



GOVERNING BOARD REGULAR MEETING

The Campbell County Hospital District Board of Trustees met in the Hospital's Fifth Floor Classrooms on Thursday, May 22, 2014.

Members present:

Dr. Sara Hartsaw
Mr. Randy Hite
Mr. Mike Dugan
Mr. George Dunlap
Mr. Harvey Jackson
Mr. Allen Todd

Members absent:

Ms. Nancy Tarver

Also present:

Mr. Andy Fitzgerald, Chief Executive Officer
Dr. Billie Wilkerson, Chief of Staff
Ms. Deb Tonn, Vice President of Patient Services
Mr. John Fitch, Vice President of Human Resources
Mr. Carl Sorensen, Vice President of Plant and Facilities
Ms. Ellen Rehard, Recorder
Public

OPENING

Call to Order

Dr. Hartsaw, Chairman, called the meeting to order at 5:01 p.m.

Mission Statement

Mr. Hite read Campbell County Memorial Hospital's Mission Statement.

Vision Statement

Mr. Jackson read Campbell County Memorial Hospital's Vision Statement.

Quality/Safety Brief

Dr. Hartsaw's Quality brief was a reminder to patients to do their homework when choosing a provider and a healthcare facility. Dr. Hartsaw hopes that CCMH is high on their list.

Roll Call

Ms. Ellen Rehard called the roll of the Trustees of the Board of Campbell County Memorial Hospital District. Dr. Hartsaw, Mr. Hite, Mr. Dugan, Mr. Dunlap, Mr. Jackson and Mr. Todd are present. Ms. Tarver is excused.



Approval of Agenda

Mr. Todd moved, seconded by Mr. Hite, to approve the agenda as presented. Dr. Hartsaw, Mr. Hite, Mr. Dugan, Mr. Dunlap, Mr. Jackson and Mr. Todd voted aye. Motion carried.

Consent Agenda

Mr. Dunlap requested Remodel Main Entrance and Remodel Old ENT Building be removed from the Consent Agenda and discussed.

The following remaining items were approved as part of the Consent Agenda.

Approval of Minutes

Minutes from the April 24, 2014 Board meeting (copy appended to minutes).

Administrative Policy Review

Three Administrative policies, Driver Eligibility and Vehicle Use Requirements, Fraud, Waste, Abuse, and False Claims, and Pioneer Manor Resident and Family Complaint and Grievance Policy (copy appended to minutes). **No motion required.**

Finance Meeting

Items requiring Board Action from the May 20, 2014 Finance Committee Meeting (copy appended to minutes).

Mr. Dunlap moved, seconded by Mr. Dugan, to approve the consent agenda as revised. Dr. Hartsaw, Mr. Hite, Mr. Dugan, Mr. Dunlap, Mr. Jackson and Mr. Todd voted aye. Motion carried.

Remodel Main Entrance

Mr. Dunlap asked if the hospital was responsible for the design or the builder. Mr. Fitzgerald explained that the door was purchased in 2004 or 2005 for the old entryway. It was the request of CCMH to utilize the door on the new main entrance. The door manufacturer has gone out of business, so replacement parts are not available.

Remodel Old ENT Building

Mr. Dunlap requested an explanation of the proposed use of the old ENT building. Mr. Sorensen explained that the space will be used to house IS network and systems administrators and the Meditech 6X implementation team.

Mr. Dunlap moved, seconded by Mr. Todd, to approve both of those items with that explanation. Dr. Hartsaw, Mr. Hite, Mr. Dugan, Mr. Dunlap, Mr. Jackson and Mr. Todd voted aye. Motion carried.



RECOGNITION ITEMS

PRIDE Employee of the Month – June

Dr. Hartsaw, on behalf of the Board of Trustees, recognized Mike Pond for being selected as the June 2014 PRIDE Employee of the Month. The nomination card displaying Mr. Pond's PRIDE (Personal Responsibility in Delivery Extra Effort) was read as follows: "Mike showed great compassion for a mother and her child while hospitalized. One day he brought the child a stuffed animal, and then on Easter he anonymously donated money to the family. He has done wonderful things for hospitalized children in the past and deserves great recognition."

Provider of the Month

Dr. Wilkerson, on behalf of CCMH, recognized Dr. John Mansell for being selected the Provider of the Month. Recognition was read as follows: May's CCMH Provider of the Month is John Mansell, MD.

Dr. Mansell joined the CCMH Medical Staff in 2011 as a Pain Management Specialist and Anesthesiologist. As a Board Certified Anesthesiologist and Pain Management physician, Dr. Mansell provides care to patients in his private Pain Clinic at Wyoming Interventional Pain Management, for patients at CCMH and at Powder River Surgery Center. He attended medical school in his home state of Alabama, at the University of South Alabama and completed his residency at Ochsner Medical Foundation in New Orleans, LA.

Dr. Mansell says he has been inspired throughout his life to be a physician. First, he was inspired in 3rd grade to be a doctor while reading books about a physician missionary, Tom Dooley. Later, while studying engineering at MIT, he decided anesthesia would be a natural choice of specialty as he pursued his medical education. Dr. Mansell expanded his specialty to Pain Management when a family member struggled with pain due to cancer. One of the biggest changes Dr. Mansell has seen in his years of practice is that patients are better educated on clinical options due to the availability of the internet. His philosophy for patient care is "The human body is smarter than the doctor and we need to listen to it."

Dr. Mansell has lived an exciting life around the world, serving our country while providing care to our soldiers, serving as a flight surgeon both in the US and overseas, and served as the Chief of Aviation Medicine for the Wisconsin Army National Guard. Not one to let the grass grow under his feet, in addition to serving our community as a physician, he is involved in various civic organizations, he enjoys gardening, watching the Red Sox, and traveling. His wife, Dona, has family scattered around Wyoming, Colorado, Idaho and the Dakotas, so they are frequently on the road visiting family.

Thank you Dr. Mansell for your service to our community as a physician and for your involvement in our community!

Administrative Recognition

Ms. Deb Tonn introduced new managers, Monte Haddix, ECD; and Maureen Hurley, Home Health and Hospice.

Certificate of Merit in Infection Prevention

Ms. Tonn presented Veronica Taylor, Manager of Infection Prevention, a certificate of Merit from Mountain Pacific Quality Health and the Wyoming Department of Health for achieving zero Central Line Associated Blood Stream Infections (CLABSI) in 2013.

PUBLIC QUESTIONS OR COMMENTS

Dr. Hartsaw asked if there were any comments or questions from the public at this time. There were none. Dr. Hartsaw read a letter from Wayne Lepine commending Bette Smith and ICU staff for care provided to his 1 week old grandson. Staff members from Admissions, OB, Dietary, Lab, ER and Material Management were recognized as well.



EDUCATIONAL SESSION

Patient Experience Scores

Ms. Mary Barks presented a review of the patient experience scores for 2014. Ms. Barks explained that the answers a patient chooses from are Never, Sometimes, Usually and Always. The only answer that counts in the scoring is Always. If we can move a few patient responses from “usually” to “always” then our top box score would improve and our percentile ranking will improve. This information has helped our staff understand the importance of providing consistent Studer tactics by always providing excellent care, respect and courtesy to our patients in order to obtain that “Always” answer. HCAHPS is the Hospital Consumer Assessment for Healthcare and Provider Systems and is a requirement by Medicare and Medicaid as a part of value based purchasing. The payments made by Medicare and Medicaid are based on CORE measures and patient experience scores. Scores for inpatient experience from April-June saw six of the domains scoring above the 50th percentile. The majority of the scores are improving in the inpatient category. ED patient scores saw improvement in 11 of 18 categories. Outpatient scores are seeing improvement as well and are currently above the 90th percentile.

Ms. Barks also updated Board members on the Studer program. We are staying the course and are working with the Marketing Department to tell our story to the community.

Community Perception Survey/Marketing Plan

Ms. Jackie O'Hara from Jet Marketing reviewed what steps have been taken, to where we are today. Initially time was spent getting to know CCMH through interviews, site visits, a marketing audit and reviewing existing research. In February a Public Perception Survey was completed. The Legacy naming process was then accomplished as well as messaging and marketing plans. Jet is currently helping with branding and new graphic standards. Ms. O'Hara presented Board members with several design boards with options for a new look and feel for marketing and advertising moving forward. She also suggested incorporating an additional name: Campbell County Health. This name change would encompass all the facilities, department and service lines of the organization. A recommendation for the added name, costs and implementation plan will be presented at the June Board meeting.

ACTION ITEMS

Medical Staff Appointments

Dr. Wilkerson recommended approving the following medical staff appointments as recommended by the appropriate Department Chairman, Credentials Committee, and Executive Committee.

New Appointments:

Provisional Courtesy - Telemedicine

Department of Surgery

Rolf Vria, MD

Radiology

Dr. Hartsaw, Mr. Hite, Mr. Dugan, Mr. Dunlap, Mr. Jackson and Mr. Todd voted aye.



Motion carried.

Provisional Review:

Active:

Department of Maternal/Child Health
Jennifer Linden, MD

OB/GYN

Limited Health Care Professional:

Department of Medicine
William Heineke, Ed.D, PhD
Lynn Perlenfein, PA-C

Psychology
 Family/Ambulatory Care

Dr. Hartsaw, Mr. Hite, Mr. Dugan, Mr. Dunlap, Mr. Jackson and Mr. Todd voted aye.
 Motion carried.

Reappointments:

Courtesy – Telemedicine

Department of Medicine
Scott Deppe, MD
Srinivas Gangineni, MD
Amit Gupta, MD
Michael Heisler, MD
Anthony Hericks, DO
Fady Jamous, MD
David Kovalski, MD
Arvin Santos, MD

IM/Critical Care
 IM/Critical Care
 IM/Pulmonology/Critical Care
 IM/Critical Care
 IM/Pulmonology/Critical Care
 IM/Pulmonology/Critical Care
 IM/Nephrology/Critical Care
 IM/Nephrology

Limited Health Care Professional

Department of Medicine
Brooke England, PhD
Dawn Nolan, PA-C

Psychology
 Psychiatry

Department of Surgery
Joseph Fischer, OD
Michael Hughes, OD

Optometry
 Optometry

Dr. Hartsaw, Mr. Hite, Mr. Dugan, Mr. Dunlap, Mr. Jackson and Mr. Todd voted aye.
 Motion carried.

RESIGNATION TO NOTE:

Mark McGehee, MD
 Effective April 1, 2014

Radiology

Physician Recruitment Demand Tool Update



Mr. Fitzgerald explained that discussion was held at the Physician Recruitment and Retention Committee meeting on May 6, 2014 regarding amending Primary Care / Orthopedics on the Needs Analysis with a high need. The WIC and ER treat a lot of primary orthopedic care patients with non-surgical problems who would benefit from being able to see a family care sports medicine physician and should reduce the delay in being seen. Physician Recruitment and Retention Committee recommends full Board approval to amend the Needs Analysis to add Primary Care / Orthopedics, with a High Need.

Dr. Hartsaw, Mr. Hite, Mr. Dugan, Mr. Dunlap, Mr. Jackson and Mr. Todd voted aye. Motion carried.

Resolution for the Funding for the New Long Term Care Facility

Mr. Fitzgerald explained that the State Land and Investment Board have awarded CCMH a \$775,000.00 grant to put towards piped in oxygen and overhead lifts for the new LTC building. In order for CCMH to obtain that money the State requires a Resolution that identifies where the money for the overall project is coming from.

Mr. Jackson moved, seconded by Mr. Dugan, to approve the resolution as approved by the Finance Committee dedicating a portion of cash reserves in the amount of \$14,254,000 for the construction of a long term care facility. Dr. Hartsaw, Mr. Hite, Mr. Dugan, Mr. Dunlap, Mr. Jackson and Mr. Todd voted aye. Motion carried.

COMMITTEE REPORTS

Board Committees

Quality

Mr. Hite reported Angie Peters gave a presentation on Wyoming organ and tissue donors and announced Ms. Peters will present that information to the Board of Trustees at the June meeting.

Healthcare Foundation

Mr. Jackson reported the Close to Home golf tournament is scheduled for July 26th at the Devils Tower Golf Club. Mr. Jackson also updated Board members on the flu vaccination project and noted the project will be postponed until the 2014 school year. The committee will concentrate on education and marketing materials for the 2014 -2015 school year and keep fundraising. Mr. Jackson urged Board members and Administration to encourage the City of Gillette to support the project with a monetary donation. The City Council was reluctant to participate from a liability standpoint. They were concerned a student may become sick from the vaccine. Dr. Wilkerson stated the program is not mandatory, but is an opportunity for those who would not otherwise be able to receive the vaccine.

Powder River Surgery Center

Mr. Dugan reported the overall case load ending March 2014 was higher than budgeted and overall income was higher than budgeted. The PRSC operating agreement was accepted.



Policies and Procedures were approved with no changes and the new hire skills checklist was reviewed.

Mental Health Advisory Board

Mr. Todd reported Behavioral Health had 21 inpatient admissions; 2,194 outpatient visits and 247 Kid Clinic visits for the month of April.

Mr. Todd attended the WHA Board Trustee training seminar in Casper last week. The first part of the training was about quality and maintaining accreditations. The second half was presented by two Board chairman discussing how Boards operate and also answered attendees questions.

INFORMATIONAL ITEMS

Chairman's Report

Dr. Hartsaw gave a presentation on her recent deployment to the naval hospital at Camp LaJeune. The hospital opened in 1943 with the core part of the hospital opening in 1983. Care is provided solely to active duty, reserves, retired and family members of the United States military, primarily the United State Marine Corp. There are about 25,000 enrollees in their system at any given time, most of whom are stationed at Camp LaJeune. They have a Family Practice residency and five extension clinics, 3 of which are outside the confines of the camp. They have seven OR's which have the feel of being onboard ship. Surgery will be undergoing a massive remodeling project, but the rooms will not be getting any bigger. Orthopedics is the strongest surgical service. They have a busy Family Practice department and deliver 200 babies a month. Dr. Hartsaw also visited the Marine Corp Air Station at Cherry Point which was holding an air show. The State Medical Assistance Team had a portable emergency hospital set up in a hanger. The portable hospital is fully functional and can be set up in a short period of time. The State of North Carolina has 8 of these portable emergency hospitals with one now in Mississippi because a hospital was destroyed by tornados. They expect it will be in operation there for 2 years.

Chief of Staff Report

Dr. Wilkerson reported Dr. Breck McCarty, Dr. Patel and Dr. Bohlender will be attending the upcoming Studer Physician Leadership Conference in Las Vegas. Dr. Wilkerson and Dr. Neuwirth gave a presentation to department managers at the May 9th LDI. Dr. Wilkerson will be giving a presentation at the upcoming Supervisors development institute as well.

CEO Report

Mr. Andy Fitzgerald, Chief Executive Officer, reported the following:

Events in May

- May 6 – CCSD Scholarship night, 6 pm. Board Scholarship recipients are: Leeann Skiver, Haley VanderVoort, Abigail Marie Wilson and Katie Wilson. Volunteer Scholarship recipients are: Jerre Green and Madeline Stolpe.
- May 8 – Ask Andy, 2 pm in the 5th floor classrooms.
- May 9 – LDI (Leadership Development Institute) for managers, HSEC, 8 am – 3 pm.



- May 13 – National Hospital Week employee breakfast, 8-9:30 am, cafeteria.
- May 14 – “Nurses Leading the Way” 5K run/walk at the Fishing Lake, 5:45 pm.
- May 15 – National Nursing Home Week cookout for employees and residents, 11:30 am.
- May 16 – National Hospital Week employee indoor cookout, 11:30 am-1:30 pm, cafeteria.
- May 17 – 2nd Annual Caring for the Caregiver conference, HSEC, 9 am – 2 pm, includes lunch.
- May 21 – Community Health Education Luncheon, CCPL, featuring Ian Swift, MD, Love the Skin You’re In.
- May 29 – Blood Drive, 10 am – 4 pm, 5th floor classrooms, call ext. 1580 for an appointment.

Upcoming events in June

- June 5, 12 – Successful Sitters Babysitting class, \$25 pp. Call 688.6006 to register.
- June 6 – Application deadline for Summer Junior Volunteer Program. Call 688.1580 or download an application at www.ccmh.net/volunteer.
- June 10 – Summer Junior Volunteer Orientation. Program runs through August 8.
- June 11-12 – 11th Annual Razor City Respiratory Therapy Conference, Gillette College Tech Center. Call 688.2301 to register.
- June 19, 24 – Sports Screenings at the WORL Building. \$25 pp. Call 688.1539 for an appointment beginning June 2.
- June 30 – Ask Andy, 10 am in the 5th floor classrooms.

Other information

- My Health Home is scheduled to launch June 16. My Health Home is an online gateway for patient access to their inpatient hospital personal health information, including Lab and Radiology results.
- The CCMH Dialysis unit has expanded hours to be open 6 days/week. The change was made to accommodate the increase in dialysis patients, now at 26.

Physician Recruitment

- Dermatology
 - Site visit 5/10-5/12.
 - Excellent feedback from interview participants.
 - Will bring candidate out for a 2nd on site interview.
- Emergency Medicine
 - Site visit for candidate from MN 6/20-6/28, will cover shifts in the ED.
 - Locums confirmed for June and July.
- Endocrinology
 - Physician covering Casper is interested in providing coverage in Gillette.
- Family Medicine
 - Site visit for 2013 FM grad 2/28
 - Physician is exploring options in starting a solo practice or hospital employment
- Orthopedics
 - General Orthopedic Surgeon to commence practice in August 2014
 - Physician is in the credentialing process



- Extended offer of employment to Chief Navy Spine surgeon available 6/2015.
 - Gillette remains in the top three places interviewed for Physician and family.
 - Extended offer of employment to Chief Navy Spine.

Financial Report

Mr. Fitzgerald, reported the following:

- Net revenues were less than 1% under budget.
- Operating expenses were under budget \$100k (.8%) in April.
- The operating loss was \$487k vs. a budgeted loss of \$494k.
- Net gain was \$632k vs. a budgeted gain of \$918k.

Quality

Ms. Ullrich gave a presentation on the recent trip to Virginia Mason by several members of leadership, Board and medical staff. Ms. Ullrich explained that Excellence Every Day is the title CCMH has chosen to create our own brand for incorporating a combination of Studer initiatives and Lean concepts. Studer and Lean are very complimentary. Excellence Every Day is a business process, not a program. The time is now to make things better for the patient. Programs have a start, middle, and end. Process improvement has no middle and does not end.

Patient Services Report

Ms. Deb Tonn, Vice President of Patient Care reported the following:

- Dialysis numbers are at an all time high.
- National Lab week was last week. The lab received a State award acknowledging all of the events and activities they held.
- This week is National EMS week.
- Telepsych is currently provided four days a week and will soon be provided a fifth day. Two weeks a month Telepsych rounds on inpatients and takes call.

Human Resources

Mr. John Fitch, Vice President of Human Resources, reported the following:

- Open enrollment is available to Board members enrolled in insurance until May 30th.
- Guardian Flight insurance enrollment is open through May 30th. Enrollment is open to all employees, all Board members and all active medical staff.
- The Employee Engagement Survey was completed at the end of March.
 - All five dimensions increased from 2013 to 2014.
 - CCMH had 87% participation of employees.
 - Employee engagement increased from 26.4 in 2013 to 31.5 in 2014. The healthcare norm is 30.1.
 - Historical comparisons were given for most improved survey items and largest decline survey items.
 - Most favorable and unfavorable survey items were highlighted.
 - Five survey items were recommended for growing Employee Engagement.
 - Each manager has received a departmental breakdown of the scoring within their



department. Managers will address low scores to improve employee engagement for next year.

Facility and Plant Operations

Mr. Sorensen, Vice President of Facility and Plant, reported the following:

- The Legacy project is moving forward. The contract should be settled within the next week. Scull will start mobilizing on the site on June 9. Earthwork package, masonry, structural, steel all have been put out for bid.
- Radiology and Clinic are on schedule. Radiology is projected open on November 7th. The Clinic is projected open on September 19th. Are \$864,000 under budget on the two projects combined.
- Cath Lab adjustments should be completed next week. Should receive certificate of occupancy and licensure by the end of next week.
- BHS design is nearly complete and will be submitted to the State after plans are finalized.
- Dialysis roof will be replaced in June.

EXECUTIVE SESSION

The regular meeting recessed into Executive Session at 7:26 p.m.

The regular meeting reconvened at 8:49 p.m.

ADJOURNMENT

There being no further business, the meeting adjourned at 8:49 p.m.

The next regularly scheduled Board meeting is June 26, 2014, at 5:00 p.m. in Classroom 1.

Randy Hite, Secretary

Ellen Rehard, Recorder