



PERSHING GENERAL HOSPITAL & NURSING HOME BOARD OF TRUSTEES  
REGULAR BOARD MEETING MINUTES  
Thursday, April 23, 2020

ENTITY: Pershing General Hospital  
DATE: April 23, 2020  
TIME: 5:30 P.M. – Regular Meeting  
PLACE: Pershing General Hospital  
Conference Room  
850 6<sup>th</sup> Street, Suite 103  
Zoom Phone number: 1-669-900-9128

PLACES POSTED: Pershing General Hospital  
Pershing County Courthouse  
US Post Office  
Pershing County Library  
[www.pershinghospital.org](http://www.pershinghospital.org)

ID: 7752732621

**ATTENDING:** **Board:** Chair Carolyn Hultgren, Vice Chair Charles Safford, Secretary Ted Bendure, Trustee Joe Pierce  
**Zoom:** Trustee Dana Tueller, Attorney Bryce Shields, Liaison Commissioner Carol Shank, CNO Christina Dickerman, Phil Dickerman  
**Staff:** Administrator Cynthia Hixenbaugh, CFO Lynn Broyles, IT Director Jim Weeldreyer, Board Secretary Pam Weeldreyer  
**Other:** Reporter Debra Reid – Lovelock Review-Miner

- 1) **REGULAR MEETING CALL TO ORDER – Meeting was called to order by Chair Hultgren at 5:30 P.M.**
- 2) **PUBLIC COMMENT** (Public comments and discussion. No action may be taken on a matter raised under this item of the agenda until the matter itself has been specifically included on an agenda as an item upon which action will be taken. Personnel matters will not be heard in public comment. Public comment will generally be limited to 3-5 minutes per person.)

- Christina announced that Phil Dickerman was also attending the meeting with her by Zoom.

- 3) **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 March 26, 2020.
- b. Meeting minutes for Special Board Meeting April 15, 2020.
- c. Warrants (Check Register).

**A motion to approve the meeting minutes for the Special Board Meeting April 15, 2020 (3.b.) and the Warrants (3.c.) made by Secretary Bendure. Second by Vice Chair Safford. Motion approved.**

**A motion to approve the meeting minutes for the Regular Board Meeting on March 26, 2020 (3.a.) was made by Secretary Bendure with the amendment (underlined) to 7.a.i. as follows: “A motion to accept the bylaws as amended was made by Secretary Bendure. Second by Vice Chair Safford. Motion approved.” Second by Trustee Pierce. Motion approved.**

- 4) **REPORTS**

- a. **Risk Manager: No Report**
- b. **Chief Nursing Officer: Update by Christina Dickerman** Time was spent with Dr. Van Guilder and Loren exploring optional alternate care sites. We have not had a positive case yet in Pershing County, but we still need to plan.
  - Ted inquired about how long it takes to process COVID tests now. Christina replied that the wait time is 24 to 48 hours.
  - Charlie asked if we have plenty of PPE. Considering our current patient flow, Christina believes we have an adequate supply at this time.
- c.
  - i. **Critical Access Hospital and Skilled Nursing Facility Utilization**
    - Admissions – For March we had one acute patient, zero swing patients, and 151 ED patients
    - Referrals – We had 23 total all of which were declined due to no open beds. We had 12 swing referrals and all were declined. (Care exceeds capacity includes severe behavioral issues and medically complicated.)
    - Transfers – We had eight transfers due to medical, zero due to mental health, and one trauma. There were six returns and one patient who left against medical advice.
    - Current census as of April 23, 2020 in LTC is 22. We had one death, one discharge, and one transfer. We anticipate being back up to 24 (maybe even 25) by the next board meeting.
  - ii. **COVID-19 Update**  
Christina provided a PowerPoint presentation on the current status of COVID-19 and its effect on our community, state, and country noting the changes since her presentation last month.
- d. **Chief Procurement Officer: Update given by Cynthia Hixenbaugh**

- i. Pennington Grant Purchase Update
  - We are still ordering the items from the original Pennington grant, but they are coming in slowly due to recent shipping delays. Through the original grant, EMCOR is here putting in cooling units for our server room and purchasing.
  - We received a COVID emergency grant for \$139,000.00 from the Pennington Foundation. This will outfit an alternate care site for now and the future. Cindy reviewed the list of items are already being purchased by CPO Joubert.
  
- e. **Chief Financial Officer: Update by Lynn Broyles**
  - i. Financial Statements for the period ended March 31, 2020 – **For Possible Action.**
    - Lynn reported that the March 2020 financials are being postponed.

**No action taken.**
  
  - ii. Revenue Cycle Dashboard March 2020.
    - The Revenue Cycle Dashboard for March 2020 was unavailable at the time of the meeting.
    - We had an unexpected and abrupt resignation of an employee. Lynn's time was required to complete payroll instead of completing the financials.
    - Lynn will also be preparing user manuals for payroll and accounts payable for future training.
    - We are aggressively recruiting for the open position.
    - PGH received \$171,000.00 in stimulus money. This is a non-refundable amount and we will have to make some affirmations regarding that within 30 days. We should also be receiving additional funds in a future disbursement.
    - We are looking at some other cash flow sources.
    - The statistics are showing that March was pretty strong, but we do anticipate a rather different picture for April.
  
- f. **Revenue Cycle Manager: Update by Lynn Broyles**
  - i. Patient Account Write-Offs for March 2020 – **For Possible Action.**  
**There were no Patient Account Write-Offs for March 2020.**  
**No action taken.**
  
  - ii. Trubridge Financial Analysis  
Lynn reviewed the Trubridge analysis with the board.
  
- g. **Administrator/CEO: Update by Cynthia Hixenbaugh**
  - i. Rural Health Clinic Utilization
    - The clinic saw 753 patients during the month of March; 23 of those were new patients.
    - No shows, add-ins and cancellations continue to be monitored daily.
    - Due to COVID-19, Rural Health Clinics have now been given permission by CMS to provide for and will be paid to be the distant site for Telehealth visits.
      - Any of our providers can see patients via telehealth that are at high risk or those that are not comfortable coming into the clinic at this time without leaving their homes.
      - We will be using the secure VSee Clinic platform via smart phone, tablet, or computer.
      - The patients will need to have an email address and have a microphone and camera either built into their device or added to their computer.
      - The clinic started on 4/16 and have had 15 patients use telehealth for their visit.
      - Staff has been trained on how to use the program and will assist patients with step-by-step instructions on how to access the link provided to them.
      - There may be certain instances where an in-person, face-to-face appointment, may be needed instead of a telehealth visit or if the patient is unable to connect via a device with audio and visual capabilities.
      - Cynthia explained the revenue options when using telehealth vs. a simple phone call.
    - We are about 30% down in clinic patient visits right now and this affects our other outpatient services, i.e. the lab and x-ray. Laurie and her team called patients who canceled to determine the reason for the cancellation. Eight out of 10 people polled reported that they canceled because they did not want to pay the deductible for their lab orders. It is less expensive for some patients to have their labs drawn on Wellness Days than to pay their deductible. We have had to suspend Wellness Days due to social distancing recommendations. To mitigate this, we will set up Wellness labs one day a week by appointment only and use the small meeting room in Administration to keep traffic flow from moving through the E.R.

- Providers will also be able to see patients in the drive-thru area. We want to encourage everyone to come so that they stay healthy.
- Patients who are experiencing any symptoms continue to be directed to drive to the back of the clinic to the tent structure for the provider to triage their symptoms and possible testing. Patients have been cooperative and appreciative.

ii. HICS COVID-19 2020 Update – **For Possible Action.**

- Hospital Incident Command System (HICS) – The group, which includes Chiefs (a level of roles within HICS) and Dr. Van Guilder (as lead for medical staff and county health), meets Mondays, Wednesdays, and Fridays. Officers report to their Chiefs and that communication is brought to Incident Command (IC). If further action is needed, the Chiefs disseminate the information back to the Officers. IC received the alternate care site contingency plan from Pershing County. The commissioners will allow the hospital to use the community center with certain restrictions. PGH will be responsible for all staffing, supplies, and liability coverage. Pershing County Sheriff's Office (PCSO) let us borrow 10 cots and blankets. IC will be working on a long-range pandemic plan for future outbreaks.
- Cynthia expressed gratitude for Lynn. "Lynn learned payroll the fastest out of anybody I have ever known in a finance position...She really did a great job getting it done."
- Our inventory is currently in the green based upon our number of tested and negative results. Staff are still wearing face covers and have not had to go to full PPE in the patient care areas except for ER when someone comes in or is being screened. LTC is holding strong.
- Cindy attended an Emergency Cash Flow Planning webinar by a company called Stroudwater. Discussion and what worked for other CAHs across the US with regard to creating a 26-week cash flow project that evaluates the impact of reduced elective/deferred services and potential increased services related to care for COVID patients to help determine timing of need for additional working capital. Cindy has already started an analysis of loss of cash flow based upon reduced Clinic visits and other outpatient services caused by this. We would like to avoid, if at all possible, laying off people and reducing pay, but will do what we need to not get in a position where we are losing money or taking on loans that we may not be able to pay back on time. If needed, everyone will be expected to work at the top of their licensure.
- The Paycheck Protection Program (PPP) – hospital districts are not eligible at this time, but this could change at our national congressional level. Lynn asked the board members to reach out to our legislators and let them know that we were technically omitted from the original grant.
  - Charlie asked Lynn if she would draft a letter on behalf of the board and send to him. She asked that the board also make personal calls to their legislators.
  - Secretary Bendure stated that he is glad that administration is looking at these issues now.
- Cindy showed the board the hospital's Facebook page and explained some of the information that they can find there. We have close to 700 followers and we get more every day.
- We will be making our own test kits per guidance from State Lab. Looking into requirements and supplies to do this. Battle Mtn made 3,000 kits on their own.
- Secretary Bendure asked if we have heard if they will be immunizing for the flu earlier this coming year. Cynthia replied that the flu immunization may be stronger, but they do not expect that a COVID immunization to be ready by then. Christina stated that she has not heard if there will be earlier immunizations.
- Trustee Pierce inquired about Cynthia's statement regarding the impending survey visit. Cynthia replied that the surveyor did come and ended up not following a housekeeping employee in the facility. They simply asked the supervisor questions about disinfecting and cleaning procedures. The surveyor seemed very happy with our policies, procedures, and processes. She wanted to make sure we were doing right by our residents. She was only here for about an hour.

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

a. **UNFINISHED BUSINESS – For Possible Action.**

- i. Review and approval of proposed amendments to the Pershing General Hospital Board of Trustees Bylaws – **For Possible Action.**

**Motion to approve the proposed amendments to the Pershing General Hospital Board of Trustees Bylaws made by Secretary Ted Bendure. Second by Trustee Pierce. Motion approved.**

b. **NEW BUSINESS**

- i. Approval of Employment Agreement for Cathy Endo, M.D. full time Emergency Room physician – **For Possible Action.**  
**Motion to approve the Employment Agreement for Cathy Endo, M.D. made by Secretary Bendure. Second by Trustee Pierce. Motion approved.**
- ii. Acceptance of William N. Pennington Foundation grant award in the amount of \$139,971.00 for the purchase of equipment and supplies to prepare an alternate care site and testing areas due to COVID-19. – **For Possible Action.**  
**Motion to accept the William N. Pennington Foundation grant award in the amount of \$139,971.00 for the purchase of equipment and supplies to prepare an alternate care site and testing areas due to COVID-19 made by Secretary Bendure. Second by Vice Chair Safford. Motion approved.**
- iii. Approval to utilize existing grant account for deposit and expenditures for the grant award (COVID-19) for ease of accounting and auditing by Pershing General Hospital and William N. Pennington Foundation. – **For Possible Action**  
**Motion for approval to utilize existing grant account for deposit and expenditures for the grant award (COVID-19) for ease of accounting and auditing by Pershing General Hospital and William N. Pennington Foundation made by Trustee Pierce. Second by Secretary Bendure. Motion approved.**
- iv. Authorize Administrator Cynthia Hixenbaugh to approve receipt of grant funds and expenditures as stated in the William N. Pennington Foundation grant agreement. – **For Possible Action**  
**Motion to authorize Administrator Cynthia Hixenbaugh to approve receipt of COVID grant funds and expenditures as stated in the William N. Pennington Foundation grant agreement made by Secretary Bendure. Second by Trustee Pierce. Motion approved.**

6) **PERSHING HEALTHCARE FOUNDATION: UPDATE by Carolyn Hultgren.**

- The foundation did not have a meeting in April. There are no applications at this time. They will have a meeting in June. If we can, we will still have the fundraiser dinner in August.

7) **OTHER ITEMS**

a. **CORRESPONDENCE – For Possible Action.**

- i. Letter of appreciation sent to U.S. Silica for donation of a roll of plastic worth approximately \$150.00. The hospital will use this for the construction of zip walls for isolation in preparation to care for COVID-19 patients.
  - ii. Acknowledge donations from the following businesses and individuals in response to the COVID-19 pandemic for patients and staff:
    1. Q&D Construction, Reno NV – poles and zip wall zippers to create containment area for COVID-19 patient treatment rooms on Acute.
    2. Patty Bianchi, Brandy Cooney, Carol Merrill, Nicole Reitz, Delfina Paredes, Esther Paredes, Linda Tull, and Christina Dodge for making face covers and masks for hospital employees to help conserve disposable masks for patients.
    3. Frey Ranch Distillery, Fallon NV – 6 gallons of alcohol-based hand sanitizing rub for use in hospital departments.
    4. NRHP and TEAM UNR 3D PPE, Reno NV – 90 3D printed head piece and 100 face shields for patient care staff.
    5. Coeur Rochester – 1,000 KN95 masks for patient care staff.
    6. Coeur Rochester – Drive thru tent to provide privacy for patients and protect providers from the elements. Donation also included lighting system and heater if needed. Rich Wagner, Safety Manager, secured the donation and built the tent with the help of Eric Nolan of BLM.
    7. Oasis Academy – 30 3D printer Ear Guards.
- Thank you notes will be sent on behalf of the board.

b. **LEGAL – For Possible Action – None.**

- i. The Pershing General Hospital and Nursing Home Board of Trustees may by law receive information from legal counsel regarding potential or existing litigation involving a matter over which the Pershing General Hospital and Nursing Home Board of Trustees has supervision, control, jurisdiction or advisory power, and such gathering does not constitute a meeting of the Pershing General Hospital and Nursing Home Board of Trustees pursuant to Nevada Revised Statutes 241.015.

- c. **OPEN SESSION – For Possible Action.**
  - i. Action regarding litigation or potential litigation.
- d. **OTHER – For Possible Action.**

8) **PUBLIC COMMENT** (Public comments and discussion. No action may be taken on a matter raised under this item of the agenda until the matter itself has been specifically included on an agenda as an item upon which action will be taken. Personnel matters will not be heard in public comment. Public comment will generally be limited to 3-5 minutes per person.)

- Lola reported that employees are holding up well and like to get the letter that Cindy sends out.
- Carolyn said that she is very proud of the hospital. She is also proud of the first graduate that got financial support from the foundation for being mentioned in the local newspaper – Melissa Washabaugh.

9) **ADJOURN: For Possible Action – Meeting adjourned by Chair Hultgren at 7:00 P.M.**