HASKELL COUNTY HOSPITAL DISTRICT BOARD MEETING - JULY 26, 2022

The Haskell County Hospital District Board held their regularly scheduled meeting at its regularly scheduled time on Tuesday, July 26, 2022, in the Haskell Hospital Education Building at 1 North Ave N, Haskell Texas in compliance with Open Meetings Act.

In attendance: President Robbie Peiser; Vice-President Tom Long; Secretary Jerry Cannon; member Amy Martin; member Reida Penman; member Jenny Camacho; CEO Michelle Stevens; COO Mary Belle Olson; CFO Elizabeth Miller (Zoom); CNO Tammy Mason; ACNO Meghan Shelton; Clinics Manager Sydney Saucedo; and Patient Relations Nurse Coordinator Carla Long. Absent: Controller Crystal Molina, Haskell Star/Stamford Star Reporter Dusty Garison.

Meeting called to order by President Peiser at 6:00PM. Quorum certified present.

1. Minutes of June 28, 2022, were reviewed and approved as presented.

2. Public Comment – none.

3. Census - Presented by CEO Stevens. June 2022 statistics higher than usual for summer months and up from May of 2022 but lower than the high COVID census of June 2021.

4. Financial Report: Financials, Employee Census, and AP Check Register presented by CFO Miller. CFO noted decrease in cash flow due to MRI project, ParkHill facility assessment, wait times on funds due from government, and continuing problems with Cerner and TRC. Currently paying Cerner monthly for a support system that is not helping with a large group of support requests, now 10 months to a year old. The CEO wrote a letter to Cerner executive staff expressing that things must change and/or be corrected for this service to be continued. A phone call with Lavaca Medical Center and Haskell Memorial Hospital is scheduled for Thursday, July 28, 2022, to discuss the Cerner RCM best practices. We are currently holding payment for six months of support services until these critical issues are addressed. TRC, our external business office consultants, is familiar with the Athena processes and has had difficulty transitioning to the Cerner processes. TRC was also holding onto the largest claims due to Cerner issues and has been instructed to work the largest claims instead of holding them. The hospital has been looking for a competent biller without success. The hospital is working with vendors.

Vice President Long stated the CFO presented a gloomy picture and asked how to change this to back to positive. CFO responded that the MRI is functional and bringing in funds to help pay for itself. TRC is now working to bring in the largest claims instead of holding them. Kris Mitchell, Internal Business Office Manager, is going to school for coding and will finish in a year. The hospital will drop Cerner and/or TRC for other companies if positive results are not received soon. The CFO stated that the meeting with Lavaca Medical Center in Hallettsville, Texas should be helpful. Hopefully, we can learn how they make it work and try the same things here. CFO Miller also mentioned funds owed to the hospital by the Stamford Clinic per the original contract still have not been received. She stated she has tried multiple times to set up a meeting to discuss this, and they are not willing to meet. The CEO stated we can ask attorney Robert to help get that meeting set up, but if there is not mutual agreement, the hospital will have to seek out another attorney to help resolve this issue.

A second payment of cost report settlement funds is due from the government soon. We also now have a line of credit to use until we can get cash flow back in good standing. The accounts receivable continues to improve slowly, and accounts payable are caught up to 90 days out. We are continuing to work with vendors to get these current soon. She commented that Cerner is our biggest financial drain, and if things can be corrected with their service, we will see real improvement. We are currently in a domain structure that is not working, and this needs to be addressed. Cerner staff Brandon Steeley and Robin Belzer are also frustrated and working to help Haskell Hospital with Cerner issues, but effective changes will need to come from Cerner administration.

CFO commented outpatient services increased in June in the ED, radiology, lab, walk-in-clinic, and Rural Health Clinic. She also stated in the self-insured insurance program we have paid out a great deal of money in June, due to increases in employee illnesses. The upside to that is that we have stop gap insurance so we cannot be out more than the cap set up initially. Reida Penman moved to approve the patient census, employee census, financials, and AP check register as presented. Jenny Camacho seconded. Motion passed.

5. New Business:

A. Quarterly Patient Relations Report - Carla Long, RN, presented the quarterly patient relations report and reviewed the patient complaint statistics. A total of 4 ED complaints and 8 Inpatient complaints were addressed this quarter. With 75% of the complaints being against contract physicians with Concord Medical Group of Texas. Most of these complaints were about one specific physician, who will no longer be allowed to provide coverage for Haskell Hospital. The medical care provided to the patients in each instance was peer-reviewed and found to be appropriate while the interpersonal interactions of that specific physician were not. All patient complaints were followed up on in less than 3 days, and the majority resolved to patients' satisfaction. Vice President Long stated he enjoyed reading the statements from the patient care surveys we used in the past and expressed interest in the patients' comments on the complaints, especially for the patient who remained "very unsatisfied." CEO stated due to HIPAA regulations patient comments are not in the board packets, which are available to the public.

Patient Relations Nurse Long stated that the "very unsatisfied" complaint investigation and peer review showed diligent care was provided with appropriate staff actions, and that this patient was noted to have personal issues. The other dissatisfied patient with multiple complaints was noted to be extremely ill, and their satisfaction level improved as their condition improved. She also pointed out that nurses were counseled as needed by the CNO and ACNO, and that Dietary was notified of complaints, with immediate resolutions to the patients' satisfaction. Vice-President Long moved to approve the Patient Relations report as presented. Jerry Cannon seconded that motion, and the motion carried.

B. Review and Approve Policies and Procedures: None.

C. Review and Approve Medical Staff Credentials: None.

6. CNO Report: CNO reported Hospital still needs two night-shift RNs and has not received any applications.

A. Services Strategy Update: Sleep Study Program waiting on a Fair Market Value Report. The company working to establish this program wants the hospital to pay for this, but the administration feels they should pay for it as part of their start-up cost. Discussions are in progress on this issue. CNO stated both Electra and Olney hospitals have independent sleep study programs that function under the guidance of the APC Foundation, and we might utilize their cost structures for our Fair Market Value Report. The timeline for program start-up is not solidified yet.

7. COO Report:

A. Departmental Updates: Nothing to report.

a. Foundation Update: COO Olson gave update on Bunco Fund Raising Event for the Haskell Hospital Foundation on August 2 at the Civic Center in Haskell Texas. Silent Auction process and items for sale reviewed. Need for volunteers to help with set up, take down, and fund raiser activities expressed. Silent Auction online bidding started on July 19th and will go through August 2nd at 8PM. Bidding commitments of $3K received to date, with more to come. Ticket sales are going well, $7K to date, with more to come. Clyde Stegemoeller from radiology to be master of ceremonies, and theme will be a Hawaiian Luau.

8. CEO Report:

A. Board Member Orientation and Training Date and Location: CEO stated the date for the Board Orientation/Education/Training event will be October 12, 2022, at The Contemporary Arts Building in Abilene from 9AM to 4PM with People Centric facilitating. A meal from Chick-Fil-A will be provided.

B. 2022 Community Health Needs Assessment: CEO reviewed the 2022 Community Health Needs Assessment Report. Top needs identified by the Community Health Needs Assessment were:

1. Access to care/Uninsured – HCHD has indigent and income-based Charity Care Programs.
2. Heart Disease – HCHD has a cardiologist that comes twice a month.
3. Mental Health/Suicide – HCHD is working with Texas Tech Health Science Center to provide more services of this nature, including pediatric resources.
4. Women's Health – HCHD is working to expand our women's health programs.
5. Diabetes – HCHD recognizes the importance of diabetes prevention and management. Our goal is to provide additional educational opportunities and provide free or low-cost resources to our communities to help combat this disease.

Other needs Identified were:

- Substance/Alcohol Abuse – HCHD is committed to helping community members and patients in need of these services.
- Overweight/Obesity – HCHD will work on providing educational resources to prevent and treat obesity.
- Assisted Living Facilities- HCHD is exploring possibilities of an assisted living facility in our area.
- Cancer – HCHD has a visiting oncologist who comes to see patients once a month.
- Dental Health – HCHD will work to provide educational resources on dental health.
- Kidney Disease – HCHD has a visiting nephrologist that comes to see patients once a month.
- Stroke – HCHD will work to provide additional educational resources on stroke prevention and recognition of stroke signs and symptoms.
- Tobacco Use – HCHD will work on providing additional education and classes on smoking and tobacco cessation.

HCHD to continue to work with Hendrick Health System to provide more specialists to see patients locally on a monthly or bimonthly basis. HCHD currently offers the following: Cardiology, Oncology, Nephrology, and Orthopedics. We also offer indigent and income-based discount programs to assist community members, who apply, with their medical bills. HCHD is working with TTUHSC to help provide better access to high-quality mental health services through the clinics.

CEO reviewed the Administration's Community Health Needs Assessment Letter to the Board and the Community, discussing the CHNA Survey Findings, and how HCHD is addressing these issues. CEO asked the board if they preferred a shortened version with bullet points or the original format used for this letter. The Board decided a shortened version with bullet points would be optimal, and discussed other ways to better inform the community of the services offered by HCHD, such as brochures, social media, signs, radio spots, newspaper ads, community digital signs, etc. Vice-President Long moved to accept the CHNA as presented, and Secretary Cannon seconded. Motion carried.

COO and CEO invited the Board to attend the hospital pool party, scheduled for July 30, from 6:30PM to 8:30PM at the City Pool. Hamburgers and fixings to be provided.

The meeting was adjourned at 7:29 PM.

Carla Long RN 11-1-22

Notes taken and typed by: Date:

Robbie Peiser 11-1-22

Board President Date:

Jay Cannon 11-1-22

Board Secretary Date:

Michelle Stem 11-1-22

CEO Haskell Hospital Date: