



Memorial Hospital  
of Carbon County

**BOARD OF TRUSTEES**

**Regular Meeting**

September 26, 2019

Minutes

10:00 am

**Members Present:**

Rod Waeckerlin, President  
Jason Campbell, Vice President  
Garry Goergen, Treasurer  
Jerry Steele, Secretary  
Mark Kostovny, Member

**Administration:**

Bob Quist, Interim CEO (via phone)  
Phil Reints, CNO  
Jon Smith, CFO  
Collin McDonald, Compliance/Risk Director  
Lisa Woodcock, Human Resources Director  
Stephanie Hinkle, Executive Assistant, Marketing and Communications Director

**Guests:**

Ron Vigus, QHR (via phone)  
Abbi Forwood, Legal Council (via phone)  
Nancy Tanner, Business Officer Manager

Rod Waeckerlin, President, called the Memorial Hospital of Carbon County Board of Trustees meeting to order at 1000 hours.

**Approval of Agenda:**

Addition/Amendment to Agenda: Medicine Bow Technologies Extension Agreement.

Garry Goergen made a motion and Mark Kostovny seconded the motion to accept the agenda as amended. Motion carried.

**Approval of Regular Board Minutes:** Board of Trustees 08/26/19.

Mark Kostovny made a motion and Garry Goergen seconded the motion to accept the minutes as presented. Motion carried.

**Introduction of CNO:** Phil Reints, CNO, was formally introduced to the Board of Trustees.

### **Department Manager Report: Nancy Tanner, Business Office Manager**

Nancy provided an overview of the Business Office and Admissions including changes currently being implemented. Up-front cash collections, extension of hours at front desk, tablets for patient use during the admissions process, discounts, credit line options for patients, a dedicated line for client use to discuss billing questions, and changes to statements based on the guarantor number were all discussed.

Discussion: Rod Waeckerlin asked if we are gaining in the Business Department. Nancy Tanner responded yes and the changes being implemented will greatly improve the overall process. Mr. Waeckerlin then asked if the clinics were to use the same software as the hospital if that would help with patient concerns. The Board was told yes to this question as well. Discussion ended with Rod Waeckerlin asking Nancy Tanner to keep the Board apprised of ongoing work within the Billing Department; he would like a follow-up report presented December 2019.

### **Medical Staff Report presented by Greg Johnson, MD:**

- None

### **Corporate Compliance Report presented by Mark Kostovny:**

- Mr. Kostovny reported that one call had been received regarding a Human Resources issue and had been resolved.

### **Citizen Participation:**

- No comments.

### **Administrative Report: Consent Agenda**

- Chair Rod Waeckerlin asked if new ambulance is on site yet; Collin McDonald responded that we are still waiting for testing phase to be completed before delivery can take place and we are estimating another couple of weeks. Bill Minion was commended on the depth of the Surgical Services Report. Mark Kostovny asked CNO Phil Reints about patient transfers and if we are documenting numbers and reasons. Mr. Reints informed the Board that this information is being documented. Mr. Kostovny stated that he has been told about numerous orthopedic cases being transferred and would like more information about this specifically. Phil Reints stated he would research in more depth and report back to the Board in October.

Jerry Steele made a motion and Mark Kostovny seconded the motion to accept the items within the Consent Agenda as presented. Motion carried.

### **QHR Report, Ron Vigus, QHR Regional Vice President:**

- Price Transparency: Charges must be posted on website.
- Surprise Billing Legislation: This occurs when ER physicians complete their own billing which can result in charges not being covered.
- Rural Health Clinic: QHR is in the process of gathering data to begin working with MHCC on implementation.
- Leading From The Middle: Upcoming leadership course scheduled for October 1<sup>st</sup> and 2<sup>nd</sup> for Administration and Department Managers.
- Case Management Training: Upcoming training opportunity; currently gathering data.

### **Financial Report:**

#### **Jon Smith, CFO:**

Mr. Smith reported that August was a very lean month with a -\$527,462 loss. Surgical cases were down by 49% greatly impacting revenue.

**YTD Highlights for August 2019 included:**

- Gross Patient Revenue was 17% below budget for August 2019.
- Net Operating Revenue was 1% below budget.
- Deductions were 42% of gross revenue.
- Total operating expenses were 19% above budget.
- Salaries were 13% below budget but benefits were 32% above budget for August 2019.
- Year to Date Net Loss was -\$498,176.00 and net loss for August 2019 was -\$527,462.00
- Current Days Cash on Hand is 121.
- Current Days in Accounts Receivable is 75.5

Discussion: Rod Waeckerlin requested going forth, the Board would like an indicator about monthly financials prior to the Board meeting. Mr. Smith stated that he will begin providing summary updates to the Board. Mark Kostovny commended Jon for implementing the Revenue Cycle Committee; it is important for managers and employees to be involved in financial process. Jon Smith informed the Board that monthly variance reports are now being required of all managers to ensure each department budget is staying on track and exceptions +/- 5% must be explained to CFO.

**Approval of Financials for period ending 08/31/2019 was requested.**

Garry Goergen made a motion and Mark Kostovny seconded the motion to approve the financials for the period ending 08/31/2019 as presented. Motion carried.

**Approval of Vouchers for period ending 08/31/2019 was requested.**

Garry Goergen made a motion and Mark Kostovny seconded the motion to approve the vouchers for the period ending 08/31/2019 as presented. Motion carried.

**New Capital Budget Request presented by Jon Smith, CFO**

- Hand-held X-Ray Unit: Unit will be used for pediatric dental cases requiring anesthesia. Rock Springs Dentist Dr. Weston Jones has been granted privileges to practice at MHCC. OR Manager Bill Minion provided a detailed description of unit and cost reimbursement which is anticipated to be 80% giving MHCC a return of \$3,375.00 per case. Cost is \$6,856.50 (not on original capital budget.)

Discussion: Mark Kostovny commended Bill Minion for the detailed proposal. Garry Goergen commented that this will be an excellent additional service line for MHCC.

Mark Kostovny made a motion and Garry Goergen seconded the motion to approve the purchase of the Hand-held X-Ray Unit. Motion carried.

**Quality Report:**

**Collin McDonald, Director Compliance/Risk:** Mr. McDonald reported to the Board that Quality has been transferred to Christina Baugh. In addition, several changes have been executed to assist in compliance findings including a Policy and Procedures Database, Contract Management Database and a Compliance Management Program. All three programs have been implemented and will provide tools and data necessary to improve compliance requirements. Mr. McDonald also noted that Cody Lewis, Plant Maintenance and Facilities Director, will be serving as the Safety Officer and has begun the process of installing a badge system and programming locks throughout the facility to improve security.

Discussion: Mark Kostovny inquired about incident reporting within the Compliance Management Program, wanting to know if issues should be monitored to ensure they have been resolved and would ensure both compliance and incident reporting to be reviewed. CEO Bob Quist suggested a quarterly incident report be completed. The new program will allow employees to complete reports within the system. Chair Rod Waeckerlin requested a monthly report from Collin McDonald until the program has been running long enough to ensure all information is being accurately captured. Collin also noted that the program can be modified to run desired reports.

Open session dismissed for a ten minute break at 10:50 a.m.

Open session resumed at 11:05 a.m.

### **Old Business:**

- Wagon Circle Clinic Discussion, Bob Quist, CEO: A meeting was recently held with Chet Lockard of MOA. Specific numbers are needed to determine if renovation or building a new facility is best. Mr. Quist requested MOA to complete this information without going great expense so the Board can make an informed decision. Mark Kostovny asked if Wagon Circle was under a different provider number, separate from MHCC, if the same life safety requirements would still apply. Jon Smith stated that yes, the same requirements would still be in place despite provider number. Hospital licensing has been impacted due to the ADA requirements that are not being met at Wagon Circle as it currently exists.
- Saratoga Clinic Discussion, Rod Waeckerlin, Board President: Mr. Waeckerlin reported that properties are being looked at and it is time for the Board to move forward to expand the market and provide more services to the Platte Valley. A board-certified physician has been interviewed in preparation for this venture. Jason Campbell noted that he met with Saratoga Council Member Jon Nelson and was informed the existing clinic has been appraised. The current agreement between the Saratoga City Council and the Corbett Medical Foundation appears to have a condition stating that the facility cannot be sold after the 25 year agreement ends. Saratoga City Council does not yet have a legal answer but Nelson is not confident that MHCC could purchase the building. Vice President Campbell recommended simply moving forward with building a new facility. Mark Kostovny stated he feels the Board should remove politics from the situation and approach the project based on market share and goals. Jason Campbell commented that it will be a better use of time and finances to make plans independent of Saratoga City Council. Rod Waeckerlin finalized the discussion by stating that the Board will explore all options and make the most feasible move to provide the best care possible to the Platte Valley.

### **New Business:**

- Contracts:
  - T-Systems Addendum, Matt Brooke, IT Manager: Additional cost for T-Systems to host an onsite server.

Jason Campbell made a motion and Garry Goergen seconded the motion to approve the T-Systems Addendum. Motion carried.

- Panacea Voice Recognition, Jon Smith, CFO: Scribe/voice recognition system to improve provider charting efficiency.

Discussion: Mark Kostovny expressed concerns about a third party hearing provider/patient conversations and the potential to make patients uncomfortable. Jon Smith stated that patients are

notified and the system ensures notes are correct; charges are captured accurately and timely. Rod Waeckerlin asked if this system would be optional for providers to which Jon Smith stated yes, it is optional. Mr. Smith also stated that accommodations will be made for patients that express concerns. Jason Campbell wanted to know what would happen if connectivity issues occurred. Smith replied that notes are recorded so information can still be relayed to scribe should connectivity be interrupted. Smith also noted that the provider still has to sign off on notes. Garry Goergen commented that he feels like there will be a comfort problem for patients. Rod Waeckerlin wanted to know where nurses and medical assistants fit into the program. Jon replied that they will still perform the clinical services but they are not, and never have been, responsible for documentation. Bob Quist noted that one of the major issues we have been experiencing is provider delinquency and we cannot bill for charges; this is a tool to help providers be successful and capture charges timely. Mark Kostovny wanted to know if a policy should be in place before considering further. Input from providers was requested. Rod Waeckerlin requested that agreement be tabled in order to review in further depth.

Mark Kostovny made a motion and Jerry Steele seconded the motion to table the Panacea Voice Recognition Agreement until October 2019. Motion carried.

- JL Morgan, Collin McDonald, Compliance/Risk Director: Agreement is to provide an outpatient survey to capture data for clinics, ED, lab and radiology. Press Ganey, the current provider, does not cover outpatient data; agreement ends December 2019.

Discussion: Rod Waeckerlin stated he would like a monthly report.

Mark Kostovny made a motion and Jason Campbell seconded the motion to approve the JL Morgan agreement as presented. Motion carried.

- ASM-MD Staff Web Based Credentialing, Jon Smith, CFO:

Discussion: Jason Campbell questioned why this was not presented with capital budget. Jon Smith stated it did not meet capital budget requirements as it is a software license. Program however was budgeted for.

Jason Campbell made a motion and Garry Goergen seconded the motion to approve the ASM-MD Staff Web Based Credentialing Agreement as presented. Motion carried.

- STA Compact Max Lab Agreement, Jon Smith, CFO: Coagulation machine that is a replacement for existing unit. This was accounted for in capital budget.

Garry Goergen made a motion and Mark Kostovny seconded the motion to approve the STA Compact Max Lab Agreement as presented. Motion carried.

- MBT Extension, Jon Smith, CFO: Existing agreement expires 09/31/2019. Agreement is being revised and will require additional time with legal.

Jason Campbell made a motion and Garry Goergen seconded the motion to approve the MBT Extension as presented. Motion carried.

**Open Discussion:** Rod Waeckerlin noted that he feels very good about the direction of the facility; Marketing is outstanding and Human resources and IT are strong. Bob Quist followed that many changes have been implemented all at once but decisions have been made in order to improve patient experience and increase revenue. Jerry Steele stated that he had spoken with Laura McKinnon with Corizon Health,

provider of health services for the Wyoming State Penitentiary, and she indicated that she would like to give a presentation to the Board of Trustees. Board agreed to meet with Ms. McKinnon. A meeting will be coordinated.

**Recess Board of Trustees Public Meeting to Executive Session.**

Mark Kostovny made a motion and Garry Goergen seconded the motion to go into Executive Session. Motion carried.

Board convened to Executive Session at 1230 hours.

**Resume Board of Trustees Public Meeting.**

Mark Kostovny made a motion and Jason Campbell seconded the motion to resume the Board of Trustees public meeting at 1415 hours. Motion carried.

**New Business Continued:**

A. Credentialing

1. John Pickrell, MD – Cardiology: Courtesy Staff Reappointment
2. Ashton Crain, AuD – Audiology: Allied Health Staff Appointment
3. Direct Radiology: Telemedicine Staff Appointment
  - i. Russel Kosik, MD
  - ii. Bao Nguyen, MD
  - iii. Anjali Roy, MD

B. Provisional Review

1. Kenneth Buran, MD – Gastroenterology: Courtesy Staff (recommend full, Unrestricted membership)
2. Scott McRae, MD – Gastroenterology: Courtesy Staff (recommend continued, Provisional status)
3. Ryan Shedd, APRN – Certified Registered Nurse Anesthetist: Allied Health Staff (recommend full, unrestricted)
4. Donald Nicell, MD – Radiology: Telemedicine Staff (recommend continued, provisional status)
5. Alan Pratt, MD – Radiology: Telemedicine Staff (recommend continued, provisional status)

C. Resignation of Privileges

1. Gary Foster, MD – Ophthalmology: Courtesy Staff

Jason Campbell made a motion and Garry Goergen seconded the motion to approve members as recommended by Credentialing Committee. Motion carried.

D. Chere Bohr, FNP

Mark Kostovny made a motion and Jason Campbell seconded the motion to approve the employment agreement as presented. Motion carried.

**Adjournment:**

Jerry Steele made a motion and Garry Goergen seconded the motion to adjourn the Board of Trustees public meeting at 1420 hours with no further business coming before the Board.

The next Board of Trustees meeting will be October 24, 2019.

Respectfully Submitted.

Stephanie Hinkle, Executive Assistant

Jerry Steele, Secretary, Board of Trustees

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