

**ESTES PARK HEALTH  
BOARD OF DIRECTORS'  
Regular Meeting Minutes – July 2, 2019  
Timberline Conference Room**

**Board Members in Attendance**

Dr. David Batey, Chair; Ms. Diane Munro, Secretary; Dr. Monty Miller, Treasurer; Mr. William Pinkham, Member-at-Large.

**Board Members Not in Attendance**

Ms. Sandy Begley, Vice Chair (excused absence).

**Other Attendees**

Dr. Larry Leaming, CEO; Dr. John Meyer, Chief-of-Staff; Mr. Randy Brigham, Chief HR Officer; Ms. Terri Brandt Correia, CNO; Mr. Tim Cashman, CFO; Mr. Gary Hall, CIO, et al.

**Call to Order**

The Board Open Session was Called to Order at 4:00 p.m. by Dr. Batey, Chairman of the Board of Directors; there was a quorum present. Notice of the Board Meeting was posted in accordance with the SUNSHINE Law Regulation.

**Approval of 07/02/19 Meeting Agenda**

*A motion was made by Dr. Miller to approve the 07/02/19 meeting agenda with the following change: Remove Medical Staff Credentialing Report as there are no credentialing recommendations at this time; the motion was seconded by Ms. Munro. A verbal vote was requested – the ayes were unanimous and the motion was carried.*

**Public Comments**

- A sign-in sheet was available for community members to sign up to speak.
- Sign in sheet can be requested through the Administration office at Estes Park Health.
- No community members signed up to speak.

**Board Member General Comments**

- Ms. Munro encouraged all to consider a donation to the EPH Foundation during their “Protecting Our Women” campaign in support of the purchase of a 3D mammography machine for EPH. She also read a Thank You letter from a summer resident who received excellent care in our Emergency Department. The patient stated, “At each visit we found the medical staff to be friendly, prompt, efficient, professional, and compassionate!”
- Dr. Miller reported that he and the Board Chair witnessed first-hand the skill and expertise displayed by the EPH staff during the recent cyberattack. Mr. Hall and his IT team did an amazing job and worked tirelessly. Ms. Catherine Cornell, Incident Commander, provided excellent leadership and created an environment of collaboration. EPH rallied under very difficult circumstances.
- Dr. Batey stated how great it was to witness the professionalism exhibited by all at EPH during the recent cyberattack.

**Consent Agenda Items – Attachment 1**

- Board Meeting Minutes – 05/29/19 Regular Board Meeting Minutes
- Chief-of-Staff Report
- Communications Report

- EPH Foundation Report
- Home Health/Hospice Quarterly Report
- May Financial Report

All reports are available upon request through the Administration office at Estes Park Health.

***A motion was made by Dr. Miller to accept the Consent Agenda items as submitted; the motion was seconded by Ms. Muno. A verbal vote was requested – the ayes were unanimous and the motion was carried.***

### **Presentations**

- Medical Staff Report and Actions - Dr. John Meyer:
  - The Medical Staff wish to thank everyone who worked so hard to restore services during the cyberattack, particularly, IT, Registration, Nursing Staff, and Administration. Also, a big Thank You from Dr. Meyer to his Medical Staff who stepped up to provide excellent care during this time – it was rough, but we got through it, and will be stronger because of it!
  - The Medical Staff met with Dr. Cory Carroll on Thursday, June 27<sup>th</sup>, to discuss medical aid-in-dying; he is the leading expert on this subject and has done many lectures to Medical Staff throughout Colorado. This session was well received by our Medical Staff, and they now have a contact for any questions they may have.
  - Continuing to work with Rural Physicians Group on coverage by the Surgicalists. Dr. Miller has provided the community with excellent surgical care, and we are currently looking for a second surgeon to round out the schedule.
  - The Quality Committee has been meeting and are working diligently on defining how they want quality to be managed. Ms. Zeschin and Dr. Koschnitzke have been working tirelessly on this and are keeping the Chief-of-Staff up-to-date on the progress.
  - The Medical Executive Committee met recently to discuss EPH providers prescribing medical marijuana to their patients. The general consensus was that because EPH is a community hospital that depends on Federal government dollars, it would not be advisable for any of our providers to do so; marijuana can now be bought over-the-counter, and there are many physicians along the Front Range who can provide patients with a medical marijuana card.
- PR and Marketing – Ms. Lisa Taylor; ***Attachment 2***
- EPH Foundation – Mr. Kevin Mullin; ***Attachment 3***
- EPH Physicians’ Clinic Update – Ms. Mandy Fellman; ***Attachment 4***
- EPH Ransomware Event Update – Mr. Gary Hall and Ms. Catherine Cornell:
  - June 1, 2019, a vendor account was used to disable malware protections as much as possible and then plant a password hacker to work on other accounts
  - Early in the a.m. of June 2, 2019, hacked accounts were used to move to other servers within the network, and then began to run encryption software. Fortunately, neither EPH or other assisting agencies could find any evidence of stolen, viewed, or exported patient or financial information.
  - During IT recovery, three paths were followed:
    - ✓ Securely get patient, billing, and support applications up ASAP
    - ✓ Implement any and all remediations to prevent this type of attack – or any other attack that can be envisioned – immediately, utilizing procurement of additional tools and evolution of systems

- ✓ Prevent impact on the Epic/ERP project currently underway
- IT implemented key actions for recovery, working with cybersecurity firms, peer institutions, FBI, et al, while maintaining open lines of communication in-house, reviewing all user accounts and passwords, procuring multi-factor authentication tools, etc.
- Lessons Learned – Operations
  - ✓ Be faster in setting up Incident Command
  - ✓ Be faster in contacting law enforcement
  - ✓ More frequent communications internally and externally through alternative phone lines, social media, stakeholder emails, newspapers, etc.
  - ✓ Cross-training of staff
  - ✓ Develop downtime packets/forms that are vital for each practice
  - ✓ 24/7 staffing of Pharmacy staff

Dr. Leaming stated that this event demonstrated how well this organization performs in a crisis situation - our staff are adept at responding to whatever may occur; maintaining excellent patient care is always first and foremost in the minds of all who work at EPH!

**Operations – Significant Developments**

- Executive Summary – Dr. Leaming again stated how continually impressed he is by the quality of the people who work in this organization. The staff are under considerable stress at this time, e.g., Epic conversion, the proposed Urgent Care Center, the new Surgicalists program, etc. All need to be mindful of just how much pressure is on the staff and ensure we do not overtax them. Plans are in the works for a recognition celebration for everyone’s hard work during these very difficult times.

**Review Any Action List Items and Due Dates**

No action items at this time.

**Potential Agenda Items for 07/29/19 Board Meeting**

TBD.

With no further business to be conducted, the July 2, 2019, Regular Board Meeting was adjourned at 6:05 p.m.



David M. Batey, Chair  
**Estes Park Health Board of Directors**