

Chief Executive Officer  
Louis Ward, MHA



Mayers Memorial Hospital District

**Board of Directors**  
Michael D. Kerns, President  
Beatriz Vasquez, PhD, Vice President  
Abe Hathaway, Secretary  
Allen Albaugh, Treasurer  
Laura Beyer, Director

## Quality Committee Meeting Agenda

February 14 12:00 p.m.  
Boardroom (Fall River Mills)

### Attendees

Beatriz Vasquez, PhD, Chair, Board Member	Dr. Tom Watson, MD, Chief of Staff
Laura Beyer, Board Member	Sherry Wilson, Quality Designee
Louis Ward, CEO	Jack Hathaway, Director of Quality
	Judy Jacoby, CNO

1	<b>CALL MEETING TO ORDER</b>	Chair Beatriz Vasquez	
2	<b>CALL FOR REQUEST FROM THE AUDIENCE - PUBLIC COMMENTS OR TO SPEAK TO AGENDA ITEMS</b>		
3	<b>APPROVAL OF MINUTES</b>		
3.1	Regular Meeting – January 10, 2018	Attachment A	<b>Action Item</b>
4	<b>DEPARTMENT REPORTS</b>		
4.1	Staff Development	Dawn Jacobson	Report
4.2	Business Office	Travis Lakey	Report
4.3	SNF	Sherry Wilson	Report
5	<b>QUARTERLY REPORTS</b>		
5.1	Patient Safety First	Jack Hathaway	Report
5.2	CMS Core Measures	Jack Hathaway	Report
6	<b>STANDING MONTHLY REPORTS</b>		
6.1	SNF Events/Survey	Sherry Wilson	Report
6.2	Quality/Performance Improvement	Jack Hathaway	Report
6.3	Infection Control	Dawn Jacobson	Report
6.4	PRIME	Jack Hathaway	Report
7	<b>ADMINISTRATIVE REPORT</b>	Louis Ward	Report
8	<b>NEW BUSINESS</b>		
8.1	Employee Handbook Revisions		Discussion

8.2	Policies for Approval	Sent as PDF	<b>Action Item</b>
	<ul style="list-style-type: none"> <li>• Annual Employee Influenza Vaccination</li> <li>• Drug Supply Chain Security Act Compliance Plan</li> <li>• Patient Responsibility MMH452</li> <li>• Post Fall Assessment and Documentation</li> <li>• Restraint Log MMH578</li> <li>• Restraints or Seclusion (Physical Restraints), Use of</li> <li>• Succession Plan</li> <li>• Unusual Events</li> </ul>		
9	<b>OTHER INFORMATION/ANNOUNCEMENTS</b>		Information
10	<b>ANNOUNCEMENT OF CLOSED SESSION</b>		
10.1	<b>Government Code Section 54962:</b> Chief of Staff Report (Health & Safety Code §32155)	Dr. Tom Watson, Chief of Staff	Report
11	<b>RECONVENE OPEN SESSION</b> – report closed session action		Information
12	<b>ADJOURNMENT:</b> Next Regular Meeting – March 14, 2018 (Fall River Mills)		

Public records which relate to any of the matters on this agenda (except Closed Session items), and which have been distributed to the members of the Board, are available for public inspection at the office of the Clerk to the Board of Directors, 43563 Highway 299 East, Fall River Mills CA 96028. This document and other Board of Directors documents are available online at [www.mayersmemorial.com](http://www.mayersmemorial.com).

**Mayers Memorial Hospital District  
Quality Committee Meeting  
MINUTES – January 10, 2018**

<b>DRAFT Attachment A</b>
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**QC Attendance**

Beatriz Vasquez, PhD, Board Chair  
 Laura Dolman-Beyer, BOD Committee  
 Jack Hathaway  
 Dr. Tom Watson

**Other Present**

Jessica Stadem  
 Susan Knoch, MVHC  
 Shannon Gerig, MVHC  
 Val Lakey  
 Libby Mee  
 Mary Ranquist  
 BJ Burks  
 Dawn Jacobson

**Absent**

Louis Ward  
 Theresa Overton  
 Sherry Wilson

*(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.)*

SUBJECT	DISCUSSION	
CALL TO ORDER	The meeting was called to order at 12:05 pm by Vasquez in Fall River Mills	
Public Request to Speak	None	
Opening Remarks	Add Hospice department report to agenda.	
Minutes	Minutes from the December 13, 2017 Quality Committee meeting were approved. <b>M/S/C (Hathaway/Beyer) All Approved</b>	<b>Approved</b>
Department Reports	<p><b>Hospice</b> – Handout provided. Hospice quality scoreboard created, working with Jack &amp; Keith, will meet quarterly, program is work in progress, average daily census will always vary, some categories of tracking not listed, will add and remove as necessary; will coordinate quarterly meeting schedules for reporting to Quality and regular Board.</p> <p><b>SNF/Activities</b> – Handout provided. All of the events have had great turn outs; all goals were reached and exceeded expectations; have been able to work with community organizations (schools, dance studio) and all levels of patient functioning; each year pilot 9 total programs and choose which ones get best response; received iPads for residents to stay connected with family, incorporating technology for younger generation of incoming residents; Louis has been attending resident council meetings and working on addressing issues; offering contest to staff to incorporate new activity calendars from across the nation; making sure that there is no cross contamination with staff</p>	

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	<p>during illness outbreaks; music and memory program still in effect and working well.</p>	
<p>Quarterly Reports</p>	<p><b>Safety Committee</b> – Over the last quarter, participation in meetings has improved, departments have better representation now, productive input is being presented, items always reviewed: safety &amp; security reports, accidents, trainings, illness trends, past few months: weapons, animals, phone system backup, posting of private property signs, alternative worksite locations, winter safety, door security plans, frontline employees asses facility for potential workplace violence issues.</p> <p><b>Worker’s Comp</b> – Provided handouts. CAL OSHA document shows what type of injuries, a few employees this year unable to return to work, still resource to them during work comp process even after separation, financial report will come out at end of FY, injury trends are similar, use info to counsel employees, work closely with BETA insurance on all claims, \$2,200 from BETA to use towards safety training, prevention, etc. nothing stands out yet, have until July to use money.</p>	
<p>Standing Reports</p>	<p><b>Infection Control</b> – Both facilities in last month on quarantine (Burney influenza, FR just a cold), working with Jack and HSN on reporting privileges, report to CDC (surgical site infections, etc), no employee illness trends, infection rates remain low, new videos for new employee orientation, attended infection control training.</p> <p><b>SNF Events/Survey</b> – Haldol issue is resolved, surveyor cleared POC, will confirm status of education ability. Received POC for revisit, only two items to fix. New CNO has started working, could offer a lot of knowledge to this committee.</p> <p><b>Quality – Performance Improvement</b> – TOC meeting with MVHC today, meeting often, working on seamless continuum of care for patients, identifying alternative ways to communicating with automated systems since upgrade to Paragon 14, working with ER on tracking times (in waiting room, time to doctor, etc.), implementing and educating doctors, new CNO believes survey calls to patients doesn’t necessarily have to be done by a nurse, trainings are available, once we can report that info and call volume to CMS they can certify us as in-house HCAHPS and can improve star rating, will work with MVHC to inform community of services available like after-hours nurse,</p>	

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MINUTES – January 10, 2018**

	<p><b>PRIME</b> – Val &amp; Susan working on implementation of program, great start, will have 7 of 8 items accomplished by next year</p> <p><b>Administrative Report</b> – No report.</p>	
New Business	<p>Jack Hathaway is working through manuals and going through each policy, archiving yearly updates, meeting with each department. <b>Beyer/Hathaway, M/S/C</b> - all approved to take to full board</p> <p><b>Policies for Approval:</b></p> <ul style="list-style-type: none"> <li>• AMA Leaving Against Medical Advice</li> <li>• Annual Employee Influenza Vaccination</li> <li>• Board Member Vacancy (Appointment) Process</li> <li>• Board of Directors' Job Description - Responsibilities - Duties</li> <li>• Drug Supply Chain Security Act Compliance Plan</li> <li>• Leaving Against Medical Advice MMH598</li> <li>• Notice of Privacy Practices Acknowledgement of Receipt MMH455</li> <li>• Notice of Privacy Practices MMH454</li> <li>• Patient Responsibility MMH452</li> <li>• Physician Orders (policy)-Verbal and or Telephone</li> <li>• Post Fall Assessment and Documentation</li> <li>• Public Interface</li> <li>• Restraint Log MMH578</li> <li>• Restraints or Seclusion (Physical Restraints), Use of</li> <li>• Succession Plan BOD-Approved 12.22.2009</li> <li>• Unit Cleaning</li> <li>• Unusual Events</li> </ul>	
Announcements, Other, Future Agenda Items	<p>ACHD Leadership Academy – Beatriz and Jessica will be attending.</p> <p>Report template – create template for departments to send before the meeting, to be included in the packet, to help speed up the meeting (quality measures, what is being met/not met) Judy gave Jack an example dashboard of measures. Will send notice to staff about change in reporting process.</p>	
Closed Session	<p><b>Closed Session Announcement, Government Code 54962, Medical Staff:</b></p> <p><b>MEDICAL STAFF REAPPOINTMENT:</b></p> <ul style="list-style-type: none"> <li>• Edward Richert, MD – Family Medicine</li> <li>• Paul Johnson, MD – Emergency Medicine</li> </ul>	
Report Closed Session	<p>Medical Staff reappointments were approved.</p>	
Adjournment	<p>Meeting adjourned Next meeting February 14, 2018 in Fall River Mills</p>	



## Quality Board Report 2018

The residents of Mayers had a very successful year. There were new programs introduced, new special events and the annual events were amazing. The goals set for the department to enhance and enrich the lives of the resident's were met and exceeded expectations.

The theme this year was *generational connections*. A new community contact was established with Montgomery Creek home school program. The collaboration between activities department and the school program both uplifted and fulfilled the students and the residents. The students came and made nonskid socks with the residents both unit and front. It was a joy for the residents, met curriculum for the students and excitement for both. For Fall River and Burney, residents enjoyed dance recitals from the new connection made with the local dance studio. Research has shown that depression and symptoms of depression are greatly reduced when are brought together in a positive setting. Fall River is assisting in a Senior project from Fall River High school.

A challenge each year to the activities staff is to create three new programs for the residents. The favorite this year is balloon volleyball. The program is designed to have a multi level positive effect with the residents. The development of multiple new programs helps to keep the residents interested and the department current to meet the needs of the residents along with using new innovative technology. This adds to the experience for some residents and compliments the new generation of residents coming in.

Fall River received a new bingo program that is displayed through their large screen TV. This was very well received. Burney received echo, and recur to provide a wider variety of music and movies to meet the larger generational population we are now starting to experience. I pads were also purchased for face time with family and both facilities received larger screened Televisions to better accommodate the needs of the residents along with new speaker systems to meet the physical needs of the residents. These items graciously provided by Mayers adds to the quality of life and depth of the resident and family experience at Mayers Long Term Care.

Going forward this year is very exciting. The department strives to continues to improve and grow. A new theme will be developed, new programs will be introduced, and new experiences will be presented to our residents and families.

## **Quality Committee Meeting**

Wednesday January 10, 2018

## **Work Comp Quarterly Report**

**Presented by Libby Mee – Director of Human Resources**

### 4th Quarter 2017

3 First Aide Injuries resulting in 0 days away from work

0 Reportable Injuries

### 2017 in Review (Cal/OSHA Tracking Forms attached)

Total of 19 First Aide Injuries resulting in 9 days away from work

Total of 7 Reportable Injuries resulting in 200 days away from work

o Of the 7 Reportable Claims

▪ 4 Closed

▪ 3 Denied

### Compared to 2016

Total of 23 first aide injuries resulting in 4 days away from work

4 Reportable claims resulting in 4 days away from work

### 2017 Initiatives

CARE Program \$2,200.00 - Monies need to be used to increase the effectiveness of Mayers Safety Programs. I will work with BETA Loss Prevention Specialist and MMHD Safety/Disaster Committee to see how we would like to utilize funds.

MMHD has been assigned new claims representative with BETA. I will be scheduling a meeting to do introductions and will use this opportunity to audit my current processes to be sure I am compliant with the reporting process.

Will have full Fiscal report from BETA in July



Year: 2017

Fall River Mills, CA 96028

Attention: This form contains information relating to employee health and must be used in a manner that protects the confidentiality of employees to the extent possible while the information is being used for occupational safety and health programs. See CCR Title 8 14300.29(b)(6)-(10)

Mayers Memorial Hospital

**Classify the case**

Using these four categories, check ONLY the most serious result for each case:

Enter the number of days the injured or ill worker was:

On the job transfer or restriction (L) \_\_\_\_\_ days

Away from work (K) \_\_\_\_\_ days

Remained at work or transferable cases (J) \_\_\_\_\_

Days away from work (H) \_\_\_\_\_

Death (G) \_\_\_\_\_

Job transfer or restriction (I) \_\_\_\_\_

On the job transfer or restriction (L) \_\_\_\_\_ days

Away from work (K) \_\_\_\_\_ days

Remained at work or transferable cases (J) \_\_\_\_\_

Days away from work (H) \_\_\_\_\_

Death (G) \_\_\_\_\_

Job transfer or restriction (I) \_\_\_\_\_

On the job transfer or restriction (L) \_\_\_\_\_ days

Away from work (K) \_\_\_\_\_ days

Remained at work or transferable cases (J) \_\_\_\_\_

Days away from work (H) \_\_\_\_\_

Death (G) \_\_\_\_\_

Job transfer or restriction (I) \_\_\_\_\_

On the job transfer or restriction (L) \_\_\_\_\_ days

Away from work (K) \_\_\_\_\_ days

Remained at work or transferable cases (J) \_\_\_\_\_

Days away from work (H) \_\_\_\_\_

Death (G) \_\_\_\_\_

Job transfer or restriction (I) \_\_\_\_\_

On the job transfer or restriction (L) \_\_\_\_\_ days

Away from work (K) \_\_\_\_\_ days

Remained at work or transferable cases (J) \_\_\_\_\_

Days away from work (H) \_\_\_\_\_

Death (G) \_\_\_\_\_

Job transfer or restriction (I) \_\_\_\_\_

On the job transfer or restriction (L) \_\_\_\_\_ days

Away from work (K) \_\_\_\_\_ days

Remained at work or transferable cases (J) \_\_\_\_\_

Days away from work (H) \_\_\_\_\_

Death (G) \_\_\_\_\_

Job transfer or restriction (I) \_\_\_\_\_

On the job transfer or restriction (L) \_\_\_\_\_ days

Away from work (K) \_\_\_\_\_ days

Remained at work or transferable cases (J) \_\_\_\_\_

Days away from work (H) \_\_\_\_\_

**Describe the person**

(A) Case #

(B) Job Title (e.g. welder)

(C) Date of injury or onset of illness (month/day)

(D) Where the event occurred (e.g. Loading dock north end)

(E) Describe injury or illness, parts of body affected, and object/substance that directly injured or made person ill. (e.g. Second degree burns on right forearm from acetylene torch)

(F) Describe the most serious result for each case:

(G) Death

(H) Days away from work

(I) Job transfer or restriction

(J) Remained at work or transferable cases

(K) Away from work

(L) On the job transfer or restriction

(M) Injury

(N) Skin Disorder

(O) Respiratory Condition

(P) Poisoning

(Q) Hearing loss

(R) All other

(A)

(B)

(C)

(D)

(E)

(F)

(G)

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19

Aide

C.N.A.

EMT

Worker

C.N.A.

RN

C.N.A.

C.N.A.

C.N.A.

RN

C.N.A.

Clerk

Tech

C.N.A.

RN

C.N.A.

RN

RN

Aide

1/4

1/12

1/17

1/19

1/24

2/17

2/22

3/4

3/12

3/30

3/23

5/13

6/12

8/12

8/13

9/14

10/24

12/5

12/27

Dietary Freezer

Annex Parking Lot

Ambulance

Grounds

Patient Room

ER

SNF Patient Room

Acute Patient Room

Acute Patient Room

Acute Patient Room

SNF Patient Room

Acute Patient Room

Mail Room

CT Trailer

SNF Patient Room

Cardiac Rehab

Acute Patient Room

ER

Store Room

Head

Head, hand, chest and knees

Head

Strain lower back right side

Mid back strain

Right thumb needle stick

Back strain

Left arm pain

Right hand/wrist

Right shoulder

Right shoulder

Right wrist

Back

Back

Right buttock

Upper back

Right hand/wrist

Left side of back and ribs

Left foot

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# Summary of Work-Related Injuries and Illnesses



Year: 2017

All establishments covered by CCR Title 8 Section 14300 must complete this Annual Summary, even if no work-related injuries or illnesses occurred during the year. Remember to review the Log to verify that the entries are complete and accurate before completing this summary.

Using the Log, count the individual entries you made for each category. Then write the totals below, making sure you've added the entries from every page of the Log. If you had no cases, write "0."

Employees, former employees, and their representatives have the right to review the Cal/OSHA Form 300 in its entirety. They also have limited access to the Cal/OSHA Form 301 or its equivalent. See CCR Title 8 Section 14300.35, in Cal/OSHA's recordkeeping rule, for further details on the access provisions for these forms.

### Number of Cases

Total number of deaths	Total number of cases with days away from work	Total number of cases with job transfer or restriction	Total number of other recordable cases
0 (G)	4 (H)	0 (I)	3 (J)

### Number of Days

Total number of days away from work	Total number of days of job transfer or restriction
200 (K)	0 (L)

### Injury and Illness Types

Total number of... (M)	(1) Injuries	(4) Poisonings
	4	0
	(2) Skin Disorders	(5) Hearing loss
	0	0
	(3) Respiratory Conditions	(6) All other illnesses
	0	0

Post this Annual Summary from February 1 to April 30 of the year following the year covered by the form.

<b>Facility Information</b>			
Establishment name: <u>Mayers Memorial Hospital</u>			
Sireet <u>43563 State Hwy 299E</u>			
City <u>Fall River Mills</u>	State <u>CA</u>	ZIP <u>96028</u>	
Industry description: <u>Hospital</u>			
Standard Industrial Classification (SIC) If known (e.g., SIC 3715) _____			
<b>Employment Information</b> (If you don't have these figures, use the optional Worksheet to estimate)			
Annual average number of employees		<u>250</u>	
Total hours worked by all employees last year		<u>209</u>	
<b>Sign here</b> Knowingly falsifying this document may result in a fine. I certify that I have examined this document and that to the best of my knowledge the entries are true, accurate, and complete.			
Company executive			Title
( )			Date
Phone			



September 12, 2017

Louis Ward, Chief Executive Officer  
Mayers Memorial Hospital District  
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Fall River Mills, CA 96028-0000

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Glendale, CA 91203  
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800-838-4111 TOLL FREE

*Granite Bay Office*  
P.O. Box 619084  
Roseville, CA 95661  
916-266-6100 MAIN

*San Diego Office*  
15373 Innovation Drive  
Suite 120  
San Diego, CA 92128  
858-675-7400 MAIN  
800-838-4111 TOLL FREE

[www.betahg.com](http://www.betahg.com)  
A PUBLIC ENTITY

**Re: CARE Program**

Dear Mr. Ward:

BETA Risk Management Authority (BETARMA) is pleased to announce the continuation of the CARE Program during the 2017 Contract Year. CARE was designed to increase the effectiveness of Mayers Memorial Hospital District's Employee Safety Programs by linking this financial benefit to the goals of a Service Plan designed specifically for each member.

Your BETARMA Employee Safety Manager will contact you shortly to begin the planning process and identifying how the **\$2,200.00** in CARE funds will be utilized in the 2017 contract year.



**Commitment** to sustaining a culture of safety within the organization  
**Accountability** for the results of the organizations safety program  
**Responsibility** for prioritizing the spending of CARE dollars  
**Engagement** of the organizations leadership

A detailed description of CARE program process and frequently asked questions (FAQs) is posted online at [www.alphafund.org](http://www.alphafund.org).

If you have any questions or would like assistance in further developing your existing employee safety program, please feel free to contact us at (916) 266-5213.

Sincerely,

Philip Westphal, CEES  
Director, Employee Safety