

**Minutes**  
**Community Health Services Board**  
**Library Conference Room**  
**April 2, 2014 – 5:30 PM**  
**Regular Meeting**

**I. CALL TO ORDER AND ROLL CALL –**

**Bret Bradford** called the HSB special meeting to order at 5:44 pm. Board members present: **Bret Bradford, Tom Bailer, James Burton and Tim Joyce.** (Joyce and Burton telephonically)

**E.J. Cheshier** arrived at 6:14pm

A quorum was established.

CCMC staff present: **Theresa Carté**, CEO and **Stephen Sundby**, Director, Sound Alternatives and **James Henkelman**, Social Worker.

**II. COMMUNICATIONS BY AND PETITIONS FROM VISITORS**

- **Guest Speakers** – None
- **Audience Comments** – None

**III. CONFLICT OF INTEREST** – None

**IV. APPROVAL OF AGENDA**

**M/Bailer S/Joyce** move to approve the agenda.

**Upon voice vote, Motion passes 4-0.**

**V. APPROVAL OF CONSENT CALENDAR**

**M/Bailer S/Burton** move to approve the minutes.

Minutes from February 19, 2014 Special Meeting

**Upon voice vote, Motion passes 4-0.**

**VI. REPORTS AND CORRESPONDENCE**

- **Administrator's Report** –

**Theresa Carté** reported that for **Staffing**, since our last meeting we hired a Nurse, Nicole LaBarge she is local. She brings a lot of really positive energy to the hospital; we're very excited to have her. In regards to travelers we still have 1 night nurse, 2 CNA's and 1 physician. In May we'll be hiring a permanent CNA. The Director of Nursing position is still open; we've done interviews but haven't made an offer. For the CFO, we've made an offer and it was accepted. Our new CFO Tiffany Varnadoe will be starting April 14<sup>th</sup>. We have 4 physicians who have expressed interest in a permanent position with CCMC. Our Clinic Nurse Gladah Hicks had retired after 26 years of committed service to the community. Kari Collins has accepted that position and brings a lot to that role; she's a great addition to the Clinic. With Kari's transition to the Clinic, that leaves us with an open position for nights. We have one open CNA position and expect to be able to hire someone from the current CNA class. For the **Employee Satisfaction** section we've invited Jim Henkelman to speak to that. **Quality and Patient Safety**, we had a CMS State Survey of our Long Term Care Facility last week. I'll share some of the highlights from that during the Quality report later. On the **Facility** we have a new chiller to keep the Lab cool year round, which is a huge relief for us. HVAC repairs are still underway, Siemens was here for several weeks to replace the valves in the HVAC system. **CT Scanner**, we'll have a report on that a little bit later on the Agenda from Stephen Sundby. The last item is that the hospital participated in the AK Shield Statewide Emergency Preparedness Drill. We successfully evacuated 7

'residents' to an alternate care site (Ilanka). We we're a little less successful at getting our supplies for the acute patients to the alternate care site at the Little Chapel. We will be updating our plans based on the drill.

**President's Report** – None

**Finance Report** – None

## VII. ACTION ITEMS

A. Credentialing and Privileging of Dr. Alberta Laktonen.

**M/Joyce S/Bailer** "I move to grant the Credentialing and Privileging to Dr. Alberta Laktonen and Dr. Peter Mjos."

**Upon voice vote, Motion passes 4-0.**

B. Credentialing and Privileging of Dr. Peter Mjos. *See motion above*

C. Election of Officers

**M/Joyce S/Bailer** "I would like to nominate Kristin Smith-Carpenter for Health Service Board President."

**Upon voice vote, Motion passes 4-0.**

D. Resolution to update the CCMC check signers.

**M/Bailer S/Burton** "I move to approve a Resolution of the Cordova Community Health Services Board of the Cordova Community Medical Center designating the representatives authorized for signing checks, non-check payroll tax payment, and cash transfers for Cordova Community Medical Center."

**Upon voice vote, Motion passes 4-0.**

## VIII. DISCUSSION ITEMS

A. Employee Satisfaction

Volunteer member of the Employee Satisfaction Team, **Jim Henkelman** ~ Theresa and the Executive Team wanted to form an Employee Satisfaction Work Group based on the results of the Employee Satisfaction Survey that we did last fall.

There were two issues that really stood out. First was Improving Communication, staff just felt like they didn't know what was going on. And the other area that came up really clearly was a sense of people not treating each other with respect. Through the meetings we came up with a list of things:

- People wanted to know what the budget is; Theresa is working on the Budget sharing concept to the annual racetrack.
- Develop a way to hold managers accountable to the annual evaluation policy and procedures.
- A monthly potluck for welcoming new employees and employee departures.
- A monthly newsletter highlighting "what's going on" in various departments around the hospital.
- A communications easel which could be moved around CCMC to inform staff of any news or current events.

- A monthly “Northern Lights” award, where employees can nominate coworkers who they see exhibiting an admirable trait in the community or workplace.
- An employee morale campaign, where each month we’ll focus on different topics, to encourage staff to exhibit traits that a good coworker should have.

The first monthly potluck was held for St. Patrick’s Day, which many employees enjoyed. Also, the first CCMC Newsletter went out 2 weeks ago, which received so much positive feedback from the staff.

HSB asked that the newsletters be given to the members monthly as they come out.

**B. Quality report**

**Theresa Carté** reported that CCMC had their CMS Long Term Care Survey last week. This year we had 3 State Surveyors and 1 Federal Surveyor, they were here Monday through Thursday. They are required to give us a written report within 10 working days, and then once we receive theirs we have 10 calendar days to respond to it. It looks to be April 21<sup>st</sup> will be the latest that ours will be due. We had one Immediate Jeopardy during the survey. An Immediate Jeopardy is an incident identified by a Surveyor as potentially putting the Health and Safety of a Resident at risk. We immediately put an action in place to correct for that. Here are the areas impacted:

**Dietary** ~ the kitchen has several items needing correction.

**Facilities** ~ the floors need to be cleaned around the edges of two rooms. **Nursing** ~ these will be itemized in their report. **Administration** ~ leadership for Nursing and Quality. **Infection Control** and **Human Resources**.

**C. Ct Scanner update**

**Stephen Sundby** reported that the Murdock Charitable Trust proposal has been submitted by Mari. What she found out is that it will be reviewed in August instead of May, so that moves out deadline just a little bit. She also submitted the Rasmuson, one problem that came up with Rasmuson is that we have to have 50% of the project funds accounted for before they’ll review it. So if they don’t review it in June it won’t be until November. You know we’re also going for a \$50,000 grant from the USDA, we’re going to ask for a loan from the USDA for a little under \$112,000. If we get that and the \$50,000 that will meet the 50% that Rasmussen will go ahead and review our proposal in June. So the way it’s looking is it will be August before we’ll know on all of our funding for the CT Scanner. The second thing I wanted to report on is Sparks is going ahead with our final documents, I believe those will be due in April.

**D. Sound Alternatives application to The Joint Commission**

**Stephen Sundby** reminded members that under their grant that they get from Behavioral Health when they revised them in 2013 they are requiring us to get accreditation. The Joint Commission makes the most sense since we’re already a part of the hospital. We’ve submitted our application to The Joint Commission and paid our \$1700 down payment. We’re setting up a visit in August, which gives us a little more time. While they’re here they may want to talk with a couple members of our governing board. **Theresa Carté** added that the hospital will not be Joint Commission Certified, just so that you as our governing board are aware in case they do interview you.

**E. Financial Audit Review ~ None**

**IX. AUDIENCE PARTICIPATION**

**Jim Kacsh**, 824 Woodland Drive ~ I'll ask a question and I don't expect it to be answered, but I want you guys to keep this question in the back of your mind. City, School Board and lots of other things we have detailed budgets; we are able to see detailed budgets. It's laid out in a plan and we can see what we're doing throughout the year. For many years now we haven't been able to get a budget from the hospital. It helps with governing; it helps with every day operations. I know we've had difficulty in the CFO position and things like that, hopefully when the new CFO arrives it could be a task for them. I don't know if it's accounting software that we don't have or that we're missing accounting software that enables us to have detailed departmental budgets. I don't know what the answer is but I think it's important. It's a City owned facility and it's just kind of the way we do things and we haven't been able to get a document like this. Thank you

**X. BOARD MEMBERS COMMENTS**

**EJ Cheshier** ~ Sorry I was late for the whole meeting

**Tom Bailer** ~ I do have a couple of concerns and that is that it seems to be a revolving door with employees down there and that's always concerned me. It tends to point towards worker dissatisfaction and that's a concern of mine. The other one is, how about a customer satisfaction survey? On a scale from 1 to 10 my satisfaction has probably been a two. It was great, I went down there and saw Dr. Gear, I was really happy with Dr. Gear and he wanted to be here. And then it seemed like a week later he was gone. I just made my appointment in Anchorage today to do my annual checkup, I'll spend my health dollars up there because I don't know of any Doctor that's here more than a month. And I want long term care, someone I can go back to. I'm speaking as a customer of this community and I don't spend my dollars down there because I don't have faith in it. I'm not alone in that. I hope it gets adjusted; it's been 10-15 years since we've had a Doctor that lived here and that's a shame.

**Tim Joyce** ~ No comment

**James Burton** ~ No comment

**Bret Bradford** ~ No comment

**XI. EXECUTIVE SESSION - None**

**XII. ADJOURNMENT -**

**M/Bailer S/Cheshier** Move to adjourn the meeting.

**Bradford** declared the meeting adjourned at 6:29pm.

**Transcribed by: Faith Wheeler-Jeppson**