

# North Valley Hospital District

Okanogan County Public Hospital District No. 4

North Valley Hospital/Clinic Division; and North Valley Long Term Care Division

Administration Boardroom

The public is invited to attend in person or virtually with Google Meet:

Meeting ID: [meet.google.com/gfk-skvn-fir](https://meet.google.com/gfk-skvn-fir); Phone Numbers: (US)+1 617-675-4444

PIN: 388 490 836 1057#

## Board of Commissioners Regular Board Meeting

*October 26, 2023 7:00 PM*

### Vision

Exceptional care that enhances the well-being of our communities.

### Mission

Cultivate healthcare rooted in compassion, stewardship, and excellence.

### Values

Trust-Accountability-Integrity-Safety-Diversity-Viability

## Call to Order

## Agenda

I. **Public Participation** – according to Resolution No. 488-Public Participation Policy

II. **Reports:**

a. Administration Report

J. McReynolds

b. Financial Report

M. Matthiessen

c. Committee Reports

Commissioners

i. Finance

ii. Foundation-canceled

iii. Long Range Focus

iv. Building & Planning

v. Medical Staff

vi. Safety

**III. Approval of Minutes**

- a. Regular Board Meeting Minutes: September 28, 2023

**IV. Consent Agenda:**

- a. Charity Care \$ 38,162.85
- b. Bad Debt \$ 50,144.16
- c. NVH A/P Vouchers No. 120994-121254 \$ 3,263,582.56
- d. LTC A/P Vouchers No. 23431-23505 \$ 592,214.15

**V. Old Business:**

**VI. New Business**

- a. Medical Staff Appointments D. Larson
  - Courtesy Appointments  
John Bennett, MD – ERx  
Mark Stefanelli, MD – ERx
  
  - Courtesy Reappointments  
Juan Millan, MD – Radia, Inc.  
Pengcheng Zhang, MD – Radia, Inc.
- b. UFCW 3000 Employees and NVH Contracts-Board Ratification J. McReynolds
- c. December Meeting Date J. Pfeifer
- d. 2024 Proposed Budget M. Matthiessen

**VII. Adjournment:**

**Upcoming Events-**

October 26, 2023 – Next Regular Board Meeting

November 2, 2023 – Special Meeting/Public Hearing on 2024 Proposed Budget



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# Administration Report

10.26.23

North Valley Hospital & Extended Care

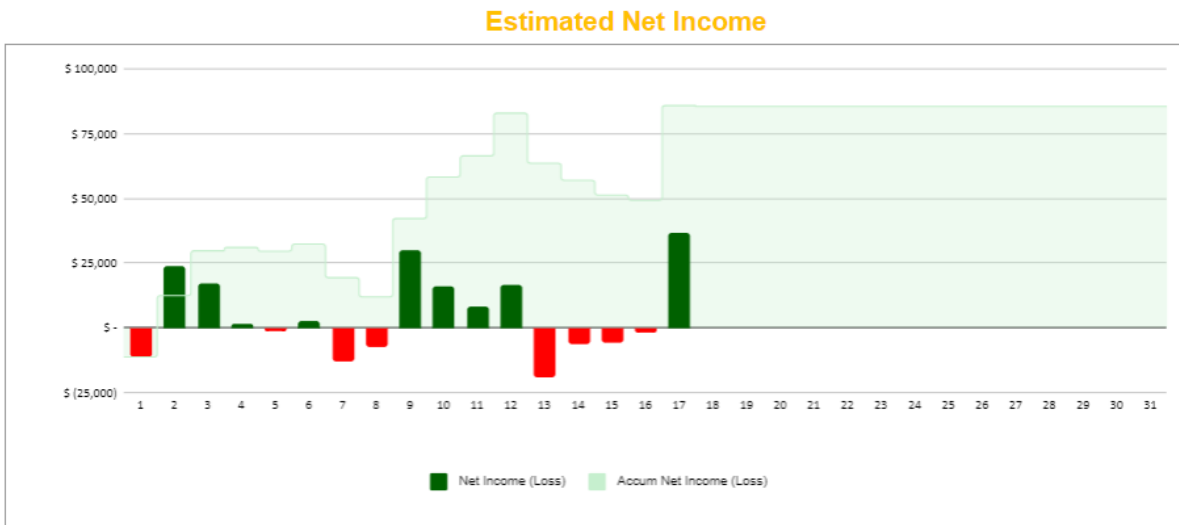


## Operational Overview:

The Hospital census has continued to improved from summer and is well above our target halfway through the month. The higher census and strong ER numbers have positively impacted other ancillary departments like radiology, lab, and therapy.

Department	Month to Date Numbers		October	2023
	Number to Date	Target to Date	Variance	Variance Percent
Census	160	144	16	11%
Rehab Minutes	28235	24895	3340	13%
Rad Tests	601	500	101	20%
Lab Tests	2179	2177	2	0%
TFMC	163	260	-97	-37%
Surgery	9	5	4	95%
ER Visits	287	234	53	23%

The increased volumes have projected a positive net income for October.



## Extended Care:

### Activities:

Autumn is in full swing at the EC! Holiday decor is being placed and residents are getting ready by creating little candy gifts to hand out to this year's trick or treating youngsters. Several outings are planned for residents to enjoy community social luncheons at the Senior Center as well.



### EC Admissions:

We are pleased to announce we are staffed and increasing our admissions. Current census is 35 residents with 1 admit scheduled for mid October and 2 potential admits from our Swing Bed program. Payor breakdown currently shows 11 are Private Pay and 24 Medicaid. Our goal is to have 42 residents before the end of this year.

### Staffing:

NVEC has two evening nurse vacancies. Currently we are seeking full time replacements; however, travelers will need to be recruited to cover these shifts until permanent staff can be found. We have a couple of NACs leaving us for new adventures and family. We will be adding a travel NAC to fill one of these vacancies.

### State Survey Results:

The EC Annual Health Survey was conducted at the end of September with corrections submitted and accepted and we are now waiting for the Survey team to return. They will revisit to ensure those corrections are in place in order to put NVEC back in compliance. This is the normal procedure. The Fire Marshall has accepted corrections from her survey and put us back in compliance.

## Nursing Administration:

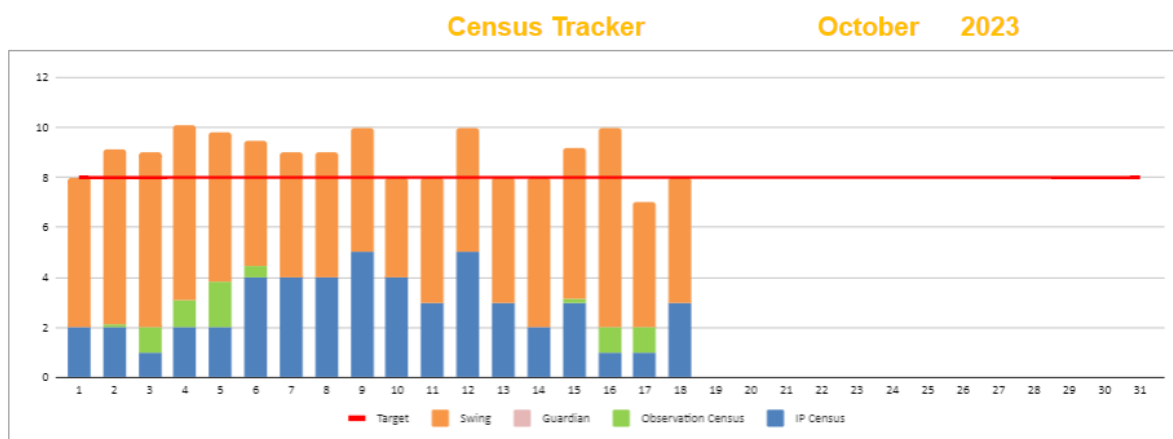
We were successful in hiring an RN. Lue" Cinda will start this next week with orientation. She is a new Grad from last June. She was an employee here as an NAC before acceptance into the WVC Nursing program. Please give her a warm welcome.

NVH hosted a SANE (Sexual Assault Nurse Examiner) course here at NVH. We extended this training to 3 of our NVH Registered Nurses. We also had other nurses join this training. This will give us 6 trained SANE Nurses in our area. 1 at Mid Valley, 1 at Brewster and 1 in Republic. We do not have a high volume of patients that need this service but when a patient presents it is very difficult to find a SANE Nurse. We have had to send patients to Wenatchee or Spokane. This creates a difficult obstacle for our patients as most of the time they will have to find their own transportation.

Pam Thacker RN retired from NVH. We had an appreciation celebration with cake for her today on her last day of work. She started working at NVH in 1988. She is loved by her teammates and will be missed. Who knows maybe she will come back some day.

We continue the search for travel nurses to help fill vacancies. I anticipate the need for a total of 6 RN's with med surg/ED skills.

### Acute Care:



For much of the summer we had below average swing bed census but September and October have featured a more robust volume.

## Quality/Infection Prevention:

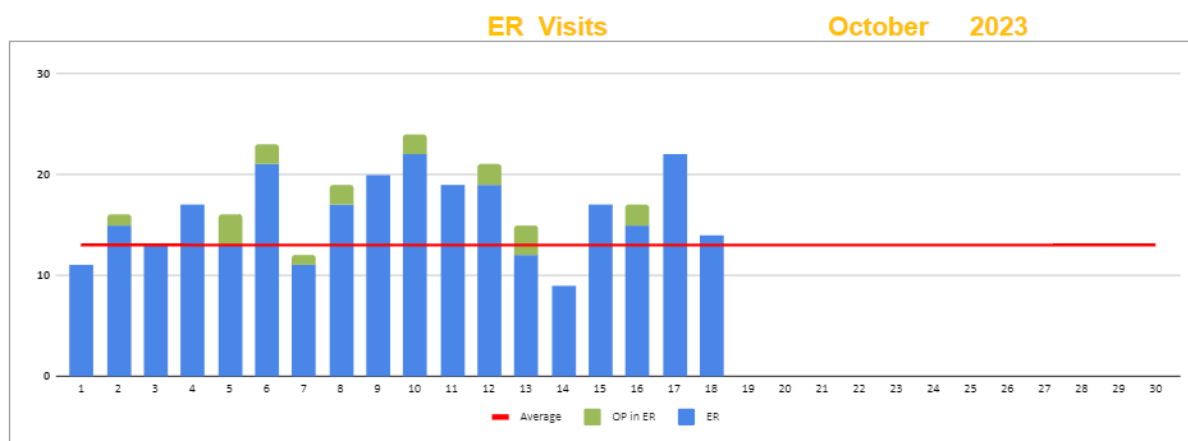
The Quality department has been busy gathering data for our CQI Council meeting which will be held on October 24th, 2023.

In gathering this data, it is worth noting that our Hospital Acquired Infection rate for 3rd quarter was 0%. We have not had a 0% Hospital Acquired Infection rate since 2nd quarter in 2019, prior to the COVID-19 pandemic.

Nationally, throughout the pandemic, there was an increase in hospital acquired infections. According to the Centers for Disease Control and Prevention, 1 in 31 hospitalized patients will experience a Hospital Acquired Infection.

Quality wrapped up our recent EMTALA investigation and are noted to be in compliance. Ongoing work in this area continues to ensure staff are educated and trained and competencies are on file with our Human Resources Department.

## Emergency Department:



As we reach this time of year we start expecting to see more respiratory chief complaints in the ED. One method of watching for this increasing cold and flu activity is to compare chief complaints by month. Below we have September (on the left) and August (on the right). The data do not show an increase in respiratory issues yet, but do demonstrate how variable our patients are from month to month.

ALL Chief Complaints From 09/01/2023 To 09/30/2023

ALL Chief Complaints From 08/01/2023 To 08/31/2023

<u>Chief Complaint</u>	<u>Volume</u>	<u>Chief Complaint</u>	<u>Volume</u>
Knee/lower leg problem	41	Abdominal pain	28
Back or flank pain	28	Chest pain	26
Fall	27	Rash	23
Abdominal pain	23	Shortness of breath	21
Shortness of breath	22	Knee/lower leg problem	20
Wound Assessment	20	Hip/thigh problem	17
Ankle problem	17	Nausea, vomiting	16
Cough	13	Urinary problem	14
Foot problem	13	Back or flank pain	13
Nausea, vomiting	13	Earache/Ear Problem	13
Urinary problem	13	Fall	13
Chest pain	12	Eye problem	12
Shoulder/arm problem	11	Weakness	11
Weakness	11	Throat pain/Sore throat	9
Eye problem	10	Hand problem	8
Head injury	9	Wound Assessment	8
Headache	9	Cellulitis	7
Motor vehicular collision, minor	9	Altered mental status	6
COVID-like illness	8	Fever	6
Elbow/forearm problem	8	Finger laceration	6
Fever	8	Foot problem	6
Finger laceration	8	Headache	6
Numbness	8	Ankle problem	5
Diarrhea	7	Cough	5
Head laceration	7	Dizziness	5
Rib pain	7	Abscess	4
Throat pain/Sore throat	7	Behavioral problem	4
Finger problem	5	COVID-like illness	4
Medication refill	5	Finger problem	4
Motor vehicular collision, major	5	Head injury	4
Anxiety	4	Head laceration	4
Chest wall pain	4	Hypertension	4
Constipation	4	Kidney stone	4
Earache/Ear Problem	4	Medication refill	4
Hand laceration	4	Seizure	4
Hip/thigh problem	4	Shoulder/arm problem	4

## Surgery:

Surgery and Sleep clinics continue to be full. EGD and Colonoscopies seem to be increasing as of late. Thank you Dr. Jex for your referrals. We are preparing for the upcoming construction project that will be a bit of a challenge to reroute clinics and procedures to the old OB wing sharing a space with wound care and ER. We look forward to the completion of this project so that we can start advertising in Osoyoos, and Penticton to increase our service area for GI procedures.

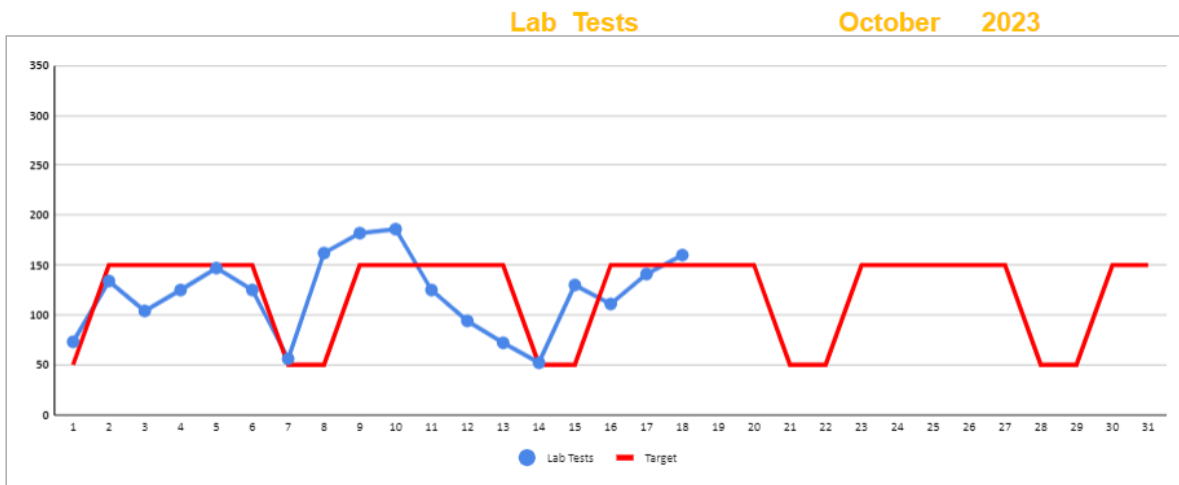


## Laboratory

The Lab sponsored a department Scarecrow contest for October. Thank you to all the departments and individuals who participated and a special thank you to Commissioner Vicki Lewis for being our judge.



We have seen volumes near budget for the month of October so far.

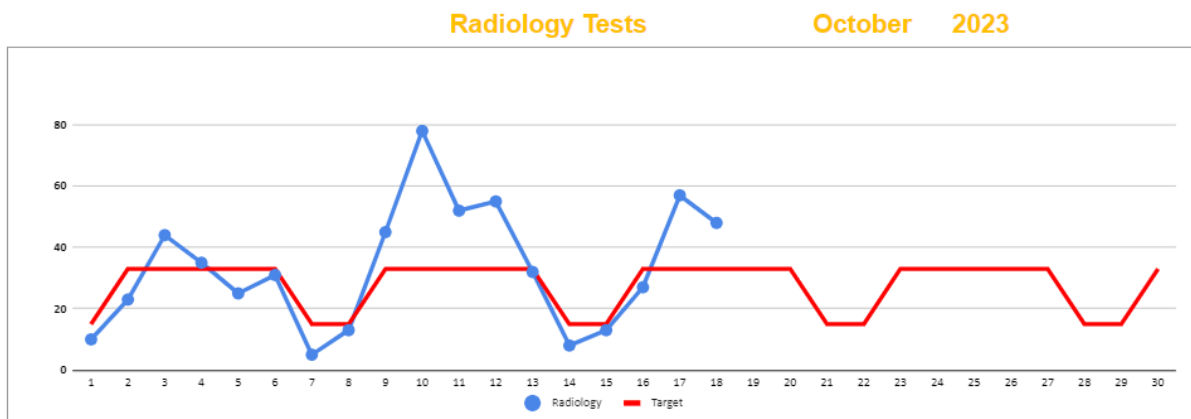


The Lab has been working with CFO, Matthew Matthiessen, on the budget for 2024. We are planning for FTE levels to remain the same but have projected an increase in testing revenue. The traveler that we have had with us since March will be leaving us at the end of the month. We hired a traveler to cover a scheduled FMLA. When the tech she was covering for did not return in August we extended her contract until October. We are hopeful that we will be able to fill the full time position we have posted.

Assistant Lab Manager, Cristina Kirchner, has attended advanced training for our Hematology analyzer and next week will be traveling to Dallas for advanced training for our Chemistry analyzer.

Noreen and Cristina attended the Columbia Basin Lab Managers Network meeting, held this time at Pullman Regional Hospital, on October 19th. This gives Cristina an opportunity to build relationships with other CAH Lab Managers. The program for this meeting will feature a special guest speaker Sten Westguard who will be presenting to the group topics about statistics and laboratory quality control.

## Radiology:



As shown above, October 10th was a record day for the Radiology team. We had a busy day in the ED and with outpatient visits.

The department is now back to being fully staffed. The crew did an amazing job over the last few months while being short staffed.

## Allied Health:

A kind patient review for outpatient therapists:

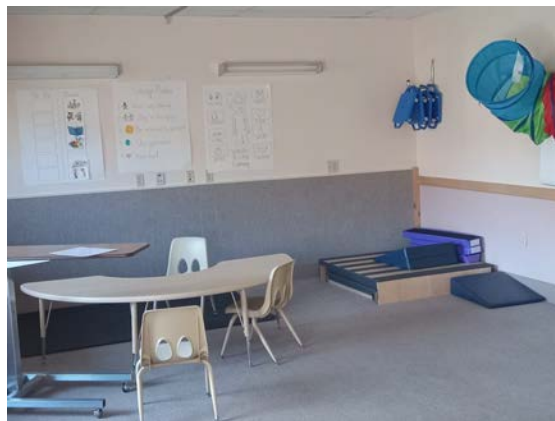
*"The staff is wonderful! Kind, considerate, and personal. I will recommend to everyone I know."*

September was a bit slow for outpatient services as we said goodbye to clerks and recruited new clerks. Outpatient schedules are starting to fill up again as the schedulers get up to speed.

We are welcoming Deanna Welborn and Stefanie Noto to our allied health clerical team this month. Deanna will work in Tonasket and Stefanie will work in Oroville. Both are settling in nicely to the team and doing an awesome job. The rehab clerical team has expanded to also provide clerical management for our dietitian services. The team provides patient registration, insurance verification, denials management (in collaboration with Billing and HIM), scheduling, and auditing for documentation/billing alignment...on top of answering phones, greeting and checking in patients, and working with the



therapists. We are fortunate to have this workforce. As with all of our support services, we couldn't manage without them.



As outpatient services grow so our space seems to shrink. We have grown from one to four outpatient physical therapists, three-quarter to two and three-quarters occupational therapists, and one to two speech therapists. With the need for space we have moved our clerks into the office and the waiting room to outside the gym, both for space expansion and for patient privacy while in treatment. We have also reorganized the gym outside of extended care to accommodate our outpatient pediatric population.

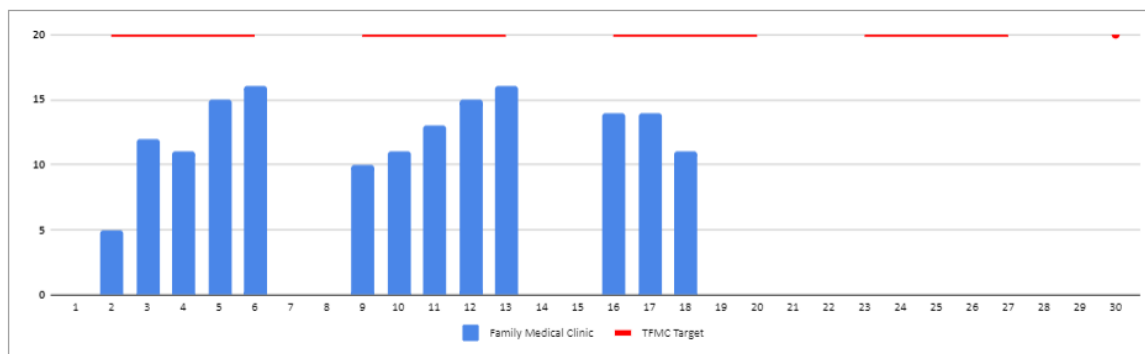
## Human Resources:

The Human Resources Department is pleased to share that we have wrapped up negotiations and have a tentatively agreed upon labor contract with UFCW 3000. We are now in the final stages of ratification and looking forward to implementation. Thanks to teamwork and a spirit of collaboration, negotiations went well. We appreciate the time and effort our Shop Stewards, Union Representatives, and Administrative Team put in.

In other good news, we have successfully negotiated our employee healthcare benefits for 2024 to include a return to Washington Counties Insurance Fund (WCIF). While this does mean a few extra steps for the HR Team, we are confident that our return to WCIF will positively impact our employee's healthcare experience. With support from our insurance carriers, HR will host open enrollment for 2024 healthcare selections on November 15 and 16 in the NVH In-Service Room.

## Tonasket Family Medical Clinic:

Tonasket Family Medical Visits      October    2023



TFMC would like to give a big congratulations to Alyssa Holbert and Stephanie Ruvalcaba on being accepted into the October 2023 Medical Assistant Apprenticeship program. This program, launched by the Washington Association for Community Health in 2014, has produced over 800 alumni since its inception. It's great to see such a successful program in place that allows TFMC to recruit and train talented individuals.



**Washington  
Association for  
Community Health**  
Community Health Centers  
Advancing Quality Care for All



I just wanted to give a quick shout-out to Dr. Jex for his exceptional care of TFMC's patients. Recently, he saw a new patient who had just moved to Washington State, and the patient had nothing but positive things to say about his experience. According to the patient, Dr. Jex was incredibly thorough, and attentive, and clearly enjoys his work as a physician. Dr. Jex has been doing an amazing job taking care of our patients being the solo provider

## Support Services:

### Food Services:

Time to get ready for Holiday parties! We will be serving up a spooky Halloween buffet for our wonderful residents in Extended Care. Then on to planning for Thanksgiving and Christmas. We have had some great candidates applying and hope to be fully staffed in both the kitchen and Dripline by the beginning of November. Again, thank you to our great kitchen staff!

### Safety:

This month at the Safety Meeting we were joined by Jonathan Umana from Mid Valley Hospital with a recap of the "White Powder" incident at the courthouse which Mid Valley

responded to in August. He provided a thorough debrief and lessons learned. This kind of networking helps us be better prepared for what might come our way in the future.

### Security:

As reported last month, Ethan and Kim J attended the Train-the-Trainers Verbal Judo class. It was a very effective webinar training. We look forward to sharing the training concepts with the Security Team this month, and will be creating short classes that can be given to individual departments. The information dovetails nicely with the Handle with Care training that we have implemented in the past.

### Disaster:

NVH will participate in the Northwest Healthcare Response Network (NWHRN) communication drill on Nov. 3, a redo of one that was performed a couple months ago with less than satisfactory results. The emphasis is on the WAtrac response of the facilities who've signed up for the exercise. NVH and NVEC use WAtrac regularly to share information with other facilities about bed availability.

## Committee Work:

### Policy and Procedure Committee:

NVHD currently has 1365 documents in the Policy Stat system. Currently there are 254 documents due for review and 211 pending approval. The next P&P committee meeting will be held December 21st 2023.

### Grants Committee:

The Grants Committee did not receive any new grants this month, but it has recently received payments from the Thriving Together NCW for the Behavioral Health Grant and the Department of Commerce for the construction project.

Topic	Request Amount	Status
PUD Incentives	Unknown	In Process

Strategic Planning	\$10,000	Awarded
Thriving Together NCW (NCACH)	\$380,000	Awarded
State of Washington Distressed Hospital Fund	\$408,333	Awarded
ED Data Project	\$8,000	Awarded



### Long Range Focus Committee:

The Committee did not hold a meeting in October, but with the help of the Committee the fall newsletter was mailed out on 10/18.

### Foundation (North Valley Community Health Association):

The October Foundation meeting was canceled.

As a reminder, The Foundation is participating in the [Give NCW](#) fundraising event which runs from Thanksgiving Day to December 31st. If the Foundation raises more than \$1,000 through the event, they can receive matching funds. The event also incentivizes people to donate to the Foundation and other 501c3 organizations, through Give NCW. The Foundation submitted their intent to the NVH BOC to help fund the HVAC project alternative bid to complete two of the AC/ED patient care rooms. This is a very large



commitment for the Foundation. Any donations made, especially during the Give NCW event, would be greatly appreciated by the Foundation.

### Building and Planning Committee:

Building and Planning met on October 12th to review the 2023 Building Assessment. This process evaluates the function and status of all aspects of our physical campus and seeks to prioritize areas for investment. The current construction project addresses the most critical items on the assessment, but other items will be presented as part of the capital budget.

### Revenue Cycle:

#### Business Office

We have been focusing on completing Medicare and Medicaid claims that have been on the AR over 120 days while working on the large amounts of claims on a daily basis.

#### Patient Access

Patient Registration has continued to work hard at keeping their metrics up. For the second month in a row they have achieved updating over 90% of patients over the age of 65 with their Advance Directive Status. A celebration was promised if September was at least 90% and they hit 91%! That celebration is currently being planned.

Centralized Scheduling has been busy creating workflows to make sure recurring services (such as wound care) and their respective authorizations are tracked and kept up to date.

New in scheduling, we will begin cross training Vanessa Pershing who is our per diem Patient Registration Clerk. Having Vanessa cross trained will be beneficial to scheduling as they currently do not have any coverage during absences or vacations. This comes in perfect timing as one of our schedulers has been on intermittent leave and holidays are approaching.

Ricki has done her best to hold down the fort in Krista's absence, but is eager for her return.



