

**Southern Coos Health District
Board of Directors
Meeting Minutes
September 28, 2017
7:00 p.m.**

I. Call to Order

This regular meeting of the Board of Directors for Southern Coos Health District was called to order at 7:00 p.m. by Esther Williams, Board Chair.

Members Present: Esther Williams, Board Chair; Tom Bedell, Secretary; Carol Acklin and David Allen, Directors. **Administration:** JoDee Tittle, CEO; Robin Triplett, CFO; Megan Holland, MD; Rachel Beissel, CNO; Kim Russell, Executive Assistant. **Absent:** Brian Vick, Treasurer **Other staff present:** Amy Fine, Steve Raymond, Donna Reilly, and Katelin Wirth. **Public:** Joseph Bain, Amy Moss Strong, Jim Reilly.

II. Public Input

None.

III. Consent Agenda

Carol Acklin **moved** to approve the Consent Agenda including the August 24 Minutes and Foundation Report as presented. David Allen **seconded** the motion. **All in favor. The motion passed unanimously.**

IV. Staff Reports

A. CEO Report

JoDee Tittle presented the CEO Report. Board member Tom Bedell and Director of IT Mandy Calvert attended a recent SDAO/SDIS training. Southern Coos as a government entity and employer must abide by Special District and State of Oregon statutes. Of special note from the training was information provided about seeking contracts using a bid process. Meeting slides will be sent to all Board members. As a new Board member, Mr. Bedell was impressed with the amount of information reviewed. Southern Coos is in good standing but it is always important to review requirements. Esther Williams thanked both Tom and Mandy for attending. **Accolades and Input:** Copies of patient compliments and input were shared with the board, including a request to continue to provide television as an option in the waiting area. **Radiology Equipment Update:** Thank you to all who were able to attend the Radiology open house this evening. We received correspondence from the FDA granting approval to begin using the GE Pristina Digital Breast Tomosynthesis (DBT) System. The old CT was removed today. Special thanks Manager Rachelle Stickroth, Medical Imaging

Manager, for tracking budget and attending to the installation, and to IT and Engineering staff for demonstrated teamwork in the overall effort. **Tiered Huddle Roll-Out:** A no meeting zone has been initiated from 10:30 to 11:30 daily to allow leadership the time to participate in department huddles. Thank you to Katelin Wirth, the project lead, for coordinating the roll-out. Tier Two huddles with managers or a representative from each department began today and will occur daily at 11:00 in the main conference room. We will hold a mock huddle for the Board tonight. **Recruitment:** We are currently recruiting for Controller and Patient Financial Services Manager positions. Justin Cruz will join our team as the Laboratory Manager to start October 16, with prior experience from OHSU and the St. Charles Health System. Noel Pense, DO, started with us on September 19, providing hospitalist coverage and seeing clinic patients. We now cover the hospital 7 days per week. Shane Matsui, LCSW will begin tomorrow, September 29. **Outpatient RN Move:** Outpatient RN services have been moved to the north side of the hospital. The business office and IT will be moving into leased space in the adjacent Rauschert Building next to SWPT. Health Information Management (HIM) will be moving to the Foundation Building next to Patient Financial Services, with moves to be completed in October. **Carena Virtual Care Clinic:** A video demonstration of Carena virtual care will be shown later during this meeting. **Medical Staff Rules and Regulations and Bylaws Subcommittee:** A subcommittee of the medical staff including Dr. Holland, Kathleen Kelly, CRNA; and Maggie McLain, Hospitalist, plus JoDee Tittle, CEO and Stacey Thorsen, Compliance/Credentialing/HIM Manager, is meeting to review the medical staff bylaws and rules and regulations. Special thanks to Stacey Thorsen for her effort and skill-set contributed to the committee. **Staff Picnic:** The annual employee picnic was held on September 23rd at Bandon City Park. Thank you to Board members who joined us and Joseph Bain for his donation toward purchase of raffle gifts for staff and their children. **Cranberry Festival Parade:** Thank you to Dennis Jurgenson and the Engineering team for their work on a wonderful float for the Cranberry Festival. We look forward to more community involvement in the future. **Leadership Training:** On September 22nd the hospital held an offsite Myers Briggs leadership development training session focused on communication, motivations, natural strengths and areas of growth. Results show that we appear to have a very positive balance. This data will help us as we continue to develop our work on communication and team building daily and will have specific focused leadership development training on a quarterly basis. JoDee's commitment to the Board made during this training is to do her best to be timely with the monthly Board Meeting Packets. **September/October Staff Recognition:** In balance with providing care to our patients, we also wish to make the effort to recognize staff. Kalen Mills, HR Director, has developed a menu of recognition options for Managers to select from to best suit their unique department with a budget not to exceed \$20 per employee per recognition event. In September we recognized Environmental Services and Scrub Technologists. In October we are scheduled to recognize Healthcare Food Services, Emergency Nurses, Medical Assistants, Healthcare Facilities & Engineering, and Respiratory Care, all based on their respective national association's week of observance. A calendar for the year is being developed using this information and dates from the American Hospital

Association. **AHEC - Area Health Education Center:** JoDee has previously served as the Board Chair for Cascades East Area Health Education Center and has now been selected to serve on the AHECSW Board. With receipt of a new HRSA grant AHEC is turning their focus to medical students. JoDee is looking forward to serving and to opportunities to bring students to our hospital and health center. **Incident Reporting System-Healthcare Safety Zone - by Clarity:** Next week SCHHC will roll out a new incident reporting system to help us collect, organize, track, trend and provide follow-up on events such as falls that take place on our campus. These include patient complaints, employee injuries, as well as compliments and kudos, at a subscription cost of \$5,000 per year. **Orthopaedic Surgery:** South Coast Orthopaedic has expressed interest in working with SCHHC. Our surgical services team is working on potential scheduling. **Marketing:** JoDee had Dr. Holland and Dr. Baharloo join her at Rotary last month as her special guests after each had received recognition from the Western World Newspaper readership and editorial staff. Dr. Holland was awarded Best Doctor on the southern Oregon coast and Dr. Baharloo was chosen as Favorite Podiatrist on the southern Oregon coast. Breast Cancer Awareness Month in October was kicked-off today with the Medical Imaging Open House. A percentage of October Gift Shop sales will go to the Early Cancer Detection fund and JoDee is personally matching sales made during the Open House tonight up to \$1,000. **Discussion:** Carol Acklin congratulated Dr. Holland and complimented her on her positive attitude toward her patients.

B. CFO Report

Robin Triplett, CFO, opened her report with kudos to Scott McEachern for an update to the hospital website allowing patient bill-pay on-line. A review of the August financial report shows inpatient and swing bed days low, but outpatient areas of Radiology, ER, and surgical services all up significantly from prior month. Ancillary services were up 11.5% ending the month with a positive bottom line of \$65,423 and Year-to-Date at \$16,906. Net operating revenue was 10.2% above last year based on volume. Expenses were up 8.4% with new flooring in Radiology, coding software purchase, clinic coding audit, and medical respiratory equipment purchase. Days-on-Hand dropped to 84 but is still above new benchmark of 80. Average Days in Accounts Receivable was 61.9. Gross payroll was \$641,799 up 15% from prior year. Overtime was up with nurses picking up extra shifts helping to avoid expense of registry use which is a higher cost. Robin reviewed additional stats that may be found in the full printed report provided in the Board packet. The State Pool now has a balance of \$4.353M and the final payment of \$5,500 has been repaid to the Board designated fund.

C. Medical Staff Report

Dr. Holland presented the Medical Staff Report for the month of August.

Consideration for 60 Day Provisional Privileges:

Noel Pense, DO (Hospitalist)

James Tracy, DO (Allergist)
Hammad Qadir, MD (Nephrology)

Consideration for 6 Months Privileges Extended to 12/31/17:
Alexey Markeov, MD (Plastic Surgery)

Carol Acklin **moved** to accept the Medical Staff Report as presented. Tom Bedell **seconded** the motion. **Discussion:** Dr. Markeov to perform procedures at Southern Coos though he is not yet scheduled. **All in favor. Unanimous decision.**

V. Old Business

- A. Consideration to Approve Carena Virtual Care Agreement** – Amy Fine, Clinic Practice Administrator, presented a review of the proforma handout. The Oregon Association of Hospitals and Health Systems will provide grant funding up to \$45,000. Patient cost will be \$35 per visit. Memberships will be available to employers. Dr. Holland added this is an opportunity as a patient satisfier in place of urgent care. Dr. Holland also referenced the strict protocol required of covered virtual care visits, or the patient is referred to another level of care with no out of pocket expense if they were not able to be helped in that session. The business model was estimated to serve a conservative average of 300 patient visits the first year based on similar hospitals our size. The service may be used by anyone. Amy Fine will manage the service. The Board requested a report at the end of year one. Sample data will be provided to the Board. The Board insisted on evidence of vendor liability insurance and additional insured certificate and review by hospital liability insurance provider Chivaroli and Associates before proceeding with the contract. Dr. Holland repeated that the scope of service is very limited and included an example of similarity to face-to-face visits with the importance of how providers in person, or via virtual visit, listen to patient history to determine treatment. No narcotic drugs may be prescribed via virtual care.

David Allen **moved** to authorize hospital administration to proceed with a contract following action and review by Chivaroli and Associates as outlined above. Tom Bedell **seconded** the motion. **All in favor. Unanimous decision.**

B. Mock Tiered Huddle

Members of the Board and public moved to view a mock tiered huddle at the Environmental Services board, led by Katelin Wirth, Materials Management, Environmental Services and Nutrition Services Manager and Tiered Huddle project lead, then returned for JoDee Tittle to lead the Tier 2 Huddle in the main conference room, providing examples of information shared at department and then management level to facilitate

daily awareness and communication. Rachel Beisell, CNO, shared that this process allows nursing staff to be able to get answers and results more quickly and different shifts have ready access to current important information.

C. Employee Nomenclature

In follow-up to previous discussion regarding referral to staff as a factor in the culture of patient care facilities, to be referenced as “staff,” “employees,” or “caregivers,” JoDee reviewed informal survey data collected from an assortment of ASHRAA-member hospitals nationwide and Oregon hospitals. Nationwide the results were mixed, but within Oregon, 16 out of 28 hospitals surveyed are referencing employees as “caregivers.” The idea behind the movement of nomenclature change is to support and enhance a culture of patient-centered care in all hospital departments. The Board expressed concern about potential patient confusion. No action to be taken at this time.

VI. New Business

- A. Strategic Plan Proposal** – In follow-up to the recent Strategic Planning session attended by Board members, Medical Staff and Core Team members, JoDee shared a presentation on the next steps of vision and values statement development. JoDee sought board approval to seek input from employees using an on-line survey to distill a list value words from recent employee focus groups, to develop a value statement that is driven by employee input and will be something staff and others can remember, replacing the current lengthy and outdated version. An employee subcommittee to include one board member will review survey results and make a recommendation to present at the October Board meeting. The strategic plan mission, vision and values are based on the pillars identified at the planning meeting SWOT analysis of People, Quality, Finance, Growth, and Service, and includes the CHIP (Community Health Improvement Plan). **Discussion:** The Board supports this direction for identifying new vision statement and guiding values.
- B. Patient Satisfaction Surveys** – Sample survey letters from the new survey partner, ICAHN (Illinois Critical Access Hospital Network), were provided in the Board packet, are to be sent to random patients by ICAHN after care. Results will be provided in reasonable time as opposed to results from the former partner that were provided 15 months after care, allowing for more immediate attention to concerns and real-time tracking. A question was asked about response rates and follow-up with non-responders. JoDee will research this and report back to the Board.


- C. **Phreesia Demonstration** – Phreesia is the new clinic front office software that allows patients the option to pre-register from home on-line and update patient information in advance of their visit. Since going live, 144 patients have used the service and of those 16 checked in on-line, signed consent forms and updated personal information. Patient reviews have been mixed as they learn to use the electronic pads. Most satisfaction has been experienced by those who pre-registered on-line. It is PCI compliant and avoids HIPAA violations with non-verbal entry of information. Dr. Holland added that soon we will have patients checking in for 3 additional providers and this service will support efficiency and help reduce long lines. There is a patient satisfaction survey with weekly data compiled on Tuesdays providing rapid feedback.
- D. **Board Delegation of Authority Policy** – JoDee will be reviewing this policy and will send any edits for Board review.

VII. Open Discussion


Robin Triplett shared that so far the month of September appears to be a good month. Rachel Beissel gave kudos to Rachele Stickroth for her diligence with the Radiology equipment purchase and installation. David Allen expressed his delight that all department staff are receiving recognition. Carol Acklin is impressed with all the new equipment to support patient services. Tom Bedell concurred with David and Carol and shared that he enjoyed attending the employee picnic. Esther Williams gave kudos to ER doctor and staff, sharing a recent patient story about a 5-year-old who received good care in the SCHHC Emergency Department, was seen the next day by Dr. Markeov and is now doing well.

Adjournment

With no further discussion, Ms. Williams adjourned the meeting at 8:40 p.m. The next regular meeting of the Southern Coos Health District Board of Directors will be held on Thursday, October 26 at 7:00 p.m. in the Hospital Conference Room.



Esther Williams, Board Chair



Tom Bedell, Secretary