

Meeting Minutes Record

Meeting: Board of Directors - Hybrid: In-Person/Virtual Meeting

Date: July 25, 2024

Location: Virtual Meeting

Start Time: 5:07pm

End Time: 6:40pm

Board Members Present: Sarah Carlsen- Board Chair, Rick Estenson, Katie Lane, Robert Morrison, Crystal Mulvihill, Rhonda Pownell, Jami Reister (as guest virtually only), Fred Rogers

Staff Present: Steve Underdahl- CEO, Tammy Hayes- COO, Jeff Meland- CMO, Ben Flannery, MD (virtual), Eric Guth- CFO, Lisa Bauer- CNE, Betsy Spethman- Director of Community Relations, Kelly Velander (Recorder)

Others Present: Teresa Knoedler- Legal Counsel (virtual)

Guests: Anne Larson

Board Members Absent: Michael Hemesath- Vice-Chair

Staff Absent: Vern Lougheed- ITS

Others Absent: Ben Martig- City Administrator

Call to Order and Approval of the Agenda

The board meeting was called to order by board chair Sarah Carlsen at 5:07 p.m.

Meetings will now take place in hybrid format. Board members that joined virtually were: None

The locations of board members attending by electronic means were included in the public notice of the meeting.

Items on the consent agenda (available on the portal):

- Meeting minutes (approve)
 - Board meeting (June 27, 2024)
- Meeting minutes (accepted)
 - Quality Committee (June 13, 2024)
- Policies/Forms/Other (accepted)
 - Summary of June Closed Session
 - Meeting: CEO Evaluation

Action: Motion was made by Rick Estenson and seconded by Katie Lane to approve the agenda and consent agenda as presented. With board members participating virtually, a roll call was performed. Motion carried.

Follow-up/Resolution: Closed.

Reports

Hospital Chief of Staff Report

Action: No updates provided

Follow-up/Resolution: Closed.

Approval of Applications for Medical Staff Membership/Privileges

The medical staff applications from the Credentials Committee were presented for approval by Dr. Meland in the absence of Dr. Flannery.

Appointments:

- 4300: AH:I, Certified Nurse Midwife
- 4301: Active, Pediatrics
- 4302: Active, Internal Medicine Hospitalist
- 4303: Telemedicine, Teleradiology
- 7398: Telemedicine, Teleradiology
- 4304: Affiliate, Cardiology

Reappointments:

- 4143: AH:I, Certified Nurse Midwife
- 3768: Affiliate, Emergency Medicine
- 3691: Telemedicine, Teleradiology
- 3682: Telemedicine, Teleradiology
- 3941: Active, Pediatrics
- 7194: Active, Ophthalmology
- 3236: Active, Emergency Medicine

Action: A motion was made by Crystel Mulvihill and seconded by Robert Morrison to approve the medical staff files as presented. Motion carried.

Follow-up/Resolution: Closed.

Presentations/Discussions/Action Items

Home Care Transition Update

Due to Tammy Hayes' absence at today's meeting, Steve Underdahl provided a Home Care transition update.

- July 8th census:77 patients
- July 19th census: 47
- Some challenges have included transfer timing and flow issues, some payor issues with River Valley Home Care not being in network with some of the patients insurances- requiring eligibility, placement of higher acuity patients that may require nursing facility placements rather than home care services.
- Great coordination from both sides with great communication.
- River Valley is able to take new referrals.
- In general, going very well.

Action: Information only.

Follow-up/Resolution: Closed.

Executive and Committee Reports

CEO Report

Steve Underdahl, CEO, reported on the following:

Strategic Update:

- Experiencing some financial swings with softer than expected summer numbers.
- The Change HealthCare impact is still being reviewed.
- A new dashboard will be designed that shares more details mid-month.
- The new tools created for better patient facing technology are receiving great feedback and ease of use. This includes urgent care estimated wait times and virtual assistant chat boxes to interact with patient needs to ensure the correct staff is able to assist with needs.
- Strengthening strategic relationship partners on some specialty services.

Operations:

- Experiencing financial unevenness.
- Observation patient numbers are trending upwards more often, creating some financial outcomes.
- Patient transfers for patients needing more high level medical care, mental health and adolescents/ pediatrics been very difficult the last month.
- CRL letter went out to all those medical patients that were affected during the recent cyber threat.

Policy/Outreach:

- NH+C has partnered with Rice County and HCI to provide emergency care outreach for Spanish speaking populations we serve. This has been well received and attended thus far. Topics discussed are what do to in the event choking, how to start CPR and calling 911.
- The political landscape is changing, and the impact on policy is hard to predict.
- Recent news about Health Partners leaving United Healthcare's Medicare Advantage network along with 15 other health systems dropping these plans showcases the negative impact that Medicare Advantage health plans have on hospitals and other insurance providers.

Action: Information only.

Follow-up/Resolution: Closed.

Financial Report

Eric Guth, CFO, presented the June financial report.

June Key Drivers

- Births were 28% over budget.
- Emergency Dept visits were 18% under budget.
- Lower clinic volumes and negative payor mix change.

Financial Outcomes:

- Gross Operating Revenues were \$1.2M under budget.
- Deductions were \$0.9M unfavorable to budget.
- Bad Debt was \$8K unfavorable to budget.
- Net Revenues were \$2.1M under budget.
- Operating expenses were \$426K under budget.
- Net operating loss was \$0.2M vs. a budgeted income of \$263K. (\$1.7M unfavorable vs budget).

Action: Information only.

Follow-up/Resolution: Closed.

Budget and Finance Committee (verbal report)

Fred Rogers provided a brief update from the recent Budget & Finance Committee meeting.

Action: Information only.

Follow-up/Resolution: Closed.

Governance & Planning Committee (verbal report)

Sarah Carlsen provided a brief update from the recent Budget & Finance Committee meeting.

Action: Information only.

Follow-up/Resolution: Closed.

Roundtable, Announcements and Questions

No discussion.

Action: Information only.

Follow-up/Resolution: Closed.

Adjourn

The meeting was adjourned at 6:40 p.m.

Action: A motion was made by Robert Morrison and seconded by Rick Estenson to adjourn the open meeting session. Motion carried.

Follow-up/Resolution: Closed.