



GOVERNING BOARD MEETING

MAY 24, 2018

12:00 PM

DIRECTORS PRESENT:

John Woodland, District Director, Chair
Peggy Temple, District Director, Vice Chair
Gary Woodson, Corporate Director
Carol Billadeau, District Director, Secretary/Treasurer
Laurie Johnston, County Commissioner, Ex Officio Officer
Sue Hazlett, District Director
Pat Metzger, District Director
Anita Parkin, District Director

DIRECTORS ABSENT:

Chris Rodgers, Corporate Director
Dr Stephen Tahta, Corporate Director

OTHERS PRESENT:

Ron Gleason, CEO
Cliff Case, CFO
Stacy Conrow-Ververis, HR
Mitzi Francis, Executive Assistant
Jenifer Mitchell, DON
Monte Turner, Emergency Preparedness/Patient Satisfaction Coordinator

PUBLIC PRESENT:

Leona Crichton
Diane Magone
Kevin Valerio
Steve Tull

Pre-Board Meeting Education

12:00 pm – Employment Q & A – Katie Mahe, Garlington, Lohn & Robinson
Katie presented information on pre-employment questions, confidentiality and conflict of interest.

I. Call to Order/Establishment of Quorum

This meeting was called to order on Thursday, May 24, 2018, at 12:23 pm by John Woodland, Board Chair. A quorum was established.

II. Public Comment

Diane Magone stated that I-185 computer training will be held May 30th. If anyone is interested, they can contact her. John briefly discussed what I-185 is.

Kevin Valerio is a disabled veteran who uses the hospital. He and his wife both agree that this hospital is a great benefit to the community. Ron helped him with the VA. He also mentioned that many employees have let Ron down. He alluded to a surgery his wife had in 2015. He stated that the proper wheelchair equipment was not used to for his wife's knee surgery. He asked this Board to work together to get quality patient care here. John asked that we make sure that wheelchair extensions are available. Orders from other facilities are important to review.

III. Approval of Minutes

In the Minutes of April 26, 2018, the following corrections were asked to be made:

Under item 1 of the Public Comment section, Pat asked that the sentence stating: "John stated that they are for items over \$20,000" be changed to read that "Cliff stated that..."

At the end of the second paragraph under "CEO Report", Pat asked that the last sentence be clarified to read: "Deb stated that athena claims are being sent out."

Peggy asked that Emily Park's name be correctly spelled in the fifth paragraph of the CEO Report. It doesn't have an "e" at the end.

Peggy also stated that in Section F, Wellness Committee, the last sentence is not a complete one. It was corrected to read: "The Hospital Hikers are busy with their hikes."

Anita made a motion to approve the Minutes of the Board meeting dated April 26, 2018. Carol seconded the motion; motion carried.

Regarding the Special Board Meeting Minutes of May 15, 2018, Anita stated that she abstained from voting on Peggy Temple's appointment but didn't say anything. This does not warrant a change to these Minutes.

Sue made a motion to approve the Minutes of the Board meeting dated May 15, 2018. Peggy seconded the motion; motion carried.

IV. Mineral Community Hospital Reports

A. Medical Staff Report – Dr Pafford

None

B. CEO Report – Ron

See attached. Ron stated that bills are currently being sent out daily in the new athena system. Representatives were here Tuesday and Wednesday. Conversions are always difficult, but good progress is being made.

The new telehealth unit was demonstrated at the Health Fair, but we were very disappointed in the attendance. It was decided that the Health Fair will not be scheduled next year.

Regarding Medicaid Expansion, John and Diane were at the Health Fair gathering signatures. From House Districts 13 and 14, 500 verified signatures will need to be collected. This will be the only opportunity to stop the sunset of Medicaid Expansion.

Ron had a conversation with Pat Todd, who provided an estimate of costs for the roof replacement. Ron also talked with Brian Nelson of DPHHS who oversees projects for hospitals. Plans must be drawn up and submitted electronically prior to construction to DPHHS Construction Review. Once DPHHS and Brian Nelson approve the plans, construction can commence. There will be three phases of the project, the most important of which is review of compliance. The current roof is made of a material that was manufactured by a company that is now bankrupt due to so many lawsuits.

The Monida Shared Imaging Board met on May 14th. The purpose of the meeting was to bring on new members. MSI now has two mobile MRIs. The new MRI comes here. We currently have a 10% ownership and the new memberships didn't affect ours at all. This was a very good investment for us.

Replacement of Imaging CR Reader – The current reader is an XP-based machine. It must be replaced or upgraded. This will be discussed later in the meeting.

The cost of purchasing of a lab analyzer would be approximately \$14,000. Sara has been working with Siemen's and has the cost down to approximately \$10,000. The Foundation will discuss at the next meeting contributing to the purchase of this piece of equipment.

Ron mentioned that a few months ago, Dr Pafford invited Board members to attend Medical Staff meetings. Ron asked Katie Mahe about this. Katie strongly discourages this. Carol stated that she attended one of these meetings and knew right away that they were talking about medical issues that she didn't understand.

Ron attended the Finance, Board and CEO MHA meetings. Dick Brown from MHA will be here on June 26. Ron will send out an email when he knows what time Dick will be here. Dick will be retiring in 2019.

Carol made a motion to approve the CEO Report. Gary seconded the motion; motion carried.

C. Financial Report – Cliff Financials

Cliff's financials are difficult to pull together with two systems. John asked if cash is starting to come in. Ron stated that we are getting some payments.

Addresses had to be changed for all insurance companies since the change to athena. Approximately \$200,000 has come in during April. Cliff mentioned that April and May have been very slow.

Ron presented hospital indicators.

Diane Magone asked if outcomes of outpatient surgeries are good. Ron explained that they are, as surgeries are done with scopes, which are less invasive to patients.

Carol made a motion to approve the Financial Report. Peggy seconded the motion; motion carried.

E. Corporate Compliance - Cliff

A compliance check on our financial assistance policy has been completed and all information has been reported to the IRS. Also, Cliff handed out Minutes from the UR Committee. Cliff provided further clarification on Item 3. John provided explanation on why Corporate Compliance is on the agenda now. He stated that the copy of the Minutes in the packet contained a patient's name, which is a HIPAA violation. The HIPAA Compliance Officer will be notified.

Peggy made a motion to approve the Corporate Compliance report. Anita seconded the motion; motion carried.

D. Business Office Report – Deb/Jenifer

Implementation of athenahealth

Jenifer reported that the clinical side of athena is going well. She spent several hours last week creating documents for long-term care patients. athena was here this week and they worked on Central Supply/Purchasing. Bar scanners are used, but only in real time. The system assigns tasks to specific users and will leave notes if something is incomplete. Jenifer explained how bulk medications are bar-coded and administered.

Carol made a motion to approve the Business Office report. Anita seconded the motion; motion carried.

F. Human Resources Report – Stacy

Wellness Committee

There was a lunch & learns for stress relief hosted by Laurel Chambers. Anndenia Heyer also hosted a lunch & learn on essential oils. An employee survey was done in November and the information taken from that created the Wellness Committee's strategic plan. People are enjoying the burst circuits and the gym.

Anita made a motion to approve the Human Resources report. Gary seconded the motion; motion carried.

G. Quality Assurance & Performance Improvement Committee – Jenifer

A trauma patient came in week before last to the ER and was sent to Spokane. When he was rescanned there, significant fractures were noticed. The radiologist initially took blame for the read, but it did change policy. The radiologist only read the soft tissue scan, not the skeletal, which are both sent. Medical Imaging Associates (MIA) went through their QA process. The patient arrived in Spokane safely and no further injury was incurred. Education occurred in both our facility and MIA's.

Other projects continue to be worked on.

Regarding incident reports, a nurse was pinched by a pediatric patient prior to surgery. For staffing, a per diem nurse is being hired from Spokane. One of our traveling nurses, Ted, is considering coming here.

Gary made a motion to approve the Quality Assurance & Performance Improvement Committee report. Peggy seconded the motion; motion carried.

H. Emergency Preparedness – Ron

See attached. Ham radios are being put together. The antenna will be put up soon. The exercise with Clark Fork Valley Hospital went very well. The Spring Conference at St Pat's was not well attended. Hot water tank training (for decontamination) continues.

Anita asked about the lab work for the health fair. A bill was received for the full amount even though they paid the discounted price. Those bills can just be ignored. Peggy asked if those people can be notified that the bills can be ignored. Jenifer will talk to Deb about this next week.

Peggy made a motion to approve the Emergency Preparedness report. Anita seconded the motion; motion carried.

V. Other Reports

A. Foundation – Ken Vandehey, Foundation Board Chair/Ron

The Foundation event with Dr Hal Stearns was a success. Approximately 80 people attended. Raffle tickets are being sold through the car show and fair time. The Foundation will be selling hamburgers, vikings, corndogs, deep-fried Oreos and pickles at the car show. The golf tournament will be held September 15th. Approximately \$200 will go to the Foundation from the book fair which was held last week.

Peggy made a motion to approve the Foundation report. Carol seconded the motion; motion carried.

B. MRHC & PHC-MI Report – Ron

John reported that MRHC had a brief meeting recently. Partnership Health Center provided them with numbers, which showed a huge drop-off in patients in April. One of the next things MRHC will need to do is change their 501(c)(3) status.

Ron received an email earlier this week from eClinical Works and Jody Faircloth. They are ready to work with athenahealth to get their interface in place. There will be no charge on our side. It will cost PHC approximately \$5,000 to accomplish this. Ron feels that their volumes are way down.

Peggy made a motion to approve the MRHC & MCH-MI Report. Gary seconded the motion; motion carried.

VI. Board Committee Reports

A. Customer Satisfaction Committee – Carol/Monte

See attached. The health fair and lab draws were not as successful as in years past. The idea of doing lab draws in patients' birthday months is being discussed. Cory is remodeling our fair booth. Backpacks to school will also be discussed in the coming months.

Sue made a motion to approve the Customer Satisfaction Committee report. Gary seconded the motion; motion carried.

B. Professional Affairs Committee – Gary

➤ Privileges Request

Michael L. Wynn, DO (Providence)

Amit Kansara, MD (Providence)

Michael S. Enslow, MD (Medical Imaging Associates)

Scott J. Parker, MD (Medical Imaging Associates)

Stephen R. Preece, MD (Medical Imaging Associates)

Since the Medical Staff meeting on Tuesday was postponed, temporary privileges were granted to these providers. They will be on the agenda next month.

VII. Unfinished Business

A. Review of Strategic Plan – Ron

See attached. Access to NextGen may be extended through December 31. John asked about the drop in patients from St Pat's. Jenifer stated an example where there was one patient who needed more care than we could provide, so he couldn't come here. Local patients who need placement will most always come back here. John asked how patients are transported who need appointments and other specialty services. Anita stated that years ago patients were transported by ambulance for diagnostic services. Ron stated that we tried a semi-uber program, but that didn't work. There is a transport service for cancer patients, and the Pioneer Council is another option.

Carol made a motion to approve the Strategic Plan. Peggy seconded the motion; motion carried.

B. Roof Replacement – Ron

See attached. CTA's proposal is \$35,000. The roof may last through next winter. The soonest they want to bid this is later in the year. Contractors are very busy now and their prices would be very high. Anita asked if this is for a flat roof. Ron stated that it is. The cost would be doubled if it was trussed. Code will

require additional insulation. It is a requirement that the State have plans prior to construction. Money for this will come out of the regular budget. A substantial amount of money was set aside (from the bed tax) that was put into our savings account, but this will be something that will need to be paid for or financed. Financing the entire construction will be discussed in detail later. Ron will attempt to get grant funds (\$15,000 at most) from the Montana Finance Authority. Pat asked how long this bid is good for. There is no date on it.

Anita made a motion to approve the professional services offered by CTA Architects Engineers. Sue seconded the motion; motion carried.

- C. Other
- None

VIII. New Business

A. Annual Program Review – Ron

Conditions of participation of a critical access hospital require an Annual Program Review. It is useful when surveyors come onsite. John asked a question regarding the lab. The lab report mentions a critical result goal of 100% and hitting 97%. Ron stated that most likely refers to reporting back to outside providers. Sometimes faxed results are not delivered. athenahealth now has a new faxing system. John asked that Sara provide some information on this. On page 55, there is a chart completeness on skilled swing bed. Numbers are a bit all over. Jenifer stated this has been a non-skilled charting issue in NextGen. athena's charting is much simpler and cleaner. Range of motion has been spearheaded by Cathy's activities and Riley Shaw in PT. NextGen clouded charting and made things much more difficult.

On page 55, under Nursing, bedside rounding charting is done every four hours instead of two. Jenifer stated that in the past, aides were spending all their time charting, but now the same amount of information is being charted in four hours instead of two. Patients are still being checked on every two hours. Jenifer is looking at charting every six hours. If there is something drastic that happens prior to the four-hour time frame, charting would be done at that time.

On page 39, under Business Office, Pat asked if the DON's time was spent backing the Business Office Manager up. They were making sure that the nursing staff's information was being transferred to the billing staff. Jenifer explained how her staff works together with other departments to ensure their jobs are done so the bills can go out. Jenifer explained how athena reviews bills to ensure they go out properly. Billers make sure charges are correct and complete. They are working hard now to clean up NextGen. Jenifer and Deb worked together to get all old NextGen bills sent out.

In the Pharmacy section on page 56, Gary asked about the pharmacy committee. It seems that two meetings per year is bare-bones and they may be missing important items. He feels that quarterly meetings would be beneficial. He asked if there is a system in place to make things better. Ron stated that we were notified by McKesson months ago that they would no longer sell medications to

the pharmacist we had for many years as he was charged with a felony 30+ years ago. We now have a contract with the pharmacist at Mineral Pharmacy. We don't have a retail pharmacy in the hospital. Our new pharmacist is willing to provide medications to our long-term care patients. Angie Mellen calls meetings. Brief discussion was held regarding the 340(b) program.

On Page 60, Gary asked about ER trauma. He asked if clinical information is not being reviewed. Ron stated that the Medical Staff reviews trauma information in the Executive Session portion of their monthly meetings. Jenifer is looking at pulling out core measures from athena. She stated that we are following stroke and chest pain protocol, and it is highly efficient. Ron stated that this piece relates solely to our trauma certification, and we are now a Level IV Trauma Receiving Facility. Trauma activation fees are being collected now.

On Page 63, Gary asked if discharge is being followed up on. Jenifer stated that every patient is not talked to. Monte makes calls and asked if their discharge instructions were clear. Ron stated it is very difficult to make those referrals since the clinic was ripped away from the hospital. Jenifer stated that with athena, a note goes to their primary care provider when they are discharged. Gary would like to see a process implemented to follow up 1-3 days after discharge.

On page 54 under Materials Management, there was a typo where "fright" was written instead of "freight".

Gary made a motion to approve the Annual Program Review. Peggy seconded the motion; motion carried.

B. CR Reader Replacement – Ron

The CR reader is the piece that takes the x-ray and digitizes it. We have several options to replace it. CR system replacement would be \$14,275, with a 3-year service agreement of \$6,900 per year additional cost.

The second option is DR. It gives the people that do the x-rays more control over the imaging process. It allows them to provide lower doses of radiation to patients and still get quality images. There is a DR unit available in Fort Belknap that would change us over to DR. it is Windows 10 based. The cost is \$27,500. It would convert our radiology room and portable x-ray to DR capability. The portable unit would be Windows 7.

The third option would be a new DR system in the x-ray room that would cost \$39,500 with a service contract of \$9,900 per year.

John would rather reduce radiation in both locations by purchasing the used unit. Ron could also go to the Foundation to ask for help in purchasing a new system.

Carol made a motion to approve the purchase of the used DR Reader replacement. Anita seconded the motion; motion carried. Ron state that he will work with the Foundation first.

C. Disposal of Hospital Property – Ron
None

D. Ponderosa Room Rental – Ron

This facility has some space in it. There are laws in place called the “anti-kickback statutes”. A pediatric counselor has asked to use our facility for counseling services. Rent would need to be charged, which may discourage the person who would rent the room. If the counselor orders labs and they are done at our facility, we would basically be buying lab referrals, which is against the law. A counselor can see patients aged 13 and older. The pediatric counselor would see children younger than 13. This would be a great service for our community, but rent must be charged. The rent must be fair market value.

E. Approval of Policy – Ron/Monte

Evacuation of MCH and Patient/Resident Transport Driver (see attached). These policies came about after the recent table-top evacuation exercise MCH, Clark Fork Valley Hospital and the hospitals in Ronan and Polson were involved in.

If an acute care patient would need to be transported, the ambulance service would be called.

Sue made a motion to approve the two policies listed above. Peggy seconded the motion; motion carried.

F. Other
None

IX. Public Comment

Leona stated that the County has an R rating that is required for the roof.

On the Board today, there are five trustees and three corporate members in attendance. John stated that one corporate member is missing today, and he is trying to get in touch with him to find out what his intentions are regarding his Board position.

X. For the Good of the Order

There is a barbecue in the park for the pool on June 8th.

XI. Next Board Meeting Date

June 28, 2018

XII. Miscellaneous

John stated there was a letter in the paper prior to the election from five ambulance crew members that stated patient care is an issue. He asked the new Board members explain what they were referring to.

Pat stated that his issue is with the purchase of COWS and new computers. One of the reasons given was for non-contamination, but yet blood pressure

machines and other equipment is taken from one room to the other. He wanted to say about the letter that everyone is hinged about that one line. John stated that the takeover plans failed. There was another issue with the gentleman in the plane crash had to have another CT scan again because the MCH CT doesn't meet the protocol of the Missoula facilities.

Pat also has items he wants to be placed on the Agenda. John explained that the agenda must be finalized several days prior to the Board meeting so that the posting requirements can be met. Pat has an issue with the Board meeting not being on the website yesterday but stated that it was "shady" that it "magically appeared" today. Mitzi stated that the Board meeting dates are on the website calendar. Only she and Monte have access to the website and she can guarantee that neither of them secretly put the meeting on the website yesterday.

Gary asked Pat what he meant by being concerned about the lack of patient care. John stated there are lots of reasons for people to dislike medical providers.

Ron stated that all new laptop equipment was purchased so they would not be carried around and broken. COWS allow providers and nurses to face the patients while they are providing care. Eye contact is made, and better patient care is received. Gary asked what tangible evidence they have regarding the inferior quality care. Anita stated that she didn't have evidence, only complaints

Anita stated that in the past two years, she has experienced patients not coming here because Dr Pafford might be here. They spend quite a bit of time convincing patients they have to come here. Gary asked if she has any evidence. She stated she does not.

Pat mentioned that comment made in a prior meeting where Mrs Green stated that \$1.2 million has been billed. John stated everyone knew about it.

Pat asked what can be done to move on and work together. John stated that he didn't get any significant answers to any questions that were asked of him.

Anita stated that she lived through the time when there wasn't a hospital here and she wants to do everything she can to make sure it stays here. Mitzi stated that the letter from the ambulance crew went a long way in making sure that this hospital doesn't make it because the "administration" they are talking about in that letter is our CEO and, because of their letter, he is leaving.

John stated that when we started down this path and Ron turned in his letter of resignation, his wife was in tears that Dr Pafford may leave as well, and we haven't lost yet.

Anita stated that she has seen nurse aides in the ER that they are insecure and may not be trained fully. That is something that can be fixed.

John stopped the conversation there and stated that we all must move forward and try to work together.

XII. Executive Session

None

XIV. Adjournment

Anita made a motion to adjourn the meeting. Carol seconded the motion; motion carried. There being no further business, the Board adjourned at 3:55 pm.