

Members Present:
 Susan Vallem, Chair
 Roger Johnson, Secretary
 John Johnston
 Jennifer Seward

Guests Present:
 Lisa Forsyth
 Diane Kohls
 Karen Thalacker
 Jerry Tiedt
 Angie Tye
 Jennie Waller

Members Excused:
 Jill Kwikkel

Speakers Present:
 Kyle Richards, CEO
 Christina Becker
 Lisa Bennett
 Dr. Dahlquist
 Heidi Solheim
 Iris Vering
 Cathy Wilson-Sands

Minutes
 of the Meeting of the
Board of Trustees
 February 27, 2012
 7:00 p.m.
Tendrils Rooftop Garden

WAVERLY HEALTH
 — C E N T E R —

Our Mission: Waverly Health
 Center will provide high quality,
 patient-centered health care.

| Item | Discussion/Notes | Action |
|--|---|---|
| I. Meeting called to order | Called to order by Vallem at 7:01 p.m. | |
| II. Approval of minutes | Minutes from the 1/23/12 meeting were reviewed. A motion was made to approve the minutes as written. | 1st - Johnston 2nd - Seward Unanimously Approved |
| III. Celebrations | John Johnston was inducted into the Exchange Club's Book of Golden Deeds. Susan Vallem was also nominated for the honor. | |
| III. Featured Department – Clinic Business Office, Christina Becker | Christina Becker presented information about the functions and goals of the Clinic Business Office. | |
| V. Financial and Statistical Report | <p>Bennett presented the financial and statistical report for January. A motion was brought forth from the Finance Committee to approve the financial and statistical report as presented.</p> <p>Bennett noted that we are experiencing some issues with cash flow related to our accounts receivable. We are currently working to get the A/R caught up.</p> <p>Bennett presented the new provider dashboard that we will be implementing. She explained the different measures and noted that she will be presenting trend information at future Board meetings.</p> | 1st - Johnson 2nd - Kwikkel Unanimously Approved |
| VI. Committee/Department Reports: <ul style="list-style-type: none"> • Environment of Care Committee • Board Quality Committee | <p>The Environment of Care and Board Quality Committee reports were presented as included in the Board packets.</p> <p>Vering presented the Quality Report Card. Discussion was held regarding the quality measures and trends. Vering noted that we have discontinued the submission of AMI and ACS information to the Iowa Hospital Association (IHA). This decision was made because the criteria for submission were not well defined, and did not provide for accurate comparative data.</p> | Accepted |
| VII. Medical Staff Report | <p>Dr. Dahlquist reported that the Executive Committee of the Medical Staff met on 2/20/12 and considered privileging items as listed under new business. Dr. Dahlquist noted the following Medical Staff items:</p> <ul style="list-style-type: none"> • Continuing to work on a lock-down policy | |

| | | |
|---|---|--|
| | <p>to address security issues in the hospital.</p> <ul style="list-style-type: none"> Continuing to work on electronic medical record process and issues, including medication reconciliation. <p>Dr. Dahlquist noted that Physician Spotlight on Values were awarded to the following providers:</p> <ul style="list-style-type: none"> Dr. Stacy Wagner – 1st Quarter 2011 Dr. Lee Fagre – 2nd Quarter 2011 Dr. David Rathe – 3rd Quarter 2011 Dr. Ed Gonzales – 4th Quarter 2011 | |
| <p>VIII. Press Ganey Patient Satisfaction Survey Report (Heidi Solheim)</p> | <p>Solheim presented the Press Ganey patient satisfaction survey results for the period ending December 31st.</p> <p>Solheim noted that medical practice scores will be fluctuating a bit with the addition of midlevels to the survey process.</p> <p>She also reported on the outpatient survey, noting that our percentage rankings on that survey are lower, but our mean scores are generally in the 90's. The percentage rankings are lower because the competition in the outpatient arena is very tight. She reported that we will be working on our priority index issues to change good ratings to very good and hopefully raise our percentage rankings.</p> | |
| <p>IX. C.E.O.'s Report</p> | <p>Richards noted that a flyer for the IHA Governance Forum was placed in the intranet file cabinet. He asked that Board members let him know if they are interested in attending.</p> <p>Richards provided a legislative update noting that proposed cuts to Medicaid and Medicare could result in a \$200,000 - \$300,000 decrease in our revenue. Other issues include mental health reform and gun legislation.</p> <p>Richards reported that we have been contacted by Mercy Hospital in New Hampton to discuss the possibility of providing surgical outreach services there. Richards and Dr. Deppe are scheduled to go to New Hampton for a meeting on Thursday.</p> <p>Richards reported that we are working with midlevels in some clinics to provide adequate patient coverage in all clinics.</p> <p>Richards reported that he has been invited to Allen Hospital to meet with their interim CEO and Director of Operations. Bennett will also attend the April 26th meeting.</p> <p>Richards praised the Community Relations department and other involved staff for two successful events this weekend. Saturday's Heart Event was "sold out" with a waiting list. The UNI women's basketball game sponsored by the Women's Clinic had good attendance and raised awareness of the services offered.</p> | |

| | | |
|---|--|--|
| <ul style="list-style-type: none"> ▪ Danielle Bakewell, ARNP – Active, Women’s Health, WHC ▪ Maria Farmer, ACNP – Active, Emergency Medicine, WHC ▪ Erin Flores, ARNP – Active, General Surgery, WHC ▪ Rubens Barros Costa Filho, MD – Consulting, Oncology, CVMS ▪ Brendan Paul Girschek, MD – Consulting, Ophthalmology, CVMS ▪ Michael Murdock, DPM – Courtesy, Podiatry, Covenant • Reappointments to Medical Staff: <ul style="list-style-type: none"> ▪ Richard Valente, MD – Consulting, Cardiology, Covenant ▪ Brenda Cooper, ARNP – Courtesy, Orthopedics, CVMS • Resignation from Medical Staff: <ul style="list-style-type: none"> ▪ Lisa Warne, MD – Active, General Surgery, WHC ▪ Heidi Prose, ARNP – Consulting, Family Practice, IHS • New/Revised Policies: <ul style="list-style-type: none"> ▪ Hand Hygiene ▪ Critical Laboratory Values ▪ Documentation Requirements for Hospital Records Preventing Harassment, Discrimination & Retaliation • Retired Policies: <ul style="list-style-type: none"> ▪ On Demand Viewer for Optical Scanning (HIM) ▪ Inpatient Concurrent Coding (HIM) ▪ Program Evaluation (WHC Clinics) ▪ Lines of Authority (WHC Clinics) • Safety Management Plans: <ul style="list-style-type: none"> ▪ Environment of Care ▪ Fire Prevention ▪ Hazardous Materials & Waste ▪ Medical Equipment ▪ Safety ▪ Security ▪ Utilities • Environment of Care and Emergency Management Operations 2011 Annual Evaluations <ul style="list-style-type: none"> ▪ Fire Prevention ▪ Hazardous Materials & Waste ▪ Medical Equipment ▪ Safety ▪ Security ▪ Utilities ▪ Emergency Management • Nursing Annual Report | <p>The new and revised policies listed at left were presented for review as included in the Board packets. The policies have been reviewed by the Executive Committee of the Medical Staff and are recommended for approval. The policies listed for retirement are either being converted to Standard Operating Procedures (SOP’s) or not longer needed. A motion was made to approve the new/revised policies as written, and the policies to be retired.</p> <p>The updated safety management plans were presented for review as included in the Board packets. A motion was made to approve the plans as presented.</p> <p>Bennett presented the EOC and Emergency Management Operations 2011 annual evaluations as included in the Board packets. A motion was made to approve the annual evaluations as presented.</p> <p>Solheim distributed copies of the 2011 Nursing Annual Report. Cathy Wilson-Sands presented an</p> | <p>1st - Johnson 2nd - Seward Unanimously Approved</p> <p>1st - Seward 2nd - Johnson Unanimously Approved</p> <p>1st - Johnson 2nd - Seward Unanimously Approved</p> |
|---|--|--|

| | | |
|--|---|--|
| <ul style="list-style-type: none"> • Finance Committee ▪ Capital Requests ▪ Charity Care | <p>overview of the report.</p> <p>Bennett reported that the Finance Committee met on 2/24/12. Minutes from said meeting were included in the Board packets.</p> <p>There were no capital requests.</p> <p>Bennett presented the following application for charity care:</p> <ul style="list-style-type: none"> ▪ Application is for an uninsured/unemployed ED/surgical patient who qualifies for a 100% write off under our charity care policy. The total to be written off is \$16,216. <p>A motion was made to approve the application as presented.</p> | <p>1st - Johnson 2nd - Seward Unanimously Approved</p> |
| <p>XII. Closed Session</p> <ul style="list-style-type: none"> • Iowa Code Chapter 21.5.1(c) – Closed Session to Discuss Strategy Regarding Litigation | <p>A motion was made at 8:58 p.m. to move into closed session to discuss strategy regarding litigation pursuant to Iowa Code Chapter 21.5.1(c).</p> | <p>1st - Johnston 2nd - Johnson Unanimously Approved</p> |
| <p>XIII. Open Session</p> | <p>A motion was made to return to open session at 9:37 p.m. No action was taken.</p> | <p>1st - Johnson 2nd - Seward Unanimously Approved</p> |
| <p>XIV. Adjourn</p> | <p>A motion was made to adjourn at 9:38 p.m.</p> | <p>1st - Johnston 2nd - Seward Unanimously Approved</p> |

Next meeting will be held

March 26, 2012

Tendrils Rooftop Garden