

Minutes

Point Roberts Public Hospital District

October 11, 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
Financial Auditor: Jackie Gibilterra
Recording Secretary: Reneé Coe
Absent:

Introduction of Guests:

Des Skubi CEO UCNW, Shanon Hardie COO UCNW, Fran Rozyskie, Campbell McClusky, Bennett Blaustein, Annette Loewen, Andrew Grubb APB

Approval of Prior Minutes:

Approval of minutes from previous PR PHD Regular Meeting (Sept. 5, 2018) and Special Meeting (Sept. 14, 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 down slightly. 488 compared to 489 in the last quarter.

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

2018 Goal = 80%

2nd Q 2018 – 75% (goal progress n=63)

1st Q 2018 – 72% (goal not met n=67)

Diabetes Care-Retinal Eye Exams

2018 Goal = 35%

2nd Q 2018 – 19% (goal not met n=27)

1st Q 2018 – 38% (goal met n=29)

(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

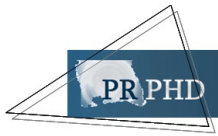
HgA1c > 9 or not measured within 1 year (Lower is better)

2018 Goal 29% (n=24)

2nd Q 2018 – 4% (n=24 goal met)

1st Q 2018 – 17% (n=24 goal met)

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

2018 Goal 62%

2nd Q 2018 – 66% (goal met n=399)

1st Q 2018 – 56% (goal progress n=398)

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

2018 Goal 60%

2nd Q 2018 – 58% (goal progress n=113)

1st Q 2018 – 54% (goal not met 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%

2nd Q 2018 – 46% (goal not met n=66)

1st Q 2018 – 53% (goal progress n=74)

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%

2nd Q 2018 – 49% (goal met n=230)

1st Q 2018 – 46% (goal met n=228)

Client Satisfaction Survey for 2nd Q 2018.

The “mean score” and overall satisfaction rate is 91%.

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

Appointment Wait – 91.7%

Phone Attendant Courtesy and Helpfulness – 92.2%

Reception Staff Courtesy and Helpfulness – 91.0%

Provider Wait – 91%

Provider Assistant Courtesy and Helpfulness – 95%

Provider Listening – 95%

Provider Time Spent – 93%

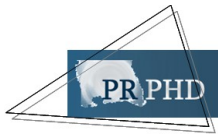
Provider Explanation – 94%

Positive Feedback:

- I get a big hug when I arrive, I just love everyone that works there.
- Everyone, from receptionist, to the nurse and my provider all do a super job
- I like the whole staff at the Point Roberts Center provides good care.
- The staff is top notch. They are thorough, hardworking, knowledgeable, caring and willing to go the extra mile. My provider is attentive, asks questions to clarify and lets me know what options I have for my medical care. I depend on the Point Roberts Center

Opportunities for Improvement:

- I would like them to improve their aftercare by providing follow up phone calls to see how I am doing.
- The receptionist needs to improve by being understanding and curious.



Percentage of Point Roberts Visits that are uninsured is at 3%.

Cost of Care

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

Generic Rx Rate 2018 Goal 87.0%

1st Q 2017 – 87.8%

1st Q 2018 – 86.8%

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

1st Q 2017 – 490.0

1st Q 2018 – 530.5

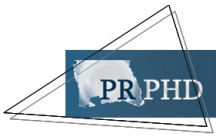
Shanon said that the rise in ED visits may have increased because the Bellingham facility has experienced an increase in nurse turnover which makes follow-up calls to patients more problematic. Claims data also lags behind.

Shanon said this meeting is the last quarterly meeting for Unity and she is proud of the relationship both groups have forged. It looks very different now than 8 or 9 years ago. She wishes the group luck with the new provider and happy that there won't be any gap in care. She wanted to publicly recognize the staff and employees of Unity Care. It has been a difficult transition for them. Des also feels that Unity has made a lot of progress since the beginning of his tenure 8 years ago.

Regarding transition, Des said that Unity will not be in a position to staff the clinic past the end of the year in spite of the boards intent in their termination letter. Commissioner Falk expressed disappointment that there won't be an extension of coverage. Des encouraged the HD to get the new provider to move forward. Des will work on getting the medical records component lined up with the new provider and both Unity and the HD will work on adding additional language in the draft contract regarding HIPPA regulations and the transfer of records. Des also would like to receive a copy of the successors contract with regard to the HIPPA regulations to ensure that all parties are in legal compliance with the transfer.

Small equipment and supplies at the clinic will be given to the new provider at no charge unless it is a high ticket item which will be discussed further with the HD. Both Shanon and Des want the transition to go smoothly with the new provider.

Shanon also said that Unity will send patients a final letter regarding the status of their medical records, the last day of service with Unity Care NW at the clinic, and coordinate the last day for medication refills with the pharmacy. These details need to be finalized between the two groups.



Des mentioned that Unity Care does provide insurance enrollment services to anyone who needs it and that it is not just for patients of Unity. Also, they will continue to send the mobile dental clinic to the school kids in Point Roberts.

Financial Report

Jackie Gibilterra presented the financial report. Current month payables \$15,230.58. Payroll is \$3,004.60. USPS annual renewal for \$120.

Bills presented for approval as follows:

Bills paid after the Sept. 5th meeting:

- 10/01/18 – UCNW – Contract - \$14,666.67
- 09/30/18 – Jackie Gibilterra – Professional Services - \$224
- 09/28/18 – Point Roberts Press – Advertising - \$50
- 10/01/18 – Whidbey Telephone – Telephone - \$38.90
- 10/01/18 – Whatcom County Fire District – Utility - \$107.01
- 09/26/18 – Bellingham Business Machine – Office Expense - \$24
- 10/1/18 – USPS – PO Box renewal - \$120

Payroll as follows:

- Renee Coe – Secretary - \$441.60
- Heather Dixon – Cleaner - \$448.00
- Barb Wayland - Superintendent - \$1,431
- Kandace Harper – Commissioner - \$228
- Dick Williams – Commissioner - \$228
- Stephen Falk - Commissioner - \$228

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

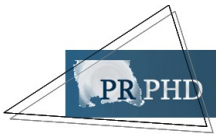
New clinic service provider – update on contract status – draft contract

Barb said the new provider is working on the credentialing process and has a person facilitating the work for the clinic. The group reviewed the draft contract. Barb will email the updated draft to include the new language discussed earlier in the meeting and will forward to Super Track for their review and legal approval.

Provider medical leave update

Natalie won't be returning to the Clinic in December (as previously planned prior to her medical leave). Unity Care will provide coverage until the end of the contract term.

Superintendent
Report:



2019 Budget

Budget is due November 30. Barb believes the budget will be completed with Super Track as the provider and that it won't need an amendment. The group may have to have a special meeting to approve the budget late November since the next regular meeting is Nov. 7. Elaine Komusi will assist Barb with the budget process.

Barb thanked Unity for providing all the requested information she requested in a timely manner which has helped greatly with the transition.

Next steps

- Barb will be setting up a meeting with Super Track regarding credentialing and the records transfer. Shanon will also ask Charlie Earl, Unity's IT manager to assist Super Track.
- Stephen will be out of town until Oct. 16 – 30 but available on email and/or phone conference if necessary.

Other:

None

Next Meeting:

Regular Meeting: Wednesday November 7, 2018

Adjournment:

Meeting was adjourned at 7:50 p.m.

Signatures:

Dick Williams

Stephen Falk

Kandace Harper

Reneé Coe

