

**CGH MEDICAL CENTER**  
**Physician Services Council**  
**Meeting Minutes**  
**November 13, 2019**

**Call to order**

Dr. Matthew Cutter called to order the meeting of the Physician Services Council at 7:02 a.m. in the fourth-floor board room of CGH Medical Center.

The following members were present: Dr. Mir Alikhan, Dr. John Hahn, Dr. Eric Kuhns, Dr. Vincent Racanelli, Dr. Eric Riley, Shane Brown, Concha Sitter, Donna Cook, and Jordanna Devine. Others present were: Dr. William Bird and Dena Wheeler.

**Approval of Minutes**

The minutes of the previous meeting of September 18 were unanimously approved.

**Unfinished business**

**A. Clinic construction update**

Cindy Zander is taking the third floor renovation project to the Finance Committee this month. Because there is more to the project than was originally planned, it is significantly over budget. It is hopeful that the second floor cardiology renovation project can be completed by inhouse crew. The Walnut clinic remodeling project is expected to happen this summer, and is still being evaluated. Missi Armstrong, NP will need to temporarily relocate during the remodeling. The Fulton clinic is expected to open December 9. Lynne Coffey, NP and Kimberly Teats-Garrison, PA will eventually see patients there full time, splitting time with their current locations until then. During that time, Angela Stralow, NP will transition from Morrison/Prophetstown to the Milledgeville clinic. Cassie Sawyers, NP will join Dr. Wolf in Morrison after training (February).

Dr. Kuhns suggested the training period for new NPs/PAs be evaluated. Lengthy discussion ensued and others expressed similar concerns with new NPs/PAs, including their relationships with their collaborating physicians. Donna Cook expressed concerns with one particular school and the students' training quality. Shane explained new NPs/PAs currently undergo a 12-week training program with the last 4 weeks spent with their collaborating physician. Dr. Riley suggested a task force be created to evaluate this further.

**MOTION: A motion was made, seconded, and passed TO TASK SHANE WITH CREATING A TASK FORCE TO EVALUATE THE NP/PA TRAINING PROGRAM AND ADDRESS VARIOUS CONCERNS.**

**B. Recruitment update**

An invasive cardiologist is making a second visit this week. A CRNA visited recently, and a nurse practitioner for Pulmonology visited last week. Cassie Sawyers, NP is joining Dr. Wolf after completion of training. Administration is considering extending Prophetstown to full-time again.

**New business**

**A. CMO update**

Nothing to report.

## **B. Clinic operations update**

The September no-show rate was 6.5% which is a significant improvement from 9.4% last September. This is attributed to a stronger commitment from staff to update cell phone numbers, nurses being able to update demographics in NextGen, and reminder calls.

Adcon is seeking software for automating precertifications. In FY2018, 24,000 precertifications were completed, and in FY2019, there were 55,752. New software would take approximately six months to implement.

In addition, we are a few weeks behind on medication prior authorizations. Shane and clinic admin are working through solutions to reduce this turn around time.

There are currently 120-130 patients waiting for the New Patient Schedule to find a PCP. This process continues to be evaluated for improvement.

**ACTION:** Shane will bring back an update next month for further discussion.

The request for a Clinical Nurse Educator position is going to Adcon next week for approval, along with the buildout of a training center in the Main Clinic basement.

Shane is arranging a trial period with a virtual scribe company.

The use of onsite interpreters is phasing out to a virtual computer-based program. The reason for this is the difficulty of retaining staff, along with the difficulty of keeping the staff certified, trained, and tested.

Shane is hosting listening sessions with clinic nurses and receptionists to get a better understanding of their challenges. He will then work with the management team to address them.

The election for two positions (Drs. Kuhns and Hopping) on this committee is tonight directly following the Medical Staff Quarterly meeting. Nominations have been received for Drs. Kuhns, King, and Song. Donna Cook's position also expires in December, and Jackie Greve was appointed by acclamation.

Turkeys will be distributed to all employees this Thursday from 2-5.

Shane thanked Donna Cook for her three years of service on this committee.

## **Adjournment**

The meeting adjourned at 7:55 a.m. into closed session.

## **MOTION:**

**A motion was made by Dr. Racanelli, seconded by Dr. Riley, and unanimously approved TO MOVE TO CLOSED SESSION TO DISCUSS APPOINTMENT, EMPLOYMENT, COMPENSATION, DISCIPLINE, PERFORMANCE, OR DISMISSAL OF A SPECIFIC EMPLOYEE OR LEGAL COUNSEL FOR THE PUBLIC BODY.**

After discussion, Physician Services Council came out of closed session and adjourned at 8:07 a.m.

Minutes submitted by: Dena Wheeler, Physician Services Assistant

Minutes approved by: Matthew Cutter, O.D.