

MAYERS

# Strategic Planning Committee Meeting

MEMORIAL

**Monday, October 24, 2016 (10:00 a.m.)**

HOSPITAL

**Boardroom –Fall River Mills**

DISTRICT

**Meeting called by:** Abe Hathaway, Chair      **Type of meeting:** BOD Committee

**Board Clerk:** Valerie Lakey

**Committee Members:** Abe Hathaway, Director, SPC Chair      Louis Ward, CEO

Mike Kerns, Director

**Please read:** September 12, 2016 Minutes

## ----- Agenda Topics -----

Item	Presenter	Action
Meeting Called To Order	Chair Hathaway	
Requests from audience to speak to issues/agenda items	Chair Hathaway	
Approval of Minutes September 12, 2016 – (Attachment A)	Chair Hathaway	Action
SEMSA Update	Ward	Report
Employee Meeting Report	Ward	Report
Building Update - USDA	Ward, Lakey	Discussion
By law Review – Final Approval by December 2016	Hathaway	Discussion
Board Assessment Progress	V. Lakey	Discussion
Administrative Report	Ward	Report
Board Education, Legislation, Advocacy, CEO Report Val Lakey – Legislative Report		Report/Discussion
Meeting Wrap-Up – Future Topics	Chair Hathaway	Discussion
Adjournment	Chair Hathaway	

Posted 10-20-16

**MAYERS MEMORIAL HOSPITAL  
STRATEGIC PLANNING COMMITTEE MEETING  
MINUTES – SEPTEMBER 12, 2016 – FALL RIVER MILLS**

6

**BSPC Attendance:**

Abe Hathaway  
Mike Kerns  
Louis Ward

**Staff Present:**

Travis Lakey  
Valerie Lakey

Other: Beatriz Vasquez (sat in until Abe got here - 1215)

*(These minutes are not intended to be a verbatim transcription of the proceedings and discussions associated with the business of the board's agenda; rather, what follows is a summary of the order of business and general nature of testimony, deliberations and action taken.)*

<b>SUBJECT</b>	<b>DISCUSSION</b>	
<b>CALL TO ORDER</b>	The meeting was called to order by Vice Chair Kerns at 1203 pm in Fall River – Chair Hathaway took over at 1215	
<b>Requests Audience to Speak</b>	None	
<b>Minutes</b>	August 24, 2016 Strategic Planning Committee meeting minutes. <i>Approved (Ward, Vasquez) (no objections)</i>	<b>Approved</b>
<b>SEMSA</b>	<ul style="list-style-type: none"> <li>• Mike Williams from SEMSA was present to give an overview</li> <li>• SEMSA operates an Ambulance service in Central and Northern California</li> <li>• SEMSA developed out of REMSA</li> <li>• With Affordable Care Act – some ambulances services are going out of business</li> <li>• Model started in Merced – moved to Susanville</li> <li>• Air Methods – largest – partnered with SEMSA to provide service to rural areas</li> <li>• Insurances pay better on air service.</li> <li>• Started working with Big Valley Ambulance</li> <li>• Hoping to establish a Preferred Provider agreement with MMHD and Modoc</li> <li>• Economy of scale – Cedarville to Burney – dedicated transfer ambulance is a possibility.</li> <li>• Staffing questions by Kerns; Career progression is an option</li> <li>• Education and training is important in the company</li> <li>• Will be taking Adin Primary School and use it as an education and training facility.</li> <li>• Reciprocity with PHI and REACH memberships</li> <li>• Preferred provider contract would be contingent on the ability for SEMSA and MMHD to reach an agreement on a ground transport contract.</li> <li>• Much discussion regarding dispatch and other logistics</li> <li>• Dispatch will only be available if we are connected with SEMSA with ground transport</li> <li>• Would not be able to begin until late winter, early spring.</li> <li>• Potentially have a public media event to inform community. Provide information.</li> <li>• There will be a crew in Adin by November (ground ambulance)</li> </ul>	<b>Report/ Presentation</b>

**MAYERS MEMORIAL HOSPITAL  
STRATEGIC PLANNING COMMITTEE MEETING  
MINUTES – SEPTEMBER 12, 2016 – FALL RIVER MILLS**

	<ul style="list-style-type: none"> <li>• Critical Care nurse experience for 3 years, MICN to be on helicopter</li> <li>• Paramedics – 3 years on ground, an additional 400 course</li> <li>• Action item for Sept. 20 board meeting to approve the preferred provider agreement</li> </ul>	
<b>Management Goals</b>	<ul style="list-style-type: none"> <li>• See attachment (<i>Exhibit A</i>) – Ward reviewed goals as they pertain to Strategic Plan.</li> <li>• Discussed MMHD Quality Improvement Program (QIP)</li> <li>• Discussed last year’s goals and the evaluation process of those goals.</li> <li>• TEAM Fund that managers use for employees</li> <li>• Looked at management meeting accountability</li> </ul>	<b>Report</b>
<b>Building Update/USDA</b>	<ul style="list-style-type: none"> <li>• Reviewing Layton Contract – it was received today – will be discussed at Sept 20 board meeting. Potentially take action.</li> </ul>	<b>Report</b>
<b>Administrative Report</b>	<ul style="list-style-type: none"> <li>• Employee meetings October 5<sup>th</sup> and 6<sup>th</sup> – morning and afternoon at each facility. Will be discussing building project, customer service, patient perception, a questionnaire will be put out to the staff with the September 23 payroll, also sent via email, employee input, raffles</li> <li>• Complaint on LTC temperature has been checked on – have talked to residents.</li> <li>• Discussed Employee Obstetrics Benefit Plan</li> </ul>	<b>Report</b>
<b>Board Education Legislation, Advocacy, CEO Report</b>	<ul style="list-style-type: none"> <li>• AB2024 is pending the Governor’s signature</li> <li>• Val Lakey represented MMHD at the Little Hoover Commission hearing on Special Districts.</li> </ul>	<b>Report/ Discussion</b>
<b>Adjournment</b>	Meeting was adjourned at 155 pm	

By: Valerie Lakey

SEMSA  
Building  
Employee Meeting Update

Manager/Dept	Management Goals FY 17 (*indicates ideas)
Val	
Marlene	
Barb	
Chris B.	
Libby	Time clock & attendance system in place by Jan. 1, 2017 Develop & implement a training calendar; provide 9 monthly trainings for management team by FYE 17 Fall River SNF project completed by FYE 17
Ryan	
Sherry R.	Reduce linen spend by 8% by FYE 17 from that of FY 16 Develop routine cleaning log with % of confirmed signatures by CYE 16
Steve	
Dave	Thrift store & PT building painted by FYE 17 Develop routine maintenance log with % of confirmed signatures by CYE 16 Complete CDM program by FYE 17, as well as one other dietary staff member 19 FTEs by FYE 17
Susan	
Keith	Medication barcoding increased to 50% for Q3 & Q4 of FY 17 Antibiotic to culture results & interventions tracking program in place by FYE 17 (PRIME)
Mary	Present at 4 community organizations by FYE 17 * mileage, car; timely charting bedside; rating
Daryl	OT hired by FYE 17 *chairs in rooms; falls
Adam	Meet all metrics of Million Hearts initiative for FY 17/DY 12 (PRIME) * registry
Chris H.	Reduce overtime in department 8% by FYE 17 from that of FYE 16 Research and develop business plan for putting a phlebotomist in Big Valley MVHC clinic by CYE 16 (rental contract, staffing, courier, tracking)

**Manager/Dept**

**Management Goals FY 17 (\*indicates ideas)**

Trudi	Implement cardiac stress testing by FYE 17 (by CYE 16 need contract, billing, policy) Assist with meeting Million Hearts PRIME metrics
Imaging	Implement interventional radiology before FYE 17 (contract, billing, policy, patients) Increase outpatient referrals for CT and Ultrasound 5% by FYE 17 from that of FYE 16
Travis	AP will be \$600k or below by FYE 17 62 days Cash on Hand by FYE 17
Admitting	*surveys; collections
Business Office	Collect 58.25% of the average of the preceding month's revenue. End the fiscal year at 51 AR Days with under 175K of Credit Balance.
HIM	Month End CRC list to be less than 175K. All OSHPD reports to be turned in timely.
Sherry W.	
Suzanne	
Sonya/Sharon	
Dawn	
BJ	
Theresa	*HCAHPS; falls, communication; training; supervisor rounds; census; turnover; QIP partnership
Kay	
ER/Ambulance	*ER documentation series; offsite trainings; charge capture
Surgery	Increase surgery volume to an average of 10 per week by FYE 17 *decision tree
Jack	*welcome package; star rating; 100 surveys; strategic plan for quality QALP LTC QIP; quality board/website tab *develop quality team & MMHD QIP that encompasses above mentioned goals
Shelley	