

Campbell County Health Board of Trustees
Regular Board Meeting – CCH 5th Floor Classroom
May 25, 2023
5:00 PM

Members present:

Alan Stuber, Chair
Tom Murphy, Secretary

Randy Hite, Treasurer
Mark Hoskinson, Trustee

John Mansell, MD, Trustee
Bill Rice, Trustee

Also present:

Matt Shahan, CEO
Jerry Klein, COO
Natalie Tucker, CNO
Attila Barabas, MD, CMO
Robert Neuwirth, MD, COS
Tom Lubnau, CCH Attorney
Adam Popp, CFO
Dawn Hodges, VP of HR

Brandi Miller, Executive Assistant
Dr. Gilbert Smith
Anna Wilson
Mark Recchia, MA Peds
Breeann Richardson, Marketing Director
Norberto Orellana, Community Relations
Jon Hayden, MD
Lonnie Schell

Pledge of Allegiance

Call to Order – Chairman Stuber, called the meeting to order at 5:00 p.m.

Mission Statement – Chairman Stuber read Campbell County Health's Mission Statement.

Vision Statement – Chairman Stuber read Campbell County Health's Vision Statement.

Roll Call - Brandi Miller called the roll, Trustee Hartsaw was not present.

Approval of Agenda

TRUSTEE HITE MOVED TO APPROVE THE AGENDA AS PRESENTED. TRUSTEE HOSKINSON SECONDED THE MOTION. MOTION CARRIED UNANIMOUSLY.

Consent Agenda

TRUSTEE HITE MOVED TO APPROVE THE CONSENT AGENDA AS PRESENTED. TRUSTEE HOSKINSON SECONDED THE MOTION. MOTION CARRIED UNANIMOUSLY.

The following items were approved as part of the Consent Agenda:

Approval of Minutes – 4/27/23 Regular Meeting

Finance Committee Minutes – 5/22/2023

Policies – Utilization of Hospital Facilities for Physician Offices Policy; Credentialing Policy; Statement of Investment Policy; Mitigation of the Transmission and Spread of COVID-19 for Non-Patients; Grant Writing Policy

Recognitions and Presentations – The Board recognized Mark Recchia, MA in the Pediatric Clinic, for recently receiving the Bee Award for the outstanding service he has provided to a high-needs patient. He has assisted the patient's family in securing a specialized car seat.

Recent LITE program graduates, Robin Whitcher, Jessica Boyd, Jamey Huffman, Vicki Sarver, and Brad McKee were congratulated by the Board.

The Board recognized recent scholarship recipients. Four high school graduates were selected to receive the \$5,000 CCH Board of Trustees scholarship. Recipients are Sophia Wagner, Shantel Smith, Kiara Schofield, and Hallie Cole. Four high school seniors received the CCH Volunteer Services scholarship. Recipients are Samantha Hill, Jillian Bankenbush, Carlie Niemitalo, and Jadeyn Snyder.

Patient Access Center (PAC) Presentation - Lonnie Schell, Director of 3rd Floor Specialty Clinics/PAC and PAC Supervisor, Samantha Peak provided the Board with a PAC update. The PAC opened January 25 and was staffed with 5 employees. February 6, 2023, through April 28, 2023, averaged 9,418 calls per month for a total of 28,254 calls. 80% of calls were handled and 20% were abandoned. There are currently six employees and one supervisor in the PAC with one open position posted. Staffing includes 4 FTEs that transferred to the PAC from existing departments and 4 new FTEs (when fully staffed). The PAC's hours are Monday through Thursday from 7:30am-5:00pm and 7:30am-3:00pm on Friday. If a patient is experiencing an emergency, they are asked to dial 911.

The PAC was created in response to patient frustration expressed through rounding and Press Ganey scores/surveys regarding their difficulty in contacting clinics. In the short time the PAC has been operational Press Ganey scores have improved. CCH PAC leaders have talked with UCH PAC leaders about best practices. There have been discussions about having a nurse available during PAC business hours to answer patient questions.

It was recommended, to reduce call abandonment rates, that an option for the patient to receive a call back by pushing a number rather than waiting on hold or leaving a voicemail be available.

Introduction of Psychiatrist, Dr. Gilbert Smith - Dr. Gilbert Smith, Psychiatrist, was welcomed by the Board. Dr. Smith has an extensive background in childhood psychiatry and substance use management. Dr. Smith brings a unique perspective to CCH and fills a much-needed role in supporting our community's mental health.

BHS Video

The recently released Behavioral Health Services video was shared. The video will be shared on various social media platforms. We continue to use multiple methods to inform community members services that are available.

PUBLIC QUESTIONS OR COMMENTS – No comments shared.

DISCUSSION ITEMS

State Miner's Hospital Board Update – Trustee Rice provided a brief history of the State Miner's Board. The Board was created to provide healthcare programs and financial assistance to disabled or incapacitated miners in Wyoming with emphasis on pulmonary/respiratory, hearing loss, cardiac and musculoskeletal conditions. To be eligible for the program the miner must have 10 accumulated years working on a mine site in WY or a neighboring state while residing in WY. Some of the benefits include hearing aid assistance, prescription drugs, chiropractic. They offer a 2x2x3 deductible program where the Board pays the first \$2,000 in eligible claims, the second \$2,000 is paid by the miner as a deductible and the Board pays \$3,000 after the deductible is met. The Board is comprised of nine members. Seven of the nine members represent various segments of the mining industry. Two are from the boards of the hospitals in Sweetwater and Campbell Counties.

Behavioral Health Committee Update – Trustee Mansell, Behavioral Health Steering Committee Chair, updated the Board on the progress of the steering committee. Resources will be presented at the September 21 Medical Society meeting.

FY24 Budget Process Update – Matt Shahan advised that budget packets are being sent to directors. The Budget will be presented to the Board in July. The process has been slightly delayed due to staff shortage in the Accounting Department. Public Hearing dates will be announced.

ACTION ITEMS

Strategic Plan – The 2023-24 Strategic Plan document was shared with the Board. Matt Shahan reviewed the initiatives compiled during the Strategic Planning committee meeting with Trustees Hite, Hartsaw, and Rice. It was agreed to continue with the Strategic Planning Committee the committee will

receive regular updates on the Strategic Plan followed up by monthly progress updates. Matt will present a tracking/progress report at monthly Board meetings.

TRUSTEE RICE MOVED TO APPROVE THE 2023-2024 STRATEGIC PLAN AS PRESENTED. TRUSTEE MANSELL SECONDED. MOTION CARRIED UNANIMOUSLY.

Finance Report Out and Approval – April financials were reviewed. April 2023 bad debt and charity totaled \$580,296.69. Totals are significantly less than previous months which may be attributed to clean up efforts made last year and rectifying the recent IT event our patient billing service vendor had. A minor adjustment was made to the bad debt calculation to account for the delay in patient bills being sent due to the IT event.

TRUSTEE RICE MOVED TO APPROVE THE APRIL BAD DEBT AND CHARITY CARE IN THE AMOUNT OF \$580,296.69. TRUSTEE HOSKINSON SECONDED. MOTION CARRIED UNANIMOUSLY.

Financial Discussion –

No capital requests were presented. Financials were reviewed and discussed. Deliveries, BHS admissions, mental health visits, surgeries, WIC, ER visits, and Radiology X-Rays were up for the month. Outpatient MRI repairs are in process. CCH has received some “business-loss” insurance payments for the MRI. Two months of invoices for one of our larger purchased services accounts were paid out during April causing our purchased services to exceed budget for the month.

Days cash on hand is 132 days. April month ending revenue and gains in excess of expenses was - \$395,406, bringing the YTD bottom line (July-April 30) -\$13,266,127. Mill levy for the month was \$1,381,150. Rehab and Pharmacy statistics will be added to the monthly statistic sheet.

Three interims are onsite to assist the accounting department. The interim help will assist with pulling information in preparation for year-end audit and pulling Legacy financials into the system.

TRUSTEE MANSELL MOVED TO APPROVE THE APRIL FINANCIALS AS PRESENTED. TRUSTEE RICE SECONDED THE MOTION.

Discussion: The Wyoming Hospital Association has reported that many hospitals across the state and nation are losing money and staffing shortages are predicted to continue for the foreseeable future. Matt Shahan is gathering information to compare what service lines across the state make/lose money in comparison to CCH service lines.

MOTION CARRIED UNANIMOUSLY.

Chairmans Report – Trustee Stuber commented on a recent Gillette News Record article about a local competitor and their newly opened clinic. In the article unfavorable comments were made by the local competitor about CCH. Trustee Stuber stated that he took offense to the comments made in the article and is proud of CCH staff and the service lines offered. He asked that community clinics and providers give the same level of positive respect to CCH as afforded to them.

Chief of Staff Report – Dr. Neuwirth continues to meet with all community providers about any obstacles they have encountered while working with CCH. He has received a lot of feedback and is working solutions for any issues shared.

CMO Report – Dr. Barabas no update

UCH Update – Diane Jackson provided UCH updates:

- Continuing to work on budgets
- Launching new visitor management system in July with a focus on safety – will require check in for inpatient and ED visitors to wear sticker badge for identification

- PVH Master Plan Improvements – next initiative is main entrance rebuild and refresh this summer, working through planned construction downtime issues.
 - Behavioral Health addition (moving Mountain Crest to PVH third floor)) underway
- MCR New Tower expansion (136 beds phased) – starting on road work and temporary ED parking this summer

Specific Support to CCH:

- EPIC Implementation
- EMS University- several speakers and presentations
- Miscellaneous requests
- Strategic Planning

CEO – Matt Shahan reported that National Hospital week was observed. The Social Club sponsored themed dress up days and daily competitions.

EXECUTIVE SESSION

The regular meeting recessed at 6:31 PM to enter Executive Session.

TRUSTEE HOSKINSON MOVED TO ENTER INTO EXECUTIVE SESSION AT 6:31 PM TO DISCUSS RETENTION OF A PROFESSIONAL PERSON, REAL ESTATE, PERSONNEL MATTERS, CLASSIFIED CONFIDENTIAL ATTORNEY CLIENT PRIVILEGED MATTERS LITIGATION AND OTHER MATTERS AS CLASSIFIED CONFIDENTIAL BY LAW. TRUSTEE MANSELL SECONDED THE MOTION. MOTION CARRIED UNANIMOUSLY.

TRUSTEE HOSKINSON MOVED TO COME OUT OF EXECUTIVE SESSION AT 7:31 PM. TRUSTEE MANSELL SECONDED THE MOTION. MOTION CARRIED UNANIMOUSLY.

Returned to Open Session at 7:31 PM.

ACTION ITEMS

Medical Staff Appointment Approval

The Medical Staff Appointments include many extensions. This is primarily due to the Medical Staff office being understaffed and additional APW provider credential requests.

TRUSTEE HOSKINSON MOVED TO APPROVE THE MEDICAL STAFF APPOINTMENTS AS PRESENTED. TRUSTEE MANSELL SECONDED THE MOTION. MOTION CARRIED UNANIMOUSLY.

Summer School Aged Program Update

CCH is renting the Head Start building for June and July (\$1500/month) to offer staff members an affordable day care option for their school aged children. Initially the program was capped at 16 children and currently have 24 children signed up. The program runs Monday through Friday from 6am-7pm. Children are required to bring a sack lunch. Cold breakfast and snacks are included.

ADJOURNMENT

TRUSTEE HOSKINSON MOVED TO ADJOURN AT 7:51 PM. TRUSTEE HITE SECONDED THE MOTION. MOTION CARRIED UNANIMOUSLY.

The meeting adjourned at 7:51 PM. The next meeting is scheduled for June 22, 2023.


Tom Murphy, Secretary


Brandi Miller, Recorder