



SoHum Health

Southern Humboldt Community Healthcare District

**SPECIAL
GOVERNING BOARD
MEETING**

May 5, 2022

Via Zoom & Sprowel Creek Campus

Rm 106

3:00 p.m.

**Sprowel Creek Campus
286 Sprowel Creek Road
Garberville, CA 95542**

Special Governing Board Meeting

Date: Thursday, May 5, 2022

Time: 3:00 p.m.

Location: Webex and Sprowel Creek room 106

link: <https://shchd.webex.com/shchd/j.php?MTID=m66f6dfaf9c10c57bc9d2f0dcd972f716>

Agenda

Time*

Item

3:00 p.m.

- A. Call to Order for Open Session
- B. Public Comment
See below for **Public Comment Guidelines**
- C. Board Member Comments
Board members are invited to address issues not on the agenda and to submit items within the subject jurisdiction of the Board for future consideration. Please limit individual comments to three minutes.
- D. Announcements
- E. New Business
 - 1. Hiring higher level positions.
 - 2. Board Expectations for attending Board meetings.
 - 3. Written reports:
 - a. CNO's report
 - b. HR's Quarterly Report
 - 4. P&P outreach, Community Volunteering
 - 5. Board Training
- F. Adjourn to Closed Session
- G. Closed Session
- H. New Business – None
 - 1. Medical Staff Appointments/Reappointments [Gov. Code § 54957]

- a. Request to extend Dr. Daniel Merges Appointment by 60 days from May 23, 2022, to July 22, 2022.

2. Personnel Matter
 - a. CEO Evaluation

I. Adjourn Closed Session

J. Resume Open Session

K. Close Open Session

PUBLIC COMMENT ON MATTERS NOT ON THE MEETING AGENDA: Members of the public are welcome to address the Board on items not listed on the agenda and within the jurisdiction of the Board of Directors. The Board is prohibited by law from taking action on matters not on the agenda, but may ask questions to clarify the speaker's comment and/or briefly answer questions. The Board limits testimony on matters not on the agenda to three minutes per person and not more than ten minutes for a particular subject, at the discretion of the Chair of the Board.

PUBLIC COMMENT ON MATTERS THAT ARE ON THE AGENDA: Individuals wishing to address the Board regarding items on the agenda may do so after the Board has completed their initial discussion of the item and before the matter is voted on, so that the Board may have the benefit of these comments before making their decision. Please remember that it is the Board's responsibility to discuss matters thoroughly amongst themselves and that, because of Brown Act constraints, the Board meeting is their only opportunity to do so.

OTHER OPPORTUNITIES FOR PUBLIC COMMENT: Members of the public are encouraged to submit written comments to the Board at any time by writing to SHCHD Board of Directors, 733 Cedar Street, Garberville, CA 95542. Writers who identify themselves may, at their discretion, ask that their comments be shared publicly. All other comments shall be kept confidential to the Board and appropriate staff.

IN COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT, if you require special accommodations to participate in a District meeting, please contact the District Clerk at 707-923-3921, ext. 276 at least 48 hours prior to the meeting."

Posted Monday, May 5, 2022

CNO BOARD REPORT March 2022

Thursday, April 2022

COVID-19 Update

As COVID -19 regulations are changing, SoHum Health has stopped checking patients' and employees' temperatures at the ED door but continues to take the temperature and keep a daily temperature log for all the employees and visitors in the SNF. In addition, a simple face mask is still required for everyone in the facility. Visitors are allowed in the SNF with proof of complete vaccination or a negative COVID test within 24 hrs, or a PCR test within 48 hrs.

ED/Acute

The ED saw 217 patients, 5 Observations, and 4 Inpatients in March 2022. In March, we have continued to keep the census to the max in the Acute/SWING with four to five patients. The ED continues to provide Outpatient care for the community. There are several referrals from St. Joseph Hospital and Redwood Memorial Hospital for IV infusions and negative pressure wound therapy dressing changes.

Three traveler nursing staff are finishing their contract: William Barber, LVN, Kelly Rodriguez, CNA, and Tylor Burse, LVN. We have two traveler RNs whose contracts will end **by May 28, 2022**. We will not renew their contracts due to the pay being too high (\$149.00 per hr.). We will have three traveler nurses, two LVNs, and one RN by the end of May. Two of our LVNs working in the SNF will be graduating in May from the RN program, Daisy Yanez, LVN, and Maria (Lulu)Briseno, LVN; both nurses will be moving from the SNF to working the Acute /ED.

We continue to have monthly nursing meetings and make environmental rounds in preparation for the State survey. In March, we had a nursing training on the LUCAS compression device to prepare nursing staff to provide the highest quality of care for patients that come to the ED with sudden cardiac arrest. The COVID tent continues to be used for positive COVID patients and ED patients waiting for COVID test results. The tent is in good condition, and everything is

working correctly. We will be offering a wound care class soon as continuing education for nursing staff to ensure proper wound care and documentation.

Laboratory:

The lab continues to provide COVID testing for the community, and now the lab can also give PCR covid testing. The lab has a survey coming up within the next few weeks and has been in desperate need of a clinical laboratory scientist (CLS) to give Adam's lab manager the time to prepare for the survey. Paul Laceda, who recently left his position and moved to Las Vegas, has agreed to come and work per diem to relieve Adam from working on the front line and allow him time to prepare for the survey.

Skills Nursing Facility:

The SNF census is back to normal, and we currently have eight residents. There have been no falls in March since the new implementation of bed alarms and frequent patient rounds, but the SNF nurses have reported that the acuity level on the SNF has increased within the last few months. The SNF has more residents who need two-person assistance, more residents who are confused and anxious at night, and some very sick residents. We are working together to find a solution to ensure the highest quality of care for residents and patients in Acute/SWING. One plan would be to add one more nurse(LVN) to each shift which would help open more beds in the Acute/SWING (6-7 patients), support the staff, and keep the quality of care for the patients. It would also prevent personnel injuries from handling residents and patients without the needed help of a second person. We are researching other options and how we can all work together to ensure the SNF, and Acute/SWING continues providing the best patient care possible to our community.

A traveler DON has accepted the DON position and has signed a six-month contract. Kimberly Simms will be starting **on May 2, 2022**. We are excited to have Kimberly join our team and help us alleviate Chelsea's stress, and Chelsea can go back to working in the Emergency department as she requested. We continue to prepare for the stated survey with the help of Katherine Anderson from Infection Prevention. Daily rounds are being implemented, and cleaning and organizing the SNF rooms and SNF activity room has been scheduled for Monday, April 25,

2022. We continue to look for a part-time driver to take the residents and SWING patients to their appointments and to have Joe Rial, Activities Director, focus on the residents' activities as a priority.

Clinic

The clinic continues to move forward and has hired a new LCSW who started on April 11, 2022.

She is working on getting the Senior Life Solution Program back and running. Also, she can start seeing patients as soon as she gets "credentialed thru insurances. "The mobile clinic unit has been licensed with CDPH, and theirs will be a "meet and greet mobile clinic during hospital week at the Miranda Highschool. The clinic continues to provide COVID vaccines, and it's now offering vaccines every Wednesday. The patients need to go to MyTurn and sign up for the vaccine before coming to the clinic. April has been working hard with the clinic team to coordinate all the exciting things happening at the clinic. We are so happy to have April on our team.

Radiology

According to Lora, radiology performed 185 x-ray exams, 86 CTs, and 13 mammograms in March. Lora reports that "last year our numbers were 141 x-ray exams, 74 CTs and 11 mammograms, so numbers are up for all modalities in comparison". Radiology continues to improve, and the new mammography equipment will be installed in June. In addition, if approved, we are hoping to add a new service in radiology which is ultrasound services and can be available and running as soon as mid-August.

Adelaida Yanez, BSN, RN

Acute/ ED manager, Interim CNO

**HUMAN RESOURCES QUARTERLY REPORT
Third Quarter FYE 2022**

Statistics

	January	February	March	Qtr. Total
New Hires	3	5	1	9
Separations from Employment	2	2	0	4

Third Quarter Hired Positions

Clinic Manager, Clinic MA, Laboratory Phlebotomist, RN, LVN, PFS Clerk, HIM Clerk, Security Guard, LCSW

Third Quarter Separation Reasons

Moved – 1; Temporary Position – 1; Other - 2

Open Positions as of December 31

Administrative Assistant, EMT, CNO, Clinic Manager, RN, LVN, Accountant, Therapists, X-Ray Technologist, Lab Tech, Patient Registration Clerk.

Injuries

7 injuries reported

5 - First aide/self-administered, 2- minor but needing follow up.

Third Quarter Activities Summary

In February Jennifer passed the SHRM-CP Certification exam. This exam is designed to assess the competency level of HR at the operational level. This level includes implementing policies, supporting day-to-day HR functions, and serving as an HR point of contact for staff and stakeholders. The passing rate for this exam is around 60%. Please see where she scored below.



Passing this exam came right after completing the college course Human Resources Management Essentials with Penn Foster which she completed and passed in 6 months finishing in December 2021.

The Managers PMQ training

22 Managers are enrolled in the Managers PMQ training, 4 managers have completed this training and received their certificate: Margo Acuna/Dietary, Chelsea Brown/Outreach, Remy Quinn/HIM & Jennifer Gutierrez/Materials. 13 Managers are in progress, and 5 Managers have yet to start the training. There has been positive feedback from managers who have completed and are in the process of taking the training. Many have said they have already put into practice helpful tools they learned in the training. These comments came from not just our newer managers, but also from those that have quite a few years of people management experience.

Retention

This quarter marked 2 years since the pandemic shut down the world. Jennifer conducted a retention report for the 2 years of the pandemic. It is amazing to note that 65 employees/contractors that were with us at the start of the pandemic are still with us 2 years later. We have also grown in positions during the pandemic, while many healthcare districts & hospitals have barely sustained current positions let alone added positions and successfully staffed those positions. Please see the full findings of the retention report below

SoHum Pandemic Retention 2020/2021

Year	Healthcare Nationwide	SoHum
2020	55.1%	87.11%
2021	60.6%	79.4%

* Healthcare Nationwide Retention taken from the US Bureau of Labor and Statistics:

<https://www.bls.gov/news.release/jolts.t16.htm>

Department	2020	2021
Administration	100%	75%
Clinic	73.34%	63.20
Dietary	85.72%	100%
Emergency Department	100%	84%
Engineering	100%	84%
Environmental Services	100%	100%
Accounting	66.67%	66.67%
Health Information Services	100%	100%
Human Resources	50%	50%
Information Technology	100%	100%
Laboratory	80%	100%
Materials	100%	50%
Nursing	64.71%	66.67%
Nursing Administration	75%	40%
Outreach	100%	100%
Patient Financial Services	77.78%	66.67%
Pharmacy	100%	66.67%
Quality	100%	100%
Radiology	80%	75%
Retail Pharmacy	N/A	100%
Skilled Nursing Facility	88.89%	80%
Total Retention Rate	87.11%	79.4%

Total Positions

Jan 2020	85	Dec 2020	110
Jan 2021	97	Dec 2021	100
Jan 2022	100	Current May 2022	110



SoHum Health

733 CEDAR STREET
GARBERVILLE, CA 95542
(707) 923-3921

DEPARTMENT: Outreach	NO:	Page 1 of 1
SUBJECT: Community Volunteering	EFFECTIVE DATE: 04/28/2022	SUPERCEDES: New

POLICY:

It is the policy of the Southern Humboldt Community Healthcare District ("SHCHD" or "district") to support staff engagement in community events and local charity. As such, staff members can be eligible to receive their regular hourly pay for up to 16 hours per calendar year, to volunteer at approved charitable events.

PURPOSE:

The purpose of this policy and procedure is to outline the criteria for staff to receive their regular hourly pay, while volunteering in the community.

GUIDELINES FOR ELIGIBLE VOLUNTEER WORK:

1. Must be conducted within the boundaries to the Healthcare District.
2. Must be for a 501(c)(3) organization or reputable service group.
3. Cannot be religious or political in nature.

PROCEDURE:

1. Staff who are interested in volunteering must provide the following information to their supervisor at least two weeks prior to event – event date, time, affiliated organization, and nature of volunteer work.
2. The supervisor will determine if the event meets the criteria for eligible volunteer work and whether their shifts are able to be covered while the employee is gone. If these requirements are met, the supervisor can approve the time.
3. Overtime cannot be used to make up for work that is missed while volunteering.
4. On the employee's time sheet, they will use the designated payroll code to enter the number of hours spent volunteering, not to exceed 16 hours per calendar year.
5. The employee must wear a SoHum Health t-shirt and name badge while volunteering.
6. Staff members are not allowed to accept incentives for volunteering when they are being paid. This includes gift cards, stipends, and other gifts.
7. Pictures from the volunteer work should be sent to the Outreach Manager, for promotional use.

REVIEWED BY:

Jennifer Baskin, Human Resources Director
Kent Scown, Chief Operations Officer



p: 650-799-7752
e: angela.quail@tablegroupconsulting.com

Angela Quail

Principal Consultant, The Table Group

Angela is a seasoned management consultant, entrepreneur, and executive coach who helps CEO's, executive teams, and boards succeed in building organizational health. As a Principal Consultant with The Table Group, she is passionate about helping clients leverage their collective strengths for growth and competitive advantage.

Angela works regularly with executive teams and boards to quickly and effectively apply the concepts captured in of Pat Lencioni's books. Her clients span a broad spectrum of industries, including technology, finance, manufacturing, and healthcare.

Angela's focus on bringing out the best in teams drives her success as a consultant with The Table Group. By supporting teams to develop trust, an appetite for healthy conflict, and deep commitment to results, Angela instills practical habits and facilitates solutions crafted to each client's unique business situation.

Angela has over 30 years of business experience. She founded a boutique strategy firm that developed a methodology helping Fortune 500 leaders align market strategy with customers' needs. She serves on two community service boards. Angela graduated from Stanford University with a B.A. and an M.A. in Philosophy.

Born in Australia, Angela has lived in six countries, but for the last several years, she has lived in Northern California with her husband and two basketball-loving sons.

Partial Client List

- AAA
- BCM Construction
- CalPlant
- Camp Fire Long-term Recovery
- Carriere Family Farms
- City of Kenmore, WA
- CSU, Chico
- Fetzer Wineries
- Golden Valley Bank
- Lyft
- NorCal SBDC
- PayPal
- Southwest Airlines

The Table Group

Healthy organizations succeed. And the people who work in them thrive.

Founded in 1997, The Table Group aims to improve the world of work. Based on tested theories about why some organizations are effective and healthy, and others dysfunctional and unhealthy, we've now published twelve books that have sold more than six million copies and been translated into thirty languages. We've also developed a wide range of products and services related to making organizations healthier, teams more cohesive, and employees more engaged and fulfilled in their work.

Today, our focus is on leading a movement to make organizational health a reality in companies and organizations everywhere. Over 20 years of client engagements have proven that a healthy organization achieves greater results, builds a more loyal customer base, and develops fulfilled employees. Everything The Table Group does is practical, relevant, and fast. You will never get anything gimmicky or touchy-feely from us. Let us help you build a healthy organization.

Hi Matt,

Here is information you could use in the Board packet about Board Training.

Governing Board – Healthy Board Leadership Workshop

*“Effective Board governance is the coming together of a group of elected or appointed individuals to act as one for the purpose of guiding the organization of which they hold trusteeship toward the accomplishment of its ends while establishing appropriate boundaries for accountability.” — John Carver, author of *Boards That Make a Difference**

*“Great teams make clear and timely decisions and move forward with complete buy-in from every member of the team, even those who voted against the decision. They leave meetings confident that no one on the team is quietly harboring doubts about whether to support the actions agreed on.” — Patrick Lencioni, author of *The Five Dysfunctions of a Team**

In this Board workshop, we will leverage John Carver’s and Patrick Lencioni’s methods to amplify the Board’s best practices and to increase the Board’s operational health. Specifically, we will:

- Develop greater trust, respect, and teamwork on the Board
- Build the Board’s capacity for healthy debate and commitment to decisions
- Clarify the Board’s expectations and the role of the Board
- Identify how the Board can effectively empower, hold accountable, and support the CEO and staff
- Establish or clarify a Policy Governance approach to the mechanics, structure, and discipline of the Board’s business
- Determine practices for Board self-examination and adjustment

The workshop will be led by Table Group Principal Consultant, Angela Quail, who is consulting with the Administration Team and CEO, Matt Rees, to improve the functioning of SoHum Health’s leadership. The workshop will occur over two days: an afternoon and the following full day, with a recommended Board dinner on the first evening. The Board will be asked to complete two brief assessments prior to the workshop.

The fee is \$18,500 plus expenses.

Thanks,
Angela