

Members Present: Jim Bachrach, Acting Chair; Duffie Harrison, Secretary; Anne Wilson; Robert Davis; Deborah Huckeba; Pat Conrad, MD; Rick Watson

Members Absent: Homer McMillan

Staff Present: Ray Brownsworth, CEO; John Graham, CFO; Ginny Griner, HR/ Med Staff; Becky Gibson, DON; Craig Gibson, POD; Heather Huron, Administrative Assistant

Guests Present: Alan Feiffer, Concerned Citizens of Franklin County; Commissioner Noah Lockley

Topic	Discussion	Action
<p>Call to Order</p> <p>Approval of Minutes</p>	<ul style="list-style-type: none"> The meeting was called to order at 9:03am. Bachrach confirmed that the meeting had been posted publicly. Welcome was given to John Graham, CFO and Commissioner Noah Lockley. The March minutes were emailed prior to the meeting for review. A spelling correction was made. 	<p>A motion was made by Wilson to accept the minutes with correction, seconded by Huckeba. The motion carried unanimously.</p>
<p>Public Comment</p>	<ul style="list-style-type: none"> Jody Fortunas-Wilson addressed the board regarding the upcoming Foundation fundraiser. She stated that the 4th Annual Butts & Clucks by the Bay event would be held on Saturday, May 10th at Battery Park beginning at 11:00am. Board members and staff were invited to volunteer for the event. 	
<p>County Report</p> <p>TMH Report</p>	<ul style="list-style-type: none"> No report was given. 	
<p>Consent Agenda</p>	<ul style="list-style-type: none"> Patient Satisfaction surveys were reviewed. Conrad gave thanks to Becky Gibson, DON for her part in keeping the patient satisfaction high. Bachrach, Wilson, and Harrison shared their own positive experiences. Floor maintenance was addressed at Bachrach's request. C. Gibson shared that he was advertising for a floor maintenance tech. One applicant had 	<p>A motion was made by Watson to approve the Patient Satisfaction report as presented, seconded by</p>

applied, though he was not expected to pass the requirements. In the interim, Gibson stated that his maintenance department and environmental services staff were working together to keep the floors presentable. The ED lobby was addressed. Gibson stated that the floors had been stripped and would be rewaxed.

Wilson. The motion was carried unanimously.

Financial Report

- Brownsworth reviewed the cash that had been posted. He reported that commercial receipts were running a little behind normal. He emphasized that when the cash was less than expected, the revenue process was inspected to determine the cause. Present cash balance was reported at \$70,000 with the expectation for improvement by the end of the week.
- Brownsworth shared the TMH payables. He expressed that he planned to pay TMH over a period of time, with the objective to keep the invoices due fewer than 90 days.
- Brownsworth discussed the Medicare Cost Report. The 2013 settlement was \$470,000. Brownsworth explained that bad debt from 2011 & 2012 had been disallowed as the accounts were not pulled from the collection agency before the end of those fiscal years. As a result, Weems had been directed to repay \$100k. Graham addressed the process. Brownsworth explained that each month, the bad debt accounts were reviewed. He shared that the clinic bad debt had not been written off. At Comm. Lockley's query, Graham confirmed that he would be overseeing the bad debt accounts.
- Brownsworth pointed to the health care trust fund handouts for individual review.
- The March Income Statement and Balance Sheet were presented and reviewed in detail. Variances were addressed. Bachrach requested that the clinics be broken down individually.
 - Bachrach questioned why the ambulance salaries were higher than both clinics combined. Griner addressed this question, stating that 3 trucks were on 7 days per week in March. Furthermore, the ambulance staff continued to have significant

overtime. C. Gibson stated that additional staff had been recently hired. Bachrach pointed out that the ambulance salaries equaled almost \$1 million per year, with a county subsidy of \$505,597 a year. Brownsworth stated that the profit/loss would continue to be trended. Graham stated that he would review the FTE's to see if additional full time employees would be needed. Wilson pointed out that the ambulances ran 24 hours/day, while the clinics were 8 hours/day and not 7 days per week. Bachrach requested that Comm. Lockley share this information with his board.

- o Comm. Lockley questioned the breakdown of patients at the clinic; provider and nurses. Brownsworth stated, on average the nurse visits were about 4/day and provider visits ranged between 16-18/day with a continued goal of 20 patients/ day for each practitioner. Brownsworth shared that he and Dr. Stockwell were actively reviewing provider recruitment possibilities. Additionally, Brownsworth stated that he had been reviewing a productivity-based provider reimbursement method. Additionally, he would like to consider a clinic on the island for the 2015 summer. Comm. Lockley asked if any patients were being turned away. Brownsworth stated that patients were not turned away, though the providers could see more patients per day with increased efficiency. Harrison stated that he generally experienced about a one week wait when requesting an appointment. Brownsworth expressed his desire to bring in a champion physician. In response to Bachrach's confusion with varied responses when calling for an appointment, B. Gibson stated that the variance was due to individual triage and scheduling process. She stated that improvements were on-going and she was not certain that the process was yet in place to maximize efficiency. B. Gibson confirmed that recall appointments were being made prior to

the patient leaving and reminder phone calls were made daily. Bachrach emphasized that the hospital board would be supportive of any changes necessary to improve the clinics.

Entrance Canopies

- Brownsworth addressed the proposal for entrance overhangs. He explained that it was an employee request made with the increased inclement weather. C. Gibson shared that the projects would be similar to the canopy between the hospital and the CT trailer. Most construction would be done in-house with the exception of the rain gutters. All structures would be built in the back; i.e. the back hospital entrance, the purchasing deck, the business office. Brownsworth requested approval for the projects not to exceed \$6,885. Following board approval, Brownsworth stated he would make a request to the BOCC that the amount could be taken from the Healthcare Trust Fund.

A motion was made by Watson to approve the construction of entrance overhangs and gutter repair, seconded by Wilson. The motion carried unanimously.

Ricoh Lease

- At Brownsworth's request, B. Gibson addressed the proposal to replace the Weems West copier/ scanner. She stated that the workload for the clinic had been underestimated. The proposal presented was in the amount of \$6,557.40. C. Gibson stated all copier leases would be renegotiated in October, to create one master lease. Watson asked if the organization charged for copying. Brownsworth stated that specialty physicians were charged for the resources that were used.

A motion was made by Watson to approve the Ricoh lease, seconded by Wilson. The motion was carried unanimously

Grievance Policy

- Brownsworth requested approval to edit the employees' Grievance policy to provide access to a grievance process by terminated employees. Brownsworth shared that no employees could be terminated without his approval. Following detailed discussion, the original motion to approve a revision to the Grievance policy was withdrawn by Harrison, seconded by

Bachrach. The board requested that revisions be made following consultation with the labor attorney, and then brought back for approval. In the interim, the policy will remain as is.

Risk Management

- Risk Management for 2014 1st quarter was presented and addressed by B. Gibson, the internal risk manager. Addressing the issue of patient identification, Gibson stated that the information presented on the summary was erroneous. The error was caught before treatment was given to the patient. The summary was reviewed in detail.

**Administrative Team
Updates**

- Graham reiterated to the board and Comm. Lockley that he welcomed communication. He shared that he and Brownsworth were looking at a tool that would allow them to estimate the anticipated cost settlement throughout the year. Optimal “days of cash on hand” was reviewed. Brownsworth stated that individual departmental budgets would be established. He also pointed out that it was Graham’s style to use critical performance indicators/ metrics.
- Griner stated that the annual open enrollment would be held soon and that overall the health insurance rates were increasing by 9%.

Old/ New Business

- At Bachrach’s request, Brownsworth shared that the Admin team had been working together to provide additional requested information to BKD. BKD’s opinion letter was expected in approximately 60 days. Addressing the board’s desire for a more personal interaction with BKD, Brownsworth stated he had spoken to BKD on the phone and would have a follow-up phone consultation after presenting the requested information. BKD had confirmed that it was their standard procedure to not meet face-to-face. Brownsworth confirmed that they were aware of the new CFO.
- At Bachrach’s inquiry, B. Gibson shared that CSS was continuing with the E.H.R. process.

She expected May, June, and July would be very busy.

- Bachrach suggested that the election of officers be delayed until a full board was present. Bachrach directed Huron to coordinate a special-called meeting in the interim for officer elections.
- C. Gibson pointed to the handout addressing ambulance calls. The island calls were broken down by month over the previous year. Gibson denied that life flight services were automatically called when ambulances were delayed, as had been suggested by Abbott at the previous meeting. Gibson stated that if a bad situation was anticipated by the ambulance crew, then the life flight may be put on standby. Bachrach stated that Abbott should be instructed to stop transporting patients on his own, as it created a liability on the part of the SGI Fire Dept. Bachrach gave a reminder of the recommendation made at the last meeting to meet with the SGI group after gathering all data.
- Comm. Lockley questioned if any benefit had been seen following the Obama Care enrollment period. Brownsworth responded that due to increased managed care health plans, there was actually a decreased benefit.

Adjournment

- The meeting was adjourned at 10:44am.