



**BOARD OF TRUSTEES
JULY MEETING MINUTES
Wednesday, July 24, 2024 4:00 P.M.**

MEMBERS PRESENT: Ron Mischke, Kevin Kessner, Jenifer Shassetz, Gene Davis, Shirley Coulter, Tobie Alsup, and Richard Garber

MEMBERS ABSENT:

OTHERS PRESENT: Mike McCafferty, Dr. Gonda Rob Forister, Cathy Bealer, Dr. Sierra Gross, Cody Sinclair, Liz Dearcorn, Jasmine Slater, Tonya Carlson, Payton Gambill, Ann Aksamit, Sharon Krueger, Ashley Phipps, Bryan Opitz, Kristen Czaban, Tommi Ritterbusch, Amy Ligocki, Dr. Bill Doughty, Ada Kirven, Karen Wemple, Nicole Trott, Casi Morgareidge, Kelly Lieb, Collette Miller, Stephanie Williams, Korissa Duff, Brent Maurhoff, Dr. Ben Widener, Dr. Abigail Turnbough, Chris Bilyeu, Roxanne Lueders, Brittany Goodvin, Sean Bonnet, Brady Shoemaker, Sarah Thorson, Jenny Teel, Weston Pope with the Sheridan Press, and Kevin Koile with Sheridan Media.

CALL MEETING TO ORDER

Ron Mischke, Chairman called the meeting to order at 4:00 p.m.

PUBLIC COMMENTS, INTRODUCTIONS

Dr. Ben Widener introduces Dr. Abigail Turnbough to the board. Dr. Turnbough has joined Dr. Widener in the rheumatology clinic. Dr. Turnbough originates from Casper, attended med school in Colorado, did clinical rotations in Casper, WY, residency in Colorado, and did her fellowship at the University of Omaha. Her husband is from Broadus, MT and they are happy to be in Sheridan. She will begin seeing patients next week.

APPROVAL OF AGENDA AND MINUTES

Gene Davis moved to approve the agenda as presented. Shirley Coulter seconded the motion. Motion carried.

Gene Davis moved to approve the minutes of the Special board meeting held on June 24 as presented. Kevin Kessner seconded the motion. Motion carried.

Shirley Coulter moved to approve the minutes of the regular board meeting held on June 26 as presented. Tobie Alsup seconded the motion. Motion carried.

Shirley Coulter moved to approve the minutes of the Special board meeting held on July 3 as presented. Jenifer Shassetz seconded the motion. Motion carried.

QUALITY COMMITTEE REPORT

Kevin Kessner, Quality Committee Chair asks Tommi Ritterbusch, Director of Continuous Improvement to present a recap of the data reviewed by the committee, which included nursing pain management, employee injuries, inpatient falls, readmissions, utilization review, and safety events. The top five departments that achieved their goals for safety reporting during FY2024 were the emergency department, transitional care unit, the medical-surgical unit, the inpatient lab/outpatient lab, and the Welch Cancer Center. There are no concerns or negative trends to address with the data reviewed.

PATIENT EXPERIENCE REPORT

Jen Shassetz, committee chair asks Kelly Lieb, Director of Patient Experience to report on the committee meeting. Kelly extends her thanks to leadership and the front line staff on strategic goals and the engagement of teams and initiatives to put process improvements in place. End values in addiction medicine and respiratory therapy has been

July Board Meeting
Board of Trustee Meeting Minutes
July 24, 2024

low; the smaller clinics are not receiving responses determining detractors so we need to do more to promote ourselves. Addiction Medicine is updating patient preference for survey method. Internal Medicine does outreach to patients to come to the clinic instead of receiving indirect care by phone, which increased during COVID when there was limited access to face to face care. Lab has decreased wait times and diabetes education is providing education on glucose monitoring and new technology, with increased referrals. Process improvement is happening with the productive feedback and front line engagement. Tremendous strides are taking place in ENT and the Lab.

MEDICAL STAFF REPORT

Dr. Gonda, on behalf of the Medical Executive Committee and Credentials Committee recommends the following Medical Staff Initial Appointment and Medical Staff Renewals for consideration and approval, with no concerns noted.

MEDICAL STAFF INITIAL APPOINTMENTS (ACTION)

Name	Category	Specialty	Renewal Date	Affiliated Organization
Kyung Nam Christian Kim, MD	Active Staff-May Admit	Hematology/Oncology		SMH Welch Cancer Center

MEDICAL STAFF RENEWALS (ACTION)

Name	Category	Specialty	Renewal Date	Affiliated Organization
Jason Ackerman, MD	Active Staff w Priv May Admit	Internal Medicine / Addiction Medicine	7/31/24	SMH Internal & Addiction Medicine
Juli Ackerman, MD	Active Staff w Priv May Admit	Internal Medicine	7/31/24	SMH Internal Medicine
Hannah Hall, MD	Active Staff w Priv May Admit	Internal Medicine	7/31/24	SMH Internal Medicine & Hospitalist
Brian Laman, MD	Active Staff w Priv May Admit	Orthopedic Surgery	7/30/24	Sheridan Orthopedic Associates
Brenton Milner, MD	Active Staff w Priv May Admit	Orthopedic Surgery	7/26/24	Sheridan Orthopedic Associates
Anthony Quinn, MD	Active Staff w Priv May Admit	Orthopedic Surgery	7/26/24	Sheridan Orthopedic Associates
Megan Ratterman, DO	Active Staff w Priv May Admit	Hematology/Oncology	8/2/24	SMH Welch Cancer Center
Kristopher Chamber, MD	Active Staff w Priv May Admit	Internal Medicine	7/29/24	SMH Primary Care
Erik Smith, MD	Active Staff w Priv May Not Admit	Emergency Medicine	8/2/24	SMH Emergency Department
Elise, Sylar MD	Active Staff w Priv May Admit	Hospitalist	7/29/24	SMH Hospitalist

July Board Meeting
Board of Trustee Meeting Minutes
July 24, 2024

Kevin Kessner moved to approve the initial appointment and renewals as presented. Tobie Alsup seconded the motion. Motion carried.

ADMINISTRATION REPORT

Patient Experience – Mike mentions that at the EVS huddle this morning, Brittany Chappell had a win on the board for co-worker Louise Dudman for work Louise introduced around the patient experience, infusing a culture of appreciation and leadership. We have a great group of people aligned with the mission of the organization, and acknowledging and appreciating each other's great work. Both individuals are to be commended; Brittany's mindfulness and leadership in recognizing Louise and Louise's initiative of taking better care of our patients. If you see these folks in the hall please voice your appreciation for the work that they do.

Quality – Mike mentions that much is done every day around patient safety and the quality of clinical care received and the respect that staff have for one another. SMH will do a culture of safety survey in September, to identify opportunities for improvement. Our first safety survey was done in 2009-2010 around care transitions, and the opportunities to effectively communicate the hand off of a patient between departments, insuring the pertinent patient information was given to keep the patient safe. With all of the work done to sustain safety, we will never arrive and will need to keep trying, to be vigilant and align our mission on how we show up every day to take care of our patients. We have had a level of success and achievement for the work done. The quality of leadership and front line staff looking for improvement, attending huddles to stay in touch, and working with Lean on creating standard work for continuous improvement is ongoing.

Scope of Services – Sheridan Memorial Hospital maintains a deemed status with the Joint Commission. It is a requirement of the Joint Commission to report on the services offered to the community and have those services reviewed and approved by the Board of Trustees. There are no questions or concerns brought forth by the board. Kevin Kessner moves to approve the Scope of Services as presented. Shirley Coulter seconds the motion. Motion carries.

Recruitment Update - Dr. Turnbough is a great new addition to our medical staff. With two rheumatologists in Sheridan, we will be a destination for healthcare. Dr. Widener's patient panel is full, and Dr. Turnbough's panel will soon be full. There are three rheumatologists in the whole state of Wyoming, one in Cheyenne and now two in Sheridan. There is a huge need and we have planned well.

Dr. Kinney is a psychiatrist and will be starting this fall. He will have an outpatient practice as we plan for the new behavioral health unit. SMH will determine the needs for sustainability and clinical infrastructure for the outpatient clinic as well as for the inpatient needs.

Dr. Christian Kim is a medical oncologist and he will start on Monday, July 29. He is a very kind person and we are excited to have him join our team.

SMH has hired two Hospitalists to join the group – Dr. Luke Leary will arrive in 2025 and Dr. Ryan Villegas will begin in November 2024.

SMH is recruiting for an OB/GYN and an exciting candidate interviewed last week. Mike hopes to have an announcement next month on this prospect.

Behavioral Health Update – Work on the construction documents continue on the final design for the behavioral health unit. Mike received elevations of the exterior entrance and they are well thought out.

July Board Meeting
Board of Trustee Meeting Minutes
July 24, 2024

Outpatient Imaging – Stephanie Williams has been named the manager overseeing operations of the department. Chris Bilyeu has moved into a provider role, providing direct patient care. We are seeing good assessment on processes, improving access, communication and expanded hours of service. There is discussion on the front entry space being utilized for intake with the imaging department.

Surgical Services – We are on track for a department expansion with a surgical suite in the OPC. Construction documents are with Cushing Terrell. Project will go out to bid once construction documents received. Will make a recommendation to the board this fall with construction to begin in January 2025.

Green House Living Update - Tonya Carlson, Executive Director of Green House Living provides an update to the board. There is a lot of great work being done, as HR has processed 60 employees from Green House to be SMH employees. Everyone should be a SMH employee by August 18. The Green House board met with the National Green House representative this week. Work is being done to connect departments, ie facilities who have identified improvements to be made, nutritional services, and finance to get up to speed on reporting requirements and improved billing processes. A new activities director will be starting in August. There is recruiting being done around nursing, certified nursing assistants, MDS coordinator, and around restorative programs. Thanks extended to Collette Miller for her project management skills and lean endeavors for getting everyone together and moving changes forward.

Same Day Care Clinic – With opening this clinic on the south end of Sheridan, SMH is creating new access points for patient convenience. SMH will have a bigger footprint, and a starting point for a patient to see a physician when needed, get labs done, imaging done, an x-ray, or a mammography in one location for patient convenience. We will open in the fall at 1470 Sugarland Drive. Sean Bonnet and Bryan Opitz are doing great work on the organizational structure.

FINANCE

Nathan Stutte, CFO apologized to the board for the delay in getting the monthly write up to them due to the CrowdStrike outage. Nathan reports that FY2024 was done differently, and he is excited to state that with the work done, SMH finished the year with a little over 1% operating margin. Work done and changes made by the revenue cycle team, posted a 9% improvement from the previous year. Nathan recognized the following people and their teams for helping make a difference with Karen Wemple, billing manager, Sarah Thorson and the patient financial advocate team, Korissa Duff and the prior authorization team and Nicole Trott, Director of Revenue Cycle who did a great job leading the improvements and teams involved. There is more work to offer different methods to pay and access bills. The department managers are recognized as well for hitting their budgets or coming in under budget with increased volumes. Home Health also had a turn around. There are multiple areas that had increased volumes but were able to decrease their operating costs. TCU increased patient days by 62%. The Welch Cancer Center saw 1400 patients. There were over 2,000 surgeries performed and great growth in OB/GYN. Staff have done a great job!

FOUNDATION REPORT

Cody Sinclair, Chief Development Officer states that the campus tours are going well with community members. A thanks to Richard Garber and Dr. Doughty for their engagement. The energy of this initiative is amazing. The Foundation held their annual meeting last night and Ada Kirven, Director of Donor Relations reports that there were 45 recipients and \$85,000 in scholarships awarded. Wesley Gosney received the Cato Scholarship; Wesley is a hardworking and well respected SMH employee. The Foundation Board said goodbye to Rob Johnson and Vicki Jorgenson, both having served their terms. The Foundation welcomes Gary Campbell and Mikole Bede Soto, both eager to get involved.

July Board Meeting
Board of Trustee Meeting Minutes
July 24, 2024

BUILDING COMMITTEE REPORT

Rob Forister gave a brief update stating the big news is the pharmacy project is complete and is now occupied. Demolition of the old pharmacy space will begin. The final bill has not been received, but the project is expected to be under budget. There is nothing further to come before the board at this time.

OTHER BUSINESS

None

EXECUTIVE SESSION

Ron Mischke adjourns the meeting at 4:50 p.m. to go into Executive Session.

General session reconvened at 4:56 p.m. to address medical staff credentialing. Please see above under the Medical Staff Report for action taken.

Ron Mischke moves back into Executive Session to discuss legal matters.

General session reconvened at 5:31 p.m. with no action to be taken.

ADJOURNMENT

With no further matters to come before the board, the meeting adjourned at 5:32 p.m.

Patty Forister, Recorder

Kevin Kessner, Secretary