

**HUMBOLDT GENERAL HOSPITAL
DISTRICT BOARD OF TRUSTEES
MAY 29, 2018 MEETING
SARAH WINNEMUCCA CONFERENCE ROOM**

BOARD PRESENT:

JoAnn Casalez, Chairman
Michelle Miller, Secretary
Bill Hammargren, Member
Jennifer Hood, Member
Richard Cook, Member
Ken Tipton, County Comm. Member

Kent Maher, Legal Counsel

BOARD ABSENT:

None

MEDICAL STAFF PRESENT:

B. Leonard Perkinson, M.D.

GUESTS:

Judy Adams (Auxiliary Member), Susan Rorex (Auxiliary Member), Joel Murphy, Lewis Trout, Ashley Maden (Humboldt Sun), Millie Custer, Nicole Maher (Public Relations Director) and Gene Hunt.

CALL TO ORDER:

Board chairman Casalez called the May 29, 2018 board meeting to order at 5:30 p.m.

PUBLIC COMMENT:

There was no public comment.

MEDICAL STAFF REPORT:

Dr. Perkinson stated there was no medical staff meeting last month due to multiple staff being absent, but they are continuing to look at processes including the bylaws which are currently being reviewed. Chairman Casalez commented that she was previously invited to a medical staff meeting. Perkinson noted board members are welcome to attend on the second Wednesday of each month. Casalez stated she will coordinate in an attempt to have a board member attend.

EMS UPDATE:

There was no report.

ADMINISTRATION REPORT:

Quality Manager Andre reviewed the clinical dashboard. Preparations are underway for the critical access survey; the readiness book and welcome book have been prepared.

STAFF PRESENT:

Arthur Frable, CEO
Sandi Lehman, CFO
Darlene Bryan, DON
Sean Burke, EMS Director
Rose Green, HR Director
Lisa Andre, Quality Director
Mike Bell, IT Director
Theresa Bell, Materials Management Manager
Alicia Wogan, Executive Assistant
Duane Grannis, Maintenance
Anthony Pasquale, EMS
Jayme Gabiola, MM

Administrator Frable commented on the February discussion of the strategic plan, indicating the goals were intentionally broad; however, the plan contains many specific goals that will be included for financial and quality of care improvements. Frable stated his goal is to make sure the strategic plan is a working, realistic document. The first quarterly update is in July 2018. The primary goal is to restore the community and board trust in hospital administration and ensure accuracy and transparency. Other more immediate objectives include billing improvements, patients seeing a provider more timely, and work on revenues and expenses. The Nurse Health Line should be operational by June 15. Other goals are to increase mental health services, and encourage staff certifications and awards. Board member Miller stated one thing that was talked about in the strategic meeting is billing issues, and the software contract will be considered next April; she would like to see the plan focus on billing with monthly updates of the goals and the progress. Board chairman Casalez suggested the board visions and CEO sustainability goals be discussed at each monthly meeting. Frable commented on delinquent staff evaluations. A sheet was distributed by HR Director Green and she advised the total employee count is 234 and there are 43 evaluations not completed (18%). Casalez asked how far back they are. Frable stated the outstanding evaluations will be completed the first of July. Green stated her plan is to track the evaluations. The majority of departments maintain current performance evaluations, but there are a handful of departments that are behind. The managers are aware of the need to be current. Green described the evaluation process and stated more training may be needed for the management portion of Ninth Brain. Board member Hammargren stated he brought up the evaluation issue a year ago and his opinion employees should not have to remind HR or a manager of their evaluation. Board member Hood stated the people who have come to her are unsure of the processes after there has been no satisfaction with the manager. Green advised that employees are generally not comfortable speaking with the manager and often contact Green and she, in turn, will contact the manager. Miller commented that when the employee has to ask about their evaluation, it makes them feel unvalued. Casalez noted that paying the employee retroactive may result in a cost penalty because of the way taxes are paid. The policy needs to address accountability of the manager and the staff above the manager. Casalez stated 43 outstanding evaluations are unacceptable. Frable stated they will be caught up by July 1, 2018. Miller would like to see accountability in the policy for managers, HR and the CEO. Hammargren stated he would like to see two policies, one for managers and the other for how raises will be handled.

Administrator Frable stated he signed a contract with a recruiting firm regarding a controller. There will be an interview this weekend. CFO Lehman provided information about the interviewee. Frable stated he feels one of the problems is the position is being advertised as a controller, possibly advertising as assistant CFO may help in filling the position. Casalez stated if this recruitment doesn't work out, the controller position should be closed and the recruiting should start over for an assistant CFO position.

CONSENT AGENDA:

Motion by board member Hammargren and second by board member Hood to approve the April 19, 2018 and April 24, 2018 board meeting minutes. Motion carried unanimously.

FINANCIAL REPORTS:

CFO Lehman presented the April 2018 financial reports. Lehman commented on the Buckhead Capital Investment program status.

Motion by board member Hood and second by board member Hammargren to approve the April 2018 financial reports as presented, which includes the utilization reports. Motion carried unanimously.

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BUSINESS ITEMS-OTHER REPORTS:

1. Hospital Administration-Budget / public hearing / fiscal year 2018-2019 tentative budget and any amendments to the budget / approval and submission of fiscal year 2018-2019 final budget / Board-Administration

Board member Miller asked how long the bad debt for Dr. McIntyre will appear on the report. CFO Lehman advised until payments are no longer accepted. Miller inquired about a public information officer. Administrator Frable stated he is not in favor of it, but has not yet had the chance to speak with Chairman Casalez about it. Miller inquired about improved revenue capture. Lehman explained. There was discussion on the Patient Access staff, Great Basin College donation and the Barracuda process. Lehman went over a summary of changes to the tentative budget made since April.

Board chairman Casalez asked for public comment. There was no public comment.

Motion by board member Tipton and second by board member Hammargren to approve the fiscal year 2018-2019 tentative budget with changes as proposed and to adopt it as the final budget. Motion carried unanimously.

2. Hospital Administration-Pharmacy / proposal to enter into Public Health Service Act Section 340B drug pricing program and approve proposed agreement for the services of a third party administrator for the program / Administrator-Pharmacy Manager

Administrator Frable stated that the CFO, Pharmacy Manager and he have interviewed three companies to provide third party administrative services for the 340B program. They recommend entering into an agreement with Cirrus Pharmacy Services; the reasons were explained. The form of the contract has been reviewed by legal counsel. Pharmacy Manager Simsek commented on how the program works. Frable stated that the service provider agreements must be in place by July to begin the program in October.

Motion by board member Hammargren and second by board member Cook to authorize moving forward with Cirrus Pharmacy Services for the 340B drug pricing program as presented. Motion carried unanimously.

3. Hospital Administration-Ambulance / proposal to enter into an agreement with Crowd RX for EMS to provide ambulance services for the Burning Man event / Administrator-EMS Chief

EMS Chief Burke commented on the contract in the packet. Legal Counsel Maher has reviewed the contract and requested changes which were agreed upon by Burning Man. EMS will provide the ambulance services, radiology machine and a radiologist. There will be a maximum of eight ambulances and an ALS crew during the peak period. The compensation to the district is \$107,000. Maher spoke about the three year contract term and the renewal provisions. There was further discussion of the compensation, staffing and equipment.

Motion by board member Hammargren and second by board member Cook to authorize entering into an agreement with Crowd RX for ambulance services to Burning Man with the changes as presented. Motion carried unanimously.

4. Hospital Administration-Ambulance / proposal to approve an agreement with MedX AirOne for communication center services / Administrator-EMS Chief

Administrator Frable stated this started with a MedX AirOne request to expand service to other areas which will increase the numbers and require more qualified personnel to staff the communication center. EMS Chief Burke advised that they are looking to change the reimbursement method for communication center

staffing. Currently, the district is reimbursed per each HGH flight that is dispatched. MedX AirOne has expanded and dispatching of other flights will occur which will necessitate enhancement of staff training and additional staff. Administration would like to shift the dispatch staffing cost to MedX AirOne. Frable stated the communication center will still do some work for HGH, and HGH will pay for that portion. Board chairman Casalez said she is excited with the change and feels good about the relationship with MedX AirOne. Frable stated HGH will likely shift back to an auto attend telephone system with enhanced menus. Board member Hammargren thanked everyone for their efforts.

Motion by board member Miller and second by board member Hammargren to authorize administration to proceed with the agreement as explained. Motion carried unanimously.

5. Hospital Administration / letter from MedX AirOne and Hospital regarding air ambulance services for Humboldt County residents / Board

Board member Hammargren suggested that Joel Hochhalter with MedX AirOne send out the letter MedX prepared to explain their services to the community (without HGH being a signatory to the letter) and that Public Relations Director Maher put information on social media that HGH worked with the emergency medical services consortium to make the air ambulance service possible. No action was taken.

6. Hospital Administration / policy and procedure for determining and making contributions which benefit employees and employee activities, including Employee Committee contributions / Board

Board chairman Casalez stated she added this item to the agenda to address miscommunication regarding the Employee Committee contributions, which she feels HGH should continue to match. Board member Hammargren said he is frustrated that there is focus on small items when there are bigger problems that need to be looked at. He wants management to deal with the continuing bigger problems before dealing with the smaller matters. Casalez appointed board member Hood to chair a committee, she suggests five persons, to consider contributions and asked Public Relations Director Maher to solicit community volunteers through the hospital bulletin. Casalez suggested Maher and an employee committee member should be on the committee. No action was taken.

Casalez commented on the Great Basin College solicitation of one million dollars and suggested a special meeting be held on June 11, 2018 to discuss.

7. Hospital Administration / policy and procedure for determining and making donations to outside (non-hospital related) organizations and events / Board

Casalez said she will appoint a committee to come up with dates for the donations to the community. Administrator Frable gave information on prior donations. No action was taken.

TRUSTEE COMMENTS-STAFF REPORTS:

Board member Cook said he has obtained samples of board bylaws and suggested all board members have input on the bylaws. Cook suggested following the current bylaws particularly in regard to election of officers. Board member Hammargren stated a committee was assigned by the chairman and Cook was to share the information with the committee; Hammargren has not received any information and asked that it be shared. Hammargren noted that he inquired in January about elections and was advised they were not mandatory. Legal Counsel Maher read from the bylaws and confirmed annual elections are not mandatory. Casalez said it is understood there was no bylaws violation, but elections can be on the agenda. Casalez suggested Cook and Hammargren go through the examples of bylaws and narrow things down so when the remaining board gets involved there will be one meeting to discuss the proposals rather than several meetings. Casalez asked Frable to join Hammargren and Cook. Maher suggested they choose what they like

out of each set of bylaws and bring the information to the board. Dr. Perkinson offered suggestions from the medical staff experience. Quality Service Manager Andre offered information on things to consider.

Board member Miller stated she won't be at the June Board meeting. Miller wants to move forward with staff training on the billing software. Miller noted the deadline for the Great Basin College donation is July 2019, not July 2018. Board member Casalez said she will confirm the deadline with Great Basin College.

Board member Hood stated she has been working on mental health matters and talking with various people trying to raise awareness. She hopes to have a committee developed to look at the mental health laws and perhaps consider future goals for the hospital.

PUBLIC COMMENT:

Joel Murphy stated the board is doing a great job. Murphy suggested small items are often times as important as large items. Murphy affirmed that evaluations are important to employees and if more training for managers is needed then the training should be provided.

Lewis Trout commended board member Hammargren for his comments on evaluations and offered his opinion on manager evaluations having an incentive for completing employee evaluations. Trout commented on the Humboldt County procedure for donation applications.

Director of Nursing Bryan said she is impressed with services of Dr. Beckman and his staff and his treatment of patients. Bryan thanked the board for his appointment.

Board chairman Casalez adjourned the May 29, 2018 meeting of the Humboldt County Hospital District Board of Trustees at 7:51 p.m.

APPROVED:

ATTEST:

JoAnn Casalez, Board Chairman

Alicia Wogan, Administrative Assistant