

## **Board of Commissioners Regular Meeting (Wednesday, April 24, 2019)**

Generated by Anne Presson on Tuesday, May 7, 2019

### **1. Opening Items**

Action, Procedural: A. Call to Order

Information, Procedural: B. Public Comment

The meeting was called to order at 4:32 pm by the Board Chair, Commissioner Presley. There was no request for Public Comment.

### **2. Consent Agenda**

Action (Consent): A. Draft Regular Board Meeting Minutes

Action (Consent): B. AP Voucher Report

Action (Consent): C. Approval of Consent Agenda

There were no changes to the draft minutes or AP Voucher Report as presented in the Consent Agenda. A motion was made by Commissioner Graville, seconded by Commissioner Berger, and unanimously carried to approve the Consent Agenda items as presented.

### **3. Special Presentation**

Discussion, Information: A. Interisland Healthcare Foundation

Evan Perrollaz from the Interisland Healthcare Foundation (Foundation) provided a history of the work initially performed by the Long-Term Care Options Task Force following the closure of the only large, long-term care facility in San Juan County. The Foundation is a 501 (c) (3) and has been in existence for many years to help raise and administer funds to operate health care facilities and provide health care services to the residents of San Juan County. The Foundation is largely comprised of representatives from San Juan Island, including PIMC and SJCPHD#1.

At this point, the Foundation plans to conduct a Feasibility Study to determine the long-term care service needs on each island. They propose engaging services of the consultant who helped build the hospital on San Juan Island. She is also currently working with the Community-Based Long-Term Care Network, which is a group of 13 rural Public Hospital Districts (PHDs) in WA, including SJCPHD#1. Through their work they have identified a mix of services to support long-term care needs which include: tele-monitoring, behavioral health, community health workers embedded in primary care clinics and various other services and supports. The study being proposed will include recommendations on revenue and staffing requirements, quality measures, and a proposed governance structure.

One model that the Foundation has explored is called "The Greenhouse Project". It is a micro nursing home approach that leverages homes in the community. These homes usually house between 8 - 10 patients at a time. The idea would be to create a home on each island and share resources. Evan explained one large challenge is the shortage of caregivers for Medicaid patients. The Foundation plans to negotiate with DSHS for increased reimbursement rates to help create a more robust caregiving network. There were questions as to how The Greenhouse model could lower costs with such small volume. Evan explained that it would be accomplished with a flatter organizational structure, thereby reducing administrative costs, in addition to reducing health care costs by leveraging tele-health and sharing resources across all islands.

The Foundation hopes to raise \$50,000 for the study and SJCPHD#1 has pledged \$10,000 pending participation by the other two PHDs in the County. They are also interested in having representatives from all islands engage, as the current members are largely from San Juan island. The Board thanked Evan for sharing the information and will discuss further to determine if there is interest in participating in some way.

### **4. Committee Reports**

#### **Information: A. Finance Committee**

Commissioner Berger shared that the Committee will soon be receiving UWNC's fiscal year 2020 draft budget, and he expects to bring the first draft to the Board for review next month. Superintendent Presson shared that she successfully completed and submitted the District's Annual Financial Report with the State Auditor's Office.

#### **Information: B. Quality Committee**

Commissioner Orcutt is scheduled to meet with Dr. Matt Jaffy from UWNC on April 30th. He plans to review the questions that came out of his February 27, 2019 presentation on UWNC's Quality results. He will report back at the May Regular Board meeting.

## Information: C. Communications Committee

Commissioner Graville and Superintendent Presson participated in a webinar on April 16, 2019 titled: Crisis Communications: How to Respond Effectively When the Public is Watching. The webinar was offered by MRSC (Municipal Research and Services Center), and the presenter was J. Vander Stoep from Sound Counsel Crisis Communications. Commissioner Graville provided an overview of the webinar and key takeaways.

Topics covered in the webinar

- Crisis communications best practices
- Obstacles to good crisis communications
- Call to action: what you can do now

Examples of possible crisis scenarios LHD might face

- Elected Official Misconduct
- Sexual/Racial Harassment Claims
- Public Disclosure Violation
- Open Meeting Act Violation
- Natural Disasters
- Data Breach
- Misuse of Funds
- Community Conflict

Commissioner Graville summarized the key points of the webinar to be:

1. Response is often more important than the event – 3 guiding principles of response include:

- Credibility – important to maintain throughout the crisis
- Speed – when the story is about your organization, the best practice is for your organization to be the best source of information to the public
- Be Prepared to Own the Problem – important to note that SOMETIMES not saying anything is the right response.

2. Deal with issues before they become a crisis.

3. Develop a crisis communications plan – this includes establishing a chain of command, identifying a trained spokesperson(s), preparing messages, drafting press releases (think of likely crises in coming year), social media strategy, and having a checklist for what to do in first 24 hours following an event

4. Respond to communicators in the same way they communicated with you (i.e. email, letter to editor).

Superintendent Presson and Commissioner Graville will research sample crisis communication plans and reconvene the Communications Committee to draft a plan that meets the needs of LIHD.

## 5. Operations Reports

### Information: A. Monthly Financial Reports

Superintendent Presson provided an overview of the financial position of the District as of March 31, 2019. Highlights included property tax revenue to-date of \$131,763, which contributed to an ending balance in the General Fund of \$412,987. As far as expenses, the Superintendent pointed out a new payroll expense of \$4.81 associated with the Paid Family Medical Leave program that went into effect this year. The District paid the second quarter rent for the District office and had \$13,000 credited in the Computer Software category. This represents reimbursement from the State associated with the IT grant for BoardDocs. Finally, the Reserve Fund has been created and reflects an annual allocation of \$150,000. The Superintendent will make an initial deposit of funds in May.

### Information: B. Kaiser Air Transport Update

Superintendent Presson reported on the April 22, 2019 meeting she, Jamie Stephens and Chief Havner attended that included representatives from Kaiser Permanente, Congressman Larson's aide, and the Office of the WA Insurance Commissioner. The meeting was chaired by the SJC Board of Health and also included representatives from PIMC, SJC EMS Medical Program Director, SJCPHD#1, Island Air and Airlift Northwest. While the group had submitted a list of questions to be answered in the meeting, that was not the case. The first half of the discussion centered around the urgent and emergency resources, and lack of, available on each island. The OIC provided an update on their investigation, and Kaiser offered some insights into their processes.

The group was informed that the OIC initially requested the past six months of data; however, in light of continued questions around increased frequency of denials, the OIC requested KP provide 3 years of data. This additional information is due by May 1st. In regard to process, Kaiser confirmed that Emergency Medicine doctors are the ones reviewing all claims, and they do take logistics into account (e.g. ferry times). They also indicated that they aren't having this level of push back in other areas of WA.

Airlift Northwest shared that as of the date of the meeting they had 44 claims outstanding system-wide. In the period of May 2018 through May 2019, they have seen an increase in denials from KP. Island Air felt that 60% of claims are being denied after

having no denials for the past several years. Finally, the Office of the Insurance Commissioner (OIC) shared that the Patient Bill of Rights Act in the 1990s was passed to provide patients with an independent review (IRO) of health claims that are denied with their insurance carrier. IROs are conducted by physicians and the OIC has found that about 50% are ruled in favor of the consumer and 50% in favor of the insurance carrier. They stressed the importance of having patients avail themselves of the IRO process, and the OIC website has information on how to request an IRO.

After over two hours of discussion, the follow-up items KP agreed to included:

1. A meeting to be scheduled with Dr. Sullivan and the appropriate physician at KP to review denied cases
2. KP to review their procedures to determine if there's a process flaw that must be re-addressed
3. KP to be transparent and responsive to the requests of the OIC
4. KP to establish a communication plan to inform their members. It will include how members can reach out to KP
5. KP to determine if the air operators will enter into contracts in hopes of developing a stronger partnership

#### **Information: C. Liability Insurance Renewal**

Superintendent Presson reported that the District's General and Management Liability policy through VFIS increased \$59 for the upcoming policy year. This represented a 2.5% increase over the 2018 annual premium. There were no changes to the policy and she has started the renewal process with our insurance agent.

#### **Discussion, Information: D. Open Source Wellness**

Superintendent Presson shared information on a digital health start-up from CA whose approach is based on the premise that "community is medicine." She provided some additional context as she's been meeting with Lopez Island Family Resource Center, UWNC and Lopez Island Fire and EMS, and they are exploring opportunities to pilot the Open Source Wellness program. The approach aligns with the LIHD's goal of creating a collaborative, community based approach to health care on the island. It also specifically aligns with the FRC's focus on leveraging peer support to improve the wellbeing of our community. At this point the group is looking at possible grant funding and are in the very initial stages of discussion. This was brought to the Board for information only and Superintendent Presson will keep the Board apprised on developments should they progress.

Several articles were also included which speak to the impact of addressing the Social Determinants of Health. This is the philosophy behind delivering care outside the walls of a clinic, and most health care organizations all over the country are realizing the impact of lifestyle decisions on health.

#### **Information: E. Articles of Interest**

An article on the use of telemedicine was included in the packet. It's timely as UWNC is hoping to do more to leverage telemedicine and telehealth in the coming year.

### **6. Old Business**

There was no old business to discuss.

### **7. New Business**

Action: A. Engaging the community in the health care discussion

At the last Board meeting, Commissioner Presley and Superintendent Presson asked the Board to start thinking about what might be important to know as we approach the next contract renewal with UWNC. Based on that discussion, they brought back some ideas as how best to solicit feedback from the community. Superintendent Presson read an initial draft of an announcement to encourage people to attend a Community Conversation. The idea is that it would be hosted by LIHD and LIFE, with other health care stakeholders present. The other stakeholders include: FRC, Lopez Island Pharmacy, CWMA and Cathy Doherty. Discussion continued and there was agreement to include Lopez Island Physical Therapy and representatives from UWNC leadership.

There was also feedback on the tone of the invitation, and questions that the group might want to consider asking the community. It will be important to be neutral in how questions are posed, and the Commissioners had some recommendations as to who might be able to help advise on format and content. The Board was in agreement around the high level goals of having the forum outline where we are today, what's working, and where there are gaps. This will help to inform where we want to go in the future. We also want to define the populations we are serving and gather insights into what is important to each of them. From there, we'll be well positioned to identify who is being well served and who is not. Finally, there was agreement that a May date was too ambitious to be able to prepare and promote the event. There was consensus to use the Regular Board meeting of June 19th for the Community Conversation forum.

A motion was made by Commissioner Berger, seconded by Commissioner Orcutt, and unanimously approved to allocate up to \$1,000 for the Superintendent to use in putting together the Community Conversation.

### **8. Closing Items**

#### **Information: A. Upcoming Meetings and Key Activities**

The Board reviewed important meetings over the next two months. Of particular interest was a Special Meeting to be held by the Orcas Island Health Care District on May 13th. This is a planning meeting as they also prepare for continued negotiations with UWNC. Commissioner Presley is intending to participate. The Quality Committee is scheduled to meet with Dr. Jaffy from UWNC on April 30th from 10-12 and other Commissioners are invited to attend. Commissioner Presley indicated she will be traveling and unable to attend the May Board meeting. As a result, Board Secretary, Commissioner Graville, will Chair the May 22, 2019 meeting. Superintendent Presson reminded Commissioners Berger and Presley that they will need to file for their 2020 re-election the week of May 13 - 17. Finally, Commissioner Orcutt asked that the Superintendent schedule the next quality review with the Lopez Island PT practice.

**Action, Procedural: B. Meeting Adjournment**

Board Chair, Commissioner Presley, adjourned the meeting at 6:55 pm.