

VALLEY GENERAL HOSPITAL
Public Hospital District No. 1, Snohomish County
MINUTES OF THE REGULAR MEETING OF MAY 5, 2010

Present: Neil Watkins, Alice Cabe, John Hinchcliffe, Mike Liepman, Brenda Rogers, John Beltz

Guests: **VGH:** Monica Sylte, Lisa Norton, Mark Glover, RN, Jan Luoma, PNA
Public: Roberta Wampole, Bob Downing

Minutes By: Norma Walker

CALL TO ORDER

Commissioner Watkins called the meeting to order at 6:05 a.m.

CONSENT AGENDA

On the motion of Commissioner Cabe and a second from Commissioner Hinchcliffe, the Consent Agenda items were approved as presented. Those items were:

- Minutes of the Regular Meeting of April 7, 2010
- Vouchers:

Payroll vouchers	83510 - 83557	\$1,353,512.60
A/P vouchers	122544 - 123002	1,958,789.51
Wire transfer vouchers	410001 - 410008	875,616.08
American Express vouchers	0410001 - 0410090	296,531.65
Credits (voids)		(46,167.27)

PATIENT STORIES

Ms. Rogers shared a note that was included with a patient's payment:

"Thank you for seeing us so promptly and taking care of our grandson on Christmas Day. I was impressed with your excellent service."

Ms. Rogers shared another note that was sent in following a patient's stay:

"To Kristina in the ER. Thank you for your compassionate care and honesty. You made a very scary time for me (and my son) easier to deal with."

To Leslie in the CCU. I don't even know where to start. Five Star care! Thanks for being an advocate on my behalf. You are amazing at what you do. Thank you, Thank you."

To Alicia and all of the other nurses that took such great care of me in room 117. Thank you. Alicia, thanks for taking the time to look into a few questions I had a going over every thing with me so carefully. I appreciated the help."

To the nurses in the ACU, you rock. I've been here a few times and each time have been made comfortable and well taken care of. A top notch operation!"

Great care at VGH! Thank you all."

PUBLIC COMMENT

There was no public comment.

BOARD QUALITY COMMITTEE

Commissioner Cabe shared these discussions from the Board Quality Committee meeting:

- **Human Resources 2009 Annual Report** - The data and analysis of trends of human resource indicators includes FTEs, turnover rates, vacancy rates, unemployment costs, education/certification, work stoppage, disciplinary actions, grievances, leaves/absences, employee assistance program, and volunteer services. FTEs and the overall vacancy rate were decreased slightly, and the turnover rate was slightly below other facilities in the Puget Sound region. Agency use increased over the previous year and was significantly higher than budgeted. Costs for workers compensation claims decreased significantly in 2009, partially due to aggressive participation in the Return-to-Work program. All 2009 initiatives were met: reduce lifting claims by 50%, transition from Washington Hospital self-insured program to State Fund, development of a disruptive behavior policy, and successful negotiation of the UFCW contract. For 2010, human resource initiatives have been identified as: hiring the most qualified people, increase staff satisfaction survey results, maintain 12% or below vacancy rate, reduce agency usage by 50%, complete exit interviews for 80%, and hire new employees from diverse backgrounds.
- **Environment of Care 2009 Annual Report** - The 2009 EOC annual report identifies the improvement objectives, indicators and measurement for all seven areas of the environment of care. Achievements include development of a workplace violence plan, 67% decrease in lifting injuries, reduction in thefts, lockdown capability implemented, and all life safety and emergency management drills conducted and critiqued. Several objectives were carried over into 2010 and include finalization of a total facility evacuation plan, and process changes to ensure all life safety systems tests are completed on time.
- **Quality Dashboards** - The 4th quarter 2009 Quality Dashboards include national patient safety goals and inpatient and outpatient core measures. Pneumonia, heart failure, and SCIP scores were down. Plans are in place to re-educate staff on processes and documentation requirements to eliminate time discrepancies to improve pneumonia scores, and work continues to refine the process for discharge instructions.
- **Patient Satisfaction Scores** - Overall results on the Press Ganey patient satisfaction scores for 1st quarter 2010 indicate patient satisfaction improved with a 71% Top Box score. This is the result of changes implemented following two quarters of declining results.
- **Perioperative Services Risk Assessment** - A risk assessment of perioperative services is scheduled for April 28, and will be conducted by a risk consultant from Washington Casualty/RM&PSI. The assessment will include a review of policies and procedures, forms, medical records review, credentialing practices, tour of the surgery department, and staff interviews. A detailed report of findings will be provided following the assessment with recommendations for improvement opportunities.

Commissioner Cabe shared the printed version of the Quality Dashboard to those in attendance to highlight the strides made, which are easily noted by the increase in green indicators versus yellow and red. Commissioner Cabe complimented the Quality Department and the VGH staff that have worked diligently to improve these indicators.

2009 Annual EOC Evaluation

Mr. Beltz shared the recent change in management in the Plant Operations position brought Richard Locke to Valley General Hospital recently. Mr. Locke is doing an excellent job taking on this position. With his healthcare background and knowledge of the Joint Commission requirements, we are in good hands.

On the EOC Annual Evaluation, the enclosed scorecard reports 4 of the 18 items were not 100% completed by the end of the year. Progress continues toward meeting these goals.

April 2010 Credentialing File Review

Mr. Liepman reported the credentialing files were reviewed thoroughly at Board Quality, following the review and recommendation for approval by the Medical Executive Committee. There were no concerns or negative background information on any of these applicants. These files were actually presented to the Board at the April 7, 2010 meeting in error. Therefore, there is no need for action.

BOARD FINANCE COMMITTEE REVIEW

Commissioner Watkins stated Board Finance met as scheduled and reviewed the March 2010 financial reports, and other topics, as Mr. Beltz will discuss.

March 2010 Financial Summary

Mr. Beltz reviewed the March Financial Dashboard, which had many indicators reporting in the yellow and green this month.

Patient revenue was \$148k above projections. Deductions from revenue were less than budgeted, however contractual allowances were over budget. Net operating revenue was over budget by \$183k.

Salaries and wages were under budget slightly, but agency expenses were over budget by \$20k. Supplies were over budget by \$62k due to prosthetic expenses. Bad debt was higher, and charity care was lower than budgeted.

The net operating income was \$41k for March; \$18k more than budgeted. Days unrestricted cash on hand decreased to 39.2 days. Days in accounts payable decreased to 43.4 days.

Compared to other hospitals in this area, we are doing slightly better in out patient volumes, especially. Many hospitals have shown significant declines. We are seeing a higher number of admissions from the ER, which is a good indication more of the right types of cases are coming into the ER.

Charity Care

Mr. Beltz reported the Charity Care policy was modified in early May. Current policy more closely follows WAC guidelines, and requires reapplying for Charity Care relief if previous determination was more than 90 days past.

Commissioner Cabe motioned for the approval of the following bad debt and charity care:

	<u>March 2010</u>
Bad debt	\$ 311,435
Back from collections	(65,616)
Uncollectible	13,845
Charity care	399,570
Bankruptcy	1,216
Contract denials	<u>10,578</u>
Total:	\$ 670,938

Commissioner Hinchcliffe seconded the motion.

CHIEF EXECUTIVE OFFICER’S REPORT

- Much work continues following the recent management changes and reduction in force.
- With Grant writer’s assistance, we were awarded a DOH grant for hearing screening. Discussing consolidation with other small hospitals to apply for grant funds.
- Very pleased with two recent management hires; Facilities Manager and Quality Director.
- Met with Diane Sosne for a couple of hours recently. Discussed the direction of healthcare and other related items.
- Two commissioners attended the WSHA Patient Safety conference with Mr. Liepman. Still need to expand our quality section of the Board meeting.
- HCAHPS scores are on an uphill climb, indicating many efforts and focus of staff.
- Marketing staff from the Everett Herald are discussing a wellness partnership program. Focus will be on quality as well as healing. More details to come.
- Hospital Week is next week.
- More Employee Forums are scheduled.
- VGH Foundation is working through their changes in structure following the retirement of their manager. Have placed a temporary manager into the position while they recruit. They are also refocusing their direction and intend to make significant changes in the near future.

White Space

The Marketing Task Force is reviewing a marketing proposal provided by White Space. Looking to fill the gap of no consistent theme and work toward one voice around one feeling. White Space’s niche is healthcare and hospitals. The first 90 days will be most work. Second stage will be about 60 days later. White Space reduced their fee 30%, which enabled us to consider their services. Their experience and knowledge will help us develop our internal knowledge and skills for future use.

On the motion of Commissioner Hinchcliffe and a second from Commissioner Cabe, continuing to go forward with the White Space proposal is approved.

Resolution 2010-03 Employee Recognition Policy

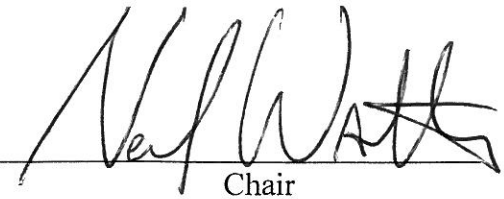
This resolution modifies Resolution 2009-21 in order to comply with laws and regulations pertaining to public hospital districts.


On the motion of Commissioner Cabe and a second from Commissioner Hinchcliffe, Resolution 2010-03 was adopted as presented.

ADJOURNMENT:

With no other business to address, at 6:45 a.m., with the motion of Commissioner Watkins and a second from Commissioner Cabe, the regular meeting of May 5, 2010 was adjourned.

Attest:


Chair


Secretary


Commissioner