

Petersburg Medical Center

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Meeting: Medical Center Board Meeting

Date: July 28th, 2011 **Time:** 6:30 p.m.

Board Members Present: Jeanette Ness, Darcey Judy, Kris Kissinger, Chris Savage and CEO Elizabeth Woodyard

Board Members Absent: Tom Abbott and Tim Koeneman

Staff Members Attending: Leon Walsh – CFO, Mike Ventura – Lab/Imaging Director, Terry Welch – MT (ASCP), Liz Bacom – MT(ASCP), RVT (ARDMS) and Emergency Preparedness, Carol Doser – Admin Assistant, Bobbi Scherrer – Business Office Manager, Karen Malcom and Cindi Hiatt – Patient Financial Representatives

Visitors: Ms. Polly Lee and Ms. Debbie McMahon – Local Artists, Sarah Springer – Wells Fargo Advisers

I. CALL TO ORDER: Board Secretary Jeanette Ness called the meeting to order at 6:30 p.m.

II. APPROVAL OF THE AGENDA: The agenda was approved as presented.

III. REVIEW OF THE MINUTES: The Board minutes from the meeting held on May 26th, 2011, were approved as presented.

IV. VISITORS COMMENTS. None.

A. Stained Glass Windows for Joy Janssen Clinic.

Ms. Polly Lee and Ms. Debbie McMahon presented a proposal to the Board on stained glass windows. The Board found the windows beautiful – however, PMC is a bit short on funds. A fund raiser or grant would be the way to proceed.

B. Position Eliminations.

Ms. Cindi Hiatt brought forth a concern over three positions being eliminated and the perceived morale issue that has developed as the result. The Board agreed to look into the situation and get back to the employees.

V. BOARD COMMENTS.

A. Board Packets.

Board members Judy and Kissinger are having difficulty printing the packets when they are emailed. Ms. Newman will ask IT to see if there is a of emailing that they can access.

B. Electronic Medical Records in Clinic.

Board member Kissinger reported that a number of patients had found the physician distracted and uncommunicative while using the EMR. Ms. Woodyard reported that part of that is educating and letting the physician know of the distraction the patient believed occurred.

VI. BOARD EDUCATION:

A. Sarah Springer, Wells Fargo Advisors.

Ms. Sarah Springer of Wells Fargo Advisors reported on the Foundation and Medical Center funds invested. The investments have only included socially responsible funds – alcohol, tobacco

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and fire arms. Ms. Woodyard asked why the investment policy included fire arms. The concern was an investment policy including fire arms severely limited the options for stocks. Discussion proceeded. Board member Judy moved to eliminate the fire arms restriction from the investment policy. Board member Savage seconded. Motion carried, four to zero.

Ms. Springer reported on the “signers” for the account and noted that a couple of the signers were outdated. The Board will review “signers” for the account at the next meeting.

VII. NEW BUSINESS:

A. Medical Staff Reappointments. The Board reviewed the files of Drs. Tuccillo and Wilson. Board member Savage moved to reappointment Dr. Mark Tuccillo and Dr. Lloyd Wilson to the Medical Staff. Board member Kissinger seconded. Motion carried, four to zero.

VIII. OLD BUSINESS:

A. Update on Clinic Expansion. Ms. Woodyard reported that the Clinic Open House is August 6th. There are a couple issues on-going: the concrete floor on the lower level is wet; and, the remodel has a few areas that are not completed and yet the company has left town.

IX. REPORTS:

A. Financial Report. Mr. Walsh reported on the month of May and June. Revenue was up in May and June; however, the facility’s year to date operations loss was \$884,000. Mr. Walsh reported that PMC needs to make it on operations and cannot sustain a \$900,000 to \$1 million loss. The grant funds are going away.

B. Quality Improvement. Ms. Doser reported on the following:

- o Customer satisfaction surveys by NRC Picker are in the works. Ms. Woodyard would like the Board to be aware of the questions and the timing of them. The facility will be educating managers and staff.
- o Code of Conduct will be reviewed and discussed with the Board. The Code has been reviewed by the Medical Staff.
- o Violence in the Workplace. Ms. Doser is working on a policy to be included with our Emergency Preparedness Plan.

The next meeting will be August 11th. Board member Judy will attend.

C. Chief of Staff Report / Joint Conference. Dr. Hyer’s report was emailed to the board along with an addendum. A question was raised about the reinstatement of the Clinic Administrative Nurse and it is currently unknown how or when that will occur.

D. Administrator’s Report. Ms. Woodyard will be providing a written report in the future. The following was discussed.

- o Building issues. The clinic basement and the problem with the cement as mentioned above. In addition, the ice machines are broken and replacement could be quite high, though the facility must have working ice machines.
- o Style of Leadership. Ms. Woodyard reported that she will be leading in a very transparent way, working on improving communication.
- o Two books – “Baptist Healthcare Model” & “Hardwiring Excellence.” Four components: (1) people – making certain you have the right people in the right job; (2) service – how we measure the service that we give; (3) quality – everything we do operationally, measuring productivity; (4) financials – a balanced scorecard, where you focus on these four things will equal growth. If PMC focuses on these things – people, service, quality & financials – growth will occur. Ms. Woodyard would like employees engaged and held accountable. And, the public needs to know how the Medical Center is doing.

Ms. Woodyard would like to purchase these books for the board and managers. The Board was excited by the opportunity to study the new model.

X. OTHER BUSINESS.

A. Board member Hays Replacement. The Board discussed possibilities and Ms. Newman will check in the morning to see which board members are up for reelection.

B. Next Board Meeting. The next board meeting was scheduled for Thursday, August 25th, at 6:30 p.m. in the Dorothy Ingle Conference Room.

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The Board adjourned the meeting to go into the Foundation meeting at 8:40 p.m.

The Board reconvened at 8:54 p.m.

C. Executive Session – to Discuss a Personnel Matter. Board member Savage moved that the Board go into Executive Session for the purposes to discuss a personnel matter. Board member Kissinger seconded seconded. Ms. Woodyard requested that the CFO (Mr. Walsh) and the DON (Ms. Bryner) remain. Motion carried, four to zero.

The Board came out of Executive Session at 9:45 p.m.

No action was taken.

XI. Adjournment.

Respectfully submitted,

Jeanette Ness, Board Secretary