

Agenda

- 1. 6:00 - CALL TO ORDER**
 - a. Introductions as needed
 - b. Business from audience

 - 2. 6:05 - CONSENT AGENDA**– See separate Consent Agenda

 - 3. 6:07 -MARCH 20, 2015 SPECIAL MEETING MINUTES - APPROVAL**

 - 4. 6:10 – Executive Reports**
 - a. 6:10 – Quality Committee report – Brenda West
 - b. 6:30 – CEO – Renée Jensen
 - i. CEO report
 - ii. McCleary Clinic Update
 - iii. Legislative update
 - c. 7:00 – Finance – Will Callicoa
 - i. Financial summary
 - ii. Financial dashboards and statements
 - d. 7:20 – CMO report – Dr. William Hurley

 - 5. 7:35 – Commissioner Business**
 - a. Medical staff privileges
 - i. Kelly Lloyd, MD – initial appointment to Pathology
 - ii. Jean Carter, ARNP – initial appointment to Urgent Care
 - iii. Camilla Allen, MD – initial appointment to Pathology
 - iv. John Hoyt, MD – initial appointment to Pathology
 - b. Board Chairman motions letter discussion
 - c. Strategic plan process discussion
 - d. Old Business per Special Meeting
 - i. CEO Evaluation
 - ii. Resolution 2010-01
 - iii. Strategic Planning discussion
 - iv. Succession Planning discussion
 - v. Continued board training
 - e. Wrap up – Drew Hooper

 - 6. Executive Session - (RCW 42.30.110)**
 - a. (g) – review performance of public employee
 - b. (i) – existing or reasonably expected litigation

 - 7. Adjournment**
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EBITDA – Earnings before Interest, Taxes, Depreciation and Amortization

WWRHCC– Western Washington Rural Health Care Collaborative

Consent Agenda

A very useful technique involves the use of a consent agenda. The board agenda planners (usually the executive or governance committee, but occasionally the board chair with the CEO) divide agenda issues into two groups of items. The first are those items that must be acted on because of legal, regulatory, or other requirements, but are not significant enough to warrant discussion by the full board. Such issues are combined into a single section of the board agenda book; members review these materials prior to the meeting, and if no one has any questions or concerns, the entire block of issues is approved with one board vote and no discussion. This frees up a tremendous amount of time that would otherwise be squandered on minor issues. Any member can request that an item be removed from the consent agenda and discussed by the full board. The success of the consent agenda is predicated upon all board members reading the material in the consent agenda section of the board agenda book. If they do not, then the board becomes a veritable rubber stamp. The second group of agenda items are those important issues that require discussion, deliberation, and action by the board. These are addressed one by one.

Executive Session Justification

Executive Session is convened to discuss the following topics, as permitted by the cited sections of the Revised Code of Washington (RCW):

- Executive session (RCW 42.30.110)
 - (a) national security
 - (b) (c) real estate
 - (d) negotiations of publicly bid contracts
 - (e) export trading
 - (f) complaints against public officers/employees
 - (g) qualifications of applicant or review performance of public employee/elective office
 - (h) evaluate qualifications of candidate for appointment to elective office
 - (i) discuss claims with legal counsel
 - existing or reasonably expected litigation
 - litigation or legal risks expected to result in adverse legal or financial consequences
 - presence of legal counsel alone does not justify executive session
 - QI/peer review committee documents and discussions
- Final action must be in open meeting



BOARD OF COMMISSIONER'S WORK SESSION

Date March 20, 2015

AGENDA	DISCUSSION/CONCLUSIONS	RECOMMENDATIONS/ACTIONS/FOLLOW-UP
CALL TO ORDER	<p>2:05-CALL TO ORDER The special meeting of the Board of Commissioners of the Grays Harbor County Public Hospital District No. 1 was called to order at 2:05pm by Chair Drew Hooper.</p> <p>Present:Commissioners present:Drew Hooper,Amy Thomason,Chad Searls, and Gary Thumser. Louie Figueroa was excused.</p> <p>Also Present: Ron Holscher, Brent Meldrum, Joy Iversen, and Renee Smith.</p> <p><u>Business from Audience</u> None</p>	



BOARD OF COMMISSIONER'S WORK SESSION
Date March 20, 2015

<p>Commissioner Discussion</p>	<p>CEO Evaluation Want to have Executive Team 360 interviews done by Board members. Board only discussion. No need for consultant/facilitator. Make CEO Evaluation more objective where it can be, not subjective, and more of a quantitative type of evaluation. Midyear review, some sort of process throughout the year to give feedback to the CEO. Create a subcommittee to figure out this process.</p> <p>Resolution 2010-01 Amy sent out a copy of the "Board Delegation Policy" from Evergreen Hospital received via Ben Lindelkugel from AWPHD. Ben highly recommends this being use as a templet for other Public Hospital Districts and has been given permission to share.</p> <p>Board Norms Commissioner reviewed Board Norms document. No changes where suggested.</p> <p>Board Direction Board only retreats at least once a year, possible half day prior to Strategic Planning Retreat for team building. At Strategic Planning Retreat - Is a facilitator really needed? Couldn't Renee do this? Succession Planning discussion issued. Question- does anyone else think about this...YES!</p> <p>Continued Board Training Is there any other training available outside of WSHA? Suggestion, yearly-have a curriculum list be made available to board members of all continuing education available from different sources. Then, each commission can choose from list what they would like to do according to their interest and/or level of need. A</p>	<p><i>Drew will put this topic on the next Board Meeting agenda for discussion and we can then decide on who will be on subcommittee.</i></p> <p><i>Board members will read prior to next Board meeting.</i></p> <p><i>Drew will put on next Board meeting agenda to discuss.</i></p> <p><i>Drew will discuss with CEO and explain.</i></p> <p><i>Drew will put Strategic Plan discuss and Succession Planning discussion on next Board meeting agenda.</i></p> <p><i>Drew will inform CEO and CFO.</i></p>
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BOARD OF COMMISSIONER'S WORK SESSION

Date March 20, 2015

<p>Adjournment</p>	<p>budget will need to be developed, identified and divided by five.</p> <p>Board Packets Commissioners would prefer to have paper board packets mailed to them with papers hole punched and tab dividers. Binders available and placed at the Board table on meeting day. If board members would like to take packet with them after meeting they can, but leave the binders at the hospital. Commissioners can leave items in binder as a reminder to follow up on at next meeting. Binders will need to be labeled with each Board member's name. Also, Strategic Plan, acronym cheat sheet, Vision and Mission Statements permanently left in binder.</p> <p>The Board of Commissioners Work Session was adjourned at 5:10pm.</p>	<p><i>Drew will inform the CEO of these expectations.</i></p>
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Amy Thomson

RECORDING SECRETARY

Amy E. Thomson

BOARD SECRETARY



BOARD OF COMMISSIONER'S MEETING
February 26, 2015

AGENDA	DISCUSSION/CONCLUSIONS	RECOMMENDATIONS/ACTIONS/FOLLOW-UP
CALL TO ORDER	<p>6:00-CALL TO ORDER The meeting of the Board of Commissioners of the Grays Harbor County Public Hospital District No. 1 was called to order at 6:02pm by Chair Drew Hooper.</p> <p>Present:Commissionerspresent:Drew Hooper,Amy Thomason,Chad Searls, Louie Figueroa, Gary Thumser.</p> <p>Also Present: Kevin Klumper,Renée Jensen, Brenda West, Will Callicoa,Timothy O'Haver, Dr. William Hurley, Shannon Brear, Ron Hulscher, Joy Iversen, Carrie Wetzl, Shauna DePrato, Kathy Miller, Richard Armstrong, Kayla Carson, Tanya Weber, Renee Smith</p> <p><u>Business from Audience</u> None</p>	
CONSENT AGENDA	CONSENT AGENDA-SEE SEPARATE CONSENT AGENDA	<i>A motion was made by Chad Searls to approve the consent agenda; Amy Thomason seconded the motion and it was approved by a unanimous vote.</i>



BOARD OF COMMISSIONER'S MEETING
February 26, 2015

<p>SPECIAL PRESENTATION</p>	<p>Kevin Klumper from Dynamic Collections led a discussion about our current collections vendor, Dynamic Collections and how he started the company 25 years ago with one employee. He currently employs 91. He feels the growth is due to employee retention. They use an approach of reaching out to the patient before they reach bankruptcy stage. They offer payment plans and have 95% of the businesses in Grays Harbor and know their clients. Drew Hooper asked what the collection rate is. Kevin explained it is 20% if they can collect in the first six months, 16% after six month. The state average is 15%. Discussion followed.</p>	
<p>COMMITTEE REPORTS</p>	<p>Quality Committee Report-Brenda West</p> <ul style="list-style-type: none"> • See Quality Report for details • The DOH requires that we do a Quality Improvement Plan each year. Our plan focuses on different measures of quality to ensure that the work we're doing fits in with the buckets of work we are doing for the strategic plan. • Our volumes are higher and patient complaints have increased proportionate to higher volumes. Staff need to communicate with patients and let them know what is going on and not seemed rushed with the patient. There will be an in-service for staff on March 10th at 0700 and again at 1700 on "Improving the Patient's Experience". This will be mandatory for ED nursing staff but others are welcome to attend. • Renee Jensen commented that Brandon Smith is working on a "Shelter in Place" plan and policy that we will adopt for the District in the event of disaster. • Brenda commented that the Elma Police have been wonderful and arrive within minutes when we call them. They also patrol our parking lot when requested. • Changes to the dashboard for 2015 were shared. Drew asked that the key describing the measures be put in every board packet going forward. 	<p><i>Chad Searls made a motion to approve the 2015 Quality Improvement Plan. Louie Figueroa seconded it and it was approved by a unanimous vote.</i></p>

BOARD OF COMMISSIONER'S MEETING
February 26, 2015

Root Cause Analysis

- Joy Iversen took a course from Covery's on Root Cause Analysis. She is our designated RCA investigator. Joy explained how and RCA process works from start to end.
- Root cause focuses on process not individuals.
- Focus is on cause and not just treating symptoms.
- All employee back injuries require a RCA (required by state).

CEO- Renée Jensen

- See CEO Report for details
- Renee introduced our new COO, Tim O'Haver. He was selected out of a pool of over 60 applicants. He had an initial phone interview, an interview with the Executive Team and an interview with the Management Team. See board packet for biography. Tim is meeting individually with managers in the next couple of weeks to determine needs.
- Renee explained the delays with the nursing negotiations and mentioned the nurses are appointing a different attorney.
- Chad asked if he can get a copy of the contract as negotiated to date. Renee will work with Mike Brunet, hospital attorney, to see if that is something we can do.
- Praise to Will for his negotiating abilities to renew our contact with CBO .
- Building of shop, ladder to access the roof, IV pump replacement and a parking lot expansion will use the remaining funds and close out the USDA loan.
- Monies received for hosting CPAA will be invested back in to the Kelsey and Administrative Conference Rooms.
- Tim has put together a job description for a mental health ARNP. We will be looking to recruit this position as part of our delivery transformation work.
- Elma Pharmacy has expanded its Friday and Saturday hours by ½ hour on Friday and Saturday to align with Urgent Care clinic hours.
- Dr. Hank Wooden, DO and family practice will join us in the end of September.

BOARD OF COMMISSIONER'S MEETING

February 26, 2015

- As of March 1st, employees without proof of documentation that they have had their immunizations, titers, or declinations will not be scheduled to work.
- First owner's/developer meeting for the McCleary replacement clinic occurred this morning.
- Averaging 20 patients per day in Urgent Care. Hiring additional registration and front end staff. Would like to go full time with Urgent Care as soon as it is feasible. Looking at in-room scheduling.
- Thanks to Shauna DePrato and Renee Smith for separating the registration positions into registration, phone and scheduling positions. Staff are currently training and this change should go live on April 1st. This work will improve patient experiences, phone handling and provider satisfaction with scheduling accuracy.
- Informatics RN, Sherie Willan is working with Will Callicoa on site visits to hospitals that use Meditech and Epic.
- Working with ECG to develop some proposed financial models that will enable us to engage with purchasers around value based contracts and care delivery. This work is the next big step in our ACO work and we hope this will be a tool that can be used by other rural hospitals to begin to transform to community health management instead of episodic care and payment.

Finance-Will Callicoa

- See Finance Summary for details
- Will shared a press release from January 26th from HHS discussing the national shift to ACOs
- Kayla Carson gave a presentation explaining her Enrollment Assistant job and the various ways that she interacts with clients to assist in their enrollment in health plans.
- Celebration of life for Jerri Peckham will be Saturday, February 28th at noon at the Elma Grange – it is a potluck .
- Error log party tomorrow 2/27 at noon in Kelsey to celebrate days in A/R lowered to under 70.

BOARD OF COMMISSIONER'S MEETING
February 26, 2015

	<p>CMO Report – Dr. William Hurley</p> <ul style="list-style-type: none"> • See CMO report for details • New program in ED involves coaching of providers for patient interaction 	
<p>COMMISSIONER BUSINESS</p>	<p>Concern/Grievance/Complaint Policy</p> <p>Trustee Magazine Renee J asked the commissioners if they wish to continue receiving the Trustee Magazine monthly. It is \$55 per year. Commissioners felt it was useful and worth continuing.</p> <p>Resolution 2015-02 Compensation Limit This resolution sets the compensation limit for commissioners and officers who have a financial or beneficial interest in contracting with the district. Commissioners Drew Hooper, Louie Figueroa, Amy Thomason, Chad Searls and Gary Thumser and officers Renee Jensen, Will Callicoat, Brenda West, Lauri Bolton and Ron Hulscher signed disclosure letters which state no financial benefit or disclose any amounts received.</p> <p>Resolution 2015-03 Superintendent Compensation</p> <p>Medical Staff Privileges</p> <ol style="list-style-type: none"> i. Brianne Hoffman, PAC – initial appointment for Family Medicine, Urgent Care 	<p><i>Gary Thumser made a motion to approve Resolution 2015- 02 Compensation Limit. Louie Figueroa seconded the motion and it passed by a unanimous vote.</i></p> <p><i>ChadSearls made a motion to approve Resolution 2015-03 Superintendent Compensation. Amy Thomason seconded the motion and it passed by a unanimous vote.</i></p> <p><i>Chad Searls made a motion to approve Medical Staff privileges for Brianne Hoffman, PAC – initial appointment for Family Medicine, Urgent Care, Louie Figueroa seconded the motion and it passed by a unanimous vote.</i></p>

BOARD OF COMMISSIONER'S MEETING

February 26, 2015

Board retreat work session plan

Discussion on whether to use Rick Kramer as a facilitator for a board work session. The board decided no facilitator. This work session tentatively set for Friday, March 20th at 2pm at Elma Library. This will be a special board meeting with an agenda posted and be open to the public. Renee Jensen will share a document that Skip put together on open public meetings and work session definitions and help draft the agenda items that Shannon will prompt commissioners for.

Process for QI follow up

There was discussion requesting that outcomes of patient complaints come back to the board. Brenda suggested we list them in the month they are resolved. Brenda to make this change for reporting to the board. The dashboard will continue to measure the number of complaints by month.

Resolution 2010-01

Amy expressed a desire to review Resolution 2010-01 that defines the authority of the Superintendent to sign contracts. Amy was not present for the meeting where the resolution was passed. Amy requests copies of the resolution and RCWs be sent to board members along with internal policies and controls related to the subject. Drew requests they look at what standard practices are for public hospital districts (PHDs) for entering into contracts and purchasing agreements and investigate best practices. Ben Lindekugel at the Association of Washington Public Hospital Districts (AWPHD) would be a great resource. Amy will contact Ben. Discussion tabled for now.

Commissioner Rounding

Commissioners wanting to round on hospital employees will contact Renee Jensen with the area they want to round in and Renee will put commissioners in touch with the department managers.



BOARD OF COMMISSIONER'S MEETING
February 26, 2015

	<p>Organizational Chart E-Team is still defining rolls for executive team and reporting structure. A copy of the organization chart will be distributed when it's updated.</p> <p>Dress Code Changes Renee Jensen explained that the policy has not changed. Registration and business staff do not wear scrubs. Only clinical staff are permitted to wear scrubs per our policy.</p>	
EXECUTIVE SESSION	<p>Executive Session - {RCW 42.30.110} Quality - QI/peer review committee documents and discussions (g) review performance of public employee/elective office</p>	<p><i>Gary Thumser moved to adjourn the meeting for Executive Session. Amy Thomason seconded it and it passed by a unanimous vote.</i></p>
ADJOURNMENT	<p>The meeting was recessed at 9:42pm and convened at 9:50pm for Executive Session. Executive Session was adjourned at 11:00pm and the Regular meeting reconvened with no action. The regular meeting was adjourned at 11:01pm</p>	<p><i>Chad Searls made a motion to adjourn the meeting; Amy Thomason seconded it. The motion carried by a unanimous vote.</i></p>

RECORDING SECRETARY

BOARD SECRETARY