



**BOARD OF TRUSTEE MEETING MINUTES
November 26, 2019**

CALL TO ORDER

The meeting of the Syringa Hospital & Clinics Board of Trustees was called to order at 12:30pm by Jerry Zumalt; Board Vice Chair. It was noted that a quorum was present and that due notice had been sent. Other members in attendance were:

BOARD MEMBERS

Jerry Zumalt
Barbara Essen
Laura Smith
Jane Carlson
Jim May

ABSENT

Leta Strauss
Gunther Williams

CHIEF MEDICAL OFFICER

Matt Told, DO

GUESTS

Lorie Palmer

CHANGES TO THE AGENDA

No changes were made to the agenda.

CONFLICT OF INTEREST

No conflict of interest noted.

PUBLIC COMMENTS

There were no public comments.

DEPARTMENT PRESENTATION

Alex Frei, Chief Nursing Officer gave a presentation on the nursing department.

HOSPITAL EMPLOYEES

Abner King
Dina Cervantes
Betty Watson
Lauren Wilson
Alex Frei
Katy Eimers
Michelle Schaeffer
Dana Greig
Kristi Brooks
Carri Forsman
Darla Whitley



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UNFINISHED BUSINESS

Strategic Plan review- Abner added the current organizational goals and scores to the VTO (Vision / Traction / Organizer) sheet under the one year plan, and he noted the goals were approved by the Board at last month's meeting. Goals for the year were listed at the Board retreat. Jane asked about the employee turnover. This is addressed under the employee engagement score. It was suggested to attach the organizational goals to the VTO sheet when reviewing it. Abner said the CEO succession plan is covered under the KH Management Agreement, and as far as the CFO succession plan, KH is willing to provide an interim and recruit a CFO if needed. Abner gave an update on community members sitting on Board committees. Town Hall meetings- goal is to have three a year. One was conducted a couple of weeks ago. Jane felt it would be a good idea to have an employee of the hospital on the Committee Health Council. Per Abner, we are on target to meet the goal for participating in at least two value based payment contracts. 90 day goals, Abner proposed submitting the employee engagement action plan to the Board next month. Katy explained how the leadership team is working with managers on improving scores. Development of criteria for public participation in Board committees is done. Abner asked what the priority is to address the "Issues List". Mental health was mentioned. Abner asked Michelle to share information on how the clinic / providers are addressing mental health. Dr. Told discussed criteria the providers use to determine holding patients in the emergency room vs. needing an admission. Abner reported the hospital once again received national recognition in patient perspectives and quality. Last year the Board recognized staff with cookies. He asked for volunteers from the Board to do this again. The Board agreed. Date set for Thursday Dec. 5. Dina will email the Board with times and place to meet.

Town Hall meeting overview- received good feedback, and Abner was able to respond to questions. Dana added that the event was successful and didn't cost the hospital any money. Abner thought it was a good idea to tag on to community events. Barbara mentioned she heard positive comments. The next one is tentatively scheduled for May but no date is set. Dana said there was a good suggestion to hold it at the Kooskia Clinic.

NEW BUSINESS

Dementia / Alzheimer's awareness- Laura found interest in an article she read and suggested having discussion at the Board level in order to bring awareness and education to the community. Leta also found an article on what research West Virginia University is doing with ultrasound that she asked Dina to distribute at the meeting. Michelle discussed the clinics approach in advanced care planning through PCMH (Patient Center Medical Home).

CONSENT AGENDA

Abner reported on the Kootenai Care Network visit Nov. 20. He said they have been doing a lot of value based care work the last three years, and they finished their first year of ACO and it went well. Michelle gave an update on the Caravan ACO by showing a flow chart of a new provider and medical assistant team approach.

Abner said Dr. Bell won't be coming after December, and he is actively having discussions with locum surgeons.



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Two Board training opportunities coming up, one in Coeur d' Alene in January and the Western Regional Trustee Symposium in Reno, NV in June. Let Dina know if you plan to attend.

Abner reviewed the organizational goal report.

Jim gave kudos to Kristi for the Thrift Shop finances.

ACTION: Barbara Essen made a motion to approve the consent agenda as presented. Laura Smith seconded the motion. All were in favor, motion carried.

QUALITY / PATIENT SAFETY

Lauren explained that frequently patients come up to our providers in the hallway and ask medical questions. They often make it known that there is a financial concern. Without being able to do an exam in the hall it can lead to referring the patient to the clinic. In this case, it led to a delay in a diagnosis and necessary treatment. The patient was ok and did not have complications to this incident. We are doing education with providers and nurses to respond in the best and safest way when this happens.

COMMITTEE REPORTS

Medical Staff- Dr. Told didn't have a report from the Medical Staff meeting as he was absent. He completed the Federal Aviation Administration training and is approved as an Aviation Medical Examiner to perform flight physicals.

Governance Committee- Jerry reported from the Nov. 14 Governance Committee meeting. The strategic plan benchmarks were discussed earlier. The draft Grievance Committee Charter was finalized and presented for review with action requested at next month's meeting. The committee is suggesting a task force to work on community health education. It was agreed to table this for now. Abner discussed an article he read where the CEO hosts a monthly breakfast with community leaders to build rapport and to get feedback. He asked for thoughts from the Board in which they all thought it was a good idea. Abner recommended having a provider and Board member also attend. Next step is to get a list of community leaders.

Quality & Patient Safety Committee- minutes of the Nov. 19 meeting were distributed. Jim and Lauren worked together on restructuring the flow of the meeting so that the information shared is meaningful. Lauren said she spoke to a community member that was willing to sit on the Patient Family Advisory Council (PFAC).

Finance- Betty reviewed the financial dashboard. October had a financial loss. The revenue was down and the contractual adjustments were up. Expenses were lower than budget, but lower volumes drove the negative revenue. We've had three months of a financial loss. Abner met with the Leadership Team to discuss the finances and to challenge them to look at ways to cut costs and/or increase revenue.



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Betty said due to the sequestration the government has taken back \$133,000 for fiscal year 2019. The hospital auditors are here.

APPROVAL OF ALL COMMITTEE REPORTS

ACTION: Laura Smith made a motion to approve all committee reports submitted. Barbara Essen seconded the motion. All were in favor, motion carried.

AGENDA FOR DECEMBER MEETING

Employee Engagement action plan
Grievance Committee Charter approval
Appointing two additional Board member discussion
CEO evaluation
Caravan ACO update

EXECUTIVE SESSION

ACTION: Jim May made a motion to go into Executive Session per Idaho Code 74-206 (a) for personnel at 3:35pm.

Dr. Told presented two credentialing files for Board review / approval as recommended by the Medical Executive Committee;

Tema Jessup; DO- reappointment to Active Medical Staff
Kim Campbell; MD- reappointment to Active Medical Staff

Jim May moved to go out of Executive Session at 3:40pm.

ACTION: Barbara Essen made a motion to approve Tema Jessup; DO and Kim Campbell; MD for reappointment to Active Medical Staff as presented and recommended by the Medical Executive Committee. Jim May seconded the motion. All were in favor, motion carried.



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ADJOURN

There being no further business, the regular meeting adjourned at 3:40pm. The next regular Syringa Hospital & Clinics Board of Trustees meeting will be held Tuesday December 17, 2019 at 12:30pm at the Soltman Center.

TIME ALLOTMENT

Fiduciary: 102 minutes (44%)

Strategic: 55 minutes (23%)

Generative: 77 minutes (33%) (Board education – 60 minutes)

Gunther Williams; Syringa Hospital & Clinics Board of Trustee Secretary / Treasurer