

Minutes

Point Roberts Public Hospital District

September 14, 2017

Call to Order:

The meeting was called to order at 7:00 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 Steinburger,
Shannon Tomsen, Vic Riley

Approval of Prior Minutes:

Approval of minutes from previous PR PHD Regular Meeting (August 9, 2017)

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

Business:

Financial Report

Jackie Gibilterra presented the financial report. Current month payables \$15,076.16. Payroll is \$2,414.

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

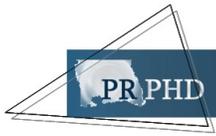
Guest Shanon Hardie, UCNW - Quarterly Report

Shanon gave an update to the group on the dental van and the Behavior Health program. The two chair dental van and the mobile dental van for the school are both scheduled for Thurs. Oct. 19th. The school mobile dental van will do exams, fluoride and sealants. The dental bus will do x-rays, exams and treatments. No cleanings. Shanon will find out how the billing department will bill for the dental van. The school mobile program will be billed using patient insurance and if necessary, Unity Care will absorb the costs directly.

Behavior Health is a pilot program with the psychiatric nurse practitioner who sees clinic patients twice a month. The success of the program was based on an average of 5-6 patients per visit. However, from mid-April through the end of July the patient visits averaged 4.6. Ideas for evaluating the no-show rate were discussed. Some included the following:

- charging for a no-show
- completing a contract (per the adult dental program in Bellingham)
- schedule extra appointments to overcome the no-show rate

September 14, 2017



- write an article in the APB highlighting the progress of the BH program (Shanon said she will write an article for the next APB)

The goal is to be self-sustaining. In the three and a half months, the income loss is approx. \$1,200. Part of the loss is due to the payer mix of patients.

Shanon presented the quarterly report.

Clinic unduplicated patient numbers were down slightly. 541 compared to 543 in the 1st quarter. Visits are down over prior years but income is up due to the change in payer mix.

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

2017 Goal = 80% (n=68)

1st Q 2017 – 82% (goal met – n=68)

2nd Q 2017 – 79% (down slightly – n=76)

Diabetes Care-Retinal Eye Exams

2017 Goal = 35% (n=31)

1st Q 2017 – 26% (n=31)

2nd Q 2017 – 47% (goal met – n=34)

(6 patients used retinal camera at the clinic in May. Numbers should increase second quarter).

Diabetes Care-Patients with Poor Control

HgA1c > 9 or not measured within 1 year (Lower is better)

2017 Goal 20% (n=24)

1st Q 2017 – 33% (n=24)

2nd Q 2017 – 39% (goal *not* met – n=28)

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

If patient is overweight/obese or underweight

2017 Goal 63% (n=376)

1st Q 2017 – 64% (n=376)

2nd Q 2017 – 62% (goal not met – n=387)

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

2017 Goal 55% (n=106)

1st Q 2017 – 58% (n=106)

2nd Q 2017 – 59% (goal met – n=108)

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

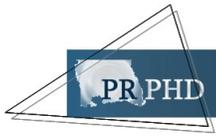
2017 Goal 53% (n=73)

1st Q 2017 – 37% (n=73)

2nd Q 2017 – 44% (goal *not* met – n=87)

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)
1st Q 2016 – 38% (n=255)
2nd Q 2017 – 38% (n=258)

Client Satisfaction Survey for 2nd 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 92.5%.

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

Appointment Wait – 93.5

Phone Attendant Courtesy and Helpfulness – 96.1

Reception Staff Courtesy and Helpfulness – 99.2

Provider Wait – 94.2

Provider Assistant Courtesy and Helpfulness – 99.1

Provider Listening – 99.2

Provider Time Spent – 98.3

Provider Explanation – 100

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

- I liked that everybody is great to deal with. They are all personable.
- I liked that it was on time. She was concise and on time.
- I liked how comfortable the experience was.
- I liked that everyone was very nice and courteous.
- I liked that everyone treats me marvelous, and that they give me time to understand everything that they tell me.
- I liked that we could get our referral which is mainly what we were there for.
- I liked the friendliness and helpfulness of the people. It’s outstanding.

Survey Question: Was there anything (else) about the last visit that could be improved in the future? No Responses provided

Percentage of Point Roberts Visits that are uninsured remains at 4%.

CHP Pharmacy Costs – Generic Prescriptions

Prescribing – All Lines of Business

All CHC – 87% 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

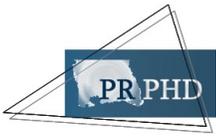
Medicaid Products, Annualized)

1st Q 2016 ALL CHC’s – 596

1st Q 2016 UCNW – 481

1st Q 2017 ALL CHC’s – 510

1st Q 2017 UCNW – 362 (well below the average)



Superintendent
Report:

Website Migration & Email Addresses

Elaine discussed moving the current web site to WhidbeyTel. Cost is \$7.95 per month which includes 5 email addresses. Additional addresses can be added for a small fee. A web developer quoted a price of \$250 to move the site, update the content and include meeting minutes and agendas. The new site will allow Elaine to easily upload information, make changes and add any new content. The group agreed to the cost and Elaine will move forward in getting the new site set-up with the web developer.

Other:

Public Comment

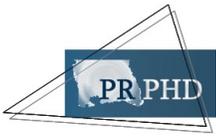
Vic Riley asked why there were only 7 people out of 541 patient visits last quarter who responded to the survey. With only 1% responding he doesn't know if the other 99% were happy or not. He also wanted to clarify his comment from the last meeting regarding RFP's. It was not his intention to request the HD send out RFP's annually but that he would like to have a policy in place for future RFP's.

Vic said he heard that a patient who had a minor injury called the clinic and was told that it was not a walk-in clinic. The patient was seen and treated at the clinic for her injury. Shannon Tomsen added that the patient was not happy and that she had been mistreated by everyone. The patient did not file a complaint with the Clinic or Unity Care directly.

Shanon Hardie responded by saying the clinic's focus is on established family care practices but that the clinic does see acute care patients as well. The family care practice model is used for continuity of care for patients and their preferred provider.

The group went on to discuss how patients can file complaints with the clinic through Unity Care. Elaine will work with Shanon on setting up a patient comment form on the new website for public comments and/or complaints including a phone number to respond to as well.

The group also discussed ways to improve patient numbers with the use of a community wide survey. The group believes the survey would give insights as to why some community members aren't using the clinic as their primary care. Commissioner Williams suggested the current ad be replaced in the next APB with a link to the on-line survey.



Next Step

- Elaine will work on updating the web site through WhidbeyTel

Next meeting:

Regular Meeting: Wednesday October 4, 2017

Adjournment:

Meeting was adjourned at 8:26 p.m.

Signatures:

Respectfully submitted by: Reneé Coe

Dick Williams

Robin Nault

Kandace Harper

Reneé Coe