

## Minutes

Point Roberts Public Hospital District

December 14, 2017

### **Call to Order:**

The meeting was called to order at 6:04 p.m. by Dick Williams, Commissioner

### **Attending:**

Commissioners: Dick Williams, Robin Nault, Kandace Harper  
Superintendent: Elaine Komusi  
Financial Auditor: Jackie Gibilterra  
Recording Secretary: Reneé Coe  
Absent:

### **Introduction of Guests:**

Shanon Hardie, COO UCNW, Natalie Davidson, FNP, Kristy Steinberger, Fran Rozyskie

### **Approval of Prior Minutes:**

Approval of minutes from previous PR PHD Regular Meeting (November 1, 2017) and Special Meeting (November 29, 2017)

Motion: To approve all minutes as presented. Motion carried.

### **Business:**

#### ***Financial Report***

Jackie Gibilterra presented the financial report. Current month payables \$17,696.15. Payroll is \$2,644. Note the following items:

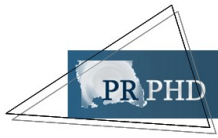
- State Auditor for 2015/2016 audit - \$1,303.40
- Point Roberts Press Regular Ad - \$50
- Point Roberts Press Survey Ad - \$50
- Point Roberts Press ePB Weekly newsletter for 3 weeks with survey \$50
- Reimburse Financial Advisor for postage - \$98
- Reimburse Superintendent for Survey Monkey Annual Subscription \$408
- Bellingham WP for website project - \$500

#### **Bills presented for approval as follows:**

Bills paid after the Nov. 1<sup>st</sup> meeting:

- 12/1/17 – UCNW – Contract - \$14,666.63
- 11/30/17 – Jackie Gibilterra – Professional Services - \$259
- 12/03/17 – Whatcom County Fire District 5 – Utility - \$238.95
- 11/30/17 – Bellingham Business Machine – Office Expense - \$38.66
- 11/17/17 – Point Roberts Press – Advertising - \$150
- 12/1/17 – Whidbey Telephone – Telephone - \$33.51
- 11/14/17 – State Auditor’s Office - \$1,303.40
- 11/28/17 – Jackie Gibilterra – postage - \$98
- 12/6/17 - Bellingham WP – Website - \$500
- 12/10/17 – Elaine Komusi – Reimburse - \$408

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**Payroll as follows:**

Renee Coe – Secretary - \$537.60  
Heather Dixon – Cleaner - \$448  
Elaine Komusi – Superintendent - \$974.40  
Kandace Harper – Commissioner - \$228  
Robin Nault – Commissioner - \$228  
Dick Williams – Commissioner - \$228

Motion: To approve warrants and payroll for prior months' expenditures as presented. Motion carried.

***Guest Shanon Hardie, UCNW - Quarterly Report***

Shanon discussed with the group patient numbers which were down 9% in the 3<sup>rd</sup> quarter although November's numbers were the 2<sup>nd</sup> highest for the year. The group questioned the cost of an office visit billed to patients. Shanon explained that as a community health provider, they are federally regulated on how much they can charge under the health insurance *usual and customary* method of generating health care prices. She also explained to the group that Unity Care has a sliding fee program in which uninsured patients can complete a form and provide proof of income to help further reduce the cost of an office visit.

Shanon presented the quarterly report.

Clinic unduplicated patient numbers were down. 507 compared to 541 in the 2<sup>nd</sup> quarter. Visits are down over prior years.

**Adult Hypertension Patients with BP Control – Last BP 140/90**

2017 Goal = 80% (n=68)  
1<sup>st</sup> Q 2017 – 82% (goal met – n=68)  
2<sup>nd</sup> Q 2017 – 79% (down slightly – n=76)  
3<sup>rd</sup> Q 2017 – 78% (down slightly – n=67)

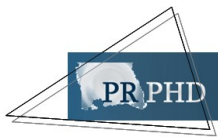
**Diabetes Care-Retinal Eye Exams**

2017 Goal = 35% (n=31)  
1<sup>st</sup> Q 2017 – 26% (n=31)  
2<sup>nd</sup> Q 2017 – 47% (goal met – n=34)  
3<sup>rd</sup> Q 2017 – 31.4% - (goal not met - n = 35 (down due to retinal eye camera not available in 2<sup>nd</sup> half of 2017 - 6 patients used retinal camera at the clinic in May)

**Diabetes Care-Patients with Poor Control**

HgA1c > 9 or not measured within 1 year (Lower is better)  
2017 Goal 20% (n=24)  
1<sup>st</sup> Q 2017 – 33% (n=24)  
2<sup>nd</sup> Q 2017 – 39% (goal not met – n=28)  
3<sup>rd</sup> Q 2017 – 33% (goal not met – n=27)

Patients (18 years and Older) with BMI charted & follow-up plan



If patient is overweight/obese or underweight

2017 Goal 63% (n=376)

1<sup>st</sup> Q 2017 – 64% (n=376)

2<sup>nd</sup> Q 2017 – 62% (goal not met – n=387)

3<sup>rd</sup> Q – 2017 – 57% (goal not met – n=373)

Female Patients (24-64 years) with Pap and/or HPV Testing

2017 Goal 55% (n=106)

1<sup>st</sup> Q 2017– 58% (n=106)

2<sup>nd</sup> Q 2017 – 59% (goal met – n=108)

3<sup>rd</sup> Q 2017 – 57% (goal met – n=112)

Patients Receiving Complete Childhood Vaccination Series by Age Three  
(4 Tdap, 3 HIB, 1 MMR, 1 VZV, 3 HEP B, 4 PCV-13) – All Unity locations

2017 Goal 53% (n=73)

1<sup>st</sup> Q 2017 – 37% (n=73)

2<sup>nd</sup> Q 2017– 44% (goal not met – n=87)

3<sup>rd</sup> Q 2017 – 48% (goal not met – n=73)

Three additional vaccines have been added to the series required for children.  
1 Hep A, 2 Flu and 2 Rotovirus.

Patients (Ages 50-75) with Colorectal Cancer Screening

2017 Goal 46% (n=255)

1<sup>st</sup> Q 2016 – 38% (goal not met - n=255)

2<sup>nd</sup> Q 2017 – 38% (goal not met - n=258)

3<sup>rd</sup> Q 2017 – 41% (goal not met - n=242)

Client Satisfaction Survey for 3<sup>rd</sup> Q 2017. Shanon said that they are now using Crossroads and not Survey Monkey in the survey results.

The “mean score” and overall satisfaction rate is 93.1%.

Below is a list of mean scores from the 7 patients who responded.

Appointment Wait – 94.2

Phone Attendant Courtesy and Helpfulness – 91.2

Reception Staff Courtesy and Helpfulness – 97.4

Provider Wait – 91.4

Provider Assistant Courtesy and Helpfulness – 98.3

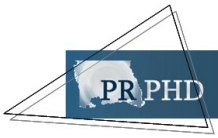
Provider Listening – 98.3

Provider Time Spent – 99.1

Provider Explanation – 98.3

Survey Question: What did you like most (best part) about your last visit?

- Everyone is friendly.
- Everybody is friendly and the focus is on me. They listen to me and they give me advice, we have an open communication and communicate very well.
- Everybody was very personable, very friendly, very attentive, and it was a comfortable experience.
- The nurse assistant Kristi and NP Davidson are friendly.
- Everyone seems very nice.



Survey Question: Was there anything (else) about the last visit that could be improved in the future?

- I wish they were open more days of the week and not just 2 and a half, that's my only complaint.

Percentage of Point Roberts Visits that are uninsured remains at 5%.

CHP Pharmacy Costs – Generic Prescriptions

Prescribing – All Lines of Business

All CHC – 88% UCNW – 87%

Shanon said that Unity Care provides a robust Hep C and HIV program at their facility and generic drugs are not used in these programs which brings their numbers down slightly.

ER Visits Per 1,000 CHP Enrollees

Medicaid Products, Annualized)

1<sup>st</sup> Q 2016 ALL CHC's – 596

1<sup>st</sup> Q 2016 UCNW – 481

1<sup>st</sup> Q 2017 ALL CHC's – 510

1<sup>st</sup> Q 2017 UCNW – 362 (well below the average)

2<sup>nd</sup> Q 2016 ALL CHC's – 533

2<sup>nd</sup> Q 2016 UCNW – 385

2<sup>nd</sup> Q 2017 ALL CHC's – 493

2<sup>nd</sup> Q 2017 UCNW – 349 (well below the average)

Other:

**None**

Next Meeting:

Regular Meeting: Wednesday January 3, 2018

Adjournment:

Meeting was adjourned at 6:55 p.m.

Signatures:

Respectfully submitted by: Reneé Coe

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Dick Williams

\_\_\_\_\_  
Robin Nault

\_\_\_\_\_  
Kandace Harper

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Reneé Coe