

Jefferson County Public Hospital District No.2
Board of Commissioners, Regular Session Minutes
Wednesday, March 29, 2017
Victor J. Dirksen Conference Room

Call to Order:

The meeting was called to order at 3:30 pm by Commissioner Buhler. Present were Commissioners Buhler, De Leo, Dressler, Kolff, and Ready. Also present were, Mike Glenn, CEO, Brandie Manuel, Executive Director Quality and Patient Safety, Lisa Holt, CAO, Hilary Whittington, CFO, Steve Feland, CHRO, and Alyssa Rodrigues, Administrative Assistant. This meeting was officially audio recorded by Jefferson Healthcare.

Approve Agenda:

Commissioner Kolff made a motion to approve the March 29 special session agenda. Commissioner Ready seconded the motion.

Action: Motion passed unanimously.

Minutes:

- March 8 Special Session minutes

Commissioner De Leo made a motion to approve the March 8 special session minutes. Commissioner Dressler seconded the motion.

Action: Motion passed unanimously.

- March 9 Special Session minutes

Commissioner De Leo made a motion to approve the March 9 special session minutes. Commissioner Dressler seconded the motion.

Action: Motion passed unanimously.

- March 15 Regular Session minutes

Commissioner De Leo made a motion to approve the March 15 regular session minutes. Commissioner Dressler seconded the motion.

Action: Motion passed unanimously

Required Approvals:

- Resolution 2017-14 Surplus Equipment
- Medical Staff Credentials/Appointments/Reappointments

Commissioner De Leo made a motion to approve Resolution 2017-14 Surplus Equipment and Medical Staff Credentials/ Appointments/ Reappointments as presented. Commissioner Kolff seconded the motion.

Action: Motion passed unanimously

ISO/ DNV Report Out:

Brandie Manuel, Executive Director of Quality and Pt. Safety gave a report on the Jefferson Healthcare DVN/ISO survey.

Discussion ensued.

Employee Engagement Presentation:

Mike Glenn, CEO gave a presentation on the 2016 Employee Engagement scores and the announcement of Jefferson Healthcare being part of the Healthcare Equality Index 2017.

Discussion ensued.

Women's Clinic Presentation:

Lisa Holt, CAO, gave a presentation on the new Women's Clinic opening on April 3.

Discussion ensued.

Resolution 2017-15 Declaring the Districts Position Regarding the Impact of Immigration Status on Access to District Services:

Commissioner De Leo made a motion to adopt Resolution 2017-15. Commissioner Kolff seconded.

Discussion ensued.

Commissioner Kolff made a motion to correct the word "though" with "through" in first paragraph in the third line. Commissioner Dressler seconded.

Action: Amended motion made by Commissioner Kolff passed unanimously.

Action: Original motion made by Commissioner De Leo passed unanimously.

Consideration of Cover Letter for Resolution 2017-09:

Commissioner Kolff made a motion to send copies of Resolution 2017-09 and cover letters to members of our district's state and federal representatives. Commissioner Ready seconded.

Discussion ensued.

Action: Motion failed 3 to 2. Commissioners Kolff and Ready in favor, Commissioners De Leo, Dressler, and Buhler opposed.

Executive Session:

Commissioner Buhler announced the cancellation of Executive Session due to the inability of our attorney to be present by phone or in person to discuss potential litigation.

Conclude:

Commissioner Dressler made a motion to conclude the meeting. Commissioner De Leo seconded.

Discussion ensued.

Action: Motion passed unanimously.

Meeting concluded at 4:45pm.

Approved by the Commission:

President of Commission: Jill Buhler _____

Secretary of Commission: Marie Dressler _____

ISO/DNV SURVEY OUTCOME REPORT

MARCH 29, 2017



ISO/DNV SURVEY REPORT

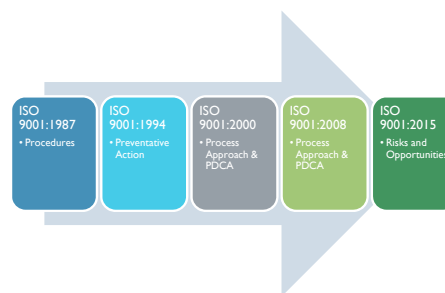
- Accreditation Overview
- Survey Type and Process
- Commendations
- Non-Conformities
- Next Steps

ACCREDITATION OVERVIEW

- ISO: International Organization for Standardization
 - Conformity: fulfillment of a requirement
 - Non-Conformity: preferred term for the non-fulfillment of a requirement
- What is ISO 9001:2015?
 - Document what you do
 - Do what you document
 - Prove it
 - Improve it
- Eight Quality Management Principles:
 - Customer focus
 - Leadership
 - Involvement of people
 - Process approach
 - System approach to management
 - Continual improvement
 - Factual approach to decision making
 - Mutually beneficial supplier relationship

SURVEY TYPE: NIAHO REACCREDITATION/ ISO RECERTIFICATION

- Three surveyors presented for a four-day survey
 - Generalist
 - Quality Management System
 - Medical Staff
 - Human Resources
 - Clinics
 - Medication Management
 - ISO Survey – final day of survey
 - Clinical Specialist
 - Review of care throughout the organization (acute care, clinics, surgery, emergency department)
 - Closed record reviews
 - Infection Control and Prevention
 - Life Safety Specialist
 - Life Safety Measures
 - Utility Management



Survey Dates: March 14-16, 2017

COMMENDATIONS

- 2017 Strategic Planning process
- Antimicrobial Stewardship program
- Medical Staff performance data
- Dietary department: Unusual "in a really good way"
- Sleep Clinic performance improvement projects
- Camera cover in the Emergency Department
- Oncology artwork and healing environment
- Laboratory: physical environment was clean, bright, well-lit
- Internal audit process and closing the loop
- Project review – for Performance Improvement
- Diversion prevention in the Operating Room environment
- Patient grievance process: thorough, timely investigations
- Post-Operative pain rounding process
- Physical environment: good process and traceability, evidence of 'closing the loop'
- South County Clinic: good processes, customer friendly, involved provider
- Performance improvement projects – reviewed PI Plans and actions

NON CONFORMITIES

- All conformities from 2016 were reviewed and officially closed
- Total of four non-conformities in 2017
 - NC-1 Condition-level: zero
 - NC-1: *three non-conformities*
 - NC-2: *one non-conformity*
- Summary of non-conformities:
 - MM.4 & MR.2: All medication orders shall include the name of the drug, dose, frequency of administration, and route.
 - MR.5 (SR.1 and SR.2): The medical record shall contain an informed consent. All entries will be legible, dated, and timed
 - PE.2: Physical Environment
 - Sprinkler positioning (ER)
 - *Latch locks on sliding doors*
 - *Repair of fire doors/ missing automatic door closures*
 - *Penetrations in fire/smoke barriers*
 - PE.8: Utility Management
 - Fuel quality test shall be performed annually

NEXT STEPS

- A Corrective Action Plan (CAP) must be delivered within 10 days of receipt of the Report (March 27, 2017)
- The Corrective action measures are expected to be implemented within 60 days
- All Life Safety non-conformities *must* be corrected within 60 days
- Continue to implement and monitor quality management system
 - Continue development of 2017 Strategic Plan
 - Internal Audits
 - Continuous process improvement
- The CAP must include the following elements:
 - *The cause that led to the nonconformity*
 - *The actions taken to correct the nonconformity in the affected areas and/or processes*
 - *Identify other areas or processes that may be impacted*
 - *Identify the process or system change that will be made to ensure that the nonconformity does not recur*
 - *Include the timeframe for implementation of the CAP*
 - *Identify the name of the person responsible for the corrective action measure*
 - *Identify the performance measures and/or supporting evidence that will be monitored to ensure the effectiveness of the plan submitted*
 - *Address all reported elements of the non-conformance and/or all individual findings*

FINAL THOUGHTS...

"I've been to a lot of hospitals, and this is the best critical access hospital I've ever surveyed"

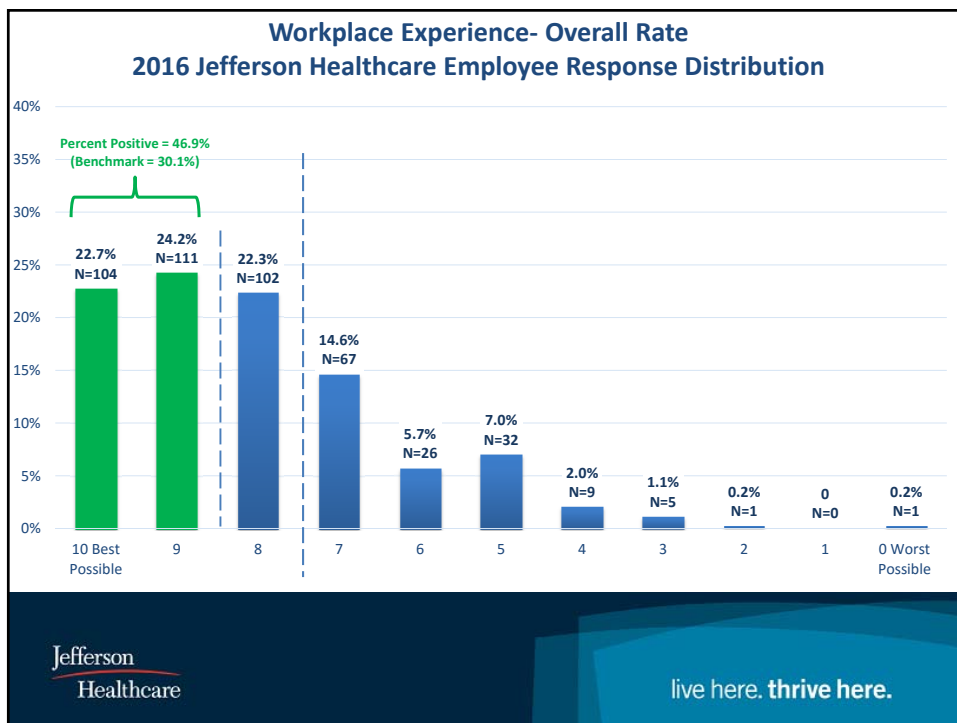
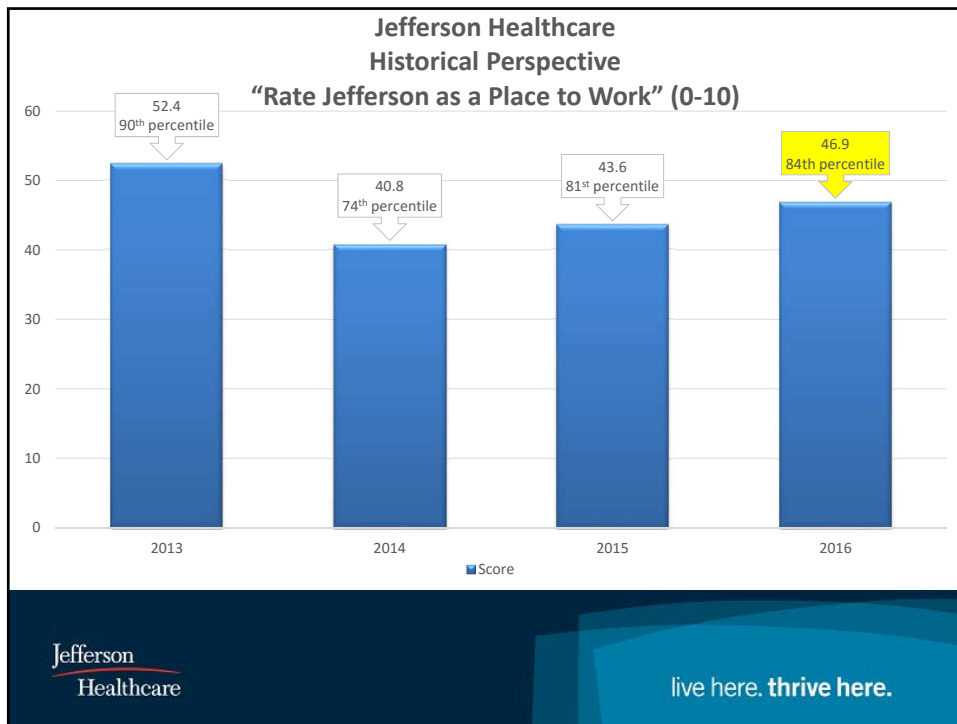
- Direct quote from our lead surveyor

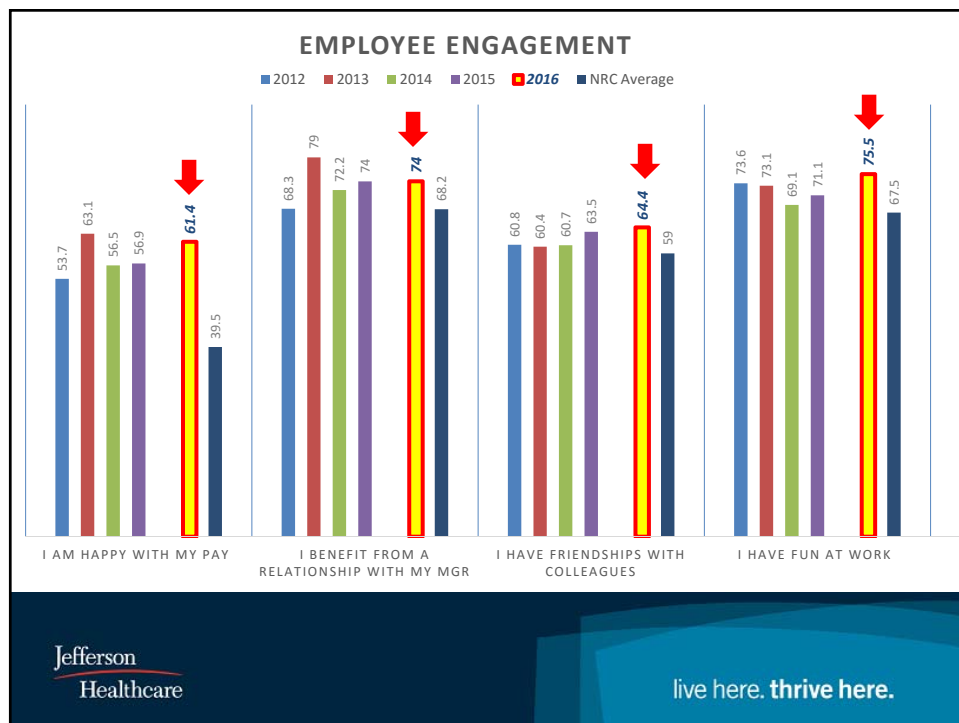
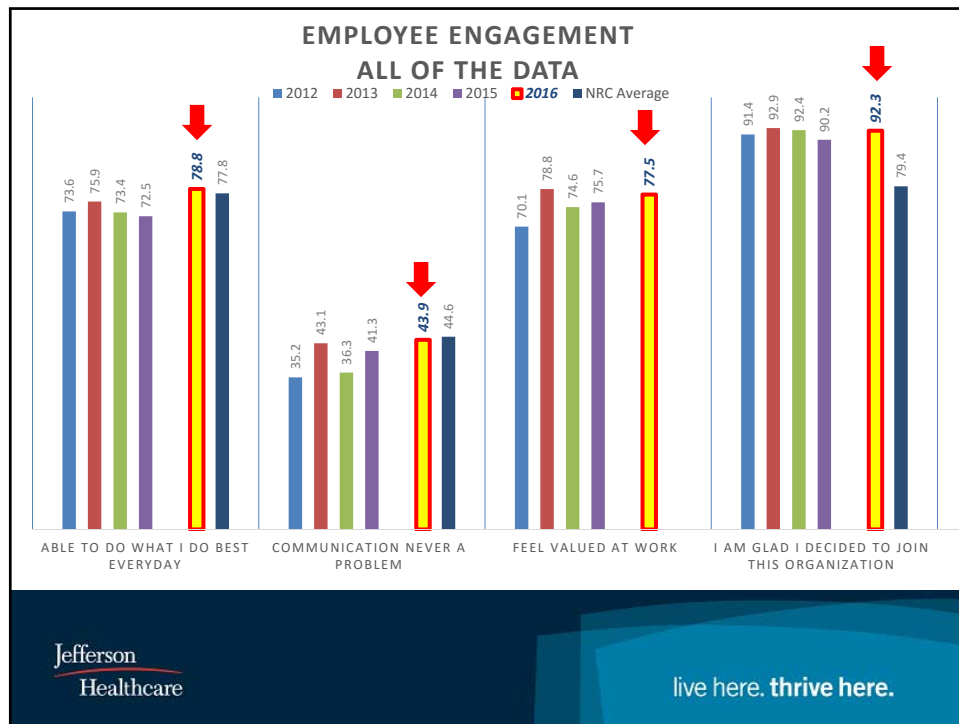


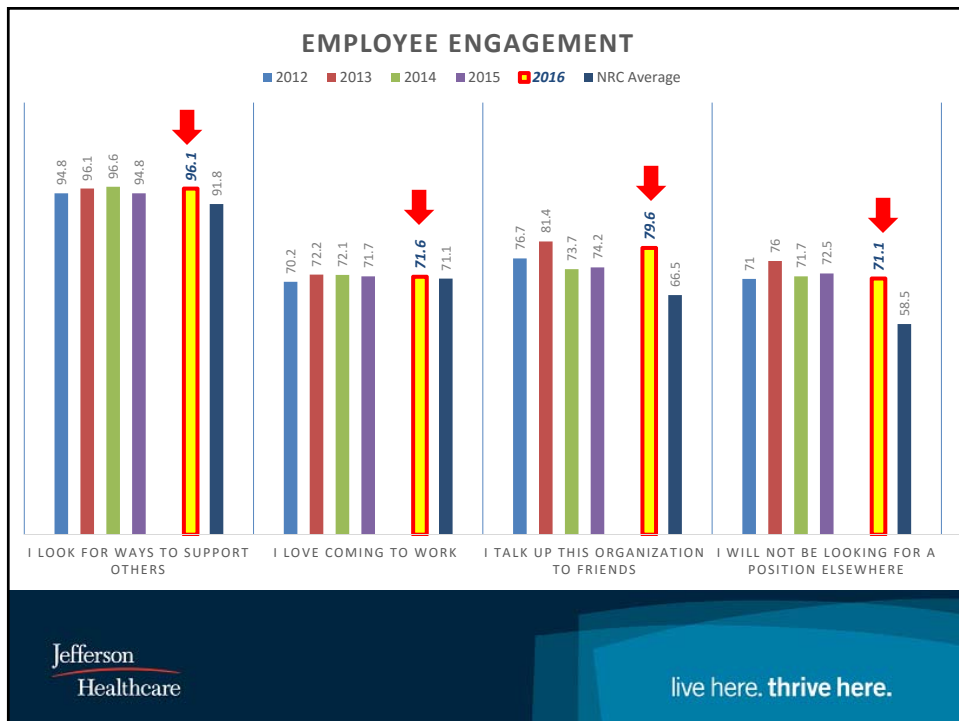
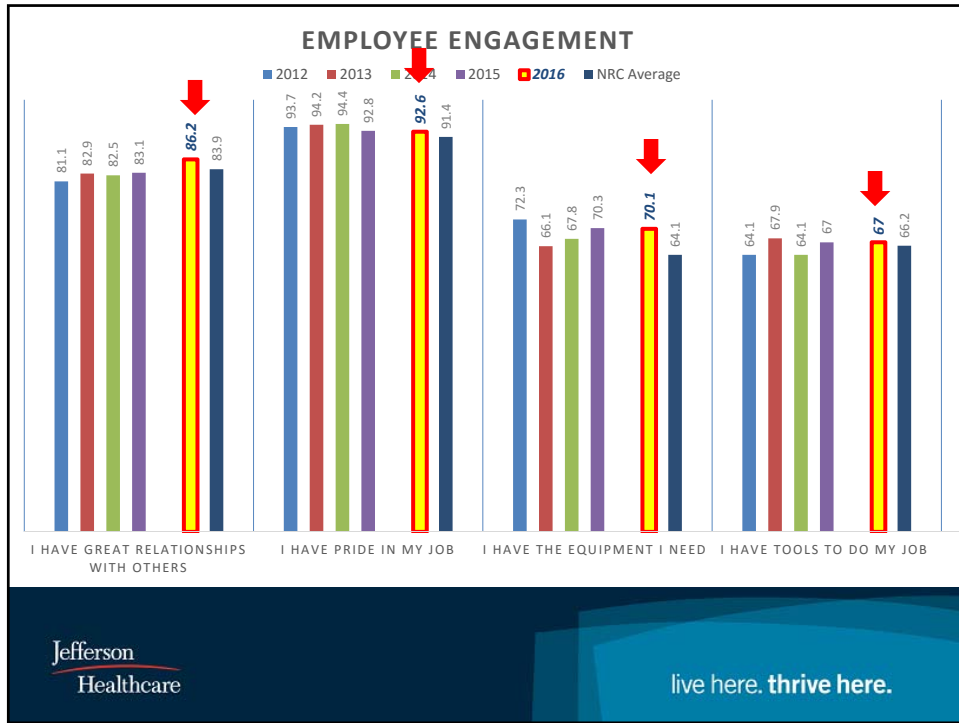
Executive Summary

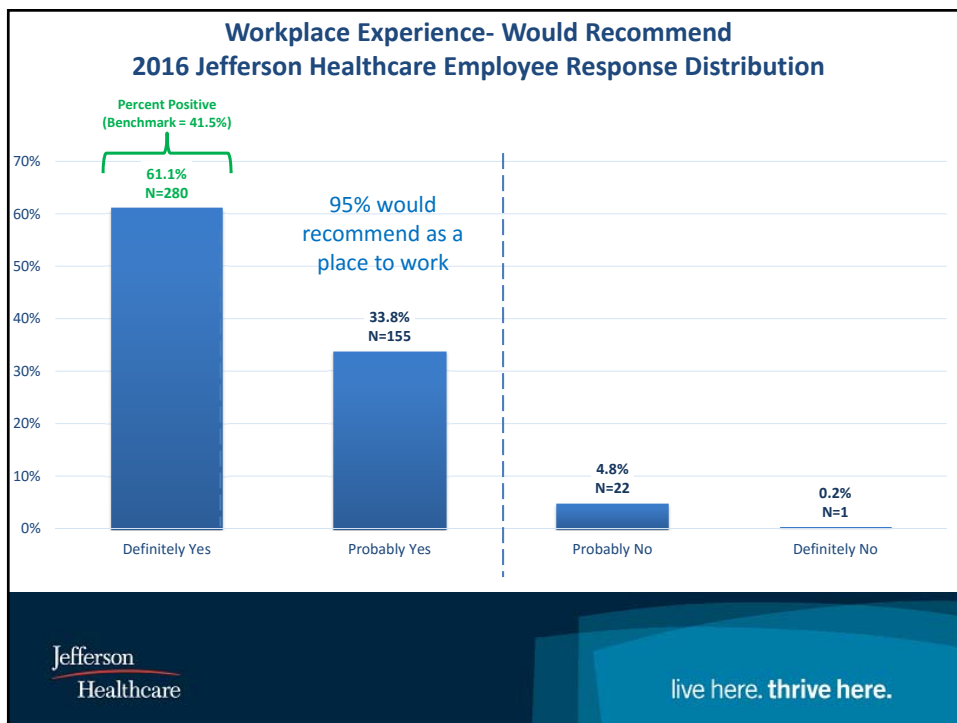
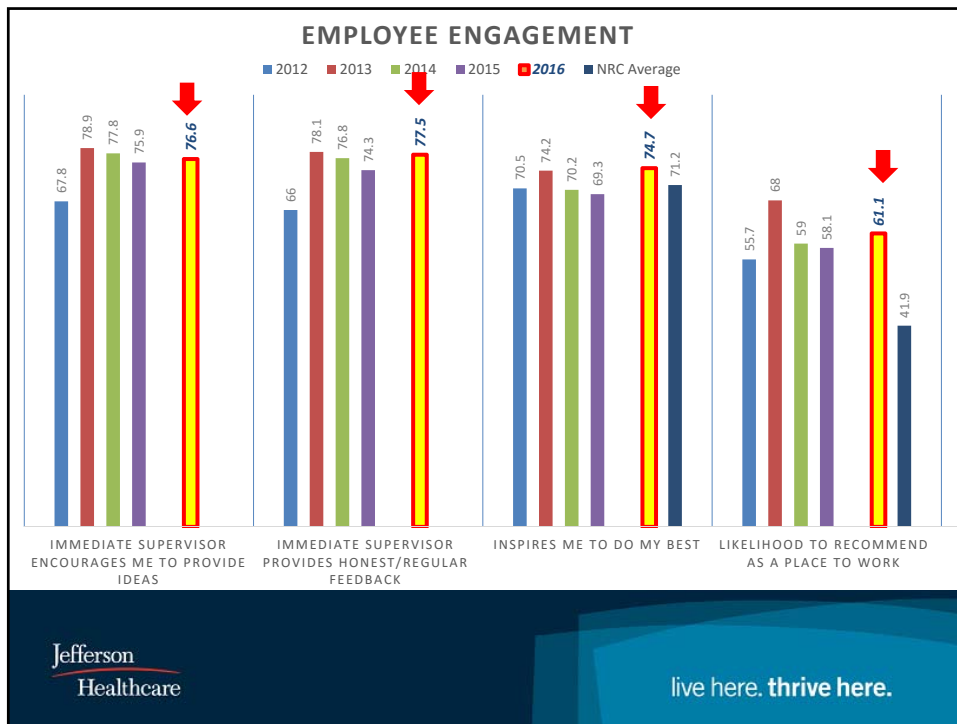
- 79% of Jefferson Healthcare employees participated in the survey (458 out of 580 employees).
- Our "Big Dot" metric is "Rate Organization as a Place to Work" (1-10 scale).
- 46.9% rated Jefferson Healthcare as a 9 or 10.
- National Research Corporation/ Picker Average is 31%.
- Jefferson Healthcare placed in the 84th percentile.

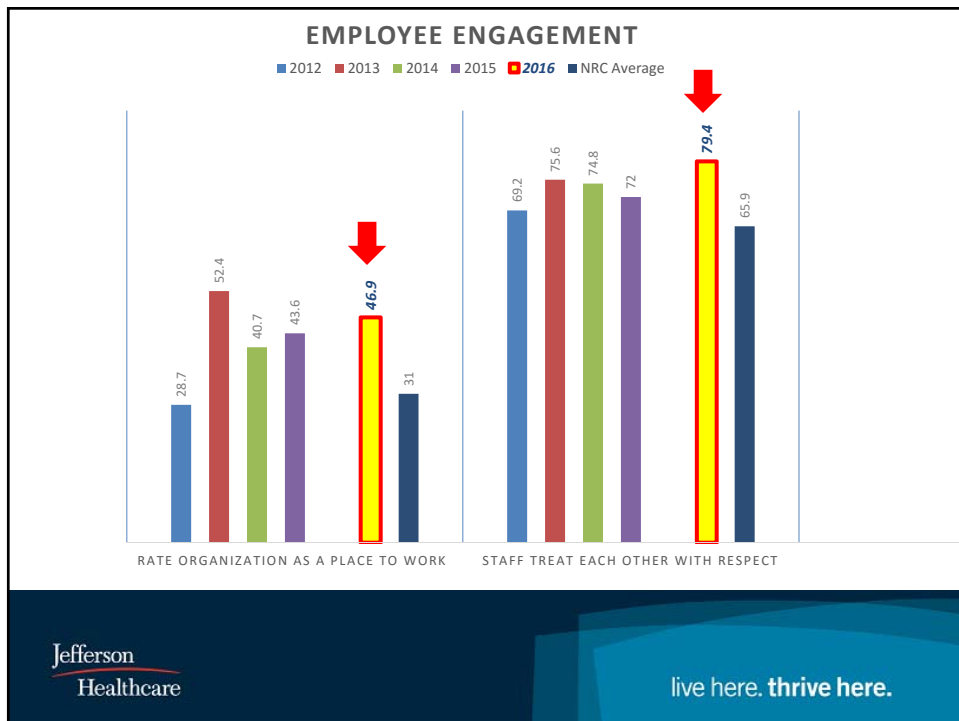
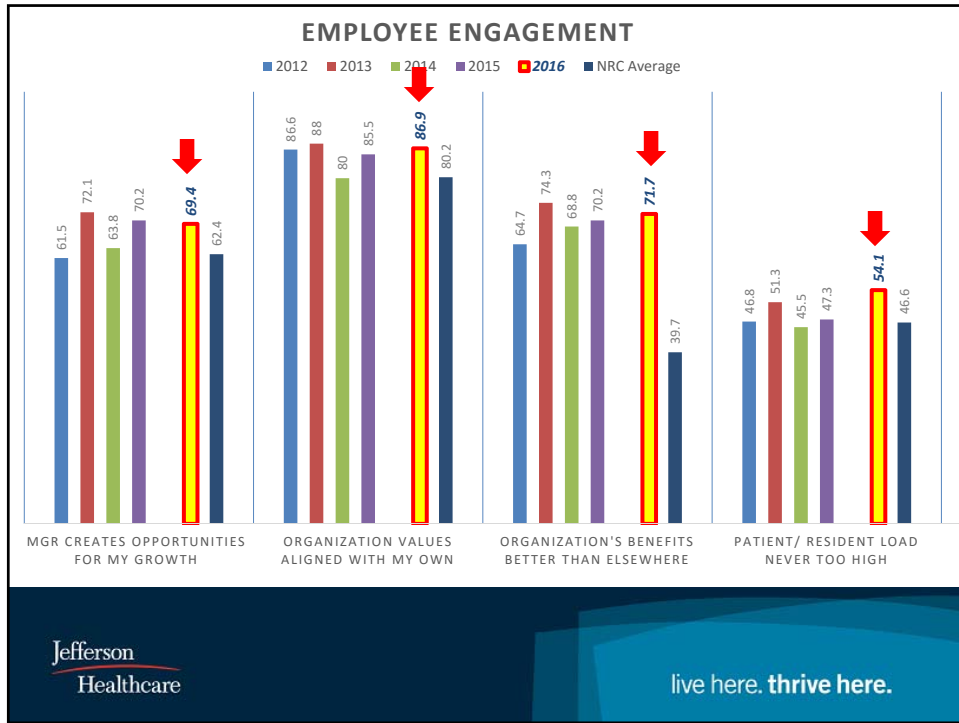












HEALTHCARE EQUALITY INDEX 2017

Celebrating a Decade of Promoting
Equitable and Inclusive Care for Lesbian,
Gay, Bisexual, Transgender and
Queer Patients and Their Families



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HEI 2017 Leaders in LGBTQ Healthcare Equality

THE HEALTHCARE EQUALITY INDEX 2017 IMPLEMENTS new criteria that raise the bar on what it takes to earn HRC's "Leader in LGBTQ Healthcare Equality" designation. For the first time ever, HEI participants are given scores in four criteria that represent how many policies and best practices from each section they have implemented. Participants that receive the maximum score in each section and a total score of 100 points earn the coveted status of "2017 Leader in LGBTQ Healthcare Equality." In this year's report, 51% of participants meet the more challenging criteria and earn this designation.

This list features the 303 HEI 2017 Leaders in LGBTQ Healthcare Equality. In addition to being celebrated in the HEI report, Leaders in LGBTQ Healthcare Equality receive a special logo and a toolkit of resources for outreach to LGBTQ residents in their service area.



Organization Official Name	City
Einstein Medical Center Philadelphia	Philadelphia
Mazzoni Center	Philadelphia
Willowcrest Skilled Nursing and Rehabilitation Center	Philadelphia
Children's Hospital of Pittsburgh of UPMC	Pittsburgh
VA Pittsburgh Healthcare System	Pittsburgh
Western Psychiatric Institute and Clinic of UPMC	Pittsburgh
PUERTO RICO	
VA Caribbean Healthcare System	San Juan
TENNESSEE	
Vanderbilt Hospital and Clinics	Nashville
TEXAS	
Project Vida Health Center	El Paso
Metropolitan Methodist Hospital	San Antonio
VA South Texas Health Care System	San Antonio
UTAH	
VA Salt Lake City Health Care System	Salt Lake City
VIRGINIA	
VA Hampton Medical Center	Hampton
Novant Health UVA Health System Haymarket Medical Center	Haymarket
Novant Health UVA Health System Prince William Medical Center	Manassas
WASHINGTON	
Jefferson Healthcare	Port Townsend
UW Medicine/Valley Medical Center	Renton
Seattle Children's Hospital	Seattle
University of Washington Medical Center	Seattle
UW Medicine/Harborview Medical Center	Seattle
UW Medicine/Northwest Hospital & Medical Center	Seattle
Legacy Salmon Creek Medical Center	Vancouver
Cedar River Clinics	Yakima
WEST VIRGINIA	
VA Martinsburg Medical Center	Martinsburg
WISCONSIN	
NorthLakes Community Clinic	Iron River
American Family Children's Hospital	Madison
University of Wisconsin Hospital and Clinics	Madison
UW Health at the American Center	Madison
VA William S. Middleton Memorial Veterans Hospital	Madison
AIDS Resource Center of Wisconsin	Milwaukee
Froedert Memorial Lutheran Hospital	Milwaukee
VA Clement J. Zablocki Medical Center	Milwaukee

Questions & Comments

Women's Health

Jefferson Healthcare, the personalized
experience

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Dr. Ann Hoffman, DO

- Board certified by the American College of Osteopathic Obstetricians and Gynecologists.
- Graduate from Western University of Health Sciences in Pomona, California as a Doctor of Osteopathic Medicine.
- OB/GYN Residency at Arrowhead Regional Medical Center in Colton, California.
- Dr. Hoffman enjoys teaching and is currently an active preceptor for Pacific Northwest University of Health Sciences and the University of Washington/Medex PA program



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Jane Albee, ARNP

- Certified Menopause Practitioner through NAMS
- Bachelor of Science in Nursing from the State University of New York at Buffalo
- Master of Nursing from University of Florida, Gainesville, Florida
- Specializes in Menopause and Sexual Health
- Enjoys working with patients to ensure the best possible experience and knowledge base growth



Benefit to our community & our region

Care close to home - Personalized service - Intentional development of women treating women – Compassionate & Friendly care -

- Annual Exams
- Breast & pelvic cancer screenings
- Contraceptive management
- Family planning and preconception counseling
- Menopause care
- Non-invasive management of pelvic relaxation and urinary incontinence
- Pregnancy testing
- Screening for sexually transmitted diseases
- Colposcopies and loop electrosurgical excision procedures (LEEP)
- Surgical procedures will include:
 - Laparoscopies
 - Hysteroscopies
 - Minimally-invasive hysterectomies

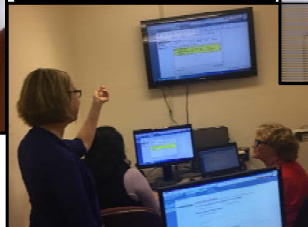
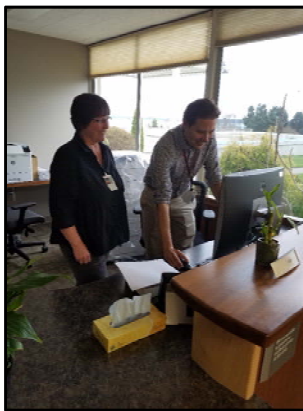
Many thanks to all the team members that helped get us to opening day on April 3rd.

- Clinical Informatics
- Materials Management
- IT
- Facilities
- Revenue Cycle
- Primary Care
- Family Birth Center
- Lab
- Imaging
- Medical Staff
- Credentialing Team
- Accounting
- Pharmacy
- Ann- Providence Analyst
- Surgical Services
- General Surgery Clinic
- Registration
- HR
- Patient Accounts
- EVS
- HIM
- Strategic Leadership
- Dietary

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The space & the team in action as we prepare to open



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Women's Health Clinic

834 Sheridan in the heart of
Jefferson Healthcare

Contact us: 360-344-0403

Hours: Monday-Friday 8:00am-5:00pm

Join us for our Open House, May 1st 4:00pm

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