today. The hospital would not have been able to treat Medicaid patients if a budget didn't pass.

V. Orford asked about implementation of Press Ganey and Quantros. It has become clear we need to move forward on that because we can't get the same patient feedback data from HealthStream.

C. Thomas noted every hospital she has worked in used Quantros, and it's a great help in compiling data.

V. Orford asked about the red marker in the Left Without Being Seen chart. The staff tracks the difference between people leaving against medical advice (AMA) and other reasons.

J. Tretwold asked what the reasons are behind low patient satisfaction scores. M. Neddo and N. Markey found that some patients gave high satisfaction scores but still wouldn't recommend the hospital. The reason for that is unknown because the system isn't set up to collect patient comments.

The number of people who agree to take the survey is much lower than the actual number of patients seen, so if one person gives negative feedback it skews the results more dramatically.

The quality events chart shows where the greatest opportunities are for improvement.

M. Neddo explained the physician problem list for Meaningful Use. Documentation is much better.

Customer service training will begin in July. M. Neddo will send the class schedule to board members.

V. Orford thinks the May labor ratio looks really good.

The CT has been installed and is up and running. The medication review through telepharmacy began last week. There have been no wrong dose or wrong medication errors since switching to Omnicell. The errors that happen now are primarily due to timing of administering medications.

C. Thomas left at 9:57 a.m.

J. Tretwold asked if the person being hired to help promote the hospital is bilingual; she isn't.

Negotiations are underway with Terri Orford. V. Orford will recuse herself from any decision-making involving Terri because they're related.

### ICD-10 Preparation Update

N. Markey said staff is continuing to work out the bugs. Documentation is great. In quality and risk, she hopes to see event reports increase so we can make improvements.

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### Education

V. Orford shared some things she learned at the Rural Hospital Leadership Conference in Chelan last week, such as adding provider information and cost of services to the website.

### Public Comment

S. Graham thanked J. Marshall for the quality of minutes.

### Upcoming Meetings

V. Orford reviewed meetings on the agenda. The compliance meeting has been postponed to July 21.

### Adjournment

V. Orford and J. Tretwold adjourned the meeting at 10:18 a.m.

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Vicki Orford, Chair

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Jerry Tretwold, Vice-Chair

### ABSENT WITH PERMISSION

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Tracy Shrable, Secretary

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Mike Pruett, Member

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Cherri Thomas, Member