



**DIRECTORS PRESENT:**

John Woodland, District Director, Chair  
Leona Crichton, Corporate Director  
Peggy Temple, Corporate Director, Vice Chair  
Anita Parkin, District Director  
Laurie Johnston, County Commissioner, Ex Officio Officer  
Sue Hazlett, District Director  
Lynn Weddle, Corporate Director (by phone)  
Carol Billadeau, District Director, Secretary/Treasurer  
Mary Jo Lommen, Corporate Director

**DIRECTORS ABSENT:**

Pat Metzger, District Director

**OTHERS PRESENT:**

Steve McNeece, CEO  
Laura Austin, CAH Solutions Group  
Laurel Chambers, PA-c, AiT  
Mitzi Francis, Executive Assistant  
Stacy Conrow-Ververis, Director of Finance/ Director of Human Resources  
Jenifer Mitchell, DON  
Kristy Mask, Business Office Manager

**PUBLIC PRESENT**

Neisje Humphrey  
Robin Sute  
Diane Magone  
Chris Watson  
Jake Whetzel, MD

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**Call to Order/Establishment of Quorum**

This meeting was called to order on Thursday, April 25, 2019, at 12:05 pm by John Woodland, Board Chair. A quorum was established.

**Public Comment**

One of the visitors asked about the billing process at the clinic, and how the charges compare to other area facilities. Steve displayed a chart of the most common charges at the clinic and those as compared to two other regional critical access hospital clinics. The Chart demonstrated that MCH Clinic charges for these procedures were in all cases lower than the two comparable facilities. Steve explained that there are significant billing type problems

within and specific to Athena, therefore bills are being held until this can be resolved. These problems are inherent to the Athena product, and MCH administration is working with Athena to have these resolved. These problems were imbedded in the Athena product and could not have been anticipated. The public asked if MCH accepts co-pay at the time of service and Steve said yes. The public thanked Steve for the transparency. Steve also provided the public with his personal cell phone and asked them to call him if they experienced any billing type problems. Steve also asked the board to direct anyone that they hear has a billing concern to contact Steve, Christy or Stacy in the billing office.

Laurie had a statement from a former employee that she wanted to read. Because this was an employee issue, John wanted to hear from the employee herself that she waived her right of confidentiality to be able to speak about it.

Diane announced that the DPHHC will be here three times during the next few months for Medicaid applications and other services. This will be put on our website's calendar. Diane also mentioned that our nurse, Nancy Myers, was selected as one of the nurses to be spotlighted in the Missoulian during National Nurses Week.

### **Approval of Minutes:**

Under the Executive Committee paragraph, Laurie read a statement from Pat stating how he wanted the paragraph corrected. The Board disagreed with Pat's revisions. Pat said that Mr. McNeece would bring the surgeon P&L back for Board Approval, Steve said that what was stated is that administration will bring the P&L to the board to demonstrate how administration makes a decision on this type of service.

Administrator in Training paragraph be changed to read...Pat's comment not quite accurate -- it was actually discussed that if Laurel went and got her master's degree and then decided to quit, she would have to reimburse the hospital for that cost. – specific for education.

Sue stated that she was present, in person, at the March meeting. Lynn was also present in person. With those changes, Leona made motion to approve the Minutes of the March 28, 2019, meeting. Sue seconded the motion; motion carried.

### **Committee Reports**

#### Professional Affairs Committee

The following providers were brought before the Professional Affairs Committee prior to this meeting and their privileging requests were all approved:

Michael J. Zehnpfennig, MD  
Yi Mao, MD  
David P. Warden, III, MD  
Peter L. Vance, MD

Dr Carlos Morales and Dr Michael Biddulph were given temporary privileges.

Carol made motion to approve the privileging requests for the providers listed above. Mary Jo seconded the motion; motion carried.

#### Executive Committee

The Executive Committee met last week to discuss what would be on the agenda.

#### **New Business**

Pat is not here today but provided information in writing that John feels should not be discussed without him here.

#### AiT Discussion – Pat Metzger

Pat is not here but would like to have the AiT vote revisited. The Board is in agreement that a decision made by the Board will be upheld, and not revoted on.

Leona made a motion to stand by the decision made by the Board last month regarding the selection of the AiT candidate. Lynn seconded the motion. With no dissenting votes, the motion carried.

#### Customer Satisfaction Committee – Pat Metzger

Laurie read a statement from Pat regarding this matter, expressing the need for this committee. Steve gave a context of exactly what the Customer Satisfaction Committee entailed, month after month. Discussion was held regarding the need for this type of committee. Steve asked the Foundation to take charge of more of these “PR-type” activities. He read excerpts from the last four customer satisfaction committee to demonstrate that it was a PR committee, not a customer satisfaction committee. He reiterated that the PR committee was absolutely needed at that time for passage of the Mill levy, and that Monte and Ron did a great job with the PR committee. The thought was to request the Foundation to continue with the PR efforts, and the hospital to focus on patient care, team work and patient satisfaction through a different mechanism. Regarding patient calls, individual team members and providers are calling their patients in real time for follow up.

Carol made a motion to support administration’s decision to cease the Customer Satisfaction Committee at this time. Sue seconded the motion; motion carried. Steve stated for clarification that we are not discontinuing customer service, but that we are accomplishing this through different mechanisms, not the former PR committee. . There were no dissenting votes.

Carol would like to know what the attitudes of the employees are. John stated that employees are very happy with how things are going as he observed at the employee assemblies, Peggy concurred. Chris stated that our employees are happy and that the SHINE meetings are very positive and helpful.

#### Trauma Review – Pat Metzger

Laurie read a statement that Pat did not ask for this to be on the agenda. Jenifer stated that June 19 is the date for this review.

Discussion of Pace of Change – Pat Metzger

This will be discussed at next month's meeting when Pat is here to address his concerns.

Motion to Retain Legal Representation for MCH to Attend MCH Board Meetings

John stated this matter was brought up in the Executive Committee. Katie Mahe would be paid to attend our Board meetings. It would be beneficial to have her here at the meetings. Leona made motion to retain legal representation for MCH to attend MCH Board Meetings. Carol seconded the motion; motion carried.

Board Resolution: MCH Board of Trustees resolution to support and affirm MCH efforts and participation for State Trauma Designation

Anita made motion to support and affirm MCH efforts and participation for State Trauma Designation. Mary Jo seconded the motion; motion carried.

Board Resolution: MCH Board of Trustees resolution to support and affirm MCH efforts and participation in State Antibiotic Stewardship Program

Jenifer stated this is a state-wide infection control program. Peggy made the motion to support and affirm MCH efforts and participation in State Antibiotic Stewardship Program. Sue seconded the motion; motion carried.

Board Motion to approval Dr. Jake Whetzel as the MCH Chief of Staff, at the recommendation of the MCH Medical Staff

Leona made motion to approve Dr Jake Whetzel as the MCH Chief of Staff, as recommended by the MCH Medical Staff. Anita seconded the motion; motion carried.

Medical Staff Bylaws Revision

10.1.1 Monthly Meetings

Current Language: There shall be at least ten (10) meetings of the medical staff during any calendar year. Each Medical staff member shall be notified in writing (including email notice) at least 4 days in advance of the meeting.

REVISED LANGUAGE

10.1.1 There shall be at least six (6) meetings of the medical staff during any calendar year. Each Medical Staff member shall be notified in writing (including email notice) at least 4 days in advance of the meeting.

Laurie read a statement from Pat that he opposes this revision as these meetings are more important than ever.

Leona made motion to approve the revised language listed above regarding monthly Medical Staff meetings, and that the Medical Staff knows best what they need. Mary Jo seconded the motion; motion carried.

Break – 1:33 pm to 1:43 pm

### Accountability Report

Steve thanked the Board members who attended the SHiNE meetings. He presented a hybrid of the employee assembly and the Accountability Report, and brief discussion was held regarding the same.

### **Unfinished Business**

#### Roof

A pre-work meeting was held prior to this meeting, which included the architect and contractor, Roland, Cory, Stacy and Laurel to discuss how the project will be moving forward. Financing will be completed in 2-3 weeks. This will be a 3-6-week program.

#### Blue Building

This process is bogged down in the legal system.

### **Current Events**

See attached.

### **Public Comment**

None

### **Next Board Meeting Date**

Thursday, May 23, 2019, 12 pm

### **Executive Session**

None

### **For the Good of the Order**

Mary Jo was one of the volunteers going door-to-door for the Community Health Assessment survey held last week and felt that the public was positive for the most part.

The Mineral County Performing Arts Council will be holding their last concert on May 1.

Laurie feels that she and Pat are not trying to be negative. She feels that she must protect the taxpayers. Laurie asked if the financial cash numbers were actually real. Steve said yes, and that they would bring the most recent bank statement to the next board meeting.

Laurel briefly discussed her AiT duties. Steve displayed the Ait evaluation format. The board expressed satisfaction with the Ait evaluation format; this format will be displayed again at next month's meeting, and every other month thereafter.

### **Adjournment**

Leona made a motion to adjourn the meeting. Peggy seconded the motion; motion carried. There being no further business, the Board adjourned at approximately 3:00 pm.