

TITLE: Board of Trustees Regular Meeting
DATE/TIME: May 28, 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 via Zoom.

Board Member Attendance: Shane Roe (Chair), Anita Taylor (Vice Chair), Matthew Tucker (Vice Chair Elect), Dave Shaw (Past Chair), Earl DeFur, Susan Morgan, Judy Barbera, Dr. Robin Sebastian (President of the Medical Staff), Brad Turpen (CEO)

Staff and Guest Attendance: Corey Furin (CFO), Kathy Prindle (Exec. Dir. of Clinical Services), Victoria Mendoza (Executive Assistant/Med Staff Coordinator), Tahja Jensen, Dr. Bill Vetter, Mike Cummings

Absent: Kirk Wille, Matt Godfrey (Exec. Dir. of Physician Services)

II. AGENDA AMENDMENTS – ACTION ITEM

III. STANDING AGENDA

A. Consent Agenda – ACTION ITEM

1. Approval of minutes
 - PICC 4/9/2024
 - Finance 4/16/2024
 - Planning 2/8/2024
 - Board 4/30/2024
 - Quarterly Board 5/16/2024

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

B. Public Comment Period

- No public comments made

C. Commissioner Update – Kirk Wille

1. Kirk was absent from this meeting.

D. Finance Committee – Earl DeFur

1. Committee Report
 - Earl was absent from this last Finance meeting. Matt Tucker led the meeting. The April financial statements and FY24 Capital Budget expenses were reviewed.
2. Financial Statements
 - Total patient revenue for April was \$3.7M, which is 5% higher than the previous month.
 - The month of April ended in a positive \$92K net income.
 - The Contractual Adjustment is at 43%. There were some impacts from the UPL and DSH (disproportionate share) settlement done in April. We paid out the entire state match for UPL and DSH which was \$27K for DSH and \$45K for UPL. We also recorded the DSH payment as a receivable for \$90K in April and will record the UPL payments when they occur to smooth out our financial impacts as it all relates to FY24. The expected UPL payment is a little over \$200K which might come in May, possibly June.
3. Finance Dashboard
 - Corey provided an overview of the dashboard for April 2024.

4. Financial Outlook
 - No update provided.

E. Planning Committee – Judy Barbera

1. Committee Report
 - Judy reported the last Planning Committee meeting discussed the different services being investigated to bring to Valor including Tele-Nephrology and the Cardiac Holter Monitors with the Mayo Clinic.
 - Mike Cummings, Human Resource Manager provided a good report on the turnover and travelers trend at Valor Health with Paylocity reports.
2. Committee Dashboard
 - City/Council Leader Interaction – Yellow – Brad will set some time to meet with the City Council.
 - All other items remain in green highlighting good engagement from the board, and progress related to Valor Health’s Master Facilities plan, Strategic objectives, and Capital Investments.
3. Board Goals Dashboard CY24
 - The board has been engaged in Valor Health events. It is helpful to receive calendar invitations in advance. The Employee/Board Appreciation lunch was a success and well received by the staff.
 - Community Engagement – Yellow – there will be opportunities for the board to engage at the Cherry Festival booth, Emmett Show & Shine, and the 4th of July event at the Gem County Sports Complex.
4. FY24 Strategic Plan Update
 - Invent Tomorrow’s Organizational Framework
 - Brad recently met with a consultant group that helped Kootenai leave hospital district ownership. They reviewed our draft business case and offered great feedback on showcasing the benefits to community members and key leaders/stakeholders if Valor Health is to move to non-profit, community based instead of county owned.
 - The Speed of Trust squads continue to focus on role clarity by sending out a monthly newsletter, process standardization, employee engagement and external reputation through community engagement by revamping a new approach to customer service that will roll out in FY25.
 - Create Fresh Facilities Fresh Places
 - Valor Health Center continues to move forward with agreements to finalize the purchase and sale.
 - Securing adjacent land – Yellow- this item was placed on hold until we first acquire the 2.6 acres of the plat.
 - Intentional Focus on Those we Serve.
 - Focus on the new Value Based Care measures continue. There is discussion on utilizing a new method referred to as “the highest level of license” for nurses to do most of the intake in patient wellness visits to expand access to physicians.
 - Collaboration with PR2TA continues, with the Medical Assistant program to begin this fall. There is renegotiation being carried out with the athletic trainer agreement to include a greater presence.
 - Next Level Operating Excellence
 - The Patient Access team continues to maintain high accuracy rates in registration above 90% when previously it was 48%.
 - Customer Service teams continue to take time and digest the *Be Our Guest*, Disney Customer Service book to learn how to apply consistent and quality customer service in our organization.
 - The Lab Outreach program continues to work on implementing the interface within Cerner to continue to grow this service line.
 - The new Cardiac Holter monitoring with the Mayo Clinic has been well received. This is a 24/7 monitoring that will help detect heart abnormalities earlier.
 - The Multiview go live date is set for July 1.

5. Valor Health Center Update

- This item was discussed in the FY24 Strategic Plan Update.

Discussion:

Shane asked what the national average is for turnover trends. Brad noted the reports generated are only from organizations that use Paylocity and added it is harder to compare to national averages, but it seems as though we are still within trend.

Earl asked if there are any limitations with the Cardiac Holter Monitor. Corey noted right now it is more utilized in the emergency department and clinic. If there are any abnormalities noted in the 24 hours, then a plan of care is arranged with the provider and specialist. Corey added the monitoring is done by top level clinicians. Judy asked how this service started.

Corey noted this was recommended by the IHA after Minidoka has utilized this service the past two years and obtained good results. Dave asked if we furnished the monitors. Corey noted the Mayo Clinic provides all the resources and equipment needed.

Earl asked if we are looking into market trends on healthcare services such as AI (artificial intelligence) for clinical documentation. Corey noted there hasn't been research done for AI utilization in clinical documentation, but there is a trial piloting in Revenue Cycle on AI to be utilized for prior authorizations. Matt noted if AI resources are going to be utilized, it would be wise to investigate updating policies to avoid violating HIPAA.

F. Performance Improvement Committee – Dave Shaw

1. Committee Report
2. Improvement Opportunity
3. PICC Packet
 - Sara Otto changed the structure of the PICC meeting to flow better and focus on necessary items.
 - There will be a new DNV Progress Tracking chart included to track the action plans on the new non-conformities issued after the recent DNV survey.
 - The Internal Quality Audits will continue to be included in the board packet with a new format to focus on the priorities recommended in the DNV survey.

G. Medical Staff – Dr. Robin Sebastian

1. May Medical Staff Meeting Summary* (*reference only*)
2. Committee Report: MEC, Labor & Delivery
 - Dr. Claussen is departing at the end of July. There is an investigation into call solutions in the process including potentially adding Tele-Hospitalists for weekend calls.
 - The next Med Staff meeting will vote on President-Elect for Med Staff to replace Dr. Claussen's position.
 - There is work being done with the IAP team on suicide prevention. Gail Baker, LCSW will work to investigate further resources for families and physicians.
 - There continues to be concern surrounding women's health. There was a recent statement made stating it was a "desert" on healthcare for women and children.

Discussion:

Earl asked if the "desert" healthcare for women is related to obstetrics or other issues. Dr. Sebastian noted it is mainly related to obstetrics but there is also a lack of gynecologists. With the recent legislative changes around minor consents, it could continue to affect reproductive health in teenagers as there has been higher STD (sexually transmitted diseases) trending when these are usually easily detected and treated. Shane asked if it is related to the law changes in Idaho. Dr. Sebastian noted most of it is due to the law changes in Idaho, but some surrounding states are no longer providing obstetric care such as Baker City and other Eastern Oregon cities. Earl asked if there are higher home deliveries with midwives and if that is something worth looking into. Dr. Sebastian noted historically malpractice insurance did not cover physicians doing home deliveries.

H. Patient Care Services – Matt Godfrey/Kathy Prindle

1. General Update

- Kathy
 - DNV was here last week. On the clinical side, there were four new managers that had not gone through DNV before. The nursing survey went very well, with no non-conformities for ED, and one non-conformity related to the O2 Titration Policy.
 - Dani Bickford, our Clinical Educator continues to do a wonderful job balancing community education and clinical care.
 - Renee McDaniel, Emergency Department manager and Billie Osterhoudt, Acute Care manager, continue to face staffing challenges, although it seems most turnover is due to lifestyle changes rather than employees leaving unhappy.
 - Robin Watson, Infusion Manager is out on sick leave. Dani Bickford and Becky Waller are supporting the Infusion Department during this time.
 - There is new flooring to be installed in the Radiology department soon.
 - Corey recently finalized the purchasing of the new Ultrasound machine to include echo. Kathy will meet with Dr. Lyndon Box, West Valley Cardiologist that sees patients monthly at Valor Health, to determine his capacity in reading the echo tests.
 - Tera Belle in the Lab brought up a great idea to do quality control in the lab to be able to generate revenue. Kathy will continue to discuss this potential with the Laboratory manager, Shelly Wisniewski.
 - Overall, the culture continues to shift positively. There was great engagement in the kickball tournament during Health System Week and a total of 97 nominations submitted for the Choose Joy award.

I. Provider Privileging Approvals – ACTION ITEM

1. No pending approvals.

J. Board of Trustees

1. General Update
 - Hoss White is still pending approval with the County Commissioners. One of the board members will reach out to Shelly Tilton to ensure it is listed on their agenda.
2. Other Upcoming Meetings
 - Medical Staff – June 4 at 7:30 a.m.
 - Matthew Tucker will attend and report for the Board.
 - PFAC – June 20 at 12 p.m.
 - Shane Roe will attend and report for the Board.
3. Agenda Items – Submit by June 6

K. Foundation Update – Brad Turpen

- The Emmett High Scholarship ceremony went very well. All the recipients were very positive and appreciative. The Foundation will continue to look at other ways to support the community.
- The trailer that was purchased for the Festival of Trees for storage and delivery purposes will be wrapped with the Valor Health Foundation logo.
- Once Valor Health Center ground breaks, the brick fundraiser will reignite.

L. Administration

1. General Update
 - There were 8 non-conformities identified and 2 OFIs (opportunities for improvement) from the DNV survey last week. Sara Otto, Interim Quality Manager, is working with the department leaders on action plans for improvement.
 - Every three years CMS also arrives with DNV to go through the survey, but that didn't happen at Valor. CMS could potentially show up at any point this year.
 - Corey and Brad met with the County Commissioners to give them an update on the Valor Health Center, and it was very well received. The Commissioners were appreciative of the work that has been done on the Valor Health Center project thus far.
 - There will be a patient letter for Dr. Claussen's patients going out this week to inform

them of his departure at the end of July.

- Brad is sending legislative updates to the board as they come. There is the opportunity to meet with Senator Grow, and Representatives Tanner and Hill to provide education and insight on challenges within Critical Access Hospitals. Brad will send out further details on the meeting date to encourage board member attendance.
2. Speed of Trust Journey – Kathy, Anita, Suzi
- Talk Straight, Demonstrate Respect, Create Transparency, Right Wrongs.
 - Kathy presented the behavior *Talk Straight* and directed questions to the board on how they react when someone talks straight or their level of comfort when needing to talk straight to other board members.
 - Shane mentioned he reacts depending on how the message is delivered. It is appreciated when talking straight is done to help thrive or improve, but it is frustrating when it is done to attack.
 - It was discussed that it has become easier to talk straight among the board members and most of the time the communication is built on transparency and trust. As time continues, the board grows stronger and builds healthy relationships.
 - Suzi agrees and adds since she is newer to the board, she feels it is easy to ask questions and the culture seems transparent and strong.
 - The remaining presentation on behaviors 2-4 was moved to the next board meeting due to time.

Discussion:

Dave asked if the state, like CMS, could randomly pop in from time to time. Brad noted this could be a possibility, but since contracting with an accreditation group like DNV, the likelihood of it happening is slim.

IV. NEW BUSINESS

A. Executive Session – None

V. CEO Evaluation – ACTION ITEM

MOTION: Dave Shaw moved to approve the CEO Evaluation. Judy Barbera seconded. All in favor, no objections. The motion carried.

VI. ADJOURNMENT

Being no further business, the meeting was adjourned at 9:01am.