

April 13, 2022

The Working Board Meeting of the Board of Commissioners for Island Hospital was called to order by Commissioner Iversen at 12:00 pm on April 13th in the Cypress Room of Island Hospital and via WebEx.

Those present were Commissioners Warren Tessler; Jan Iversen, Lynne Lang, PhD and Paul Maughan, PhD. Also present were Elise Cutter, CEO; Carol Northup, RN CNO, Julie Stewart, CFO, Dr. Jason Hogge, CMO, Kim Graf, Administration and Briana Alzola, Anacortes American.

No Present: Rob Carter, COS

Public Comment:

No Comments

Introduction:

Carol Northup, RN introduced Sarah Edwards, RRT, who is Island Health's new Director of Cardio and Respiratory Therapy. Sarah expanded on her personal and professional background. All welcomed Sarah to the Leadership Team.

Hospital Update:

Call Center Update: Julie Stewart provided an update on the transition of the Island Health Call Center to American Health Connection (AHC). Julie highlighted the work that was completed in preparation for the transitions remarking on physician schedules, phone trees and training.

The transition to AHC went live on April 4th. There were close to 1,000 calls on April 4th. Julie shared that the average number of calls being taken daily are 800 with the calls be answered in less than 1 minute.

Commissioner Tessler asked that the call center metrics be shared with the Board.

Julie commended Kay Steiner for her leadership with this project.

COVID Update: Elise remarked on the Washington State and Skagit County COVID 19 metrics remarking on the sharp decline in cases. There was brief discussion of the increase in hospitalization for non COVID patients. Elise remarked on the Washington State vaccination rate noting that 81.5% of population 5 and up have received at least one dose of the vaccine and 74.0% are fully vaccinated.

Executive Session:

Commissioner Iversen announced that we will be holding an Executive Session to review selection of site and acquisition of a real estate purchase when public knowledge would cause a likelihood of increased price. RCW 42.30.110 (1)(b). We expect the session to thirty (30) minutes in length.

At the end of the Executive Session we do not expect action to be taken and therefore will not reconvene.

Action Item:

- Report out on Call Center metrics

ADJOURNMENT:

There being no further business, Commissioner Iversen called for the meeting to be adjourned at 12:41pm.