



**BOARD OF TRUSTEES**

**Special Meeting**

October 7, 2019

Minutes

2:00 pm

**Members Present:**

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

**Members Absent:** Jason Campbell, Vice President

**Administration:**

Bob Quist, Interim CEO  
Phil Reints, CNO  
Jon Smith, CFO  
Collin McDonald, Compliance/Risk Director  
Stephanie Hinkle, Executive Assistant, Marketing and Communications Director

**Guests:**

Maureen Arnold, Director of Physician Practice

Rod Waeckerlin, President, called the Memorial Hospital of Carbon County Board of Trustees Special Meeting to order at 1400 hours.

**Approval of Agenda:**

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

**Old Business:**

a: Panacea Solutions Voice Recognition Agreement:

Discussion: Mark Kostovny noted that many of his initial concerns and questions were addressed in the scribe policy but expressed he would like clarification that provider will still be responsible for ensuring the record is correct. Phil Reints noted this is covered in Section G of the policy and Maureen Arnold added that a chart cannot be closed out by the scribe; the provider must sign chart. Mr. Kostovny stated he would like this to be clearer in the policy. He then asked how this will be communicated to patients. Phil Reints responded that it is up to us to decide how we communicate this information. Maureen Arnold recommended that it be part of the consent form. Rod Waeckerlin agreed that this needs to be part of patient consent process. Mark Kostovny suggested that signs be placed in exam rooms as well. Maureen Arnold stated that scripted verbiage will also be provided to front line staff so they can accurately describe process to patients. Garry Goergen requested further information about where the request for this program came from. Maureen Arnold provided history, stating that there are providers who do not do well with computers and they quickly fall behind with charting, resulting in work flow and

patient care issues. Conversations had been held with former CEO about hiring physical scribes however we don't have trained individuals in this area to provide that service. Jon Smith noted that he has worked in other hospitals and clinics using Panacea and he highly recommends the program. He also informed the Board that when considering a service provider, two companies were examined and Panacea was the choice of the providers and Administration. Garry Goergen wanted to know how many providers we anticipate to use this system. Maureen Arnold stated she expects 80% of MHCC providers will participate. Mr. Goergen also wanted clarification on cost. Jon Smith stated that this program was budgeted for; cost is \$1600/provider/month and is based on the number of hours used. Maureen Arnold stated that providers using Panacea will be required to close charts within 48 hours. Mark Kostovny noted he would like this added to the policy as well. For the first time ever, providers using the system have less than 5 uncompleted charts according to Maureen Arnold. Providers are therefore more likely to see walk-in patients and Arnold believes this will also help with provider retention.

Garry Goergen made a motion and Mark Kostovny seconded the motion to approve the Panacea Voice Recognition 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 1450 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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