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CASCADE MEDICAL
PARTNERS IN YOUR HEALTH

Minutes of the Board of Commissioners Meeting
Chelan County Public Hospital District No. 1
Arleen Blackburn Conference Room & Video Conference Connection
March 27, 2024

Present: Tom Baranouskas, Vice President; Mall Boyd, Commissioner; Jessica Kendall, Commissioner; Diane Blake, Chief Executive Officer; Pat Songer, Chief Operations Officer; Marianne Vincent, Chief Financial Officer; Melissa Grimm, Chief Human Resources Officer; Megan Baker, Executive Assistant
Via Zoom: Bruce Williams, President; Chad Schmitt, VFCIO
Excused: Gustavo Montoya, Commissioner
Guests: Dr. Lauren Kendall, Clinic Medical Director; Whitney Lak, Clinic Director; Rex McMillian, CM Foundation; Deb Williams, Clinic Consultant; Mary Morse, PSR; Michael(?)

Topics	Actions/Discussions
Call to Order	• President Bruce Williams called the meeting to order at 5:36 pm. Mall then led the pledge of allegiance.
Consent Agenda	• Tom moved to approve the consent agenda. Jessica seconded the motion and the group unanimously approved.
Community Input	• None
Clinic Medical Director Report + Team Based Care Update	**Dr. Kendall, Whitney, & Deb gave the update.** • Dr. Kendall is meeting with each provider 1-1 to find out what folks need for support. She is also leading the weekly provider meetings. • Work is currently centered around assessing primary care provider panels and determining the proper size for growth and access, increasing physician assistant capacity, optimizing the nursing team and their capacity to provide chronic care management and schedule transfer-of-care appointments. • Training and standards of work have been implemented for support staff and patient service representatives. • Physically, the group is looking to re-design the current clinic structure to better support optimization and visibility of resource sharing. A volume-based pod model will allow the clinic to better utilize space and increase patient access. • Janelle recently accepted the Clinical Operations Manager role, which will support clinic and hospital nurse workflows and processes.

Foundation Report	**Rex McMillian provided the Foundation Report.**
	• The Mark Judy Education Fund awarded a total of $2,500 split between 3 employees.
	  ○ Janeth B: billing course
	  ○ Taylor H.: tuition for nursing program
	  ○ Brandi W: continuing radiology education
	• Benevolent Night: South, April 25th
	• Mother's Day 5K: May 12th
	• Annual Golf Tournament, Monday June 17th
	• Many thanks to the Commissioners for graciously supporting the Foundation's Golf Tournament.

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CM Values	Diane Blake provided the report. • Diane defined the value, Community as demonstrating effectiveness and quality care in complete transparency with each other and in line with values of CM. She then described a patient ED encounter at CM that included Corey R., a male nurse, and x-ray staff. The group demonstrated empathy while communicating results and individual personalities encompassing humor and professionalism were noted. The patient also received a follow up call and reported their best emergency visit experience, 11/10.
Discussions & Reports	**IT Update** Chad Schmitt provided the update. • The ChangeHealth cyber event caused a great deal of grief for many healthcare organizations, which in turn sparked the implementation of security changes around policies and procedures across the industry. • Healthcare entities remain a major target for hackers, many of whom are sophisticated criminal entities attracted by the value healthcare data could bring on the dark web. • CM is **i**mplementing additional auditing efforts and other tools to assess information flow through the organization. **Upcoming Part-time Resident Advisory Council Meeting Topics** Bruce Williams initiated the discussion. • What is the council's long-term vision of CM? (5-10 years) • What services are we missing? • Marketing suggestions to reach part-time residents and visitors • The board would love for the council members to walk through a healthcare experience at CM and provide feedback. • Utilize PTRAC as sounding board for urgent care (location, schedule, timing, etc.) • Explore experience with telehealth vs. urgent care access. Would folks be more likely to become empaneled if they could access CM via telehealth?
Committee Reports	**Finance Committee** Tom Baranouskas provided the report. • The group connected with the insurance broker, USI who reviewed 2023 coverage versus anticipated 2024 coverage. They also discussed December 2023 financials, assessed financial assistance policy access, and approved the 2024 work plan. • The group engaged in a discussion about accessing insurance coverage through The Rural Collaborative (TRC) o **Professional Liability** o USI: $15K broker fee per year vs. $9,500 fee to TRC vendor o CM is currently missing risk management support from Coverys and would like to switch to Physicians Insurance through TRC by April 1 with no gap in coverage. o The committee supported management's desire to move away from Coverys to Physician's Insurance. o **Cyber Security** o TRC also offers increased support for cyber events through their vendor. The rate is higher with TRC but so is the coverage. o The committee supported management's desire to seek cyber security coverage through TRC, effective April 1.

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	Governance Committee: Revised Board Education Plan Bruce Williams provided the report. • The group discussed the topic of "scheduling" under the broader work of Improving Patients First Touch Experience. How can we track and measure the patient experience? • There may be an opportunity to review WSHA webinar offerings. • No other changes were recommended to the plan
Action Items	**Motion: Approve Resolution 2024-03 Surplus Mobile X-ray** • Jessica moved to approve; Mall seconded. Motion unanimously approved. **Motion: Approve Bariatric Patient Bed Purchase** • Mall moved to approve the updated credentialing list; Tom seconded. Motion unanimously approved. • The Commission requested an update about bariatric bed utilization in the future. **Motion: Approve Credentialing** • Tom moved to approve; Mall seconded. Motion unanimously approved.
February Financial Report	**Marianne Vincent provided the financial report.** • Employee benefits show a positive budget variance of $87,000; this is due to several items. The first was a $41,000 accrual entry made as part of audit work that was reversed in February as January financials were already completed when the accrual was made for December. • Travel & Training expenses were over budget in February due to Leadership training expenses that were misclassified. CM will reclass these expenses in March. • Collections on patient accounts of $2,274,000 in February were above budgeted patient account collections of $1,793,000 by $481,000. • Days in Net Accounts Receivable increased from 58.5 days in January to 59.2 days in February and Gross Accounts Receivable has decreased by ($441,000) from January. • Several folks from The Rural Collaborative (TRC) are moving their billing to Trubridge, who we use. • In addition to the Finance committee report, CM moved several coverages to a different broker, who also represents TRC. The movement of those two policies will help fulfill CM's responsibilities as a member of the TRC. The new coverage will also provide greater support for the services they provide. CM will have 2 broker fees: one through USI and one through TRC. • The State Accountability Audit is still in progress with payroll and cash receipts being the primary focus of the 2019-2022 audit.
Administrator Report	Diane Blake provided the administrator report. **Healthcare Cost Transparency Board** • This board was developed to study cost growth in WA. There is much concern around their impending report because it is anticipated to leave out many important factors relating to cost growth. WSMA + WSHA met to discuss potential approaches to encourage looking at the whole puzzle and not just small pieces. **Ballot initiative** • Capital gains tax, long-term care insurance, rollback/stop carbon initiatives will be on the ballot. The most concerning initiative from a hospital funding standpoint is the capital gains tax. The McCleary decision protects funding for basic education. There are concerns

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	that education and hospital funding may be pitted against each other and therefore eventual loss of necessary supports to healthcare organizations if the state revenue from the capital gains tax should be eliminated. **WSHA Board Meeting** • Former Governor Gregoire came to speak about a public and private partnership called Challenge Seattle. The group plans to tackle unnecessary emergency department use, particularly related to mental health. They hope to explore efforts that can be implemented more broadly across the state as the challenges are statewide, even in rural settings. **WSHA Strategic Planning Committee** • The next strategic plan may include focus on the board's role in safety and quality, with more focus on utilizing demographic data to improve health outcomes. **WSHA Rural Payment Subcommittee** • Diane participates in this group, who is scheduled to meet with Sue Birch, Director of Healthcare Authority, and other HCA staff to gain traction on rural payment reform in WA. **CMS Region 10** • A group will be visiting CM in April to understand challenges and dynamics of rural healthcare. This is an opportunity to educate federal policy makers **Leavenworth City Council** • Diane spoke at the City Council meeting on March 12. Thanks to Clint who helped put slides together and Pat for attending. **CVCH Connect** • CVCH recently brought their mobile clinic to Peshastin on the same day and similar location to ours. We intend to connect with them about better resource utilization and organizational cooperation. **Recruitment** • CM is still working on recruiting a hospitalist provider and will have a virtual meet and greet on Monday with an interested candidate. • New Lab Director, Megan Sawyer started this week. **Other Updates** • Diane and Pat will attend a regional meeting in Brewster tomorrow. • Brian visited the Dryden Fire Dept. to continue work on joint collaboration efforts. • The CM Annual Report to the Community is set to come out in April priori to the board meeting. • CM team will participate in a kickoff meeting Friday for participation in the Vitality Index, which will capture data related to insurer practices and will be shared with WSHA.
Board Action Items	• Please check your emails. • Submit your financial disclosure form by April 15. • May 7: Community Engagement Night: Jessica • May 1: Med Staff: Jessica
Meeting Evaluation/ Commissioner Comments	• Commissioners enjoyed clinic presentation & hearing that Dr. K is doing 1-1 meetings. They reported interpreting the clinic team-based transition as positive overall. Commissioners appreciated transparency throughout presentation. • The group enjoyed Diane and Marianne's reports. • There was an excellent presentation provided at the Quality Education Session. The group appreciated the emphasis on process improvement vs. compliance and reported it was time well spent.

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	Commissioners would like a balance between fulfilling governance education topics and CM topics.
Executive Session: Performance of a Public Employee (RCW 42.30.110(1)(g)	• Bruce the executive session to order at 7:55 PM for 30 minutes. • The group extended the meeting for an additional 10 minutes. • The group exited the executive session at 8:45 PM.
Adjournment	• Mall made a motion to adjourn the meeting at 8:45 PM. Tom seconded the motion and the commissioners unanimously approved.

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Bruce Williams
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Bruce Williams, President

DocuSigned by:
Mall Boyd
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Mall Boyd, Secretary