

**KANE COUNTY HUMAN RESOURCES SPECIAL SERVICE DISTRICT
DBA KANE COUNTY HOSPITAL
REGULAR BOARD MEETING**

Date: October 6, 2020

Place: KANE COUNTY HOSPITAL BOARD CONFERENCE ROOM
355 NORTH MAIN STREET
KANAB, UTAH 84741

TIME: 7:05 p.m.

Members present

Ben Beckstead, Chairperson; Jeff Mosdell Vice-Chairperson; Chad Szymanski, Carol Sullivan, Karen Alvey

Ex-Officio Member

Administrator Sherrie Pandya; Dr. Bryson Hollingshead DO

Staff Present

Stephen Howells, CFO; Britt Baer, Nursing Department; Kim Nuttall, HR; Leesa Mutchie, HIM Clerk

Guests Present

Brent Chamberlain, County Commission

Mr. Beckstead welcomed everyone to the meeting.

Mr. Szymanski moved to approve the Board Meeting minutes for September 1, 2020 with a second by Ms. Sullivan. All in favor motion carried.

Old Business

The Board Members need to complete their open and public meeting training. Each member needs to login to the site and complete the training. Mr. Beckstead will email out a link to those that still need to do so.

County Commission Business

Mr. Brent Chamberlain had nothing to report.

Medical Staff Report

Dr. Hollingshead mentioned that Dr. Lance Allen will be here to interview on Tuesday October 20th. He has experience in clinic and ER so he would be a great fit. Dr. Hollingshead would like to get a contract written up and get an offer on the table. He has yet to call any of his references, but he will soon. Ms. Pandya said she needs to get more background on him and how long his visit will be so that she can arrange a school tour, and real estate tour if needed. There are a few Board Members who would like to meet him while he is in town; there are some that will not be able to due to scheduling conflicts.

Dr. Hollingshead said that since Dr. Ott left, things have been a bit tough to manage. With only three physicians, they have been fully booked out for a few weeks in the clinic. They are keeping some same-day appointments open just in case someone needs to be seen that day. Dr. Shawn Rowland has covered one weekend last month, two this month, and three weekends in November. Dr. Ott said in the past that he would be fine with coming and helping out every so often, but he has yet to do that.

Nursing Department Report

Ms. Baer reported that Kane County Hospital is in the top 5% for patient outcomes for rural hospitals, and the top 100 rural hospitals so she is pushing to keep up those standards. Although the patient loads have been entirely different this year than in the past, Ms. Baer wants to ensure that the Hospital is keeping up the metrics. Kane County Hospital received a participation appreciation award from the Utah Department of Health (UDOH) due to the fact that the Ms. Baer has been doing all of the different reports that weren't required for outstanding quality performance; this helps Utah get into the top 10. Ms. Baer is working with Paris Community Hospital in Illinois with a new template that they created. This is for MBQIP which helps give better quality so that the Hospital can meet all of the metrics for HCAHPS. Paris Community Hospital has noticed their HCAHPS patient visits go up to the high 90's. Ms. Baer said this is implemented in each department; they then get a goal and can update it whenever they need. You can view the metrics every month to see if you have met them. This will help solve any problems sooner, rather than at the end of each quarter.

Ms. Baer stated that she is going to be helping Dixie State University with teaching. She will also be helping with the community driven program for Kanab High School students, which will help with the community outreach and encouraging the youth to get them into college. She will start doing this in the spring. Ms. Baer is going to go for Utah State's ENA (Emergency Nurses Association) council state board for representation for Utah rural hospitals. Ms. Baer mentioned that the renewal was received for the \$7,200 grant from the University of Washington from the tele antimicrobial stewardship program. The Hospital also received a grant from the University of Utah division of fetal and maternal medicine. They will help the hospital with maternal substance abuse for mothers and their babies who were born to addiction. A renewal on the \$5,200 sexual assault grant was also received. This will help with education for the nurses; there are currently three RN's that are trained at the Hospital for sexual assault cases and they do monthly training in order to stay educated. This grant also helps pay for their memberships, and for the laptop, printer, and cameras that are used for the cases. Ms. Baer said she put in some information for a mental health grant with Huntsman Mental Health Institute, and from what she's heard, that money should be coming soon. Ms. Baer mentioned the MBQIP and EDTC measures for the government that the Hospital reports on, that the Hospital is at 100% on all 7 measures. The state currently is at 92%.

Ms. Baer stated that there have been around 100 positive Covid cases tested at the Hospital. There was a large jump in ages 1-24 in the county. Mr. Beckstead asked if there is still a good supply of PPE (personal protection equipment), especially with flu season coming up. Ms. Baer said they have been ordering as much as possible. Ms. Pandya said we have a good stock but not as good as before. The way ordering works, is you cannot order more than you have in the past. If you do, they will completely cancel your order and not send anything at all. Ms. Alvey asked what kind of COVID tests are available at the Hospital. Ms. Pandya said there are PCR tests, that are sent out and take a few days for results. Rapid tests are nasal and they come back within 15 minutes, and there is also a blood test that will test for antibodies. The rapid test has the highest percent of accuracy, at 97-100%. Mr. Beckstead asked how staffing is. Ms. Baer said that Stephenie Iversen is stepping down as nurse manager. It is unknown if one of the RN's from in-house will apply, but no matter who applies, it will go to the person most qualified. If one of the in-house RN's are hired for the position, Ms. Baer isn't sure if an RN would be hired to replace that person.

Auxiliary Business, Human Resources and Public Relations Report

Ms. Nuttall reported that the auxiliary opened last month. They have had a very large number of donations, so they have been selling everything at 50% off. Even with the discount, they made \$17,000 last month. The thrift store was donating excess stuff to the DI in St. George but they are no longer taking any donations, so they have been trying to find a way to get rid of stuff without throwing it away. Only 10-12 people are allowed in the store at a time, with no children under 12 allowed at all. Mostly everyone has been fine with wearing masks, besides one person who made a fuss and even called Ms. Pandya to complain. The volunteers have been disinfecting everything by hand, so a new spray will be ordered to make it less work for them.

Web Report: The Quilters Guild had made some blankets and stuffed animals that the Nurses can give to children who present to the ER. Ms. Nuttall did a post online about that, and many people commented saying how their children really enjoyed theirs that they have received in the past. She got a picture of Robin Allen with the donations. Ms. Nuttall also shared a post about one of the Hospital's nurses, Maria. Maria lives in Kanab but travels to Las Vegas for her other nursing job. On her trip home, Maria came across an accident and singlehandedly triaged all 10 people and got them the help they needed. Ms. Baer said Maria is nominated for the First Congressional Medal for her work. Ms. Nuttall was able to get the SSL on the Hospital website, but she has not been able to change the logo. Michael, who hosts the site, said that part is hard to do, as it is embedded in the site.

Ms. Nuttall had posted an ad for the Administrative Assistant, and has had 4-5 applications, and some in-house personnel are interested. There will likely be some training needed for this position, and the person will need to have strong office skills. She posted this online, in the newspapers, and with Workforce Services. She is still in the process of getting the salary figured out. Ms. Nuttall will be posting an ad for a Nurse Manager.

New hires: One CNA was hired last month; she is very energetic and is a good fit for the Hospital. Mr. Beckstead asked what the hiring wage is for CNA's. Ms. Baer said they start at \$14.70, then after a 6-month trial period, they get a .40c raise. Most new hires are happy with that amount and the benefits package that is offered.

Legal/Compliance: Nothing to report

HR/Payroll: The Hospital will be changing to Guardian for the supplemental insurance for employees, but has decided to hold off until open enrollment in April. She was getting a lot of questions about it and figured that would be the best time to do it. Employees who continue to use AFLAC, will need to pay their premium themselves, as the Hospital will no longer be able to take the money from their paycheck.

Ms. Nuttall mentioned that she had attended a Rural 9 meeting with some of the other HR personnel and they discussed time clocks. She has heard a few good things on some different companies, but she still has some researching to do in order to find a good fit.

Finance:

Mr. Howells said revenue has been down in mostly all departments besides ER and ambulance which have increased from prior years. Swingbed numbers have been very low this year, so there hasn't been as much in reimbursements which affects the allowances and deductions. Total expenses are down for the month but are relatively good compared to the budget. The Hospital received another \$243,000 payment from UPL. Budgeting was discussed in the Finance meeting, and they came up with

an estimate for the budget, though Mr. Howell still needs to adjust it and make it a bit more realistic, as next month the tentative budget will need to be approved.

Committee Reports

Marketing Committee

Ms. Pandya said the Marketing Committee has discussed hiring a professional photographer to take photos of the Hospital for a presentation or a slideshow. She will wait until landscaping is complete for any photos to be taken. Ms. Alvey suggested having a slideshow play at different locations, such as clinic waiting room, Glazier's, etc., so that people can see the changes.

Planning Committee

Ms. Sullivan said the Planning Committee met today and discussed the new ambulance building. This will be discussed more in the administrators report.

EMS Committee

Ms. Pandya said she received the preliminary report from WIPFLI today, and it basically states that it makes the most sense financially to leave the EMS service under the Hospital. Last year they estimate that it made about \$100,000 difference in collections. This is a critical access hospital vs PPS hospital. Mr. Howells stated that the fire department for example, they're paying for a person to be there on call covering EMS and fire. The Hospital can actually take that expense and put it into the Hospital's cost report even though we are not paying it, due to being a critical access hospital. Mr. Howells said there is still a lot of stuff to figure out but one thing that may need to be done is get an understanding from Medicare about the way things are run to be sure that they approve of it. Because we are a critical access hospital. We have to be at least 35 miles away, and Cedar Mountain is not 35 miles away from Panguitch or Cedar City, so those can't be done that way. That raises the question, will they accept that we have Kanab and Big Water; Big Water works because of the state line. It's unknown if they will accept that as cost-based reimbursement, vs. fee-for service or bill them all the same.

Mr. Howells said there are three scenarios that can be presented to the EMS committee: The first, is what if one of the sites has 2 people on 24/7, or if it were 10 hours a day, or 8-hour weekdays. If you cover 24/7 then the costs will be enormous, from a cost report standpoint, it's a \$1 million dollar loss. Piece of that will be the Hospital, and another piece would fall on the county or city. In order to find out a final decision, the numbers need to be adjusted a bit before presenting anything to the Board or Commissions for approval.

Strategic Planning Committee

The Board members would like to have another strategic meeting in late spring to early summer. It was questioned whether the AHA Conference will be held next year. Ms. Pandya said she hasn't heard yet but if so, it will be in February.

Administration Recommendations and Report

Action Items

Ms. Pandya stated that the EMS conference is in Provo in November, and the Hospital is planning to sending people to get their continuing education credits. The cost is going to be about \$1,000 per person. Stuart does not have a count yet, but only those who have been running will be able to go.

Ms. Alvey moved to approve up to \$25,000 for the EMT's to attend the EMS conference, with a second by Mr. Mosdell. All in favor motion carried.

The next action item is for the new ambulance building. Ms. Pandya needs to get official Board approval to go forward if certain conditions are met. CIB approved adding this project to the scope of the hospital remodel, so any monies left from the initial project can be used for this building. Big-D and PCI still think that there is about \$500,000 in contingency funds that will be left over. The schematic drawings are complete and have gone out for bids. Big-D did not think that they could have bids back and evaluated before the October Board meeting, but hopefully by the end of the week. If approved, they are ready to start the approval process with the city by mid-October and start earthwork by November 1. If we wait until November meeting for approval, that will put us to the end of December before we can pour cement.

Ms. Pandya showed some of the floor plans for the new building. There will be three ambulance bays, a conference room, and folding wall so that the room can be split if needed. There will also be 2 classrooms, a kitchen, restrooms, and storage areas. As for the parking lot, there needs to be one spot for every three seats in the building, so there is going to be 36 parking spots. There is a road that leads from the ER ambulance entrance down to the house where the ambulance building will be, Ms. Pandya said it would be a good idea to get that road paved as well. Currently it is a dirt road with a gate so that the public cannot drive up that road. Mr. Mosdell believes a secondary entrance for ambulance is a good idea, so he is in favor of having that road paved. That will cut back on dust clouds when the helicopter lands as well. Ms. Pandya said it would be a lot easier for the MRI and mammogram trucks to use that road as well as they have to back their trailer.

Mr. Mosdell moved to approve the bid and proceed with the project based on the numbers that have been presented for the Kane County Hospital ambulance building with a max of \$1 million with a second by Ms. Alvey. All in favor motion carried.

Mr. Brent Chamberlain had asked if a new ambulance building is a wise choice right now, as the future of EMS service is unknown, and that location is not ideal if the fire department is running it. If the City takes over the service, then the ambulance will be housed at the fire station. Ms. Pandya said regardless, the other ambulances will have to be stored somewhere. Right now, they are being stored in the warehouse, but everything that was in there before is being stored outside in the weather. Mr. Szymanski asked how much extra would it cost if Big-D were to return later to do the project. Ms. Pandya said it would be about \$30-40,000 in mobilizing fees. Mr. Mosdell said he is very familiar with the fire house, and he knows that there is not adequate storage for supplies there, so he believes that a new building is necessary. Having the building at the planned location will not affect response times to calls either, so he does not think the planned location will have any negative effect.

Discussion items

Ms. Pandya said the 2021 preliminary budget is due in November and the Board needs to have a discussion about what numbers and projections to use for preparing that budget. Mr. Mosdell asked Mr. Brent Chamberlain if he has a number on the sales tax. Mr. Chamberlain said that he got the report today that said September had the highest ever sales tax. The Rocky Mountain Pro Rodeo Association Finals will be in Kanab at the end of the month that will be bringing in a lot of visitors which will help as well. He stated that they have signed a 5-year contract with Kanab to host its rodeos here. These will greatly help with the sales tax.

FYI

Ms. Sullivan said the Board Members had received a letter from an upset patient regarding a Covid test and her surgery. According to the patient, she came in on September 11th for some pre-surgical lab tests. The patient said the laboratory personnel told her that they can do the COVID test that day, rather than wait until the 14th for the test. The patient then came in the next week for her surgery but was informed by her doctor that she had taken her COVID test too early, as they require the test to be done no more than three days before surgery. The patient then had a rapid test done here at the Hospital which gave a positive result, so her surgery was cancelled. She was upset because her initial test was negative, and due to the positive result, her employer would not let her return to work. The patient then drove down to St. George and had another PCR test which gave a negative result. Ms. Pandya is unsure why the results were different. Ms. Baer does sympathize with the patient but does not believe the Hospital is at fault for anything that happened. The lab insists that they did not tell the patient that they would go ahead and do the test early, as they are aware of the three-day window. There was also an issue with the order that the patient brought in; The surgery date was listed as August 28th, but the patient came in on September 11th, so there was some confusion on why she came in later. Had the lab had more of a clear idea on when her surgery was, they likely would have advised the patient to come back within the correct time frame.

Mr. Mosdell can start up a rough draft to let the patient know that staff involved have reviewed protocols and will do what is necessary to make sure this type of thing does not happen in the future. He will send this to the other Board Members to read and sign so that the patient can get a response.

Ms. Alvey moved to adjourn the meeting at 9:03 p.m. at Kane County Hospital Conference Room, 355 North Main Street, Kanab, UT 84741 with a second by Ms. Sullivan. All in favor motion carried.

Mr. Ben Beckstead, Chairperson