



PERSHING GENERAL HOSPITAL & NURSING HOME BOARD OF TRUSTEES
REGULAR BOARD MEETING MINUTES
Thursday, November 21, 2019

ENTITY: Pershing General Hospital
DATE: November 21, 2019
TIME: 5:30 PM – Regular Meeting
PLACE: Pershing General Hospital Conference Room
855 6th Street Suite 103

ATTENDING: Board: Chairman Joe Pierce, Vice Chair Carolyn Hultgren, Secretary Charles Safford, Trustee Ted Bendure, Trustee Dana Tueller
Staff: Cynthia Hixenbaugh, Lynn Broyles, Christina Dickerman, KayDawn Hughes, Debora Mock, Helen Joubert, Bryce Shields, Carol Shank (County Commissioner-Liaison), Pam Weeldreyer.

- 1) **CALL TO ORDER** – Call to Order by Chairman Joe Pierce at 5:30 P.M.
- 2) **PUBLIC COMMENT** – No public comment.
- 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 October 24, 2019.
 - b. Warrants (Check Register).
 - c. Patient Account Write-Offs for October 2019.

Motion to approve the consent agenda as presented by Secretary Safford. Second by Trustee Bendure. Motion passed unanimously.

4) **REPORTS**

- a. **Administrator/CEO: Update** – Cynthia Hixenbaugh
 - i. Critical Access Hospital Survey Update
 - The federal surveyors came on Veterans Day.
 - The surveyors focused on the Emergency Preparedness Plan, ER Services, Physical Environment, Staff and Responsibilities, credentialing, infection control, patients' rights, medical records, and organ donation.
 - We received an immediate jeopardy due to a paralytic medication we had in use that had to have a specific drug available to counteract the possible side effect of pervasive hyperthermia. Christina provided an explanation for the board members. Staff produced a plan and the surveyors accepted the corrective plan and lifted the immediate jeopardy.
 - The Emergency Preparedness Plan needs to be improved. Cindy will be working on it in order to be ready when we receive the Statement of Deficiencies.
 - Melissa Washabaugh and Cynthia met with Karen Stevens at the Justice Court to explain the services that Melissa is providing. Bryce asked if Melissa could meet with him. Cynthia assured Bryce that Melissa will be in contact with him, too.
 - We will be changing the way we review policies, procedures, and protocols.
 - Managers will be bringing policies to board meetings throughout the coming year.
 - Patient Care Manuals need to be approved by the board under Conditions of Participation.
 - Medical Staff protocols need to be updated and approved by Medical Staff and the PGH Board.
 - This will be a lot of work on everybody's part.
 - ii. Rural Health Clinic Utilization Review Report
 - Statistics for October – 679 – Thirty-six of these are new patients. The new patients are coming from Winnemucca, Tonopah, Fallon, and a few are from Reno. Most new patients from Reno and Fallon are scheduled with Melissa. Statistics fluctuate depending on the number of holidays in a month and providers' vacations. For November we will most likely see a drop from October because there are 3 holidays in the month and 2 vacation days.
 - Every week there are two to three days that we have all five providers in the clinic. We are trying to always have at least two providers on Mondays and Fridays. We have hired a per diem M.A. that started this week in order to help with coverage when two employees take maternity leave beginning next month.
 - P.A. Jacob Lewis and N.P. Melissa Washabaugh are seeing a steady increase in their patient volume. It was a bit of a slow start as we waited for pharmacy licenses to come through and other credentialing to

be approved. Melissa and Jacob are recipients of the State of Nevada Loan repayment; Keith Clark was here to present their checks each in the amount of \$40,000.00.

- We have two students that Dr. VanGuilder will begin precepting in January; one is from UNR and the other is from Chamberlain University. These last approximately four to six weeks depending on the course.
- We are currently working on the wellness program and are developing a good clean process so patients will have a clear understanding of the difference between a Wellness Exam and a Problem Visit. Patients are mistakenly scheduling a wellness visit when what they need is a problem visit. Insurance companies pay for wellness exams at 100%, which can motivate a patient to seek an appointment and mistakenly believe that they can have a complete exam, discuss several established concerns, and have their medications refilled. When insurance companies see diagnoses, they differentiate between a wellness exam and a problem visit; at that point the visit goes from wellness to problem. Patients are not required to pay anything upfront for wellness exams, but if there are other diagnoses, they should be paying a co-pay upfront or receive a bill. When the patient receives a bill for what they thought was covered at 100%, they become upset and take convincing that they were actually billed appropriately.
- We are setting up the providers to be able to send electronic prescriptions for controlled substances. We were notified by Walmart pharmacies that this will be the only way they will accept these prescriptions as of January 1, 2020.

b. **Chief Financial Officer: Update** – Lynn Broyles

i. Financial Statements for the period ended October 31, 2019.

Lynn guided the board through the Financial Statement Analysis prepared as of October 31, 2019. Figures were adjusted to reflect net revenue because of the Pennington Capital Grant of \$1,025,193. Specific data from the Income Statement and Balance Sheet were reviewed.

Motion to approve the Financial statements for the period ended October 31, 2019 by Trustee Bendure. Second by Vice Chairperson Hultgren. Motion passed unanimously.

ii. Revenue Cycle Dashboard

c. **Chief Nursing Officer: Update** – Christina Dickerman

i. Critical Access Hospital and Skilled Nursing Facility Utilization Review Report.

- Admissions – There were two acute admits in October. One swing admit and 154 E.R. Out of 14 referrals we did not accept any; however, we did one long-term admit from an internal referral. Five left AMA.
- We are still looking for a Long-term Care Director.
- Christina attended a Studer Group conference and was able to bring back education to share.
- We had CAH Survey on November 11th.
- Christina received a compliment on behalf of the facility that their loved one was cared for very well. Christina gave kudos to her staff for their caring attitudes.
- Great Basin College will be having a CNA class starting in January.

d. **Risk Management: Update** – KayDawn Hughes

i. Monthly Quality Improvement Report

- There were zero sentinel events and zero acquired infections. We had one complaint that the patient's E.R. charge was too high, but after review, it was found to be correct.
- The wellness exam forms that KayDawn and Dr. Van Guilder created have helped with patients and items that are allowed to be discussed at certain office visits.
- A reminder went out to all departments that the January Quality Improvement meeting will be the annual evaluation of CAH and review of their yearly projects.
- Lola and KayDawn have created a program to meet required training on LGBT issues that has been implemented throughout the facility.
- Quality Indicator measures were at 90% of goal. Vital signs taken within 20 minutes of discharge were at 98%, physician 30-minute response time was at 93%, and the opioid prescribing in the ER was at 100%.

e. **Chief Procurement Officer: Update** – Helen Joubert

- Helen updated the board with her department's recent activities that included hiring of staff and maintenance of laundry machines.
- Helen will be creating files on equipment that will address issues raised by survey.

- i. Pennington Grant Purchases Update – Helen provided the board with an explanation of recent purchases that included a portable x-ray machine, new blanket warmer, and a portable ultrasound machine.

5) CRITICAL ACCESS HOSPITAL (CAH) ITEMS

a. UNFINISHED BUSINESS

- i. Approve donation to Northern Nevada EMS Consortium to help provide air medical membership for every permanent resident of Pershing County. (\$5,000.00 was donated last year.)

Motion to approve a donation to Northern Nevada EMS Consortium in the amount of \$1,500.00 by Trustee Bendure. Second by Secretary Safford. Motion passed unanimously.

b. NEW BUSINESS

- i. Approve Melissa Washabaugh, APRN, CNP, initial appointment and privileges.

Motion to approve Melissa Washabaugh, APRN, CNP's initial appointment and privileges by Trustee Bendure. Second by Vice Chair Hultgren. Motion passed unanimously.

- ii. Approve Facility Closure Policy for Long Term Care Unit a Condition of Participation

Motion to approve the Facility Closure Policy for Long Term Care Unit by Vice Chair Hultgren. Second by Trustee Tueller. Motion passed unanimously.

6) PERSHING HEALTHCARE FOUNDATION: UPDATE – Carolyn Hultgren

- Carolyn explained that there will not be a foundation meeting in December unless they receive an application that they need to address.

7) OTHER ITEMS

a. CORRESPONDENCE

- Cynthia detailed the two letters received: 1) Thank you note from Domestic Violence Intervention for our employee donation, and 2) Thank you note from Jayce Montes for the emergency kits the hospital donated to T-Ball.
- Also in your packet is a copy of the letter Cynthia sent to employees regarding implementation of the board's no-smoking policy.
- Ads have been created to submit for publication to the local newspaper that highlight both Melissa and Jacob as new providers at our facility.

b. LEGAL – No legal.

c. OPEN SESSION

- i. Action regarding litigation or potential litigation – No action.

d. OTHER – No other.

8) PUBLIC COMMENT

- Carolyn Hultgren announced that the Friends of the Library Christmas Fair is on Saturday, December 7.
- Carolyn also reminded everyone to be wary of scam calls from Apple.

9) ADJOURN: Chair Joe Pierce adjourned the meeting at 7:15 P.M.