

Date: March 21 & 22, 2012
Location: 44218 A Street McArthur

(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.)

<p>1. CALL MEETING TO ORDER: President Allen Albaugh called the special meeting to order at 6:04 p.m. on March 21, 2013, at 44218 A Street McArthur, CA, with the following present:</p> <p style="text-align: center;">Allen Albaugh, President Brenda Brubaker, Vice President Abe Hathaway, Treasurer Mike Kerns, Secretary Art Whitney, Director</p> <p>Board Members Absent: None Medical Staff Present: Dr. Zittel, Dr. Watson, Dr. Stone, Dr. Weinhold, Dr. Godzich, Dr. Matthews, Ben Nuti, CRNA, Dr. Scharpf. Staff Present: Matt Rees, CEO; Terry Pena, CNO-Acute; Marlene McArthur, Board Clerk; GMC Consultants Rob Eskridge and Ryan Stock.</p>
<p>2. CALL FOR REQUEST FROM AUDIENCE TO SPEAK TO ISSUES OR AGENDA ITEMS: None.</p>
<p>3. STRATEGIC PLANNING: Rees provided recap of planning session held earlier with management team including accomplishments in FY2012—and an overview of the strategic direction—and included an update on the employee capital campaign. He then solicited medical staff for input in regard to the District's strategic plan with keynotes below:</p> <ul style="list-style-type: none">• Opportunities to entice more specialists and more services• Newly recruited physicians unaware of Mayers' services—a formal orientation is necessary for physicians• Hospital business is leaving the area due to disconnect between local physicians and hospital—a need for symbolic relationship between doctors and hospital• Lab interface between Mayers and MVHC still an issue with some doctors—currently, the technical piece is being resolved but will take time• Need to reduce frustration for doctors and communicate better to accommodate them• Recognition of physicians' for time donated caring for inpatients at hospital
<p>4. MEETING RECESSED: There being no further business, at the hour of 8:15 p.m., President Albaugh declared the meeting recessed until the following day at 8:30 a.m.</p>
<p>5. MEETING RECONVENED: President Allen Albaugh called the special meeting to order at 8:35 a.m. on March 22, 2013, at 44218 A Street McArthur, CA, with the following present:</p> <p style="text-align: center;">Allen Albaugh, President Brenda Brubaker, Vice President Abe Hathaway, Treasurer Mike Kerns, Secretary</p> <p>Board Members Absent: Abe Hathaway, Director Staff Present: Operations Management Team (OMT) members.</p>
<p>6. Strategic Planning (continued): The board members provided management an overview of the strategic planning meeting held with medical staff—the main theme was the lack of communication between hospital and physicians, particularly new physicians—and discussed ways to improve relationship. Goal will be to facilitate physicians so that they feel an integral part of Mayers' organization. The FY12 accomplishments, some of the new overarching goals were presented, including success measurements and timelines. Additional goals will be collected from management separate from this meeting.</p>

Some of the other keynotes from this session include:

- RHC not top priority in regard to timeline but remains on plan
- Current P&Ps of board concern—need new system implemented and P&Ps current
- Communication plan needs developed and implemented and understood
- Factual finance reports for management and board to make good decisions to be competitive—and to make comparisons with private sectors and peers
- Challenges dealing with four different computer systems
- Improve physician relationship by formally scheduling visit with office manager and key designees by physician to disperse scope of services for exam rooms, newly-designed lab and x-ray referral forms, and person identified to communicate with at the hospital should there be questions. Make process effortless and efficient for physician (including individual contact numbers)
- Hospital-wide professional development through HR with management staff for specific topics

Next steps in planning:

- 1) 3-5 departmental goals are due by 4/15/13
- 2) Program linkage with department goals
- 3) Update action plans (rivers) for each program by 4/30/13

Closing remarks by the Chief Clinical Officer, Keith Earnest: He stated the process was good in providing management a meaningful document with direction to focus and accomplish goals.

In CEO Rees' closing remarks, he conveyed that he was pleased with the accomplishments from just a year ago with many goals now moved off due to completion but many remaining as ongoing—a long ways from having a perfect organization but his belief is that we can get closer. He concluded the final strategic plan will be presented to the board after April 30th.

7. ADJOURNMENT: There being no further business, at the hour of 10:40 a.m., President Albaugh declared the meeting adjourned.