

**NEVADA REGIONAL MEDICAL CENTER
BOARD OF DIRECTORS MINUTES**

October 30, 2012 ~ Mezzanine Conference Room

Members Present: Glenn Rogers, Steve Russ, Dr. William Turner, Jenise Burch, Cathy Hissink, Julie McKinley (departed 7:07pm), Dr. Jennifer Conley, Judy Feuquay

Members Absent: Bill Denman, Wayne Prewitt **Others Present:** Bryan Breckenridge, Tommy McGee, Cory Vokoun, Holly Bush, Mandi Jordan **Visitors Present:** Russ Warren, Radio; James Campbell, NDM

TOPIC	DISCUSSION	ACTION	FOLLOW-UP
Call to Order	Dr. Rogers called the meeting to order at 6:07 p.m. Members signed in and a quorum was declared.	No action required.	No follow-up.
Review of Agenda	Dr. Rogers asked Board members to review the agenda and disclose any potential conflicts of interest. As no conflicts were indicated, he proceeded with the meeting.	No action required.	No follow-up.
Celebration of Good Things	<ul style="list-style-type: none"> • Gala was fun, event went well. • Dr. Conley making progress with expanding OB department; discussed the management of volumes. • Patient parking lot finished. 	Informational	No follow-up.
Review of Minutes & Reports	<ul style="list-style-type: none"> a. Board of Directors – <i>September 25, 2012</i> b. Joint Conference – Board of Directors – <i>October 8, 2012</i> c. Technology Committee – <i>October 23, 2012</i> d. Financial Strength Committee – <i>October 23, 2012</i> e. Patient Satisfaction Dashboards – <i>October 2012</i> 	The minutes and reports were approved as distributed upon a motion by Julie McKinley and a second by Steve Russ.	As needed.
Education	<ul style="list-style-type: none"> a. “Healthcare Reform Fact File,” <i>HealthLeaders Media, October 2012.</i> The majority of Americans surveyed believe that under health care reform, quality, access, and will stay the same or decline, and insurance costs will rise. Some Medicare beneficiaries have taken advantage of free preventative care. b. “1 in 3 Healthcare Workers Skip Flu Shots,” by Chelsea Rice, <i>HealthLeaders Media, October 18, 2012.</i> Discussed how health care professionals seem to ignore data, discussed NRMCM specifically. Dr. Rogers asked if it is legal to make flu vaccines mandatory; Mrs. Bush reported that it is legal, hospitals in Missouri are moving to that model. Law has been tested and tried. Only bona fide religious reasons signed by religious leader or allergy signed by physician can excuse. Mrs. Burch discussed school system. Mrs. Hissink inquired if there are other vaccines mandatory; Mrs. Bush stated that we offer Hepatitis and require TB. Mr. Breckenridge discussed argument for non-clinical setting in hospital. Mrs. Feuquay stated that states are moving to mandatory and we agree with that direction. c. “The Cost of Caring,” <i>American Hospital Association, June 2012.</i> Of every dollar spent to provide care, 63% goes for goods/services, of that 35% salaries & benefits. Important to emphasize that large percentage stays at home. Need to talk more about what we do for local economy. d. “Underpayment by Medicare and Medicaid Fact Sheet,” <i>American Hospital Association, 2012.</i> May not be widely known outside hospital community, lose 8 cents on every dollar. Mrs. Burch inquired about FRA; Mrs. Feuquay gave an update, still in legislation, will research more information. Dr. Turner discussed overcharges, fraud. Mr. McGee discussed 2 big cases, \$9m, \$200m, multiple states, phys/nurses/mgrs/owners – massive fraud for incorrect billing. Mrs. Bush reported that Medicare is now sharing data with OIG to find spikes in DRGs, subpoena bank records to track. More streamlined due to better data sharing, more efficient and effective in managing fraud. Dr. Rogers discussed that they are losing track of money due to inability and unwillingness to community between agencies. Mrs. Bush shared her recent experience at a compliance seminar; there was an OIG rep there, impressive discussion. 	Informational.	As needed.
Administrative Reports	<p>CEO Report – Mrs. Feuquay provided her October 2012 report:</p> <ul style="list-style-type: none"> • Healthy Nevada – conference, kick-off, MS involvement, grant writing • HR – employee insurance, hired HRAO to start 11/30 • Services – lymphedema, hyperbaric, dialysis • IT – MU, MTH making good progress, would like to see project plan • Journey – coach visited, LEM, Rounding, LDI, AIDET/Key Words – seeing results in quality data, improving communication with customers (patients, coworkers, etc.). • Quality – celebration cookout, Joint Conference follow-up, Joint Commission readiness • Foundation – gala, awards of excellence <p>QHR Report – Mr. Yackell reported that we are finalizing the consulting arrangements for 2013. Mr. Sims will provide CEO Evaluation in November. Trustee Conference offered next week.</p>	Informational.	As needed.

Administrative Reports (cont.)	<p>HCAHPS – Mrs. Bush provided a handout of national benchmarking from Jan-Dec 2011 for Top Box. Explained scores and percentiles. ‘Willingness to recommend’ improved from 1st percentile to 25th. Working on pain management. Dashboards do not show improvement, doing far better than we were two years ago, institution doing really well. Dr. Turner inquired about which doctors are doing well, which are not; Mrs. Bush will look into drilling down by doctor. Dr. Conley inquired about breaking down by service (OB, Wound, etc.). Dr. Turner offered to discuss again at Medical Staff to encourage improvement. Mrs. McKinley suggested using for marketing, public data. Mrs. Bush discussed the expected impact of AIDET/Key Words.</p> <p>ED Analysis – Mrs. Feuquay presented a report reflecting the improvement and success in the ED. Feb 2011 developed strategic goals, specified improvement needed in ED. Have been working to make service optimal. Terminated TSG for phys services, and billing. Looked at alternatives – outside vendors and internal management. Determined to move to internal structure, expanded physician complement, hired medical director, completed credentialing (MS priv, malpractice insurance, managed care), developed billing and payment system, quality metrics with incentives, promoted service. Initiated formal Grievance Committee to improve response and follow-up. Results for quality in perception are reflected in data from grievance log and patient satisfaction scores. Quality in fact is reflected in the CMS measures. Volumes have increased, admission rate has increased, decrease in transfers. Still working on pro forma comparison. Discussed CMS measures – still working on stroke patient documentation. Quality in perception – grievances steadily decreasing. Discussed patient satisfaction scores and survey questions. Mrs. Bush reported that NRMCS reputation is improving. Mrs. Feuquay discussed how ED is critical in achieving ‘willingness to recommend’ goal. Seeing more patients in ED, admissions increasing from 7% to 14% due to better care. Action Steps include continuing to promoting service, staff training and development, leadership succession planning, continuing to improve referral process, retaining patients in-house, improving necessary transfers to tertiary facilities, improving relationships with ground and air ambulance services, continuing to update physician metrics, conducting medical staff satisfaction of the ED services, improving grievance process. Will update pro forma financial data. Dr. Turner discussed need for better process for immediate follow-up services to improve patient satisfaction.</p>		Informational.	As needed.															
Financial Strength Report	Mr. McGee provided highlights from reports ending September 30, 2012. See packet for details. Approval Items 1. Dr. Cooper, Premier Specialty Network 2. Dr. Costner 3. Dr. Kellenberger 4. Dr. Subramanian 5. Alliance Mental Health	6. Citrix 7. Iatric 8. ICAD 9. Milliman Care Guidelines 10. PFT w/ Body Box 11. Stericycle Pharmacy Waster 12. Funded Depreciation <ul style="list-style-type: none"> • The group discussed #6 – terminals for patient care units, will last longer than typical PC, faster for end-user. • FY12 Audit – completed, BKD will present in November with cost report. • Financial considerations – informing employees about special payments expiring or about to expire. • Cash Collections – ¼ last months \$3.4 million 	The financial report and approval items were approved upon a motion by Dr. Turner and a second by Julie McKinley.	As needed.															
Board Committee Reports	<p>Technology Committee – Mrs. Feuquay reported the following highlights:</p> <ul style="list-style-type: none"> • BHU renovation – doors, OB refresh, Rill Hill flooring • Security – systems at hospital, MF, Barone • Infrastructure – parking lot, Sheldon roof • Expansion – hyperbaric, OB • MAC – office relocation 		Informational.	As needed.															
Board Governance	<ul style="list-style-type: none"> • Joint Conference – working on follow-up, will be presented at November Medical Staff & Board meetings. • MHA Training – two Board members attending. • November Board Meeting – board bylaws review. 			As needed.															
New Business	None.		No action needed.	As needed.															
Adjourn into Executive Session	At 7:16 p.m., Dr. Rogers asked for a motion to move out of Open Session to Executive Session in accordance with RSMo (1994) Section 610.021 Subparagraphs (1), (3) and (13).	The motion was approved to go into Executive Session upon a motion made by Cathy Hissink and a second by Dr. Turner. Results of a roll call vote were as follows:	<table border="0"> <tr> <td>Bill Denman</td> <td>Absent</td> </tr> <tr> <td>Jenise Burch</td> <td>Yea</td> </tr> <tr> <td>Cathy Hissink</td> <td>Yea</td> </tr> <tr> <td>Julie McKinley</td> <td>Yea</td> </tr> <tr> <td>William Turner</td> <td>Yea</td> </tr> <tr> <td>Wayne Prewitt</td> <td>Absent</td> </tr> <tr> <td>Steve Russ</td> <td>Yea</td> </tr> <tr> <td>Glenn Rogers</td> <td>Yea</td> </tr> </table>	Bill Denman	Absent	Jenise Burch	Yea	Cathy Hissink	Yea	Julie McKinley	Yea	William Turner	Yea	Wayne Prewitt	Absent	Steve Russ	Yea	Glenn Rogers	Yea
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Respectfully Submitted, Mandi Jordan, Executive Assistant