

May 14, 2012

The regular meeting of the Board of Commissioners of the Whidbey Island Public Hospital District was called to order at 5:02p.m. by Board President, Anne Tarrant. Present were President Tarrant, Commissioner Wallin, Commissioner Case, and Commissioner Cammermeyer. Chief Executive Officer, Tom Tomasino; Interim Chief Financial Officer, Terry Litke; Chief Operating Officer, Hank Hanigan; Chief Quality Officer, Teresa Fulton; Chief Nursing Officer, Linda Gipson; Chief Human Resources Officer, Carolyn Pape; Chief of Staff, Gabe Barrio, MD; Attorney, Dale Roundy, and many hospital and medical staff, as well as community members were present. Jim Riney of Riney Productions was present to electronically record the meeting.

Points of Order

President Tarrant noted that the agenda was revised to include an Executive Session at the end of the meeting.

Minute Approval

President Tarrant called for a motion to approve the minutes of the April 9, 2012 regular Board Meeting. Commissioner Case made a motion, seconded by Commissioner Wallin, to approve the minutes as presented. Motion carried.

Education

Linda Gipson, CNO and Dr. Brenden Hansen, MD, Emergency Department (ED) physician, presented information regarding Washington State's efforts to reduce unnecessary Emergency Department visits for Medicaid patients. About 40% of Medicaid patients visited an Emergency Department last year compared to 18% of those with private insurance. Some of the factors that contribute to these increased visits are lack of primary care, substance abuse, and mental health issues. In our Emergency Department last year we had one patient who visited us 49 times, another who visited 54 times, and two patients who visited 25 times each. In an effort to cut 38 million of expenses out of the Medicaid system the State had originally proposed to limit to three the number of times a patient could visit the E.D. This proposal was abandoned after a lawsuit. The State then proposed that they would not pay providers for ED visits that were deemed unnecessary, but this was delayed by the Governor just prior to implementation. The State is now proposing that hospitals adopt seven best practices that would improve care and would reduce the reliance on the ED as a source of care. These best practices are expected to save \$31 million.

1. Electronic Health Information: Using an electronic data information exchange system emergency departments will exchange information with other hospitals which will help identify frequent users and will give hospitals access to a patient's treatment plan.
2. Patient Education: Customized brochures will be available to patients through both the hospital and primary care offices to help patients understand the appropriate sources for care.
3. Patients Requiring Coordination (PRC) Information: PRC patients are frequent ER users and often narcotic seekers. These patients will be identified on arrival and a care management program will be developed and coordinated for them.
4. PRC Client Care Plans: A system will be developed to call primary care providers during and after a PRC visit to the emergency room and follow-up appointments will be made if necessary. Any barriers to access to primary care providers will be relayed to the Health Care Authority.
5. Narcotic Guidelines: ACEP guidelines for prescribing and monitoring narcotics will be implemented in an effort to reduce drug-seeking and drug-dispensing to frequent ED users. Patients will be directed to better resources and providers who excessively prescribe will be tracked and followed-up with.
6. Prescription Monitoring: Providers will be enrolled in a prescription monitoring program to ensure coordination of prescription drug prescribing practices. The goal is that 75% of ED providers will be enrolled by June 15, and 90% by December 31.
7. Use of Feedback Information: Information will be reported to the Health Care Authority to ensure that interventions are working. The details have not been finalized but will

include reporting the rate of unnecessary ED visits, the rate of visits by PRC clients, the rate of PRC clients with treatment plans and the rate of prescriptions with long-acting opioids.

Dr. Gipson reported that attestations and a best practice checklist are due to the Health Care Authority by June 15, 2012. The challenges to this program include the data requirements on providers, the limited referral resources for patients, non-compliant patients and the public perception. If the cost savings goal is not met then the State will revert back to the previous plan which was to not pay for unnecessary ED visits.

Public Questions or Comments on Agenda Items

President Tarrant noted that one person had signed up to speak on an item not on the agenda. That person will be asked to address the board at the end of the meeting.

Quality and Patient Safety

No report.

Medical Staff Report

A. Chief of Staff Report

Dr. Gabe Barrio reported that he had no appointments or reappointments to present. He also reported that at the last meeting of the Medical Staff, Keith Mack asked providers to send him information about their practices for publication on the hospital's website. Some responses have already been received and Keith is hoping to go live with this updated information around May 15.

Individual Items

A. Administrative Update

1. Linda Gipson invited the Commissioners to look at the Nurse's Week displays in the Café. Nurse's Week is a national celebration approved by Congress in 1982; it ends tomorrow with Florence Nightingale's birthday. During the week the nurses were invited to attend the roll out of the Operation Nightingale Strategic Plan. She is proud of the staff and the work they are doing and while we may not be able to differentiate ourselves in this market with our building or subspecialties we can differentiate ourselves in our nursing care.

2. Hank Hanigan reported that tremendous progress has been made on the pool in Rehab. It just needs to be cleaned and the filled back up and it will be back in use in about a week. Plans are underway for an open house.

3. Tom Tomasino reported that the Employee Tea was held last week. We celebrated the length of service of many of our employees and the Amy Ayers Award was given to Line Goulet our Diabetes Educator. He reported that the network upgrade which the Board approved last November is underway. This progress is necessary for the Meditech implementation.

B. Ultrasound Capital Request

Hank Hanigan presented a capital request for a new ultra sound unit for the Diagnostic Imaging Department for \$190,000. The department has two units that were both purchased in 2000 and have both reached the end of their lives. One of the units went down in December and after three months of attempted repairs an expert from Siemens told us that it is beyond repair. A business plan for a new unit was reviewed by the Finance Committee and they have recommended approval. Mr. Hanigan noted that unfortunately the second unit also failed in late April and is also irreparable so he will be bringing a request for another ultra sound unit to the Finance Committee and the Board next month. Commissioner Wallin made a motion, seconded by Commissioner Case, to approve the purchase of a new ultra sound unit for Diagnostic Imaging in the amount of \$190,000. Motion carried.

C. EDIE Capital Request

Tom Tomasino presented a capital request for an Electronic Data Information Exchange (EDIE) system for the Emergency Department in the amount of \$10,000. This is an unbudgeted item but is required by the State for the new best practices initiatives in the Emergency Department. The system has an annual fee of \$6,650 and an additional hook-up fee. President Tarrant reported that this was discussed in the Finance Committee and the committee recommended approval. Commissioner Wallin made a motion, seconded by Commissioner Case, to approve the capital purchase of the EDIE system software package for a total of \$10,000. Motion carried.

Board Items

A. Committee Reports

President Tarrant reported that the Board of Health did not meet this month. She also reported that the CHAB Health Hero Awards will be presented Monday, May 21st at 5 pm at the Coupeville High School. Commissioner Case reported that Washington State has been hit with a whooping cough epidemic with 1280 case reported compared to 128 last year. Island County however, is running below last year. Commissioner Wallin reported that he will have a report from the Building Committee soon.

B. Patient Safety Summit

President Tarrant reported that she and a number of others attended the WSHA CEO & Trustee Patient Safety Summit. One of the hot items at the meeting was the seven best practices for Emergency Departments. There was also discussion about an initiative under way to reduce deliveries before 39 weeks. She noted that it was a very affirming meeting as many of the items discussed were things that we are already doing.

Staff and Status Reports from Administration

A. Administrator's Report

1. Hank Hanigan reported that we went live last week with medication dispensing. He thanked the Pharmacy for the work they did in getting this up and running. There was a tremendous amount of work behind the scenes. Linda Gipson noted that 97% of the nurses have been trained on the system which accounts for everyone who is not currently on leave.

2. Tom Tomasino reported that a number of primary care providers have been interviewed recently and an offer was made to a Physician's Assistant three weeks ago. She has accepted and will be starting at Whidbey Community Physicians in June. He noted that recruitment of physicians continues to be a challenge.

B. Financial Report

Terry Litke reported that year-to-date the bottom line is \$326,000 which is an operating margin of 1.44%. This positive margin is good news but it is too small of a margin for capital equipment replacement. We need to make our 3% budgeted margin each month in order to pay our bills and build up cash reserves for equipment replacement. Cash-on-hand is at 78.6 days, but these reserves will be drawn down to pay for Meditech and the new CT. In-patient census was 14.7 in March which was better than 13.7 in February. Outpatient volumes in March were up 9% over February, but in-patient surgeries were down in March below both February and January and below the average for 2011.

C. Review of Dashboard Report

Tom Tomasino reported that there has been some improvement in the numbers reported on the Dashboard for March including two significant areas of improvement: "nurses listened to you carefully" and "physicians treated you with courtesy and respect". We can also be proud of our ED door to dock time and ED length of stay as we are doing very well in both of these areas. The medication error rate and the surgical care composite both have excellent scores. The "rate this hospital" score has also moved up significantly. President Tarrant asked why the readmit numbers were up. Mr. Tomasino reported that those charts are being reviewed to see the reason.

Consent Agenda

A. Approval of Monthly Write-Offs and Vouchers

Vouchers audited and certified by the auditing officer as required by RCW 40.24.080, and those expense reimbursement claims certified as required by RCW 42.24.090, have been recorded on a listing which has been made available to the Board. Commissioner Case made a motion, seconded by Commissioner Cammermeyer, to approve vouchers #156695 to #157408, and #2466 to #2473 in the total amount of \$6,341,743.87. Motion carried. Commissioner Cammermeyer made a motion, seconded by Commissioner Case, to approve the write-offs for April in the amount of \$547,446.32. Motion carried.

Agenda Items for next Regular Board Session

It was noted that this was Laurel Rasmussen's last board meeting. There were no agenda items suggested for the next board meeting.

General Public Comments

Employee and WSNA representative Peggy Schmidt addressed the Commissioners after thanking Linda Gipson for the Nurses Week Celebration. She stated that she is a nurse at Whidbey General and also serves on the negotiating team for WSNA. She stated that the negotiating teams have already met for five sessions and another session is scheduled for May 23rd. There are also two more dates scheduled in June and July. She stated that Administration has been pushing proposals that could have a negative impact on patient safety. Administration has been asking for intermittent breaks to qualify as rest breaks but research has shown that nurses need to completely stop their work duties to give proper rest; intermittent breaks will increase nurse fatigue and burnout. Administration is also proposing eliminating evaluations halfway through a new nurse's probationary period. The union doesn't agree. WSNA has suggested a new preceptorship program but management has said no to this collaboration. Administration has also suggested a new shift length and no guaranteed wage increases over the next three years, both of which will make it harder to keep and recruit nurses. She stated that the nurses want to work with Administration for a stable, safe and dependable hospital that will serve the community and they would like the contract to be settled so they can focus on patient care.

Executive Session to Discuss Pending Litigation-RCW 42.30.110(1)(i)

At 6:15 pm President Tarrant announced that the Board would go into Executive Session for approximately 30 minutes to discuss pending litigation as authorized by RCW 42.30.110(1)(i) and that the Board would not be taking any action during the Executive Session. At 7:01 pm President Tarrant called the regular meeting back to order and reported that no action had been taken during the Executive Session.

Adjournment

There being no further business, President Tarrant called for a motion to adjourn. Commissioner Cammermeyer made a motion, seconded by Commissioner Case, to adjourn the meeting at 7:01 p.m. Motion carried.