



# Memorial Hospital Association Annual Membership Meeting



Meeting will begin at 6:15 PM

★ Music is playing; please make any adjustments to your audio now.

# Welcome and Introductions

**Mitzi Vorachek**

MHA Governing Board President



- ❖ Please register each attendee's name in the chat box so you are marked present and accounted for.

# Our Teams

## MHA Governing Board Trustees

- Mitzi Vorachek, President
- Sarah Ewald, Vice President
- Dick Fellows, Secretary / Treasurer
- George Clow – Past President
- Steve Muth
- William Oley, MD, Medical Director, Billings Clinic Appointee
- Jim Duncan, Billings Clinic Appointee
- Guy Schmidt, MD, Billings Clinic Appointee
- Kelly Heaton
- Steve Smith
- Jack Crocker





# Our Teams

## MHA Governing Board Trustees

- Randy Dragon, Retired
- Kim Gillian, Retired



# Mission and Vision

## Our Mission

We save lives and promote healthy living.

## Our Brand Promise

Real People. Exceptional Care.

## Our Core Essence

Everything in our power.

## Our Vision

Beartooth Billings Clinic will be a national leader for integrated rural health care excellence.



# **Beartooth Billings Clinic Annual Report 2019-2020**

Message from the CEO  
**Kelley Evans**



# Our Teams

## Medical Staff

### Beartooth Billings Clinic

- William Oley, III, MD, Medical Director
- Greg Burfeind, MD
- Jose Ortiz, MD
- Dallas Clark, MD
- Erin Oley, DNP
- Hailey Baldwin, PA-c

### Mountain View Clinic

- Bradley Fouts, MD



# Our Teams

## Leadership

- Kelley Evans, CEO
- Sharon Norby, Chief Quality Officer
- Trish Hilderman, Director of Facility Services
- Linda Harris, Director of Foundation & Finance
- Brandi Mains, Director of Operations & Community Services
- Stephanie Baldwin, Director of Human Resources
- Bridgett Chartier, Chief Nursing Officer
- Derek Stiegemeier, Director of Ancillary Services





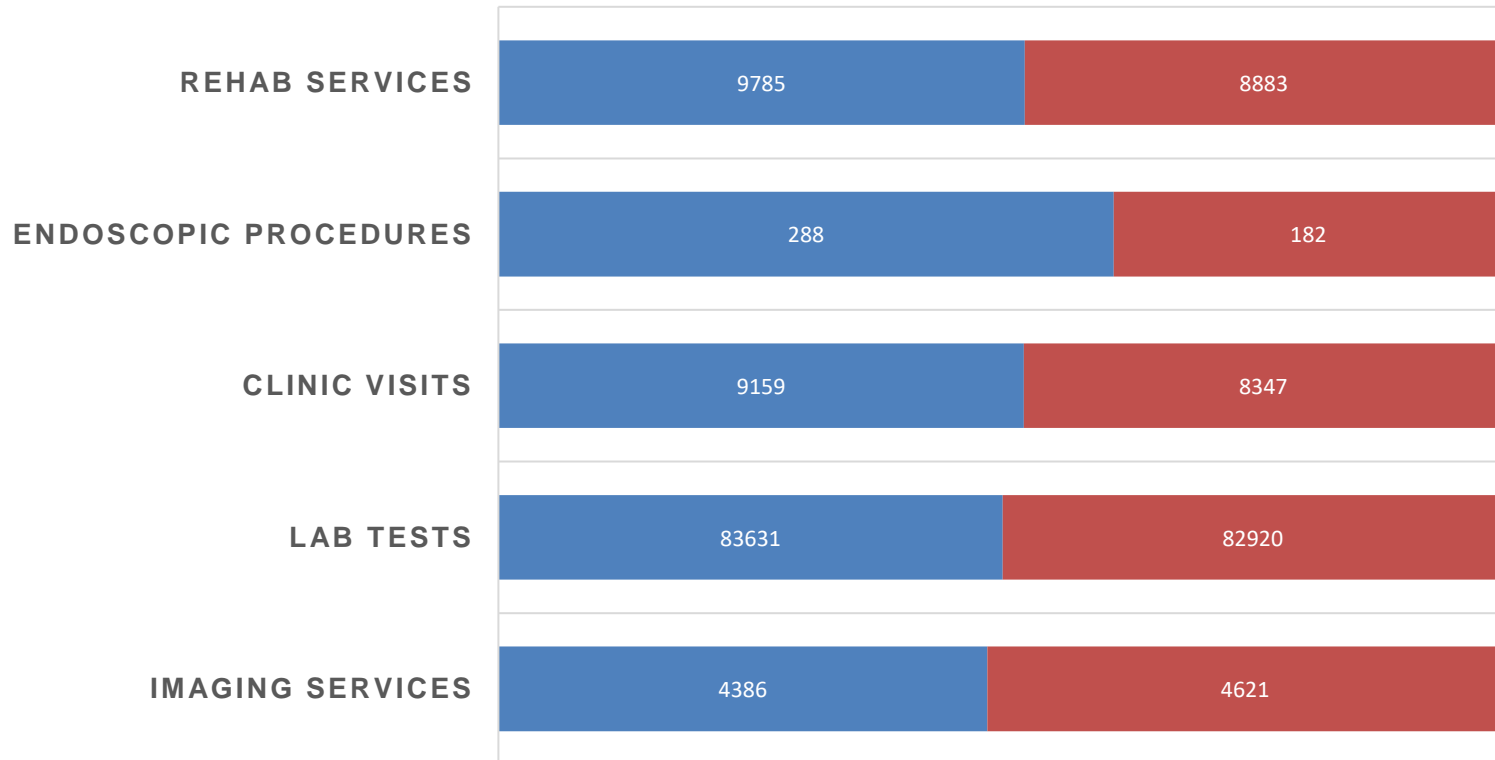
# Key Services

- Clinic Services
- Inpatient Services
- Outpatient Services
- Diagnostic Imaging
- Laboratory
- Rehabilitation Services
- Public Health Services
- Home Health & Hospice

# Utilization of Services

## UTILIZATION OF SERVICES

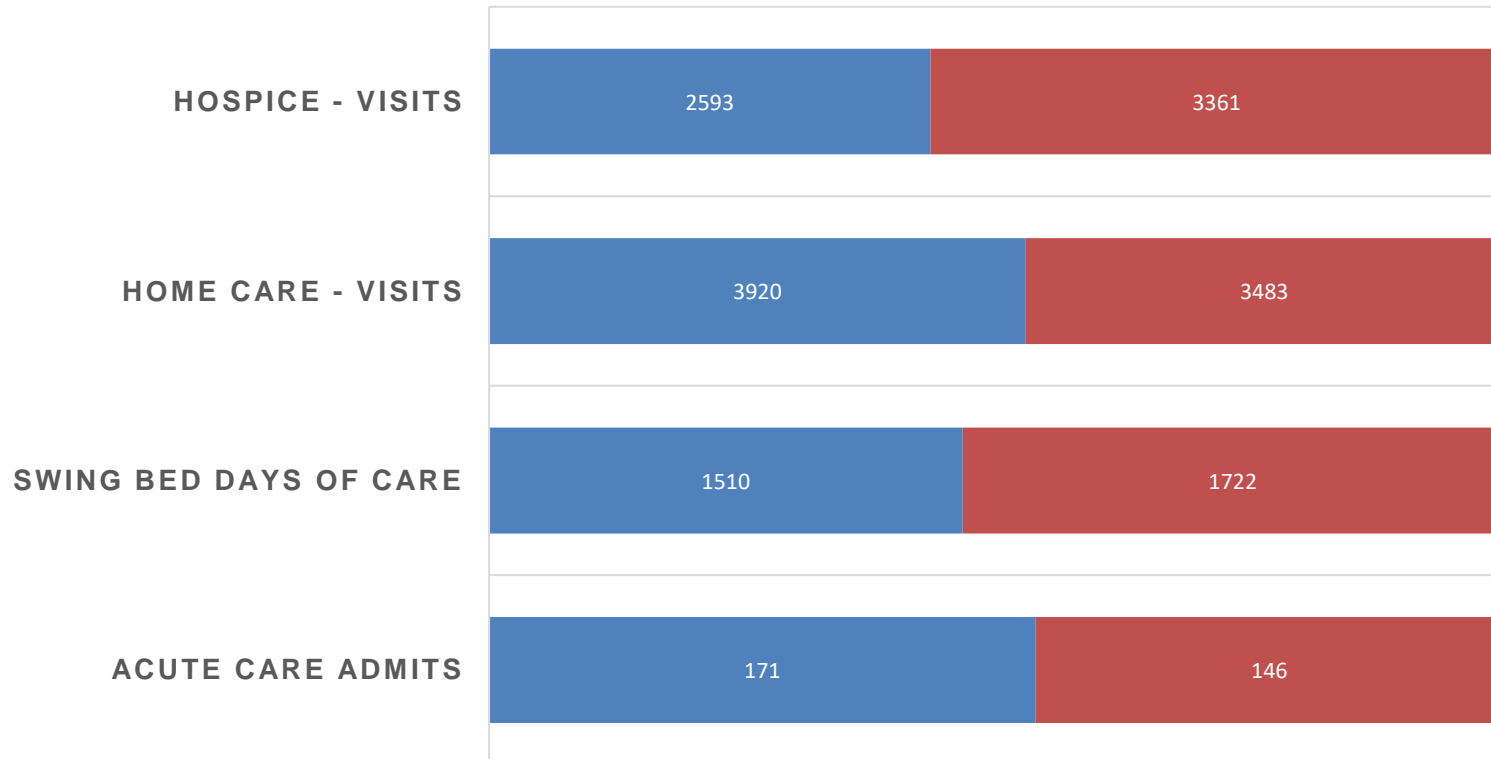
■ 2018/2019 ■ 2019/2020




# Utilization of Services

## UTILIZATION OF SERVICES

■ 2018/2019 ■ 2019/2020



# Statement of Operations

 Beartooth Billings Clinic	Fiscal Year 2019 – 2020 Unaudited	Fiscal Year 2018 – 2019 Audited
<b>Revenue</b>		
Patient Services Revenue	\$22,833,055	\$22,482,476
Contributions / Grants	105,118	363,529
Investments Income	412,575	307,266
Other Revenue	1,538,997	684,955
Children's Center	182,282	130,313
<b>Gross Revenue</b>	<b>\$25,072,027</b>	<b>\$23,968,539</b>
<b>Deductions from Revenue</b>		
Uninsured or Underinsured Financial Assistance	\$113,332	\$125,093
Bad Debt	976,006	870,441
Medicare, Medicaid, Insurance & Preferred Provider Shortfalls	6,552,147	6,877,171
<b>Total Deductions from Revenue</b>	<b>\$7,641,485</b>	<b>\$7,872,705</b>
<b>Expenses</b>		
Total Salaries	\$6,267,478	\$5,630,885
Total Benefits	1,433,816	1,710,915
Other Operating Expenses	6,110,692	5,825,293
Depreciation & Amortization	1,185,311	1,152,119
Interest	833,512	827,119
<b>Total Expenses</b>	<b>\$15,830,809</b>	<b>\$15,146,331</b>
<b>Net Income / (Loss)</b>	<b>\$1,599,733</b>	<b>\$949,503</b>



# Grants

- Pacific Source
- Leona M & Harry B Helmsley Charitable Trust
- Governor's Stars to Quality
- OP & WE Edwards Foundation
- SHIP Grant
- MHA ASPR
- DPHHS Grant for Children's Center

Total Grants = \$288,000

# CARES Act

## Coronavirus Aid, Relief and Economic Security Act

- **Public Health & Social Services Emergency Fund (PHSSEF) - \$429,786.23**
- **Rural Relief Fund - \$3,394,366.99**
- **Payroll Protection Plan (PPP) - \$1,731,030.00**



# Community Benefit

## Caring for Our Community

Many services we provide are offered at minimal or no cost to the patient or community.

- Financial Assistance
- Community Building Activities
- Medicare and Medicaid Shortfalls
- Bad Debt & Collection Practices
- Community Benefit Operations
- Health Professionals Education
- Community Health Improvement
- Subsidized Health Services
- Cash and In-Kind Contributions



# Quality Measures

- **PIN Benchmarking**
- **CMS Core Measures**
- **Clinical Improvement Studies**
  - ED Transfer Communication
  - Stroke Program
  - Cardiac Program





# Quality Measures



- **Pediatric Prepared Facility Certification**
- **Montana Trauma System Designated Trauma Receiving Facility**



# Customer Service Patient Experience

## HCAHPS Scoring

- Return rate for the surveys ranged from 21% - 35%:

### Overall rating

BBC-76% MT-71% US-73%

### Willingness to recommend

BBC-72% MT-70% US-72%



# Infection Prevention

- To prevent the spread of infection to our patients, staff and visitors
- Top three areas of risk:
  1. Improve and/or enhance hand hygiene
  2. Decrease the risk of infection to patients and personnel, and
  3. Educate staff, patients and visitors on infection prevention and isolation measures



# Infection Prevention Staff



- **Melissa McJunkin**, RN, Infection Prevention Coordinator
- **Rose Filkin**, RN, Employee Health
- **Bridgett Chartier**, RN, MSN, NEA-BC, CEN, Chief Nursing Officer



# Emergency Preparedness COVID-19

## Hospital Incident Command Format Used

- Issues addressed
  - Infection Prevention and Safety
  - Cleaning and Disinfecting Principles
  - COVID control measures
  - Security adequate PPE
  - Employee management
  - Surge planning
  - COVID Testing
  - Public Health Oversight



# Carbon County Public Health Services

## The Public Health Team



- Roberta Cady, RN Manager
- Sheila Boggio, RN
- Becky Ullom, RN
- Lee Joiner, Contract Tracer
- Renee Boyer, RN

# Information Technology

- **Cybersecurity Emphasis**
  - Web Based security awareness – KnowBe4
- **Lawson ERP Software**
- **Cerner Revenue Cycle**
- **Cedaron Software**
- **Big Sky Care Connect**



# Building Inspection / Integrity

- **10 Year review of the building and grounds was completed**
  - Architectural Review
  - Envelope Specialist
  - Civil Engineer
  - Mechanical, Electrical and Plumbing





# Relationship with Billings Clinic

- **New Management Service Agreement signed**
- **Daily affiliate calls to manage patient admissions during COVID surge**
- **Expanded provider coverage in clinic and ED**
- **Electronic Medical Record**
- **Continued support with outpatient services covering**
  - **GI**
  - **Cardiology**
  - **General Surgery**
  - **Urology**
  - **Dermatology**
  - **Orthopedics**
  - **Pharmaceutical**
  - **Interventional Behavioral Health**
  - **Radiology Shared**

# Longevity Awards

## 40 Years

Teresa Hauge  
Acute Care/ED RN



## 30 Years

Kelley Evans, CEO

## 15 Years

Heidi Hunsperger, Cardiac Rehab RN

## 10 Years

Roberta Cady, Public Health Manager/RN  
Arnetta Brownlow, Environmental Services Tech

## 5 Years

Jim Johnson, Hospice Chaplain  
Dianne Smith, Patient Access Specialist  
Allyson Moore, Acute Care/ED RN  
Erin Cross, Clinic RN  
Jode Moncur, Physical Therapist  
Christy Baldwin, Acute Care/ED CNA

# Beartooth Billings Clinic Foundation

**Linda Harris**  
**Director of Foundation and Finance**



# Our Teams

## Beartooth Billings Clinic Foundation

### Board Members

- Don Hamilton, President
- Rhonda Baker, Vice President
- Mel Reinhardt,  
Secretary/Treasurer
- Deborah Agnew, MD
- Clay Cummins, Past President
- Dick Fellows
- Cheryl Fowell
- Nina Shepard

### Joining the Board:

- JoAnne Coolidge
- Joe Griffin
- Norm Tjeltveit



# **Beartooth Billings Clinic Foundation**

**Thank you to these retired members for their  
service on the Foundation Board:**

- Heidi Hunsperger
  - Jim Richards
  - Lyle Zimmerman
- 
- Presentation of the 2019 Dr. James and  
Juanita Kane Scholarship Awards
  - Sep slide



# Dr. James & Juanita Kane Scholarship Awards

2020 Kane Scholarship Awardees:

- **Ava Blair Graham** – Red Lodge High School
- **Barla Beaudoin** – Red Lodge High School

# Milestone



YouTube.com video to view:

[Beartooth Billings Clinic LIVE EVENT 10 Year Celebration](#)

# 25<sup>th</sup> Annual Ball

The logo features the words "Beartooth" and "Ball" in a large, elegant, silver cursive font with sparkling star effects. To the right of "Ball", the words "25TH ANNIVERSARY" are written in a smaller, silver, all-caps serif font, with a horizontal line underneath. Below this, the text "BEARTOOTH BILLINGS CLINIC FOUNDATION" is written in a smaller, silver, all-caps sans-serif font. At the bottom of the logo, the date "Saturday, April 24, 2021" is displayed in a large, white, all-caps sans-serif font.

*Beartooth*  
*Ball* 25TH  
ANNIVERSARY  
BEARTOOTH BILLINGS CLINIC FOUNDATION  
Saturday, April 24, 2021

# Declare a Quorum

**Dick Fellows**  
Secretary/Treasurer



# Membership Action

**Jim Duncan**

Governance Committee Chair

- Introduction of the ballot candidates





# Membership Action

- **Nominations from the floor**

- ❖ If you wish to nominate from the floor, please use the chat box to send the name of the nominee AND your name as nominator.

# Ballot

## List of 2020 Term Year Candidates

- ❖ George Clow
- ❖ Kelly Heaton
- ❖ Mitzi Vorachek
- ❖ Sarah Ewald
- ❖ Steve Muth
- ❖ Steve Smith
- ❖ Jack Crocker

- ❖ If you wish to nominate from the floor, please use the chat box to send the name of the nominee AND your name as nominator.

# Message from the President

**Mitzi Vorachek**



# Community Conversation

## Questions and Answers

- ❖ If you wish to participate, please use the chat box to send your questions.

# Membership Action

## Dick Fellows

Election Results





# Entertain a Motion to Adjourn

**Mitzi Vorachek**



Beartooth Billings Clinic