

**BOARD OF TRUSTEES MEETING
TVHC Board Room
WEDNESDAY, MAY 26, 2010**

Trustees Present: Deborah Ray-Malheiro, Bob Benedict, Janine Jolley, Aaron Hanson, Virgil Boss, Robert Emerson, Steven Dietrich

Trustees Absent: Michael Whitfield, Chris Larson

Ex-Officio Present: Mitch Felchle, Dr. Mo Brown

Minutes Recorded by: Marni Vasseur

Meeting called to order by Deborah Ray-Malheiro, Board Vice Chair, at 5:34 pm.

CHANGES / ADDITIONS TO THE AGENDA:

NONE

MINUTE APPROVAL:

● **MOTION:** R. Emerson moved to approve the 3.24.10 minutes as amended. Motion seconded by B. Benedict and carried unanimously.

BOARD MEMBERSHIP:

Vice Chair D. Ray-Malheiro announced that she and her husband bought home in Alta, WY. This will affect her board membership. Once her residency is established in Wyoming, she can no longer serve on the board. This would happen some time this summer. This will put the board at an uneven number which is ideal. The question is whether to leave the board at 7 members or recruit 2 additional members. Malheiro said that M. Whitfield was in favor of recruiting 2 new members to give the board 9 people. Malheiro is still a potential ex officio member and still wants to participate. The board wanted a physician as a member and Malheiro would like to continue serving. Malheiro added that there is nothing in the bylaws to stop the board from having another ex officio.

Mo Brown concurred that the med staff was in favor of having a physician on the board and as a voting member. He felt that it gave the board a perspective from the med staff's point of view.

B. Benedict said that the board should recruit for specific criteria depending on what committee that member would serve on.

D. R-Malheiro said that she would stay on the Quality Committee.

D. R-Malheiro advised the board to start thinking about the qualities and qualifications they want in a new member.

S. Dietrich brought up the point of not having a vice chair without Malheiro.

*** This will be readdressed at next meeting.

CEO REPORT

V. Boss presented his report, see attachment for details.

M. Felchle reported on the Revenue Cycle. Project plan is in place. Admin team is implementing the plan, everyone is taking a piece. Old A/R is arranged with ARS Collections. They will counsel patients on a flexible payment plan. Credit Bureau of Pocatello will collect on old A/R. We will also continue using Outsource. They have been our collection agency for 10 years.

M. Felchle said that we did not bill patients for 2 years and that those are the debts we are trying to collect on. Felchle also said that we are trying to help patients retain credit by working out payment plans before sending them to collections.

The Charity Care policy is being updated. We are looking at other channels to get patient bills paid for. Training for billing and admissions is being developed.

We are sending out a "Please Come Back" mailing; also known as "orphan patients" who were with our old physicians and were patients at the Victor clinic prior to its closing. There are 986 patients that have not been to TVHC since the previous staff or since the Victor clinic closing.

Staffing in the OR is being rescheduled for efficiency. There is no OR staff on duty unless we have surgeries scheduled.

TVHC is recommitting to education and training. Based on the results of the Employee Engagement Survey, the staff wants to be better trained and we will now provide those opportunities.

There is a Pre hire customer service aptitude test in development.

Admissions training is a top priority. We will have a Patient Financial Counselor during the admissions process to help patients plan how they will pay for procedures. Admissions is working harder on getting co-pays and self payments at the time of the visit. They are also reminding patients of their obligation to pay for services, provide identification, insurance information, etc. If we can collect payment upfront, there will be less effort on the revenue cycle.

We will have a new supervisor of admissions. This will create new leadership of the department and we will add 2 new staff members to admissions who will all be put through new training methods. We will also add customer service training to the orientation process.

Patient satisfaction surveys have been hit or miss. We are recommitting to get these surveys done with each patient visit.

Some early goals for admissions are keeping track of what percentage of co-pays are collected, demographic information collected, preregistration info collected, pre authorization efforts. Revenue cycle training for those involved.

Community outreach- we want to tell community what we are doing, going to do, etc.

Visiting Specialist plan- going to their hospitals and trying to replicate their experience here at TVHC.

Electronic health records for 2011 is in the works.

Internal audits are being set up to insure that we are always prepared for RAC audits.

Plan of care for patients, everyday meeting between med staff to go over each patients plan, helps with continuity of care. This is standard in most hospitals.

MOTION: B. Benedict motioned for the board to authorize funds for Steve Dietrich to attend business / financial training in Boise with KPMG. This training pertains to audit plans, internal controls, etc. The cost is \$500. J. Jolley seconded the motion and it was passed unanimously.

Mitch Felchle will depart from his full time position with TVHC after the strategic planning retreat.

Responsibility has been passed down to each individual affected. Felchle will be working one day per week at TVHC, measuring goals, interpreting results, and continuing work on revenue cycle.

FINANCE REPORT : SEE ATTACHMENT

Blaine Ripplinger reported on financials.

FINANCE COMMITTEE REPORT: SEE ATTACHMENT

Steve Dietrich said spending plan is in place. Dietrich commented that TVHC is half way through recovery but that we are getting into the hard half.

QUALITY SERVICE COMMITTEE: SEE REPORT

Deborah Ray-Malheiro presented her committee report.

At the last meeting she asked for a specialty surgeon plan to increase revenue by utilization. See statistical info handout.

Malheiro commented that Johnson and Snyder do not have surgical privileges at TVHC.

Preventative measures project is being looked at. One idea for this project is a vaccination for shingles. This is a required hospital wide quality project.

Patient satisfaction surveys are still in progress. Clinic survey is not well utilized at this time. There are no systems or scripts to get patients to fill it out. This is a critical piece of information that feeds our other services. We will mail the survey in the future for one month out of each quarter and see if we get better results. National patient safety goals were discussed. Malheiro said that the Studer program has a safety goal piece with instruction.

MEDSTAFF APPOINTMENTS:

L. Piquet added Emcare staff to bios. See attachment. Emcare staff has temporary privileges that are only for 4 months at a time.

Med Staff Appointments

L. Piquet presented the Medstaff appointments included in packets.

Studer Pillars Report: L. Piquet reported on Studer Pillars, see attachment.

MED STAFF RELATIONS:

Chris Larson was absent and did not report on med staff relations.

● **MOTION:** B. Benedict moved to approve the “provisional appointments” and “re-appointments” in med staff bios as amended, removing Karen Blum, CRNA. Motion seconded by J. Jolley and carried unanimously.

COMMUNITY RELATIONS:

R. Emerson discussed the Employee Engagement Survey and said that it would be addressed at the Strategic Planning Retreat

R. Emerson reported that the committee has not met for a month but have moved forward with execution. He reported on the tax levy saying that we targeted our supporters to vote. Ann Loyola, Diane Temple, Buel Heslin, Ruby Parsons and Nancy Siverd came to all meetings and put much energy into levy. 47% of those who did not vote for us need to be targeted to get them to feel that this is their hospital. We want to change their perception.

Action plan regarding the Employee Engagement Survey - management has reviewed the findings and are discussing how to talk to employees about issues. Managers have solicited employees to join focus groups to find answers. They will begin to meet in June. We will do another survey in January.

STRATEGIC PLAN COMMITTEE: SEE ATTACHMENT

STAFF SERVICES COMMITTEE:

Janine Jolley said her committee has been discussing incentive plans for staff, particularly admissions. We would like to see 95% accuracy in admissions. After 1 month admission staff could earn a gift cert for dinner. This incentive plan ties in with survey questions that will be addressed. Jolley said it is a good return on investment to offer incentives to staff.

CEO PERFORMANCE MEASURES AND APPROVAL:

At the March BOT meeting, measures were presented and a decision was made to refine the measures. There were 5 categories of measurements.

The board discussed some language changes.

● **MOTION:** A. Hansen moved to approve performance measures as amended. Motion seconded by S. Dietrich and passes unanimously.

● **MOTION:** D. R-Malheiro moved to go into Executive Session pursuant to Idaho Code 67-2345 (a) to consider hiring a public officer, employee or staff member; and (b) to consider the evaluation, dismissal or disciplining of or to hear complaints or charges brought against an officer, employee or staff member. Motion seconded by B. Benedict and carried unanimously.

Executive Session began at 9:00 pm

Trustees Present: Deborah Ray-Malheiro, Bob Benedict, Robert Emerson, Janine Jolley, Aaron Hanson, Steven Dietrich, Virgil Boss

Ex-Officio members present: Mo Brown

Executive Session ended at 10:06 pm.

● **MOTION:** Bob Benedict moved to adjourn the meeting. Motion seconded by Janine Jolley and carried unanimously.

Meeting adjourned at 10:06 pm.

Deborah Ray-Malheiro, Vice-Chairman

ATTEST: _____
Marni Vasseur, Executive Assistant