



PO BOX 213, Vashon WA 98070  
vashonhealthcare.org

## Board of Commissioner’s Meeting January 19, 2022

### Sea Mar Quarterly

In preparation for the Quarterly meeting, I did pass on some questions and have received some answers as follows:

- HRSA has designated Vashon/Maury Island a geographic primary care Health Professional Shortage Area (HPSA). Does Sea Mar take advantage of this bonus?
  - **Yes, Sea Mar gets the bonus automatically as an FQHC**
- What is the impact of 340B on the Vashon clinic’s financial sustainability?
- The November clinic financials show an increase in the number of support staff to 10.88, up from 8.8 the previous month. Who are the two new employees? Can you provide a breakdown of the jobs of support staff – MA’s, patient service reps, administrators, etc.?
  - **See breakdown in staff under Clinic Relations report.**
- How many unique patients did the clinic serve during the first contract year (11/1/20-10/31/21)?
- Why aren’t clinic financials compared to budget each month?
  - **Sea Mar doesn’t budget at the clinic level**
- What is the Total Cost per visit at Sea Mar Vashon?
  - **\$228 is the total cost per patient including allocated overhead expense**
- Can you provide the payer mix by payer?
  - **Sea Mar tracks payer mix by Financial Class based on gross revenues. The following compares Vashon to Sea Mar as a whole by FC:**

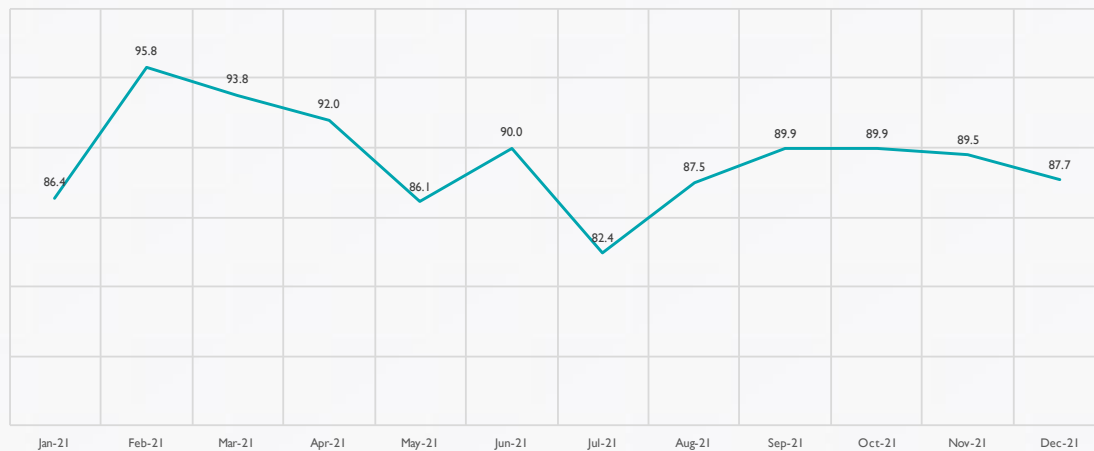
	<u>Vashon</u>	<u>All</u>
Private Pay	3.7%	10.6%
Medicaid FFS	0.5%	1.3%
Medicare FFS	28.5%	5.7%
Med Advantage FFS	28.0%	4.3%
Commercial	26.2%	7.9%
Managed Care (Medicaid)	12.8%	69.3%
Other	0.4%	0.9%
	100.0%	100.0%

### Superintendent’s Report

#### Vashon Patient Satisfaction Results – January through December 2021

The following chart shows overall satisfaction by month:

## Overall Satisfaction by Month



The attached report represents a full year data for 2021, which represent data from 243 patient surveys. The goal is to be over 95% for each patient satisfaction and experience measure. The Overall Satisfaction weighted mean for Vashon Medical on all questions was 87.5%, and overall satisfaction with providers was 91.6%. The satisfaction for patients who needed care right away was 90.6%. The Likelihood of Using the clinic again, which is the Loyalty Intention, was rated at 96.1%.

### Strategic Planning Task Force Agenda

- |  |      |
|--|------|
| 1. Welcome                                     | Tom  |
| 2. Introductions                               | Tom  |
| 3. Overview of Scope of Work                   | Tom  |
| 4. Review Strategic Planning Charter           | Eric |
| a. Provide Feedback                            |      |
| b. Set priorities                              |      |
| 5. Committee Membership: Appointee Candidates  | Tom  |
| 6. VHCD Potential Roles in New Clinic Building | All  |
| 7. Set Meeting Schedule                        | All  |
| 8. Final Thoughts                              | All  |

### Committee Reports

#### Administration and Finance

Wolczko

Fund	Fund Name
140050010	VASHON-MAURY HOSPITAL 5 GENERAL

<b>Ending Balance</b>
-633,396.74
<b>Total -633,396.74</b>

#### Accounts Payable

None

## **Payroll for Approval**

### **Full Cash Requirements Report**

**January 1 to January 15, 2022**

Payroll Type: Regular Address: PO Box 213, Vashon, WA 98070

Accountant(s): Barbara Huff

Total Cash Remitted By Gusto \$4,181.16

Total Check Payments \$0.00

Total Liabilities \$0.00

Total Payroll \$4,181.16

## **Outreach Committee**

**Pryne**

The committee met the evening of Jan. 12 with Eric Langland in attendance. The committee sought advice from him on a number of considerations in planning for a website upgrade. From a budget standpoint, he indicated that the prices locally range from \$2000 to \$20,000. A free-lance offshore web designer is a low-cost option. A templated model is probably what we need, similar to Square Space. Our current website which is on Square Space could be upgraded by choosing a different template. Another option is Word Press. A couple of the websites we have looked at for other public hospital districts use this software. With templated options, practically you need to choose one of their templates and not try and customize it. You also want a professional who is skilled in design to make it look good. The key is choosing the right template. Regarding maintenance, you do need someone proficient in that software, so choosing a professional to design it and maintain it is an important consideration. Committee members have been exploring websites from other districts and identifying potential local website designers.

The Outreach Committee has been working through Wendy Noble with the MRC on a COVID-19 informational flier giving advice to the public about what to do if they have been exposed or have symptoms.

## **Clinic Relations Committee**

**Noble**

Committee members met with Kerry Barnes on the 13<sup>th</sup>. The clinic continues to struggle with staffing. She stated she is without staff for vaccines and COVID testing today. Two MAs recently quit, so they are down to 2 MAs for four providers. They are expecting some relief from other Sea Mar clinics. The biggest retention issue is the hardships of transportation to and from the island. They are having trouble getting home in time to spend with their families. Pay is not really the issue, since they do receive a pay supplement. They can't find agency MAs either. There is an option through the State now to train MAs on-the-job, which would lead to them becoming a "registered" MA rather than a certified MA. Kerry was asked about the non-provider staffing at the clinic. Current filled positions are as follows:

- Medical Assistants (2)
- Front Desk (3)
- X-Ray/Med Rec (1)
- Care Coordinator (1)
- Laboratory (1)
- Clinic Manager (1)

Kerry also reported that the clinic is quite busy. They have lots of new patients and are conducting lots of phone visits due to Omicron. Their new provider, who is a DNP, is going through credentialing. She will be scheduled 3 days per week. Their BH counselor, Tammara, is busy and seeing patients M-F. Their Psych ARNP sees patient every other Friday. Due to the lack of staff, referrals have been taken over by the central office.