

WESTON COUNTY HEALTH SERVICES  
BOARD OF TRUSTEES MEETING  
July 19, 2018

**Present:** Jimmy Long, President of the Board; Georgenna Materi, Secretary; Travis Cochran, Treasurer; Connie James, Trustee; Jeff Virchow, Trustee

**Also Present:** Maureen Cadwell, CEO; Jim Peck, Attorney; JoAnn Farnsworth, Quality Director; Julie Sindlinger, Director of Human Resources; Kelly Page, Service Excellence Program Director; Diane Palu-McArthur; Denice Piscioti, Executive Assistant

**Visitors:** Lois Rice, Mary Ann Sepke and Mary Davies

**Call to Order:** Jimmy Long called the meeting to order at 6:00 pm.

**Quorum:** Georgenna Materi declared a quorum was present to conduct the business of Weston County Health Services.

**Visitors Comments:** Several C.N.A.s spoke to the trustees about a letter they had received from Weston County Health Services earlier in the month.

**Additions/Changes to the Agenda:** N/A

**CONNIE JAMES MADE THE MOTION TO APPROVE THE CONSENT AGENDA TRAVIS COCHRAN SECONDED AND THE MOTION CARRIED.**

**Strategic Initiatives**

- **Financial** – Maureen gave the report for the last fiscal month for 2018. In the nursing home there were 1,000 more resident days than the previous year. On the income statement, the year-to-date compared to the year-to-date budget was emphasized by the CEO. On the revenue side, the in-patient was higher than the budget, and the out-patient was very close. Home Health and the Manor were both down. The gross patient revenue is about \$600,000 less than what was budgeted. On the expenses the Purchase Services – where contract staff and fill in physicians' salaries are – was over \$321,000. Supplies & Pharmaceuticals were over \$773,000. The CEO explained that was due to furniture which will be able to be reimbursed. The bottom line was a positive \$689,460. Adjustments are still being done as year-end is finished up so this is just a preliminary estimation.

**TRAVIS COCHRAN MADE THE MOTION TO APPROVE THE MEMORANDUM OF UNDERSTANDING BETWEEN WESTON COUNTY, WESTON COUNTY PREVENTION AND WESTON COUNTY HEALTH SERVICES GEORGENNA MATERI SECONDED AND THE MOTION CARRIED.**

- **Quality**

**TRAVIS COCHRAN MADE THE MOTION TO APPROVE THE MEDICAL CREDENTIALING OF DEBORAH WEEMS, MD AND REGG HAGGE, MD GEORGENNA MATER I SECONDED THE MOTION AND THE MOTION CARRIED.**

1. **Medical Staff Report** – At the last meeting, Dr. Mike Jording became the Chief of Staff, Dr. Chuck Franklin is the Vice-Chief and Dr. Daniela Gerard is Secretary. A dermatologist from Rapid City, S.D. visited to discuss services they can provide. They had the opportunity to meet the new physician Dr. Regg Hagge who began at WCHS this month.
2. **Quality Report** – In the Service Excellence Trainings focus will be given to improving the overall rating of our HCAHP survey and the willingness to recommend the facility to others. Those both drive business so that is what will be emphasized on first. Home Health scored 100% on their surveys. The outpatient surveys are broken down by Emergency Room, Lab, and X-Ray. The ER scores did improve over last quarter and we will continue to work on the scores. Lab scores are excellent. Radiology and Therapy also had very good scores. We are going to work on staff handing them out to patients as they leave.
3. **Service Excellence** – All managers were directed to review with their staff the News Bulletin you also received. It summarizes the program, what we are going to be doing and the different groups involved. This is an active, ongoing three year program. The dash board was explained to them to let them understand where we stand as an organization. Service Excellence Advisor training has been completed and a graduation was held. They are the frontline staff that will be training the entire WCHS staff on service excellence. Our goal is to not only become the provider of choice for the community but also the employer of choice. Along with SEA groups we also have three OASIS teams who are coming up with projects having to do with awards and recognition, service standards and care promises, along with orientation and onboarding. Their projects will be overseen and coordinated by a Service Excellence Council. Service recognition and service recovery are two of the main focuses. Everyone will be involved and learn to appreciate each other. There will be service recovery kits all over the hospital for all employees to follow-up with customers. The kits will be available to everyone with no permission needed from a manager to use. The orientation and onboarding OASIS team will ensure new hirers receive the Service Excellence training.

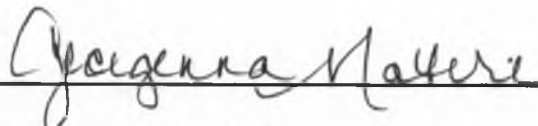
**Building Project** – The Taft Street project got behind due to the rain. But they continue to make progress when they can.

**EMR** – The trainings will begin in August continuing on until October. Things are progressing very quickly.

**GEORGENNA MATER** MADE A MOTION TO GO INTO EXECUTIVE SESSION FOR ATTORNEY CLIENT PRIVILEGE AND QUALITY THE MEETING AT 7:04 PM, TRAVIS COCHRAN SECONDED AND THE MOTION PASSED.

**CONNIE JAMES** MADE A MOTION TO ADJOURN THE MEETING AT 8:16 PM, GEORGENNA MATER SECONDED AND THE MOTION PASSED.

  
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Jimmy Long, President

  
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Georgenna Materi, Secretary