

Board of Commissioners Regular Meeting (Wednesday, September 25, 2019)

1. OPENING ITEMS

A. Call to Order - Board Chair, Commissioner Presley, called the meeting to Order at 4:30. Absent: Commissioner Berger. Guest: Mark Bresnick, Associate Administrator from UW Neighborhood Clinics was present.

B. There was no Public Comment at this point.

2. CONSENT AGENDA

A. Draft Minutes from the August 28th Regular Board Meeting were included.

B. An AP Voucher Report dated 9/12 in the amount of \$1,617.33 was included.

MOVED by Commissioner Campbell, seconded by Commissioner Orcutt to approve the Consent Agenda as presented. VOTE 4:0:0. MOTION CARRIED.

3. COMMITTEE REPORTS

A. Finance Committee - In the absence of Committee Chair, Commissioner Berger, Superintendent Presson reviewed the LIHD Draft 2020 Budget and updated 5-year Cash Flow Analysis. There were some requested modifications to several areas of the Comments section to clean up the report in advance of presenting the final proposed budget and levy at the Special Meeting on November 6th.

Since Mark Bresnick was present, he addressed some questions specific to coverage should one of the providers have an extended medical leave. It recently came to the Board's attention that Dr. Wilson could potentially be out on a medical leave for anywhere from 6-12 weeks. There was significant concern about access for the community should the clinic be without a provider for such an extended period. As was recently shared by Dr. Matt Jaffy, Assistant Medical Director for UWNC, there are limited options for coverage as UWNC does not currently have a float provider. One proposed option was to leverage telehealth and have providers in other Clinics cover appointments. This was not something the Board felt was viable for any period. Discussion was held around UWNC's ability to bring in a Locum provider, which is an approach used by Island Hospital. Unfortunately, since UWNC must credential all providers, even temporary, the process would take longer than any expected leave. The discussion continued and it was apparent there was no good solution at this time. Superintendent Presson asked about a former UWNC provider who worked in the Orcas Clinic. She has since left yet is someone who is credentialed and has actually worked in the Lopez Clinic in the past. Mark will explore if this might be a possibility.

Commissioner Campbell asked what happens in the mainland clinics when a provider goes on leave. Mark explained that often a float provider is used, which is not available at this time. In other clinics they have an RN position whose responsibilities can be modified to be able to see more patients. Commissioner Campbell also asked who pays any additional expense when there is this type of gap. Mark indicated it might depend on the approach. She also wanted to know if there were any other UWNC clinics with only one MD. Mark confirmed Lopez is the only one, which is another reason this is a unique situation for UWNC.

Commissioner Orcutt wanted to confirm if the current Agreement stipulates that UWNC will provide an MD. If that is the case and there's a shortfall in service levels then UWNC should cover the cost. There was concern expressed that had the impromptu meeting with Debra Gussin not taken place, the Board would not have been notified of this possibility. The Board asked UWNC how they will improve the communication going forward, and this should be a discussion item at the Annual meeting in October. The Board stressed the importance of being proactive when there is this type of disruption since it has a cascading effect and the Board will need to address concerns from the community. Peggy Means concurred and stated that a prolonged absence of a local provider will impact PT referrals.

Resuming the 2020 Budget discussion, Commissioner Campbell asked about the Lopez Island Physical Therapy (LIPT) request for possibly more funding. Peggy Means confirmed that the practice is not yet at 2.0 FTE largely due to cost. In the current model, revenue/visit is \$80/visit with costs of \$72/visit for their current FTE. The practice is looking to bring in lower level staff to help reduce the cost/visit. A key issue is that 75% of the patients are Medicare/Medicaid, which tend to reimburse at lower rates. The best payor is Kaiser so there is some concern they're leaving and being replaced by Premera who hasn't been a good payor. Peggy went on to state that the group is targeting 11 patients/day at \$85/visit to break even. None of the staff has had a raise since the practice started and only one employee has a contribution towards benefits. As a result, there really isn't any place to cut expenses, so they must look to: (1) be more efficient; and (2) review how to maximize reimbursement. Now that there is full-time office support it's easier to collect money, and they are putting focus on that piece. The staff will also be

attending a webinar to make sure coding is on track, and they plan to talk with the PT practice on Orcas to gain any tips and insights.

B. Quality Committee - Commissioner Orcutt shared that meetings with UWNC and LIPT have been scheduled, and he will have more to report at the next meeting.

C. Communications Committee - there was no update from the Communications Committee.

4. OPERATIONS REPORT

A. Monthly Financial Reports - since much of the financial update was provided in the Budget discussion, only a few highlights were called out. Payment to UWNC has not yet been made and that is expected to happen next month once they get through their final wrap up and the total loss is validated. Superintendent Presson noted that the missing insurance recovery from February was received from Orcas Island Health Care District (OIHCD), and there was nothing unusual to report in August Expenses paid other than the cost of the Accountability Audit.

B. Update on Sikstrom Fund - Superintendent Presson reported on a meeting she attended on 9/23 to discuss uses of this fund. CWMA is encouraging the providers within the community to begin using the fund again, as they hope to get the funds to people who need assistance. Providers will be given a report to record how the funds are being used.

C. Update on Hispanic Health Care Survey - Superintendent Presson is still working with the community and hopes to have some survey results next month. One thing that came up in the UWNC year-end report was that there had not been any money used for Interpreter Services. Mark indicated that in talking with the Clinic Manager, he was able to confirm that the Clinic does offer every patient the opportunity to utilize the services; however either a staff member might help or most patients tend to want to use a family member or friend. Mark realizes they need to do a better job of documenting when these services are offered to be able to meet the legal requirements. Most patients tend to want to use family members; however, that's not the best approach since family members aren't familiar with medical jargon.

Commissioner Campbell was happy to hear things were progressing with the Hispanic Survey; however, she expressed significant concerns that UWNC has yet to take any action on the survey feedback received in June. She feels a responsibility to the 200 people who showed up and provided feedback, and is frustrated that the Board has been unable to respond to that feedback. Commissioner Presley acknowledged that UWNC is making progress with EMS and their communication and coordination has improved since the summer. Commissioner Campbell asked that Superintendent Presson resurrect the monthly activity log that tracked activities, timelines and deliverables with UWNC.

Commissioner Graville mentioned another area she would like UWNC to address. It had to do with a general communication UWNC sent out to patients several weeks ago. It told them where to go for services; however, there was very little in that communication that's applicable to Lopez Island and will only add to the confusion people feel about what services the Clinic provides. She asked if there was a way to eliminate the Lopez zip codes from those general communications, and possibly provide a little more customization to make them relevant for Lopez. Mark will find out why Lopez was included and how to avoid that happening in the future.

D. Update on Premera/Lifewise - Superintendent Presson has been working closely with representatives from LifeWise and has scheduled a series of meetings for them on October 15th and 16th. This will include a meeting with the Fire Chiefs to discuss air transport.

E. Articles of Interest - as it the case every month, the packet contained articles on the impact of social factors on community and individual health.

5. OLD BUSINESS

A. Lopez Island Family Resource Center - Support of the Open Source Wellness (OSW) - This item has been a recurring discussion for several meetings. Commissioner Graville suggested the Commissioner Orcutt use his expertise to help identify what type of measures would be appropriate for OSW to measure, and what type of data would be sufficient to meet his need for validation. She also asked Superintendent Presson to follow up with the Family Resource Center now that they are getting closer to implementing the program. It would be helpful to get more details on the services that will be offered and how the program will be rolled out to the community. There was discussion about how patients who need additional clinical support are referred back to the Clinic.

6. NEW BUSINESS

A. October Draft Agenda and meeting time - It was decided the meeting would start earlier than normally scheduled to accommodate annual presentations from both UWNC and LIPT. Commissioner Presley would also like the Board to begin more strategic discussions about how to approach the future contract with UWNC, as well as the process to consider other programs that support a true community approach to health care. The idea of scheduling additional meetings in November and December will be discussed at the next Board meeting. There was discussion around attending upcoming meetings on Orcas. The Commissioners agreed this is something that might be worthwhile and could help inform their own strategic planning.

7. CLOSING ITEMS

A. Commissioner Comments - there were no additional Commissioner comments.

B. Upcoming Meetings and Key Activities - a list of upcoming meetings was included in the Agenda.

C. Meeting Adjournment - **Commissioner Presley adjourned the meeting at 6:27 pm.**