

Sublette County Rural Healthcare District

April 17, 2019

Marbleton Town Hall

5:00 pm

Call to Order 5:00 p.m. by Wendy Boman

Pledge of Allegiance led by Wendy Boman

Members present: W.Boman, M. Pompy, B.Johnson, M. Seipp, and T. Hoffman

Motion to set agenda: T Hoffman, Seconded M. Seipp

-Executive Session as outlined on agenda

Motion to return to regular session 5:43 by M. Seipp, Seconded by B.Johnson

Wendy Boman : Outlined that for time being, EMS schedule will remain as 48/96, as previous, no changes to be made at present, but discussions will continue to take place between D. Doorn and B. Kluck.

Routine Business:

Dave Doorn: Administrative report shows visits down just a bit from February. Maxine Leucke asked what VP visits are, they are Visiting Providers, per Mr. Doorn. Gross revenues are up, at \$346,000 for the month, expenses in line at \$592,000. Mr. Doorn gave a reminder to keep in mind that these numbers are prior to mill levy adjustment. There was a small clerical error in January reported revenues that has been clarified and resolved on the balance sheet at present. USDA department will be coming to Marbleton next week (4/23) to meet with the towns, W. Boman will be meeting with them while they are in town. D. Doorn also has met with Lorraine Werner from USDA. They are anxious to do a project with Sublette County, it just needs to be a more conservative project, per that meeting. Mr. Doorn has been studying the last applications to learn what needs to change. There are two new staff members in the billing department, Brittany Chavez. There was a resignation from Sandy Patterson. Position filled by Brittany White. Ads placed with Wyoming Resource Network to assist in finding providers. The Board has given Mr. Doorn the authority to negotiate with a search firm to recruit providers as well. Will be working with locums to ensure coverage when Dr .Kappenman leaves.

Kelli Lovell: Has been in touch with members of each department to discuss some marketing to take place over the next several months to try and encourage increased usage of facilities. In June, there will be a 25% discount offered across the board. In July, there will be free school physicals and possibly an

associated discount with a Well-Child Check. In August / September there will be possible marketing of health fair labs at discounted rates. In November, some ideas have been offered to have some special discounts associated with National Diabetes Awareness Month. The district attorney, Clay Kainer, has been asked to help identify any issues that might arise regarding the offering of discounts. Ms. Hoffman agreed that these are great ideas, but asked that the district not do a health fair special discount in September, as it may cause unintended competition with the county health fair organized by the Public Health department. There is a community fundraiser, and it would not be good for the district to be competing with that. Ms. Lovell responded that they are working on ideas for 12 months, and that possibly something else could be offered at that time instead.

Dave Doorn: From Sharon R. in Lab-there is a new phlebotomist, Jennifer, she joined the team on March 25th, and she is currently in training. Sharon attended affiliate meetings in Salt Lake City, and was able to attend the Nurse Advisory Affiliate Council, of which she is a member. She also attended a COLA symposium in Las Vegas. Vicky Marshall reports via Mr. Doorn that the district completed 10 SCUF stress EKG, 2 more staff certified in PALS, and 2 more in BLS. The district received 2 Multi Casualty Incident Command kits. 6 PAPRS units, three for each clinic, were obtained through the Regional Healthcare Coalition.

Mike Pompy asks of Kelli Lovell-Are we bringing our prices more in line with other local and regional entities, as we've been interested in doing? Kelli responded that they are struggling with defining what "in line" means. Ms. Boman states that we will be discussing this more at length later in Old business.

Dave Doorn relays that he and Wendy and Marti met with the Sublette Center board of Directors on April 9th to start a dialogue regarding how we could work together to meet goals of healthcare in the county. The Sublette Center board advised him today that they voted to continue conversations with the RHC Board to see where this idea can lead. An Advisory Committee will be formed to move ahead. A member of the audience asks who will be on the Advisory Committee. Mr. Doorn states there will be 2 members of this board, 2 members of the Sublette Center board, and hopefully some community members. Ms. Boman states this is very early stages, but it is nice to know they are willing to have these conversations with us, moving forward.

-EMS: Bill Kluck thanked the Board for postponing the changing of a schedule for EMS. Regional Director from Training Center came yesterday to observe EMS in their teaching of courses. There is a need for two new and updated AEDs and infant mannikins with feedback devices. At present, all instructors were recertified. Did some training at PAC with team of teens for patient care. Safety reminder for travelers. 2 weeks ago had a state ambulance inspection, with all 6 units passing 100%. Inspector made the comment that our service units are among the top three in the state. He will be attending a Leadership Summit in Sheridan. Vicky Marshall will be attending also. Ms. Boman reiterates that D. Doorn and Mr. Kluck will be in direct communication regarding the changes the board would like to see in regards to scheduling.

Introduction of new PA student from Washington, Miles Gilbreath. He will be spending 4 months in Sublette County.

-Committee Reports: Mr. Pompy has been in contact with Ann King from BKD to discuss some numbers. He is trying to further research cost-based reimbursement. He and Mr. Doorn have been discussing possible design ideas if a CAH is placed on the current clinic site. He is studying the original floor plans. Mr. Doorn has been in contact with the lead at Plan One, to inquire about possibilities with prior designs. No commitments, just gathering information.

Bill Johnson read a statement he had prepared with some reiteration of ideas about the current clinic site being the best possible site if the Board moves ahead with a CAH. This would require purchasing of the land and ball fields from the town of Pinedale. He would like to see a collaboration with the Sublette center to build a medical wing in conjunction with a CAH. Priority has been to develop good relationships with Commissioners, town councils, and other entities involved in these decisions. Priority also assigned to reestablishing after hours coverage in Marbleton.

Mike Pompy: Reiterated that there have been no decisions regarding how to move forward...this is still under discussion. The Board is working on consolidation of ideas.

New Business:

Dave Doorn: 2019-2020 budget information has been released by the county. Dave would like each of the departments to have their individual budgets completed and ready to discuss by May 8th. Departments will meet with members of the Board mid-May to present their budgets. Changes will need to be made May 20th-24th, and a draft has to be to the State by June 1st, with a final to be completed by July 1st. Ms. Boman requests that each department present with some budget cuts.

IT Coverage: Bret Kershner provides IT coverage, and he is the only provider, with no alternate in case of vacation or emergency, etc. He has prepared a 100 hour annual contract that Mr. Doorn is requesting authorization to approve pending Mr. Kainer's review. This is for coverage when he needs to be off. There is no need for a vote.

Public Comments:

Ms. Boman stated that there are rumors about the board that need to be resolved. Board members do not get paid, and did not "vote themselves a raise," as has been circulating. There was a COLA raise given to staff in November, but board members are unpaid volunteers. Also, questions had arisen about why there were law enforcement officers at the last meeting, Ms. Boman stated that she asked them to be there. She knew it was going to be an emotional meeting, and had asked for them to be present.

Michelle Hymas, Big Piney Mayor: SCRHC Board members are putting in a lot of time, are unpaid, and have opened up a lot of communication with BP town council. Thank you for taking our concerns into consideration. She appreciates the time and work board members are doing.

Ann McNerney: Is district part of National Rural Health Association in Washington DC? Mike Pompy responded that yes, we are. She wonders if it might be possible for some or all of us to attend national seminars to learn more about Rural Healthcare. She thinks it is important for us to come together with others around the country to see what they're doing.

D. Doorn reminded that there is a WY Hospital Trustee meeting coming up in Casper that would be beneficial for some of us to attend. Ms. Hoffman is interested in attending and would like the information.

Ann McNerney: I know that you're having Question and Answer sessions during two daytime sessions in May and June. Wonders if we might consider an evening session for those who work and can't attend. Ms. Boman is agreeable. Mr. Doorn will contact Kris Klute to see if something can be set up at a later time.

W. Boman: Need to change the date at Rendezvous Pointe, but Dave is unsure if that change is able to be made. He will check into it and get back to her.

Bill Johnson: Would like public to know that if we work with Sublette Center, there are many things we could share to make operations better. No increased taxpayer funding would be necessary.

Bettina Sparrowe: Wonders about meeting next week with USDA. Does board expect to get primary funding from this source? What further information are we expecting to get from USDA? Ms. Boman clarifies that meeting is actually with Commissioners regarding broadband, but Ms. Werner agreed to answer some questions of board regarding reapplication for USDA funding while she is here. Ms. Sparrowe asked if report from USDA stating that hospital needed to be smaller and more conservative are available to public? Ms. Boman responded that yes, those letters are available to the public. They were on the website after receipt, but have since been taken down. Mr. Pompy asks if they could be replaced on the website.

Maxine Leucke: Mike, I have a question about reimbursement-is it still 101%? Mr. Pompy believes so, but is researching and hasn't found the exact answer at present to verify if that is still correct.

Marilyn Huffman: Would like to thank the board for working with EMS.

Maxine Leucke: Would like to ask if we could make Executive session so disruptive to those who attend. They don't like standing out in the hall. Couldn't board meet in a different room so public can stay?

Ann McNerney: Couldn't you do Executive Session earlier than public meeting begins? At 4:30? Ms. Boman states that board members need time to get here after work. Started doing ES at beginning of meetings so that any decisions we made could be voted on during public session with public still here. Ms. Hoffman states that these meetings have been very long, so we started having them earlier so that it wasn't so late when we got done.

Sue Briggs: Would like to make recommendation that people with medical background be asked to participate in advisory meetings with Sublette center.

Old Business:

MBPC coverage: Mr. Pompy has written a proposal. He attended Marbleton Town Council meeting and has secured some financial support from them in our commitment to reestablish after hours coverage. He has prepared a proposal to include costs for this to take place. Includes 4 scenarios including:

1. Saturday walk in clinic
2. After hours on call staff from 5 pm Friday until 8 am Monday
3. After hours call 5 evenings per week, no coverage on weekends
4. After hours on call staff 7 days per week

Various costs as came from staff outline earlier this year. Housing would need to be made available. Housekeeping, per diem for meals made available. Full proposal can be made available.

Ms. Hoffman appreciates Mr. Pompy's time to put this together, but it is not unlike the proposal she made earlier, included much of the same information, excluding financials. True financials cannot be figured without renegotiation with providers, as their contracts only include 1:5 after hours call. They have to be willing to help us provide this service. A work in progress. Hopes the public knows we are working on this continuously. We do have some commitments financially from several entities, once we have a concrete plan.

Mr. Pompy: Proposal largely relies on locums. We don't have the numbers of locums available to cover at present.

Ms. Boman: Obviously proposed costs are much too high for us at present.

Ms. Hoffman: Per conversations with providers, we don't currently have daytime coverage we need at MBPC. Two days/ week we only have one provider. Feels strongly that we need two providers daily as an operating standard, and presently don't have enough staff for that, aside from after hours. Something we are working towards.

Mr. Johnson: So is two providers daily the first step? Ms. Hoffman: Absolutely.

Patricia Berndt: Has taken on scheduling. Wants us to know that Pinedale is short provider coverage as well, not just Marbleton.

Jim Robinson: This is a good start to solve this problem. Keep working to figure out what we need. He appreciates the open communication with this board. He understands the hours and work that are going into this issue.

Michelle Hymas: In agreeance with Mr. Robinson. Keep communication open as board is working towards resolutions.

Tonia Hoffman: Please understand that so many people are going outside of the county to seek medical care, because of a general mistrust of the district. We are working towards change, but hope that people will try things again and use word of mouth to spread some positivity about the services we offer to get more people coming back. We can't underestimate how many people are seeing care elsewhere.

Lots of negativity on social media...would like to be able to see some positive things happening. We are trying to restore that trust, but will need community's help to make it work.

Bettina Sparrowe: Needs data to prove why people are going to Kemmerer to seek care...can we provide data?

Tonia Hoffman: I can give you raw data. Every day in my office people tell me they're going elsewhere for basic care. Number one reason is cost, number two reason is lack of trust in the organization, and the system here. It's not number data, but it's raw data.

Bettina Sparrowe: How do you evaluate trust? Is it a provider?

Tonia Hoffman: It's not a provider or a person...it is the district as a whole.

Carrie Hatch: I can give you an example of the distrust. We try to go, but we can't get in. It's good for us to know that maybe there aren't two providers on a certain day, but we will choose to go to Jackson to the Urgent Care, when we are turned away here. If I have to drive to Pinedale, I might as well go to Jackson where I know I can walk in.

Wendy Boman: Facebook is ugly. Such negative posts about Pinedale Clinic. 7-8 people commenting with negativity. We can't make this move forward if we are fighting these battles all the time. We need community help to move forward in positive fashion.

Louann Heydt: South County has lost, over several years, many providers that we grew to trust, which also made people go elsewhere. People don't know if they go in, that the providers they like and have established relationships with will be there. You have no idea what South county has lost over many years. This is a huge issue. People did not trust the previous boards. They go elsewhere where they know physicians they like are at. Under the previous board, South county lost a lot of physicians.

Bettina Sparrowe: I understand, trying to find care for my 96 year old father.

Louann Heydt: This is a big part of the struggle and why the distrust.

Marilyn Huffman: I just want to say that people who think they can see their own doctor every day of the week are crazy. They take call and can't be there everyday. At an urgent care, you see who's there. Pinedale has lost a lot of physicians also, it's not the district's fault, not the physicians, not the nurses, it happens. Nowhere in the country can you be assured you can see your own family doctor whenever you want to see them. It's not 1950 or 1960 anymore.

Louann Heydt: That's not what I mean, but if it's not urgent, we should be able to wait a few days to see the doctor we prefer.

Wendy Boman: We are going to move on now. Someone (unintelligible) asked if we are actively looking for a physician to replace Dr. Kappenman. Mr. Doorn responded that we are looking for one physician, and at least one midlevel provider.

-Clinic Fee Schedule: Nothing more. Reiteration of discounts being implemented in June.

Tonia Hoffman: Will we be doing coupons, or how are we marketing this? K. Lovell responded that they are trying at present to formulate a plan, but they are all wearing so many hats right now, that they haven't got it completely figured out. Ms. Hoffman extended an offer to help, if there is a need.

-Approval of Minutes March 14th regular meeting. Mr. Pompy noted several names that were stated incorrectly that need to be amended. Also, Ms. Lovell asked that an addendum be made to verify who is in charge of the accounts at Bank of the West, as they need verification in the minutes. Ms. Hoffman moved to approve minutes as amended, Mr. Pompy seconded. Unanimously approved. Motion carries.

Routine Business:

-Approval of Payroll and Bills:

THoffman moved to approve bills in the amount of \$651,905, seconded by M. Pompy. All in favor.

M. Pompy moved to adjourn meeting at 6:55, M. Seipp seconded.



Wendy Boman, Chair



Tonia Hoffman, Sec/Treasurer