



**PERSHING GENERAL HOSPITAL & NURSING HOME BOARD OF TRUSTEES**  
**Regular Board Meeting Minutes**  
**Thursday, October 22, 2020 - 5:30 P.M.**

**ATTENDING:** Board: Chair Carolyn Hultgren, Vice Chair Charles Safford, Secretary Ted Bendure, Trustee Joe Pierce, Board Member Elect Phillip Dickerman  
Board via Zoom: Trustee Dana Tueller, Board Member Elect Jayce Montes  
Absent: No board members were absent.  
Staff: Cynthia Hixenbaugh, Lynn Broyles, Debbie Mock, Lola Montes, Christina Dickerman, KayDawn Hughes, Pam Weeldreyer.  
By Zoom: Bryce Shields-Legal Counsel

- 1) **REGULAR MEETING CALL TO ORDER - Meeting called to order by Chair Hultgren at 5:46 P.M.**  
The call to order was delayed due to technical difficulties with Zoom.
- 2) **PUBLIC COMMENT** – No public comments.
- 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 September 24, 2020.
  - b. Warrants (Check Register).
  - c. Acknowledge termination due to non-credentialing of Dr. Steven Segerstrom (Emergency Medicine Locum Tenens) as of September 26, 2020. Acknowledged at Medical Staff on October 8, 2020.

**ACTION**

**A motion to approve the Consent Agenda as presented was made by Secretary Bendure. Second made by Vice Chair Safford. Motion approved unanimously.**

4) **REPORTS**

- a. **Risk Manager: Update by KayDawn Hughes**
  - i. Patient Safety Committee, Complaints, and Quality Improvement Report
    - NRS 439.875 Patient Safety Committee – The number of sentinel events (unexpected death) was zero. The number of acquired infections in-house for acute was zero and long-term care was zero. There were no recommendations to reduce the number and severity of sentinel events and infections that occurred.
    - There were three complaints for September. Each incident was investigated and resolved.
    - Everyone is still working on COVID.
    - Dietary received a new meal cart that will hold double what the old one can.
  - Quarter 3 Quality Improvement Report
    - Quality Indicator Results for ER visits: 92% goal (quarter 3)
    - Vital Signs within 20 min of discharge: 96%
    - Opioids Prescribing in ER (AB 474): 84% (16 out of 19)
    - Critical Labs Reported to Provider within 60 minutes: 83% (25 out of 30)
    - Emergency Department Transfers Communication: 93.02%
  - ii. Annual approval of Risk Management Plans, Policies, and Procedures Manual– **For Possible Action**

**ACTION**

**A motion to approve the Risk Management Plans, Policies, and Procedures Manual was made by Trustee Pierce. Second made by Vice Chair Safford. Motion approved unanimously.**

**The Board took item 5) b. i. out of order as follows:**

**Approve the Corporate Compliance Plan for Critical Access Hospital – For Possible Action.**

KayDawn Hughes reviewed the Corporate Compliance Plan for CAH with the Board.

**ACTION**

**A motion to approve the Corporate Compliance Plan for Critical Access Hospital was made by Secretary Bendure. Second made by Vice Chair Safford. Motion approved unanimously.**

- b. **Chief Nursing Officer: Update by Christina Dickerman**
  - i. Critical Access Hospital and Skilled Nursing Facility Utilization
    - Admissions – PGH had one acute admits in September. There was one swing admit and there were 143 emergency visits.

- Transfers – Of 13 transfers in September, 11 were medical, one was mental health, and one was trauma.
- Acute/E.D. – There were five “Return within 72 Hours Same Diagnosis” and four “AMA/Left Without Being Seen.”
- Long-Term Care – The current census is 24. We are not expecting any admits at this time.
- Referrals – Out of 21 referrals for Long-Term Care (LTC) and Swing, we were unable to accept any. We declined 21 due to no payer source, care exceeds capacity, or no open beds. Care exceeds capacity includes severe behavioral issues or medically complicated.

ii. COVID-19 Update

- We are allowed to have visitors in the facility, now. It has been really great. Residents are getting to do activities and it is good to see the residents enjoying themselves.
- We are struggling with finding ways to keep the holiday spirit alive in LTC. The team is working hard trying to come up with ideas.
- Currently, we have 22 cases of COVID in the Pershing County; they are all resolved.
- Positivity rate is 0.8% so we are only doing monthly testing with the Abbott I.D. Now.
- Reporting is becoming cumbersome, but we keep working on them.
- CNA class – Rachel Steele, the employee who received a scholarship to go to the CNA class in Reno has just completed her first clinical at St. Mary’s. PGH is looking into having a class here. It won’t take place until next summer, but we are hoping to offer it to local high school graduates. Becoming a CNA is an important first step in the health care field.

c. **Chief Procurement Officer: CPO report moved to Administrator/CEO Update. Update given by Cynthia Hixenbaugh**

- i. Pennington Grant Purchase Update

d. **Chief Financial Officer: Update by Lynn Broyles**

i. Approve Financial Statement for September 2020 – **For Possible Action**

- Lynn reviewed the Financial Statement for September 2020 with the Board.
- Overtime is not eligible for PERS.
- Please note when looking at the data that payroll can fluctuate from month to month depending on how many days are in the month and when payday lands within the month.

**ACTION**

**A motion to approve the Financial Statement for September 2020 was made by Secretary Bendure. Second made by Trustee Pierce. Motion approved unanimously.**

ii. Revenue Cycle Dashboard September 2020

- Lynn reviewed the September Dashboard with the Board.
- Lynn attributed the reason why we received another green box to timing. Specifically, on when the actual cash is collected for when the revenue is earned and how it relates to the receivables and the revenue timing.
- On the things we can control we are doing a really good job with.
- Lynn thinks we are holding steady and feels comfortable with the financial position we are in.
- Lynn is nearing completion of the PPP loan.

e. **Revenue Cycle Manager: Update by Debbie Mock**

i. Patient Account Write-Offs for September 2020 – **For Possible Action**

Debbie reviewed the September patient account write-offs with the Board.

**ACTION**

**A motion to approve the Patient Account Write-Offs for September 2020 was made by Trustee Pierce. Second made by Vice Chair Safford. Motion approved unanimously.**

ii. Trubridge Financial Analysis for September 2020

Debbie reviewed the September analysis with the Board.

- The business office is working on learning the new billing system. The State of Nevada Medicaid side is slowing the process, but Debbie is having Tammy key in the billing by hand and will continue to do so until the State fixes their side. Keying-in by hand also ensures timely reimbursement.

- Next week the business office will implement the price transparency module that is required to be in place by January 1, 2021 by CMS. It will be available on the patient portal.

f. **Administrator/CEO: Update by Cynthia Hixenbaugh**  
**Chief Procurement Officer Report given by Cynthia Hixenbaugh**

**Pennington Grant Purchase Update:**

- On behalf of Helen and herself, Cynthia expressed gratitude to all those who pitched in to help in Laundry while Helen and other staff were out including Nora Norcutt Happy, Silverio Salgado, and Jessica Soriano.
- The Nurse's Stations will be ordered as soon as the quote is signed.
- A washer and dryer will be purchased soon to replace an old set.
- Dietary helped Activities hold an Indian Taco Fundraiser that raised \$400.00. The profits of about \$300 will be used to purchase supplies for resident activities.
- PPE supplies are maintaining at good levels. Helen is receiving allotments every month for all levels of PPE.
- Helen wanted to make sure that the board knew how instrumental Rene Maldonado, Central Supply Clerk has been while she has been out. He was able to renegotiate a better rate at the motel we use here in town.
- The chiller installation is done, we are still waiting on the AutoVent, construction of the fencing around the Helipad will start soon, and the flooring project will follow.

i. **Rural Health Clinic Utilization – Information provided by Laurie Schmith, Clinic Manager**

- For the month of September there were 587 patients. This was a little lower than usual due to time off for Jacob Lewis, PA-C, Dr. Van Guilder, and Dr. Vacek. Fifteen of the 587 were new patients, fourteen were telephone patients, and 17 were telemed visits. There was a total of 93 visits held under the tent, of those 52 were tested for COVID. Dr. VanGuilder is booked out a little over two weeks, Dr. Vacek and Tyson are booked out one week, and Jacob is booking out not quite one week. We have appointments blocked to accommodate any possible COVID patients, students, as well as patients who have urgent medical needs.
- This is National Medical Assistant Recognition Week, so we are celebrating Emilia, Corrine, Taylor, and Brianna.

**Administrator's Report**

- Maggie Loyan, our insurance broker, was able to negotiate a zero percent increase in our insurance premiums – health, dental, life, and vision.
- Harry Norsworthy, our 340B Consultant, came to visit last month to review the program and policies with Cindy. They discussed the next steps, including partnering with Pharmedica and mail order companies as part of our 340B program.
- There is a new COVID reporting requirement. This is the eighth survey and focuses on collecting the number of COVID tests performed during the month and how many of those are positive.
- Cynthia is currently working with Dr. Vacek to review transfers to other facilities to make sure that we are not transferring patients who can be admitted on our acute floor. We will be discussing current MRI usage, E.R. status, and inpatient status with Medical staff.
- Cynthia brought the Board up to date on the status of the MRI machine and problems that NRHP is working on solving. Utah and Colorado partners will withdraw from the group next summer which increases the cost to the rest of the group from \$400 to \$600 per MRI. We pay a minimum of seven tests worth each month whether or not we do seven.
- Cynthia reported that last month they were notified by the CNAs (Certified Nursing Assistants) that Humboldt General Hospital's Long-Term Care Director was cold-calling to let them know that Humboldt was hiring at \$17 to \$20 per hour. PGH lost two and were already down five. We also found out that at least four more CNAs had applied and actually received offers. Cynthia explained that she contacted the CEO and reminded him of the unspoken rule amongst the Nevada Rural Hospital Partners that we do not poach each other's staff and to stop immediately. His response was that he had actually told his managers to let everyone know who had worked at Humboldt before, but not to go out and take other facility's employees. Because their current Long-Term Care Director used to work at PGH, he had phone numbers of several of PGH current employees and let them know of the "great" hourly rate that HGH is providing. Cynthia made a quick decision to use COVID stimulus funds to offer a temporary \$5.00 per hour stipend to the remaining seven CNAs in order to maintain capacity. Major differences between employment at PGH and HGH include soft benefits as well as employer paid PERS at PGH vs. employer/employee paid PERS at HGH. The CNAs who left PGH may now incur PERS expenses as well as costs related to traveling 140+ miles round trip to Winnemucca and contributions to their health coverage.
- Lola and Christina will be working on a recruitment and retention plan for both RNs and CNAs.

- Vice Chair Safford expressed concern that the Board needs to ensure Cindy has flexibility to make quick financial decisions such as this in the future and Lynn offered that the budget can be amended and be in compliance with State laws and regulations. Cynthia reminded the Board that as the CEO/Administrator she has been given authority through the Board of Trustees Bylaws to make decisions to maintain business. Lynn further explained that not only does Cindy have the authority to make decisions, it is her imperative that she has to make those decisions.
- The managers treated employees to movie night at the Haybale Theatre in recognition of their hard work during COVID and on Monday we grilled hotdogs!
- The Board received a Newsletter with the last pay check stub and Cynthia thanked Pam for putting it together.
- Vice Chair Safford praised Cindy for talking with the providers about increasing revenue by utilizing in-house services.

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

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

- i. Report on the recommended changes to the Catastrophic Leave Program Policy  
Lola made the recommended changes to the Catastrophic Leave Program Policy.

**ACTION**

**A motion to approve the Catastrophic Leave Program Policy as presented was made by Secretary Bendure. Second made by Vice Chair Safford. Motion approved unanimously.**

b. NEW BUSINESS – **For Possible Action.**

- Item number 5) b. i. was taken out of order and heard earlier with the Risk Manager’s Report under item number 4) a.

**6) PERSHING HEALTHCARE FOUNDATION: UPDATE given by Cynthia Hixenbaugh**

- A scholarship in the amount of \$3,500.00 was granted to a current ward clerk who is taking a six-week CNA program in Reno.

**7) OTHER ITEMS**

a. CORRESPONDENCE – **None.**

b. LEGAL – **None.**

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 NRS 241.015.

c. OPEN SESSION – **None.**

- i. Action regarding litigation or potential litigation.

d. OTHER – **For Possible Action**

- Trustee Pierce asked Lola if Cindy needed an evaluation. Lola reminded the Board that evaluations are always a good thing. Lola will look for a form for the Board.

**8) PUBLIC COMMENT**

- Secretary Bendure suggested that the board have a retreat with the Board Member Elects Montes and Dickerman.
- Vice Chair Safford expressed concern regarding patients coming in who don’t have insurance or are unable to pay. If there needs to be a special meeting, please let the Board know.

**9) ADJOURN: The meeting was adjourned at 7:31 P.M. by Chair Hultgren.**

Respectfully submitted,

Pam Weeldreyer, PGH Executive Assistant