

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

February 27, 2025

In Attendance: Commissioners: Lois Robertson, Susan Johnson, Melanie Kiss, Becky Walrath, Executive Officers: Kim Manus, Joseph Clouse, Others: Jenny Smith, Chris Emond, Casey Scott, RaeLynn Wellman, Rhi Drake, Tina Batsch, Cassie Wise, Alicia Bell, Melody Brown, Michelle Knight, Jane Tilley, Sara Glazier, Rachel Davis, Jessica Garza, Dalene Zieske, Theresa Johnson, Adam Wiltse, Vicki Beck, Cherie Banta, Roxeanne Huddleston, Trina Gleese, Don Gronning, Lane J. Berendt, Gail Berendt, Linda Neville, La Donna Jones, Beverly

CALL TO ORDER:

Vice Chairperson Johnson called the meeting to order at 9:01 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: February, inclusive District Write-off: \$ 398,921.93

APPROVAL OF PREVIOUS MEETING MINUTES:

January 30th, minutes were approved via a motion made, seconded, and unanimously approved.

February 14th, minutes were approved via a motion made, seconded, and unanimously approved.

BUSINESS FROM THE AUDIENCE:

Commissioner Robertson read a letter on behalf of Dr. Clay Kersting, sharing concerns about the potential change in use of the River Mountain Village building.

Lane J. Berendt, Gail Berendt, Linda Neville, La Donna Jones, Alicia Bell and Beverly shared concerns about the potential change of use to River Mountain Village building.

COMMITTEE REPORTS:

Finance: Chris Emond reviewed the January financial packet. January was at a \$1.1M loss. This is primarily due to prepaying contracts, subscriptions etc. for the year/quarter. Kim Manus, due to the Safety Net Assessment Program being on hold, the District did not receive the expected \$220K.

Chris Emond reviewed the total dollars brought in from surgeries by physician.

Revenue Cycle Report: Cassie Wise highlighted Gross Revenue reached \$7.15M. The second highest I have on record and well above our average of \$6.72M. Cash collections closed at \$4.19M. (Just under the cash expected based on December net revenue of \$4.25M, but over our average of \$3.98M) AR Days were reduced by 1 to 51.8 days. Aged AR dropped just under \$50K. Denials are on an upward trend for the second consecutive month ending January at 13.3% (The industry average is 10%, and best practice is 5%).

The team is continuing to focus on our 4DX goal of reaching 45 days in AR by the close of June 2025. Billing is working on their goal of noting and moving all accounts toward resolution at least every 45 days. Self-Pay (Patient Financial Counselors) are working on process maps for statements and self-pay collections to ensure we don't have any holes, and that proper communication is reaching our patients before they are eligible for collections. The goal is to offer account resolution options to patients well in advance of their accounts aging to the point that they will be eligible for collections.

Quality & Compliance: Rhi Drake shared there have been several kudos for Dr. McNamee, the clinic and ED. The Quality dashboard is being updated and will be presented at the next meeting. She explained there is now a net promoter score, this considers scores of 9 and 10, previously only captured scores of 10. ACU is still using HCAP scores per CMS requirements. These scores are for "likelihood to recommend". Leadership will receive education on the new portal, they will be able to review their scores regularly and in real time.

Strategy/Marketing/Community Engagement & Kudos: Jenny Smith advised there are good candidates for the Marketing & Foundation Manager position. The position will remain open until the right fit is found. It is early in the marketing season, there is a plan in place. The focus in 2024 was Express Care and Orthopedic Surgery.

Jenny went to Olympia to speak with legislation. She presented statistics to help them understand what the implications are on rural hospitals. She is expecting to receive in-depth updates soon. WSHA is asking for representation in DC.

Childcare FAQ is posted on the website.

The February PFAC meeting was cancelled due to member availability.

The Community Health Needs Assessment is almost done, hoping to present for approval in March.

The Iron Sommelier event was a success. The snack bag program received \$24K in donations.

Administrative Services Report: Joseph Clouse advised FTE and salaries are on track. Overtime is still a concern; processes are in place to help reduce. Director of Nursing Services has been hired; she starts March 10th. Sr. Financial Analyst and Express Care PA-C start Monday.

DOH approved Seeber's breakroom remodel. They will now have a breakroom. They will also have a space to create prepacks for residential care.

RMV is not getting inquiries – down to 30 residents.

We are reviewing the benefits, they increased 15%, (\$40K) for a one month period.

Clinical Services Report: Tina Batsch advised clinical areas have been busy. Express Care had a record number of 565 patients in January. Physical Therapy also had a record number of patients at 912 visits for the month.

Ultrasound will be available 7 days a week starting in March.

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CEO Report: Kim Manus discussed the CEO report. She is reviewing the updated WellCare contract. They have backdated to January 1st; she is expecting to sign this afternoon. The clinic has two pages of patients that have WellCare Medicare Advantage waiting to be notified we are in network.

Laura Noyes, PA-C, starts on Monday the 3rd on Express Care. A second interview is being coordinated with a Psychiatric Nurse Practitioner.

The stretchers have been ordered, they are 16 weeks out from when they were ordered. The wheelchairs are 12 weeks out. The Ultrasound to be purchased is the unit that was used for demo. Buying this unit decreased the price from \$167,975 to \$155,281.

After meeting with the Board Real Estate Sub Committee, it has been determined that a master facilities plan is necessary. Strategic planning sessions will start in April, they will be scheduled every two weeks to maintain momentum. Commissioner Walrath shared the architect has experience with rural hospitals and understands staging projects due to budget.

There has been a lot of feedback from the community about the discussions around day care in the RMV building. The District will hold community meetings once there are more answers available.

The Safety Net Assessment Program invoice for dues has been received. WSHA has advised members to hold off on payment since the program has not been approved yet.

Idaho Medicaid expansion may be reduced due to H138. This would impact a significant number of patients causing them to lose coverage. They would become potential charity care write-offs. This challenge contributes to needing to look at service lines that are not making money.

2024 Charity Care Write Offs were \$908,577; 53% of these Write Offs were attributed to out of state patients.

Discussions with Pend Oreille County Counseling Services, City of Newport, Sheriff's Office and the Prosecuting Attorney regarding crisis management of behavioral health patients are continuing.

ACTION ITEMS:

Motion to approve appointing RaeLynn Wellman as Public Records Officer was made, seconded, and unanimously approved.

Motion to approve organizational chart was made, seconded, and unanimously approved.

Motion to approve appointing Rhi Drake as the agent to receive official notifications as per RCW 4.96.20 (2) was made, seconded, and unanimously approved.

Motion to approve Resolution 2025-04 to surplus the mobile dart x-ray machine, two malfunctioning stretchers, the Getinge Washer and the ultrasound machine was made, seconded, and unanimously approved.

Motion to approve moving forward with the public works bidding process for the parking lot was made, seconded, and unanimously approved.

Motion to approve moving forward with the next steps to create a formal plan for the clinic with architects and engineers was made, seconded, and unanimously approved.

EXECUTIVE SESSION

As permitted by RCW 42.30.110, the meeting was moved to the Executive Session at 11:30 am for approximately half an hour to consider information regarding staff privileges or quality improvement committees under RCW 70.41.205

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RETURN TO OPEN SESSION

The Commission returned to the Open Session at 12:00 pm.

Motion to approve moving the March Regular Meeting to Friday March 21st at 9 am due to the CEO being at a conference, was made, seconded, and unanimously approved.

NEXT MEETING DATE

The next meeting will be on March 21, 2025, at 9:00 am.

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

Provisional Appointment – NHHS

Noyes, Laura Rebecca, PAC – NPI #1851060149 – 02.27.2025 to 02.27.2026

ADJOURNMENT

There being no further business, the meeting was adjourned at approximately 12:05 pm.

Minutes recorded by RaeLynn Wellman, Executive Administrative Assistant.

Lynnette Elswick, President
Board of Commissioners



Melanie Kiss, Secretary
Board of Commissioners