



Board of Trustees Meeting
Regular Meeting
October 24th, 2024
Open Session Minutes
10:00 am

Members Present:

Rod Waeckerlin, *President*
Mark Kostovny, *Vice President*
Jerry Steele, *Secretary*
Gary Goergen, *Treasurer*
Lisa Engstrom, *Member*

Administration:

Gerald Parton, *Interim Chief Executive Officer*
Chelle Keplinger, *Interim Chief Financial Officer (via zoom)*
Stephanie Hinkle, *Director of Strategic Operations*
Dr. Duane Abels, *Chief Medical Officer*
Lisa Boston, *Director of Compliance*
Alexis Martinez, *Executive Assistant*
Chip Holmes, *Ovation Healthcare*
Scott Miller, *Ovation Healthcare (via zoom)*

Guests:

Felicia Kimble, *MHCC Director of Revenue Cycle*
Michelle Beckett, *Amplify Senior Vice President, Core Operations (via zoom)*
Paula Tucker, *Amplify Director of Revenue Cycle Management (via zoom)*
Leah Jeffries, *Amplify Business Office Manager (via zoom)*

Rod Waeckerlin, President, called the Memorial Hospital of Carbon County Board of Trustees meeting to order at 10:00 AM. The Pledge of Allegiance and a moment of silence followed.

Approval of Agenda:

Mark Kostovny made a motion, and Lisa Engstrom seconded the motion to approve the agenda as presented. Motion carried unanimously.

Approval of Board of Trustees Consent Agenda:

Jerry Steele made a motion, and Lisa Engstrom seconded the motion to accept the consent agenda as presented. Motion carried unanimously.

President Waeckerlin recognized all the work that department head managers spend on completely these monthly reports and thanked them.

Approval of Board of Trustees Open Session Minutes for September 19th, 2024:

Jerry Steele made a motion, and Mark Kostovny seconded the motion to accept the minutes from the regular meeting on September 19th, 2024, as presented. Motion carried unanimously.

Employee Recognition Presented by Rod Waeckerlin, *Board of Trustees President*:

- Employee of the Month for October 2024 was presented and awarded to Emily Sedlacek, Human Resources Specialist. The Board of Trustees thanked her for her hard work and dedication.
- Supervisor of the Quarter was presented to Kandi Starr, Emergency Medical Services Coordinator. The Board of Trustees thanked her for her hard work and perseverance.

Open Discussion/Citizen Participation

Tom Sturm, Director of Pharmacy, addressed the Board of Trustees with words of encouragement. He explained that he thoroughly enjoys the culture around the facility, including but not limited to the Board meetings where employees are recognized for their hard work, and other awards that employees receive for recognition. He stated that he wishes nothing more than the community to be aware that MHCC is doing well with culture around the organization.

Chief of Staff Report Presented by Dr. Duane Abels, *Chief Medical Officer*

Dr. Abels shared an overview of current updates taking place within the organization including working with Classic Air Medical to fit supplies to their units, upcoming skills day on November 6th and 7th, PA students, sleep lab accreditation, national IV fluid shortages, committee reports, etc. The Board of Trustees thanked Dr. Abels for his report.

Operational Report Presented by Gerald Parton, *Interim Chief Executive Officer*

Mr. Parton shared with the board members the extensive repairs that the maintenance team accomplished within the most recent days. Dr. Singleton, General Surgeon, has signed his contract and the anticipated state date is December 2nd, 2024. He is working on the final stages of obtaining his Wyoming license. Mr. Parton has developed and started implementation processes of a staff utilization plan. Mrs. Webster and Mrs. Seldomridge are working with Michelle Back for their Quality Plan. The Quality Plan will be presented to the Board of Trustees at the November meeting. The Pharmacy pipeline will go live in full integration on October 30th, 2024. Mr. Parton spoke with a provider candidate. Unfortunately, the provider candidate's volumes were too low. Mr. Parton made the decision to pass on moving forward with him. CFO recruitment is still underway. (2) candidates made it to the final stages, and ultimately, declined moving forward with MHCC. Mr. Parton indicated that he and Mrs. Keplinger are searching for a CFO and a permanent Controller. The wrecked ambulance is still in the process of being repaired, particularly the box to the ambulance. A signed agreement has been received for MHCC to pay \$9,400.00 for repairs. Dr. Levine applied for medical staff and is withdrawing her application. Further discussion regarding this topic will continue in the Executive Session.

Hospital District Update Presented by Stephanie Hinkle, *Director of Strategic Operations*

The Hospital District initiative is winding down as Election Day approaches. Mrs. Hinkle will be joining Mr. Kostovny and Mrs. Pipher in Hanna, Wyoming to speak with community members about the proposed Hospital District. Mrs. Hinkle will continue to meet with businesses, community members, or whomever has questions about the initiative to continue to educate and inform the public.

The PAC expenditures and contributions report has been completed. Mrs. Hinkle reviewed the various contributions totals including individual contributions, business contributions, and in-kind contributions, with the total amount of \$15,932.00. The PAC will not close. If the Hospital District does not pass, the funds will be left in place in the PAC account for future initiatives. A Fact Check was published on Tuesday, October 22nd, 2024. The intent of the fact check was to provide the public with factual information vs. rumors. The public has taken notice of MHCC's professionalism. There have been over 1,000 views of the video. Mrs. Hinkle thanked Dr. Abels for the Fact Check idea to bring to the public.

President Waeckerlin stated that he has been approached by many community members in Saratoga. They were disappointed that the Hospital District initiative did not cover the Saratoga area and would have liked the opportunity to vote Yes to the Hospital District initiative. Further conversations will commence later next week regarding this topic.

Ovation Report Presented by Chip Holmes, *Executive Vice President*

Mr. Holmes reviewed the initiative to assist with 13-week cash flow projections, supply chain, education, etc. The CFO recruitment process is ongoing. He reviewed some items that have been addressed such as support with Cerner and Medhost issues, as well as the selling of the MHCC Mobile Clinic.

In closing, Mr. Holmes thanked Mrs. Hinkle, Mrs. Hickman, Ms. Martinez, Ms. Tucker, Ms. Beckett, Mrs. Keplinger, Mr. Miller, Mr. Parton, and President Waeckerlin.

Quality Report Presented by Abbie Webster, *Quality/EHR/Contract Coordinator* & Jessica Seldomridge, *Director of Nursing: Outpatient Services/Quality*

The team continues to meet with Michelle Back (Ovation) for Quality Program assistance and education. The Quality Plan is in the final stages of approval. PI projects are kicking off. Small groups will be structures. As Quality projects increase, the team will implement rotating calendar invitations. The team reviewed how the program will operate with the committee. Michelle Back has advised hosting lunch and learns with the Department Head managers. A process is in development of how to track and trend to ensure that data is meaningful. Mrs. Back will be the subject matter expert.

Mrs. Webster and Mrs. Seldomridge anticipate attending a (3) day Quality training course in Brentwood, TN in December 2024. The QAPI plan is in the final stages of completion and will be presented during the next Board of Trustees meeting for final approval. The board members requested that the team send out the QAPI plan well in advance, prior to the next Board of Trustees meeting for their review. Mrs. Webster will send the plan to Ms. Martinez to distribute to the board members.

The board members thanked Mrs. Webster and Mrs. Seldomridge for their presentation.

Compliance Report Presented by Lisa Boston, *Director of Compliance*

Mrs. Boston hosted the 1st Compliance meeting on Tuesday, October 22nd, 2024. The process is starting with the committee. Mrs. Boston and Mr. Kostovny stated that some of the committee members shared that staff are under the impression that compliance reports were not confidential. Mr. Kostovny approved the compliance plan and the charter. Delineation of roles were discussed and how roles will work together.

There were no calls to the Compliance Hotline this month.

Mr. Parton stated that they will emphasize in this upcoming Friday Report educating staff about the Compliance Line and its confidentiality. Compliance is making progress.

Motion to Recess Board of Trustees Public Meeting to go to Executive Session I at 10:45 AM

Motion to Recess Board of Trustees Executive Session I to go to Open Session at 11:14 AM

Credentialing

Mark Kostovny made a motion, and Lisa Engstrom seconded the motion to approve credentialing appointments A-N and #2 of MEC recommendations as presented. Motion carried unanimously.

- Delegated Radiology Partners
 - ◆ Mark Brown, MD—Radiology: Telemedicine Staff
 - ◆ Steven Hole, MD—Radiology: Telemedicine Staff
 - ◆ Michael Hovsepian, MD—Radiology: Telemedicine Staff
 - ◆ Charles Huang, MD—Radiology: Telemedicine Staff
 - ◆ Faheem Hussain, MD—Radiology: Telemedicine Staff
 - ◆ Henry Jones, MD—Radiology: Telemedicine Staff
 - ◆ Tony Maung, MD—Radiology: Telemedicine Staff
 - ◆ Clayton McCuiston, DO—Radiology: Telemedicine Staff
 - ◆ Snehal Mehta, MD—Radiology: Telemedicine Staff
 - ◆ David Passerini, MD—Radiology: Telemedicine Staff
 - ◆ Jerry Powell, MD—Radiology: Telemedicine Staff
 - ◆ Richard Scalf, MD—Radiology: Telemedicine Staff
 - ◆ Anand Singh, MD—Radiology: Telemedicine Staff
 - ◆ Jeffrey Walker, MD—Radiology: Telemedicine Staff

- 2. Margaret Lake, FNP-C—Nurse Practitioner: Allied Health Staff

Mark Kostovny made a motion, and Garry Goergen seconded the motion to grant credentialing reappointments of MEC recommendations 1-4 as presented. Motion carried unanimously.

- Jason Sutherland, MD—Pathology: Courtesy Staff
- Erin Baumgartner, MD—Pathology: Courtesy Staff
- David Taylor, CRNA—Pain Management: Allied Health Staff
- Michael Wilkinson, DPM—Visiting Specialist: Podiatry: Courtesy Staff—with the requirement of providing documentation of an additional 15.25 hours of CMEs within 90 days

Mark Kostovny made a motion, and Lisa Engstrom seconded the motion to grant credentialing Provisionals of MEC recommendations approving to full unrestricted staff 1-2 as presented. Motion carried unanimously.

- Krysta Padilla, CRNA—Anesthesia: Allied Health Staff
- J. Christopher Lincoln, CRNA—Anesthesia: Allied Health Staff

Financial Report Presented by Chelle Keplinger, *Interim Chief Financial Officer*

Mrs. Keplinger reviewed the differences between actual and prior year gross revenue, net revenue, net income, and expenses. The cash summary has seen decent collections. A significant payment from Blue Cross Blue Shield is expected to be sent this week. The team will continue to monitor. Mr. Kostovny questioned what the number on the bottom of the graphs is. Mrs. Keplinger explained that it is the months that are going back to 14-15 months to provide a trend line. The 14 indicates the month of September. September is well over \$300K with new and old. Mr. Kostovny questioned when a budget will be available. Mrs. Keplinger has provided a few options in the board packets for budgets. The CFO requested that the Board of Trustees review the proposed budgets and approve. Mr. Kostovny would like to ensure that a substantial budget is provided as soon as possible. Mr. Parton agreed with Mr. Kostovny. The budget will be based upon last year's numbers with small modifications. Mrs. Keplinger modified the budget as where she believes the organization is heading. The board members said that they would like to know exactly where the organization stands. Mrs. Keplinger stated that essentially, the organization is starting over. Mr. Kostovny would like to see us exactly where MHCC needs to be.

Cash on hand is still around 10 days. Attempts to get caught up in AP are underway. This entails paying vendors, purchasing supplies, etc. Mrs. Keplinger stated that MHCC is making headway with billing, the DNFB, coding, etc. Amplify and MHCC are working well together to resolve issues. Mr. Kostovny requested additional updates, rather than waiting for board meetings to receive financial updates. He would like to see mid-term reports including what we are paying vendors weekly. The AP payment list will start going to board members as well.

The Board of Trustees have directed Mrs. Keplinger to utilize the actual budget. Mrs. Keplinger will add this to the financials.

Mrs. Keplinger anticipates being onsite at MHCC next week. The Board of Trustees thanked her for her report.

Mark Kostovny made a motion, and Jerry Steele seconded the motion to approve the financials and AP vouchers and invoices as presented. Motion carried unanimously.

Amplify Report Presented by Paula Tucker, *Director of Revenue Cycle*, Michelle Beckett, *Senior Vice President*, & Leah Jeffries, *Business Office Manager*

Amplify reviewed the Executive Summary to include progress on Blue Cross and Yes Care Claims, Tri-Weekly RCM and coding meetings, weekly provider enrollment meetings, denials management committee, DNFC, and Cash Acceleration initiatives. The team reviewed Bad Debt and continued with Self-Pay AR. They indicated that things are getting much better and are turning around. MHCC is making huge steps. Mrs. Kimble and Mrs. Tucker have reviewed the reimbursement rates and are working to get them posted as soon as possible. YesCare is currently 100% resolved. \$1.3M in charges have been submitted and back logged, amounting to \$696K. There are still issues they are working through. Of the \$1.3M, MHCC is expected to receive \$194K in return. The Blue Cross Blue Shield payment Mrs. Keplinger recently touched on has been confirmed to be in the accounts today.

The denial management team has been assembled based on the highest levels and will start meeting on November 6th, 2024. Mr. Kostovny questioned the late charges on page 6 of the Amplify report as to whether these were added after the account had been built. The team explained the late charges process. Mrs. Keplinger added the in order to rectify the issue, they have extended bill hold days to (1) unequal match. Due to this process, there are less reworked accounts on the back end. Mrs. Beckett presented the

30-60-90 Day plan which includes clean claim rate, denial management, AR, collections, and coding. The clean claim rate was raised by 4% in the quarter. The goal is to reach 90% by next year. The DNFB is below 10. They are working on secondary claims focuses. The team reviewed best practices of coding to receive full payment. The DNFC is at (4) or under. Ms. Jeffries indicated that it has been at a (3) in the last (2) weeks. They have created a centralized editing team and are reviewing any edits that are stopping claims. MHCC is on target.

Mrs. Kimble stated that her team has provided training to staff members. The credit card machine is working. They were not collecting in the ER previously and have implemented that process.

Ms. Jeffries reviewed the CDI Analysis. They are scheduled to start on October 2024. The coding accuracy should be above 90%. There was a recent audit for surgery with 2 errors, rating above 95%. Amplify will share this data with Mrs. Kimble.

Motion to Recess Board of Trustees Public Meeting to go to Lunch Break and Executive Session II at 12:14 PM

Motion to Recess Board of Trustees Executive Session to go to Open Session at 3:56 PM

Mark Kostovny made a motion, and Garry Goergen seconded the motion to make NOVO insurance the mediary carrier as presented. Motion carried unanimously.

Mark Kostovny made a motion, and Lisa Engstrom seconded the motion to approve NOVO's recommendation for stoploss carrier as presented. Motion carried unanimously.

Adjournment:

Mark Kostovny made a motion, and Garry Goergen seconded the motion to adjourn the Board of Trustees public meeting at 3:58 pm and to reconvene for a continuation on November 7th, 2024. Motion carried unanimously.

The next Board of Trustees meeting will be on November 7th, 2024, at 10:00 am.

Respectfully Submitted,

Alexis Martinez, *Executive Assistant*

Abbi Forwood, *Legal Counsel*