

**BOARD OF COMMISSIONERS
PUBLIC HOSPITAL DISTRICT NO. 1 OF PEND OREILLE COUNTY**

February 22, 2024

In Attendance: Commissioners: Lois Robertson, Susan Johnson, Melanie Kiss, Becky Walrath, Lynnette Elswick; Executive Officers: Merry-Ann Keane, Kim Manus, Joseph Clouse, Jenny Smith; Others: RaeLynn Wellman, Tina Batsch, Glenn Talmage, Nicole Kingery, Trina Gleese, Becky Dana, Rhi Drake, Theresa Johnson, Chris Emond, Sara Glazier, Lorrie Crumpler, Peter Ricoy, Jeremy Lewis, MD, Sonya Scaufaire

CALL TO ORDER:

Chairperson Robertson called the meeting to order at 10:00 a.m.

READING OF LEGAL NOTICE:

The regular meeting legal notice was distributed as required.

APPROVAL OF AGENDA / CONSENT ITEMS:

The Meeting Agenda, Auditors Reports and Uncompensated Report (Consent Packet) were approved via motion made, seconded, and passed unanimously.

Bad Debt/Charity: January 2024, inclusive District Write-off: \$ 194,493.78

APPROVAL OF PREVIOUS MEETING MINUTES,

January 25, minutes were approved via a motion made, seconded, and unanimously approved.

BUSINESS FROM THE AUDIENCE

Compliance Consultant Peter Ricoy and Compliance Officer Rhi Drake presented the quarterly report. Rhi advised compliance education has been done with the Board, all RN staff, managers and directors and medical staff. National Compliance week was celebrated in November. The contract with Ethico "Compliance Line" has been renewed to ensure we have access to anonymous incident reporting. She is working with IT to get both the phone number and weblink posted to the intranet. The following policy updates are in progress: HIPAA, conflict of interest policy and survey and gift and vendor management.

Joseph Clouse, CAO shared that the District has launched 4Disciplines of Execution. Senior Leadership determined patient satisfaction scores needed to increase. The Wildly Important Goal (WIG) for the District is to improve scores from 65% to 90% by December 1st. This process will get everyone involved. Staff is engaged from the MAs, front house staff to facilities. Their focus is "green and clean" ensure the grounds are kept clean, grass mowed etc. It was also mentioned that in the next four weeks two employees will transition to answer phones, so there won't be a phone tree from 8-5 seven days a week.

COMMITTEE REPORTS:

Chief Of Medical Staff: Dr. Jeremy Lewis, MD reported that on the clinic side things are going well. He commented that Express Care was a good addition and complimented Eric Renk as a provider.

Finance: CFO Kim Manus provided the Board with a public works project tracker. This provides status of all current projects. She also informed the Board that the current endoscopic camera is needing replaced. She explained the equipment is over 14 years old, has been breaking down and there are concerns with the integrity of the images. She provided a proposal for replacement and received preliminary authorization to negotiate. Kim will see if the new equipment can integrate with current software. The Board feels it is necessary to purchase a new machine due to the concerns of the integrity

of the current equipment. The Board provided preliminary authorization for Kim to proceed with negotiations and purchase after she confirms the software integration.

Chris Emond provided the financial packet reviewing preliminary data for December 2023 and January 2024. He advised January's operating revenues were \$72k higher than budgeted but offset by \$228k higher spending which was primarily driven by timing issues (quarterly and annual payments). This resulted in \$159k loss for the month, he reiterated this is not as bad as it seems. He also advised that new rates have been implemented at RMAC and RMV, will be able to see the impact of this later in the year. Jenny Cooper, Interim Director of Residential Care was complimented for her outstanding work. She reduced overtime from \$8,000 to \$3,000. She will continue to monitor overtime and should see more progress.

Kudos: Kudos from the community section has been added to the Board packet. Merry-Ann shared one comment directed towards a doctor and the ED resulted in celebration pizza lunch.

Quality/Performance Improvement - Rhi Drake reviewed the quality report and highlighted the year end patient experience score for likelihood to recommend. In 2023 there were 3,754 survey responses, the District overall likelihood to recommend score was 66.8% for Q4. In reference to Performance Improvement, she advised that all departments have begun the kickoff of 4DX for improving patient experience scores. PDSA instructions will go out soon, March will have a report and scope for the projects.

CEO Report – Merry-Ann explained her report, announcing a new CNO Benjamin Schultze has been hired and will start April 1st.

The strategic plan was handed out and reviewed updates and reminded years 3 and 5 will be completed through a working session at the end of March. In reference to “right person right role” she shared that Jennifer Johnston has excitedly accepted a newly implemented role as Clinical House Manager. She will handle all scheduling and staffing across the District. She will focus on overtime and gaps and in time we will have an internal float pool.

RMV/RMAC Jenny Cooper has made changes to schedules and staffing as identified by the external consultant. A DNS position has been posted. DSHS survey is expected next month to ensure contract compliance.

Charity Care – The new interpretation is in effect. Chris and Kim will be tracking this information and will keep the Board up to date.

ACTION ITEMS:

Motion made, seconded, and approved by all to formally approve the Dexa machine purchase that Merry-Ann emergency signed for as current machine has been down for repairs causing patients to be referred elsewhere.

EXECUTIVE SESSION

As permitted by RCW 42.30.110(1) (g), the meeting was moved to the Executive Session at 11:00 am for approximately a half hour to discuss legal matters.

RETURN TO OPEN SESSION

The Commission returned to Open Session at approximately 11:19 am.

**BOARD OF COMMISSIONERS
PUBLIC HOSPITAL DISTRICT NO. 1 OF PEND OREILLE COUNTY
February 22, 2024**

Per the recommendation of the Medical Staff Executive Committee, the Board of Commissioners approved the following privileges by motion made, seconded, and passed unanimously:

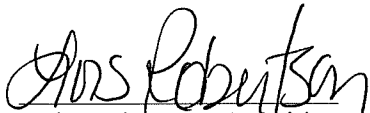
NEXT MEETING DATE

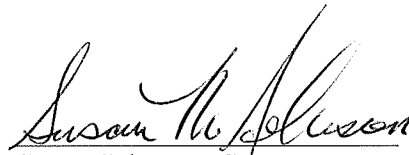
The next meeting will be on March 28, 2024.

ADJOURNMENT

There being no further business, the meeting was adjourned at approximately 11:20 am.

Minutes recorded by RaeLynn Wellman, Executive Administrative Assistant.


Lois Robertson, President
Board of Commissioners


Susan Johnson, Secretary
Board of Commissioners