

Southern Coos Health District
Board of Directors Meeting
March 18, 2010 – 7:30 p.m.

Minutes

- I. **Call to Order** - The regular monthly meeting of the Board of Directors for the Southern Coos Health District was called to order at 7:30 p.m. by Chairman, David Allen.

Members present: David Allen, Chair; Brian Vick; Vickie Gernandt; Marilyn Noorda; and Bob Hundhausen

Others present: Jim Wathen, Alan Dow; David Koch, Dennis Jurgenson, Carol Acklin, Lonnie Scarborough, Gail McClave M.D., James and Donna Reilly, Mary Kemp, Melody Gillard-Juarez, Esther Williams, Monica Reisner, Rayla Albert, Diana Gehring, Sandra Wilson M.D., Darwin Noorda, Leslie Clarke, Linda Olsen, Lila Chambers, and others.

- II. **Public Input** – Gail McClave M.D. – Gave report on Bandon Community Health Center and said that it was their 3 month anniversary. We are working with South Coast Orthopedics to lease space for Dr. Sirounian. He will start at 2 days a month with a goal of seeing patients 2 days a week. He will be living in Bandon and doing surgery at Southern Coos Hospital. Dr. McClave then reminded members that last month Dr. Bates had given a report from the Medical Staff. She said she had copies of that report for those who would like to read it. Dr. McClave then said that since the last Board meeting, a group of people from SCHHC had the opportunity, provided by CEO, Jim Wathen to attend a conference to learn about a dynamic process to facilitate communication and problem resolution. TeamStepps was developed and extensively used by the Department of Defense to facilitate strategies and tools to enhance performance. It gives an organization tools to create a teamwork system which offers powerful solutions to improve in collaboration and communication within an institution. The TeamStepps team at SCH believes that implementing this program for all employees will provide an effective communication tool. She then requested that the Board authorize a presentation at the next meeting by the TeamStepps group. Dr. McClave said the team was here and asked the Board if they would like to hear from them. Mr. Wathen said that was already on the agenda.
- III. **Approval of Consent Agenda** – Mr. Hundhausen said there was a sentence left in from the last month's Minutes that read 'Mr. Hundhausen abstained since he was unable to attend the December meeting'. It is noted that this sentence will be removed from February's Minutes. Mr. Allen then said he would entertain a motion to accept the Minutes. Mr. Vick **Moved** to accept the motion. Mr. Hundhausen **Seconded**. Motion passed unanimously.

IV. Staff Reports

CEO Report – Referred members to his narrative. Mr. Wathen said he would like to recognize Mary Kemp for the work that she accomplishes in the community. She does a great job. Our 7th Annual Women's Health Day was held this month and it was great. They had over 90 people attend, which has increased every single year since we first held it. Ms. Kemp said at least 20 of those attending were attending for the first time. Women attended from all over the area we serve and that is served by other hospitals including North Bend, Coos Bay, Myrtle Point, Coquille, and Port Orford. It has become a point of focus for women's health on the South Coast. No one else does anything like this specifically focused on women's health. He thanked Ms. Kemp for the work she puts into this every single year. We had our 'Passport to Wellness' meeting this month and he expressed his appreciation to Dr. Megan Holland for her presentation. Over 30 people attended. It turned out well and was well received. On April 13, Tristan Proett, a physical therapist with South Coast Rehabilitation, will be providing important information on conditioning and the importance of that for your health.

Mr. Hundhausen noted that Mr. Wathen is planning an educational presentation of TeamStepps specifically for the Board, prior to next meeting. Mr. Wathen said that was his suggestion and he believes it is the right tool for our organization.

CFO Report – Mr. Dow said his written report is in the Board packet. District had a good month on revenue; on paper we came in right on budget. February was just 28 days and we had 13% more revenue in February than in January. But for a large contractual allowance we would have had a positive bottom line from operations as well as net income. We broke even for the month as for bottom line and had an operating loss of \$30,000. Cash collections were a little improved from last month but still below target which resulted in our Accounts Receivable climbing this month.

He said he had spent some time reviewing individual accounts and the unbilled Accounts Receivable. He is satisfied we do not have a problem with unbilled. He determined it will fluctuate between \$300,000 to \$700,000 month-to-month without that being an indicator we have a problem. It jumped this month and 4 accounts represented 1/3 of that amount. As far as overall days in receivables growing, we are struggling under the strain of going to the new system. Mr. Dow said he had reported last month that the processing of the USDA loan was slow because of bad weather. Since then they had requested some additional information, which we sent to them. USDA said it looked good, but they still have not given the approval. Department Managers have received their Budget Packet and the Board has received an invitation to the Budget Committee meeting and a calendar.

Mr. Allen commented that we run a 'lean' operation and all the accounting people are doing two jobs right now and they are doing a great job. Building this information system is something many of the big organizations have done and very few of the small organizations have done. We are doing it, it is going to be great for us, but it is tough right now on employees.

Ms. Gernandt questioned the withdrawal of \$227,188 from the Board Designated Funds. Mr. Allen said that was not from the Designated Funds, it was from Other

Reserves of the hospital. Mr. Dow said it was Unrestricted Funds and we used it to pay off some old accounts.

CNO Report – Referred members to her report in their packet. Ms. Scarborough said that in all her years of nursing she had never attended anything as powerful as the TeamSteps. It was 2½ days and there were 13 hospitals and over 50 participants. We started at 7:30am and because of homework, did not finish until 9:30pm. It is very powerful and not a concept from a clinical or nursing standpoint. It is how organizations learn to come together as a team; it empowers and gives you the tools to do and ask the questions, to always have patient's safety your No. 1 concern, but empowering the people to do that in a way that is not threatening, and that is to the good of the hospital. She asked the Board's permission to introduce the members of the team and asked if it would be appropriate for them to speak a few minutes. Permission was given. Ms. Scarborough recognized Dr. McClave and said she was our physician representative who attended and there were only 3 other physicians that attended out of the 13 hospitals represented. Monica Reisner, HR director; Rayla Albert, Environmental Services; Lila Chambers RN, Infection Prevention and Staff Education; and Diana Gehring from HIM. We were the only hospital with such a diverse group. Mr. Allen then invited the attendees who would like to give a report to come forward. Dr. McClave came forward and said one of the groups was from a hospital she interviewed at eight years ago. At that hospital she could feel the animosity and distrust when she walked in the door. What she saw at the conference was a group of people who admired, trusted and respected each other from that hospital. Rayla Albert said the program is a great way to bring everyone together as one big team. Monica Reisner said it was so powerful to hear the testimony of the hospitals that were there on the difference of their culture and what was so motivating was the statistics on how the patient satisfaction went way up along with employee satisfaction and the quality of care. The reason that this program was being offered is because 70% of all errors that occur are due to communication breakdown. We all came back hopeful this will help and benefit the hospital. Ms. Scarborough said before they went to the meeting they were required to do some homework, then told the Board she was going empower the members and give them the same homework they had by asking the Board to read the book prior to the Educational Session in April.

Medical Staff – There was no Medical Staff report.

V. Old Business – Benchmark Reports

Peer Comparisons; Outpatient Satisfaction Surveys; and Inpatient Satisfaction Surveys - (HCAHPS) – Mr. Wathen reminded the board that Benchmark Reports are for any questions they may have or for discussion. He commented that we have a positive 2% margin and great patient satisfaction.

Surgical Care Program – We participate in a National Surgical Care Improvement Program. Results are in your packets and shows we are 100% clean with respect to surgical infections.

VI. New Business - Budget Calendar – Board have received schedule in mail. They are for the Board to go over and let Mr. Dow know if dates work and which dates do not work. Everything will be done with budget by the May meeting and will be sent to the Tax Office by the middle of June.

Mammography Program – Certification was completed by American College of Radiology. This is just to apprise Board that everything is good and we are accredited for 3 years.

AHEC Careers Program – Support Recommendation – Mr. Wathen said that material for this program was sent to the school superintendent. He is presenting this to the Board because students interested in health care need to be encouraged. Mr. Wathen recommended to the Board to award two student scholarships at \$300 each. Mr. Koch, as representative for the Foundation, said they would match those scholarships. Ms. Noorda **Moved** to support two scholarships. Mr. Vick **Seconded** the motion. Motion passed unanimously.

Mr. Allen then recessed the Board meeting for an Executive Session under ORS 192-660(2)(e) at 8:25pm and took a 5-minute break. Adjourned Executive Session at 8:54 pm and went back into Board meeting.

VII. Open Discussion

Ms. Hundhausen – Looking forward to TeamStepps education.

Ms. Noorda – Agrees with encouraging students to go into health care.

Ms. Gernandt – Told Mr. Dow she appreciated his reports.

Mr. Vick – May have healthcare bill on Sunday.

VII. Adjournment

Meeting adjourned at 8:57 p.m. The next regular meeting of the Southern Coos Health District Board will be Thursday, **April 15, 2010**, at 7:30 p.m. in the Conference Room. An Educational Session featuring TeamStepps will be presented at 6:45 p.m.

David Allen, Chairman

Vicki Gernandt, Secretary