

# 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 (rescheduled) Board Meeting

*December 21, 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

iii. Long Range Focus

iv. Building & Planning

v. Medical Staff

vi. Safety

- III. Approval of Minutes
  - a. Regular Board Meeting Minutes: November 30, 2023

IV. **Consent Agenda:**

- a. Charity Care \$ 52,473.08
- b. Bad Debt \$ 20,353.80
- c. NVH A/P Vouchers No. 121570-121811 \$ 2,461,703.17
- d. LTC A/P Vouchers No. 23585-23643 \$ 494,009.78

V. **Old Business:**

VI. **New Business**

- a. **Consider Resolution #747**-Declaration & Disposition of Surplus M. Matthiessen
  
- b. Medical Staff Appointments D. Larson
  - Courtesy Appointment
  - Nick Cantrell, MD – Radia
  - Sandeep Shah, MD – Radia
  - Erin VanderStoep, PA-C Outpatient – FHC
  - Active Re-appointment
  - Satbir Dhillon, MD – NVH General Surgery/General Practice
  - Courtesy Re-Appointment
  - Ian Ch'en – Radia
  - Thomas Dreher, DO – Onsite Radiologist
  - Robert Hawkins, MD – Radia
  - Alice Josafat, MD – Radia
  - Timothy Neher, MD – Onsite Radiologist
  - Brian Tryon, MD – Radia
  - Scott Vanderheiden, MD - Radia
  
- c. Board Education J. McReynolds  
<https://portal.sao.wa.gov/FIT/explore/financial-health:filterGovType=22>
  
- d. Commissioners Oaths of Office
  
- e. Discussion-January Committee Assignments J. McReynolds

VII. **Adjournment:**

**Upcoming Events-**

January 25, 2024 – Next Regular Board Meeting



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# Administration Report

12.21.23

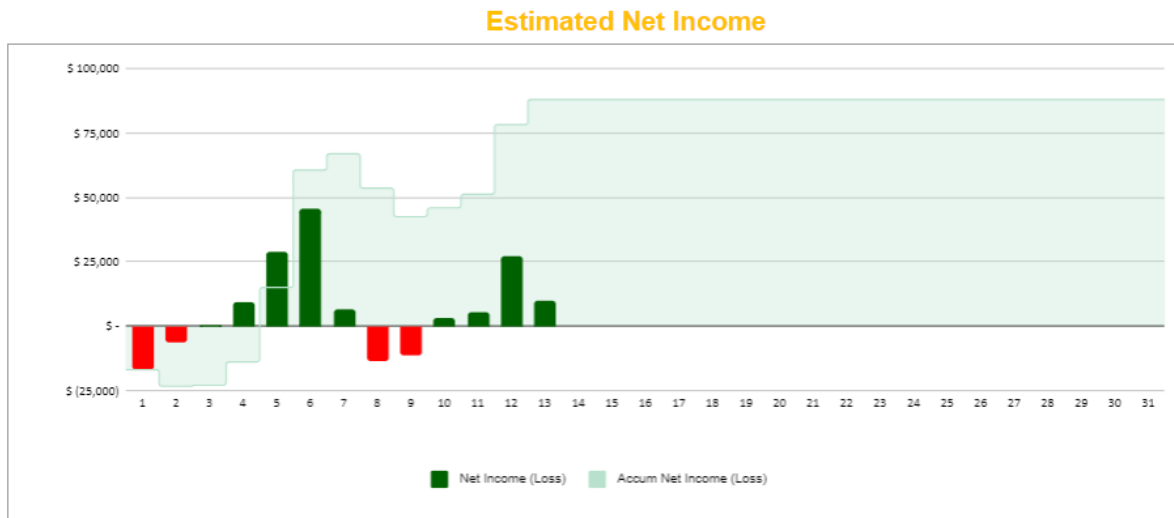
North Valley Hospital & Extended Care

## Operational Overview:

As discussed in the Acute Care section below, the census numbers started the month very strong before moderating in the middle of the month. Other departments experienced mixed variances from their targets.

Department	Month to Date Numbers		December 2023	
	Number to Date	Target to Date	Variance	Variance Percent
Census	122	104	18	17%
Rehab Minutes	19495	17235	2260	13%
Rad Tests	357	354	3	1%
Lab Tests	1413	1531	-118	-8%
TFMC	115	180	-65	-36%
Surgery	9	3	6	195%
ER Visits	221	169	52	31%

Driven by the strong census our estimated net income is positive through the first half of December.



## Extended Care:

### Activities:

HO! HO! HO! Are those elves we see? Yes! And much more! It's Christmas time at NVEC! If you haven't been by lately, you are missing a Christmas spectacular! Our Activities Staff have been busy turning our residents home into a joyous Christmas display.



### EC Staffing and Admissions:

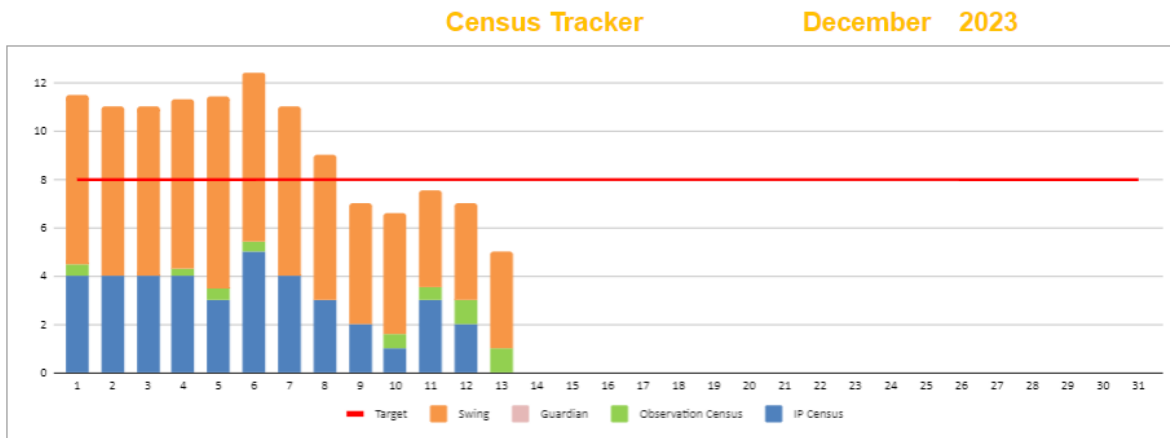
Our current census is 36 residents and holding due to a COVID outbreak. We have had several staff members out with it as well. However, we are beginning to see the end as residents are starting to come off of isolation. Once we have "the all clear", admissions will resume. Our goal was to reach 40 by the end of this year but, with the outbreak, we hope to achieve this census by mid to late January. Payor breakdown currently shows 11 are Private Pay and 24 Medicaid and 1 Medicare.

## Nursing Administration:

In the midst of a busy respiratory illness and holiday season we have several other big topics we are keeping our eyes on that might interest the Board.

1. Governor Inslee's proposed budget for the 2023-2025 biennium provides over \$50M in new funding to focus on fighting opioids and fentanyl: [Press Release](#)
2. Senate Bill 5236 requires expanded staffing committees be established by January 1st. Work at NVH is well underway to ensure we hit the ground running in 2024.

## Acute Care:



The census was well above target for the first week of December with above average inpatients and swing beds. Volumes moderated towards the middle of the month.

## Quality/Infection Prevention:

We received our Quarterly Report, the Medicare Beneficiary Quality Improvement Project (MBQIP). This is important for Quality for setting realistic goals with respect to benchmarking and comparison to state and national performance.

### CURRENT AVAILABLE DATA - as of Dec 1st

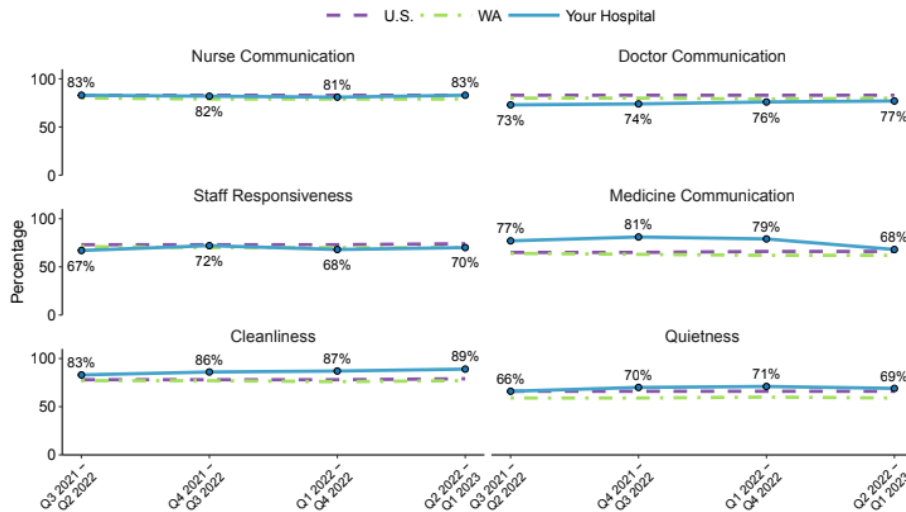
Measure	Your Data	State	National	Benchmark
<b>All EDTC</b> 2nd Qtr 2023	100%	90%	91%	100%
<b>HCAHPS</b> Overall Hosp. Rating 1st Qtr 2023	77% (9-10 rating)	72% (9-10 rating)	77% (9-10 rating)	86% (9-10 rating)
<b>Antibiotic Stewardship</b> % of elements met CY2022	57%	88%	91%	100%
<b>HCP</b> Employee Influenza Vaccination 4Q2022 to 1Q2023	Data Not Reported	69%	79%	100%
<b>OP-22</b> Patients left without being seen CY 2022	1%	3%	1%	0%
<b>OP-2</b> Fibrinolytic Therapy 1st Qtr 2023	50%	35%	43%	100%
<b>OP-3b</b> Transfer time for an Acute Coronary Intervention 1st Qtr 2023	Zero Cases	70 min	73 min	36 min
<b>OP-18b</b> ED Arrival to ED Departure 1st Qtr 2023	113 min	135 min	117 min	84 min

We also received HCAHPS Data which allows us to visually compare our performance to national and state performance, and while we do experience a low response rate, our data demonstrates we perform consistently with our national and state benchmarks.

501321: North Valley Hospital

Hospital-Level Patient Experience Core Measures/HCAHPS Report  
Current Reporting Period: Q2 2022 - Q1 2023

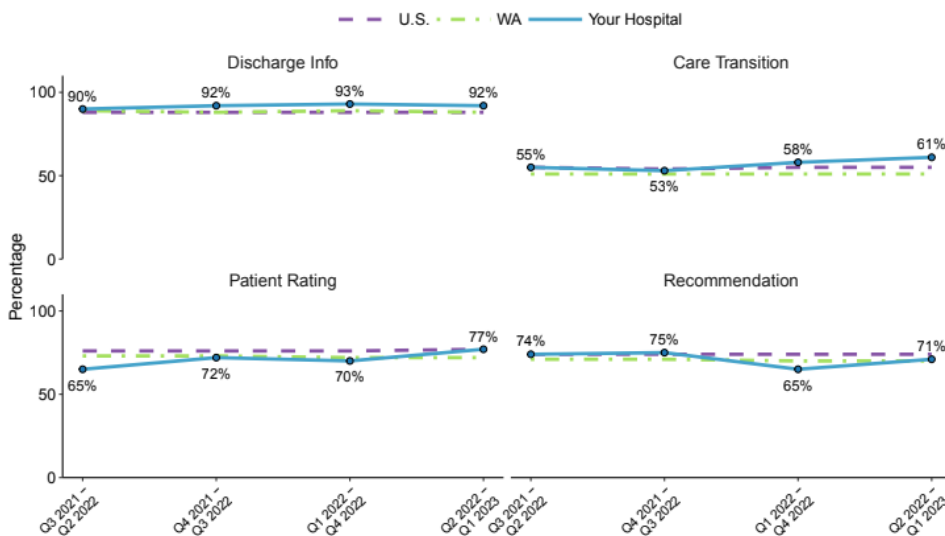
HCAHPS Trends in North Valley Hospital, Washington, and All CAHs Nationally



501321: North Valley Hospital

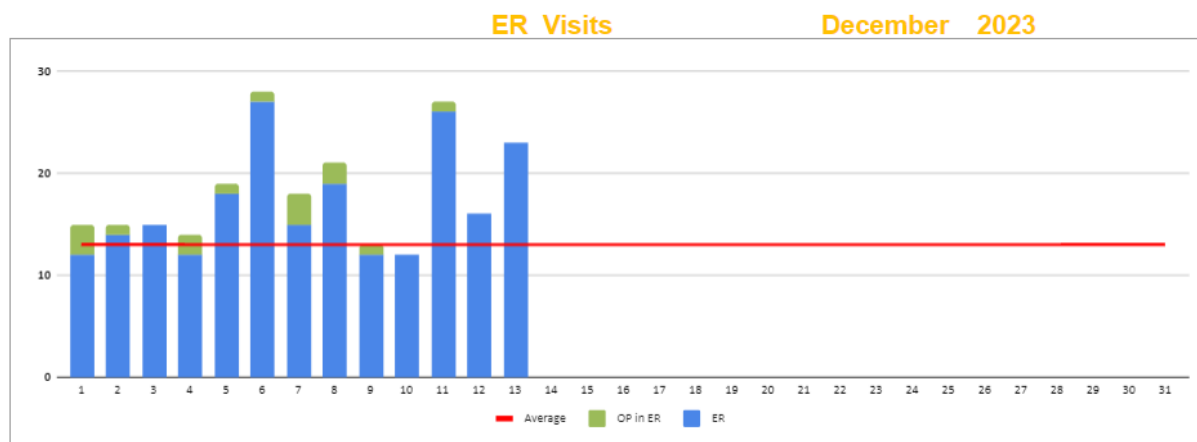
Hospital-Level Patient Experience Core Measures/HCAHPS Report  
Current Reporting Period: Q2 2022 - Q1 2023

HCAHPS Trends in North Valley Hospital, Washington, and All CAHs Nationally (continued)





## Emergency Department:



The Emergency Department has been consistently busy in December with several days of extremely high volumes.

Recently, patients presented to the ED requesting a sexual assault examination. At the time of presentation we had trained sexual assault nurses available in house and they were able to perform that exam. We hosted a SANE course here at NVH back in October and extended that training to four of our nurses. It is a difficult time for patients and it is nice that we now have the capacity to care for these patients. In these cases the patient did not have to travel and was able to seek the help they needed right here in our ED. Thankfully it is not a service needed in our area often.

## Surgery:

Dr. Dhillon has created a radio marketing campaign for Canadian Okanagan communities and we have started to receive our first responses from international patients. Navigating the travel and paying out of pocket is challenging for international patients but it provides an avenue to bypass what might otherwise be substantial delays in a service. Hopefully this trial period will demonstrate the effectiveness of reaching international patients.

## Laboratory



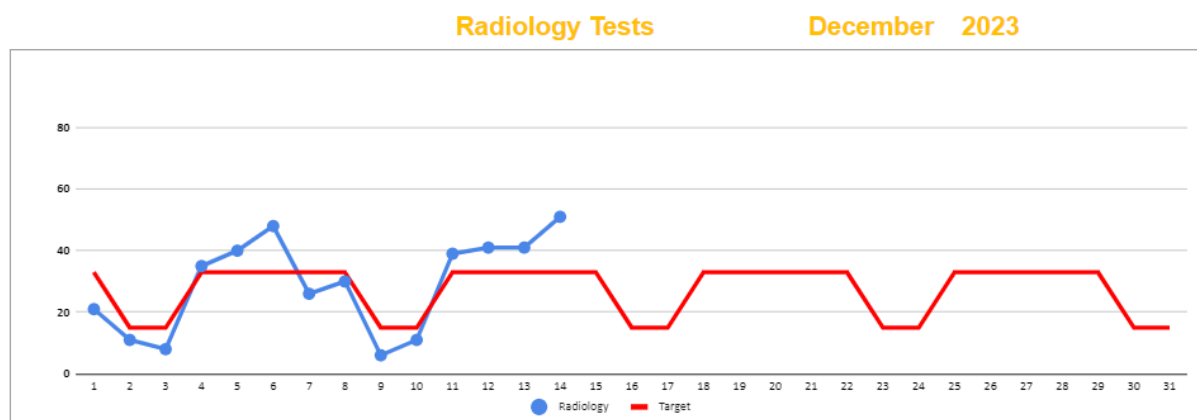
We have had a festive month in the Lab sponsoring the district wide Tree Decorating Contest. We are thrilled that there were 28 trees entered into our competition and many more decking the halls of NVH-D.

Congratulations to the winners and thank you to everyone who participated.

This month in the Laboratory we have decommissioned our Luminex Aries PCR analyzers "Ana" and "Lyza". After thousands of PCR COVID-19 tests we are no longer using these analyzers. The Luminex company has been purchased by a competitor and they have chosen to sunset the analyzers. Our PCR COVID testing has been replaced by the Spotfire analyzer and COVID continues to be included in the Biofire Respiratory Panel.

From all of us in the Lab we wish all our coworkers and community members a very merry holiday season and a healthy and happy new year!

## Radiology:



We continue to experience increased volumes driven in part by the ED increase and also by busier outpatient services.

Our ultrasound techs Kelsey and Shelley had applications training on December 5th and 6th. We are excited to have a new machine. Our old unit was leased back in 2013.

## Allied Health:

Allied Health Teams will be focusing on development of departmental goals and CQI for the coming year. We are fully staffed in rehab, and our numbers are finally back in the green! Wound clinic is fully staffed and Serene, our NAC, is working on her wound care tech certification. We are negotiating a plan to enhance RT coverage with our per diem RT, Kathy. Melissa Roberts continues to support nutrition services virtually. Although Melissa is doing an awesome job, we recognize the importance of on site nutrition support and will be intensifying our search for a full-time Dietitian in the coming year.



Our rehab clerks are getting up to speed and doing an awesome job. This will allow our clerical supervisor to work with the other teams to continue improvements in workflow

and auditing with the goal being to improve time and efficiency in getting rehab billing out and any denials managed quickly and efficiently.

We will say goodbye to John Ehlers, OT, at the end of the year. John has been at NVH for 9 years. We thank him for his kind care of both our patients and our staff and wish him well in future endeavors.

## Human Resources:

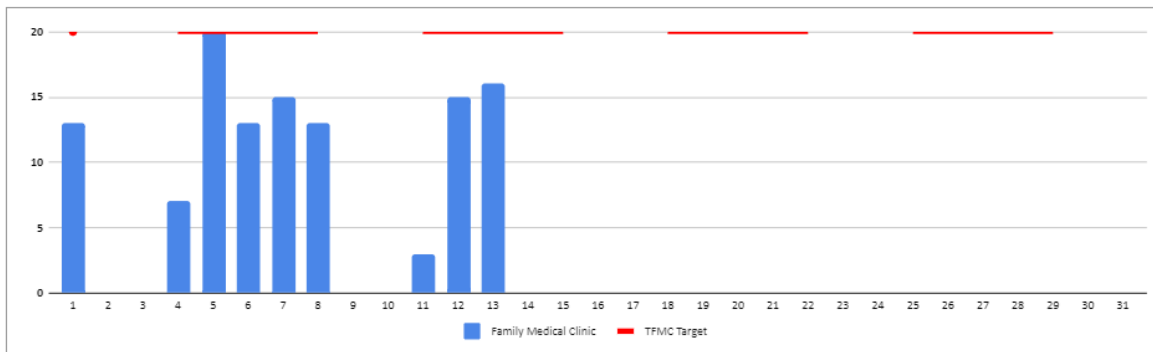
The HR Team wants to express our gratitude to the team in Dietary for preparing another delicious holiday meal for our annual holiday party. We appreciate the extra work it takes to feed all of us during this busy time of year. Thank you!

At our annual holiday meal, we celebrated length of service anniversaries ranging from 5 to 30 years of service at North Valley Hospital District. We want to thank all of our employees for the work each of you do on behalf of the communities we serve.

The HR Team wishes everyone happy holidays and best wishes for the New Year.

## Tonasket Family Medical Clinic:

Tonasket Family Medical Visits December 2023



We continue to work to recruit an additional provider or seek locum coverage. We've had a few strong candidates but have not found the right person yet. Dr. Jex is working hard to manage all of the patients. As a RHC we have a requirement to have 50% or more of our

hours covered by either a Nurse Practitioner or Physician's Assistant. We successfully applied for a waiver of this requirement while we continue to recruit.

Dalila is an exceptional referral coordinator who has demonstrated her expertise by supporting a whopping 1,142 patients during the end-of-the-year referral process. Her profound knowledge of the referral system has enabled her to send patients from different parts of the state to receive specialty care with ease. Her confidence and competence have been instrumental in ensuring that patients receive the care they need. Dalila is truly a powerhouse, and her exceptional skills have made a significant impact on the patient's care.

## Support Services:



### Food Services:

The Food Services team prepared another fantastic meal for the employee holiday party, thank you team for the hard work and making our seasonal celebrations so special.

### Safety:

December is the month that committee representatives have a chance to nominate/volunteer for the Safety Committee. We've had an engaged group this year and I look forward to seeing which nominees/volunteers return in January. We will bring awareness to Fire Safety during the holidays at this month's meeting.

### Security:

The first staff training in Verbal Judo has occurred; small groups of staff from different departments have a good mix of experiences to draw from. It also lets staff see how many of our challenging clients move through different departments, showing consistency in our responses to aggression will create clear boundaries for clients.

## Disaster:

Our Missing Resident functional exercise has been in the planning for some time. A new COVID outbreak caused a pause, and as of this writing we hope to execute a functional Code Green prior to the year's end.

## Laundry:

We have a new employee in the Laundry. We are pleased to have Zelene Ruiz training with us and soon she will be on her own. She is very pleasant and is quick to learn.

As usual, the Laundry Dept. is decked out for the holidays. It's looking very festive in here. Even the "grinchiest" Grinch can't help but get in the mood.

Thank you to everyone who has brought us their adopted residents' gifts for labeling. It really helps us in the long-run in making sure clothing, etc gets returned to their rightful owners. It has also been nice that whether by plan or coincidence, you avoided all showing up at once. THANK YOU!

I would like to take this opportunity to acknowledge the accomplishments of some of our co-workers in the Laundry Department. I am so proud of these ladies, Thao Brownlee, Blanca Pacheco Pascacio, and Herica Wilson studied hard and passed their tests for American citizenship! I have always admired them for their adventurous spirits. We watched them study on their breaks and I know how much they wanted this so they're not only adventurous but very dedicated as well. I am pretty sure that I couldn't pass that test without a whole lot of studying myself, if even then. I would add a picture but Herica just did her test on Tuesday and we haven't had all 3 of them here together since then. Maybe we will get one in the next newsletter, I mean, they inspire me, who knows who else they might inspire.

## Policy and Procedure Committee:

NVHD currently has 1369 documents in the Policy Stat system. Currently there are 320 documents due for review and 149 pending approval. The next P&P committee meeting will be held December 21st 2023 at 10am in the board room.

## Grants Committee:

Topic	Request Amount	Status
PUD Incentives	Unknown	Not Awarded
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 LRFC met on December 6th and continued its discussion on regional coordination of healthcare services. To organize the thoughts of the committee and to serve as a springboard for future communication, the group began work on a position paper to provide context and consideration for future work.

## Foundation (North Valley Community Health Association):

Foundation met on December 4th. Dixie Brown, treasurer, reported the Foundation's information with the State and IRS is up to date. The committee voted to reinvest funds, pledged to the hospital's construction project, in a six-month certificate of deposit. They discussed the GiveNCW annual fundraiser, which the committee promoted by sending out letters to past supporters of the Foundation; and also allocating funds in 2024 for mammograms. The next Foundation meeting has been rescheduled to January 8th, due to the New Year's holiday.



## Building and Planning Committee:

Building and Planning met on December 14th and discussed the final weeks of the first phase of the construction project. Work is progressing on the ceiling grid and the crew will be wrapping up before Christmas. The group also reviewed new work on the Verbeck sprinkler system and discussed the square footage allocation that is required for the cost report.

## Revenue Cycle:

### Business Office:

Things are rolling along in the business office! We have reached our first milestone in reducing our AR days and we've just gotten under 60 days, on our way to 50.

We are also celebrating Lexi's 5 years of service. Nice job Lexi!

### Patient Access:

At the end of November we were finally able to celebrate Patient Registration and their hard work on updating the Advance Directive status'. They came in one morning to a decorated office and cupcakes.

Throughout the year, the Patient Access staff has been entered into drawings each quarter at payroll. If their time card did not require Ricki to ask them to fix or add something, they were added into a drawing. At the end of the quarter, a name was drawn.

Winners so far have been Tina and Deb in Patient Registration and Rebecca in Scheduling. Our final drawing for the year will be December 26th.. It has been a fun treat and makes payroll much smoother!

As the year draws to a close, we begin preparing Patient Registration and Scheduling for the increase in insurance changes and make sure that we are updating patient accounts so the revenue cycle is seamless in that regard. January will be a busy month!

I want all my staff to know they are appreciated in everything they do and all the hard work and dedication they put in.



