

Minutes

Point Roberts Public Hospital District

June 14, 2018

Call to Order:

The meeting was called to order at 7:00 p.m. by Dick Williams, Commissioner

Attending:

Commissioners: Dick Williams, Kandace Harper, Stephen Falk
Superintendent: Barb Wayland (and outgoing 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, Conrad Hassler, Campbell McClusky, Bill Meursing, Robin Nault, Rhiannon Allen, Shannon Tomsen

Approval of Prior Minutes:

Approval of minutes from previous PR PHD Regular Meeting (May 2, 2018)

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

Business:

Guest Shanon Hardie, COO UCNW - Quarterly Report

Shanon presented the quarterly report.

Clinic unduplicated patient numbers were up slightly. 489 compared to 486 in the last quarter.

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

2018 Goal = 80%

1st Q 2018 – 72% (goal not met n=67)

4th Q 2017 – 74% (down slightly n=66)

Diabetes Care-Retinal Eye Exams

2018 Goal = 35%

1st Q 2018 – 38% (goal met n=29)

4th Q 2017 – 31% (n=32)

(Retinal eye camera not always available to use at the clinic due to patient appointment commitment and Unity's staff availability)

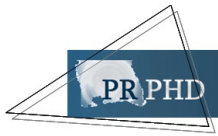
Diabetes Care-Patients with Poor Control

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

2018 Goal 29% (n=24)

1st Q 2018 – 17% (n=24 goal met)

4th Q 2017 – 23% (goal progress n=26)



Patients (18 years and Older) with BMI charted & follow-up plan
If patient is overweight/obese or underweight

2018 Goal 62%

1st Q 2018 – 56% (progress n=398)

4th Q 2017– 55% (goal not met n=369)

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

2018 Goal 60%

1st Q 2018 – 54% (goal not met n=115)

4th Q 2017 – 54% (goal progress n=115)

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

2018 Goal 55%

1st Q 2018 – 53% (goal progress n=74)

4th Q 2017 – 49% (goal progress n=75)

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

Patients (Ages 50-75) with Colorectal Cancer Screening

2018 Goal 43%

1st Q 2018 – 46% (goal met n=228)

4th Q 2017 – 42% (goal progress n=232)

Client Satisfaction Survey for 1st Q 2018.

The “mean score” and overall satisfaction rate is 93.3%.

Below is a list of mean scores from the 6 patients who responded.

Appointment Wait – 93.2

Phone Attendant Courtesy and Helpfulness – 94.6

Reception Staff Courtesy and Helpfulness – 94.6

Provider Wait – 90.4

Provider Assistant Courtesy and Helpfulness – 98.1

Provider Listening – 97.1

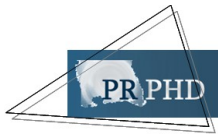
Provider Time Spent – 96.2

Provider Explanation – 97.1

Positive Feedback:

- I liked that the service was very quick
- Everyone in the clinic knows me by name and talks with me, and explains what is happening to me
- I like the small size of the clinic because the staff know all the patients well. The clinic always seems to be on top of things
- The location is handy to where we live
- It was pretty fast, and they really listen. They treat me like a real human

Opportunities for Improvement: None



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

Cost of Care

CHPW Medicaid (Apple Health, Expansion, HB&D)

Generic Rx Rate 2018 Goal 87.0%

3rd Q 2017 - 86.7%

4th Q 2017 - 86.8%

Shanon explained that as an organization, Unity has higher numbers of prescriptions written per patient and higher numbers of expensive prescriptions per patient than other CHC's. Shanon added that because Unity is a managed care provider for patients, the specialty providers they refer patients to *may* be the reason for the increase in cost for retail prescriptions.

ED (emergency department) Visits/1,000 2018 Goal <450

3rd Q 2017 - 516.8

4th Q 2017 - 499.0

Shanon said that Unity is doing much better in reducing the number of patients going to the ER and doing better than the Community Health Plan of Washington (CHPW) average which is in the high 500's.

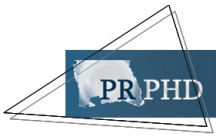
Commissioner Williams asked what the cost would be of breaking out the data of urgent care versus primary care. Shanon said that organizationally Unity is held accountable for both urgent and primary care for all their patients.

Commissioner Falk asked about the low survey number of patients called and if there was a way to increase the number of calls. Shanon said that because of the lower number of patients who use the clinic, they are already getting calls (such as appointment reminder calls, referral calls) and it is much harder to get people to respond to survey calls. If the HD would like to increase the number of calls from Crossroads, the HD could pay an additional cost for this request. Shanon will find out the cost. She added that she didn't think it would be much since the clinic only has one provider.

Commissioner Harper asked about increasing Clinic hours (i.e. after hours). Shanon said that the challenge for the Clinic is the availability of the staff.

Financial Report

Jackie Gibilterra presented the financial report. Current month payables \$15,220.07. Payroll is \$3,664.80. Whidbey invoice for \$145.03 to install district phone at the home of the new commissioner.



Bills presented for approval as follows:

Bills paid after the May 2nd meeting:

- 06/01/18 – UCNW – Contract - \$14,666.67
- 05/31/18 – Jackie Gibilterra – Professional Services - \$190.40
- 05/25/18 – Point Roberts Press – Advertising - \$50
- 06/01/18 – Whidbey Telephone – Telephone - \$145.03
- 05/31/18 – Whatcom County Fire District – Utility - \$125.10
- 05/29/18 – Bellingham Business Machine – Office Expense - \$42.87

Payroll as follows:

- Renee Coe – Secretary - \$403.20
- Heather Dixon – Cleaner - \$560.00
- Elaine Komusi – Superintendent - \$232
- Barb Wayland - Superintendent May - \$993.60
- Barb Wayland - Superintendent June - \$1134
- Kandace Harper – Commissioner - \$114
- Dick Williams – Commissioner - \$114
- Stephen Falk - Commissioner - \$114

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

Superintendent
Report:

***Incoming Superintendent Barbara Wayland
Status of Orientation
Laptop for new Superintendent***

Barb gave a heartfelt thank you for the huge support from the HD staff.

Barb has picked out a laptop but will be calling Dell for additional information before purchasing and will have the computer before the next meeting. Barb is looking at a back up system (i.e. the cloud). She is also looking at purchasing Windows 365 (5 licenses) which could be installed on other HD employee computers.

Outgoing Superintendent Elaine Komusi

Elaine discussed the shift in the Superintendent hours being increased by 2 and the Secretary hours being reduced by 2 per week effective June 1st. Elaine's hours will remain at 2 for the month of June and she will be on call after that.

Elaine cautioned the board that if the HD continues to receive the frequency and volume of public records request, the Superintendents hours may need to be increased. 10 hours per week for business as usual is sufficient at the moment.

