

North Valley Hospital District

Okanogan County Public Hospital District No. 4
North Valley Hospital/Clinic Division; and North Valley Long Term Care Division

Due to the COVID-19 Pandemic and the Governor's Proclamation 20-28 (amending Proclamation 20-5) which suspends the portions of RCW 42.30 and RCW 42.56 that require in-person meetings or contact, NVH will not be providing a physical location to attend the meeting. The meeting will be conducted via Google Hangouts Meet:

Meeting ID

meet.google.com/gfk-skvn-fir

Phone Numbers

[\(US\)+1 617-675-4444](tel:+16176754444)

PIN: 388 490 836 1057#

Board of Commissioners Regular Board Meeting January 28, 2021 7:00 PM

Mission

Provide quality patient care and education that enhances the health and wellbeing of our communities.

Vision

Promote healthy communities supported by a trusted, viable, patient-centered public hospital district.

Values

Trust-Accountability-Integrity-Safety-Diversity-Viability

Agenda

Call to Order-

I. Reports:

- | | |
|--------------------------|--------------------|
| a. Administration Report | J. McReynolds, CEO |
| b. Commissioner Reports | Commissioners |
| c. Financials | A. Ulrich, CFO |

II. Consent Agenda:

- | | |
|---|-----------------|
| a. Approval of Regular Board Meeting Minutes; December 17, 2020 | |
| b. Bad Debt | \$ 86,263.61 |
| c. Charity Care | \$ 44,138.12 |
| d. NVH A/P Vouchers No. 111906-112259 | \$ 3,055,478.33 |
| e. NVH P/R Vouchers No. 54970-54985 | \$ 4,198.74 |
| f. NVH P/R Vouchers No. 54986-54987 | \$ 2,991.01 |
| g. LTC A/P Vouchers No. 19852-19935 | \$ 979,332.02 |

h. LTC P/R Voucher No. 19340-19343 \$ 319.22

III. Old Business:

IV. New Business:

- a. Election of Officers
- b. Committee Assignments
- c. Code of Ethics Annual Review & Acknowledgment
- d. **Consider Resolution No. 702-** Declaration and Disposition of Surplus
- e. **Consider Resolution No. 703-** Declaration and Disposition of Surplus-LTC
- f. **Consider Resolution No. 704-** Reassign User of LTC Credit Card
- g. Medical Staff Appointments

Active Re-Appointment

Richard Welton, MD – ERx

Courtesy Appointment

Donna Beardslee, ARNP – ERx

John Bennett, MD – ERx

Krystina Boyko, MD – Confluence (Extended Care)

Mark Mueller, MD – ERx

Mark Turpin, DO, Confluence (Extended Care)

Toni Waller, ARNP – NVH, TFMC

V. Public Participation – according to Resolution No. 488-Public Participation Policy

VI. Adjournment:

Upcoming Events-

February 14, 2021  *Valentine's Day*

February 25, 2021 Next Regular Board Meeting



Administration Report

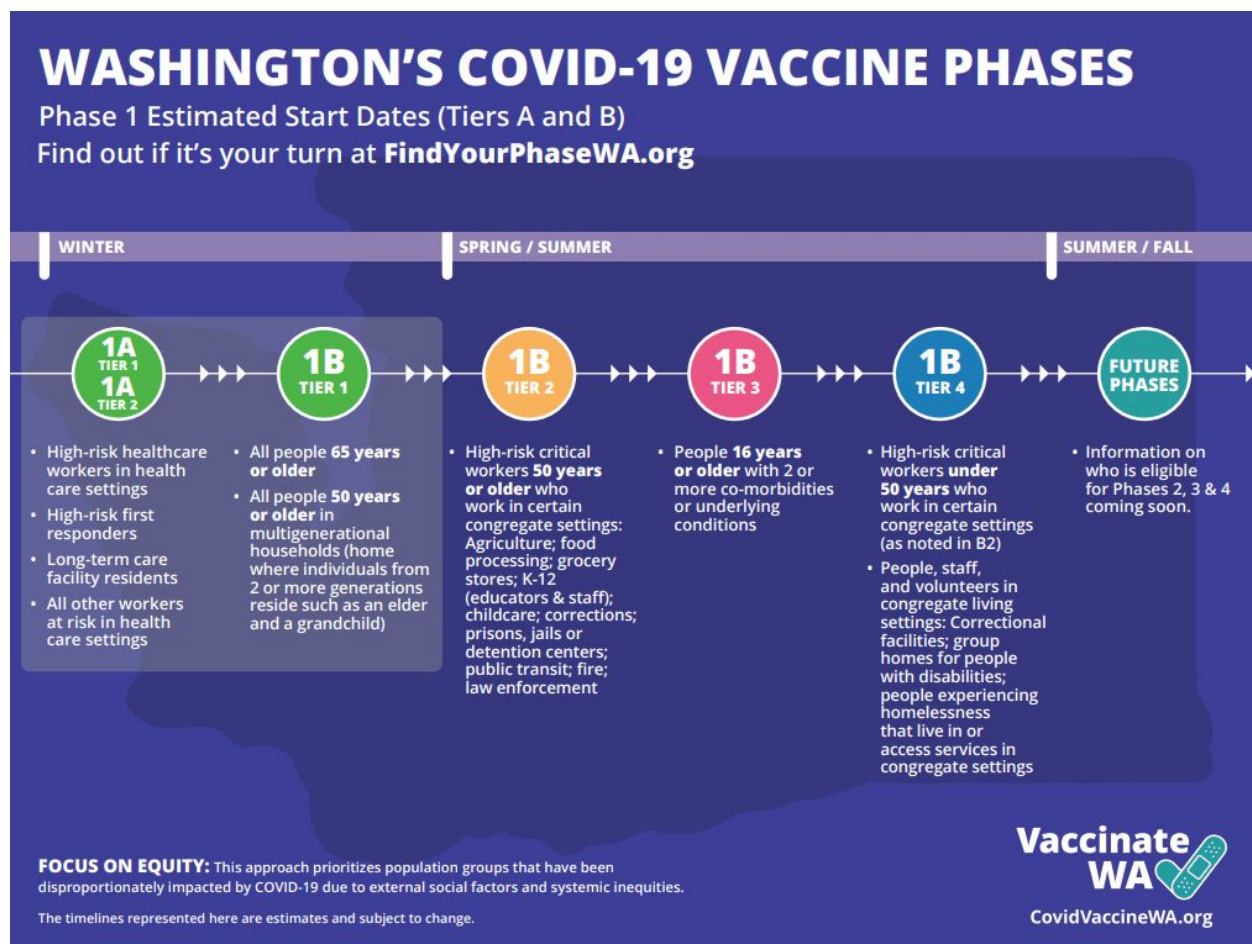
1.28.21

North Valley Hospital

COVID-19:

Due to the rapid pace of change, most of the COVID report will be given verbally during the Board Meeting, but the last month and half has been increasingly focused on the vaccine efforts. We seem to have weathered the holiday season and the ICU capacity in the region is improving.

The B1 Phase opened on Monday 1/18.

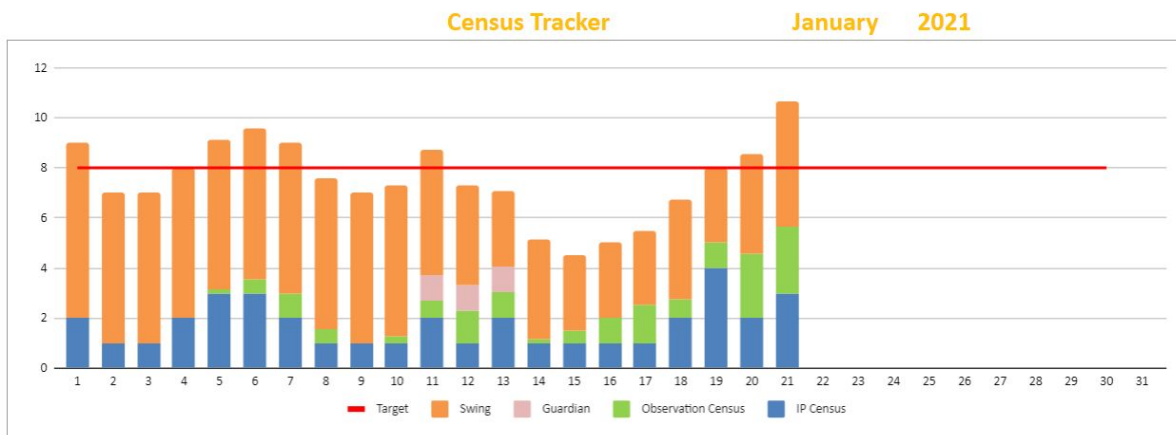


With the opening of the next phase our vaccine efforts dramatically increased as we have worked to get as many eligible patients vaccinated as possible. We are still prioritizing the Phase A1 and A2 groups, but have experienced incredible demand for the vaccine from the B1 group.

As of 1/21 here was our status:

As of 1/21	Metric	Change from Previous Day
15	Patients in A1 to be scheduled	-1
682	Patients in B1 to be scheduled	36
865	Patients scheduled in the next 7 Days	69
1688	Patients scheduled in the next 30 Days	89
1780	Doses Remaining	-95
4875	Total Received	0
1675	Total Transferred	0
1741	Total Administered	119

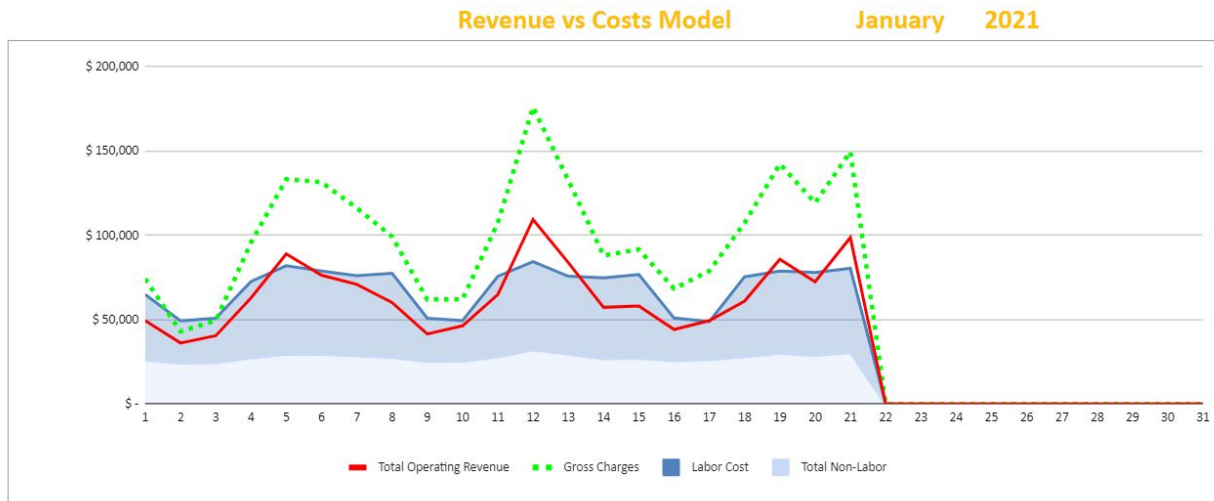
Operational Overview:



January has featured a fairly robust census with solid numbers of swing bed patients, but is slightly below our target. The Out-Patient Clinic listed on the chart below reflects the increase of volume related to the COVID Vaccinations.

Month to Date Numbers **January 2021**

Department	Number to Date	Target to Date	Variance	Variance Percent
Census	158	168	-10	-6%
Rehab Minutes	18535	19600	-1065	-5%
Rad Tests	432	423	9	2%
Lab Tests	2675	1575	1100	70%
OP Clinic	1297	140	1157	826%
Surgery	5	14	-9	-64%
ER Visits	234	252	-18	-7%



Through the 21st the estimated operating revenue was projected slightly below our costs.

Financial Matters:


Separately, the Chief Financial Officer has discussed December 2020 financial results and Calendar 2020.

The year-end brings efforts across multiple fronts. Michelle and Lupe in Materials Management department completed the physical count of inventories. The pharmacy inventory was counted by an independent company. Jeannie is preparing the data set for W-2 reports. Ashley is preparing vendor data prior to preparing the 1099 reports. Brenda and Melissa have been accumulating employee time reports attributable to Covid-19 matters.

Melissa and Alan spoke with DZA concerning the audit of the District's Calendar 2020 financial statements. DZA will begin their work on February 22.

John, Adam Tibbs and Alan spoke with the State Auditor's Office concerning the State's audit of Calendar 2018 and 2019 financial activity. The State's audit was "clean" - meaning that issues were not noted.

In late December, Congress issued new regulations concerning reimbursement for the Rural Health Clinic. The new regulations, retro to accredited RHCs as of December 31, 2019, define a lower reimbursement per encounter as compared to the cost-based reimbursement that previously defined reimbursement. Alan has spoken with representatives from the National Rural Health Association and the Washington State Hospital Authority about the changed, lower reimbursement. It is possible, but not certain, that Congress could change the regulations back to the cost-based reimbursement model.



Alan has prepared the loan forgiveness request for the District's two loans for the Paycheck Protection Program ("PPP") from Umpqua. The District will not learn the Bank's decision for several weeks. Based on guidance from Umpqua concerning the second round of PPP funding, it does not appear that the District's Hospital or Long Term Care Divisions will qualify. Revenues have not fallen 25% from the previous year.

Alan has prepared correspondence to the Public Hospital District Unemployment Trust concerning an invoice received in December. Separately, the District learned that the Calendar 2021 premium would increase 11%.

The District will submit reports containing information about its use of CARE funds. The first report is due in January 2021 and the second report will be submitted in July 2021.

On January 1, the Hospital was required to change its reporting of fees per CMS guidelines. The Hospital has been working with a third party to meet CMS' requirement but some technological hurdles remain..

Alan continues his work with Chad, John and Mike concerning the selection of a new EHR/ERP software solution and the contract for these services.

John and Alan meet with union representatives every two weeks to review the use and availability of Personal Protective Equipment ("PPE"). Thanks to Kim Jacobs for her work with the County's Emergency Management staff to ensure adequate PPE supplies for the District.

Alan announced to the Three Rivers Hospital Board of Commissioners that he would resign from the Shared Chief Financial Officer role on January 1, 2021. He will focus his efforts on financial management for the District.

Quality and Safety:

The Quality Manager position has been filled. She will start her position in February and will resume reporting on this section of the report.

Extended Care:



Bringing in the New Year...

Census:

NVEC has experienced an unprecedented event in the last 2 months. We have initiated a more streamlined process for admissions. We are working closely with our hospital, as well as other facilities within our region. Our goal is to get our census back to an average of 40 by Summer 2021. We are currently at 25 residents, having completed 3 admissions in the last 2 weeks. We have 2 admissions scheduled for next week, too. As we move forward, there are changes in how and who can be admitted to prevent residents from having to be placed in isolation for 2 weeks when they are admitted. Our local health jurisdiction has approved us to admit residents who have completed both COVID vaccines and/or a positive history of COVID within the last 90 days. We are thankful we have the vaccines to offer to any community members who are seeking residence in NVEC.



We have started a new practice of “welcoming” our new residents. We decorate their room with signage and give a gift donated by community members and staff.

Staffing:

NVEC has had many changes in the last 3 months, but we finally feel we are in a place to move forward with our new (and old) team. Everyone is back at work, healthy and ready to move ahead. Darra Large has stepped into the role of Asst. DNS, tracking all things Infection Prevention (big job with COVID), and, she is doing all of our admissions at this time. Michele Perisho is our Staff Development Coordinator, providing education real time to staff and will be starting a nursing assistant program the first of April. Kim Black has stepped into the new role of Resident Care Manager (RCM) and continues to provide guidance in all areas of NVEC. She and Bernice Hailey did an outstanding job of maintaining NVEC during our COVID crisis. Thank you to everyone who helped in any way - there are too many to list!

We do not have any licensed nursing positions open at this time. We are in the process of doing peer interviews for 2 NACs, which will fill our current open positions.

Quality:

Our Quality Assurance and Performance Improvement (QAPI) plan/program annual review meeting is scheduled for Jan. 26, 2021. The QAPI plan must describe how the facility will ensure care and services delivered meet accepted standards of quality, identify problems and opportunities for improvement, and ensure progress toward correction or improvement is achieved and sustained. Our Quality Assessment and Assurance (QAA) committee will meet quarterly to ensure we are meeting the responsibilities and activities, and the process addressing how the committee will conduct the activities necessary to identify and correct quality deficiencies. We will be submitting a request for a board member to be an active part of our committee for the future.

Our Quality focus has been COVID related interventions and prevention. We are in the process of offering vaccines to our residents and staff. We have had three Department of Social and Health Services reviews in the previous 2 months, all with stellar reports on our efforts in Infection Prevention.

Satisfaction and Activity:

We have weekly Care Conferences with different residents' families and/or caregivers. We offer a Satisfaction Questionnaire during these conferences. We have received the following comments for what we do well:

- Keeping me informed.
- Taking good care of my family.

- Everything!

Some areas for improvement:

- None!
- More animals (we got fish!)



Jack Sparrow is red.....Blue Beard is blue! And the residents love them!

Financial Update:

We recently received our scores from CMS which indicate the level of reimbursement we receive. Our goal was 2.24. We received a rating of 2.4 as a result of increased care provided. We are providing education for all staff to ensure we are documenting all of the care we provide to maintain our scores. We are also working hard to get our census back to our average greater than 40 residents.

Patient Satisfaction:

Patient Comments:

Allied Health - Shout out to Physical Therapy! Katie & Caitlynn you guys are awesome, thank you all so much for your help! from the Nurses

Allied Health - Speech-Language Pathologist, I value the information I received from Robert about my swallowing during our sessions and feel thankful that North Valley Hospital has Robert's services he can provide those who need help.

Allied Health, Oroville - Everyone is great. Always a happy and welcome environment. Very knowledgeable the therapist and the insurance lady at the front desk.

OR - Very smooth process & procedure! The kindness and care was exceptional. I appreciated the explanations of next steps and attention to detail from Becky, Todd, Debra, Brad and Dr. Dhillon! Thank you so much! See you in 3!

OR - Thank you to all the staff. And as always when I'm in Tonasket hospital, a fine job was done by all.

OR - Very professional and kind staff. Front desk lady is nice too.

OR - What a happy place! The nurses were excellent! They were attentive and continually checked to make sure I was comfortable. Their laughter in the halls and in my room was music to my ears! They must enjoy their work! Doctors did an excellent job with consultation before surgery and follow-up after. Nice place to have to visit!

TFMC - Initial visit, was great, very friendly, thank God!

TFMC - Great service, listens - Dr. Dawson.

TFMC - Mike and Cathy were so helpful, kind and easy to work with, Excellent Healthcare!

TFMC - Very professional & Informative & detailed as well.

TFMC - for COVID Vaccine - Thank you for your efficiency in getting this done!

Administration - I called Allen the administrator on call 12/24 to discuss a staffing question. I have had the opportunity to converse with Allen, as the admin. on call, a few times this year. I think it should be noted that Allen has been always, without fail, professional, empathetic, appreciative and sincere whenever I have called him, no matter the time of night. Every time I have spoken with him and hung up the phone, even if he couldn't help me with what I called about, I always felt listened too, appreciated for my efforts and supportive. He is an exceptional leader and I so appreciate him and his understanding of being a nurse on the floor.

AC - During a patient emergent event, both Serene and Casey responded quickly, calmly and very professionally. They came immediately, jumped in to help, received instructions with a great can do attitude and performed all tasks with proficiency and a great team attitude.

NVH - I want to share with everyone how proud I am of the care I received here at NVH. Everything was absolutely perfect! I know how important we are to this community. I received the absolute best care second to none. Thank you everyone who helped me in my time of need. I rest assured knowing that NVH provides World Class Health Care to me and our Community. I would shout it from a mountain top!

AC - The stay at North Valley was excellent. Couldn't have been better.

TMFC - I just want to take a minute to thank you so much for getting me set up to get my coronavirus vaccine shots. I received my first vaccine this morning and it went so smoothly and without a hitch. no wait time and a very smooth operation. Everyone that helped me out was amazing. Very knowledgeable and professional. I want to pass on to you how highly you are thought of from everyone on your staff that I talked to. Thanks again. So much appreciated

Nursing Administration/Acute Care:

Marcia Naillon, CNO, is pleased to announce that we have filled the Quality Manager position. While she filled in to keep things rolling in Quality it became very obvious the importance of this position. Sam Nau and Cassandra Fox are extremely knowledgeable of the Department and deserve a great deal of appreciation. Without them over the last 3 months it would have been very difficult. We are extremely happy to have found someone for the position and she will start sometime in the middle of February. As we wait for her arrival, and the COVID vaccine program is so demanding, we have postponed the CQI Council meeting, usually held in January, to the end of February or March. This will give our new Quality manager a chance to be involved.

We want to share with you a finding of excellence. When a patient presents to the Emergency Department with complaints of stroke like symptoms, this complaint sets the team in motion. The team that cared for a recent patient identified the problem followed the protocol and administered anticoagulation medication in 51 minutes. This is well below the expected standard time. Time is brain. A big Thank You for providing excellence!

The NVH Nursing team continues to have staff test positive for COVID. Some have had very mild to no symptoms and others have had more severe. Some of the staff have completed the 10 day quarantine and are returning back to work. We have been shifting staff to cover vacated shifts. So far we have managed to cover with minimal disruption.

We began discharging some patients to LTC. We have still been busy with admissions. Our patient load has been steady.

The WVC nursing first year students started clinicals this week. We have 4 students.

Marcia continues to collect influenza documentation for the 2020-2021 influenza season. There are 38 outstanding employee documentation. Marcia is required by law to track and report documentation of flu shots received at NVH, received shots elsewhere, or a signed declination. She has not compiled the data to compare to last year but has noticed a higher declination this flu season. She attributes this decline of participation because we are already required to wear a mask. She will compile these statistics for the next report and the CQI council quarterly meeting.

Interestingly we have not had a positive influenza test this season.

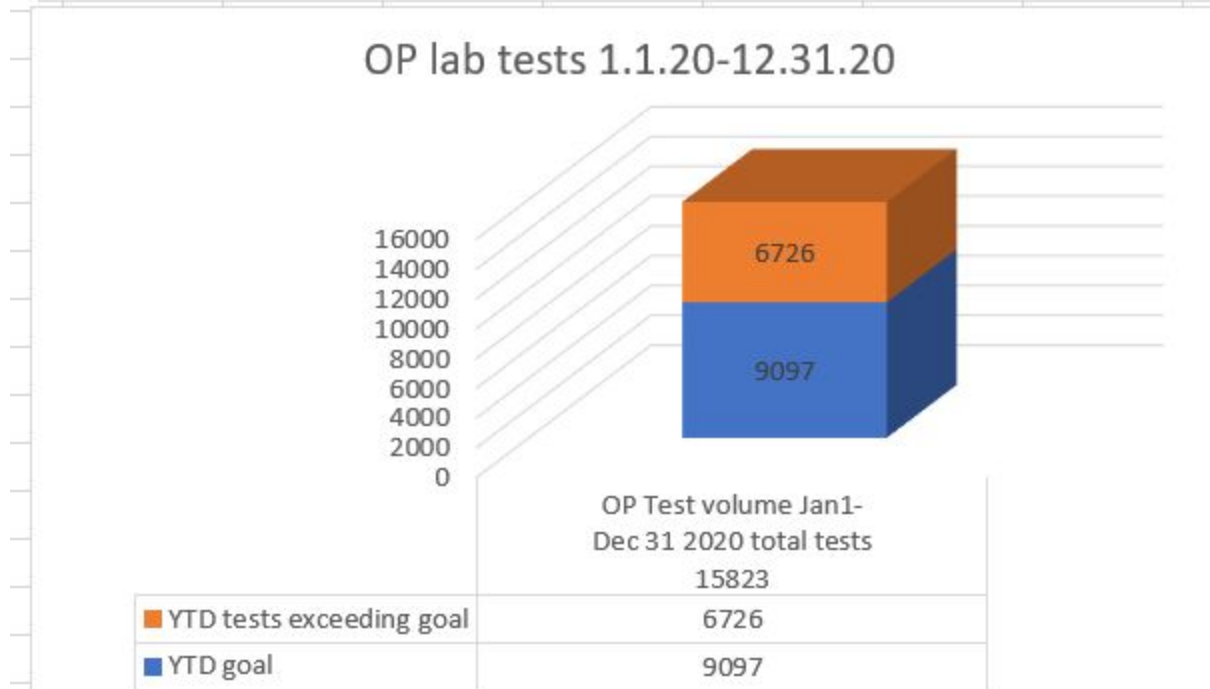
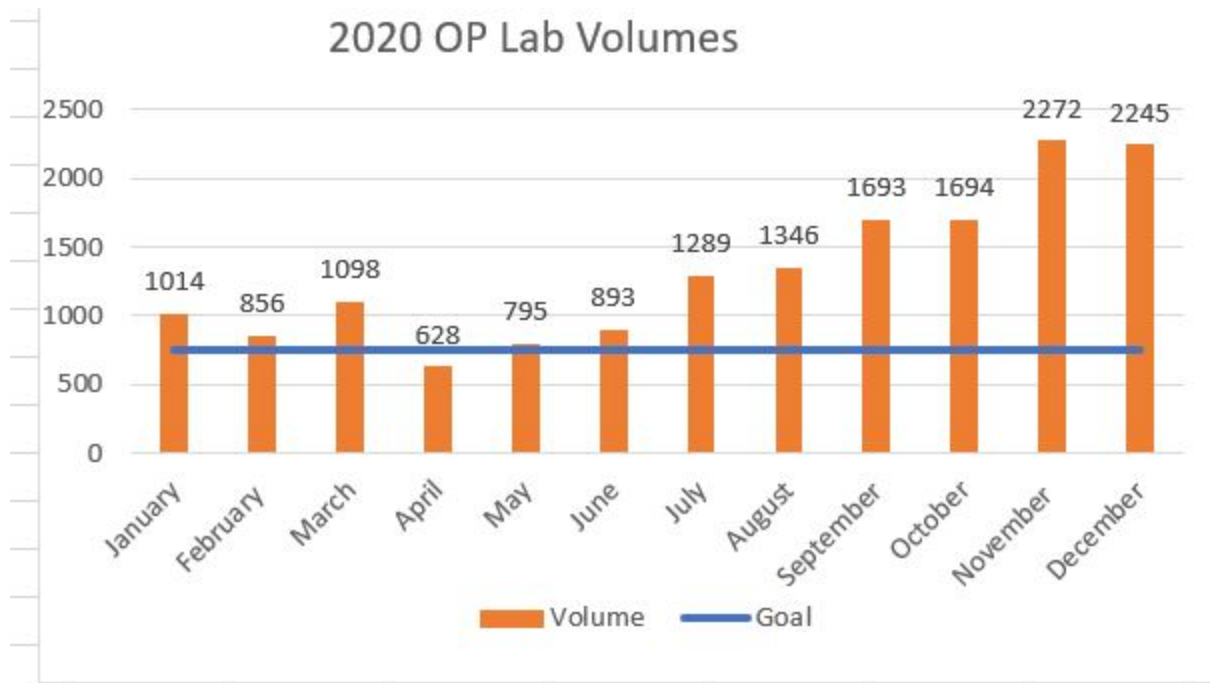
Emergency:

The rate of COVID related visits has decreased and generally volumes have been slightly below average.

Surgery:

Dr. Dhillon has been off visiting family over the holidays but is back now. She had a full surgery clinic this week scheduling six more surgeries for this month. Dr. Jex is off to a good start having six procedures this month and more scheduled for February. Surgery staff have been helping give vaccines at TFMC.

Laboratory:



The lab's final WIG numbers are in and we significantly outperformed our goal of increasing Outpatient testing by 5% for 2020. By December 31st we exceeded our goal by 6726 tests, or 83% above 2019 test volume. 2020 was most definitely not a typical year, yet even removing all the COVID testing from the test volume total we still would have ended the

year 43% above 2019 OP test volumes. This shows the considerable impact our own Tonasket Family Medical Clinic has over Outpatient lab test volumes.

2020 will go on record as the highest volume of Laboratory tests ever performed by NVH, by year end we had performed over 10,000 more total tests than 2019. Below is an accounting of Monthly Lab Test volumes over the last 7 years.

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	av	total
2020	3085	2548	2893	2334	2482	2925	3805	3478	3727	3762	4694	4115	3321	39848
2019	2273	2225	2418	2005	3117	2541	2726	2121	2292	2475	2493	3124	2484	29810
2018	3029	2306	2307	2270	2277	2536	2587	2745	2162	2475	2166	2285	2429	29145
2017	3177	2642	2704	2841	3193	3053	3002	2885	2547	2712	2653	2391	2822	33800
2016	2848	3081	3334	2886	3019	2971	2763	2490	3203	2870	2407	2798	2889	34670
2015	2954	2653	3322	2832	3173	3145	3102	3140	2842	2809	2936	2580	2957	35488
2014	2379	2186	2667	2595	2673	2590	2463	2637	2780	2826	2214	2833	2570	30843
2013	2936	2312	2780	2334	3310	2668	2560	2781	2742	2796	2236	2442	2658	31897
av	2835	2494	2803	2512	2906	2804	2876	2785	2787	2841	2725	2821	2766	

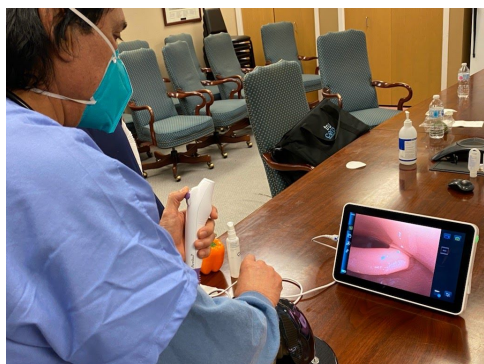
There have been changes in Lab Staffing in the past month. A long term employee resigned 12.24.20, the position was posted immediately, we have offered that position to a local MLT who has been out of the lab for the last 5 years and expect her to begin her re-training in February. The Lab also is currently a clinical training site for the Wenatchee Valley College MLT program. We will have a MLT student training with us 20 hours a week for the 10 week winter quarter.

The Laboratory remodel project Phase 1 is almost complete. Construction should end the week of January 25th. As soon as we receive approval from DOH we will begin moving into the space. Once the move is complete, Phase 2 will begin in what is currently the main Lab.

Radiology:

The radiology department had our busiest MRI month on record. We performed 56 exams during December. This brought our year end total to 489 compared to 466 performed during 2019. We ended the year with 8,491 exam referrals and we saw 3,346 patients.

Allied Health:



During 2020 Allied Health generated \$3,809,928 in combined revenue from therapies (OT, PT, SLP, RT, NT, LMT), and an additional \$1,392,300 from the wound clinic. Therapists and RNs have been creative

in working through problems in order to keep patient care flowing through these trying times.

Robert Hernandez, our speech therapist has just received training on the new fiberoptic endoscopic equipment and will soon be ready to enhance existing evaluation of swallowing, as well as other disorders of the throat and digestive system. This equipment allows direct visual access to the structures and function of these systems for improved diagnosis and assessment of progress.

We will say goodbye to one of our physical therapists, Violet Eberly. We give a big thanks to Violet for the work she has done and wish her all the best in her future endeavors. We will be considering a physical therapy assistant to fill her position.



TFMC Clinic:

We have welcomed Toni Waller to the TFMC Provider Group. Toni is an ARNP with many years of experience and rounds out our group with her women's health services.

This last month has been a great introduction for TFMC as we have been welcoming up to 100 patients a day to get their COVID vaccine. Most of the patients have not been to our hospital before and we are hopeful that many will choose to get their primary care with us in the future.

Pharmacy:

The Pharmacy WIG is the reduction of Take-Home Pack (THP) usage per ER visits by 1%, from 13.5%. Year to date reduction was -1.9% to 11.6%. The Pharmacy also completed their yearly inventory.

Support Services:

Dietary

December and this first part of January have brought many staff shortages for various reasons. I commend my staff for their willingness to step up and help fill in. We continue to provide food and snacks for our employees, as the Dripline is still closed at this time. I am excited to say we now have our new nutrition management system for Extended Care and are busy with training. This program will help with time, communication, and errors, etc. It will also allow us to build new menus.


Laundry:

December proved to be fraught with challenges, mostly involving scheduling and coverage due to staff being out sick, including myself. I am very appreciative of John McReynolds and Rhonda Piner for helping out during this unusual and difficult time. Credit also goes to the professional and dedicated staff in the Laundry Department for stepping up and being flexible in order to accommodate gaps or changes in the schedule. Teamwork does indeed make the dream work.

I am so grateful for being able to work among such caring and skilled professionals. Lab, Rad, RN's, Dr.'s, and other support staff gave me top notch care and comfort. During my time spent in the Emergency Room and since my return to work, I have had the most thoughtful comments and everyone has been so considerate. I appreciate you all for your dedication to healthcare and for your kind words and prayers.



We do have some great news to bring in the new year. Our new mechanical tug was delivered on 1/18, yay! We have been trying to get acquainted with this new work horse and so far, we don't need any new paint anywhere.....yet. The purchase of this equipment will, no doubt, help us avoid potentially serious shoulder injuries. We had a virtual demonstration from the manufacturer on the 18th and it was very helpful in familiarizing ourselves to its operation and safe use.



I also received an email last month that stated that our new dryer should be here by the end of this month as it had to be ordered from the manufacturer. We eagerly await its installation.

The Laundry Department was able to successfully achieve their WIG (2) of establishing and maintaining par levels of AC linens but it got pretty crazy at times. It is a phenomenon that I have yet to fully understand where we can have full shelves of linen one day and the next, we are scrambling to make the par levels. We try to have back-up linens on our storeroom shelves but we are limited on storage and sometimes we haven't had time to replenish the back-up linens. We always encourage departments to call us for any linen needs, questions, or concerns.

Maintenance:

Maintenance is preparing to roll out a new work request system. This will give staff members the ability to submit work requests online in addition to calling the help line.

Central Supply:

Our department continues to try and keep up with the demands of the unknown extra wants/needs. Lupe is diligently updating the PPE spreadsheet. We work with our supply distributors and Kim Jacobs, who checks with us every week to determine what supplies may need to be requested from Emergency Management.

We completed the annual inventory and updated our records to include the revised counts.

Thanks to Betty in Housekeeping who found a new vendor for Oxivir, the preferred product for disinfecting surfaces!

Environmental Services:

Environmental Services has been unable to purchase the much needed Oxivir wipes from their normal vendor. However, they were fortunate enough to locate and purchase a large supply from an alternative source. This is a high demand product, regularly used to disinfect surfaces. Thank you to the Environmental Service team for all their hard work.

Safety, Security, and Disaster Preparedness:

Safety:

While COVID did prevent our meeting in November and December, the Safety Committee will meet virtually in January, and plan the year ahead. There are plenty of topics to address that have been set aside by COVID, and I hope to get a good start on them. We will consider guest speakers and local agency representatives for pertinent topics.

Disaster:

In every disaster cycle, recovery eventually appears. With the vaccine now being given to the public, it appears we are entering that phase. We have yet to see the long term repercussions of the current global pandemic and can anticipate a wide variety of needs among our community members.

On a different disaster note, we now have an extra bank of pagers to use as a redundant staff communication method in the event landlines and cell towers go down in this year's wildfire season.

Committee Work:

Policy & Procedure Committee:

PolicyStat statistics for the month of January as of 1/21/21

- 1349 active policies
- 82 policies pending approval
- 117 policies due for review

Grants Committee:

The Grants Committee heard back from the Empire Health Foundation that we were not selected for the EC Floor Grant. We continue to look for future opportunities.

Topic	Request Amount	Status
Empire Health Foundation: EC Flooring	\$100,000	Application Not Awarded

Long Range Focus Committee:

The Long Range Focus Committee met on January 6th and discussed the Strategic Plan, creating a historical display case, changes to the Rural Health Care Reimbursement, and COVID Vaccinations.

Foundation:

The Foundation moved its annual meeting to February and did not meet in January.

Building and Planning Committee:

The B&P Committee held its February meeting to introduce the projects that Rice Fergus Miller, our new architectural firm, will be working on as the selected architect for 2021 and beyond. The initial projects will be focused on HVAC related COVID improvements. Representatives from Rice Fergus Miller will visit NVH on February 1 and 2.

Lab Remodel

The Phase 1 of the project was approved by DOH on 1/21 and will allow us to move into the space and transition to Phase 2.

Marketing and Public Relations:

Public Relations:

The vaccine effort has required creative solutions to allow us to register thousands of new patients while limiting our face to face contact with them, and doing it as quickly as possible. We've sent a new electronic form that is available on our website. The response is then viewable by several NVH employees that work to schedule and register patients. We've been working to keep everyone updated with our progress, particularly as we experienced extremely high volumes of registrations.

Human Resources:

Recruitment Status:

We were successful in getting several of the jobs that have been on the postings list for awhile filled. The Full Time Scheduling position, FT Clinic MA, a FT RN in Acute Care, a FT Lab Tech, and Toni Waller, our new PA in the Family Medical Clinic started on January 4.



Since most of the staff that were sick during December have returned, we are no longer using any temporary staff in the Extended Care facility, and have only 1 RN Traveler continuing to work through February 6th in Acute Care.

The positions remaining on the job postings list are as follows:

- Certified Occupational Therapy Assistant
- Certified Physical Therapy Assistant
- RN, AC/ER, 2 FT
- NAC, Extended Care, 2 FT
- Clinic Manager

Fourth Quarter 2020 Turnover

We ended 2020 with larger than normal numbers in turnover, mostly due to COVID-related situations. For instance, in Extended Care, one NAC made the decision to retire due to COVID and several NAC's were hired temporarily to fill in for staff that were out due to COVID. Several others took extended leave, some making the decision not to return.

In the Hospital Division, total employee turnover for the 4th quarter was 4%. In that category for the year of 2020 there was a total of 9% turnover.

Nurse (RN) turnover in the hospital Division for the 4th quarter was 5%, and also 9% for the year.

The Long Term Care Division experienced a total of 6% turnover of all employees in the LTC Division during the 4th quarter, and 11% for the year.

Turnover for the NAC's in Extended Care was 13% during the 4th quarter and 28% for the year.

To date in 2021, one employee has left employment for the reason of moving out-of-state to be closer to family.

Workplace Injuries and Incidents:

We ended the year 2020 experiencing 8 Worker's injuries in the Hospital Division. Of those, 3 were claims and 5 were incidents.



On the Long Term Care side, we experienced 16 workplace accidents, 11 of which were claims and 5 were incidents.

Revenue Cycle:

Health Information Management:

We have hired our new HIM Tech who will begin working the second week of February. The team continues to work on all the unbilled claims that require coding and which require a thorough review of transactions. The addition of COVID testing and vaccines has created a new volume of accounts that require analysis. The team has stepped up to manage the existing and new volumes! We have had a couple of work parties to work on these accounts. The new tech coming on board will really help the team.

Tegan released a memo for our providers and staff in which she explained new (January 1) billing guidelines for Evaluation and Management encounters.

We have begun looking for a credentialing software for medical staff. This will help streamline our process a little better for all that is involved with the credentialing.

Patient Financial Services:

Patient Financial Counselors

I would like to announce with much joy and sadness that Angela Issac, our Champion in the scheduling department will be retiring on January 29th, 2021. Angela's husband retired 8 years ago after serving more than 30 years in the police force. Together they look forward to camping, hunting and fishing. Angie's knowledge, work ethic and fabulous attitude is going to be greatly missed. Please thank Angie for her 5 years of service at NVH when you see her and wish her well.

A big THANKS to the Admitting and Patient Financial Services team members who have taken on additional responsibilities to meet the demands of the TFMC! What an awesome team! It's a team effort across NVH! Thanks, Krista, for managing the resources! The team has gone outside of their normal responsibilities to learn how to make new appointments for the COVID vaccine and to ensure timely and responsive patient calls.

The Business Office is addressing some regulatory policy changes and updating our policies to comply with the 2021 Medicare Bad Debt rules.

Krista is working with Jeannie and Alan to amend the process to have Long Term Care deposits directed to US Bank.

