



Mayers Memorial Hospital

**Chief Executive Officer**  
Louis Ward, MHA

**Board of Directors**

Michael D. Kerns, President  
Beatriz Vasquez, PhD, Vice President  
Abe Hathaway, Secretary  
Allen Albaugh, Treasurer  
Laura Beyer, Director

BOARD of DIRECTORS  
MEETING AGENDA  
September 25, 2017 1:00 pm  
Board Room (Fall River Mills)

*Mission Statement*

*Mayers Memorial Hospital District serves the Intermountain area providing outstanding patient-centered healthcare to improve quality of life through dedicated, compassionate staff and innovative technology.*

1	<b>CALL MEETING TO ORDER – Mike Kerns, President</b>	
2	<b>CALL FOR REQUEST FROM THE AUDIENCE: PUBLIC COMMENTS OR TO SPEAK TO AGENDA ITEMS:</b> Persons wishing to address the Board are requested to fill out a "Request Form" prior to the beginning of the meeting (forms are available from the Clerk of the Board (M-W), 43563 Highway 299 East, Fall River Mills, or in the Board Room). If you have documents to present for the members of the Board of Directors to review, please provide a minimum of nine copies. When the President announces the public comment period, requestors will be called upon one-at-a time, please stand and give your name and comments. Each speaker is allocated five minutes to speak. <b>Comments should be limited to matters within the jurisdiction of the Board.</b> Pursuant to the Brown Act (Govt. Code section 54950 et seq.) <b>action or Board discussion cannot be taken</b> on open time matters other than to receive the comments and, if deemed necessary, to refer the subject matter to the appropriate department for follow-up and/or to schedule the matter on a subsequent Board Agenda.	
3	<b>APPROVAL OF MINUTES:</b> <b>3.1 Regular Meeting – August 23, 2017 (Attachment A)</b>	<b>ACTION ITEM</b>
4	<b>Department/Operations Reports/Recognitions:</b>  <b>4.1 Resolution 2017-15 – August Employee of the Month (Attachment B) .....</b>  <i>*Please Note:</i> Chief reports will now be at the end of the agenda in order to expand on discussion or answer questions regarding items that were addressed on the full agenda.  <b>4.2 Telemedicine Report (Attachment C)</b> <b>4.3 Scheduled Director Report – Libby Mee, Director of Human Resources (Attachment D)</b> <b>4.4 Director of Operations Report – Ryan Harris (Attachment E)</b> <b>4.5 Disaster Conference Report – Val Lakey</b>	<b>ACTION ITEM</b> Presentation  Report Report Report
5	<b>BOARD COMMITTEES:</b>  <b>5.1 Finance Committee –Chair Allen Albaugh</b> 5.1.1 Committee Meeting Report 5.1.2 August 2017 Financial review, AP, AR and acceptance of financials ..... <b>(Dispersed Separately)</b>  <b>5.2 Strategic Planning Committee –Chair Mike Kerns</b> 5.2.1 Committee Meeting Report ..... 5.2.2 Update on MVHC Merger Committee.....	Information  <b>ACTION ITEM</b>  Discussion Report

	<p><b>5.3 Quality Committee –Chair Beatriz Vasquez</b>                      5.3.1 Committee Meeting Report.....</p>	Discussion Information
6	<p><b>NEW BUSINESS</b>  <b>6.1 Policies for Approval (Sent as PDF)</b>  <ul style="list-style-type: none"> <li>• Email Signature Administration</li> <li>• Payroll Direct Deposit</li> <li>• Public Forum During Board Meetings and Request to be Heard</li> </ul> <b>6.2 Annual Board By-law Review – First Reading (Sent as PDF)</b>  <b>6.3 Annual Board Assessment Process</b></p>	<b>ACTION ITEM</b>
7	<p><b>7.1 Administration Reports:</b> *<b>Note:</b> Chief reports will now be at the end of the meeting in order to expand on discussion or answer questions regarding items that were addressed on the full agenda. Written report are provided in board packet – additional comments as need verbally</p> <p>▶ <b>Chief’s Reports (CEO, CNO, CCO, CFO, IHF CEO) (Attachment F)</b></p>	Information
8	<p><b>8.1 INFORMATION/REPORTS/BOARD EDUCATION/ANNOUNCEMENTS</b>  <ul style="list-style-type: none"> <li>• <b>Board Comments, Upcoming Events, etc.</b></li> <li>• <b>Legislative Update – Val Lakey</b></li> </ul> </p>	Information
9	<p><b>ANNOUNCEMENT OF CLOSED SESSION:</b></p> <p><b>9.1 Government Code Section 54962:</b>                      Quality Assurance: Quality Improvement Issues, Medical Staff Report (Dr. Tom Watson, Chief of Staff)</p> <p><b>AHP REAPPOINTMENT</b>                      Rhett Wigger, CRNA</p> <p><b>MEDICAL STAFF APPOINTMENT</b>                      Aaron C. Babb, MD</p> <p><b>9.2 Personnel Government Code 54957 – CEO Review/Evaluation</b></p>	<p><b>ACTION ITEM</b></p> <p>Discussion/ <b>ACTION</b></p>
10	<p><b>RECONVENE OPEN SESSION</b>  <b>REPORT CLOSED SESSION ACTION</b></p>	Discussion
11	<p><b>ADJOURNMENT:</b> Next Regular Meeting October 25, 2017 Burney</p>	

Public records which relate to any of the matters on this agenda (except Closed Session items), and which have been distributed to the members of the Board, are available for public inspection at the office of the Clerk to the Board of Directors, 43553 Highway 299 East, Fall River Mills CA 95028. This document and other Board of Directors documents are available online at [www.mayersmemorial.com](http://www.mayersmemorial.com).

Date: August 23, 2017  
Time: 1:00 P.M.  
Location: Mayers Memorial Hospital  
Burney, California

*(These minutes are not intended to be a verbatim transcription of the proceedings and discussions associated with the business of the board's agenda; rather, what follows is a summary of the order of business and general nature of testimony, deliberations and action taken.)*

**CALL MEETING TO ORDER:** President Kerns called the regular meeting to order at 1:00 p.m. on the above date with the following present:

Mike Kerns, President  
Beatriz Vasquez, Vice President  
Abe Hathaway, Secretary  
Allen Albaugh, Treasurer

**Board Members Absent:**

Laura Beyer

**Staff Present:** Louis Ward, CEO; Travis Lakey, CFO; Ryan Harris, Director of Operations; Valerie Lakey, DOPR/Clerk of the Board; Sherry Wilson, CNO; Keith Earnest, CCO; Jack Hathaway, DOQ; Theresa Overton, DON

**CALL FOR REQUEST FROM AUDIENCE TO SPEAK TO ISSUES OR AGENDA ITEMS:**

**2.1 Public Comment – none**

**APPROVAL OF MINUTES** – A motion/second and carried, the Board of Directors accepted the minutes of the July 26, 2017 Regular Board Meeting. **(Albaugh, Hathaway) – Approved All**

**Department/Operations Reports/Recognitions:**

**4.1 Resolution 2017-14–July Employee of the Month:** Wesley Wadsworth was recognized, as July 2017 TEAM MAYERS MVP. Presented by Allen Albaugh **(Albaugh, Hathaway) Approved All**

**\*Please Note:** Chief reports will now be at the end of the agenda in order to expand on discussion or answer questions regarding items that were addressed on the full agenda.

**4.2 Scheduled Director Report – Valerie Lakey – Director of Public Relations** Lakey updated the board on projects over the last 6 months including community image, school collaboration, legislations, and marketing and public relations.

**4.3 Director of Operations report – Ryan Harris (Written report provided in packet)** Reviewed his written report. Working on budget for the building project. Holding off on the Annex parking lot. Working on projects by priority. LED lights were put in the parking lot – as brought up by employee meetings. Using well water for sprinkler system. Tree in Burney will be removed within a couple of weeks. Now have dumpsters at the facility because the van is in need of repair. Talked about IT system backup and planning for the future. Backup is on an offsite system.

**5. COMMITTEE MEETINGS**

**5.1 Finance Committee**

**5.1.1 Committee Meeting Report** – Reviewed meeting. Discussion about registry and census in SNF. Trying to find a solution to the use of registry. (See Finance notes) Discussion about Hospice.

**5.1.2 July 2017 Financials (Albaugh, Hathaway) – Approved All** Noted that the employee benefits have been going up. There will be some discussion of employee portion of insurance cost. It will go up again in January by 6%. We currently pay 73% employee and family, 75% employee and spouse, 80% employee only.

**5.1.3 Quarterly Finance Review (Albaugh, Hathaway)**

**5.1.4 2007 Revenue Bond** - Will be paid off in about 10 months. Cal Mortgage will be in a secondary position.

## **5.2 Strategic Planning Committee**

**5.2.1 Committee Report – Chair Kerns** Talked about Dialysis. It is not cost based reimbursement. Looking at what we would be paid for services. Ward looked at Title 22 requirements. There are space and nursing requirements. Equipment is not too expensive. Would be required to have 2 machines. Would have to have 4 patients to meet the minimum licensing requirements. Will continue to research. Will talk to Hill Country and Modoc.

**5.2.2 Review of Special Meeting-** Everyone thought the meeting went well. The committee that was formed will be meeting. This will be a regular agenda item moving forward.

**5.2.3 SMART Goals Presentation – Get Power Point from Louis** – reviewed FY17 goals as related to the SP. Distributed the FY18 goals.

## **5.3 Quality Committee**

**5.3.1 Vasquez reported on the Committee Meeting** - Reviewed department reports and committee meeting. (See committee minutes)

## **6. New Business (*Hathaway, Kerns*) – Approved All**

- Chief Executive Officer Compensation
- Payroll Direct Deposit
- Public Forum During Board Meeting and Requests to be Heard

## **7. ADMINISTRATION REPORTS:**

***In addition to the written operations report included in the board packet, the following verbal reports and discussions are summarized below:***

**Louis Ward, CEO – *In addition to the written report*** – Attended JPIA meeting with Chair Kerns. Working together to reduce costs and improve services. Internship program ended. Golf Tournament thank you's. Employee BBQ. Maintenance is in need of a new vehicle.

**Travis Lakey, CFO** - No other questions

**Keith Earnest, CCO – *In addition to the written:*** New CLS signed on (came as a registry). Working on repairing a lift machine. Registry Respiratory Therapist on staff.

**Sherry Wilson, CNO – *In addition to the written report:*** Census is at 78. Working on intake process weekly. Have been using Point Click Care for about 3 month. Will be providing more training as needed. Will be able to provide numerous reports in the future from the new system. Will help a lot with Quality and surveys. Theresa Overton reported that Krissy Eades was hired as the new ER Lead. Ben Nuti has resigned as a CRNA from the surgery department.

## **8. Information/board education/announcements**

**Board comments, upcoming events, etc. – VASQUEZ, KERNS MOVE SEPT MEETING TO THE 25TH**

**Future agenda items:**

## **9. Announcement of CLOSED SESSION – 2:50 pm – Approved All**

### **9.1 Government Code Section 54957: (*Vasquez, Albaugh*) - Approved**

Quality Assurance: Quality Improvement Issues, Medical Staff Report (Dr. Tom Watson, Chief of Staff)

### **MD RE-APPOINTMENT**

- **Peter Halt, MD (*Vasquez, Kerns*) – Approved All**

### **9.3 Personnel Government Code 54957 – CEO Evaluation**

**10. Reconvene Open Session - (*Albaugh, Hathaway*) All Privileges Approved**

- Settlement to Zahn heirs – Right Roads
- Real Estate – looking at a possible housing to purchase
- Pre-Auth up to \$200,000 (Kerns, Albaugh)
- Recruitment contract authorize ability to negotiate up to \$25k each – (Kerns/Vasquez) – Approved All
- CNO – Executive search firm – publicize ourselves first before using a search.
- Discussed FY17 goals and bonuses
- CEO Evaluation – Survey Monkey was distributed and completed. Need to discuss what the CEO goals are for the year. Need to set expectation and goals – look at for the September meeting. Have Ward submit before the meeting.

**12. ADJOURNMENT:** There being no further business, at the hour of 3:55 p.m., President Kerns declared the meeting adjourned. Next meeting Monday, September 25, 2017 – 1:00 pm– Fall River



**Mayers Memorial Hospital District**  
*Always Caring. Always Here.*

**RESOLUTION NO. 2017-15**

**A RESOLUTION OF THE BOARD OF TRUSTEES  
OF MAYERS MEMORIAL HOSPITAL DISTRICT RECOGNIZING**

**Michele King**

**As August 2017 EMPLOYEE OF THE MONTH**

**WHEREAS**, the Board of Trustees has adopted the MMHD Employee Recognition Program to identify exceptional employees who deserve to be recognized and honored for their contribution to MMHD; and

**WHEREAS**, such recognition is given to the employee meeting the criteria of the program, namely exceptional customer service, professionalism, high ethical standards, initiative, innovation, teamwork, productivity, and service as a role model for other employees; and

**WHEREAS**, the MMHD Employee Recognition Committee has considered all nominations for the MMHD Employee Recognition Program;

**NOW, THEREFORE, BE IT RESOLVED** that, Michele King is hereby named Mayers Memorial Hospital District Employee of the Month for August 2017; and

**DULY PASSED AND ADOPTED** this 25<sup>th</sup> day of September 2017 by the Board of Trustees of Mayers Memorial Hospital District by the following vote:

AYES:  
NOES:  
ABSENT:  
ABSTAIN:

\_\_\_\_\_  
Mike Kerns, CHAIRMAN  
Board of Trustees, Mayers Memorial Hospital District

ATTEST:

\_\_\_\_\_  
Valerie L. Lakey  
Clerk of the Board of Directors

Telemedicine Update as of September 15, 2017  
Prepared by Amanda Harris

Endocrinology:

- Our next clinic is scheduled for 9/25. I have two new patients confirmed and will put a follow-up patient in the last slot.

Nutrition:

- A new RD should be coming on at Telemed2You in September so we'll be able to start services for this specialty then. I have one referral so far.

Psychiatry:

- The next Psychiatry clinic is scheduled for Thursday, September 21. We have three new patients and one follow-up scheduled. The charge nurses have both been great about communication.

Hep C block:

- We had two patients scheduled for our trial block on Monday, September 11. Only one showed up and he was 30 minutes late and for some reason down at station 2.
- I'm torn as to whether to offer this service again. This demographic has a notoriously high no-show rate in general, not just for Telemed. However, if we can get it successfully up and running, this clinic would produce a high amount of ancillary services ordered, which is the only way our current Telemed program would be profitable. And Mountain Valley has sent multiple possible patients, so the interest is there.

Grant opportunity for nurse liaison:

- Krissy Eades is moving forward with the scholarship portion of registration for the Pediatric Telehealth Colloquium which I think will be of great benefit to her. Dr. Watson is also interested in attending.

Billing/HIM:

- The single payer issue is still an ongoing problem. I will continue to push for this to change.
- I've also now turned down at least three peds cases because Telemed2You only sees patients 21 and over. If we figure out the payer issue the next step should definitely be Peds, even if we have to go with another vendor.

PHC Utilization Grant:

- I submitted our first month spreadsheet to Partnership. It auto generates and based on the info I entered they have us down for 9 consults. Remember they count outside referrals as two patients. I can provide the 6 month disbursement table if you'd like to see it again.

## **Board Meeting**

**Monday, September 25, 2017**

### **Operations Team Report**

**Libby Mee – Director of Human Resources**

Since last speaking to you in March, the Human Resource Department continues to recruit and retain quality employees for vacant positions as well as eliminating registry. Our team has also been able to implement a couple of new programs in efforts to enhance and improve both employee and manager's use of time and resources.

Our main area of focus has been on attempting to eliminate registry in the Skilled Nursing Facility. Many factors have contributed to lower staffing in recent months. We have had some staff off on personal medical leaves of absence, work comps, or disciplinary actions leading to termination. We have had to become more aggressive with our recruiting efforts in trying to obtain Skilled Nursing Facility Certified Nurse Assistants. We recently rolled out a new educational assistance program to any interested students that will be taking the Certified Nursing Assistant position beginning in January. The district will pay 24 hours a week at \$10.50 per hour while the student is in the program. The district will also provide transportation to Redding twice a week for the Theory portion of the class. The students will sign an agreement that, once they have obtained certification, they will be employed with the District. Currently, there are eight students on this roster.

We will also be rolling out a Refer-a -friend program to current staff, with the opportunity to receive up to \$1,000 for referring an applicant into a critical staffing position. It will be a qualification of this program for the recruited staff member to pass probation and remained employed with the District before a bonus is to be paid out to the current employee.

In efforts to obtain nursing staff, we continue to participate in career fairs with local schools as well as advertising our education assistance programs to current staff that want to obtain nursing education.

Other areas of the hospital that is using registry are Laboratory for a CLS, Radiology for Ultrasound Tech and Respiratory for Therapist. As of September, both of the Ultrasound Tech and Respiratory Therapist have applied for full-time employment with the District.



In utilizing Medefis for recruiting registry staff, once the staff member has finished their assigned contract, they are free to be employed by the District without a buyout fee, which usually runs about 20% of the annual salary of the position.

Mayers recently collaborated with Grand Canyon University to offer any Mayers employee 10% discount off tuition. The University offers many healthcare related degrees as well as RN to BSN programs. A local representative for the University will be on site this fall to kick off the program and be available to answer questions and enroll interested employees.

In August, we rolled out our new evaluation software. We are still working out little bugs and educating employees and managers on how to navigate the system. The system appears to be easy to use and should be a valuable resource to staff, allowing them to track and document events and goals throughout the year.

The finance department has obtained a new Accounts Payable clerk that will begin training for the Controller position come the first of the year. In hiring this person, we have freed up the previous clerk to take on Payroll responsibilities as well as allow her adequate time to audit and administer the Employee Benefit program. Another function of this position is support to the Director of Human Resources, including processing, filing and auditing employee files. This will greatly help with survey readiness.

Other projects for the near future include working with the Director of Staff Development to build and track all in-services and educational opportunities offered to employees by the District. This program will also make additional training opportunities available based on requests from staff and management. Recent topics that have been suggested include Customer Service, Dealing with Difficult People, and Excel.

We will also be putting together a manager training and orientation as well as restructuring and editing current new-hire orientation and re-orientation processes and resources.

## Mayers Memorial Hospital District Operations Board Report

Submitted by Ryan Harris, Director of Operations

September 2017

### Hospital Expansion Project

- September has been a very important month with two major milestones being met. One being the guaranteed maximum price (GMP) being established and second being the loan being on schedule to close on September 28<sup>th</sup>. Over the last month, the Mayers building project team of Louis Ward, Travis Lakey and myself along with our project manager with Porter Consulting Dave Lupton have reviewed bid numbers, looked over the scope of the project and made adjustment and reductions where necessary, looked into and discussed any bids that came in higher than anticipated, reviewed all assumption and clarifications within the GMP and negotiated with Layton Construction and made modification to those where necessary.
- Below I have listed out the project costs. The purpose of this chart is to update the project costs, and uses of funds.

<u>Project Costs</u>			
	<u>Final Budget</u>	<u>USDA</u>	<u>Contributions &amp; District</u>
Admin/Legal	\$ 100,000.00	\$ 100,000.00	
Land & Right-of-Ways	\$ 10,000.00	\$ 10,000.00	
Bond Issuance	\$ 74,700.00	\$ 74,700.00	
Moving Expenses	\$ 25,000.00	\$ 25,000.00	
OSHPD Fees	\$ 250,000.00	\$ 233,048.17	\$ 16,951.83
Consultants	\$ 145,120.00	\$ 102,595.78	\$ 42,524.22
Project Management	\$ 254,880.00	\$ 147,960.00	\$ 106,920.00
Project Inspection	\$ 505,000.00	\$ 505,000.00	
County, Fees & Testing	\$ 200,000.00	\$ 199,915.30	\$ 84.70
Architectural Fees	\$ 99,323.10		\$ 99,323.10
Design Build Contract			
Design/Build	\$ 1,210,823.00	\$ 528,418.00	\$ 682,405.00
Construction	\$ 12,331,180.00	\$ 12,331,180.00	
Equipment	\$ 1,581,486.10	\$ 88,105.85	\$ 1,493,480.25
Refinance Existing Debt	\$ 6,308,849.83	\$ 6,308,849.83	
Landscaping	\$ 150,000.00	\$ 150,000.00	
Contingencies	\$ 1,000,227.07	\$ 1,000,227.07	
<b>SUB TOTAL</b>	<b>\$ 24,246,589.10</b>	<b>\$ 21,805,000.00</b>	<b>\$ 2,441,689.10</b>

## **Plant Operations, Maintenance, Other Construction Projects**

1. Expansion of outpatient services:
  - a. This project is currently on hold with the ongoing MVHC merger discussions.
2. Skilled Nursing Refresh Project:
  - a. New windows have been installed and the majority of the door skins in the corridor are in place. Greenbough design is still completing the design and obtain OSHPD approvals.
3. HVAC replacement project:
  - a. Porter Consulting and I are working with OSHPD to establish a phased approach to the project as this project is very expensive. We are hoping to get a phased approach approved to extend the cost of the project over a 10 year period.
4. Burney Outpatient Service Project (Physical Therapy):
  - a. We are discussing putting this project on hold until we are well underway on the construction project. We want to ensure we are not overextending the district on projects while the building project is ongoing.
5. In House Laundry Facility Burney:
  - a. A project timeline has been established. Please see the operations attachment for in-house laundry.

## **Dietary**

1. Susan and Jennifer are working their way through their course work and are making progress on their CDM. Due to current staffing levels in Dietary the program is taking longer than expected. We expect them to have their CDM by March of 2018.
2. Staffing continues to be an issue in Dietary. In the last month 25% of the staff has been turned over. This has been some strain on the department and staff. I am working on solutions to try and prevent the continuous peaks and valleys this department has with staffing.

## **Environmental Services**

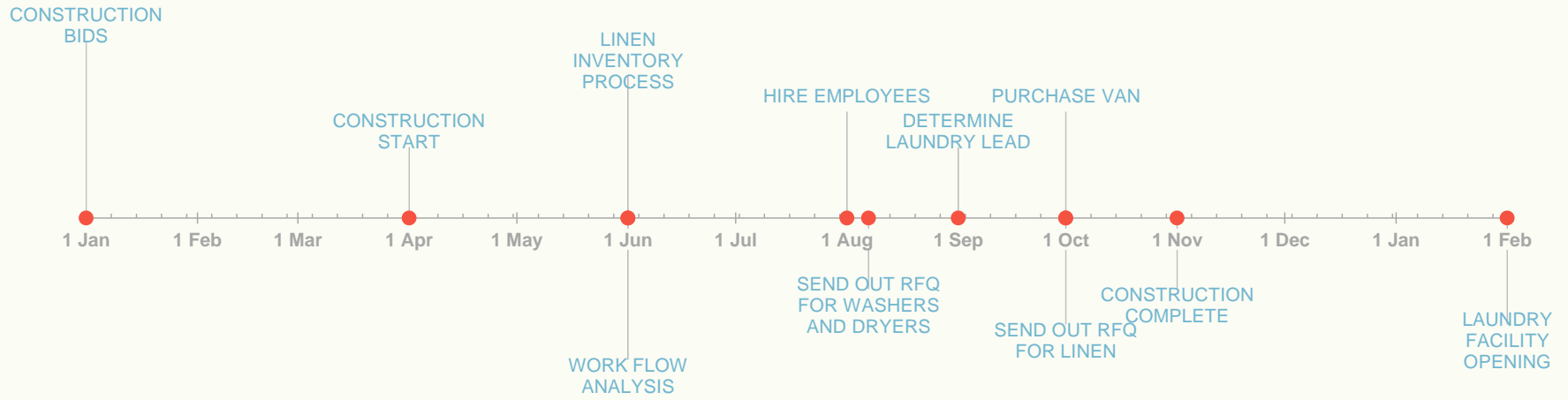
1. Over the next couple of months the EVS and Maintenance staff will be working together going through all of the SNF rooms and doing an in depth cleaning and routine maintenance.

## **Purchasing & IT**

1. Nothing to report at this time.

YOUR PROJECT

# TIMELINE





**Operations Report  
September 2017**

Statistics	August YTD FY18 <i>(current)</i>	August YTD FY17 <i>(prior)</i>	August Budget YTD FY18
Surgeries <i>(including C-sections)</i>	14	15	16
➤ Inpatient	3	7	4
➤ Outpatient	11	8	12
Procedures <i>(surgery suite)</i>	23	40	32
Inpatient	282	376	362
Emergency Room	733	737	675
Skilled Nursing Days	4611	4996	4800
OP Visits <i>(OP/Lab/X-ray)</i>	2494	2550	2793
Hospice Patient Days	125	284	260
PT	681	452	550

**Operations District-wide**

**Prepared by: Louis Ward, MHA, Chief Executive Officer**

**JPIA Operations Meeting**

This month I met with the administrators of Modoc Medical Center, Lakeview Healthcare District, and Surprise Valley Healthcare District to discuss the activities of each of our districts. Much of our conversation surrounded the serious financial issues Surprise Valley Healthcare District is currently navigating. We all offered to assist their new administrator with any contacts or advice she may need. Other topics we discussed were dialysis, surgery schedules, and building construction plans.

**Sac Valley Med Share Board Meeting**

Earlier this month the Sac Valley Med Share Board met to discuss a number of items. As a board member representing the interest of the entire 299 Collaborative made up of Modoc Medical Center, Canby Clinic, and Mountain Valley's Health Center, I called in to the meeting this month. Much of our conversation surrounded a new product the group is researching: Emergency Department Health Information Exchange (EDHIE). This product would allow the network of hospitals and clinics that make up the Sac Valley Med Share to be alerted to patients that have multiple Emergency Room visits in multiple locations in a short period. This alert would come in real time to the provider while the patient was present in the ER. This could assist providers with the systemic issue of over prescribing of drugs. There would be many other uses for this product but information is still limited on what other uses would prove useful.

### **Surgery Department**

Beginning in October MMHD will implement a plan to optimize staffing hours in our surgery department while continuing to meet the elective surgical needs of our community. The specifics of the plan are still being determined and will be reported verbally at the September Board Meeting. Details that can be shared are: MMHD will staff a full surgical staff every other week, we will work with area providers to schedule all surgeries in the weeks the surgery department is staffed, all surgery staff will be offered hours in other departments on surgery off-weeks, this plan has been discussed with the General Surgeon – he is agreeable.

### **MIHF Capital Campaign**

This month Marlene McArthur and I travelled to the Redding Rancheria Tribal Administration offices to discuss our new hospital wing project with the Tribal Council. It was a great opportunity to speak with community leaders about not only the need for the project but also the economic impact of our hospital district. The presentation to the council went very well; they seemed very excited about our project and had many questions. We look forward to continuing conversations with the Redding Rancheria Tribal Council.

### **Mayers is the 2017 California Healthcare District of the Year!**

I am overwhelmed with pride for my entire TEAM at Mayers. This team always puts the community we serve first, continues to think outside of the box, and genuinely cares for our patients and each other! It is their hard work and dedication to our hospital and community recognition as the California Healthcare District of the Year is possible! Thank you and congratulations to all of the amazing staff at Mayers Memorial Hospital District. A special thanks to Valerie Lakey for her efforts on the District of the Year application and requirements.

Respectfully Submitted by:

Louis Ward, MHA

Chief Executive Officer

### **Chief Clinical Officer Report**

**Prepared by: Keith Earnest, Pharm.D., Chief Clinical Officer**

### **Laboratory**

- New flooring has been installed in the laboratory!
- A Burney High School student interested in a career as a CLS will be shadowing in the lab.
- Working closely with MVHC to improve the reporting process and eliminate duplicate faxes.
- Parallel testing is complete so Vitamin D hydroxy levels will go live by September 25.

### **Physical Therapy**

- A multidisciplinary team has been convened to examine and improve the process of communicating and collecting patient responsibility for PT services.
- Daryl Schneider, PT manager, is exploring how we can make the process to obtain DME as smooth as possible when a patient is discharged from Med-Surg/Swing.

### **Pharmacy**

- In collaboration with IT, the pharmacy department is working to launch a bar code scanning system for loading Pyxis® machines.
- We are still awaiting the arrival of the replacement Pyxis® anesthesia machine.

### **Imaging**

- Alan Northington, Imaging Manager, visited Renown in Reno, to preview the C-arm that Mayers will be acquiring.
- The CT table in the trailer was replaced as the old one failed.
- The mobile x-ray unit is in use. It has superior portability and quality. The resolution allows it to be used for images that are not traditionally portable.

### **Respiratory Therapy**

- Mayers has hired Respiratory Therapist, Gina Lobo, to be the Respiratory Department manager. She is in her orientation process and we look forward to having her here as an employee.

## **Acute/Outpatient Services Report**

### **Acute Care St. 1**

- Acute: ADC- 1.35. Swing Average LOS-11.14 for July.
- Scheduled a beginner EKG and advanced EKG interpretation class for continued education in November.
- Working with Keith and Krissy on standardizing and maintaining the Crash Cart in an efficient manner.

### **ER**

- Krissy Eades, RN has stepped into her position of ER Lead Supervisor very well. She is very motivated to standardize process in the ER for quality of care for the patient. She has been working with all departments to ascertain a Team atmosphere
- We have received many of the items that were ordered via a donation to the IHF for supplies for the new expansion to be utilized now. Items that were purchased: wheelchair scale, patient lift, new Mayo stands x3, new stools for MD's, and new garbage can. This just scratches the surface, but greatly appreciated, of what will be required in the new expansion.

Submitted by:

Theresa Overton, RN, Acute Care Manage

## **Surgery**

### **AUGUST 2017 REFERRALS:**

24 Referrals (19 – Syverson; 1 – Dr. Guthrie; 3 – MVHC Provider; 1 – OOT Provider)

19 – Scope patients

4 – Surgery patients – Dr. Syverson

1 – Surgery patient – Guthrie

18 Scheduled (1 –patient was cancelled by CRNA)

3 – Have not received insurance clearance

1 – Left multiple messages, no response from patient

1 – Patient wants a call back after 09/19/17 as patient is having surgery in Redding on 09/11/17

1 – Patient wants a call back at end of September to be scheduled in October

- Ben Nuti CRNA has accepted a position with Mercy Mt. Shasta and his last day with MMH will be Oct. 22, 2017
- Replacement CRNA will hopefully be acquired prior to Ben’s leaving to allow for training and orientation
- It has been decided that OR services will be provided every other week on Tues and Wed for Dr. Syverson starting sometime in October 2017
- Dr. Guthrie has showed interest in coming to MMH every other week (Monday), however this is still in negotiation phase
- Decisions need to be made as to the continuation of “Call and Standby” with the new every-other-week schedule in October
- Current OR Staff will be given the opportunity to fulfill their full-time status in another department that has employment openings.

Submitted by:

Stacie Warnock, RN, Surgery Lead



## **Outpatient Services**

### **Updates:**

- Position posted for part-time RN for OPM. Currently we have 3 days of coverage in OPM besides Lead (M, Th, F). No applicants at this time.
- OPM bariatric treatment chair was delivered and is working great! We can't thank the IHF enough for this new equipment! What a huge difference this will make for patient care and employee safety.
- July - 78 patients seen, 99 procedures. This continues to be a low average of 100 patients a month.
- August - 147 patients seen, 178 procedures. OPM census was up for August. Patients scheduled for Dr. Zittel wound clinic were up this month with 21 patients scheduled.

### **Continuing Work:**

- IT/OPM working toward a custom build for EMR charting for OPM. Currently for Dr. Zittel visits we still do paper charting. We are waiting for a contract to be signed by Mayers and the IT Consulting Company. Next steps are putting licenses on a laptop so the consultant can remotely set up custom screens. Dr. Zittel and other departments will join in after this has been done.
- Referrals - Continuing to send out email reminders and stop by MVHC with packets of order sets and goodies to encourage referrals. New privileged providers: Heather Corr, PA; Sharon Hanson, NP; Dr. Babb; Dr. Smith-Chase. Jesse Arnold did not renew. Working toward streamlining Mayers referral process.
- Wound care room in Burney - OPM has ordered a new crash cart that is still pending. Tables and stools are in Burney now to relieve maintenance from transporting equipment back and forth. IT has now placed a computer in the room instead of using a laptop.

### **Issues/Needs:**

None at this time. Expediting the custom computer build would be ideal if possible.

Thank you,

Michelle Peterson, RN, Outpatient Department Lead