

COOK-ORR HEALTHCARE DISTRICT BOARD OF DIRECTORS' MEETING

July 28th, 2020

The Cook-Orr HealthCare District Board of Directors held its regular meeting via Microsoft Teams on Tuesday, July 28th, 2020. Chair Liz Dahl called the meeting to order at 2:00 PM.

PRESENT: Karen Baxter, Liz Dahl, Don Potter, Judy Pearson, Jolene Blake, Margie Hyppa, Shirley Sanborn, Barb Johnson, Mike Enzmann, Shirley Conaway, John Stegmeir, Eric Pederson

EXCUSED: Kathy Weiland, Tiffany Briggs

ABSENT: Wendy Long

STAFF: Teresa Debevec, Kaylee Hoard, Julie Lesemann

APPROVAL OF MINUTES 06/23/2020

Approved: BJ/MH (MCU)

STAFFING UPDATE

- Open positions to include:
 - CDM
 - CSR
 - Infection Preventionist

ADMINISTRATORS REPORT

- Debevec reported on the open CMS position stating that the CDM was driving from the Duluth area and resigned for personal reasons; CSR position stating that the current CSR Director was going to school in August, and the Infection Preventionist position with the past IP resigning.
- Debevec reported on the Heiam meeting to be held 7/30/20. Teresa stated that the online auction announcement will be sent out in a mass email 8/1/20 to a database of 1,000 individuals. The auction will be open from 8/1/20 to 8/15/20. She stated they are thankful for a lot of great donations and sponsors. The Heiam Board saw an increase in vendors for the hospital donating at the \$500 level.
- Debevec reported that the new Physician Dr. Hoffmann, will begin her employment with Scenic Rivers Health Services, Cook, MN on 9/30/20. She went on to relay that Dr. Hoffmann is from Russia and speaks fluent Russian and will be a great asset to the medical staff with her varied experience in family practice with an emphasis in Geriatrics. She will be working in Cook, Tower and Floodwood.
- Debevec reported that Scenic Rivers Health Services, Cook, MN hired two new Social Workers
- Debevec reported that Chris Novak, IT Director ran another Phishing Test via email to all employees and had significant improvements in staff recognizing the potential security threat of the email. In comparison last year when this Phishing test was distributed 26.8% of the employees clicked on the link which poses a security risk, this year only 5.7% clicked on the link.

COMMITTEE REPORTS:

- **Finance Committee: Kaylee Hoard reported:**
 - For the month Acute patient days were over budget by 12 days, along with Swing & Transitional bed days under budget by 39 days. ER visits were under budget by 13 visits. Emergency Room average level of care decreased from 3.31 in May to 3.14 in June. Observation days under budget by 4 days. All other combined outpatient registrations were over budget by 140 for the month. Care Center ADC slightly over budget for the month. Net Operating Revenues were \$269k over budget, along with total expenses under budget by \$23k. Within Other Operating Revenue \$190k was recorded from COVID19 related funds, which results in the Operating Margin ahead of budget. Adding in Non-Operating Revenue, Net Income was ahead of budget by \$286k. Payor category of Medicare & Other over budget, with all others under budget for the month. Note: AR Days increased from prior month from 52.30 to 57.1. Hospital increased slightly due to COVID19 related claims and infusion/injection claims, which were billed out in June, and a large swing bed account. Days Cash on Hand continues to trend slightly above target.

- **Credentialing Committee:** met 6/25/20. Medical Staff recommends appointments of:
 - Appointments:
 - Alice Suchomel-Olson, MD; Cynthia Sandberg, APRN, CNP
 - Reappointments:
 - All Teleradiology: Kurtis Tedesco, MD; Eamonn Quinn, MD; Arthur Schneider, MD

- **Approved:** JP/BJ (MCH)
- **Approved by roll call of Board members present-** all in favor

- **Quality Assurance Process Improvement (QAPI): met 7/22/20**
 - **Marge Hyppa gave report on the QAPI meeting**
- **Compliance: met 7/22/20-**
 - **Liz Dahl gave report on the Compliance & Ethics meeting**
- **Patient and Employee Safety:** No regular meeting- special meeting to address:
 - Safety concern was brought up by Dahl regarding an out of control patient who entered the building for a lab draw and became belligerent related to the COVID-19 active screening process and requirement to wear a mask per MDH. Julie Lesemann explained the safety situation reporting that the staff members felt the patient was hostile and they felt unsafe in their work environment. This is not the first safety concern with this patient. A total of three employees filled out Violence Incident Reports and the Safety Committee met immediately following the incident to review and put in place action plans. The front door is now locked again and patients are screened through the use of the aiphone in

the vestibule, the nurse screeners desk is moved to an area where she is able to retreat into another area through a door to remove herself from danger or threats as they present, a panic notification device was installed at the front entry desk and the patient was sent a certified letter providing the regulations that we must follow related to COVID-19 per MDH and behavior expectations to ensure we are providing a safe environment for our employees. The next step if the behavior continues is the involvement of law enforcement.

- **Governance Committee:** No Meeting

NEW BUSINESS & CORRESPONDENCE

- Debevec reports the upcoming Board Elections. Those seats up for election are: Tiffany Briggs, Eric Pederson, Barb Johnson, Shirley Sanborn, Marge Hyppa, Kathy Weiland and Jolene Blake. Debevec stated that the Affidavit of Candidacy must be filled out completed with the Name, address, phone number, and a signature and date at the bottom of the page.
- Once this is complete, bring into the notary in the Board members city/township. The City/township will take care of the form from this point.
- Board Consultant- Debevec reported the information on the Board Consultant. Teresa reports that the Executive Committee will receive an email calendar invite and she received the approval from members to provide him with the email and phone number. The intent of his assistance is to draft Board level policies, not operational. Teresa will resend the documents which will be reviewed by the consultant i.e. Mission, Vision, Values, Bylaws, Corporate Compliance, Document Destruction, etc.
- COVID-19 Updates- Lesemann reported the following COVID-19 updates:
 - Essential Caregiver in the Nursing Home- a little over a week ago MDH released guidance on what they are calling Essential Caregiver visits in the Nursing Home. This is not intended to “reopen” the nursing home to visitors, but is guidance for those nursing homes that want to allow in those loved ones who were providing ADL support and emotional support prior to COVID-19 in an effort to deal with some of the loneliness that the residents, families and loved ones have been dealing with. It is not mandatory, but for those facilities who allow it, they provided guidance as there is a lot of language that would have to be addressed to be in compliance with this. We have chosen not to do this at this time and will continue to look at it weekly to determine if or when we would even allow this type of visit. This decision was based on looking at the rising numbers of COVID-19 positive cases in our county and in MN overall. Some families have been thankful and some, not so thankful but we are doing our best to continue to protect our residents and staff.
 - Active screenings for all those patients entering the facility- we continue to provide active screenings for all visitors and mask requirements while the patient is in the facility. We are anticipating that the longer the masking requirement goes, the more patients that are going to express how disgruntled they are about having to comply with this.

- Adult Day Services (ADS)- the Department of Human Services released a toolkit for ADS to follow if they plan on reopening, whether that be in person or through telecommunications with program participants. We met today to review the toolkit and at this time we are not able to meet the requirements to partially open. There are time constrictions as well as requirements associated with driving, meals, participation time, no clients from congregate living or housing establishments, etc. We will continue to look at this and our ability to provide some type of service for our ADS clients.
- PPE supplies- we have been able to procure more PPE supplies so as of today we have an adequate amount of PPE. Of course, this could change in a day based on potential or real COVID-19 cases.
- Contingency Staffing Plan- Lesemann is working on this in conjunction with HR and the DON in the Care Center
- MDH draft reopening guidance for nursing homes- Lesemann will attend this webinar later this afternoon.
- Medical Records Director update- Debevec provided details of the newly revised position from the title of Medical Records Director to Director of Revenue Cycle. This position combines the Medical Records Director duties with the Director of the Business Office duties. A new job description was written to encompass both roles. The Medical Records Director position must be appointed by the Board of Directors. Stacy Will now holds this title and these positions as stated above.
 - Approved: JP/MH (MCU)
 - Approved by roll call of Board members present- all in favor
- Next Board Meeting 8/25/2020
 - Questions or comments:
 - Karen Baxter brought up a concern she received from a few anonymous employees that questioned why the recent television advertisement had actors, and not our staff members. Debevec responded that at the time of the creation of the ad to promote potential patients to come to our ER for their emergent needs COVID regulations required us to not allow any visitors in the building, so the producer of the ad used alternative actors/people from other hospital ads. Baxter stated she assumed this was the case and thanked Debevec for explaining.
 - Dahl reported that the new Social Workers for Scenic Rivers Health will be providing Behavioral Health counseling, Anxiety/Depression counseling, stress management, family therapy and substance abuse counseling.
 - Enzmann relayed that there will be free COVID-19 testing at the fairgrounds in Chisholm tomorrow and that you need to call ahead and register to have the test.
 - Board Meeting Evaluations – Email Debevec, Maki or Dahl with any feedback regarding the board meeting.

- There being no further business there was a motion to adjourn at 3:02 p.m.
- **JP/MH**

Respectfully submitted,
Julie Lesemann – Recorder

Teresa Debevec, Administrator