



PERSHING GENERAL HOSPITAL & NURSING HOME BOARD OF TRUSTEES  
REGULAR BOARD MEETING MINUTES  
May 24, 2018

ENTITY: Pershing General Hospital  
DATE: May 24, 2018  
TIME: 5:30pm  
PLACE: Pershing General Hospital Conference Room  
855 6<sup>th</sup> Street Suite 103

Attending: **Board:** Joe Pierce, Carolyn Hultgren, Carol Shank, Ted Bendure, Dana Tueller, Charlie Safford.

**Staff:** Patty Bianchi, Cindy Hixenbaugh, Christina Dickerman, Patti Speer, KayDawn Hughes, Todd Plimpton

- 1) **CALL TO ORDER** - by Chairman Joe Pierce at 5:30 p.m.
- 2) **PUBLIC COMMENT** - None
- 3) **Review and approval of Finance Committee recommendation regarding changes to Fiscal Year 2018-2019 proposed budget. – For Possible Action**  
Action taken jointly with Item 4.
- 4) **PUBLIC HEARING: Fiscal year 2018-2019 proposed budget for Pershing General Hospital and Nursing Home- For Possible Action**

**BOARD TOOK THE FOLLOWING ACTION:** Bianchi informed the Board that there had been no changes since the Finance Committee meeting on Tuesday. Motion to approve the FY 2018-19 Budget, including the Finance Committee recommendations presented by Ted Bendure with a second to the motion by Dana Tueller. Motion approved unanimously.

- 5) **CONSENT AGENDA - The Board will consider, for possible action, these items in their entirety, without discussion; For Possible Action**
  - a. Meeting minutes for Regular Board Meeting April 26, 2018
  - b. Warrants (Check Register)
  - c. Patient Account Write-Offs for April 2018
  - d. Credentialing for Nicholas Carlevato, M.D. (vRad), Dr. Cathy Endo, M.D., Dr. Eric Goldberg, M.D., Dr. Leon Jackson, M.D., Dr. Sean Lehmann, D.P.M., Dr. Cory Meeder, D.O., Dr. Steven Rubin, M.D.

**BOARD TOOK THE FOLLOWING ACTION:** Ted Bendure presented the motion to approve the Consent Agenda, with those caveats detailed by the Medical Staff related to credentialing. Second to the motion offered by Carolyn Hultgren. Motion carried unanimously.

6) **REPORTS**

a. **Risk Management Officer**

i. Quarterly Report

Risk Manager KayDawn Hughes was present to deliver her quarterly report. Hughes reported that there were no sentinel events reported nor any hospital acquired infections during the first quarter. One patient that arrived with pressure sores has been well cared for will be discharged healthy.

In regard to complaints lodged in the first quarter: six billing complaints, two for rude staff and five communication complaints (staff to patient). All complaints were satisfied.

Quality indicator reports – taking weights on all children under 12 years = 100%. Patients being seen within 30 minutes – 96%. Discharge vitals within 20 minutes of discharge -98%. Other indicators may be added to increase efficiencies.

Quality Improvement report: the Lab noticed that since the Clinic transitioned to EHR, there have been some issues with paper orders. New processes have begun to develop a more thorough check and balance system. The Dietary Manager has implemented a new hiring orientation procedure. The new two-step process includes a mock service to patient scenario.

b. **Administrator/CEO: Update**

CEO Bianchi shared:

- Budget has taken majority of time
- Met with Jerry Allen regarding transportation of behavioral health patients
- Bianchi has been invited to sit on the Board of the Northern Nevada EMS Consortium – group that allows for financial assistance of helicopter transports. The group meets quarterly over the phone.
- Successfully chaired first NRHP meeting.
- May 25 will be the open house for the McDonald's remodel. 25% of proceeds will be donated to the Lovelock Volunteer Fire Department.
- The savings related to the proposed changes discussed at the finance committee meeting could be upwards of \$200,000. If cash clinic is implemented, with focused visits could gross \$30,000/month.
- Bianchi shared what large ticket expenses purchased this fiscal year included. A total of approximately \$370,000 was spent in one time expenses.

c. **Chief Financial Officer: Update**

i. Financial Statements for the period ended April 30, 2018– **For Possible Action**

**BOARD TOOK THE FOLLOWING ACTION:** CFO Boline detailed the month of April, 2018, the 10<sup>th</sup> month of the fiscal year. An income of approximately \$30,000 was reported. Ted Bendure offered the motion to approve the financial statements as presented, with a second to the motion offered by Carolyn Hultgren. Motion approved unanimously.

Carolyn Hultgren noted that the Board had not approved the March, 2018 financial statements. Upon direction from counsel, the March financial statements were to be approved at the following meeting.

ii. Revenue Cycle Dashboard April 2018 – Dashboard, as always, is consistent with the financial statements as presented.

Carolyn Hultgren referenced the zip code report included in the Board packet. She noted that it seemed that more patients seem to be coming from Winnemucca.

d. **Chief Nursing Officer: Update**

CNO Dickerman shared the current census – zero acute admissions with 1 swing admission who has been with us 31 days. In April, 155 ER visits, Long Term Care Census 24 patients. Dickerman and Lola Montes visited Winnemucca yesterday to meet with a potential resident.

Dickerman and Montes took the months of April and May off from Community outreach. They will now continue with church groups and such.

Dickerman also shared the results of the callback reports, after explaining the process. The main goal of calling discharged patients is to ensure that they are doing well. Several employees were given kudos for the service provided to patients. Of 157 patients seen, 105 patients were reached. 103 patients were satisfied with care, 2 patients indicated complaints and 4 detailed wrong phone numbers. One of the complaining patients was upset that Ultrasound services were not available at night. The other patient was not happy with the service the physician provided. Dickerman indicated that this situation was most likely due to patient's expectations not being in keeping with diagnosis or appropriate for the situation.

Board Member Safford indicated his positivity in the follow up process and requested that the number of calls to discharged patients be increased to 3. Dickerman indicated that the follow up process for complaints is being discussed and may potentially involve Risk Manager Hughes following up with the patient.

Board Member Bendure suggested that possibly sending a thank you note to patients treated.

e. **Chief Operating Officer: Update**

**Clinic:** CPSI visited for follow-up to work out issues being experienced with EHR. The CPSI sales representative has contacted the facility and PGH is eligible for an assessment of our system.

**Maintenance:** Air handler went down. Loren Bianchi achieved repair after consultation with repair company.

**Lab:** Zach Pritchard is completing his internship at Renown for his Medical Technology licensure. Depending on his licensure, will depend on whether or not he may be rehired. Phlebotomist submitted resignation, however, received an application for position as well.

**IT:** Jim Weeldreyer was able to complete the guest WiFi access.

**Human Resources:** Celebrated multiple services awards. In May, Kassie Phillips celebrated five years with PGH in the Laundry Department, she also just completed the CNA class. The new speech therapist is onboard. Hixenbaugh continues to recruit for open positions. Hixenbaugh attended a credentialing conference in Wyoming. She would like to meet with doctors to review Medical Staff bylaws and such. Hixenbaugh indicated that there was training available for certifying credentialing personnel.

Hixenbaugh met with John Bates of POOL/PACT to plan for upcoming trainings.

Another CNA class will be conducted in the fall starting in October, taught by Corey Plumb.

i. **USDA PROJECT UPDATE – For Possible Action**

Hixenbaugh shared that we have received the Preliminary Opinion of Probable Construction Costs. This came in about one million over budgeted loan amount. Secondary Opinion indicated a deficit of \$485,000. Architect indicated there was an error in the calculations. Suggestions have been made to recover some of the overage. Hixenbaugh also presented tentative dates for the bid process.

The approval listed on the agenda had already been acted upon, so these items were removed.

f. **Chief Procurement Officer: Update**

CPO Joubert was unavailable as she is working in the kitchen.

7) **CRITICAL ACCESS HOSPITAL (CAH) ITEMS**

a. **UNFINISHED BUSINESS**

b. **NEW BUSINESS:**

i. **Review and approval for the purchase of new X-Ray equipment to replace obsolete, inoperable equipment.**

**BOARD TOOK THE FOLLOWING ACTION:** CEO Bianchi explained that this is actually an emergency repair that will take approximately seven weeks. Carolyn Hultgren presented the motion to approve the emergency repair not to exceed \$40,000. Ted Bendure offered the second to the motion. Motion carried unanimously.

8) **PERSHING HEALTHCARE FOUNDATION: UPDATE**

Carolyn Hultgren indicated that the next meeting is scheduled for June 12 to continue arrangements for the August 11 fundraiser dinner. Foundation members are discussing a Basque style dinner. No new scholarship applications have been received.

9) **OTHER ITEMS**

a. **CORRESPONDENCE – FLEX Conference June 6-8 at Lake Tahoe.** Banner Churchill has invited PGH to the new Emergency Department expansion on June 21. PGH has received correspondence for the HealthPAC contribution of \$297.

b. **LEGAL - None**

c. **OTHER**

COO Hixenbaugh indicated that she has confirmed that the health insurance contributions will be pretax.

10) **PUBLIC COMMENT – None.**

11) **ADJOURN:** at 6:58 p.m. by Chairman Joe Pierce.

**Approved at Board Meeting June 28, 2018**