

September 14, 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 September 14th in the Cypress Room of Island Hospital and via WebEx.

Those present were Commissioners Warren Tessler; Jan Iversen, Chip Bogosian, MD, Lynne Lang, PhD and Paul Maughan, PhD. Also present were Elise Cutter, CEO; Vicki White, RN Interim CCO, Julie Stewart, CFO, Dr. Jason Hogge, CMO, Kim Graf, Administration and Briana Alzola, Anacortes American.

No Present: Rob Carter, COS

**Public Comment:**

No Comments

**Patient Portal Optimization:**

Patricia Codd gave an update on the patient portal project, noting that the completion of phase one of the project successfully rolled out August 31, 2022. She remarked that this was a strong interdepartmental collaboration.

Patricia outlined phase one and phase two as follows:

**Patient Portal – Phase 1 Optimization Outline      Completed August 31, 2022**

Functionality	Features
Auto Invite Live May 2022	If the patient is not a Portal user, system automatically sends patient an email invitation to join the Portal. This invitation provides a direct link to sign up.
Enrollment Live May 2022	Enrollment into Patient Portal simplified; all departments offer patients the opportunity to enroll. Proxy for minors is now governed by the guardian on the Portal.
Messaging with Attachments Live May 2022	Patients can message care team with attachments that can be retained.
Pre-Registration Live July 2022	Patients can register prior to their appointments through the Portal. Patients can update: <ul style="list-style-type: none"> <li>• Demographic information</li> <li>• Medications –ques up in patient record at time of visit</li> <li>• Allergies – ques up in patient record at time of visit</li> <li>• Forms completion – Privacy Practices and Authorization to discuss PHI; hyperlinks to Release of Information, email consent forms</li> </ul>
Direct Book Appointments Live August 2022	Specific Portal Appointment types can be scheduled into designated Portal time slots on providers’ schedule. All appointments are reviewed and verified from a worklist.
Expand Staff Messaging with Patients	Allows our Registration team to communicate with patient via the Portal.
Billing	Portal provides a link that connects patients to our on-line billing services.

**Patient Portal – Phase 2 Optimization Outline      Commence September 2022**

Functionality	Features
Direct Book Appointments - Acute	Specific Portal Appointment types can be scheduled into designated Portal time slots on providers’ schedule. All appointments are reviewed and verified from a worklist.
Virtual Check In	Allows patients to check in for appointments using their Portal
Pre-Registration Enhancements: <ul style="list-style-type: none"> <li>• Insurance Edits</li> <li>• Co-pays</li> <li>• General Consent</li> </ul>	Intent is to allow full registration process to be completed through Portal, allowing patient to ‘skip the line’ in most cases for visits. Insurance Edits – awaiting a Meditech fix to allow processing of patient edits to insurance. Co-pays – Assess possible work around to automate link to payment vendor. General Consent – build compliant process for electronic signatures
Questionnaires	Allows patients to complete visit questionnaires prior to visit using their Portal. Significant win for all Out Patient departments.
Portal Patient Letters - Acute	Expand ability to send patient letters via the Portal to acute areas.
Health Management Items Viewable	Tool to help patients remain current on health screenings, lab tests, chronic disease management visits.
Develop and Deploy Statistical Reports	Merge Portal Statistics with additional relevant data points, such as Call Center volumes.
Continued Process Improvement	Utilizing lessons learned as patients use functionality along with Meditech updates, ongoing PI to ensure positive patient experience and efficiency gains by staff.

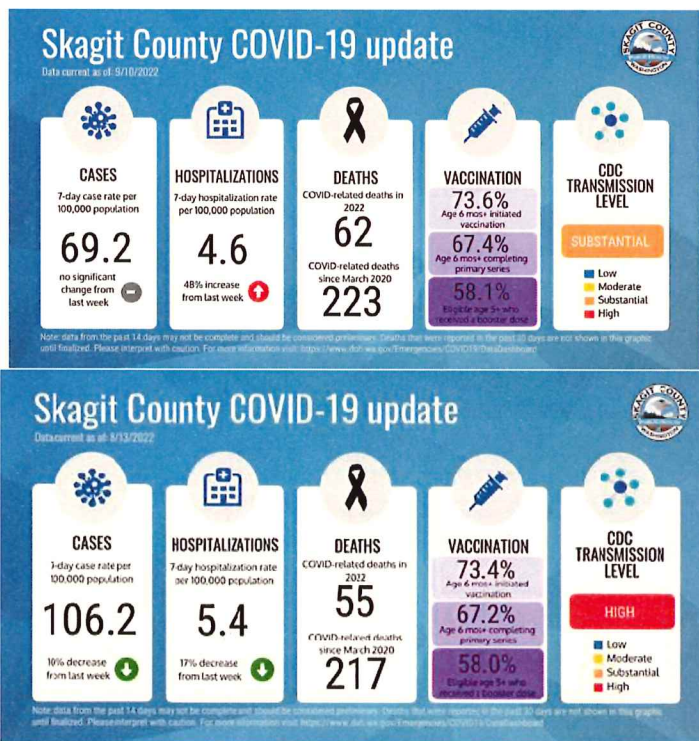
Patricia presented the video guide that helps patients navigate through the portal. Her final notes were data points in relationship with active portal users and trends, portal features, and attended and booked appointments to the guage participation and user friendliness of this portal.

**Organizational Updates:**

Elise provided a few organizational updates.

Welcome Dr. Jacobus to Island Surgeons.

Covid Updates:



Elise updated the Board on the visitor Policy: up to two support persons in a room at a time for all departments and clinics.

Elise explained the challenges that are happening nationwide and in the state of Washington from exacerbated staffing shortages, bed capacity, and more the necessity to keep more complex patients. She provided solutions that the Island is actively working on to minimize these challenges.

- Multidisciplinary rounding to ensure the patients are receiving the next steps needed in care and discharge; focusing on minimizing avoidable days.
- Surg Capacity plan to give clinical staff a planned response to significant surg capacity management from the ED through the inpatient units.

- Inpatient and ED Workgroup meetings to assist with patient flow in the ED and inpatient utilizing multidisciplinary providers and nursing leaders.
- Staffing retention solutions include, partnering with the Anacortes Family Center where Island Health will have first priority on 5 of the 21 apartments, and IH employees will also have priority for childcare that will be offered in the AFC's new learning center, operated by the Boys and Girls Club. Specific details and eligibility criteria will be developed with our Human Resources team and made available on Policy Manager upon completion.
- Growing our own labor force: We are opening the facility to students again for all specialties, including: RN, RT, PharmT, CNA, DI and MA. We are also offering:
  - Nurse residency for new grads – a cohort of 12 started in August
  - Registered medical assistance program - 6 starting in September
  - Tuition reimbursement program

