Call to Order:
The meeting was called to order at 2:00pm by Board Chair Buhler. Also present were Commissioners Dressler, Kolff, McComas, and Ready. Mike Glenn, CEO, Hilary Whittington, Chief Administrative Officer/Chief Financial Officer, Jon French, Chief Legal Officer, and Alyssa Rodrigues, Administrative Assistant were also in attendance. This meeting was officially audio recorded by Jefferson Healthcare.

Education:
Commissioners watched an educational video, “We are ALL the Patient Experience” – The Beryl Institute.

Jackie Levin, Patient Advocate presented the 2nd quarter patient advocate report. Discussion ensued.

Break:
Commissioners recessed for break at 2:55pm.

Commissioners reconvened from break at 3:30pm.

Employee Team and Employee of the Quarter:
Mike Glenn, CEO, announced the Employee of the Quarter, Jarrod Johnson, Facilities, and the Team of the Quarter, Diagnostic Imaging.

Approve Agenda:
Commissioner Dressler made a motion to approve the agenda. Commissioner Ready seconded.
Action: Motion passed unanimously.

Patient Story:
Joyce Cardinal, Interim CNO gave a patient story regarding a patients visit to the orthopedic department and her subsequent stay in the hospital. The patient felt that her visit was wonderful and the caregivers were compassionate and that Dr. Naumann was a great orthopedic surgeon. The patient looked forward to coming back for her next visit in the Spring.
Minutes:
• July 11 Special Session
• July 25 Regular Session
Commissioner McComas made a motion to approve the July 11 Special Session Minutes and July 25 Regular Session Minutes. Commissioner Dressler seconded.
Action: Motion passed unanimously.

Required Approvals: Action Requested
• July Warrants and Adjustments
• Resolution 2018-12 Cancel Warrants
• Resolution 2018-13 Surplus Equipment
• Medical Staff Credentials/Appointments/Reappointments
Commissioner Dressler made a motion to approve July Warrants and Adjustments, Resolution 2018-12 Cancelled Warrants, Resolution 2018-13 Surplus Equipment, and Medical Staff Credentials/ Appointments/ Reappointments. Commissioner McComas seconded.
Action: Motion passed unanimously.

Public Comment:
Public comment was made.

Financial Report:
Hilary Whittington, CFO/CAO presented the July financial report.
Discussion ensued.

Quality Report:
Joyce Cardinal, Interim Chief Nursing Officer presented the Quality Report.
Discussion ensued.

Administrative Report
Mike Glenn, CEO, presented the administrative report.
Discussion ensued.

Chief Medical Officer Report:
Dr. Joe Mattern was excused. The Chief Medical Officer Report will be presented at the next regular meeting.

Board Business:
Commissioner Dressler invited everyone to attend the Jefferson Healthcare Foundation fundraising cruise for the JH Foundation.
Commissioner Kolff announced that John Nowak and Lori Fleming did a great job of presenting the CHIP implementation plan to the Citizens for Healthcare Access group.

Commissioner Buhler announced that the August Board of Health meeting was cancelled.

**Meeting Evaluation**

Commissioners Buhler questioned whether a motivational video or an education video would be better during the educational session.

Commissioners discussed a change in the format of the meeting.

Commissioner Kolff made a motion to start the board meeting at 2:30pm. Commissioner Ready seconded.

**Action:** Motion passed 3 to 1 with 1 abstention. Commissioners McComas, Buhler, and Ready in favor. Commissioner Kolff opposed. Commissioner Dressler abstained.

**Conclude:**

Commissioner Ready made a motion to conclude the meeting. Commissioner Dressler seconded the motion.

**Action:** Motion passed unanimously.

Meeting concluded at 5:00pm.

Approved by the Commission:

Chair of Commission: Jill Buhler ________________________________

Secretary of Commission: Marie Dressler __________________________
Patient Advocate Report

2nd Quarter 2018
Jackie Levin MS, RN
August 22, 2018
Agenda

1. Commissioner Feedback
2. Trends and Highlights
3. Responsiveness to Patient Feedback
4. New Areas of Concerns
5. Breakdown of Care Provider Concerns
6. Trends by Service Area
7. Patient Advocate Additional Projects
The Highlights

• Jump in ED concerns—5 in July compared to 5 in 2nd Quarter
• The average time to close cases was 15 days, meeting our target of 30 days or less
• The total 2nd Q complaint volume remained similar to last quarter volumes
• Clinic visit concerns continue to drop, but 2 providers stand out.
• The top reported issue of the last year related to access and service delivery—continues to improve
• Communication continues to be an area of opportunity
  • New provider communication concerns
  • Return phone calls and timely referrals
## Responsiveness to Concerns 1\textsuperscript{st} and 2\textsuperscript{nd} Quarter 2018

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Target</th>
<th>Low</th>
<th>High</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1\textsuperscript{st} Quarter 2018</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Days to Acknowledgement</td>
<td>7</td>
<td>0</td>
<td>7</td>
<td>4</td>
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<tr>
<td>Days to Closure</td>
<td>30</td>
<td>0</td>
<td>55</td>
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<table>
<thead>
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<th>Low</th>
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<th>Avg</th>
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<tr>
<td>Days to Acknowledgement</td>
<td>7</td>
<td>0</td>
<td>8</td>
<td>3.6</td>
</tr>
<tr>
<td>Days to Closure</td>
<td>30</td>
<td>0</td>
<td>36</td>
<td>14.7</td>
</tr>
</tbody>
</table>

**Comments:**

- Total # of concerns: 55/78 records
- 30 days closure = 4 concerns
- 7 day acknowledgement = 1
- Peer Reviews = 1
- Grievance Committee = 1
## 2nd Quarter Clinic and ED Concerns/1000 Visits

### Current Quarter

<table>
<thead>
<tr>
<th>Quarter</th>
<th>ED</th>
<th>Clinics</th>
</tr>
</thead>
<tbody>
<tr>
<td>2nd Q 2018</td>
<td>1.6/1000 visits</td>
<td>.50/1000 visits</td>
</tr>
<tr>
<td>Total</td>
<td>5</td>
<td>14</td>
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</table>

<table>
<thead>
<tr>
<th>Quarter</th>
<th>ED</th>
<th>Clinics</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st Q 2018</td>
<td>3.5/1000 visits</td>
<td>1.4/1000 visits</td>
</tr>
<tr>
<td>Total</td>
<td>11</td>
<td>18</td>
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</table>

<table>
<thead>
<tr>
<th>Quarter</th>
<th>ED</th>
<th>Clinics</th>
</tr>
</thead>
<tbody>
<tr>
<td>3rd Q 2017</td>
<td>3.2/1000 visits</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>49</td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Quarter</th>
<th>ED</th>
<th>Clinics</th>
</tr>
</thead>
<tbody>
<tr>
<td>4th Q 2017</td>
<td>2.86/1000 visits</td>
<td>2.4/1000 visits</td>
</tr>
<tr>
<td>Total</td>
<td>9</td>
<td>31</td>
</tr>
</tbody>
</table>
Trends by Area of Concerns

New Data this Quarter
Express Clinic = 6
Specialty Clinics = 16
Trends by Type of Concern

![Graph showing trends by type of concern](image-url)
Provider Concern Trends

![Graph showing trends for various provider concerns]

- Communication
- Rx Choice
- Rx Plan/Selection
- Skill/Competency
- Diagnosis

Data points for each quarter from 1st Q 17 to 2nd Q 18.
Suggested Provider Communication Strategies

- Communication Education with Jackie and Joe Mattern
- 3 providers stand out for the last 2 Quarters

- Education focuses on trends and themes
  - Developing rapport,
  - Getting to the essence of patient concern,
  - Working with difficult patients/families/situations (defining this),
  - Delivering bad news
From Patient Concern to Process Change

**Patient Concern**
- Diagnosis of cancer in ER
  - 6 days to appointment with provider
- Bad experience with a Nebulizer treatment – unique medication
- Delivering Bad news in the ED

**Process Change**
- Fast Track Appointment from ED to Onc, with Nurse Navigator making personal phone call, appointment and answering questions
- New policy written on neb rx with this medication
- Education training for Med Exec on general communication and delivering bad news.
From Patient Concern to Process Change

Patient Concern
• Making appointments through MyChart Challenge
  • Changes of provider location (e.g. from PLC to SC) is not updated made in MyChart.
• Concern of disrespect and challenges for person in wc

Process Change
• Josh Brocklesby is working on a fix to notify patients of changes
• ESSB building walk-around with Rena and Arron, reviewed
  • Lab Door (didn’t open 90 degrees, possible addition of auto-door opener
  • Main BR=signage of auto-door button
  • Changes to mammography clothe storage (?)
  • Registration desk, have Reg person out front more face to face and also walking person to mammography and opening door.
Growth of Patient Advocate Role/Activities

- Patient Family Advisory Council—Quiet/reflective space, EMS communication and decision making, Readmissions project
- Healthcare Equity Committee—working with Dunia and Pop Health Needs, HEI Award
- NEO—Patient Advocate and HEI
- Ad Hoc resolution teams--
- Stress and Overwhelm Mindful Awareness for Teamwork Programs
  - Family Birth Center nurses
  - Home Health and Hospice staff
  - Orthopedic Clinic
  - Individuals
- Nursing Skills Day—Quiet at Night
- TeamSTEPPS Faculty
- Nurse Coaching for Care Transformation Nurses
- Risk — CMO Committee
- Wellness Task Force—creating an identity, presence and coordination
- Palliative Care Team and Advance Directives
- Ethics Committee
Questions and Thoughts?
July 2018
Education – One-Time Entries That Make July & August Look Amazing

- 6-2018 Interim Medicare cost report
  ($1M recorded, $1.3M received in August, expected additional payment in December of $1M)

- 12-2017 Medicare cost report tentatively settled
  (no net income effect yet, cash received in August)

- Unemployment compensation trust dividend ($131,453)

- Workers compensation trust dividend ($355,408)
July 2018
Service Line Highlight – Hospice

Increased Provider and Hospital awareness

Increased Community Awareness

• Maximize Staffing utilization to minimize costs

YTD Census above budget by 21%

Contribution margin for July $143,679, >300% the budgeted amount

YTD contribution margin above budget by 136%
## July 2018 Operating Statistics

<table>
<thead>
<tr>
<th>STATISTIC DESCRIPTION</th>
<th>JUL ACTUAL</th>
<th>JUL BUDGET</th>
<th>% VARIANCE</th>
<th>YTD ACTUAL</th>
<th>YTD BUDGET</th>
<th>% VARIANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>FTEs - TOTAL (AVG)</td>
<td>537</td>
<td>585</td>
<td>8%</td>
<td>542</td>
<td>585</td>
<td>7%</td>
</tr>
<tr>
<td>ADJUSTED PATIENT DAYS</td>
<td>1,782</td>
<td>2,172</td>
<td>-18%</td>
<td>14,010</td>
<td>14,851</td>
<td>-6%</td>
</tr>
<tr>
<td>ICU PATIENT DAYS (IP + OBSERVATION, MIDNIGHT CENSUS)</td>
<td>74</td>
<td>97</td>
<td>-24%</td>
<td>566</td>
<td>666</td>
<td>-15%</td>
</tr>
<tr>
<td>ACU PATIENT DAYS (IP + OBSERVATION, MIDNIGHT CENSUS)</td>
<td>272</td>
<td>362</td>
<td>-25%</td>
<td>2,270</td>
<td>2,478</td>
<td>-8%</td>
</tr>
<tr>
<td>PATIENT DAYS (ACU, ICU, SWING), INCLUDES OBSERVATION</td>
<td>346</td>
<td>475</td>
<td>-27%</td>
<td>2,883</td>
<td>3,256</td>
<td>-11%</td>
</tr>
<tr>
<td>SURGERY CASES (IN OR)</td>
<td>94</td>
<td>102</td>
<td>-8%</td>
<td>688</td>
<td>700</td>
<td>-2%</td>
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<tr>
<td>SPECIAL PROCEDURE CASES</td>
<td>71</td>
<td>102</td>
<td>-30%</td>
<td>485</td>
<td>700</td>
<td>-31%</td>
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<tr>
<td>LAB BILLABLE TESTS</td>
<td>17,018</td>
<td>19,121</td>
<td>-11%</td>
<td>125,352</td>
<td>130,766</td>
<td>-4%</td>
</tr>
<tr>
<td>TOTAL DIAGNOSTIC IMAGING TESTS</td>
<td>2,740</td>
<td>3,044</td>
<td>-10%</td>
<td>18,532</td>
<td>20,816</td>
<td>-11%</td>
</tr>
<tr>
<td>MEDS DISPENSED</td>
<td>20,301</td>
<td>23,766</td>
<td>-15%</td>
<td>156,947</td>
<td>162,526</td>
<td>-3%</td>
</tr>
<tr>
<td>RESPIRATORY THERAPY PROCEDURES</td>
<td>2,563</td>
<td>3,769</td>
<td>-32%</td>
<td>22,187</td>
<td>25,775</td>
<td>-14%</td>
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<tr>
<td>REHAB/PT/OT/ST RVUs</td>
<td>9,052</td>
<td>7,078</td>
<td>28%</td>
<td>60,619</td>
<td>48,400</td>
<td>25%</td>
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<tr>
<td>ER CENSUS</td>
<td>1,160</td>
<td>1,132</td>
<td>2%</td>
<td>7,387</td>
<td>7,740</td>
<td>-5%</td>
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<tr>
<td>TOTAL RURAL HEALTH CLINIC VISITS</td>
<td>5,062</td>
<td>7,291</td>
<td>-31%</td>
<td>38,539</td>
<td>49,856</td>
<td>-23%</td>
</tr>
<tr>
<td>TOTAL SPECIALTY CLINIC VISITS</td>
<td>3,282</td>
<td>3,454</td>
<td>-5%</td>
<td>21,975</td>
<td>23,608</td>
<td>-7%</td>
</tr>
<tr>
<td>HOME HEALTH EPISODES</td>
<td>54</td>
<td>68</td>
<td>-21%</td>
<td>451</td>
<td>466</td>
<td>-3%</td>
</tr>
<tr>
<td>HOSPICE CENSUS/DAYS</td>
<td>1,019</td>
<td>894</td>
<td>14%</td>
<td>7,365</td>
<td>6,112</td>
<td>21%</td>
</tr>
</tbody>
</table>
## July 2018 Income Statement Summary

### Operating Revenue

<table>
<thead>
<tr>
<th></th>
<th>July 2018 Actual</th>
<th>July 2018 Budget</th>
<th>Variance Favorable/ (Unfavorable)</th>
<th>%</th>
<th>July 2018 YTD</th>
<th>July 2018 Budget YTD</th>
<th>Variance Favorable/ (Unfavorable)</th>
<th>%</th>
<th>July 2017 YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gross Patient Service Revenue</td>
<td>18,935,730</td>
<td>20,270,747</td>
<td>(1,335,018)</td>
<td>-7%</td>
<td>132,677,245</td>
<td>138,625,714</td>
<td>(5,948,469)</td>
<td>-4%</td>
<td>120,322,347</td>
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<tr>
<td>Revenue Adjustments</td>
<td>8,908,191</td>
<td>11,000,435</td>
<td>2,092,244</td>
<td>19%</td>
<td>71,121,965</td>
<td>75,228,757</td>
<td>4,106,792</td>
<td>5%</td>
<td>65,468,929</td>
</tr>
<tr>
<td>Charity Care Adjustments</td>
<td>250,365</td>
<td>124,980</td>
<td>(125,385)</td>
<td>-100%</td>
<td>1,551,273</td>
<td>854,702</td>
<td>(696,572)</td>
<td>-81%</td>
<td>603,626</td>
</tr>
<tr>
<td>Net Patient Service Revenue</td>
<td>9,777,173</td>
<td>9,145,333</td>
<td>631,841</td>
<td>7%</td>
<td>60,004,007</td>
<td>62,542,256</td>
<td>(2,538,249)</td>
<td>-4%</td>
<td>54,249,792</td>
</tr>
<tr>
<td>Other Revenue</td>
<td>383,900</td>
<td>423,423</td>
<td>(39,522)</td>
<td>-9%</td>
<td>3,030,642</td>
<td>2,895,663</td>
<td>134,979</td>
<td>5%</td>
<td>3,049,915</td>
</tr>
<tr>
<td>Total Operating Revenue</td>
<td>10,161,073</td>
<td>9,568,755</td>
<td>592,318</td>
<td>6%</td>
<td>63,034,649</td>
<td>65,437,919</td>
<td>(2,403,270)</td>
<td>-4%</td>
<td>57,299,707</td>
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### Operating Expenses

<table>
<thead>
<tr>
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<th>Variance Favorable/ (Unfavorable)</th>
<th>%</th>
<th>July 2018 YTD</th>
<th>July 2018 Budget YTD</th>
<th>Variance Favorable/ (Unfavorable)</th>
<th>%</th>
<th>July 2017 YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries And Wages</td>
<td>4,488,113</td>
<td>4,802,949</td>
<td>314,836</td>
<td>7%</td>
<td>31,099,072</td>
<td>32,845,966</td>
<td>1,746,895</td>
<td>5%</td>
<td>27,973,242</td>
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<td>Employee Benefits</td>
<td>947,588</td>
<td>1,209,927</td>
<td>262,339</td>
<td>22%</td>
<td>7,546,581</td>
<td>8,274,339</td>
<td>727,758</td>
<td>9%</td>
<td>7,126,842</td>
</tr>
<tr>
<td>Other Expenses</td>
<td>3,303,929</td>
<td>3,382,817</td>
<td>78,888</td>
<td>2%</td>
<td>23,315,045</td>
<td>23,134,095</td>
<td>(180,950)</td>
<td>-1%</td>
<td>20,922,872</td>
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<tr>
<td>Total Operating Expenses</td>
<td>8,739,630</td>
<td>9,395,693</td>
<td>656,064</td>
<td>7%</td>
<td>61,960,698</td>
<td>64,254,401</td>
<td>2,293,703</td>
<td>4%</td>
<td>56,022,956</td>
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### Operating Income (Loss)

<table>
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<tr>
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<th>July 2018 Actual</th>
<th>July 2018 Budget</th>
<th>Variance Favorable/ (Unfavorable)</th>
<th>%</th>
<th>July 2018 YTD</th>
<th>July 2018 Budget YTD</th>
<th>Variance Favorable/ (Unfavorable)</th>
<th>%</th>
<th>July 2017 YTD</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>1,421,444</td>
<td>173,062</td>
<td>1,248,382</td>
<td>721%</td>
<td>1,073,951</td>
<td>1,183,518</td>
<td>(109,567)</td>
<td>-9%</td>
<td>1,276,751</td>
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### Total Non Operating Revenues (Expenses)

<table>
<thead>
<tr>
<th></th>
<th>July 2018 Actual</th>
<th>July 2018 Budget</th>
<th>Variance Favorable/ (Unfavorable)</th>
<th>%</th>
<th>July 2018 YTD</th>
<th>July 2018 Budget YTD</th>
<th>Variance Favorable/ (Unfavorable)</th>
<th>%</th>
<th>July 2017 YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(15,856)</td>
<td>(29,881)</td>
<td>14,025</td>
<td>47%</td>
<td>(61,995)</td>
<td>(204,346)</td>
<td>142,351</td>
<td>70%</td>
<td>319,013</td>
</tr>
</tbody>
</table>

### Change in Net Position (Loss)

<table>
<thead>
<tr>
<th></th>
<th>July 2018 Actual</th>
<th>July 2018 Budget</th>
<th>Variance Favorable/ (Unfavorable)</th>
<th>%</th>
<th>July 2018 YTD</th>
<th>July 2018 Budget YTD</th>
<th>Variance Favorable/ (Unfavorable)</th>
<th>%</th>
<th>July 2017 YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1,405,588</td>
<td>143,181</td>
<td>1,262,407</td>
<td>882%</td>
<td>1,011,956</td>
<td>979,173</td>
<td>32,784</td>
<td>3%</td>
<td>1,595,764</td>
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</tbody>
</table>
July 2018
Cash and Accounts Receivable

Medicare settlement received 8/3/18: $3,884,054
Forecasted days of cash with this addition: 90.5
# July 2018
## Board Financial Report

<table>
<thead>
<tr>
<th>Dept.</th>
<th>Department Description</th>
<th>Rev/Exp</th>
<th>Account</th>
<th>Account Description</th>
<th>July Actual</th>
<th>July Budget</th>
<th>July Variance</th>
<th>2018 to Date</th>
<th>2018 to Date</th>
<th>2018 to Date</th>
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</thead>
<tbody>
<tr>
<td>8612</td>
<td>BOARD</td>
<td>Exp</td>
<td>600010</td>
<td>MANAGEMENT &amp; SUPERVISION WAGES</td>
<td>6,169.00</td>
<td>4,647.00</td>
<td>(1,522.00)</td>
<td>32,946.00</td>
<td>31,783.00</td>
<td>(1,163.00)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>602300</td>
<td>CONSULT MNGMT FEE</td>
<td>1,546.00</td>
<td>-</td>
<td>(1,546.00)</td>
<td>14,572.00</td>
<td>-</td>
<td>(14,572.00)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>602500</td>
<td>AUDIT FEES</td>
<td>-</td>
<td>3,397.00</td>
<td>3,397.00</td>
<td>37,239.00</td>
<td>23,233.00</td>
<td>(14,006.00)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>604200</td>
<td>CATERING</td>
<td>289.00</td>
<td>165.00</td>
<td>(124.00)</td>
<td>904.00</td>
<td>1,127.00</td>
<td>223.00</td>
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<td>604500</td>
<td>OFFICE SUPPLIES</td>
<td>48.00</td>
<td>25.00</td>
<td>(23.00)</td>
<td>50.00</td>
<td>169.00</td>
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<td></td>
<td>604800</td>
<td>MINOR EQUIPMENT</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>591.00</td>
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<td>(591.00)</td>
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<td>604850</td>
<td>COMPUTER EQUIPMENT</td>
<td>-</td>
<td>82.00</td>
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<td>563.00</td>
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<td>606500</td>
<td>OTHER PURCHASED SERVICES</td>
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<td>849.00</td>
<td>849.00</td>
<td>(250.00)</td>
<td>5,808.00</td>
<td>6,058.00</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>609400</td>
<td>TRAVEL/MEETINGS/TRAINING</td>
<td>750.00</td>
<td>1,699.00</td>
<td>949.00</td>
<td>9,384.00</td>
<td>11,616.00</td>
<td>2,232.00</td>
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<tr>
<td></td>
<td>Exp Total</td>
<td></td>
<td></td>
<td></td>
<td>8,802.00</td>
<td>10,864.00</td>
<td>2,062.00</td>
<td>95,436.00</td>
<td>74,299.00</td>
<td>(21,137.00)</td>
</tr>
<tr>
<td></td>
<td>BOARD Total</td>
<td></td>
<td></td>
<td></td>
<td>8,802.00</td>
<td>10,864.00</td>
<td>2,062.00</td>
<td>95,436.00</td>
<td>74,299.00</td>
<td>(21,137.00)</td>
</tr>
</tbody>
</table>
August 2018
Preview – (*as of 11:59pm 08/21/18)

• $19,076,498 in HB charges
  • Average: $603,936/day (HB only)
  • Budget: $642,350/day

• $8,885,409 in HB cash collections
  • Average: $251,413/day (HB only)
  • Goal: $289,057/day

• 51.4 Days in A/R

• Questions
Patient Safety and Quality: Department of Health Report

August 22, 2018

Prepared for the Board of Commissioners
Agenda

Survey Non-Conformities

Corrective Actions

Next Steps
## Summary of Non-Conformities

<table>
<thead>
<tr>
<th>Nursing</th>
<th>EVS/Sanitation</th>
<th>Environment</th>
<th>Food &amp; Nutrition</th>
<th>Medications</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Expired supplies (ICU)</td>
<td>• Prevent cross contamination (pillow)</td>
<td>• Storage of equipment</td>
<td>• Cold storage temperature control</td>
<td>• Pharmacy review of medications (ER)</td>
</tr>
<tr>
<td>• Pain Reassessment</td>
<td>• Dry time for chemical disinfection</td>
<td>• Damaged equipment (Chair, stretcher mattress)</td>
<td>• Fire doors</td>
<td>• Medication labeling and storage</td>
</tr>
<tr>
<td>• Fall assessment in the ER, FBC</td>
<td></td>
<td>• Air pressure</td>
<td>• Eyewash station (ER)</td>
<td>• Expired medications (and unit inspection)</td>
</tr>
</tbody>
</table>

- **Summary of Non-Conformities**
- **Nursing**
  - Expired supplies (ICU)
  - Pain Reassessment
  - Fall assessment in the ER, FBC
- **EVS/Sanitation**
  - Prevent cross contamination (pillow)
  - Dry time for chemical disinfection
- **Environment**
  - Storage of equipment
  - Damaged equipment (Chair, stretcher mattress)
  - Fire doors
  - Air pressure
  - Eyewash station (ER)
- **Food & Nutrition**
  - Cold storage temperature control
- **Medications**
  - Pharmacy review of medications (ER)
  - Medication labeling and storage
  - Expired medications (and unit inspection)
Immediate Response and Correction

Nursing
• Expired supplies (ICU)
• Pain Reassessment
• Fall assessment in the ER, FBC

EVS (sanitation)
• Prevent cross contamination (pillow)
• Dry time for chemical disinfection

Environment
• Storage of equipment
• Damaged equipment (Chair, stretcher mattress)
• Fire doors
• Air pressure
• Eyewash station (ER)

Food & Nutrition
• Cold storage temperature control

Medications
• Pharmacy review of medications (ER)
• Medication labeling and storage
• Expired medications (and unit inspection)

Items in Green were immediately corrected or the corrective action was initiated.
## Plan for Remaining Items

<table>
<thead>
<tr>
<th>Tag Number</th>
<th>Corrective Action</th>
<th>Completion Date</th>
<th>Monitoring</th>
</tr>
</thead>
<tbody>
<tr>
<td>B945, B955</td>
<td>EVS will disinfect surfaces for appropriate length of time – this will be included in initial and ongoing competencies for EVS. Equipment to be inspected for integrity issues and reported by EVS. Damaged equipment to be repaired or replaced immediately per Non-Conforming Product Policy.</td>
<td>October 9, 2018</td>
<td>100% EVS staff will demonstrate competency; confirmed by regular observation</td>
</tr>
<tr>
<td>B1080</td>
<td>Medications will be stored according to guidelines; pharmacy to review all medication orders (update contract), nursing staff re-education regarding medication expiration</td>
<td>October 9, 2018</td>
<td>Inspections will be conducted by pharmacy and documented. Medication review will occur in ED. Rounds will be performed with staff feedback and contract revision completed.</td>
</tr>
<tr>
<td>B1160</td>
<td>Staff will be required to read and acknowledge the fall prevention policy; re-address fall prevention education.</td>
<td>October 9, 2018</td>
<td>Assess compliance with policy acknowledgement; track and report training attendance; medical record review to assess compliance</td>
</tr>
<tr>
<td>B1265</td>
<td>Chart review of patients with pain management needs. Retraining and corrective action as appropriate for nursing staff.</td>
<td>October 9, 2018</td>
<td>Policy review/acknowledgement will be assessed; compliance tracked via representative sample record review.</td>
</tr>
</tbody>
</table>
Next Steps...

**Correct**
- Identify root causes of non-conformities
- Complete all corrective action plans
- Include key stakeholders and support staff

**Key Dates**
- Corrective Action Plan to DOH due August 30th
- Fire Life Safety Plan due for completion by September 14th
- All corrections must be completed by October 9th

**Monitor and Sustain**
- Implement monitoring plan and feedback
- Address all factors in the corrective action
- Report and track ongoing compliance at Executive Quality Council
Introducing Tina Toner, our new CNO

- 9 years experience as CNO at a Critical Access Hospital in Wyoming
- Masters of Science in Nursing and Masters of Business Administration
- Awarded the 2016 Norman’s Holt Award- Wyoming’s Nurse of the Year!
- Will join us September 10. (actually, September 7... as she plans to join us for the Swedish Symposium)
Behavioral Health Update

• 20+ providers completed MAT training, Phase 1

• Provider led task force developing the program model
  • Dr. Erickson
  • Dr. Butterfield
  • Dr. Mattern

• Dr. Mattern will provide program update at the September meeting

• Hired Kari Heistand, MD to provide psychiatric consultation and support to JH Primary Care Clinics

• Placing LCSW at South County Clinic

• Participating in the interviews/ recruitment process of DBH Executive Director
SANE Update

• JH taskforce, chaired by Dr. Molly Parker has completed internal review and resource cataloging

• JH taskforce will meet with community stakeholders to seek input and financial support

• The taskforce will recommend potential solutions (along w/ associated costs) to CEO
<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 24</td>
<td>CAH Modernization Act</td>
<td>Washington D.C. Offices of Senator Murray and Cantwell</td>
</tr>
<tr>
<td>September 25-26</td>
<td>Rural Advocacy Days</td>
<td>Washington D.C.</td>
</tr>
<tr>
<td>October 15</td>
<td>Dental Services Preview</td>
<td>Dirksen Conference Room</td>
</tr>
<tr>
<td>January (TBD)</td>
<td>Olympia Advocacy Days</td>
<td>Olympia, WA</td>
</tr>
</tbody>
</table>
Questions