

### Advancing Exceptional Care

Time	Agenda Item / Topic	Presenter	Discussion	Conclusion / Action	1st	2nd	Responsible Person(s)	Expected Completion Date
17:00	Call to Order	BOT Chairperson	Call meeting to order	Called to Order at 5:00 PM			D Fulk	9/23/2025
17:01	Changes to Agenda	BOT Chairperson	No changes to the agenda	No action required			D Fulk	9/23/2025
17:02	Request for Forum	BOT Chairperson	N/A	N/A			D Fulk	9/23/2025
17:03	Voice of Patient/Employee (Public Comment)	BOT Chairperson	N/A	No Comments presented			D Fulk	9/23/2025
17:03	BOT Education	Mike Butt	<b>Marketing &amp; Public Relations Update</b> Marketing Director Mike Butt presented an overview of CRHC's social media performance for FY24–25. Engagement metrics continued to trend upward, with overall interactions increasing 71%, reach up 17%, and link clicks up 135%. Page visits rose 29%, while follower count decreased slightly (–11%), reflecting stronger engagement despite modest audience fluctuation. Facebook and TikTok remain the most active platforms, with TikTok showing over 34,000 views, 1,100 likes, and 200+ shares since its March launch. Future goals include growing annual TikTok reach to 65–70,000 views and continuing to highlight CRHC staff, recruitment efforts, and community events.	Trustees acknowledged the importance of social media as a strategic communication and recruitment tool and commended the department's efforts to enhance visibility and community engagement. No further questions			D Fulk	9/23/2025
17:30	Consent Agenda	BOT Chairperson	Trustees have reviewed and discussed the items of the consent agenda and no questions were brought forward.  Regular Board of Trustees - 8/26/2025 Quality Council Report -9/5/2025 Quality Reporting - 9/12/2025  Organizational Scorecard Grievance and Service Recovery Report HQIC Safety Scorecard Compliance Scorecard Chart Review Findings Infection Prevetion -9/9/2025 Partners in Exceptional Care (PEC) Board Meeting - 8/14/2025	The Board reviewed all reports included in the consent agenda. Opportunity was provided to discuss trends, concerns, and action plans. A motion was made to approve the consent agenda as presented. Motion was approved unanimously.	Clark	Boysen	D Fulk	9/23/2025
			Committee Reports presented and Reviewed by BOT Members Medical Staff Report (MEC) - 9/16/2025 Medical Staff Privileges Recommendations Policy Review and Approval (crosswalk): Appointment Scheduling - CMA ATP Procedure Call Light System Cardiac-Pulmonary Rehab Emergency Procedures Charting and Special Notations Chronic Prescribing (90 days) of Opioids, Benzodiazepines, and Schedule II Medications Cleaning Isolation Patient Rooms - Occupied Cleaning Nurses Station Cleaning Offices Cleaning Operating Rooms Utilizing Standard Precautions Cleaning Windows Contingency Plan for Operational Failures Contingency Plan for Water Damaged Records Courmadin Clinic Cybersecurity Policy					

17:30	Committee Reports:	Depo Provera Injection Diet Order Difficult-to Fill-Positions Emergency Care Procedure (VFCH) EMS - Refusal of Treatment or Transport Engineering Rules and Regulations Environmental Concerns Failure of Plumbing System Guidelines to Urgent, Acute and Non-Urgency Care (VFHC) Immediate Use Steam Sterilization and Transfer of Instruments Infection Prevention Program Inpatient Procedure Intake of Clinic Patient Laboratory Turnaround Times Maintenance and Repair of Patient Care Equipment Malignant Hyperthermia Massive Blood Transfusion MRI Premedication Guide OR Do Not Resuscitate Ownership of the Health Record Patient Care Plan Patient Identification of Individuals Seeking Medical Treatment Patient Medication Set Up Patients Nourishment and Floor Stock Peer Review Pipette Verification and Calibration Prescribing and Dispensing Drugs (VFHC) Private Medication Processing and Storage of Endoscopes Program Evaluation (VFHC) Program Evaluation of Continuing Education Programs Quality Management System Radiation Safety Procedure Record System & Maintenance of Continuing Education Registration for Continuing Education Courses Regulatory Compliance Education Release of Information to Foster Families and Biological Parents Whose Children are in Foster Care Release of Responsibility for Patient Absence Removal of Records Respiratory Protection Program Response to a Subpoena for Health Records Sacral Iliac Pain Management Scope of Practice - EMS Scope of Service - Therapy Services Scope of Services - Compliance & Risk Management Department Scope of Services - Education Scope of Services - Radiology Subject Matter for Nursing Continuing Education Surgical Logbook Therapy Intake Scheduling Process Unapproved Abbreviation Use and Disclosure of Limited Data Sets under HIPAA Verification of Individuals Requesting PHI Verification of Satisfactory Completion of an Continuing Education (CE) Offering Vitamin K	Based on the recommendations of the medical staff of CRHC, the Board of Trustees Voted and Approved	Marsh	Boysen	D Fulk	45923
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			Workers Compensation Policy					
17:40	Financial Report	Em Haffner, CFO and John Byland, CAO	<p>CFO, Em Haffner, provided the August financial summary. Gross patient service revenue closed just under budget at \$9.16 million, largely due to slightly lower clinic volumes from provider absences. AR days remained stable at 38, and Medicare reassignment cleanup is nearly complete, with all reimbursement processes functioning normally. Contract labor costs were slightly above budget due to maternity leaves and overtime coverage, while overall wages reflected higher self-funded insurance claims. Cash position remains stable, and the DPP funds are expected later in September.</p> <p>A CD at Cornerstone Bank, valued at approximately \$1.9 million, matured on September 19.</p>	<p>Approved the Financial Report as presented</p> <p>After discussion, the Board approved transferring the CD to Bank Iowa for a seven-month term at 4.25%. Motion carried, with one abstention.</p>	Clark	Whipp	D Fulk	9/23/2025
17:55	Check Run	Finance Committee Members: Bryon Whipp and Jeff Clark	Check Run: Reviewed without issues.	Upon recommendation from the Finance Committee, the Board acknowledged receipt and review of the check run for the reporting period. No further action was required. The check run was accepted as presented by unanimous consent.	Whipp	Boysen		
17:56	Quality Report	Lisa Haffner, VP of Quality, Accreditation & Care Management	<p>CRHC completed its annual DNV and ISO surveys with strong results. DNV identified five minor NC2 findings (Medication Management, Periodic Review, H&amp;P Documentation, Cybersecurity, and Hazardous Material Management.), all of which were promptly corrected. Notably, CRHC received no NC1 findings—the first time in organizational history.</p> <p>The ISO review rated CRHC a 5/5, citing exceptional standardization, patient safety practices, and continuous improvement. Surveyors praised CRHC's leadership engagement, strategic alignment, and initiatives in Med/Surg, mental health, and surgery departments. They also highlighted the facility's infrastructure, competency programs, and culture of quality reporting as examples of Advancing Exceptional Care. Compliance audits ongoing for consents, medication safety, infection prevention, and staff education.</p>	Discussion Only, No Action Needed				
17:57	Clinics Report	Amy Roop, Chief Clinics Officer	<p>Dr. Hinojosa has joined the organization and serves as Medical Director at Azria, where he recently attended his first quality meeting. Dr. Ndimbo is scheduled to begin later this fall.</p> <p>Chronic Care Management (CCM): Implementation with Vital Health Links continues as planned, with go-live set for October 8, 2025. Workflows, documentation, and referral processes are being finalized.</p>	Discussion Only, No Action Needed				
17:58	CNO Report	Stacy Pulliam, Chief Nursing Officer	Chelsea Carter has accepted the Med/Surg Nurse Manager position. Pop-up education sessions have begun to reinforce documentation, safety, and clinical skills. EMS provided stroke and sepsis education for local teams and will participate in the upcoming Page County disaster drill in October.	Discussion Only, No Action Needed				
18:05	Operational Report	Tyler Hill, Chief Operating Officer	The Professional Office Building is nearing completion, pending Fire Marshal inspection and Board of Pharmacy review. HVAC, security, and lighting are installed. Pharmacy IT systems and MeritSource policy integration are in progress. The anticipated opening remains April 2026, pending licensure and contracting with insurers and PBMs.	Discussion Only, No Action Needed				

18:10	CEO Report	Chuck Nordyke, Chief Executive Officer	Dr. Gandhi and Dr. Schneider (oncology) will provide rotating coverage following Dr. Webster's temporary leave. Recruitment continues for a second general surgeon, and potential OB/GYN outreach is being explored. The cafeteria remodel planning is underway to include updates to equipment and seating, new items and improved layout.  CRHC's Annual Foundation Event will be held October 7, followed by Ladies' Night on October 16. The first annual CRHC Bowling Tournament is scheduled for November 15, with strong community interest expected.	Discussion Only, No Action Needed				
18:15	Old Business/Action Items	BOT Chairperson	No other business	No action required			D Fulk	9/23/2025
18:15	Announcements:	BOT Chairperson	Next Meeting: 10/28/2025 Next Finance Meeting: 10/21/2025	Information Only			D Fulk	9/23/2025
18:16	Adjournment	BOT Chairperson	Adjournment	Meeting adjourned at approximately 5:55 PM	Whipp	Marsh	D Fulk	9/23/2025
<b>Attendance:</b> Jeff Clark      Kathy Boysen      Bri McCuen      Dr. Schaeffer      Stacy Pulliam      Amy Roop Bryan Whipp      Chuck Nordyke      Tyler Hill      Lisa Haffner      Mike Butt      Jennifer McCall Robert Marsh      John Byland      Em Haffner      Maggie Brown      Dale Fulk								

  
Dale Fulk, Chairperson

  
Jeff Clark, Secretary/Treasurer