



PERSHING GENERAL HOSPITAL & NURSING HOME BOARD OF TRUSTEES

Regular Board Meeting

MINUTES

Thursday, April 28, 2022

ATTENDING: Board: Chair Charles Safford, Vice Chair Ted Bendure, Secretary Dana Tueller, Trustee Philip Dickerman, Trustee Jayce Montes  
Absent: Bryce Shields, Legal Counsel  
Others Present: Commissioner Liaison Carol Shank  
Staff Present: Cynthia Hixenbaugh, Lynn Broyles, Raylene Stiehl, KayDawn Hughes, Debora Mock  
Present by Zoom: Debra Gilbertson

- 1) **CALL TO ORDER** – Chair Charles Safford called the meeting to order at 5:30 P.M.
- 2) **PUBLIC COMMENT** – No public comment.
- 3) **CONSENT AGENDA** - The Board will consider, for possible action, these items in their entirety without discussion – **For Possible Action.**
  - a. Meeting minutes for the Regular Board Meeting March 24, 2022
  - b. Warrants (Check Register)

**ACTION**

**A motion to approve the Consent Agenda was made by Vice Chair Ted Bendure. Second made Secretary Dana Tueller. Motion approved unanimously.**

4) **REPORTS**

e. **Risk Manager: Update by KayDawn Hughes**

i. NRS 439.875 Patient Safety Committee Update

- March 2022: There were no sentinel events to report. The number of acquired infections in-house for acute was one CAUTI and long-term care had two CAUTIs (catheter acquired), Recommendations to reduce the number and severity of sentimental events and infections that occurred: Education has been completed for staff on catheter care and UTIs.

**Complaints and Quality Indicator Results**

- There was one complaint – female patient was mistakenly charged for a test that was not ordered, test was removed from the bill.
- 92% goal for 1<sup>st</sup> Quarter of 2022 ER Quality Indicators
- Vital signs within 20 min of discharge: 96% (433/451)
- Opioids prescribing in ER (AB 474): 100% (6/6)
- Critical Labs reported to Provider within 60 minutes: 97.7% (42/43)
- ED Transfers Communication: 100% (23/23)
- March ERs – 157, AMAs – 4 (seen by provider), Admissions – 0, Swing – 2
- LTC census is 19 (16 Medicaid, 2 private pay, 1 pending Medicaid flip to institutional)
- LTC referrals – the Utilization Review Team is reviewing referrals for admission
- QAPI – LTC deficiencies have been addressed and approved by the State and our plan of correction has been accepted.

f. **Chief Nursing Officer: Update by Raylene Stiehl, RN**

- i. Raylene Stiehl introduced herself to the Board of Trustees as the new full time Chief Nursing Officer. She let the Board know that everyone has been wonderful while she has been onboarding. Raylene provided a brief professional and personal background. The Trustees welcomed Raylene to Pershing General Hospital.

g. **Financial Officer: Update by Lynn Broyles**

i. **Approve Financial Statement for period ending March 31, 2022 – For Possible Action**

Lynn provided a narrative to the Board for review. She reviewed the financial statement for March 2022 highlighting an unfavorable variance in professional fees caused by agency staffing as well as a cost report adjustment for the COVID tests. Lynn commended the Utilization Review Team for reviewing referrals and securing Swing Bed patients as well as Long Term Care patients as that is significant revenue for the hospital.

**ACTION**

**A motion to approve the financial statement for the period ended March 31, 2022 was made by Vice Chair Ted Bendure. Second made by Trustee Phillip Dickerman. Motion approved unanimously.**

- iii. Revenue Cycle Dashboard  
Lynn reviewed the Revenue Cycle Dashboard with the Trustees noting that many of sections remain the same this month. She expects higher cash collections next month.

**h. Revenue Cycle Manager: Update by Debbie Mock**

- i. Approval of the Patient Account Write-Offs for March 2022 – **For Possible Action**  
Debbie reviewed the write offs for March 2022. The Business Office staff work very hard on the denials until they run out of time. They are continuously working their aging. Several of the write offs are Medicare HMOs due to lack of prior authorizations and are similar to VA/TriCare that require approval prior to appointment. New staff are being trained and we will see improvement in these areas.

**ACTION**

**A motion to approve the March 2022 Write Offs as presented was made by Trustee Phillip Dickerman. Second made by Secretary Dana Tueller. Motion approved unanimously.**

- ii. TruBridge Financial Analysis – Debbie reviewed the TruBridge Financial Analysis reports with the Board of Trustees for March 2022. Of note, Debbie reported that the self-pay collections will outsource to Mexico and Panama, but if there are issues for customers, they will reconsider outsourcing the call centers. Debbie reported her department is down two people, an Occupational Health Coordinator and HIM Coordinator. She is actively recruiting for these vacancies. She reiterated that when she has vacancies it affects the billing process because her staff cover each other.

**i. Administrator/CEO: Update by Cynthia Hixenbaugh**

- i. Rural Health Clinic Utilization Report  
March 2022 – The Clinic saw 758 patients. Of the 758 patients, 24 of those were new patients. There was a total of 133 visits that were potential COVID patients that were seen outside under the tent. March 7<sup>th</sup> was the last confirmed COVID case in the Clinic. In the month of March, we have 47 COVID vaccines and will continue to offer the vaccines weekly including the second booster for qualifying patients. COVID-19 Home test kits are still available to anyone interested and are free of charge.
- ii. Administrator's Report
  - Cindy updated the Board on the Pennington COVID grant close out. We have requested to utilize the remaining funds in the grant to purchase equipment such as isolation carts, heavy duty carts, ECG with cart and autovent. We received a matching grant from Renown for the purchase of telemedicine equipment accessories to our existing cart in the Rural Health Clinic. We will celebrate our employees and their hard work the week of May 9th during hospital week with games/contests, BBQ and prizes. We recently celebrated Lab Week and will celebrate Nurses Week the same week as Hospital Week. Our team is extremely thrilled to have received notification that our plan of correction was accepted for the Skilled Nursing CMS Survey. It was a long, hard road and everyone who put any effort into is to be recognized for their diligence and commitment to quality.

**j. Recruitment Committee: Update by Charles Safford and/or Ted Bendure**

- i. Update the Board of Trustees on the progress of the recruitment plan – **For Possible Action**  
Chairman Safford updated the Trustees on the recruitment process. He began by stating that a strategic planning meeting that Cindy Hixenbaugh attended reinforced that the recruitment committee is on a good path with their plan. Mr. Safford contacted candidates who have applied to date and reviewed qualifications. He spoke with references and found that two out of four candidates will be contacted for virtual interview by the Board of Trustees. One candidate said he would not accept less than \$490,000 per year in salary and the other does not have experience as a Critical Access Hospital CEO. They will be notified by mail that we are pursuing other qualified candidates. Mr. Safford thanked Lola Montes for her work in preparing the hospital's website with the advertisement. The committee slated an additional \$5,000 for advertisement if needed. There is also a company called HEMAX that is a recruitment search engine if the hospital needs to continue advertising for the position or other positions. An Interim CEO will be discussed in New Business and we have a potential candidate for that role. The committee created

interview questions and Lola Montes has the lists of questions available for Board members to review. The Board will set virtual interviews for the two qualified candidates on Monday, May 9, 2022.

## 5) CRITICAL ACCESS HOSPITAL (CAH) ITEMS

### k. UNFINISHED BUSINESS – **For Possible Action**

- i. Discussion and possible action for the selection of B.E. Smith or Kirby Bates Associates to launch recruitment search for Hospital Administrator/CEO – **For Possible Action**

The Board tabled this agenda item indefinitely, but will remain on agenda in case it is needed.

### l. NEW BUSINESS – **For Possible Action**

- i. Discussion and possible action to set the scheduled public hearing for the fiscal year 2023 budget to May 26, 2022, 5:30 p.m. – **For Possible Action**

Lynn reported the Tentative Budget has been submitted. The hospital is required to hold a public hearing for final submission to the State of Nevada. She anticipates a \$1 million loss this year, but will review the April financials to help see where we will end up for the year. There is not much wiggle room in the budget according to Lynn. The Board will meet on Monday, May 23, 2022 at 3:30 p.m. to interact with and give input on the budget prior to the public hearing on May 26, 2022. Lynn requested that the Trustees give her their questions ahead of the May 23<sup>rd</sup> meeting so she can come prepared.

#### **ACTION**

**A motion to set the scheduled public hearing for the fiscal year 2023 budget to May 26, 2022, 5:30 p.m. was made by Vice Chair Ted Bendure. Second made by Secretary Dana Tueller. Motion approved unanimously.**

- ii. Discuss and possible action to set a Finance Committee meeting prior to the public hearing for final budget. – **For Possible Action**

#### **ACTION**

**A motion to set a Finance Committee meeting prior to the public hearing for the final budget for May 23, 2022 at 3:30 p.m. was made by Vice Chair Ted Bendure. Second made by Trustee Phillip Dickerman. Motion approved unanimously.**

- iii. Discussion and possible action to approve opening four additional bank accounts at Nevada State Bank, which will eventually replace the current bank accounts at Wells Fargo Bank; Savings-interest bearing; Restricted grant funds-non-interest bearing; Gift funds-interest bearing; Patient trust account-interest bearing. – **For Possible Action**

Lynn reported that she thought the hospital could leave a majority of funds in the Wells Fargo accounts, however, certain accounts require daily bank deposits. This would require the facility to spend money on fees for transaction cards through Wells Fargo. She states it is more efficient to have all funds in one bank. She would like approval to move the accounts gradually to Nevada State Bank.

#### **ACTION**

**A motion to approve opening four additional bank accounts at Nevada State Bank, which will eventually replace the current bank accounts at Wells Fargo Bank; Savings-interest bearing; Restricted grant funds-non-interest bearing; Gift funds-interest bearing; Patient trust account-interest bearing was made by Vice Chair Ted Bendure. Second made by Trustee Phillip Dickerman. Motion approved unanimously.**

- iv. Approval of Critical Labor Shortage Resolution for the positions of Administrator/CEO and Physician to present to Nevada PERS for potential rehires or retirees. – **For Possible Action**

Cindy Hixenbaugh reported that there is a possibility the facility will need to rehire a retired administrator and physician in the near future and asked the Board to approve the critical labor shortage resolutions for these positions to be presented to PERS as needed.

#### **ACTION**

**A motion to approve the Critical Labor Shortage Resolution for the positions of Administrator/CEO and Physician to present to Nevada PERS for potential rehires or retirees was made by Trustee Phillip Dickerman. Second made by Secretary Dana Tueller. Motion approved unanimously.**

- v. Discussion and possible action to approve Interim Administrator/CEO appointment effective July 2, 2022, with a transition period of up to 60 days with outgoing Administrator/CEO beginning May 1, 2022. – **For Possible Action.**

#### **ACTION**

**A motion to approve an Interim Administrator/CEO appointment if needed and as presented effective July 1, 2022, allowing a transition period of up to 60 days with outgoing Administrator/CEO beginning May 1, 2022 was made by Trustee Phillip Dickerman. Second made by Trustee Jayce Montes. Motion approved unanimously.**

**6) PERSHING HEALTHCARE FOUNDATION: Update by Lola Montes**

- The next meeting will be held on May 10<sup>th</sup>. Charlie Safford will take over as Chairperson with Lola Montes' exit from Pershing General Hospital happening prior to regular Board elections. The Foundation dinner will be held on August 13, 2022. Mr. Safford let those in attendance to join the Foundation and feel free to help with the dinner fundraiser.

**7) OTHER ITEMS**

- a. CORRESPONDENCE – **None**
- b. LEGAL – None

The Pershing General Hospital and Nursing Home Board of Trustees may by law receive information from legal counsel regarding potential or existing litigation involving a matter over which the Pershing General Hospital and Nursing Home Board of Trustees has supervision, control, jurisdiction or advisory power, and such gathering does not constitute a meeting of the Pershing General Hospital and Nursing Home Board of Trustees pursuant to NRS 241.015.

- c. OTHER – None

**8) PUBLIC COMMENT – None**

**9) ADJOURN:** Chair Charles Safford adjourned the meeting at 7:20 p.m.

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