

# North Valley Hospital District

Okanogan County Public Hospital District No. 4

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

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

**\*The physical location of this meeting will be in the Clinical Training Lab, in the Verbeck Building Basement\***

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

*February 23, 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, CEO
  - b. Committee Reports Commissioners
    - i. Foundation
    - ii. Long Range Focus
    - iii. Medical Staff
    - iv. Building & Planning
    - v. Safety
    - vi. Finance
    - vii. CQI
  - c. Financial Report A. Ulrich, CFO
- III. Approval of Minutes
  - a. Regular Board Meeting Minutes: January 26, 2022

**IV. Consent Agenda:**

- |                                       |                 |
|---------------------------------------|-----------------|
| a. Charity Care                       | \$ 33,336.62    |
| b. Bad Debt                           | \$ 54,860.52    |
| c. NVH A/P Vouchers No. 117707-117937 | \$ 1,870,340.15 |
| d. LTC A/P Vouchers No. 21491-21458   | \$ 347,200.84   |

**V. Old Business:**

- |  |               |
|--|---------------|
| a. Discussion of Potential Construction Projects | J. McReynolds |
|--|---------------|

**VI. New Business**

- |  |               |
|--|---------------|
| a. Medical Staff Appointments  | D. Larson     |
| <b><u>Courtesy Appointment</u></b><br>Nicholas Finlinson, CRNA – LocumTenens   |               |
| <b><u>Courtesy Reappointment</u></b><br>Krystina Boyko, MD – Confluence (for Extended Care)<br>Shari Jackson, MD – Radia<br>Mark Koenig, MD – Radia<br>Samantha Lancaster, MD – Radia<br>Mark Mayhle, MD – Radia<br>Brandt Mohr, MD – Radia<br>Mark Turpin, DO – Confluence (for Extended Care)<br>Carter F. Yeatman, MD - Radia |               |
| b. 2023 Compliance Plan  | J. McReynolds |
| c. Strategic Planning  | J. McReynolds |
| Proposed date(s):  |               |
| • Wed./Thu., April 19-20, 2023 Kickoff Meetings  |               |
| • Wed., May 17, 2023 Working Sessions  |               |
| • Wed., July 12, 2023 Board Retreat  |               |
| d. <b>Equipment Request-</b> Extended Care Nurse Call System   |               |
| e. Board Education-Discuss WSHA/AWPHD recorded webinars  | J. Pfeifer    |

**VII. Adjournment:**

**Upcoming Events-**

March 30, 2023 – Regular Board Meeting  
April 15, 2023 – Deadline for PDC F-1 filing



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# Administration Report

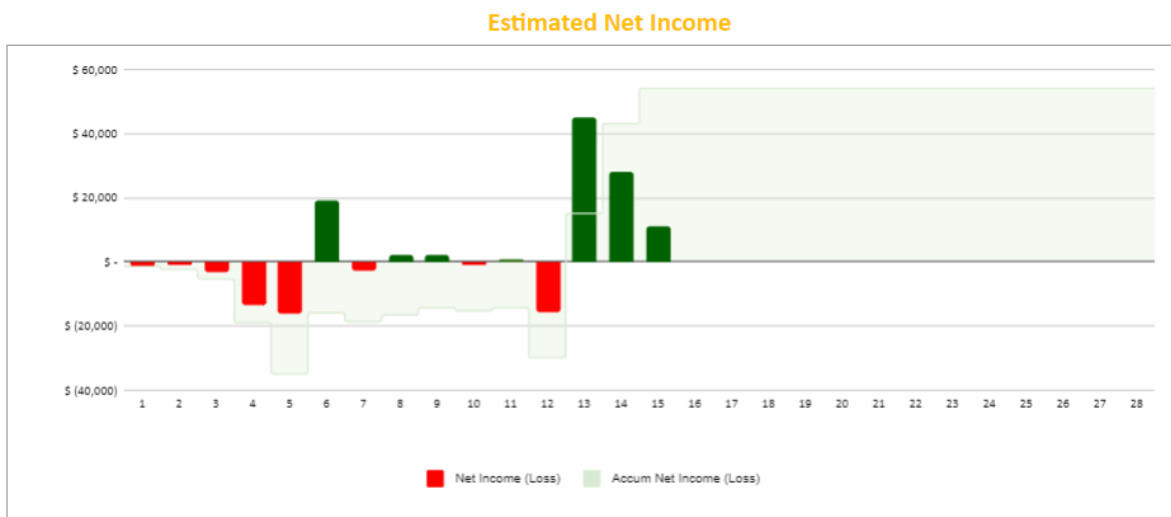
02.23.23

North Valley Hospital & Extended Care

## Operational Overview:

Department	Month to Date Numbers		February 2023	
	Number to Date	Target to Date	Variance	Variance Percent
Census	143	120	23	19%
Rehab Minutes	19955	21065	-1110	-5%
Rad Tests	410	418	-8	-2%
Lab Tests	1907	2089	-182	-9%
TFMC	125	220	-95	-43%
Surgery	11	11	0	0%
ER Visits	186	195	-9	-5%

Volumes have been mixed with strong census numbers but most outpatient services are below target. Despite the lower volumes, charges have been robust through mid-month reflecting a more positive estimated net income compared to January.



## Financial Matters:

The Finance Committee and the Board of Commissioners will review December 2022 financials in the respective Board meeting. Alan will present Cash on Hand as of January 2023 with the District's cash balance now slightly over 100 days.

John and Alan presented a timeline to the Finance Committee concerning a RFP for a private debt issue. Northwest Municipal Advisors and the District's legal counsel to begin the process to secure debt funds for the St. Martin's HVAC project.

The Accounting team provided Fiscal 2021 documents and reports to the DZA auditors. DZA has begun the field work. The team plans to upload December 2022 results and documents by the end of February.

The District has not received correspondence from HRSA concerning the District's request for a delayed deadline for the completion of the single use audit of CARES funds. DZA is reviewing the District's financial records for the funds. Alan re-confirmed the Long Term Care Division's report for Period 1.

The Accounting team converted the Accounts Payable process to Multiview software on February 15! Kudos to Ashley and Melissa for their leadership! John no longer has to manually sign checks as the check printing includes electronic checks! The first financial statements will be prepared for the February 2023 accounting period in March.

The Hospital received updated Medicare reimbursement. Medicare reimbursement is included in the financial commentary for December 2022 financials.

A big shout to the team for their efforts to cross-cover each other!


## Extended Care:

### Activities:



Residents enjoyed a fun Pajama party in January and of course Valentine's day in February. Our dietary staff provided us with amazing foods for both events, the residents loved it! We are very thankful for our dietary staff and their creativity. Residents continue to work on craft items with the intention of entering some of them in the fair this year. Our courtyard clean-up will hopefully happen very soon with all of the ice melting off. Once that is done and the temperatures are good we will bring our chickens back for the season. Sherry Porter and her grandson fostered (spoiled) them over the winter.

### EC Rehab:



Now that rehab is fully staffed for extended care, we are reorganizing to expand integration into meal services, collaborating with our dietitian and dietary services to refine diet textures for those who struggle with swallowing or chewing issues and to enhance opportunities to optimize daily functional activities to promote health and wellness and prevent or slow physical and cognitive decline.

### EC Census:

The census dropped to 34 after the loss of one resident. A new admission is planned for 2/14 and will bring us back to 35. Another admission is planned for the following week which will bring us up to 36. We have several more potential residents under consideration following those two.

### EC Staffing:

The NAC program has begun with 9 students. Several want to start out as Hospitality Aides and we hope they will be excited about staying with us long term as CNAs. We have one Hospitality Aid currently, who is scheduled for her CNA exam. We still lack CNAs on the evening shift and are considering another traveler. A newly graduated RN will be coming on board which allows us to do without a traveling Nurse and will help us meet the requirement of having an RN in-house for two out of three shifts. We are quite excited about him.

### EC Quality:

Documentation and handling of the community-wide gastrointestinal viral outbreak we experienced last month were reviewed by an RCS State Surveyor. She found no fault and was pleased with the outcome.

A trial of removing alarms was done with one of our frequent fallers and amazingly he fell less over the month! Initial monitoring of UTIs following staff education shows a decrease. Nurses are also being educated on Antibiotic Stewardship and avoiding unnecessary Antibiotics.

### EC Financial Update:

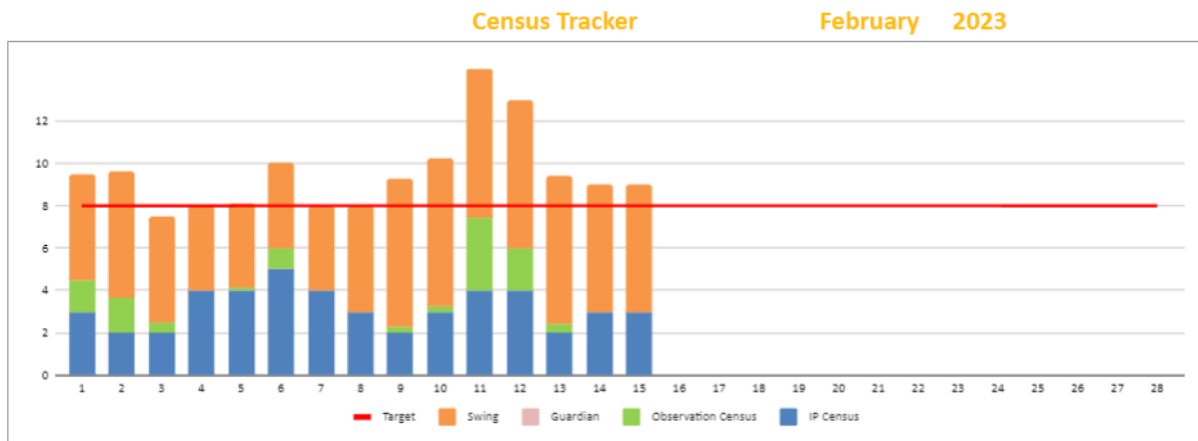
Bill Colomb, Social Services and Resident Service Manager is making good progress with recouping funds from the private accounts that have been in arrears. One of the private accounts got Medicaid approved in February and we are expecting a retro payback to August 2022. This will positively impact our bottom line. We have a new process in place to

ensure we receive payment from the time of admission of private pay individuals. We hired a new RN which helped eliminate the need for a traveling nurse.

## Nursing Administration:

The topic focus for nursing leadership is recruitment and retention while we work to reduce our reliance on traveling nurses. As we have previously discussed this is a complex multifaceted issue that lacks any single solution. We are focusing on embodying our goal of being the employer of choice and workforce development.

## Acute Care:



The Acute Care team has been continuing our work on education and preparation for the Cerner rollout. The census has been right around our target for the first half of February.

## Quality/Infection Prevention:

The CQI council meeting was held on February 6th, 2023 with good attendance. The CQI department continues to work with each department to resolve SafetyZone events and help define process improvement activities to support a safe patient care environment.

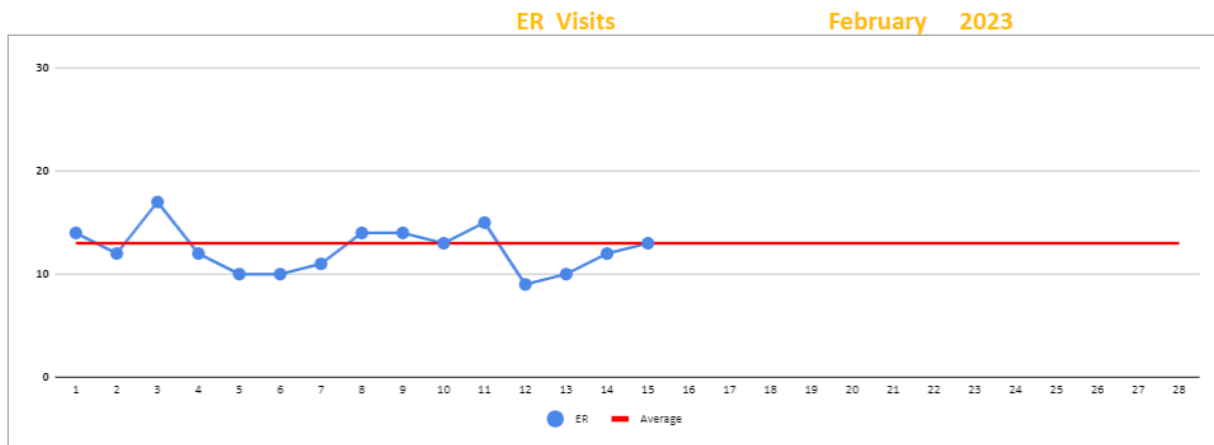
Quality is beginning to shift focus on the upcoming Department of Health survey we are anticipating and have been attending survey preparedness webinars made available by the Washington State Department of health. These webinars provide information regarding

areas of focus that will help us to prepare for the upcoming survey. I look forward to sharing this information with the appropriate departments.

Influenza and COVID-19 positivity continue to decline, however, recently we have seen an increase in respiratory complaints through our Emergency Department. Continued hand hygiene and cough etiquette continue to be our first line of defense in preventing the transmission of viral illness.

## Emergency Department:

February's ED volumes are a welcome return to our average volumes. State-wide hospital capacity has improved significantly and we have been able to find transfers to higher levels of care relatively quickly compared to previous months.



Chief Complaint	Volume
Shortness of breath	28
Abdominal pain	26
Fall	18
Chest pain	17
Knee/lower leg problem	12
Nausea, vomiting	12
Eye problem	11
Cough	9
Finger problem	9
Back or flank pain	8
Foot problem	8
Rib pain	8
Influenza-like illness	7
Throat pain/Sore throat	7
Weakness	7
Wound Assessment	7
Altered mental status	6
COVID-like illness	6
Dizziness	6
Head injury	6
Headache	6
Bite	5
Hip/thigh problem	5
Palpitations	5
Shoulder/arm problem	5
Urinary problem	5

In the month of January, our top chief complaint was shortness of breath followed closely by abdominal pain.

## Surgical Services:



Victor, CRNA, is working out well for the department. We continue to pursue other options to increase CRNA availability so that we can have a steady schedule and provide services to our community on a regular basis.

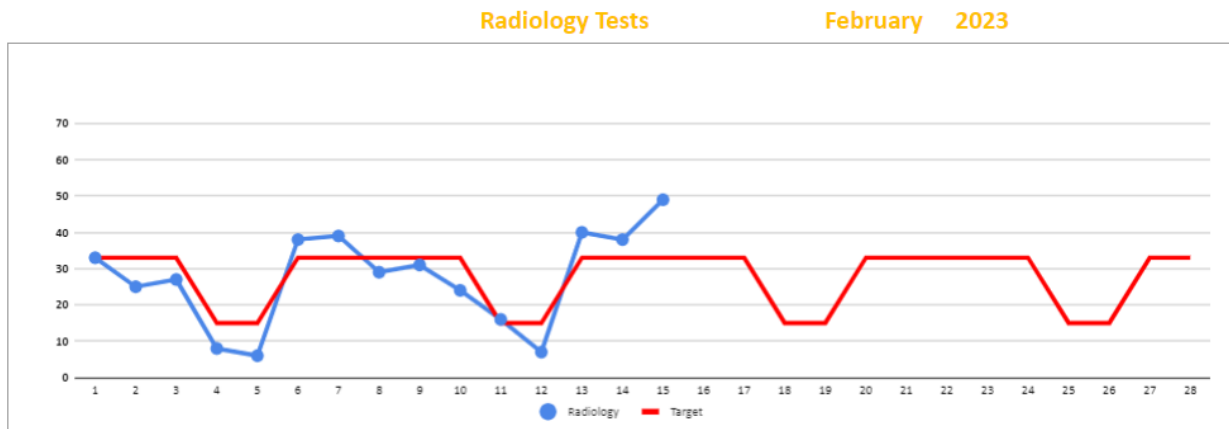
## Laboratory:



What do you LOVE? Our interactive wall outside the Laboratory to celebrate Valentine's Day. Thank you to everyone who participated.

Even though our Cerner go-live will not occur on March 6th we have continued to work on the Cerner build and training for the new system. This week we have Cerner staff on site working on Medical Device Interfaces.

## Radiology:



The radiology department will have a traveling technologist starting on Feb. 20th. His name is Sean Hampton and he will be covering while a staff member is out on leave.

With spring approaching we hope to see our volumes increase and we will be promoting our pain management injections performed by Dr. Roos.

## Allied Health:

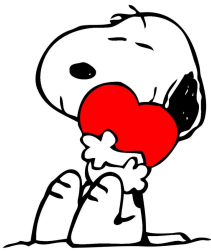
TFMC and Allied Health are currently engaged in developing a tracking and trending system to help persons at risk for or living with chronic disease navigate healthcare opportunities, assist with locating financial or social support to access these opportunities, and maximize the services they may receive on one day as they may be traveling from a distance or have limited access to transportation. As an adjunct to this work, our dietitian and occupational therapists have begun training and will be developing a pre-diabetes education group. They will be collaborating with TFMC to share learnings and materials and, although this group does not require a physician referral, the tracking work we are currently engaged in will help to identify and guide persons who would benefit from this education to the group. This will be of great benefit to our community as diabetes is one of the most prevalent diagnoses of chronic disease. More to come on this exciting work.

People living with chronic disease benefit from a team of services wrapped around primary care. We are able to offer occupational, physical, and speech therapy, exercise supported by our personal trainer, respiratory therapy, dietitian, and massage therapy. As well, chronic diseases that impair circulation and sensation can result in wounds that can become

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quite severe. Our wound clinic is here to address more complex wounds. By having the tracking and collaborative services established, these patients can be more closely monitored to reduce the likelihood of conditions becoming out of control and/or get treatment quickly if conditions do decline.

## TFMC:



The TFMC recognizes February as American Heart Month.

TFMC has been busy and excited about the implementation of Cerner even as we experience an unexpected delay.

A big shout out to Kelsey and her team for an amazing job!

## Support Services:

### Laundry:

We are going to be having some work done on one of our washers in the coming month. As it is right now, we only use it if we have to, so we are crossing our fingers that the vendor returns soon to fix it. We will do our best to keep up while we are down a machine but we may have some delays that, hopefully, only the department will notice.

### Plant Engineering:

In February we had an employee transfer to HIM and have a current job opening. We are continuing to work with our insurance company for the repair of the water damage and are eager to get everything back to normal.

### Materials Management:

Michelle and Lupe have been super busy as they prepare for the Cerner conversion! They have scanned bar codes, updated locations of the gazillion supply items and have changed minimum and maximum order points! Lots of effort that will make their lives easier post-conversion!

The team said goodbye to Cole who has worked in Central Supply for almost a year. We celebrated his new position in the Facilities Department! Thanks, Cole!

## Committee Work:

### HIT Committee:

Following the HIT Committee's meeting on February 15th, John announced the delay of the Cerner implementation. The planned go-live of March 6th would not be possible due to the aspects of the Cerner build that have not been completed. Cerner is unable to identify a new go-live date yet, but both the NVH and Cerner teams are working hard on the next steps. In the meantime, we are continuing to focus on completing Learning Journeys and conducting test patients through the build server.

### Policy and Procedure Committee:


There are currently 1339 documents in PolicyStat with 172 pending approval and 222 due for review. The next quarterly meeting will be held on March 16th, 2023 at 10 am location TBA.

### Grants Committee:

The Grants Committee is working with Senator Patty Murray's office to explore a Federal Funding Opportunity related to our HVAC projects.

Topic	Request Amount	Status
PUD Incentives	Unknown	In Process
Strategic Planning	\$10,000	Awarded
Federal Funding Opportunity	Unknown	In Process

### Long Range Focus Committee:



The LRFC met on February 1st and welcomed Stefanie and Mariann as guests and potential members. The group discussed the strategic planning process and the Spring newsletter. At the meeting in March, we will review drafts of the articles and plan for the mailing.

### Foundation:

The Foundation met on February 6th. They continue reviewing a draft bylaws update and expect to approve revisions at the March meeting. Officer elections took place with Wayne Verbeck, John McReynolds, and Salley Bull retaining respective positions as President, VP, and Secretary. Treasurer nominations were tabled until March. The committee also discussed continued support of the LRFC Newsletter and EC Bus repairs. A Nonprofit Board Certification Course was shared with committee members who were encouraged to enroll.

### Building and Planning Committee:

Building and Planning canceled the February meeting.

### Human Resources:

We are working to relaunch our employee Intranet to provide additional avenues of communication and team building. It is currently live but will be a work in progress for some time as we continue to build and improve the content.

ADP

POLICY STAT

JOB POSTINGS

DAILY METRICS

EMPLOYEE NEWSLETTER

## Hello North Valley Hospital District Employee!

Welcome to the NVH Employee Home Page.

Q Search


Fill out the following form to have something added to our Employee Network!

Please add/ I can't find: \*

Message


SUBMIT

### District News:




NVH Purchases New Mammo Equipment - Senographe Pristina™ by GE

Sep 14, 2022



Ken Radford, RRT – Celebrates in the History of Respiratory Care

Apr 21, 2022



## We welcomed the following new employees:

Sabrina Hagedom; Patient Financial Counselor

## Open Positions:

Respiratory Therapist 1 FT

RN AC/ER 5 FT

RN EC 2 FT

RN Shift supervisor 1 FT

NAC Extended Care 2 FT

Lab Tech 1 FT

Radiology Tech 1 PD

Clinic MAC 1 FT M-F days

Human Resources Director 1 FT

CFO 1 FT

MA/NAC Outpatient Clinic Coordinator 1 FT

Food Services Aid 1 PD

Barista 1 PD

Maintenance Tech 1 FT

## Revenue Cycle:

### Health Information Management

Rachel from maintenance has joined the HIM team as the new HIM Tech. They are excited to have her on their team.

The team continues to do training with Cerner and has started to train and test the team's skills in Cerner. This has been a good process so far and the staff is learning to navigate through the system. It has been a team effort to get everyone trained and feel comfortable in the system before going live.

Provider credentialing is up to date. We are still trying to recruit a part-time credentialing staff member.

### Patient Access

Cerner continues to keep us all busy, between training and practicing. Everyone is excited to see the positive impacts it will have on our day-to-day tasks. Thank you to Kelsey Lawson for all your assistance and hard work in getting us ready!

Hospital Registration is pleased to welcome Morgyne to the team. She joins us as a per diem admitter. You will probably recognize her from the Drip Line. She is learning quickly and going strong!

You may also notice a couple of other new faces in the Patient Registration area. We have two new hires from the Patient Financial Services department shadowing registration before moving into their new positions. Welcome, Sabrina and Janet!

### Patient Financial Services

The team stepped up BIG TIME while Krista was riding her horses into the Arizona sunset! Many thanks for billing and collecting payments for the services provided at NVH! Thanks, Ricki, for providing daily support to the PFS and Admitting/Scheduling teams!

In the meantime, the team continues to learn Cerner's revenue cycle software and processes.

We'll let Krista provide more information in the next edition of this report.



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