

Chief Executive Officer
Chris Bjornberg



Mayers Memorial Hospital District

Board of Directors
Jeanne Utterback, President
Tami Vestal-Humphry, Vice President
Beatriz Vasquez, Ph.D., Secretary
Abe Hathaway, Treasurer
Tom Guyn, M.D., Director

Board of Directors
Regular Meeting Agenda
February 23, 2022 at 1:00 pm
Fall River Boardroom
43563 HWY 299, Fall River Mills

ZOOM MEETING
[Click Here to Join](#)
Call In Number: 1-253-215-8782
Meeting ID: 858 5446 5926

Mission Statement

Mayers Memorial Hospital District serves the Intermountain area, providing outstanding patient-centered healthcare to improve quality of life through dedicated, compassionate staff, and innovative technology. In observance of the Americans with Disabilities Act, please notify us at 530-336-5511, ext 1264 at least 48 hours in advance of the meeting so that we may provide the agenda in alternative formats or make disability-related modifications and accommodations. The District will make every attempt to accommodate your request.

				Approx. Time Allotted
1	CALL MEETING TO ORDER			
2	2.1 CALL FOR REQUEST FROM THE AUDIENCE - PUBLIC COMMENTS OR TO SPEAK TO AGENDA ITEMS	Persons wishing to address the Board are requested to fill out a "Request Form" prior to the beginning of the meeting (forms are available from the Clerk of the Board, 43563 Highway 299 East, Fall River Mills, or in the Boardroom). If you have documents to present for the members of the Board of Directors to review, please provide a minimum of nine copies. When the President announces the public comment period, requestors will be called upon one-at-a time, please stand and give your name and comments. Each speaker is allocated five minutes to speak. Comments should be limited to matters within the jurisdiction of the Board. Pursuant to the Brown Act (Govt. Code section 54950 et seq.) action or Board discussion cannot be taken on open time matters other than to receive the comments and, if deemed necessary, to refer the subject matter to the appropriate department for follow-up and/or to schedule the matter on a subsequent Board Agenda.		
3	APPROVAL OF MINUTES			
	3.1 Regular Meeting – February 23, 2022	<i>Attachment A</i>	Action Item	2 min.
4	DEPARTMENT/QUARTERLY REPORTS/RECOGNITIONS:			
	4.1 Resolution 2022- 03– January Employee of the Month	<i>Attachment B</i>	Action Item	2 min.
	4.2 Director of Human Resources	<i>Attachment C</i>	Report	2 min.
	4.3 Worker’s Comp 6 Month Report	<i>Attachment D</i>	Report	2 min.
	4.4 Safety 6 Month Report	<i>Attachment E</i>	Report	2 min.
	4.5 Mayers Healthcare Foundation Quarterly Report	<i>Attachment F</i>	Report	2 min.
5	BOARD COMMITTEES			
	5.1 Finance Committee			
	5.1.1 Committee Meeting Report: Chair Hathaway		Report	5 min.
	5.1.2 January 2022 Financial Review, AP, AR and Acceptance of Financials		Action Item	5 min.
	5.1.3 Daycare Project Update		Discussion/ Action Item	5 min.
	5.2 Strategic Planning Committee			

5.2.1	No meeting in February – Next meeting scheduled for March 7 th		Report	2 min.
5.3	Quality Committee			
5.3.1	February 9 th Meeting Report – DRAFT Minutes Attached	Attachment G	Report	5 min.
6	OLD BUSINESS			
6.1	Organizational Analysis: Final review and approval	LINK HERE	Discussion/ Action Item	5 min.
7	NEW BUSINESS			
7.1	Update on Real Estate Purchase 023-210-062, 023-340-028, 023-340-029		Discussion	5 min.
7.2	Leadership Education and Development		Discussion	5 min.
7.3	Future Planning		Discussion	5 min.
8	ADMINISTRATIVE REPORTS			
8.1	ED of Community Relations & Business Development – Val Lakey	Attachment H	Report	5 min.
8.2	Chief's Reports – Written reports provided. Questions pertaining to written report and verbal report of any new items		Reports	
8.2.1	Chief Financial Officer – Travis Lakey		Report	5 min.
8.2.2	Chief Clinical Officer – Keith Earnest	Attachment I	Report	5 min.
8.2.3	Chief Nursing Officer – Candy Vculek		Report	5 min.
8.2.4	Chief Operation Officer – Ryan Harris		Report	5 min.
8.2.5	Chief Executive Officer – Chris Bjornberg		Report	5 min.
9	OTHER INFORMATION/ANNOUNCEMENTS			
9.1	Zoom Meeting use Ending		Information	2 min.
9.2	Form 700 and Ethics Training Reminder		Information	2 min.
9.3	Board Member Message: Points to highlight in message		Discussion	5 min.
10	ADJOURNMENT: Next Meeting March 30, 2022			

Posted 2/17/2022

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Board of Directors
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Abe Hathaway, Treasurer
Tom Guyn, MD, Director

Board of Directors
Regular Meeting
Minutes

January 26, 2022 – 1:00 pm
FR Boardroom & Zoom

These minutes are not intended to be a verbatim transcription of the proceedings and discussions associated with the business of the board's agenda; rather, what follows is a summary of the order of business and general nature of testimony, deliberations and action taken.

- 1 CALL MEETING TO ORDER:** Jeanne Utterback called the regular meeting to order at 1:01 PM on the above date.

BOARD MEMBERS PRESENT:

Jeanne Utterback, President
Tami Vestal-Humphry, Vice President
Beatriz Vasquez, PhD, Secretary
Abe Hathaway, Treasurer
Tom Guyn, MD, Director

ABSENT:

STAFF PRESENT:

Louis Ward, Former CEO
Chris Bjornberg, CEO
Ryan Harris, COO
Travis Lakey, CFO
Keith Earnest, CCO
Candy Detchon, CNO
Val Lakey, ED of CR & BD
Jessica DeCoito, Board Clerk

- 2 CALL FOR REQUEST FROM THE AUDIENCE - PUBLIC COMMENTS OR TO SPEAK TO AGENDA ITEMS:** Jeffrey Oldson: lack of prenatal care in the area for our working family. Owner of a forestry business locally. Both MMHD and MVHC are not able to provide prenatal care and it would be appreciated if we looked into bringing that care back into our area.

- 3 SPECIAL PRESENTATION:** recognition of CEO Ward & introduction of CEO Bjornberg: a big thank you to Louis for the years of endless support and great leadership. We will miss you. Welcome Chris to team Mayers. We look forward to your leadership.

4 APPROVAL OF MINUTES

4.1 A motion/second carried; Board of Directors accepted the minutes of December 1, 2021 **Guyn/Hathaway** **Approved by All**

4.2 A motion/second carried; Board of Directors accepted the minutes of Special Meeting Minutes December 17, 2021. **Vasquez/Hathaway** **Approved by All**

5 DEPARTMENT/OPERATIONS REPORTS/RECOGNITIONS

5.1 A motion/second carried; Alyssa Stanyer was recognized as December Employee of the Month. Resolution 2022-01. **Hathaway/Vasquez** **Approved by All**

5.2 Director of Nursing – SNF: written report submitted. SNF census in FR is down to 25 and we cannot admit because our status is in Yellow. Weekly COVID testing of all employees will start on Monday, January 31st – highly recommended by CDPH. We will be using rapid tests because the immediate result will help with stopping the asymptomatic positive cases from coming in right away.

5.3 Hospice Quarterly Report: written report submitted. Received a new car. Census increased and we have had a short staff schedule, so we utilized Registry staff to help during the shortages. Request for Hospice to go into Clinic and talk with providers about their services. Marketing meeting set up with Val.

6 BOARD COMMITTEES

- 6.1 **Finance Committee**

6.1.1	Committee Report: Financials are looking good. AR is being watched carefully and constantly being worked on with certain payers holding onto payments longer than usual. Retail Pharmacy is still having swings in their financials as well as the Rural Health Clinic. Heard from Outpatient Medical and Med Staff.		
6.1.2	November-December 2021 Financials: motion moved, seconded and carried to accept the financials.	<i>Hathaway/Guyn</i>	<i>Approved by All</i>
6.1.3	Retail Pharmacy Sign: sent to the full Board for discussion from Finance Committee. Tabled until the March meeting.		
6.1.4	Bank Signers Change: New CEO added into account	<i>Hathaway/Guyn</i>	<i>Approved by All</i>
6.2	Strategic Planning Committee Chair Vasquez: No January Meeting		
6.3	Quality Committee Chair Utterback		
6.3.1	Committee Meeting Report – Lots of department reports. Director of Quality provided some great spreadsheets and graphs that will help make the information easier to understand and read.		
7	OLD BUSINESS		
7.1	Board Calendar: What is necessary? How often do we need to be compliant? What departments are required to report at what committee and how often? Lean Project for this process and will be run by Candy Detchon.		
8	NEW BUSINESS		
8.1	Policy & Procedure Summary: good to see a lot of policies are retired, deleted, or fixed.	<i>Vasquez/Hathaway</i>	<i>Approved by All</i>
8.2	Policy & Procedure Approval: this includes policies that are so significantly changed or are brand new and need to come forward to the Board. <ul style="list-style-type: none"> - Blood Gas and Lactate i-STAT – will take back for review - PPE AB2537 – passed - Signature Authority - \$50,000 since has been amended – passed - Surgery, General Core Privileges – passed - Bylaws, Medical Staff – passed 	<i>Vasquez/Guyn</i>	<i>Approved by All</i>
8.3	Resolution 2022-02: Authority to Sign: one minor change from “of” to “or”. Motion moved, seconded, and approved.	<i>Guyn/Hathaway</i>	<i>Approved by All</i>
9	ADMINISTRATIVE REPORTS		
9.1	ED of Community Relations & Business Development: Budget Hearings start next week. AB1400 – word is it might not pass with some Assembly members unknown of their vote. Partnership Wellness Days postcard going out. Collaboration with local businesses and school district to help encourage better choices and investigate the wellness opportunities provided to them. COVID Pay for employees will be coming back – lots of details being worked up still.		
9.2	Chief's Reports		
9.2.1	CFO: nothing more to add outside of the finance notes.		
9.2.2	CCO: Hospice numbers are through the roof. We will be working on marketing with Val soon. Covid therapeutics are ever changing – some antibody options have since been removed but we have some other options in very limited numbers. Rapid Covid tests will be available in the Retail Pharmacy very soon. Shuttle machine in the Physical therapy is an awesome addition to the PT services.		
9.2.3	CNO: CNA class is going well. Waiting list for the next session of classes. 22 vacancies in CNA spots that will hopefully be filled with the class. Issues of transfers from facility to facility due to lack of staff at other facilities or lack of bed availability. Actively working on solutions to get our patients the care they need. The Lab will be getting a new machine but switch out is TBD. Radiology will be down in the Ultrasound department due to staffing and unfortunately we have to refer our patients to Redding or Modoc. We should have a replacement in the department by February 21 st .		
9.2.4	COO: The landscaping in the demolition project area will occur this spring. Water Leak damage affected four exam rooms at the RHC. The timeline is about a month out from having the rebuild. Daycare bid has yet to be received but could be larger than what we had originally budgeted. A revised budget will be provided once the bid is received. Minor renovations of the Arts & Trophies building for Hospice office space will start soon.		

Public records which relate to any of the matters on this agenda (except Closed Session items), and which have been distributed to the members of the Board, are available for public inspection at the office of the Clerk to the Board of Directors, 43563 Highway 299 East, Fall River Mills CA 96028. This document and other Board of Directors documents are available online at www.mayersmemorial.com.

Laundry facility final is called for Tuesday of next week and we should get occupancy then. Purchasing will be getting an update to make the supply room more user friendly for both department staff and all other hospital staff.

- 9.2.5 **CEO:** 257 employees are being tracked for vaccinations. 220 are fully vaccinated with 37 providing exemptions. Working on getting everyone to meet the March 1st Booster mandate. Welcome to Chris Bjornberg to the Mayers Team and good luck – you have an amazing team here at Mayers.

10 OTHER INFORMATION/ANNOUNCEMENTS

- 10.1 Board Member Message: Employee of the Month, vaccine update, availability of rapid tests, free online Covid tests per household, voucher program reminder, PT shuttle, CNA class, HCAI update in regards to seismic rating. Prenatal Care is definitely an avenue we want to do more research in and use our Rural Health Clinic as an avenue to provide.

11 ANNOUNCEMENT OF CLOSED SESSION: 3:43 PM

- 11.1 Report of Actions from Closed Sessions: Report
December 8, 2021: Board approved all Medical Staff Credentials
January 17, 2022: Board approved CEO Contract

- 11.2 **Medical Staff Credentials Government Code 54962** Action Item
AHP Appointment
Rozlyn Bauer, NP – Family Medicine

Medical Staff Appointment
Douglas W. Terry, MD – Emergency Medicine
Salah Sherif, MD – Emergency Medicine

Medical Staff Reappointment
William Dykes, MD – Emergency Medicine

- 11.3 **Real Estate Government Code 54954.5 (B)** Action Item
Med Staff Credentials were approved unanimously.
Real Estate Contract approved for purchase on APN 023-210-062, 023-340-028, 023-340-029
unanimously.

12 ADJOURNMENT: 4:01 pm

Next Regular Meeting: January 26, 2022

I, _____, Board of Directors _____, certify that the above is a true and correct transcript from the minutes of the regular meeting of the Board of Directors of Mayers Memorial Hospital District

Board Member

Board Clerk



Mayers Memorial Hospital District
Always Caring. Always Here.

RESOLUTION NO. 2022-03

**A RESOLUTION OF THE BOARD OF TRUSTEES
OF MAYERS MEMORIAL HOSPITAL DISTRICT RECOGNIZING**

Dana Hauge

As January 2022 EMPLOYEE OF THE MONTH

WHEREAS, the Board of Trustees has adopted the MMHD Employee Recognition Program to identify exceptional employees who deserve to be recognized and honored for their contribution to MMHD; and

WHEREAS, such recognition is given to the employee meeting the criteria of the program, namely exceptional customer service, professionalism, high ethical standards, initiative, innovation, teamwork, productivity, and service as a role model for other employees; and

WHEREAS, the MMHD Employee Recognition Committee has considered all nominations for the MMHD Employee Recognition Program;

NOW, THEREFORE, BE IT RESOLVED that, Dana Hauge is hereby named Mayers Memorial Hospital District Employee of the Month for January 2022; and

DULY PASSED AND ADOPTED this 23rd day of February 2022 by the Board of Trustees of Mayers Memorial Hospital District by the following vote:

- AYES:
- NOES:
- ABSENT:
- ABSTAIN:

Jeanne Utterback, President
Board of Trustees, Mayers Memorial Hospital District

ATTEST:

Jessica DeCoito
Clerk of the Board of Directors

Board Meeting

Wednesday February 23, 2022

Human Resources Report – Libby Mee, Director of Human Resources

The HR/Payroll department currently supports 259 employees

- Full Time – 223
- Part Time – 16
- Casual/Per Diem – 20

Staffing and Recruitment

The primary focus of the MMHD HR staff continues to be the recruitment and retention of qualified staff in the effort to eliminate the use of registry.

We continue to use registry for the following departments:

- Emergency Department – RN
- Skilled Nursing Facility – LVN and CNA
- Med/Surge Acute - RN
- Imaging – CT/Radiology Tech, Ultrasound Tech
- Respiratory Therapy - Therapist

We have recently filled vacancies in the Laboratory that will eliminate the use of registry in the department.

MMHD was able to successfully implement an in-house Certified Nursing Assistant program. There are 5 students preparing to graduate from our current program and we are working with 6 students for our March session.

We are looking forward to collaborating with local high schools to host our annual Healthcare Career fairs. We are planning a Summer CNA program with direct marketing to local high school graduates. Additionally, we will also be accepting applications for our high school Summer Intern program.

MMHD is also collaborating with Tri Counties Community Network to host a community job fair. This fair is always a good way to recruit local community members to our CNA program and other available positions.

Additional Projects

We are excited to be working on implementation of a Human Resource Information System (HRIS). We are demoing a few systems while doing a cost analysis. Currently, the HR and Payroll team use 11 separate systems to process, track and manage employee compliance.

The HR team recently attended a 2022 Annual Labor and Employment Seminar and 2022 Employee Benefits Seminar.

Employee Health

Employee COVID Exposure

Total cases – 226

Isolation/Positive – 150

Quarantine – 76

Exposure related to work – 44

For the 2021 calendar year, MMHD paid out 5,429.70 hours of COVID Supplemental Sick Time, totaling \$126,713.91.

Employee Immunization

Accepted COVID Vaccination – 220

 Received booster – 149

 Eligible to receive booster – 10

 Not eligible for booster – 48

 Approved Accommodation from booster – 10

 LOA/Not Actively working – 9

Declined COVID Vaccination – 39

 Approved Accommodation

 Religion - 32

 Medical – 7

2021 Employment and Turnover Statistics

For the calendar year 2021, the HR department hired on 94 employees and separated employment with 98 employees. This compares to 104 hires and 55 terminations in 2020.

DEPARTMENT	HIRE	TERM
ACTIVITIES	7	7
ADMITTING	3	2
COMPUTER	1	1
DIETARY	13	15
EMERGENCY ROOM	4	7
FOUNDATION	2	2
GENERAL ACCOUNTING	1	1
HOUSEKEEPING	5	7
LABORATORY	6	2
MAINTENANCE	2	3
MEDICAL RECORDS	0	2
MEDICAL/SURGICAL	14	12
PATIENT ACCOUNTING	1	0
PHARMACY	1	1
PURCHASING	1	1
RADIOLOGY	3	5
RETAIL PHARMACY	1	0
RESPIRATORY THERAPY	0	1
RURAL HEALTH CLINIC	12	4
SKILLED NURSING	15	24
SURGERY	2	1

94 98

REASON FOR TERMINATION	#
DID NOT PASS PROBATION PERIOD	4
RETIRE	6
UNABLE TO MAINTAIN MINIMUM SHIFTS	6
TEMPORARY	8
TERMINATION FOR CAUSE	9
VOLUNTARY RESIGNATION	65

98

VOLUNTARY RESIGNATION	#
ATTENDING SCHOOL	4
DID NOT RETURN FROM LEAVE	8
ALTERNATE EMPLOYMENT OPPORTUNITY	9
RELOCATION	19
PERSONAL	25

65

Board Meeting

Wednesday February 23, 2022

Work Comp Report

Presented by Libby Mee – Director of Human Resources

Injuries and Illnesses**4th Quarter 2021 Injury and Illness Data:**

First Aide Injuries – 8 claims with 0 days away from work

Reportable Injuries – 2 claims resulting in 6 days away from work

Year to Date and Previous Year Comparison Data:

	2021	2020	2019
First Aide	18	14	12
Reportable	8	8	5
Days Away for Work	12	70	59

BETA Employee Safety and Wellness Initiatives

We are continuing to work with our BETA representatives for validation of our Workplace Violence Prevention Program. Currently, we have met 13 of the 18 metrics and expect to reach full validation by the May deadline. By obtaining validation, we will receive a 2% discount on our annual premiums.

Unfortunately, we have been unable to start our Safe Patient Handling Program but will plan to role this program into the next validation period.

I will plan to provide a financial update in the July report after our annual renewal period.



Mayers Memorial Hospital District
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Safety/ Emergency Preparedness Quarterly Report

February 23, 2022 Regular Board Meeting

Presented by: Valerie Lakey

Safety and Emergency Preparedness work happens behind the scenes on a continual basis at our facility. The goal is to have all staff trained and aware of different safety and emergency scenarios and how to respond. The safety committee meets monthly to review policies, report on trends, ergonomics, workplace violence, the county healthcare coalition, community emergency preparedness efforts and more. Committee members are tasked to take information from the meetings back to their departments.

The monthly focus on a new EMERGENCY CODE was a direct result of a Plan of Corrections. We have worked our way through all of the codes and identified areas in which we need to do more training. Completed After Action Reviews can be found on the employee INTRANET.

The ERGO program continues to develop and expand. This is vital in promoting employee safety and wellness. All staff has the opportunity to request a workspace review to ensure they have an ergonomically safe work environment.

These projects have had a positive impact on patients. By creating safer work environments and enhancing staff education related to emergencies and safety, we promote a safe environment for patients.

Creating a safe workspace for staff is vital in allowing staff to do their job effectively. Education and training for staff is not only important but required.

We have successfully completed two ICS100/200 classes with the third and final class scheduled for March 21. This is a basic incident command course we require of all staff. We have had the first two classes virtually but are hoping that improvements with COVID will allow us to meet in person in March.

HazMat classes for Environmental Services and Maintenance are scheduled.

We are working on an "Orange Dot" program as a part of our Workplace Violence Prevention (WPV) Program. This program is to assist with managing patients with aggressive behavior. We will meet on the 24th to discuss with appropriate staff and nurse leadership. We are very close to having the WPV program certified by BETA. BETA will likely be on site within the next month to evaluate our program.



MAYERS HEALTHCARE FOUNDATION

Foundation Quarterly Report for MMHD

DATE: February 16, 2022

Below lists recent board meeting business and foundation activities.

Financial Reports

- Balance Sheet reviewed and accepted for December 1-31, 2021 (Including variance supplemental and unrestricted account detail)
- P&L reviewed and accepted for December 2021 Previous Year Comparison (Including variance supplemental)
- Gift by Date - MEG 1/01/21 – 12/31/21 \$ 5,871.67 with 8 participants.

Events:

- North State Giving Tuesday was a huge success. MHF raised \$27,641.00 for the CNA Scholarship Program. A total of seventy-seven Donors, 32% were first time donors to our organization. The Fundraising Headquarters brought the event to life with live Facebook updates from Earnest who did an amazing job.
- The Chocolate Festival postponed for January 2022 and the date has been saved for next January's event which may combine two events, the Chair-ity Hospice Dinner while incorporating elements from the Chocolate Festival.
- The 2022 MEG Campaign was on Valentine's Day. "Give from the Heart" will seek employees who are not currently participating to enroll. Incentive offered for department with the "Biggest Heart."
- MHF Health Fair is scheduled for Saturday, April 9th at the Intermountain Fairgrounds.

Stores Update:

- Mary Rainwater our new Programs Assistant started in November and is doing a fabulous job managing the Thrift and Gift. We closed for one week between Christmas and New Year's to revamp space and reorganize. The public responded favorably to these changes.
- The Pharmacy Gift Store is currently receiving new Spring merchandise. Card vendors changed to avoid competing with other local stores carrying the same brands and baby gift selections are being enhanced. See's candies are selling off the shelf at a rapid rate.

Volunteers:

- MHF & MMHD collectively revised the Volunteer Policies and Procedures Handbook to align with MMHD's policy and procedures process. The application is available online and MMH Human Resources has agreed to conduct the volunteer background, health screening and house confidential personal information. Welcome Orientation and specific on-site department training have started with all volunteers January 1, 2022.

PO Box 77, Fall River Mills California 96028 • 530-336-5211
www.supportmayersfoundation.org

Keith Earnest, PharmD, President • Steven B Raffin, MD, Vice President • Renee Coe, Secretary • Paul Kerns, Treasurer • Board Members:
 James Hamlin, Martin Johnson, Gail McClung • Ex-officio Directors: Tami Humphry, Louis Ward, MHA

A Nonprofit Public Benefit Corporation, Tax ID #: 91-1839151



MAYERS HEALTHCARE FOUNDATION

Foundation CEO Report

- The 2022 Operations Calendar was shared with the board to ensure transparency and a better understand of all required task, milestones, and commitments MHF must complete in a calendar year to remain compliant as a 501(c)(3)
- The Chocolate Festival needs to be reshaped to follow all county guidelines. We plan to front-load our message about the change for 2023 to the community with event info updates in June or July via social media and the Intermountain News.
- The 2021 Annual Appeal – March 2022 published and mailed to MHF community and donors.

Awards and Scholarships in 2021 - These will all be highlighted in our 2021 Annual Report

- Respiratory Department – Junior Nasal Cannula for Neonatal Respiratory Support
- Skilled Nursing Facility – SNF – Cross Trainer Machine for Residents
- Skilled Nursing Facility – SNF – Resident Activities
- Physical Therapy Department – Shuttle MVP Elite Plus Leg Press System
- Acute Department – An Electrocardiogram (ECG)
- Safety Department – Emergency Preparedness- Ham Radio Equipment Upgrade
- Hospice Equipment & Supplies
- Community Scholarships & Awards
- Mayers Education Development (MEG)

GIVE WHERE YOU LIVE

Mayers Healthcare Foundation is powered by Our Community! We work hard every day to maintain a philanthropic culture, applaud the loyalty and generosity of our donors and ensure trust and professionalism promoting the spirit of charitable giving.

Give Where You Live is a vital part of the community and “is” the success of our science minded youth, individuals engaging in higher education, enhancing equipment and funding capital projects for bettering healthcare services.

The foundation thrives on getting involved at the local level and asks for your continued donations large or small. You’re in Memory Of, In Honor Of, In Kind, Individual scholarships, grants, general donations (restricted or Non-restricted) and capital project funding donations keep the foundation alive and improves the lives of others. – Tracy Geisler

WITH OVERWHELMING GRATITUDE, WE THANK YOU.

Respectfully submitted by Tracy Geisler, Executive Director, Mayers Healthcare Foundation.

PO Box 77, Fall River Mills California 96028 • 530-336-5211
www.supportmayersfoundation.org

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Louis Ward, MHA



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Board of Directors
Quality Committee
Minutes

February 9, 2022 @ 1:00 PM
Fully Remote Zoom Meeting

These minutes are not intended to be a verbatim transcription of the proceedings and discussions associated with the business of the board's agenda; rather, what follows is a summary of the order of business and general nature of testimony, deliberations and action taken.

1	CALL MEETING TO ORDER: Board Chair Jeanne Utterback called the meeting to order at 1:02 pm on the above date.			
	BOARD MEMBERS PRESENT:		STAFF PRESENT:	
	Jeanne Utterback, President Tom Guyn, MD., Secretary		Chris Bjornberg, CEO Jack Hathaway, Director of Quality Candy Detchon, CNO – SNF Events/Survey Ryan Harris, COO Alex Johnson, Facilities & Engineering Ryan Nicholls, IT Dawn Jacobson, Infection Control Jessica DeCoito – Board Clerk	
	Excused ABSENT: Sherry Yochum Susan Garcia Val Lakey			
	COMMUNITY MEMBERS PRESENT:			
	Laura Beyer			
2	CALL FOR REQUEST FROM THE AUDIENCE – PUBLIC COMMENTS OR TO SPEAK TO AGENDA ITEMS			
	None			
3	APPROVAL OF MINUTES			
	3.1	A motion/second carried; committee members accepted the minutes of January 12, 2022	Guyn, Bjornberg	Approved by All
4	REPORTS: QUALITY FACILITIES			
	4.1	Facilities & Engineering: written report submitted. Always working on updating the hospital like door skins from Acute all the way through St. 3, so that the facility is cohesive with finishes. Fully staffed!		
5	REPORTS: QUALITY STAFF			
	5.1	Safety: written report submitted. Very creative and competitive opportunities for the staff to learn and keep up to date.		
	5.2	Environmental Services: written report submitted. Ryan Harris reported and answered questions on behalf of Sherry. Also contract will be primarily for the linens at the Burney Annex, with the opening of the Laundry facility expected very soon. We will continue to track the issues with delivery times, number of linens being delivered, etc. Staffing levels are increasing.		
6	REPORTS: QUALITY PATIENT SERVICES			
	6.1	Purchasing: written report submitted. Excited about our collaborative effort with surrounding CAH facilities to help with procuring patient care supplies, when needed. PPE counts are good, and we are complying with the AB2537 90-day stockpile of PPE.		
	6.2	Information Technology: written report submitted. Thank you to Ryan and the IT staff for the help with the Board members iPads. Priority with IT Security and have formed a committee to keep up on the security measures. Grant opportunities for infrastructure like internet and other information technology processes/needs – Laura to keep an eye out especially with funds being allocated to rural areas.		
	6.3	Dietary: written report submitted. Closer to fully staffed at both FR and Burney Annex. No further questions.		

6.4	Infection Control: written report submitted. Weekly Employee testing has been going well. Antibiotic Tracker: tracking antibiotic use within the hospital. The Lab and Pharmacy have more robust programs to track antibiotics.
6.5	SNF Events/Survey: CDPH Surveyor has been here a lot the last 3 weeks. Investigation has been on 20 different instances including self-reported issues. A final report has not been submitted yet, but we are anticipating some minor tags and very little findings. Survey season has begun, and we anticipate a visit. FR is now in GREEN status, which means staff are no longer wearing N95s and we can admit. Burney Annex is remaining in the Yellow status with hopes to be out of yellow by end of next week. Moral for the residents is great with the option to bring in visitors. And we have also seen a moral boost with staff because of the visitors. AFL went out regarding the visitors and their vaccination status: those who are fully vaccinated and can show proof, may enter the facility without a test.
7	DIRECTOR OF QUALITY
7.1	Director of Quality Update – In the middle of our reporting timeframe. Reporting platforms have been updated which makes the reporting much easier. Will go through our records and apply the information. Some measures we don't meet and won't have to report on.
7.2	CMS Core Measures: Looking forward to the new EHR to help get more options for tracking the measures.
7.3	5 Star Rating: A new HER system will be very beneficial in gathering data to meet the measures for 5 Star Rating on hospital side.
8	<p>OTHER INFORMATION/ANNOUNCEMENTS: EHR (electronical health record) – work is in process. Working with both OCHIN on Epic and CERNER. A field visit of CERNER is being set up for next week.</p> <p>Grant Opportunity: RMOMS specifically aimed at creating a network for maternity care in rural areas. First meeting is set up for tomorrow for the network. Includes local clinics and surrounding hospitals. Very exciting opportunity.</p> <p>Monoclonal is now available for Tier 1,2 and 3. Allocations at the county level have increased and we are able to offer more.</p>
9	<p>ADJOURNMENT: at 2:17 pm</p> <p>Next Regular Meeting – March 9, 2022</p>

Public records which relate to any of the matters on this agenda (except Closed Session items), and which have been distributed to the members of the Board, are available for public inspection at the office of the Clerk to the Board of Directors, 43563 Highway 299 East, Fall River Mills CA 96028. This document and other Board of Directors documents are available online at www.mayersmemorial.com.



Mayers Memorial Hospital District
Always Caring. Always Here.

Executive Director of Community Relations & Business Development – Valerie Lakey
February 2022 Board Report

Legislation/Advocacy

Work in Advocacy, the ACHD Advocacy Committee and CHA's Legislative Strategy Group (LSG) continues to focus on policy and legislation related to COVID-19 Response. Bill introduction deadline was Friday, February 18. Now the fun begins. We are moving to targeted meetings for specific pieces of legislation including:

- Office of Health Care Affordability - (OHCA) would establish a state-determined growth target for health care providers. The issue is part of budget discussions, as the governor has included OHCA in his 2022-23 proposed budget. Early review indicates the language addresses many of our key framework concerns; however, we will continue to advocate to ensure all participants in the health care system are included in the target, and that definitions for the targets and enforcement concerns are considered. At this time, it is unclear if AB 1130 (Wood) will progress through the legislative process.
- Disaster Preparedness (Seismic)

There are a list of other bills we are following and working on, here are a few:

Assembly Bill (AB) 1882 (Rivas, D-Hollister)

This bill would require hospitals to report their status in meeting the 2030 seismic requirement to state and local officials on an annual basis. The bill would also change the terms and labels for the seismic performance categories. This bill is not sponsored by CHA.

SB 979 (Dodd, D-Napa) — Sponsored by CHA - would automatically provide critical authorities to the California Department of Public Health, Emergency Medical Services Authority, and the Department of Health Care Services whenever there is a governor-declared state of emergency.

AB 1993 (Wicks, D-Oakland) — *CHA is reviewing and asking hospitals how they feel about them taking a position on this bill of the other vaccine bill (SB871).*

AB 1993 would require employees or independent contractors to provide their employer with proof that they are fully vaccinated against COVID-19 or have a bonafide religious or medical exemption that prevents them from being vaccinated. Employers would be required to ensure employees are in compliance with the law and would be subject to unspecified penalties for being in violation of the law.

The other Vaccine bill is **SB871 (Pan)**. This bill would add the COVID-19 vaccine to the list of required school vaccines, eliminating personal or religious exemptions for the immunization on Jan. 1, 2023.

Marketing/Public Relations

We have been contacted by the Washington Post and I spoke with the journalist for an initial interview. It is likely we will be featured in a video story about rural healthcare. The reporter is tentatively going to be on-site at the end of the month.

We have been working with department managers to update marketing materials and website information. There have been some great ideas to pursue from these meetings.

Along with many other analytics, we are tracking data to see what viewers are looking at on our website. The home page, employment center and services are the top three. We are working on expanding ways to drive traffic to areas of our website we want the public to see. We are also receiving reports from our click throughs from the television ads. We are averaging 4.69 clicks per airing.

PageTitle	Users	Sessions	Page Views
T Mayers Memorial Hospital District	40,008	50,601	107,921
T Employment Center	7,731	3,178	15,638
T Services	1,684	295	2,365
T Coronavirus Information	1,661	1,017	2,184
T Administration	1,517	230	1,865
T Skilled Nursing	1,112	755	1,534
T Contact Us	1,078	509	1,313

SHIP Grant

We are still waiting to hear on the status of our American Rescue Plan (ARP) SHIP Grant. When we have confirmation, we will move forward with the initiatives to support our staff, patients and community with resources related to COVID education and support.

Partnership Healthplan Grant

We had the first of two Wellness Days for our Partnership Healthplan COVID grant. The event was at the Mayers Rural Health Clinic in Burney. We were very encouraged by the level of participation. We have a second event planned for March 28. As a part of the grant we have been making personal contact with over 1400 Partnership Healthplan patients. Special Thank You to Pam Sweet for making phone calls. The grant is aimed at giving Partnership Healthplan patients access to COVID vaccines.

As a part of the grant we did a bulk mailing to all Intermountain are residents. Additionally, we advertised with an AudioGo campaign, in the local paper, social media, bulk email and text message notifications. We were able to cover a lot of bases with messaging and advertise other services along with the Wellness Days.

VACCINE

COVID VACCINE AVAILABLE AT
MAYERS RURAL HEALTH CLINIC &
PARTNERSHIP WELLNESS DAYS

Health Assessment

- COVID Vaccine
- Blood Pressure Check
- Establish Primary Care Provider

MAYERS RURAL HEALTH CENTER
Wellness
(530) 335-6070
DO YOU HAVE A PRIMARY CARE PROVIDER?

MMH
PO BOX 459
FALL RIVER MILLS, CA 96028

POSTAGE
PAID
E2004 Retail
Permit No. 15

We invite you to join us for a Wellness Day at the Mayers Rural Health Clinic in Burney!

Monday, February 14 10:00AM - 2:00PM
Monday, March 28 10:00AM - 2:00PM

- COVID Vaccinations & Boosters
- Blood Pressure Checks
- BMI Checks
- Other Wellness Tests
- Prizes, Raffle, Refreshments

*****ECRWSSDDM****
LOCAL POSTAL CUSTOMER

MMH
MAYERS PHARMACY & GIFTS
MHF
MEMBER OF ALLEGRA CARE FOUNDATION

\$100 TAX VOUCHER FOR ALL DISTRICT TAXPAYERS
IT'S EASY - JUST LIKE CASH IN YOUR POCKET!
Expires on 04 and non-transferable for Center Healthplan services in 2021.
Some restrictions apply. *Restrictions will be available December 2021. Government ID 100-0101

YOUR WELLNESS MATTERS
www.mayersmemorial.com

MAYERS RURAL HEALTH CLINIC PROVIDERS

Dr. Stephen M. Corbin
Dr. Tommy Saborido
Heather Carr, PA
Erica Handrick, PA

Planting Seeds...Growing Our Own

We will be presenting information to high school seniors regarding the Intern Program. The first stop will be at Fall River High School. Applications for the high school senior intern program are due May 1st. We will then conduct interviews and select an intern from each of the three local high schools.

We are in the 6th year of a very successful Planting Seeds, Growing Our Own initiative. Once COVID allows, we will again be doing projects at all age levels in our communities. I have been asked to present at the Western Healthcare Alliance Virtual Summit in March about this program.

Emergency Preparedness

We have successfully completed two ICS100/200 classes with the third and final class scheduled for March 21. This is a basic incident command course we require of all staff. We have had the first two classes virtually, but are hoping that improvements with COVID will allow us to meet in person in March.

HazMat classes for Environmental Services and Maintenance are scheduled.

We are working on an "Orange Dot" program as a part of our Workplace Violence Prevention (WPV) Program. This program is to assist with managing patients with aggressive behavior. We will meet on the 24th to discuss with appropriate staff and nurse leadership. We are very close to having the WPV program certified by BETA. BETA will likely be on site within the next month to evaluate our program.



Operations Report February 2022

Statistics	January YTD FY22 <i>(current)</i>	January YTD FY21 <i>(prior)</i>	January Budget YTD FY22
Surgeries			
➤ Inpatient	2	1	14
➤ Outpatient	23	16	42
Procedures** (<i>surgery suite</i>)	68	59	112
Inpatient	1507	1232	984
Emergency Room	2533	2231	2525
Skilled Nursing Days	15707	16661	16125
OP Visits (OP/Lab/X-ray)	13028	12143	8003
Hospice Patient Days	1176	387	835
PT	1464	1369	1472

*Note: numbers in RED denote a value that was less than the previous year.

**Procedures: include colonoscopies

Chief Clinical Officer Report

Prepared by: Keith Earnest, CCO

Pharmacy

- COVID Vaccines
 - Mayers has converted the Pfizer vaccine to the “gray top” vials that have a longer shelf life in the fridge and don’t require reconstitution. Less staff time is needed when there is no need to reconstitute.
 - The rollout of pediatric Pfizer vaccine (ages 6 months to 5 years) has been held up on the federal level due to approval delays. Initially we were expecting to receive an allocation on February 23rd.
 - See Val Lakey’s report for an update on the grant from Partnership Health Population Health to reach out to unvaccinated Partnership patients.
- Monoclonal Antibodies
 - Teir 1 restrictions on Sotrovimab have been lifted and we are now offering this agent to Teirs 1-3. Sotrovimab is the monoclonal with the most effectiveness against the Omicron variant.
 - The emergency use authorization for Bamlanivimab/Etesevimab and Casirivimab/Imdevimab has been revoked due to the lack of effectiveness of these agents in treating the omicron variant.
 - The infusions are performed as outpatients with the goal of keeping patients out of the ER and keeping them out of the hospital. Monoclonal antibodies are also available in the ER.

- Bebtelovimab is the newest monoclonal and has activity against omicron. Unlike the other agents it is an IV push and not an IV piggyback. This agent may be received as soon as February 16th.
- Oral Agents
 - Oral agents are for treatment of non-hospitalized patients with mild to moderate COVID-19 who are within 5 days of symptom onset and at high risk of progression to severe disease
 - Molnupiravir is stocked at Mayers Retail Pharmacy and the Emergency Department. Thirty courses of therapy have been dispensed.
 - Paxlovid® was received by Mayers on February 15th. Paxlovid® is more effective than molnupiravir against COVID but has more complicated dosing and many drug interactions. It will be available for dispensing from Mayers retail pharmacy on February 16th. Mayers retail pharmacy is one of two pharmacies in Shasta County that carry Paxlovid®. The other is RiteAid on Cypress in Redding.
- Providers in the community (Mayers, Mountain Valleys, and Pit River) are informed of availability and changes in COVID agents whenever changes occur.
- Pharmacy is navigating shortages; the most significant ones are normal saline and lidocaine with epinephrine products.
- The Pyxis machine used by anesthesia has experienced many drawer failures and we are working with the manufacturer on a replacement.

Retail Pharmacy

- COVID has created staffing issues and a registry pharmacist has worked the last two weeks.
- Marketing of the drug take back program has gone out and many people have dropped off expired or no longer needed medications.

Physical Therapy

- Beginning February 1, the department starting more specifically tracking referral patterns using the referring physician information on the evaluation.
- Daryl Schneider, PT, department manager, is working with Human Resources on obtaining a traveler to help keep patient volumes at current levels while she increases time away from work during breast cancer treatments.
- Daryl has been collaborating with Brigid Doyle, RN, CNA class instructor on orthotic items that a CNA may encounter in the course of their job.

Cardiac Rehab

- Currently processing referrals for 5 holter monitor patients and two monitored rehab patients.

Respiratory Therapy

- Mayers welcomes Sharon Carruthers, RT, to the team. She is currently working as registry, and we hope that she will become permanent.
- PFT referrals have ticked up and the department is working with the clinic on targeting patients who would benefit from a PFT.

- David Farrer, RT, respiratory manager, performing pulmonary screenings as part of the Partnership grant wellness day on February 14. A portable printer allows this test to be portable so it can be done at events such as the health fair.
- David Farrer, RT, manager has created a portable respiratory cart in the ER to centralize respiratory emergency supplies.

Telemedicine

- See attached report.

Chief Operating Officer Report

Prepared by: Ryan Harris, COO

Facilities, Engineering, Other Construction Projects

- We are entering the final stages of the demo project. We have completed the owner and architect punch list walks and the contractor is currently working on those items. The engineers will be on site on March 4th to complete their punch list. Depending on the extent of that punch list the contractor plans to have all punch list items completed by March 11th and then start project closeout documents.
- We have had a couple of HVAC failures over the last month that will require replacement of the HVAC systems for OR 1 as well as dietary. We have started discussions with our design partners to complete this project ahead of the facility wide HVAC replacement project. These projects take a considerable amount of time to complete and will have impacts to our ability to use OR1 during this time.
- The laundry facility passed its final inspection February 8th, 2022. The project team met at the facility on February 10th, 2022, and we have a targeted reopening date of March 7th, 2022.
- We have received a bid to do the work at the day care project. The ADA work that has been required by the county has added cost to the project. An updated project budget will be presented to Board Finance at the February's meeting.
- Work continues at the former Fall River Arts and Trophies building to convert the front space into Hospice office space. Work will continue on this project over the next two months as time permits.
- Hospital Renovation Project Phase III preliminary work has begun. With discussion of other plans this work has been put on hold until all options have been discussed.
- Work continues on the RHC rebuilding with drywall, tape and texture happening the week 2/14. Work is on pace to be completed over the next two to three weeks.
- Facilities and Engineering is currently fully staffed.

IT

- Helpdesk
 - IT Received 541 tickets and resolved 534.
 - 260 calls were placed to the helpdesk, 90 of which went to on-call. Nearly double on call volume this month.
 - Average Response Time is 3H46M, with Average Resolution Time of 9H29M.
 - We received a survey response on 20 of our tickets. 90% of our responses were 5/5, and 10% were 2/5. We received no 4/5, 3/5, or 1/5.
 - The 2/5 have been addressed and these reviews were related to vendor involvement in the ticket and not our staff.
- Security
 - SOC reviewed 530 security incidents, escalated 10 to internal resources
 - Received 13 tickets and resolved 15.
 - Remediated 1,677 vulnerabilities
 - 2 calls were received relating to the community member phishing incident
 - Average response time is 3H30M, with average resolution of 25H30M. Resolution time is suffering due to staff redirecting time to helpdesk and training new staff.
 - Cyber Insurance has updated the minimum requirements to be covered. We are working to address these by July to ensure we are covered.
 - Community members have been experiencing a significant number of phishing attempts over the phone lately, with entities posing as MMHD. Cygilant has performed an investigation and was not able to identify any evidence of a data breach. Our assumption is this is simply a geographic campaign.
 - Metrics indicate Security focus continues to take a back seat.
- Projects
 - Office 365 Migration stalling slightly due to shift in staffing.
 - 20H2 upgrades had major issues with our current patch manage software. New software has been procured.
 - PCC Lab Interface currently in Pilot stage, Go-Live should come shortly.
 - MVHC Lab Interface requires additional testing before going live.
 - EMR selection nearing final selection.
 - New Access control was not installed at the expected January date due to hardware compatibility issues. We have reached out to a different vendor.
 - New Mindray monitors on order.
- Staffing
 - IT is currently fully staffed.

Purchasing

- We are currently working through process improvements like using bin locations to organize our supplies more efficiently to speed up future inventories, correcting items in incorrect bin locations, adding locations, renovating, and updating the medical supply room with a more efficient storage system.
- The big project is reorganizing the medical supply room to provide staff with more ease in locating supplies, ordering supplies when needed and keeping our supply room well organized.
- Purchasing is currently fully staffed.

Food & Nutrition Services

- F&NS is still struggling with staff turnover and getting to fully staffed. We have made great improvements over the last couple of months, and we are working to continue those improvements. Management in this department is still needed to work the floor due to staffing levels.

Environmental Services & Laundry

- Work has begun on the reopening place for the laundry facility with a target date of March 7th, 2022.
- EVS still has staffing needs but staffing levels are improving.

Rural Health Clinic

- With changes in our Physician and Physician Assistant schedules we will now have 3 providers in the clinic 5 days a week on regularly scheduled days. This will help the clinic staff with scheduling, give more consistent days to our patient of when their provider will be available, and give more provider availability in the community.
- We had a total of 869 visits in the month of January, 524 of which were outpatient visits generating over \$137,000 in revenue. Our no-show appointment rate was 12% up from 9.1% in December. Our average new patient appointment lead time was 4.93 days down from 5.34 days in December. Our Schedule utilization was up from 54.1% in December to 61.4% in January with a target of 95%-110%.
- The RHC and Foundation are working on two grant programs one for talk therapy and the other for expanding access to OB services in rural communities.
- At this time our clinic is fully staffed.

Chief Nursing Officer Report
Prepared by: Candy Vculek, CNO

Report will be provided in an Exhibit prior to the meeting.

Operations District-Wide
Prepared by: Chris Bjornberg, CEO

Report will be provided during meeting.

Telemedicine Program Update as of February 9, 2022

Respectfully submitted by Amanda Harris for Keith Earnest, CCO and Tommy Saborido, MD

We have completed a total of 1600 live video consults since August 2017(start of program).

Endocrinology:

- We had 13 Endo appointments in January, only one so far this month with 12 more scheduled later this month.
- We've had 517 consults since the start of this specialty in August 2017.

Nutrition:

- We had two Nutrition patients seen in January and four are scheduled for this month.
- We've had 115 consults so far since we started this specialty in November 2017.

Psychiatry:

- Dr. Granese saw 13 patients in October, a combination of residents and outpatients. There are 15 on the schedule for February blocks.
- Outpatient numbers have been improving as of late. Talk therapy would be an excellent addition to clinic services offered as it is often used in tandem with Psychiatry services. I'm in discussion with Laura Beyer and Jack Hathaway about applying for a grant to help meet this need.
- Hospitalist Jody Crabtree again provided a summary of each patient's status at the time of the appointments and her input was greatly appreciated.
- We've had 492 consults since the beginning of the program in August 2017.

Infectious Disease:

- Dr. Siddiqui saw one new patient in January. Hep C treatment is not highly utilized at this time.
- We've had 92 consults since the start of this specialty in September 2017.

Neurology:

- Dr. Levyim saw eight patients in January, three so far this month and there are seven more on the schedule for February.
- We've had 251 consults since the start of the program in November 2018.

Rheumatology:

- Dr. Shibuya saw one patient in January, one so far this month and there are two more on the schedule for February.
- We've had 42 consults since the start of the program in May 2020.

FRJUSD/Mayers/MVHC Take Four Counseling Grant:

- To date, about 1106 consults have taken place with this program.
- This will be the last year of counseling services via Telemed offered within the school district with the Take Four program. The school district has decided to go with another company for therapy service connections in the future.

Inpatient Telemed Services:

- Inpatient services have taken a bit of a backseat but we will resume work on this side in the coming months.

PHC/UCD Pediatric services:

- We still have yet to have a single Peds Gastroenterology referral for this service. There will be flyers at the upcoming Partnership fair at the RHC on February 14th to hopefully spread the word.

