

Hospital Committee Meeting Minutes- April 2016			Meeting Date		April 5, 2016				
			Meeting Time		6:00 p.m.				
			Meeting Location		Conference Room “B”				
Members: P-present, A-absent									
P	Ted Whitehead – Ex Officio	P	John Bayler	A	Janice Brooks	P	David Johnson	P	Joe Goodman

P	Amanda Basso	P	Chelsea Musgrave	P	Mike Hobbs	P	Carrie Miller
P	Mike McClane	P	Phil Bute	P	Tammy Mulvaney	A	Phil Gustafson
A	Julie Long	P	Dee Evischi	P	Chris Rinehart	P	Mary McCollough
P	Barb McGrew	P	Bob Coble (Attorney)	P	Alex Sallustio (Patient Story)		Courtney Minton - Minutes
P	John Bursich	P	Greg Efta				

Agenda Item	Discussion	Follow Up
Welcome <i>Amanda Basso</i>	Amanda Basso welcomed everyone to the meeting and thanked them for their presence.	None
Call to Order <i>Ted Whitehead</i>	Ted Whitehead called the meeting to order at 6:00 p.m. <i>Roll call was performed by Courtney Minton: Ted Whitehead- present. Dave Johnson- present. Joe Goodman- present. John Bayler-present. Janice Brooks-absent.</i>	None
Patient Story	John Bursich, Marketing Manager, introduced Alex Sallustio. Mr. Sallustio shared the experience he had while he had been admitted into the swing bed program at Clay County Hospital. He also shared that he had had wonderful experiences with Out Patient Physical Therapy as well as Cardiopulmonary. Alex was very impressed with the professionalism he was shown, respectable personalities, and the exceptional care he received; he was very appreciative that he was able to receive such excellent care right here in Clay County. He felt as though he had personalized service, and that his caregivers were sincerely concerned about his health, and never left his needs as a	None

	patient unattended. They made him feel like he was “part of their team”. Mr. Sallustio was thanked for his attendance to the meeting and for sharing his story.	
Public Comment	There were no public comments; however Amanda Basso introduced Greg Efta, Implementation Specialist for Custom Learning Systems (CLS). Mr. Efta shared the year 2 CLS goals with the Board and offered to answer questions to which none were posed. Ms. Basso noted that a much reduced rate was negotiated for year 2 of the CLS Initiative due to financial constraints.	None
Approval of Agenda (Action)	The agenda for the meeting was presented for approval. <i>Motion made by John Bayler to approve the agenda. Seconded by Dave Johnson. Motion carried.</i>	None
Approval of Minutes (Action)	The minutes from the March 1, 2016 meeting were presented for approval. <i>Motion made by John Bayler to approve the March minutes. Seconded by Dave Johnson. Motion carried.</i>	None
Quality/Compliance Report <i>Tammy Mulvaney</i> <ul style="list-style-type: none"> • Quality Report • Opportunity for Quality or Compliance Related Questions or Concerns from Committee Members 	<ul style="list-style-type: none"> • Tammy Mulvaney reported that the Quality team is preparing for the Joint Commission survey that will take place during the first part of the upcoming calendar year. Ms. Mulvaney reported that it is the practice of CCH to maintain an ever ready status for survey as this is the best for the patients which are served. • There were no Quality or Compliance related questions or concerns voiced. 	None
Patient Experience <i>Carrie Miller</i>	Carrie Miller presented a brief video clip which explained the AIDET process. AIDET is an acronym that stands for Acknowledge, Introduce, Duration, Explanation, and Thank you. This is a framework that is used for communication with patients and their	None

	families. Carrie has been working with the clinical staff to implement this tool when communicating with patients and their families, as they are often vulnerable and nervous, and this process ensures that they feel at ease, as well as builds trust with the caregivers.	
Human Resources Update <i>Chelsea Musgrave</i> <ul style="list-style-type: none"> • Turnover Report • Opportunity for Human Resources Related Questions or Concerns from Committee Members 	<ul style="list-style-type: none"> • Chelsea Musgrave presented the Turnover Report for February 2016. • Chelsea reported that the Employee Engagement surveys went out April 1st. At this time, the completion rate was already 68%. • There were no Human Resources related questions or concerns voiced. 	None
Clinic Report <i>Mike McClane</i> <ul style="list-style-type: none"> • Clinic report 	<ul style="list-style-type: none"> • Mike McClane presented the provider scores for the “likelihood to recommend” question on the CGCAHPS patient surveys for the month of November 2015; he explained that there is a delayed return in the scores due to the vendor that is used for these surveys. The providers’ score collectively was 98.3%- meaning that 98.3% of patients that took the survey would recommend their provider. Board Members were pleased to hear this result. • Mike presented graphs representing the number of clinic visits per clinic. There were a record number of patient visits in the month of March; 2,933 total visits. The CCH Clinics have been consistently recording record numbers for many many months. • Mike provided an update regarding Clay City Clinic operations. There has been an overwhelming response of support from the community. Patients are very grateful to have access to care so close to their homes and in their 	None

	<p>community.</p> <ul style="list-style-type: none"> • Mike explained a new system that has proven to be successful at reducing the number of no call/no show patient appointments. There are now automatic calls to the patients two days prior to their appointment, and then the patient will also receive a phone call from the front desk clinic staff to confirm their appointment the day before. If they are unable to make it to their appointment, this allows for their appointment time to be utilized by another patient who may be ill and needs to be seen. This has reduced the amount of productive time that is lost when a patient misses their appointment. Mike asked for Board Member support if patients must be discharged from the clinic due to greater than 3 no call / no show incidents in a calendar year. 	
<p>IT Report <i>Phil Bute</i></p> <ul style="list-style-type: none"> • Thinking Phone report • Opportunity for IT Related Questions or Concerns from Committee Members 	<ul style="list-style-type: none"> • Phil Bute presented the phone calls report for the month of March, which shows that 95% of all incoming calls were answered. Phil contrasted this positive percentage compared to the greater than 37% of overall calls which were lost in the old phone system model at the CCH Medical Clinic. • There were no IT related questions or concerns voiced. 	None
<p>Finance <i>Mike Hobbs</i></p> <ul style="list-style-type: none"> • Electronic Check Clearing Access- Approval to Add Janelle Monroe, Andrea Buhrmann, Jonathan 	<ul style="list-style-type: none"> • Janelle Monroe- Business Office and Health Information Manager, Andrea Buhrmann-Biller, Jonathan Smith-Biller, and Tonya Zuber-Biller were proposed to be added to the Electronic Check Clearing Access. <p><i>Motion made by Joe Goodman to submit the authorization for Add Janelle Monroe, Andrea Buhrmann, Jonathan Smith, and Tonya</i></p>	Submit to the full Clay County Board for approval.

<p>Smith, and Tonya Zuber (Action)</p> <ul style="list-style-type: none"> Financial Review & Statistics Approval of Paid & Unpaid (Action) 	<p><i>Zuber to obtain Electronic Check Clearing Access to the full Clay County Board for approval. Seconded by John Bayler. Motion carried.</i></p> <ul style="list-style-type: none"> Mike presented the financial data for the month of February 2016. He also presented the information in graphs. Mike explained the reason why CCH would not be eligible for the expedited payment system offered by Medicaid and Medicare. It would be required to submit proof that there was a denial for loans, in addition to the other requirements. Discussion regarding scribing service contract took place. The decision was to hold on implementing such a longer term contract until the Huron Group Consultation was complete and the Clay County Board had decided on a direction for the hospital. Members agreed with CFO that this would be most reasonable approach for now. The February 2016 Paid and unpaid claims were presented for approval. <p><i>Motion made by John Bayler to approve the February Paid and Unpaid Claims. Seconded by Joe Goodman. Motion carried. Courtney Minton performed roll call: Ted Whitehead-yes. John Bayler -yes. Janice Brooks-yes. Joe Goodman-yes. Dave Johnson abstained.</i></p>	<p>None</p> <p>Submit to the full Clay County Board for approval.</p>
<p>Credentials Committee (Action) Amanda Basso</p>	<p><u>Initial Appointment</u></p> <ul style="list-style-type: none"> Andrew Rudin, MD-Hospitalist Jenna Kintner, APN-Courtesy Orthopedics <p><u>Provisional Appointment</u></p> <ul style="list-style-type: none"> Debra Harris, APN-Specified Professional Affiliate 	<p>Submit to the full Clay County Board for approval.</p>

	<ul style="list-style-type: none"> • Donald Bunnell, MD- Honorary Staff • Sean McCain, MD- Courtesy Emergency • Heath Laughlin, MD- Courtesy Radiology <p><u>Reappointment</u></p> <ul style="list-style-type: none"> • Richard Katholi, MD- Courtesy Cardiology • Robert Woodruff, MD- Courtesy Cardiology • Lisa Sasso, MD- Courtesy Orthopedic Surgery 	
New Business <i>All Present</i>	Discussion took place regarding the presentation of the hospital paid claims vouchers to the full Clay County Board meetings. The vouchers could be accessed at any time, as they are on file in the Finance department.	None
Adjournment	<i>Motion made by Dave Johnson to adjourn meeting. Seconded by Joe Goodman. Motion carried. Meeting adjourned at 7:38 p.m.</i>	None