

**Jefferson County Public Hospital District No.2
Board of Commissioners, Special Session Minutes
Community Forum
Thursday, April 17, 2017
Port Ludlow Bay Club
120 Spinnaker Pl, Port Ludlow, WA 98365**

Commissioner Buhler called the meeting to order at 5:34pm Commissioners Buhler, De Leo, Kolff, and Ready were present. Also present was Katie Holmes, facilitator, Mike Glenn, CEO, Hilary Whittington, CFO and Alyssa Rodrigues, Administrative Assistant. Commissioner Dressler was excused.

Community Forum:

The purpose of this special session is to hold a community forum at the Port Ludlow Bay Club, 120 Spinnaker Pl, Port Ludlow, WA 98365 on the Jefferson Healthcare 2017-2020 Strategic Plan.

Commissioner Buhler, Mike Glenn, and Katie Holmes gave an introduction to the meeting. Introductions were made from Commissioners and Hilary Whittington, CFO.

Public Comment:

The public commented that as a member of the Patient Family Advisory Council they find out that a lot of the public believes that Providence owns and operates Jefferson Healthcare. Jefferson Healthcare needs to put something in the paper to let the public know that it is still a separate entity.

The public commented that with all the great services offered at Jefferson Healthcare there is no reason we can't get our community to go there. With services like Orthopedics, Cardiology, and Women's Health. There are many services that the public is unaware of.

The public questioned who makes the decision in the case of an emergency whether the patient is sent to Harrison or Jefferson Healthcare. Jefferson Healthcare has a great ER.

Mike Glenn commented that the process is by design and discretion of EMT's.

The public questioned why the process was by design and mentioned the concern of being able to get across the bridge. Why can't the barrier be Port Ludlow instead of 4 corners.

Mike Glenn commented that this was a good question and now that we have more services it may be time to revisit. He mentioned that Jefferson Healthcare and Harrison work closely in regards to Cardiac Services in respect to Orthopedics. Now that we have Ortho Coverage 365 days 24/7 there are more public coming to Jefferson

Healthcare. We are on the EMS council and have been extinguishing rumors and have been reeducating about our services. We are still working on the discussion.

The public commented about the car crash that shut down our Electronic Medical Records and the relation to Providence.

Mike Glenn commented that this car crash broke one big pipe that runs from Port Townsend to Seattle. This particular pipe was the access to the technology needed to drive EPIC. The issues of our EMR being down was less Providence. We contract with Providence to provide our EPIC service, it is a vendor customer type of relationship

Commissioner De Leo commented on having a Plan B.

Mike Glenn commented that we have planned maintenance periods lasting 2-4 hours where we use paper charts, which is not a problem. The problem arises when the outage is for half of a weekend.

Public commented how she had just moved to Port Ludlow and was eager to establish care because of the connection with Providence. She had called the clinic in January and was unable to get an appointment until May. Many of the residents she talks to in Port Ludlow mention that they return to their Primary Care Providers from home states when they visit. There is a need for Primary Care Providers. She also mentioned there is a need to promote airlift insurance and there is a lack of enthusiasm for Jefferson Healthcare in general.

Katie Holmes asked Mike Glenn to talk about the Port Ludlow Clinic.

Mike Glenn commented how many years ago Jefferson Healthcare opened the existing Port Ludlow Clinic because there were no Jefferson Healthcare services in Port Ludlow. It ended up being a huge success. A couple of years ago we decided to expand and will have mostly Primary Care Providers, ARNP, cardiologists, orthopedics, and other specialists. I believe we are seeing more patients in Port Ludlow than 5 or 6 years ago. It can be difficult to give up a PCP that you are comfortable with.

Katie Holmes commented that not a lot of people grew up in Port Ludlow and many have retired and moved to the area.

Commissioner Kolff confirmed the patient went to the clinic in January and did not get an appointment until May.

Public commented on the need for pediatrics and how the tri-area community is growing quickly with families.

Mike Glenn commented that Jefferson Healthcare is experiencing what many communities are experiences in regards to recruiting enough providers to keep up with the demand, this is a huge focus for Jefferson Healthcare and a challenge. They are out there but it's an economic challenge because of the reimbursement of healthcare. We are getting closer.

Public thanked the commissioners and administrators for their interest in behavioral health. Public also mentioned the need for a full time Foundation Director.

Commissioner Buhler commented that the foundation is alive and still in early stages and they are working on it as well as looking for a new director to help us, stay tuned.

Katie Holmes asked the public for additional thoughts.

Public commented the need to re promote Jefferson Healthcare. There are so many more services lines than there was a couple years ago with OB/GYN, cardiology, behavioral health, new building, new ER. It is important to re sell Jefferson Healthcare to the local community though local meeting or articles in the newspaper.

Commissioner Buhler asked what the best way to reach the Port Ludlow residents was.

The public commented that the lady at the front desk of the Port Ludlow Beach Club is a great resource for information. Also neighbor's breakfast club, and the website Next Door.

The public commented that they did not want postcards in the mail about new services. Peninsula Daily News and Next Door, along with regular commissioner meetings and PT Ludlow Voice are good resources.

The public commented on the importance of reeducating the public on services available.

The public commented that they did not notice Jodi Stickler-Ivie in the nice YouTube video of Jefferson Healthcare's orthopedics team.

Mike Glenn commented that she is a very important part of the team.

The public commented on how difficult it is to recruit and retain primary care providers, and asked if we have a training program for nurses to become ARNP's.

Mike Glenn commented that we have a tuition reimbursement program and does not believe there is anyone actively enrolled in that now in regards to being an ARNP. We had an OB director become an ARNP.

Public commented on having people write about their experiences from Jefferson Healthcare verse another hospital in regards to Orthopedics for example.

Commissioner De Leo asked if the public received the quarterly health newsletter "To Your Health".

Katie Holmes asked if there were any other thoughts or questions and mentioned that the Electronic Medical Records will be turned on for the new Port Ludlow Clinic on June 26 and will hopefully start seeing patients.

Public asked what services were going to be offered in the new Port Ludlow Clinic.

Mike Glenn commented that there will be primary care providers, laboratory, x-ray, blood draws, Coumadin monitoring.

Public commented on access to a pharmacy and the closest pharmacy to them is in Port Hadlock.

Public commented on how difficult it was to get a flu shot this year. He ended up going to a Rite Aid in Silverdale.

Commissioner De Leo mentioned that the topic of 911 came up in Quilcene and to make sure that if you have any medical emergencies call 911.

The public commented that they had experienced a dangerous driver in front of them in Paradise Bay and tried to call 911 but the services was very patchy. They were told by a Police officer that it is hard to get through to 911 in that area.

Public commented that if you call Jefferson Healthcare it tells you on the answering machine to call 911 if you are having a medical emergencies.

Commissioner Buhler mentioned there is a Sheriff's office in Port Hadlock.

Public commented that they had been the secret sleeper at Jefferson Healthcare twice and slept on the 3rd floor. He mentioned the improved changes from the first sleep to the second sleep. He mentioned the carts were quieter, nurses were always professional and quick, reception was good at asking questions regarding who I was and why I was there.

Mike Glenn commented that one of our goals is increasing our patient satisfaction scores, we haven't done very well. We have tried several different interventions but the score hasn't raised, it may be finally taking hold. One issue is trying to figure out how to get from new building to inpatient floor and an easy flow for patients to get around.

Public asked what Jefferson Healthcare would like to see done at the hospital.

Mike Glenn commented that we have done some work and have a need for some comprehensive cancer care. Chemotherapy has grown over the years and it's not because people are getting sicker it's because people are seeking more care locally. About 70 percent of patients seeking chemotherapy will seek radiation oncology. The question is are there people in the community that will seek this care, it is a huge capital investment and if we buy this the question becomes what will you not be able to purchase if you purchase this service.

Commissioner Buhler commented that she wants to see the best possible services provided to our community while still being sustainable with patient safety in mind.

Public asked for an update on the psych evaluation room, will this be connected with telemedicine, and have we had any patients.

Mike Glenn commented that it is in use.

Mike Glenn commented that he would like to have the facility as the patients need it and to have adequate capacity in our Primary Care clinics, unfortunately this is a problem we share with the entire country.

Commissioner Kolff commented that Jefferson Healthcare has spent a lot of time, energy, and money on the Community Health Improvement Plan and was happy that it was adopted by Jefferson Healthcare board of commissioners and the Board of Health commissioners. There were dozens of people who helped develop the CHIP and Jefferson Healthcare is working collaboratively with the city and county to hire someone to implement this plan. He would like to improve the health of the community and improve sustainability.

Commissioner Ready commented that from a high level the purpose of a hospital district is health. The struggle is how to manage resources to best do that, my focus is on the biggest gaps such as behavioral health, chemical, dental, inequity in healthcare systems. It's our responsibility to keep our eye on it. We have made a lot of progress while I've been on the board, it's important to align our vision and priorities and focus our resources.

Conclude:

Commissioner Buhler thanked everyone in attendance for coming.

Commissioner Buhler made a motion to conclude. Commissioner Kolff seconded the motion.

Action: Motion passed unanimously.

Meeting concluded at 6:36 pm.

Approved by the Commission:

President of Commission: Jill Buhler _____

Secretary of Commission: Marie Dressler _____