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:

Discussion ensued.
Employee Engagement Presentation:

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 REPORT
MARCH 29, 2017

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

- 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

- 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
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.
Jefferson Healthcare
Historical Perspective
“Rate Jefferson as a Place to Work” (0-10)

2013 2014 2015 2016

Score

Jefferson Healthcare
Historical Perspective
“Rate Jefferson as a Place to Work” (0-10)

2013 2014 2015 2016

Score

Workplace Experience- Overall Rate
2016 Jefferson Healthcare Employee Response Distribution

Percent Positive = 46.9%
(Benchmark = 30.1%)

10 Best Possible 9 8 7 6 5 4 3 2 1 0 Worst Possible

Jefferson Healthcare
Historical Perspective
“Rate Jefferson as a Place to Work” (0-10)

2013 2014 2015 2016

Score

Jefferson Healthcare
Historical Perspective
“Rate Jefferson as a Place to Work” (0-10)

2013 2014 2015 2016

Score

Workplace Experience- Overall Rate
2016 Jefferson Healthcare Employee Response Distribution

Percent Positive = 46.9%
(Benchmark = 30.1%)

10 Best Possible 9 8 7 6 5 4 3 2 1 0 Worst Possible

Jefferson Healthcare
Historical Perspective
“Rate Jefferson as a Place to Work” (0-10)

2013 2014 2015 2016

Score

Jefferson Healthcare
Historical Perspective
“Rate Jefferson as a Place to Work” (0-10)

2013 2014 2015 2016

Score

Workplace Experience- Overall Rate
2016 Jefferson Healthcare Employee Response Distribution

Percent Positive = 46.9%
(Benchmark = 30.1%)

10 Best Possible 9 8 7 6 5 4 3 2 1 0 Worst Possible

Jefferson Healthcare
Historical Perspective
“Rate Jefferson as a Place to Work” (0-10)

2013 2014 2015 2016

Score

Jefferson Healthcare
Historical Perspective
“Rate Jefferson as a Place to Work” (0-10)

2013 2014 2015 2016

Score

Workplace Experience- Overall Rate
2016 Jefferson Healthcare Employee Response Distribution

Percent Positive = 46.9%
(Benchmark = 30.1%)

10 Best Possible 9 8 7 6 5 4 3 2 1 0 Worst Possible

Jefferson Healthcare
Historical Perspective
“Rate Jefferson as a Place to Work” (0-10)

2013 2014 2015 2016

Score

Jefferson Healthcare
Historical Perspective
“Rate Jefferson as a Place to Work” (0-10)

2013 2014 2015 2016

Score

Workplace Experience- Overall Rate
2016 Jefferson Healthcare Employee Response Distribution

Percent Positive = 46.9%
(Benchmark = 30.1%)

10 Best Possible 9 8 7 6 5 4 3 2 1 0 Worst Possible

Jefferson Healthcare
Historical Perspective
“Rate Jefferson as a Place to Work” (0-10)

2013 2014 2015 2016

Score

Jefferson Healthcare
Historical Perspective
“Rate Jefferson as a Place to Work” (0-10)

2013 2014 2015 2016

Score

Workplace Experience- Overall Rate
2016 Jefferson Healthcare Employee Response Distribution

Percent Positive = 46.9%
(Benchmark = 30.1%)

10 Best Possible 9 8 7 6 5 4 3 2 1 0 Worst Possible

Jefferson Healthcare
Historical Perspective
“Rate Jefferson as a Place to Work” (0-10)

2013 2014 2015 2016

Score

Jefferson Healthcare
Historical Perspective
“Rate Jefferson as a Place to Work” (0-10)

2013 2014 2015 2016

Score

Workplace Experience- Overall Rate
2016 Jefferson Healthcare Employee Response Distribution

Percent Positive = 46.9%
(Benchmark = 30.1%)

10 Best Possible 9 8 7 6 5 4 3 2 1 0 Worst Possible

Jefferson Healthcare
Historical Perspective
“Rate Jefferson as a Place to Work” (0-10)

2013 2014 2015 2016

Score

Jefferson Healthcare
Historical Perspective
“Rate Jefferson as a Place to Work” (0-10)

2013 2014 2015 2016

Score

Workplace Experience- Overall Rate
2016 Jefferson Healthcare Employee Response Distribution

Percent Positive = 46.9%
(Benchmark = 30.1%)

10 Best Possible 9 8 7 6 5 4 3 2 1 0 Worst Possible

Jefferson Healthcare
Historical Perspective
“Rate Jefferson as a Place to Work” (0-10)

2013 2014 2015 2016

Score

Jefferson Healthcare
Historical Perspective
“Rate Jefferson as a Place to Work” (0-10)

2013 2014 2015 2016

Score

Workplace Experience- Overall Rate
2016 Jefferson Healthcare Employee Response Distribution

Percent Positive = 46.9%
(Benchmark = 30.1%)

10 Best Possible 9 8 7 6 5 4 3 2 1 0 Worst Possible

Jefferson Healthcare
Historical Perspective
“Rate Jefferson as a Place to Work” (0-10)

2013 2014 2015 2016

Score

Jefferson Healthcare
Historical Perspective
“Rate Jefferson as a Place to Work” (0-10)

2013 2014 2015 2016

Score

Workplace Experience- Overall Rate
2016 Jefferson Healthcare Employee Response Distribution

Percent Positive = 46.9%
(Benchmark = 30.1%)

10 Best Possible 9 8 7 6 5 4 3 2 1 0 Worst Possible

Jefferson Healthcare
Historical Perspective
“Rate Jefferson as a Place to Work” (0-10)

2013 2014 2015 2016

Score

Jefferson Healthcare
Historical Perspective
“Rate Jefferson as a Place to Work” (0-10)

2013 2014 2015 2016

Score

Workplace Experience- Overall Rate
2016 Jefferson Healthcare Employee Response Distribution

Percent Positive = 46.9%
(Benchmark = 30.1%)

10 Best Possible 9 8 7 6 5 4 3 2 1 0 Worst Possible

Jefferson Healthcare
Historical Perspective
“Rate Jefferson as a Place to Work” (0-10)

2013 2014 2015 2016

Score

Jefferson Healthcare
Historical Perspective
“Rate Jefferson as a Place to Work” (0-10)

2013 2014 2015 2016

Score

Workplace Experience- Overall Rate
2016 Jefferson Healthcare Employee Response Distribution

Percent Positive = 46.9%
(Benchmark = 30.1%)

10 Best Possible 9 8 7 6 5 4 3 2 1 0 Worst Possible

Jefferson Healthcare
Historical Perspective
“Rate Jefferson as a Place to Work” (0-10)

2013 2014 2015 2016

Score

Jefferson Healthcare
Historical Perspective
“Rate Jefferson as a Place to Work” (0-10)

2013 2014 2015 2016

Score

Workplace Experience- Overall Rate
2016 Jefferson Healthcare Employee Response Distribution

Percent Positive = 46.9%
(Benchmark = 30.1%)

10 Best Possible 9 8 7 6 5 4 3 2 1 0 Worst Possible

Jefferson Healthcare
Historical Perspective
“Rate Jefferson as a Place to Work” (0-10)

2013 2014 2015 2016

Score

Jefferson Healthcare
Historical Perspective
“Rate Jefferson as a Place to Work” (0-10)

2013 2014 2015 2016

Score

Workplace Experience- Overall Rate
2016 Jefferson Healthcare Employee Response Distribution

Percent Positive = 46.9%
(Benchmark = 30.1%)

10 Best Possible 9 8 7 6 5 4 3 2 1 0 Worst Possible

Jefferson Healthcare
Historical Perspective
“Rate Jefferson as a Place to Work” (0-10)

2013 2014 2015 2016

Score

Jefferson Healthcare
Historical Perspective
“Rate Jefferson as a Place to Work” (0-10)

2013 2014 2015 2016

Score

Workplace Experience- Overall Rate
2016 Jefferson Healthcare Employee Response Distribution

Percent Positive = 46.9%
(Benchmark = 30.1%)

10 Best Possible 9 8 7 6 5 4 3 2 1 0 Worst Possible

Jefferson Healthcare
Historical Perspective
“Rate Jefferson as a Place to Work” (0-10)

2013 2014 2015 2016

Score

Jefferson Healthcare
Historical Perspective
“Rate Jefferson as a Place to Work” (0-10)

2013 2014 2015 2016

Score

Workplace Experience- Overall Rate
2016 Jefferson Healthcare Employee Response Distribution

Percent Positive = 46.9%
(Benchmark = 30.1%)

10 Best Possible 9 8 7 6 5 4 3 2 1 0 Worst Possible

Jefferson Healthcare
Historical Perspective
“Rate Jefferson as a Place to Work” (0-10)

2013 2014 2015 2016

Score

Jefferson Healthcare
Historical Perspective
“Rate Jefferson as a Place to Work” (0-10)

2013 2014 2015 2016

Score

Workplace Experience- Overall Rate
2016 Jefferson Healthcare Employee Response Distribution

Percent Positive = 46.9%
(Benchmark = 30.1%)

10 Best Possible 9 8 7 6 5 4 3 2 1 0 Worst Possible
ABLE TO DO WHAT I DO BEST EVERYDAY
COMMUNICATION NEVER A PROBLEM
FEEL VALUED AT WORK
I AM GLAD I DECIDED TO JOIN THIS ORGANIZATION

I AM HAPPY WITH MY PAY
I BENEFIT FROM A RELATIONSHIP WITH MY MGR
I HAVE FRIENDSHIPS WITH COLLEAGUES
I HAVE FUN AT WORK

EMPLOYEE ENGAGEMENT
ALL OF THE DATA

2012 2013 2014 2015 2016 NRC Average

73.6 75.9 73.4 72.3 77.8
35.2 48.1 58.3 61.3 63.6
70.1 73.8 78.6 79.7 77.5
72.5 41.3 78.8 74.6 92.9

53.7 61.4 65.5 66.3 64.4
61.9 71.2 74.6 74.2 64.2
60.8 60.4 60.7 60.5 64.4
73.6 71.1 71.1 71.1 75.5

Jefferson Healthcare
live here. thrive here.
I HAVE GREAT RELATIONSHIPS WITH OTHERS
I HAVE PRIDE IN MY JOB
I HAVE THE EQUIPMENT I NEED
I HAVE TOOLS TO DO MY JOB

EMPLOYEE ENGAGEMENT

I LOOK FOR WAYS TO SUPPORT OTHERS
I LOVE COMING TO WORK
I TALK UP THIS ORGANIZATION TO FRIENDS
I WILL NOT BE LOOKING FOR A POSITION ELSEWHERE

EMPLOYEE ENGAGEMENT

Jefferson Healthcare
live here. thrive here.
IMMEDIATE SUPERVISOR ENCOURAGES ME TO PROVIDE IDEAS
IMMEDIATE SUPERVISOR PROVIDES HONEST/REGULAR FEEDBACK
INSPIRES ME TO DO MY BEST
LIKELIHOOD TO RECOMMEND AS A PLACE TO WORK

EMPLOYEE ENGAGEMENT

2012 2013 2014 2015 2016 NRC Average

N=280
N=155
N=22
N=1

Workplace Experience - Would Recommend
2016 Jefferson Healthcare Employee Response Distribution

Percent Positive
(Benchmark = 41.5%)

61.1% N=280
33.8% N=155
4.8% N=22
0.2% N=1

95% would recommend as a place to work
MGR CREATES OPPORTUNITIES FOR MY GROWTH

ORGANIZATION VALUES ALIGNED WITH MY OWN

ORGANIZATION’S BENEFITS BETTER THAN ELSEWHERE

PATIENT/ RESIDENT LOAD NEVER TOO HIGH

EMPLOYEE ENGAGEMENT

RATE ORGANIZATION AS A PLACE TO WORK

STAFF TREAT EACH OTHER WITH RESPECT

NRC Average


61.5 63.8 72.1 69.4

68.6 69.5 74.8 80.2

46.9 54.1

70.2 71.7

86.9

Jefferson Healthcare

live here. thrive here.
Questions & Comments
Women’s Health

Jefferson Healthcare, the personalized experience

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
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

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