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| Meeting Title: | Board of Trustees Meeting | Chairperson: | James Moreau |
| Date/Time: | October 16, 2024 | Location: | Norton County Hospital |

**Norton County Hospital
Board of Trustees Meeting Minutes**

| Attended | Position |
|---------------------|--|
| James Moreau | Board President |
| Jimmy Todd | Board Vice President |
| Jerry Hawks | Board Member |
| Randa Vollertsen | Board Treasurer |
| Lee Juenemann | Board Member |
| Andrew Black | Board Member |
| Kevin Faughnder | NCH Chief Executive Officer |
| Klare Bliss | NCH Chief Information Officer |
| Sarah Mohr | NCH DON |
| Amanda Kuxhausen | NCH Quality Control and Risk Management |
| Stefanie Rutherford | NCH Acute Care Manager |
| Mel Dewitt | Norton Medical Clinic Manager |
| Tabetha Harris | NCH HR Assistant/Public Relations/ Marketing |

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| | Agenda Item | Action and/or Time |
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| 1. | September 18th, 2024 Board Meeting Minutes | Motion by Andrew Black to approve the minutes of the September 18th, 2024 meeting. Second by Randa Vollertsen . Motion carries unanimously. |
| 2. | Consent Agenda Items: a) Personnel Information b) Accounts Payable – Bills | Motion by Randa Vollertsen to approve the Consent Agenda Items as presented. Second by Andrew Black . Motion carries unanimously. |
| 3. | Executive Session: Non-Elected Personnel | James Moreau moved to enter into executive session: K.S.A. 75-4319(b)(5) for the discussion of matters relating to the actins adversely or favorably affecting a patient or person; with the Board, Risk Management, Acute Care Manager, CNO, and CEO in attendance not to exceed 10 minutes. Seconded by Andrew Black . Motion passed. The executive session begins at 6:38 p.m. Exit at 6:43 p.m. |
| 4. | Board Action from Executive Session | n/a |
| 5. | Risk Management/ Quality Assurance Amanda Kuxhausen, the Risk Management and Quality Assurance Coordinator, presented the following updates: Risk Management | |

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| | <ul style="list-style-type: none"> • Plan Update: <ul style="list-style-type: none"> ○ Page 10: Added tracking for RM plan approvals/changes. ○ Page 11: New Acute Care Manager, Stefanie Rutherford. • 3rd Quarter Incident Summary: 51 total incidents this quarter, similar to last quarter. Encouraging to see incidents reported as expected, allowing us to address problems effectively. <p>Quality</p> <ul style="list-style-type: none"> • Patient Surveys: Trending upwards on HCAHPS inpatient surveys, currently at a 19% response rate, nearing the 25% national average. Of 58 surveys sent, 11 were returned. Pleased with this number, but would like to see more. Increased responses will enhance data quality and impact reimbursement rates and hospital ratings. • Catalyst Report: Monitoring discharge dates (Oct 1, 2023 - Sep 30, 2024) with gradual improvements noted. • Response Rates: Goals set to improve survey response rates and nursing scores, focusing on courtesy, communication, and timely assistance. | |
| 6. | <p>CNO Report Sarah Mohr, the Chief Nursing Officer (CNO), presented comprehensive updates for the reporting period of September 1st to September 31st:</p> <p>Operations:</p> <ul style="list-style-type: none"> • Avel E-Emergency Activations: 5 encounters (Sept 7 - Oct 6, 2024) • Daily Census: Increased to 3.4 patients (up from 1.6 on 9/24). • Inpatient Admissions: 15 patients (up from 7 on 9/24). • Inpatient Days: 83 days (up from 37 on 9/24). • ER Visits: 156 visits (down from 170 on 9/24). • Outpatient Visits: 191 visits (up from 175 on 9/24). <p>People:</p> <ul style="list-style-type: none"> • New Night Shift Nurse: Fayth Smith. • Welcome to Stefanie Rutherford, our new Acute Care Manager, a Norton native with extensive experience, currently in orientation. • Lab collaborating with IT to resolve fax station issues. • Actively seeking a Lab Manager; interviews on 10/16. • Sierra attended a trauma conference. | |

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| | <ul style="list-style-type: none"> • Enjoying the involvement of nursing and paramedic students. • Held a benefit for a nurse battling cancer titled “We Love You a Latte.” <p>Education:</p> <ul style="list-style-type: none"> • CNA Cerner training completed last week; participants found it beneficial for improved documentation. • Nursing remains accountable for patient care and documentation standards. • KHA’s 3-part leadership and management webinar series for leadership staff begins on Oct. 29. <p>Customer Service:</p> <ul style="list-style-type: none"> • Emphasizing the Acknowledge – Introduce – Duration – Explain – Thank model. • Focus on compassion, active listening, and effective verbal and non-verbal communication with patients. | |
| 7. | <p>CIO Report Klare Bliss, the Chief Information Officer (CIO), provided the following comprehensive updates for the last month:</p> <p>Cerner EES</p> <ul style="list-style-type: none"> • Clinical Data Exchange: Free service signed up for improved patient documentation communication with payers. • OCI Migration: Postponed to September 2025; 90 days’ notice will be provided before the migration. • RevCycle Optimization: Offered at a reduced price. ReChelle is coordinating details to align with the onboarding of Experian. • New Patient Accounting System: Cerner will roll out RevElate soon. • Experian Project: Coming soon, schedule pending. <p>Cerner Change Governance</p> <ul style="list-style-type: none"> • Ongoing meetings with departments to discuss change requests and create Service Requests (SRs). • Current Projects: <ul style="list-style-type: none"> ○ Lab ABN Process: Reviewed with clinic nurses; further meetings with providers planned. ○ Optimizing Lab Scheduling, RT/Nursing EKG, Outpatient Charges for auto-population, and Outpatient orders & tasks. ○ All ER computers are on wheels for quick log-in and service. <p>Cybersecurity</p> | |

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| | <ul style="list-style-type: none"> Plans to contract with Arctic Wolf for Managed Risk Detection, Incident Response, and Cybersecurity services. Healthcare is highly targeted, and a breach could severely impact our hospital and community. <p>Leadership Norton County</p> <ul style="list-style-type: none"> Last Leadership Norton County class held on October 9th. Graduation planned for November. Participants: Tabby Harris, Todd Boller, and Jessica Ninemire. KLC Instructor Training scheduled for November to support future classes. | |
| 8. | <p>Ni2 Update Kevin Faughnder, the Chief Executive Officer, provided the following comprehensive updates for Ni2 from the last month: Cash trends are staying steady. This is the 10th consecutive month of collecting over \$1 million each month. Additionally, accounts receivable (AR) remained stable throughout the month and saw a slight increase. This stability is a positive sign, indicating a consistent financial position.</p> | |
| 9. | <p>CFO Report of Statistical/Financial Information Kevin Faughnder, the Chief Executive Officer, presented comprehensive financial and statistical updates for September 2024:</p> <p>Income Statement September showed strong performance with gross patient revenue of \$2,622,750. Both inpatient and outpatient services exceeded budget, with a notable improvement in outpatient services. Operating expenses totaled \$1,645,022. The net gain from operations was \$40,366, with a total net gain of \$60,924 for the month and a YTD gain of \$392,202—an improvement of nearly \$600,000 from the previous year.</p> <p>Balance Sheet Cash balance at month-end was \$526,073, equating to 10.45 days of cash on hand.</p> <p>Statistics Inpatient days increased, and outpatient visits continue to rise, while clinic visits remained steady.</p> <p>Facility Upgrades and Capital Purchases We received two quotes for elevator upgrades, with the best price for the circuit board upgrade at \$100,000. An architect quoted \$65,000 for drafting blueprints for a sprinkler system update. We propose taking out a capital lease from a local bank to finance these improvements during our slow season to minimize disruption</p> | <p>Motion by Jimmy Todd to approve the Hospital acquiring a capital lease for \$165,000 to make the outlined improvements to the elevator and to hire an architect to draft blueprints. Second by Andrew Black. Motion carries unanimously.</p> <p>Motion by Randa Vollertsen to purchase cabinets from New Age for the NCH surgery department for a total of \$6239.25. Second by Jerry Hawks. Motion carries unanimously.</p> <p>Motion by James Moreau to purchase</p> |

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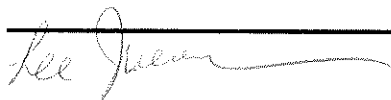
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| | <p>to patient care, with plans to use tax funds to pay off the lease. Additionally, we motion to spend \$6,239.25 to upgrade cabinetry in the OR while the elevator work is ongoing.</p> <p>Other Information</p> <ul style="list-style-type: none"> • 2024 Financial Audit: FORVIS conducted the audit with only three proposed adjustments, a significant reduction from last year's 36. Preparations for the Medicare Cost Report are underway, due November 30. FORVIS also recommended adding Sarah and Shannon as signatories on checks to enhance our accounting controls. • Medicare Advantage Town Hall: Scheduled for October 24 and 30 to promote open enrollment. • JG Consulting: Engaged to assist with insurance reimbursement contracting, focusing on identifying underpayments. • Cardinal Health: Transitioning lab supply purchases to Cardinal Health under the GPO contract, expected to reduce costs. • KHA Advocacy Program: Attending the KHA Advocacy All Stars Program to enhance understanding of legislative advocacy for rural healthcare. | <p>the discounted Cerner Optimization to layer with the Experian project for \$5,024. Second by Andrew Black . Motion carries unanimously.</p> <p>Motion by Jerry Hawks to add Sarah and Shannon – Keep ReChelle- on the check signature page through the banks, to allow for better checks and balances. Second by Andrew Black . Motion carries unanimously.</p> |
| 10. | <p>Financial Affairs of Non-Elected Personnel Financial Assistance YTD: \$186,220.00 Bankruptcy YTD: --</p> | <p>Motion by Randa Vollertsen to send an amount not to exceed \$4,566 for attempted collections, and to approve financials. Second by Andrew Black Motion carries unanimously.</p> |
| 11. | <p>Medical Clinic Update Mel DeWitt, the Norton Medical Clinic Manager, shared the following Medical Clinic updates: Mondays remain the busiest days in the clinic, with approximately 20 same-day appointments scheduled. There has been a slight decline in Saturday clinic visits, but these numbers are expected to rise during the fall and winter months. Daily gross charges have been stable. The clinic is now fully staffed, and efforts are underway to implement cross-training for employees.</p> | |

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| 12. | <p>CEO Report Kevin Faughnder, the Chief Executive Officer, provided a comprehensive report on various initiatives and updates:</p> <p>Physician Recruiting An interview was conducted with a provider on September 30, but it was determined they were not a good fit for NCH. The recruiting team will provide updates on other candidates this week.</p> <p>Staff Growth This month, Stephanie Rutherford was hired as the new full time Acute Care Manager, and Shannon Sandefur/Herl was brought on as a Nurse Practitioner to provide 48 hours of ER coverage weekly.</p> <p>Audit Forvis completed its annual audit and expressed optimism about NCH's financial trajectory. ReChelle has worked diligently to ensure compliance with state and federal financial guidelines. Recommendations for improving internal controls will be implemented immediately.</p> <p>Communications Campaign An interview regarding the 1% sales tax initiative aired favorably on KSN on September 30. ReChelle and I also discussed Medicare Advantage open enrollment (October 7 – December 15) on KQNK, promoting upcoming town halls on October 24 and 30 at the hospital.</p> <p>Cerner/Oracle Optimization We received a quote of approximately \$5,024 for an optimization training package from Cerner/Oracle to enhance staff proficiency with our Electronic Health Record (EHR).</p> <p>Lab Analyzer We are preparing a corporate compliance complaint against Roche due to a poorly performing analyzer that was oversold to us. Attempts to resolve the issue have been unsuccessful, and we aim to replace the machine.</p> <p>Orthopedics The orthopedics expansion is postponed due to Dr. Tice's resignation from Community Hospital, which affects our outpatient clinic plans. Community Hospital may reach out in the future about an orthopedic outreach clinic.</p> <p>Facility Safety On October 10, city police officers toured the hospital to familiarize themselves with the layout and emergency access, enhancing safety measures for employees.</p> <p>Facility Upgrade We requested Board approval for a \$165K capital loan, with \$100K designated for elevator modernization and \$65K for</p> | |
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| | <p>architectural planning to update our sprinkler and fire alarm systems.</p> <p>Flu Shots We are currently 35% complete with flu shots, with a deadline of November 19 for employees. Community members are encouraged to receive their shots at the clinic.</p> | |
| 13. | Commissioner Report | n/a |
| 14. | <p>Board Member Reports</p> <ul style="list-style-type: none"> • Randa represents us on the Health Foundation Board, which recently awarded two scholarships. There has been significant discussion and planning for a 3D mammography machine. • Feedback from the health fair indicated appreciation for the information on the Patient Portal, highlighting the need for increased advertising about its features, including the ability for patients to message nurses directly. • WTA is offering a \$5,000 grant aimed at recruiting new employees to the hospital. • Thank you to Kevin for attending the City's Sales Tax Town Hall. | |
| 15. | Other Business n/a | |
| 16. | Adjourn | Meeting adjourned at 7:48 p.m. |



Lee Jueneman, Secretary