

Orcas Island Health Care District
Board of Commissioners - REGULAR Meeting Minutes
REMOTE BOARD MEETING
May 4, 2021
5:00 – 7:00 p.m.

Commissioners Present (via Zoom):

Art Lange, President
Diane Boteler
Patricia Miller, Secretary
Pegi Groundwater
Richard Fralick

Staff (via Zoom):

Anne Presson, Superintendent

Guests
Elise Cutter, COO, Island Hospital
Patty Codd, Director, Island Hospital

Commissioners Absent:

None

I. Call to Order

President Lange called the 9th meeting of 2021 to order at 5:00 pm. He noted that there was a quorum with four Commissioners present, and Commissioner Boteler joined following the Consent Agenda. He welcomed members of the community and the members of the Island Hospital leadership team to the meeting.

When asked if anyone had modifications to the Agenda, none were indicated.

II. Public Comment

There were no requests for public comment at this time.

III. Consent Agenda

The items contained in the Consent Agenda included: the April 20, 2021, Regular Board Meeting Minutes and an AP Voucher Report dated 4/25 in the amount of \$6,359.22.

MOVED by Commissioner Groundwater, seconded by Commissioner Fralick to approve the Consent Agenda. VOTE 4:0:0. MOTION CARRIED.

IV. Island Primary Care – Orcas: Updates

Superintendent Presson provided a short introduction to the leaders from Island Hospital (IH) who were present to provide an update on the Island Primary Care-Orcas (IPC-O's) Clinic operations. She expressed her appreciation for their hard work to get the new Clinic up and running.

Patty Codd, Director of Primary Care Clinics for Island Hospital, provided an overview of activity within the new Clinic since they started seeing patients on Monday, April 5th. Over the first month, the team provided 930 patient care visits. The types of services delivered included:

- 629 provider visits
- 152 lab visits
- 143 nurse visits
- 6 in person after hours emergent visits

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In addition to the activity within the Clinic, Island Hospital's Call Center team in Anacortes has been handling a large volume of calls from the Orcas community. The number of daily calls has consistently exceeded 150 - way beyond what was anticipated. As a result, Codd has seen the usually brief wait times increase significantly. Island Hospital's leadership has been working diligently to improve the call center experience.

The following actions are underway to mitigate long wait times:

- Added 4 new staff members and new positions to support call center.
- Redirected administrative staff on Anacortes campus to support calls.
- Redesigned message path to reduce time required to navigate the system.
- Revised the Call Back setup to prompt this option sooner.
- Created an Orcas specific option within the phone routing process.

Codd encouraged callers to leave a message as the call back system works very well and people don't lose their place in the cue. IH will work on an article to promote this functionality. Call volume is higher than expected and IH is trying to determine the nature of the calls since the lions share are not to make appointments. Some callers want to talk with the Clinic directly, and it's important that patients understand that the process is designed to allow the front desk staff to focus on patients in the Clinic. Elise Cutter, Island Hospital COO, expressed IH's commitment to continue to tweak processes to ensure continuous improvement in processes. That is the core of what IH is all about and they are an organization that means what they say and will do what it takes to continue to adjust to meet the needs of the community. Cutter reviews Call Center metrics daily to see if things are improving. She explained that the Call Center is designed to be more efficient and actually get the patient what they need sooner than if calling the Clinic directly. She recognized that isn't the current experience and appreciated the community's patience as they work to make improvements.

Cutter also committed to working towards a standardized reporting dashboard to reflect metrics that are important to the Board. IH would begin capturing data over the next few months and will target completion of a formal dashboard to be ready for the Board in Q'4.

Codd reported on the providers who will be in the Clinic throughout the summer months, and IH's continued efforts to recruitment another full-time MD in addition to Dr. James and Dr. Gravat. While Fralick was doing some work in the building, he shared his observation that things were very busy. He mentioned that to the Clinic Manger, Aimee Johnson, who concurred and said it was a good busy. Both Fralick and Cutter expressed their appreciation for Johnson's leadership and noted that she's doing an amazing job as a problem solver.

V. Committee and Work Group Reports

a. Building Group

Fralick reported that the RFP is due May 28th and he met with a second contractor for a walk-through. No responses to-date. Issues still exist with attempts to find a handyman, and Commissioners were asked to continue to send Superintendent Presson any possible names.

Fralick went on to say that the Committee is still looking at getting a back-up generator spec'd. The Committee didn't have a sense of urgency since the current unit is operating fine and was recently serviced. Fralick is working with the IH Facilities Director and local electrician to make sure any new unit is sized appropriately for what's needed to run inside the Clinic.

Miller questioned lead times to get a new unit since there appear to be continued delays in all construction materials. Fralick acknowledged it was a concern, and when he last looked it appeared there was a 2-4-week shipping delay. Discussion continued and the Committee will assess timelines in anticipation of completing the replacement by November 2021.

VI. Old Business

None was presented.

VII. New Business

Groundwater presented a brief update in New Business in regard to the loss of IH as a sponsor for the SHIBA program (Statewide Health Insurance Benefits Advisors). Various parties in the County are part of the search for a new sponsor, and Presson indicated she was in conversations with the Inter Island Health Care Foundation, a County-wide non-profit, to take over the program sponsorship and apply for the grant funding. An updated to be provided at the next Board meeting.

VIII. Operations Report

a. Website Project

Kevan Rayne, Web Manager, walked the Board through the new website design. While still a work in progress, Kevan provided an overview of the pages, navigation, and other features. Feedback included a desire to segment archived documents versus the current year, and Groundwater asked for a more robust search feature.

b. Approach to Board Governance, Operations & Strategic Planning

Presson walked the Board through a series of slides to revisit the discussion around roles and responsibilities. As the Board is entering a new phase of the evolution, which could allow for more delegation of operational items to “staff”, it seemed like a good time to revisit this topic.

Miller suggested talking with other mature, high functioning Boards to get perspectives on their structure. Continued conversation led to consensus of the Board to the value of this activity, and interest in pursuing discussions with possible consultants to help lead the Board through this process. Anyone with suggestions was asked to send names to Presson. Other ideas were to ask the Association of WA PHDs and MRSC for recommendations.

IX. Public Comment

There were no requests for public comment at this time.

Before ending the meeting Commissioner Miller shared with the Board that she was not going to seek re-election. She felt it was important to let the Commissioners know being that the time to file for interested candidates is the week of May 17th.

X. Upcoming Meetings

President Lange reported that the next Regular meeting of the OIHCD Board is scheduled for May 18th. Other meetings were listed on the Agenda.

XI. Meeting adjournment

MOVED by Commissioner Miller, seconded by Commissioner Boteler to adjourn the meeting at 6:18 pm. VOTE 5:0:0. MOTION CARRIED.

Minutes approved this ____ day of _____, 2021.

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6/11/2021

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Attest: Patricia Miller, OIHCD Board Secretary

Date signed