

<b>Hospital Committee Meeting Minutes- June 2016</b>			Meeting Date	June 7, 2016
			Meeting Time	6:00 p.m.
			Meeting Location	Conference Room "B"
<b>Members: P-present, A-absent</b>				
P	Ted Whitehead – Ex Officio	P	John Bayler	P Janice Brooks
				P David Johnson
				P Joe Goodman

P	Amanda Basso	P	Chelsea Musgrave	P	Mike Hobbs	P	Phil Bute
P	Carrie Miller	P	Mike McClane	P	Phil Gustafson	P	Julie Long
A	Dr. Guarev Nigam	P	Michael Zilm	P	Bob Coble (Attorney)	P	Courtney Minton - Minutes
P	John Bursich (Marketing/ Public Relations)	P	Pat Cooper (Patient Story)				

Agenda Item	Discussion	Follow Up
<b>Welcome</b> <i>Amanda Basso</i>	Amanda Basso welcomed everyone to the meeting and thanked them for their presence.	None
<b>Call to Order</b> <i>Ted Whitehead</i>	Ted Whitehead called the meeting to order at 6:00 p.m.	None
<b>Patient Story</b> <i>Pat Cooper</i>	Pat Cooper attended the meeting to present her story of the exceptional experience she had as a patient at Clay County Hospital. Ms. Cooper explained that she has been involved with the hospital since 1957. She currently volunteers as a member of the Auxiliary, and also actively serves as an advocate for Veterans in the community. Pat stated that she has always been pleased with the care she and her family have received here at CCH and the CCH Clinics, as her and her late husband were patients of Dr.Fred Cycholl. Pat is now a patient of Dr. Brandon Cycholl. Pat provided details of a recent encounter she had as a patient, and stated that she was impressed with the care she received. She concluded with affirming that we as a community are fortunate to have such a wonderful hospital right here, and that she recommends that everyone get their healthcare services here, as their experience will be nothing less than exceptional.	None
<b>Public Comment</b>	There were no public comments.	None
<b>Approval of Agenda (Action)</b>	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

<b>Approval of Minutes (Action)</b>	<p>The minutes for the May 3, 2016 meeting were presented for approval.</p> <p><i>Motion made by Janice Brooks to approve the May meeting minutes. Seconded by Joe Goodman.</i></p> <p><i>Motion carried.</i></p>	<p>None</p>
<b>Interim President Introduction-Michael Zilm</b> <i>Phil Gustafson</i>	<p>Phil Gustafson introduced Michael Zilm to the committee. Mr. Zilm has accepted the offer to serve as the interim President for Clay County Hospital, until a permanent candidate is established. He summarized his professional background, which includes over 40 years of experience in healthcare. He has now chosen to work on an interim basis, which he has done for the past six years. Mr. Zilm will begin the role of interim President on June 20, 2016.</p>	<p>Michael Zilm will be introduced at the full Clay County Board meeting.</p>
<b>Year End Review</b> <i>Phil Gustafson</i>	<p>Phil Gustafson presented the SSM-Clay County Hospital FY 2016 Year End Report. The report included the following information:</p> <p style="text-align: center;"><b><u>Clinic Operations</u></b></p> <p><b>Recruitment</b></p> <ul style="list-style-type: none"> <li>• Dr. Brandon Cycholl</li> <li>• Dr. Donald Bunnell</li> <li>• Dr. Jason Jerabek</li> <li>• Dr. Nigam</li> <li>• NP Deb Harris</li> <li>• NP Carrie Nussmeyer</li> <li>• NP Jeanne Holdren</li> <li>• Clinical Psychologist – Irena Williams</li> <li>• SUD Counselor – Ken Lane</li> </ul> <p><b>New Clinics</b></p> <ul style="list-style-type: none"> <li>• Cisne</li> <li>• Clay City</li> </ul> <p><b>Grant ~ \$100,000 Opioid Overdose Grant</b></p> <ul style="list-style-type: none"> <li>• Presented in Washington DC for DHS Representatives</li> </ul>	<p>Present Year End Report to the full Clay County Board as informational.</p>

- Hired SUD Counselor

### **Specialty Growth**

- New Sleep Clinic
- ENT Clinic and Surgery
- CCM Program
- ACO
- Growth in SNF Care

### **Human Resources**

#### **Employee Engagement**

- Participation
  - FY 2015 Participation – 90 %
  - FY 2016 Participation – 94%
- Percentile Score
  - FY 2015 79<sup>th</sup> Percentile
  - FY 2016 83<sup>rd</sup> Percentile

#### **Turnover**

- Overall Turnover FY 2015 – 31%
- Overall Turnover FY 2016 – 20.5%
- First Year Turnover FY 2015 – 41%
- First Year Turnover FY 2016 – 22.6%

### **Information Technology**

**New Phone System go live**

- FY2015 answered calls 63%
- FY2016 answered calls 89%

**Quality**

- 4 RCA's completed
- Passport and Quality Board implementation
- Successful appeal of MU 2014 audit – with zero loss of \$
- 2015 MU Submission
- IDPA MU sign up for clinic providers
- ACO quality data submitted

**Infection Control**

- 0 Cauti, CLABSI, Surgical Infections, HAI MRSA, HAI VRE, HAE C Difficile
- 2 HAI Pneumonia
- 90 % employee influenza compliance rate

**Clinical Departments**

- ER focus on charge capture
- 2 new 340 B Contracts by pharmacy (now all three local pharmacies participating CVS, Sav-More, Walmart
- EMS now running 3 full time trucks generating transfer revenue
- Successful Lab CAP survey
- Radiology upgrading 3D Mammography
- 55% increase in Cardiopulmonary Rehab volume



**Finance**

	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016
<b>In Patient Revenue</b>	<b>\$10,165,736</b>	<b>\$9,156,194</b>	<b>\$8,089,375</b>	<b>\$10,639,940</b>	<b>\$12,586,418</b>
In Patient Admissions	982	829	766	848	895
In Patient Days	3,693	3,157	2,922	3,276	3,262
Revenue per Inpatient Day	2,753	2,900	2,768	3,248	3,858
<b>Swingbed Revenue</b>	<b>\$829,758</b>	<b>\$1,061,692</b>	<b>\$1,112,163</b>	<b>\$2,203,342</b>	<b>\$3,270,545</b>
Swingbed Admissions	94	115	91	126	136
Swingbed Days	481	638	679	1029	1233
Revenue per Swingbed Day	\$1,725	\$1,664	\$1,638	\$2,141	\$2,653
<b>Total Inpatient Revenue</b>	<b>\$10,995,494</b>	<b>\$10,217,886</b>	<b>\$9,201,538</b>	<b>\$12,843,282</b>	<b>\$15,856,963</b>
Percentage of base year FY2015 as a percentage of FY 2014	100%	92.93%	83.68%	116.80%	144.21%
FY2016 as a percentage of FY 2015			100%	139.58%	172.33%
				100%	123.47%

<b>Hospital</b>						
<b>Outpatient</b>						
<b>Revenue</b>	<b>\$30,076,175</b>	<b>\$33,246,190</b>	<b>\$36,488,462</b>	<b>-\$43,183,761</b>	<b>\$47,295,561</b>	
Outpatient						
Visits	23,224	23,226	26,191	28,204	29,162	
Revenue per						
Outpatient						
Visit	\$1,295	\$1,431	\$1,393	\$1,531	\$1,622	
<b>Ambulance</b>						
<b>Revenue</b>	<b>\$1,098,010</b>	<b>\$1,372,436</b>	<b>\$1,573,336</b>	<b>\$2,008,597</b>	<b>\$2,612,642</b>	
Ambulance						
Runs	1,624	1,722	1,781	2,256	2,526	
Revenue per						
Ambulance						
Run	\$676	\$797	\$883	\$890	\$1,034	
Clinic Revenue	\$2,633,171	\$2,809,442	\$3,125,108	\$3,319,476	\$4,375,790	
Clinic Visits	25,391	\$25,248	\$26,639	\$27,872	\$32,456	
Revenue per						
Clinic Visit	\$104	\$111	\$117	\$119	\$135	
<b>Total</b>						
<b>Outpatient</b>						
<b>Revenue</b>	<b>\$33,807,356</b>	<b>\$37,428,068</b>	<b>\$41,186,906</b>	<b>\$48,511,834</b>	<b>\$54,283,993</b>	
Percentage of						
Base Year	100%	110.71%	121.83%	143.49%	160.57%	
FY2015 as a						
percentage of						
FY2014			100%	117.78%	131.80%	
FY2016 as a						
percentage of						
FY2015				100%	111.90%	

	<div>Total Patient Revenue Percentage of base year FY2015 as a percentage of FY2014 FY2016 as a percentage of FY2015</div>	<div>\$44,802,850 100%</div>	<div>\$47,645,954 106.35%</div>	<div>\$50,388,444 112.47%</div>	<div>\$61,355,116 136.94%</div>	<div>\$70,140,956 156.55%</div>	
				<div>100%</div>	<div>121.76%</div>	<div>139.20%</div>	
					<div>100%</div>	<div>114.32%</div>	
<div>SSM Management Agreement(Action) Phil Gustafson &amp; Julie Long</div>	<div>The SSM Management agreement was presented for approval. The agreement contains the following Amendment:<ul style="list-style-type: none"><li>Expands term of the original agreement (set to expire December 31, 2016) to renew for another three years (proposed new term – December 31, 2019).<ul style="list-style-type: none"><li>SSM Health is requesting the renewal before recruiting and hiring a new President for Clay County Hospital who will be an employee of SSM Health.</li><li>The chosen candidate will expect the security of knowing the management agreement with his/her employer will be continued.</li></ul></li><li>The price of the management agreement is consistent with the original term, adjusted for CPI annually (as defined in the agreement). Only slight CPI adjustments have been made each year; renewal annual cost \$570,000 with annual CPI adjustment.</li></ul><div>Motion made by Dave Johnson to submit the SSM Management agreement to the full Clay County Board for approval. Seconded by John Bayler. Motion carried.</div></div>	<div>Present SSM Management Agreement to the full Clay County Board for approval.</div>					
<div>Quality/Compliance Update Tammy Mulvaney<ul style="list-style-type: none"><li>Quality Report</li><li>Opportunity for Quality/Compliance Related Questions or Concerns of Committee</li></ul></div>	<div><ul style="list-style-type: none"><li>Tammy Mulvaney provided an update regarding the infection control education that has been initiated as a result from a patient/family concern. A subcommittee from the Infection Control Committee has been developed, and will be working to hold staff accountable for hand-washing and other prevention measures. The subcommittee plans to create a video presentation, using front-line staff, to highlight the importance of infection prevention measures. This will then be shown to all new employees at New Employee Orientation.</li></ul></div>	<div>None</div>					

Members	<ul style="list-style-type: none"> <li>The HIPAA education portion of New Employee Orientation will be expanded to increase the focus and importance of HIPAA/confidentiality measures.</li> <li>All departments continue to prepare for the Joint Commission and IDPH surveys.</li> <li>There were no Quality/Compliance related questions or concerns of committee members.</li> </ul>	
<b>Patient Experience Update</b> <i>Carrie Miller</i> <ul style="list-style-type: none"> <li>Patient Experience Survey Scores</li> <li>Opportunity for Patient Experience Related Questions or Concerns of Committee Members</li> </ul>	<ul style="list-style-type: none"> <li>Carrie Miller shared the Patient Experience Survey scores for the month of May 2016. Areas of improvement will continue to be examined, focusing on the "recommend" scores.</li> <li>There were no Patient Experience related questions or concerns of committee members.</li> </ul>	None
<b>Human Resources Update</b> <i>Chelsea Musgrave</i> <ul style="list-style-type: none"> <li>Turnover Report</li> <li>Employee Engagement Survey Results</li> <li>Opportunity for Human Resources Related Questions or Concerns of Committee Members</li> </ul>	<ul style="list-style-type: none"> <li>Chelsea Musgrave presented the Turnover Report for April 2016. Chelsea reported that the two Physical Therapists employed at CCH have resigned; one is moving out of state, and the other has accepted an external position, subsequent to being offered benefits that are more fitting for his work-life balance. CCH was able to successfully recruit a Physical Therapist, Chris Beehn. Patients and staff both have enjoyed working with Chris, and have complimented him highly on his skill level. We still need to employ a second Physical Therapist, as Chris' work load is substantial; he is taking care of outpatients, as well as swing bed program patients. CCH is fortunate to have Mr. Beehn on staff to allow for these programs to continue and serve our patients.</li> <li>Chelsea presented an overview of the Employee Engagement Survey results provided by Press Ganey, survey vendor. The scores were considerably remarkable, as several areas' scores were significantly higher than the national healthcare average score. The presentation included the following information:</li> </ul> <p>* <b>Employee Engagement:</b></p>	None

	<ul style="list-style-type: none"> <li>✓ Engagement ranks in the 83<sup>rd</sup> percentile against the National Healthcare Average (increase from the 79<sup>th</sup> percentile in 2015)</li> </ul> <p>* <b>Key strengths to highlight:</b></p> <ul style="list-style-type: none"> <li>✓ <b>Items above the National Average (top five, significant):</b> <ul style="list-style-type: none"> <li>• Fairness of pay</li> <li>• CCH supports work/life balance</li> <li>• Manager cares about job satisfaction</li> <li>• CCH cares about employee safety</li> <li>• Physician/staff teamwork</li> </ul> </li> <li>✓ <b>Items with the greatest improvement (top six):</b> <ul style="list-style-type: none"> <li>• Director Communicates developments (significant)</li> <li>• Satisfied with work environment</li> <li>• Physician/staff teamwork</li> <li>• Employees follow proper procedures</li> <li>• Work unit provides high-quality service</li> <li>• Career development opportunities</li> </ul> </li> </ul> <ul style="list-style-type: none"> <li>• Amanda Basso offered transparency with the scores, and it was decided that the presentation would be included in board packets.</li> <li>• There were no Human Resources related questions or concerns of committee members.</li> </ul>	
<b>Clinic Operations Update</b> <i>Mike McClane</i> <ul style="list-style-type: none"> <li>• Clinic Report/Update</li> <li>• Opportunity for Clinic Operations Related Questions or Concerns of Committee Members</li> </ul>	<ul style="list-style-type: none"> <li>• Mike McClane presented graphs showing a comparison of patient visits from 2015 to 2016 for each clinic, as well as all clinics combined. All clinics are experiencing growth; there is no data for 2015 for the Clay City Clinic, and part of 2015 for the Cisne Clinic, as these locations were not open during months showing no 2015 data. However all clinics have been exceeding the break-even number of patient visits.</li> <li>• There were no Clinic related questions or concerns of committee members.</li> </ul>	None
<b>IT and Plant Operations Update</b>	<ul style="list-style-type: none"> <li>• Phil Bute provided an update regarding IT operations. Phil reported six months</li> </ul>	None



<p><i>Phil Bute</i></p> <ul style="list-style-type: none"> <li>• Phase I Site Work- Sav-Mor Pharmacy <b>(Action)</b></li> <li>• Extension of Sav-Mor Building/Lease Agreement <b>(Action)</b></li> </ul>	<p>into the new phone system, he and his team have been able to identify what components work well, and what components require more attention. There have been intermittent issues with incoming calls; Phil has worked with Fuze (formerly Thinking Phones) as well as Frontier to ensure that numbers are ported correctly. An issue was identified with the Frontier infrastructure; Phil will continue to identify any issues and correct them if possible.</p> <ul style="list-style-type: none"> <li>• CCH is responsible for the site work for the Sav-Mor pharmacy project. A request for bids had been placed in the newspaper; two bids were returned. The lowest bid was \$69,450, submitted by K.R.B. Excavation, Inc.</li> </ul> <p><i>Motion made by John Bayler to submit the bid for Phase I-Site Work for the Sav-Mor Pharmacy building to the full Clay County Board for approval. Seconded by Joe Goodman. Motion carried. Courtney Minton performed roll call: Ted Whitehead-yes. Joe Goodman-yes. Dave Johnson-yes. Janice Brooks-yes. John Bayler-yes.</i></p> <ul style="list-style-type: none"> <li>• Due to the delay in the building of the Sav-Mor Pharmacy facility, the date of the lease agreement must be changed to reflect the correct start date. Courtney Minton will contact the Sav-Mor representative to obtain the new proposed start date. Ms. Minton will then provide Bob Coble, Attorney, with this information to be placed in an updated agreement.</li> </ul> <p><i>Motion made by John Bayler to submit the updated Sav-Mor Pharmacy lease agreement to the full Clay County Board for approval. Seconded by Janice Brooks. Motion carried.</i></p>	<p>Present bid to the full Clay County Board for approval.</p> <p>Present agreement to the full Clay County Board for approval.</p>
<p><b>Finance</b> <i>Mike Hobbs</i></p> <ul style="list-style-type: none"> <li>• Financial Review &amp; Statistics</li> <li>• Approval of Paid &amp; Unpaid <b>(Action)</b></li> </ul>	<ul style="list-style-type: none"> <li>• Mike presented the financial data for the month of April 2016. He also presented the information in graphs. Mike explained the factors that had the most impact on the numbers this month; employee insurance claims were up significantly from previous months. The new coding system that was implemented by CMS last year, ICD-10, has complicated the coding system, increasing the likelihood that errors will be made and insurance payers will subsequently take longer to pay, or simply won't pay at all.</li> <li>• The April Paid &amp; Unpaid claims were presented for approval.</li> </ul>	<p>None</p> <p>Present to the full Clay County Board for</p>

	<i>Motion made by John Bayler to submit the April Paid &amp; Unpaid Claims to the full Clay County Board for approval. Seconded by Dave Johnson. Motion carried. Courtney Minton performed roll call: Joe Goodman-yes. Ted Whitehead- yes. Dave Johnson-yes. Janice Brooks-yes. John Bayler-yes.</i>	approval.
<b>Credentials Committee (Action)</b> <i>Amanda Basso</i>	<b>Provisional Appointment:</b> Nicholas Hilpipre, MD- Courtesy Radiology  <b>Reappointment:</b> Adam Taves, MD- Courtesy Radiology Debra Carson, DO- Courtesy OB/GYN Joshua Rieke, MD -Courtesy Radiology Jayant Amberker, MD- Courtesy Radiology	Present to the full Clay County Board for approval.
<b>New Business</b> <i>All Present</i>	There was no new business.	None
<b>Adjournment</b>	<i>Motion made by Janice Brooks to adjourn meeting. Seconded by Joe Goodman. Motion carried. Meeting adjourned at 8:01 p.m.</i>	None