

**HARBOR REGIONAL HEALTH COMMUNITY HOSPITAL
BOARD OF DIRECTORS REGULAR MEETING
February 22, 2022**

COMMISSIONERS (Voting)

- (X) Michael Bruce, District 2
- (X) Chris Thomas, District 1
- (X) Scott Dilley, At Large 2
- (X) Lynn Csernotta, District 3
- (X) David Quigg, At Large 1
- (X) Andrew Bickar, District 4
- (X) John Shaw, District 5

OTHERS (Non-Voting)

- (X) Tom Jensen, CEO
- (X) Niall Foley, CFO
- (X) Dr. Anne Marie Wong, CMO
- (X) Dori Unterseher, Interim CNO
- () Elizabeth Tschimperle, Exec. Dir. Medical Group
- (X) Chris Majors, Director Public Relations
- (X) Dr. Charles Best, Chief of Staff
- () Dr. Rachel Sell, Chief of Staff Elect
- (X) Cindy Reynolds, Exec. Asst.
- (X) Patti Grah, Admin Asst. Nursing Division

Members of the Public

EDUCATION

The February Board Education, Human Resources Semi-Annual Update, was provided by Ms. Julie Feller, Executive Director of Human Resources. Data was shared on the following areas:

- Turnover
- New Hires
- Employee Grievances
- Health Insurance
- L&I Claims
- Action plan to reduce turnover, reduce open positions, recruitment focus areas for the hospital in relation to staff and for the medical group in relation to providers.

Ms. Feller fielded questions relating to the data presented and HB 1868 and its potential effects on the organization.

CALL TO ORDER

Chairman Bruce called the meeting to order at 1:02p. Due to the COVID Pandemic's ongoing restrictions, today's meeting was conducted via Zoom.

CONSENT AGENDA

Submitted under the Consent Agenda were the Hospital Board Draft Minutes of January 25, 2022.

ACTION: A motion was made by Commissioner Quigg, seconded by Commissioner Shaw, and unanimously carried to approve the Consent Agenda.

BOARD DISCUSSION AND ACTION

Chairman's Report

WSHA DEI Workshop

The organization has registered for the WSHA Virtual Diversity, Equity, and Inclusion Workshops. There are two workshops remaining. Commissioners were encouraged to register via the link that was provided in email.

Ocean Shores Community Group

Commissioners Michael Bruce and Lynn Csernotta were invited to speak with the Voices of Ocean Shores community group during a recent forum held on February 16th. The Commissioners fielded questions from the group related to healthcare opportunities within the beach community. Commissioner Csernotta will continue to represent the District as the group works to find a viable and sustainable option for healthcare services. Mr. Jensen and County Commissioner Raines were thanked for their support.

Medical Staff Credentialing

Submitted was the February Medical Staff Credentialing Report for Board review and approval.

ACTION: A motion was made by Commissioner Thomas, seconded by Commissioner Dilley, And unanimously carried to approve the February Credentials Report.

COMMITTEE REPORTS

Board Quality Report

Commissioner Quigg provided report on the February Board Quality Committee meeting. Of note;

- 1) Standing items of monthly, quarterly, semi-annual reports were received and reviewed.
 - o Quality, Risk, and Compliance report which included monthly Grievance and Complaint reports
 - o Medication Safety
 - o Family Birth Center
 - o Blood Use
 - o Infection Control
 - o Human Resources
 - o Mortality
 - o Infection Control and Exposure Plan
 - o Quiet at Night campaign; this project has been turned over to the Patient Experience Workgroup.

Board Finance Report

Commissioner Dilley provided report on the February Board Finance Committee meeting. Of note;

Highlights for December 2021:

- (-) Outpatient Volumes
 - OP registrations 25% below target MTD; 17% below target YTD
 - ED visits 7% below target MTD; 14% below target YTD
- (+/-) Inpatient Volumes
 - Admissions 19% below target MTD; 16% below target YTD
 - Patient Days 2% above target MTD; 13% below target YTD
 - IP surgical cases 36% below target MTD; 25% below target YTD
 - OP surgical cases 40% above target MTD; 12% above target YTD

Consolidated Financial Summary:

Net Operating Revenue: \$12,379,298

| | |
|----------------------------|--------------|
| Total EBIDA Expenses: | \$ 9,303,830 |
| EBIDA Gain (Loss) | \$ 3,075,468 |
| Net Operating Gain (Loss): | \$ 2,668,322 |
| Net Income Gain (Loss): | \$ 3,352,063 |

Financials / Statistics:

- The workforce shortage across the organization has negatively impacted the organization all year long and was more profound in the last half of 2021. The staffing shortage limits the number of patients that can be seen and has caused negative volumes in the ED, Admissions, Imaging, Laboratory, Surgery, and Clinic visits. We continue to see a limitation in our ability to provide healthcare in the Harbor due to these factors.
- There was a reduction in AR in the month of December. There was also a true up of the tax receipts (1.6M) as well as federal COVID assistance (\$450k). This is expected to be the last round of federal assistance to be received.
- Days Cash on Hand; 100 days.
- Costly workforce due to reliance on many high cost travel staff to provide direct patient care.
- The Accounting team is in audit preparation mode. Audit should be published in April/May.
- The postponement of elective surgeries has been lifted and the hospital is ready however the Board should expect to see a loss for January and February due to the one month postponement.

GHCH Board Foundation Report

No report was provided as the Board Foundation Committee does not meet again until February 28th.

Executive Suite Summary Report

Submitted was the Executive Suite Summary Report, as well as the HMG Provider Report for February. Of note;

- A patient experience workgroup has been established and is currently meeting every other week. This group is currently focusing on initiatives within the organization which include development of a communication model and clinical experience model for the organization. Thereafter, this group will focus on customer feedback, which aligns with ISO 9001 requirements. This will include review and work on patient survey results and complaints and grievances.
- Hospital Administration continues conversations with Legislators related to HB 1868; enforcement of staff overtime, meal and rest breaks.
- Given the systemic shortages of healthcare workers, HRH, Summit Pacific, Grays Harbor College, and local school districts have partnered to help encourage Grays Harbor students to consider healthcare as a profession as they graduate high school. We are specifically interested in pipelines that include Grays Harbor College (GHC) programs such as nursing, medical assistants, and NA-Cs.
- The hospital's Accreditation Organization, DNV Healthcare, has completed our annual re-certification survey. DNV reflected on the hard work and progress that has been made

throughout the past year. In particular, they made special mention of the compassionate care that was observed during their review of the Emergency Department. The surveyors provided a preliminary report indicating the final report will be provided through direct mail.

OLD BUSINESS

None.

NEW BUSINESS

Board Education

The March Board Education selected was EMS Update to be presented by Dr. Julie Buck, Executive Director of Grays Harbor EMS.

GOOD OF THE ORDER

None.

PUBLIC COMMENT – General Topics

Chairman Bruce reported one question was submitted via email. A member of the Ocean Shores community inquired when the Board will return to in person meetings or at least allow the public to use zoom with camera option. Chairman Bruce reported social distancing, masking requirements, and restrictions to visitors within the facility continue to be imposed per hospital policy. Since the onset of the COVID pandemic, the Board has provided a phone line as the line of communication for the public to listen to the Board meetings along with the ability to send comments to hospital administration prior to Board meetings for Board review. Chairman Bruce stated the Commission will research and consider adding a Zoom link with camera option for the public.

ADJOURNMENT

Chairman Bruce called for meeting adjournment.

All Board members were in unanimous agreement to adjourn the meeting.

The meeting adjourned at 1:50pm.

MINUTES AND ATTACHMENTS APPROVED AND ADOPTED THIS 22nd day of March, 2022.

ATTEST:



Cindy Reynolds
Executive Assistant



Commissioner Thomas
Board Secretary