

CALL TO ORDER The meeting was called to order at 5:45 p.m. by Peter Watercott, President, in the Laboratory registration area of Northern Inyo Hospital.

PRESENT John Ungersma, M.D., Vice President
M.C. Hubbard, Secretary
Denise Hayden, Treasurer
D. Scott Clark, M.D., Director

ALSO PRESENT Leon Freis, RHP, Administration Support Services
Sandy Blumberg, Administration Executive Assistant

ABSENT John Halfen, Administrator
Doug Buchanan, District Legal Counsel

ALSO PRESENT FOR
RELEVANT PORTION(S) Bruce Tulloch, Hematology Clinical Lab Scientist Supervisor
Mary Ward, Chemistry Phlebotomy Supervisor
Sandra Lund, former Laboratory Client Services Representative

OPPORTUNITY FOR
PUBLIC COMMENT Mr. Watercott asked if any members of the public wished to comment on any items listed on the notice for this meeting, or on any items of interest. No comments were heard.

SPECIAL WORKSHOP
RELATED TO AN
EMPLOYEE
GRIEVANCE A demonstration of the Laboratory registration order entry process was provided for members of the Board. The demonstration was given by Bruce Tulloch, Hematology Clinical Lab Scientist Supervisor, with the assistance of Mary Ward, Northern Inyo Hospital (NIH) Chemistry Phlebotomy Supervisor. The demonstration was offered in relation to an employee grievance and appeal of termination submitted by former NIH employee Sandra Lund.

Mr. Tulloch demonstrated the order entry process performed by Ms. Lund while employed at the hospital, and answered questions about the process at length (with additional input from Ms. Ward). A thorough discussion and step-by-step demonstration of the order entry process took place to the satisfaction of everyone present. It was noted that improvements have recently been made to the program in an attempt to help prevent mistakes from being made in the future. It was noted that all order entry fields can be overridden by the employee if they see they have made a mistake that needs to be corrected.

Ms. Lund expressed her feeling that the level of stress encountered while performing her normal job duties at NIH was very high, and it became worse when she perceived that harassment and hostility was being directed toward her by the Laboratory Manager. Ms. Lund acknowledged that she made errors yet stated she previously went for a long period of

time without making mistakes, until increased stress in her environment took a toll on her job performance. Ms. Ward acknowledged that the job responsibilities of the Lab order entry person can, at times, be very stressful. It was noted, however, that similar mistakes have not been made by other employees performing the same job functions.

The Board asked Ms. Lund and Ms. Ward for suggestions to help failsafe the order entry process, and no definitive suggestions for improvement were made. Laboratory Manager Leo Freis noted the hospital constantly strives to make improvements to its order entry system and procedures. Ms. Lund stated her opinion that other healthcare facilities do not have discipline policies as punitive as those in place for NIH employees, and she would like to see more lenient policies developed.

At the close of discussion Ms. Lund thanked the Board for their time and consideration, and the Board thanked Mr. Tulloch and Ms. Ward for their assistance with the demonstration. It was then moved by M.C. Hubbard, seconded by Denise Hayden, and passed to table a decision on the grievance and appeal of termination of Sandra Lund to the next regular meeting of the District Board.

BIANNUAL COST OF
LIVING ADJUSTMENT
(COLA)

Mr. Watercott called attention to the information item regarding a Biannual Cost of Living Adjustment (COLA) for hospital employees. In the absence of Administrator John Halfen, Executive Assistant Sandy Blumberg reported Administration's request for an employee Cost of Living Adjustment is being withdrawn at this time, due to the fact that the hospital is currently not meeting budget in regard to revenue earned.

OPPORTUNITY FOR
PUBLIC COMMENT

In keeping with the Brown Act, Mr. Watercott again asked if anyone present wished to comment on any items listed on the agenda for this meeting or on any items of interest. Marilyn Mann was present in support of Ms. Lund, and she expressed her hope that the Board will recognize the difficulty of Ms. Lund's situation and establish policies sympathetic to employees who perform their job duties under stressful conditions. Ms. Mann also hopes that the Board and Hospital Administration will see this incident as an opportunity to implement a better system of checks and balances and to create an atmosphere more supportive of hospital employees.

ADJOURNMENT

The meeting was adjourned at 7:07p.m..

Peter Watercott, President

Attest: _____
M.C. Hubbard, Secretary