

TITLE: Board of Trustees Regular Meeting
DATE/TIME: March 26, 2024, at 7:00 AM
LOCATION: Zoom and Valor Health Fernlee Conference Room

I. CALL TO ORDER

The Valor Health Board of Trustees meeting was called to order at 7:01 a.m. by Shane Roe. The meeting was held in person and via Zoom.

Board Member Attendance: Shane Roe (Chair), Anita Taylor (Vice Chair), Matthew Tucker (Vice Chair Elect), Dave Shaw (Past Chair), Earl DeFur, Judy Barbera, Susan Morgan, Kirk Wille, Brad Turpen (CEO)

Staff and Guest Attendance: Corey Furin (CFO), Matt Godfrey (Exec. Dir. of Physician Services), Kathy Prindle (Exec. Dir. of Clinical Services), Victoria Mendoza (Executive Assistant/Med Staff Coordinator), Beth Sutton (Infection Prevention & Control Manager), Dr. Bill Vetter (Medical Director), Mike Cummings (HR Manager), Stephanie Neys (Quality Manager), Jena Hacker (HR Admin Assistant), Tahja Jensen

Absent: Dr. Robin Sebastian (President of the Medical Staff)

II. AGENDA AMENDMENTS – ACTION ITEM

III. STANDING AGENDA

A. Consent Agenda – ACTION ITEM

1. Approval of minutes
 - PICC 2/13/2024
 - Finance 2/20/2024
 - Board 2/27/2024

MOTION: Dave Shaw moved to approve the consent agenda. Kirk Wille seconded the motion. No objections, the motion passed.

B. Public Comment Period

- No public comments made.

C. Commissioner Update – *Kirk Wille*

1. Minor corrections were made to the budget to reallocate costs for unplanned items.
2. Road challenges continue with the weather. A road tour will be done with the Road department supervisor.
3. Youth Appreciation Day will be April 27.

D. Finance Committee – *Earl DeFur*

1. FY23 DZA Audit – **ACTION ITEM**
 - The FY23 DZA audit draft was presented at the last board meeting by Luke Zarecor and Daniel Juchau with the final audit brought to this meeting for approval. The numbers and statements were not changed. There were only some wording changes.
 - The Employee Retention Credit was moved back to FY24, and we will continue to accept money as it comes, if it comes.
2. Capital Expense Update
 - Corey provided an update on the Capital Budget expense.
 - \$173K has been used so far from the \$350K that was approved.
 - The funds were reallocated for additional items that took priority which include Neptune, Ultrasound, downpayment on the chiller and flooring for the Radiology department.
 - With the reallocations, there will be a total of \$176K spent, leaving \$1.1K

- remaining.
 - Earl mentioned if it is needed to increase the \$350K capital budget, the Finance Committee will bring it up to the board.
3. Committee Report
 - Earl reported the Finance Committee met last week; Corey was able to join via Zoom despite being on vacation.
 - Corey reported there was additional land included in the plat that was recorded for Valor Health Center which will cost an estimated additional \$1M. This would increase our monthly payment by about \$6K a month. This will place us at a \$300K positive impact per year versus the \$400K positive that was estimated in the pro forma.
 - The Bank of Idaho has reviewed our finances and projections. The bank approved a plan to finance the additional cost for the land.
 4. Financial Statements
 - Volumes continue to be high. Valor Health Family Medicine visits have not decreased despite being down a family medicine provider.
 - MRI had 74 visits in February which is a record-breaking volume.
 - Expenses are around \$66K per day.
 - The cybersecurity breach that attacked Change Healthcare affected everyone nationwide. Even though Valor Health does not go through Change Healthcare as a clearinghouse, most insurance networks do and that negatively impacted our revenue cycle. There was good collaboration with IHA (Idaho Hospital Association) to knowledge share and work together as a state. We also submitted manual claims with many insurance payers.
 - Corey suspected March collections to end around \$1.4M due to the cybersecurity breach, but we have already achieved \$1.4M which could leave March around \$1.7M. This is not where we would like to be, but still not a bad number despite the challenges faced this month.
 5. Finance Dashboard
 - Earl provided an overview of the dashboard for February 2024.

Discussion:

Dave asked if the FY23 audit would remain in draft form after approval. Corey noted the FY23 audit has been finalized and closed. The only audit that remained in draft form was in FY20 due to the funding received through CARES. The final FY20 audit was accepted by the board later.

Shane asked if there is any insight on why the plat was recorded incorrectly. Brad noted there was not any explanation, and it was clearly indicative in the purchase and sale agreement and preliminary plat that there were two parcels with a line for what Valor Health Center needed. Kirk asked how many parcels there were. Brad noted there are 3 total new parcels plus the lot the USDA building is on. Kirk added that could have been why there was only one parcel recorded. When there are 4 parcels, it turns into what's called a major subdivision which would come with a lot more requirements. Brad noted that could have been why, but he will investigate further.

Anita gave kudos to Corey for the wonderful letter that was included in the Messenger Index.

MOTION: Dave Shaw moved to accept DZA FY23 Audit. Anita Taylor seconded the motion. No objections, the motion passed.

E. Planning Committee – Judy Barbera

1. Committee Report
 - Judy reported the next meeting will be in May to update the Planning and Board Dashboards.
 - The Steering Committee continues to meet to obtain updates on the Valor Health Center.
 - There will be the possibility of including the safety tour and checklist into the Board Orientation.
2. Committee Dashboard

- This item was included in the packet and not discussed.
3. FY24 Strategic Plan Update
 - This item was included in the packet and not discussed.

F. Performance Improvement Committee – Dave Shaw

1. Committee Report
 - Dave asked Stephanie Neys to attend this meeting to provide an overview of the Board PICC Executive Summary.
2. BOD Executive Summary
 - Positive comments were included in the Definitely Recommend dashboard highlighting provider and staff names.
 - The ranking for our definitely recommend in different service lines compared to other Critical Access Hospital's nationally is around the 75-89th percentile considering us in good ranking.
 - Most departments continue to increase performance over time. There was a slight downward trend for Orthopedics and Sports Medicine clinics.
 - Survey response rates remain steady. There could be survey fatigue for patients who regularly visit the clinic since each encounter generates an electronic survey.
 - Providers are encouraged to invite patients to complete surveys which does drive more responses.
 - The Priority Index of Opportunity for Improvement offers a percentile rank on the most important patient satisfaction items to work and improve on.
 - There is training offered via Brainshark that has been provided by United Healthcare to help across the spectrum of patient interaction.

Discussion:

Dave asked how the BOD Summary information is sent out to the organization. Stephanie noted she shares these to the Department Heads monthly. Additionally, the Press Ganey Portal provides a deep dive that is also sent out to the Department Heads.

Shane asked if there are certain things to look at to better understand the data and what the board should be focused on. Stephanie noted that the line graph for Outcomes & Performance improvement where performance is measured would be an important focus. The red lines would show which area needs improvement to get where it needs to be.

Dave mentioned to contact Suzi or him offline to determine if there were any additional reports the board would like included into the packet.

G. Medical Staff – Dr. Robin Sebastian

1. March Medical Staff Meeting Summary* (*reference only*)
2. Committee Report: MEC
 - Dr. Sebastian was absent from this meeting.

H. Patient Care Services – Matt Godfrey/Kathy Prindle

1. General Update
 - The Valor Health Center plat was recorded which includes a total of 2.6 acres. There is a possibility of wrapping up our work with BVA and working directly with Mark Guho Corp.
 - The traffic flow plan will be evaluated to create a control plan on Substation Rd. Construction for the utility extension may begin sooner than expected.
 - April is Dr. Seuss's birthday month. The clinic will be giving the "Fox in Socks" book to children that have a scheduled appointment this month as a promotion for our pediatric provider, Dr. Fox.
 - Tele-psych program has been going great. Traci Burks, PMHNP has adapted to the community needs and is working with providers on what documentation is needed.

Patients are leaving positive feedback and reviews.

- Two new Emergency Department providers, Dr. Justin Hamaker and Dr. Anthony Crawford, have been onboarded to replace Dr. Edward Lisenbey's absence and help cover shifts.
- Jeralyn Kunz, the new Urgent Care provider, has been a great addition to the team and has been well received by the community.
- Matt and Kathy are working with CareHarmony for Chronic Care Management services as part of our Value Based Care program. This will potentially begin next quarter.
- We're working with the Mayo Clinic to provide real-time Cardiac Holter monitoring. There has been good feedback from the providers to begin this implementation.
- Two new clinical team members have started at Surgical Medicine and Specialty Clinic.
- The on-call rate was adjusted for our providers to get it up to the market.
- Matt is arranging to privilege an Orthopaedic Surgeon specializing in shoulder procedures to assist Dr. Hines.
- Doctor's Day will be celebrated on Thursday. There will be gifts and popcorn for providers. The staff has the chance to write words of appreciation to our providers on a poster board with their picture.

2. Kathy

- The registration team across the organization will now be in matching attire consisting of polos with the Valor Health logo, khaki or black pants and a black cardigan.
- Radiology now has its own scrub color as well.
- With the new clinical team members at Surgical Medicine and Specialty Clinic, the department is now fully staffed. Staci Hartline continues to do an awesome job.
- Infusion volumes are picking up to about ten patients a day. Kathy will begin recruiting to add a PRN team member to help with restructuring the schedule and aiding in administrative duties for the permanent clinical team in that department.
- The new Radiology Manager did not work out and we have parted ways. Rachel Lund will serve as interim manager again until the position is filled.
- MRI volumes in March are already trending above 63 which is the target break even number to cover the new MRI cost.
- Kathy commended the Lab department for running so efficiently and currently bringing in \$30K extra from the Lab Outreach program.
- Kathy plans to partner with Idaho State University to train our medical lab scientists for us to be able to process lab cultures at Valor Health instead of sending them out.
- The nursing department continues to face staffing challenges.
- Idaho State Police recently granted us all the money to obtain the equipment for the SANE (Sexual Assault Nurse Examiner) program.
- The Neptune machine was recently approved to be utilized in surgery. This will help collect debris and help suction during cases.
- Kathy attended PFAC this month and reported the group is very engaged in spreading positive feedback to the community for our services.

Discussion:

Shane asked Matt if there was a definitive date for the groundbreaking of Valor Health Center. Matt noted it is hard to say a date, but hopefully working directly with GUHO will help to push it through faster. Tahja added we are moving away from BVA because it is the most beneficial thing to do now and BVA proposed it. It's not because we are unhappy with the work they have done up to this point.

I. Provider Privileging Approvals – ACTION ITEM

1. March 2024

MOTION: Shane Roe recommended approving the listed providers. Judy Barbera moved to approve the provider privileging for:

- Dr. William Vetter
- Dr. Anthony Crawford
- Dr. Nicholas Okon
- Dr. Joshua Jarman

Dave Shaw seconded. No objections. The motion passed.

J. Board of Trustees

1. General Update

- There is still an opening in the Board of Trustees but there have been no applicants. Earl mentioned he talked to a few people who may be interested.
- Robert Shaw, who previously applied, is now more focused on the Foundation and may no longer have interest in joining the board.
- The Board application will be sent to board members and possibly get an advertisement in the local newspaper.
- Judy mentioned in the Planning Committee to get a token of appreciation for Larissa Kimball and Lisa Resinkin for the time they served on the board.

2. Other Upcoming Meetings

- Medical Staff – April 2 at 7:30 a.m.
 - Dave Shaw will attend and report for the Board.
- PFAC – April 18 at 12 p.m.
 - Earl DeFur will attend and report for the Board.

3. Agenda Items – Submit by April 4.

K. Foundation Update – Brad Turpen

- The Foundation's Be Well Scholarship applications are open. There have been a few applications received. These are 5, \$1,000 scholarships for seniors entering their first year in a post-secondary education setting, pursuing a healthcare degree.
- The Foundation put together a gift for all the providers in the community to celebrate Doctor's Day, which is nationally recognized on Saturday, March 30.
- A trailer was purchased to store all the Festival of Trees items and offer the ability to deliver the trees at future events.

L. Administration

1. General Update

- Speed of Trust Journey
 - The Journey was included in the packet. The board will read through the Cores which ends at pg. 127 to review at the April Board Meeting.
- The Board/Employee appreciation lunch had great interaction and positive feedback. Thanks to all the board members who attended.
- Speed of Trust Squads continue to move forward with spreading trust throughout the organization. Brad will continue to send the newsletters to the board that the Wrecking Ball team provides.
- We have created a Customer Service group and are adapting the Disney Customer Service training to create a program to spread consistent quality customer service throughout the organization.
- Annual raises were re-evaluated at the beginning of FY24 as promised. It was approved to do a 3% increase to base rates. This will be effective March 10. Moving forward, the plan will be to implement a merit-based pay system.
- We are in the DNV window, Stephanie Neys has been working hard to offer tips and education for preparedness.
- The Lab Outreach program continues to move successfully. Kathy and Corey have been involved in the discussions which has helped in a leadership and financial standpoint.
- Brad signed an agreement with Full Circle Health to begin a Pediatric Residency at Valor Health. Pediatric residents will begin working in our clinic under Dr. Fox.

- Dr. Tredennick, as the new ED Medical Director, has been a wonderful addition to the Physician Leadership Council.
- The Legislative session is wrapping up. We continue to fight on the Upper Payment Limit tax issue. Brad is on stand-by to attend a legislature meeting to help educate them on the concerns with the new laws surrounding maternal care in Idaho.

Discussion:

Dave asked if the Lab Outreach program is integrated with Cerner. Brad noted it has not, it is still mostly manual work, which is holding us back a bit, but Corey is connecting with Cerner and Billings Clinic to continue the build and integration.

IV. NEW BUSINESS

A. Executive Session

- **Executive Session –**
MOTION: Shane Roe moved to go into Executive Session, per Idaho Code §74-206(1)(a) & (b) – Personnel Matters. Dave Shaw seconded the motion. The Board members listed in the roll call voted yes to move into Executive session. With no objections, the motion carried.

Roll Call:

In attendance

- ✓ Shane Roe
- ✓ Anita Taylor
- ✓ Matthew Tucker
- ✓ Dave Shaw
- ✓ Earl DeFur
- ✓ Judy Barbera
- ✓ Susan Morgan
- ✓ Kirk Wille

The Executive session was adjourned, and regular session resumed at 8:56 a.m.

V. ADJOURNMENT

Being no further business, the meeting was adjourned at 8:57 a.m.