

West Volusia Hospital Authority
BOARD OF COMMISSIONERS REGULAR MEETING
November 21, 2024
5:00 PM
Sanborn Center
815 S. Alabama Avenue, DeLand, FL
AGENDA

1. Call to Order
2. Pledge of Allegiance Followed by a Moment of Silence
3. Approval of Proposed Agenda
4. Consent Agenda – Approval of Minutes
 1. Regular Meeting held October 17, 2024
5. Citizens Comments – Comments are limited to three minutes per speaker.
6. Reporting Agenda
 - A. EBMS October Report – Written Submission
 - B. WVHA miCare Clinic DeLand/Deltona October Report – Sue Wayte, Senior Account Executive
 1. miCare Annual Report FY 2023-2024
 - C. The House Next Door October Application Processing Report
 - D. Hospital Services 3rd Quarter of 2024 (July – Sept)
 1. Halifax Health | UF Health – Medical Center of Deltona
 2. Advent Health DeLand & Advent Health Fish Memorial
 3. EMPros
7. Discussion Items
 - A. Tentative Schedule for 2025 Meeting Dates and Locations
 - B. Ethics Training Reminder to be Completed by 12/31/24
 - C. Attendance at Community Event for WVHA Visibility (Commissioner Manning)
8. Administrator Report
9. Finance Report
 - A. October Financials
 - B. Approval of Disbursements – Check Register & Estimated Expenditures
10. Legal Update
11. Upcoming – Regular Meeting on January 16th in the Sanborn Center
12. Adjournment

If any person decides to appeal any decision made by the WVHA with respect to any matter considered at this meeting or hearing he/she will need a record of the proceedings, and for such purpose he/she may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based (FS 286.0105). Individuals with disabilities needing assistance to participate in any of these proceedings should contact the WVHA Administrator at least three (3) working days in advance of the meeting date and time at (386) 626-4870.

**WEST VOLUSIA HOSPITAL AUTHORITY
BOARD OF COMMISSIONERS REGULAR MEETING**

Sanborn Center Ballroom A
815 S. Alabama Avenue, DeLand, FL
October 17, 2024

Those in Attendance:

Commissioner Voloria Manning
Commissioner Jennifer Coen
Commissioner Donna Pepin
Commissioner Judy Craig (arrived at 5:16 p.m.)

Absent:

Commissioner Roger Accardi

Others Present:

Attorney for the Authority: Theodore Small, Law Office of Theodore W. Small, P.A.
WVHA Administrator Stacy Tebo

Call to Order

Chair Coen called the meeting to order. The meeting took place at the Sanborn Center Ballroom A, located at 815 S. Alabama Ave., DeLand, Florida, having been legally noticed in the Daytona Beach News-Journal, a newspaper of general circulation in Volusia County, commencing at 5:04 p.m. The meeting was opened with The Pledge of Allegiance followed by a moment of silence.

Approval of Proposed Agenda

Motion 078 – 2024 Commissioner Manning moved to approve the proposed agenda. Commissioner Pepin seconded. The motion passed 3-0-2.

Consent Agenda – Approval of Minutes

Tentative Budget Hearing held September 5, 2024

Final Budget Hearing held September 19, 2024

Regular Meeting held September 19, 2024

Motion 079 – 2024 Commissioner Pepin moved to approve the Consent Agenda. Commissioner Manning seconded. The motion passed 3-0-2.

Citizen Comments

RAAO Representative Shannon Sargeant stated the open house anniversary celebration was rescheduled to October 25th; that he left event flyers on the agenda table for everyone; and that RAAO is working on a fast-moving grant that requires a letter from a public official that says RAAO provides services to the homeless.

Attorney Small suggested that RAAO provide more information about the grant and ask the Board to amend their agenda so that they can approve and authorize the letter.

Mr. Sargeant clarified that the grant is to request surplus computer equipment from the State of Florida such as workstations, monitors, and laptops to support RAAO's operations. He added that grant submission requires a letter from a public official certifying that RAAO provides services to the homeless or impoverished.

Motion 080 – 2024 Commissioner Pepin moved to amend the agenda to add discussion item 7E for the letter RAAO is requesting. Commissioner Manning seconded. The motion passed 3-0-2.

Reporting Agenda

EBMS September Report – Written Submission

WVHA miCare Clinic DeLand/Deltona September Report – Written Submission

WVHA miCare Clinic DeLand/Deltona 4th Quarter Report – Written Submission

Commissioner Manning asked miCare Practice Manager Gretchen Soto how they see the patients. Ms. Soto answered that patients are seen in person or by phone visits. Commissioner Manning asked if patients are seen by a doctor or nurse practitioner. Ms. Soto answered that Dr. Gilmer oversees all the patients' charts but does not see patients; and that they have a mix of nurse practitioners and certified physician assistants that regularly see the patients.

Chair Coen asked Ms. Soto to clarify the percentages cited in the referrals section of the quarterly report on page four. Ms. Soto provided a brief outline and noted that they were reporting miCare referrals, and they were working with the TPA to gauge the specialty-to-specialty referrals. She said they included action items to improve the referral numbers; that they view the report as a beginning point in the process; and their goal is to meet the overall miCare benchmark of 36%.

Chair Coen said it seemed like they were slowly increasing the PAP numbers over time, and they were under budget in the pharmacy line item for FY 2024.

The House Next Door September Application Processing Report

Chair Coen asked COO Chris Booker about the referral noted at the bottom as Halifax or Change Healthcare. Mr. Booker said he would check on the wording and report back to the Board.

The reports were received into the written record.

Discussion Items

Florida Association of Special Districts Membership

Ms. Tebo listed the benefits of FASD membership and said she was particularly interested in the legislative and governmental advocacy provided. She pointed out that members joining FASD for the first time during October 1 - December 31 will get 50% off their annual dues for the entire year; that WVHA's dues for FY 2024-2025 would be \$2,250; that in future years, WVHA annual dues would be \$4,500 if they choose to remain membership; and that she recommended the WVHA join FASD.

Commissioner Craig said that the \$2,250 would be well spent in keeping WVHA up to date during the legislative session in Tallahassee. Commissioner Pepin agreed and said they would have a year to determine the value of membership.

Commissioner Manning asked if Ms. Tebo knew the people at FASD that would be in contact if they joined and if WVHA would receive information monthly or quarterly. Ms. Tebo responded that she had emailed two of the three FASD employees regarding membership; that information would be emailed to all FASD members as issues arise; that there would not be scheduled reporting; and that she expected notification from FASD as bills are introduced during session that might affect special districts.

Motion 081 – 2024 Commissioner Craig moved to approve WVHA membership in the Florida Association of Special Districts and authorize payment of \$2,250 for dues. Commissioner Pepin seconded. The motion passed 4-0-1.

Roll call:

Commissioner Pepin	Yes
Commissioner Manning	Yes
Commissioner Coen	Yes
Commissioner Craig	Yes

First Amendment to FY 2023-2024 FDOH Dental Program Funding Agreement

Attorney Small stated that they have a proposed written agreement to confirm the amended funding limit that the Board approved at the last meeting authorizing an additional \$7,970.74; that the agreement codifies what the Board has already approved; and that he recommends approval as to form.

Motion 082–2024 Commissioner Pepin moved to approve the first amendment to FY 2023-2024 FDOH Dental Program Funding Agreement as presented. Commissioner Craig seconded. The motion passed 4-0-1.

Maturity of 1-Year and 3-Year CDs at Mainstreet Bank

Ms. Tebo stated that the WVHA has two CDs maturing on November 21, 2024; that CPA Webb Shephard recommends the Board open a one-year \$5M CD at the then current rate; and that they transfer the remainder of the two maturing CDs (approximately 650,000) into the Mainstreet Bank money market account.

Motion 083–2024 Commissioner Pepin moved to approve the WVHA opening a one-year \$5M CD and the transferal of the remainder of the two maturing CDs into the Mainstreet Bank money market account. Commissioner Manning seconded. The motion passed 4-0-1.

DeLand Christmas Parade Participation (Commissioner Manning)

Commissioner Manning stated that she wanted to participate in the Christmas parade and hand out small items to promote WVHA; that she planned on making WVHA signs for the car; that she had found multiple items online that could be used in the parade; and she thought it would be helpful to bring awareness of WVHA's health card program to the community.

Ms. Tebo itemized the various parade entry fees.

Attorney Small said he thought Commissioner Manning would enter free individually as a VIP and elected official, and it would simplify the process. He noted that all Board members could enter the parade individually as elected officials if they chose to do so without seeking Board approval.

Commissioner Manning asked for the Board's sponsorship of \$100 for the purchase of toys, bookmarks, or other items for promotional purposes. Commissioner Pepin voiced support for the idea but had reservations regarding plastics being thrown out and affecting the environment.

Motion 084-2024 Commissioner Craig moved to approve the use of \$100 in the advertising line item for safe and environmentally friendly parade promotional items. Commissioner Manning seconded. The motion passed 4-0-1.

Roll call:

Commissioner Pepin	Yes
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Commissioner Manning	Yes
Commissioner Coen	Yes
Commissioner Craig	Yes

Request from RAAO for WVHA Letter

Attorney Small said he came up with proposed language authorizing the Chair's signature on a letter stating that WVHA hereby confirms that RAAO is a contracted provider of HIV/AIDS testing, awareness, and counseling services to indigent residents, including those experiencing homelessness, of West Volusia County.

Mr. Sargeant said that the proposed language would fit the requirement for a letter from a public official that RAAO provides services to the homeless and impoverished.

There was discussion regarding additional verbiage of other social services. Attorney Small said he could add "and other social services" to his proposed language.

RAAO Founder Brenda Flowers requested that prescreening services be included in the letter.

Motion 085-2024 Commissioner Pepin moved to approve the letter requested from RAAO as described by Attorney Small and authorize Chair Coen's signature on the letter. Commissioner Manning seconded. The motion passed 4-0-1.

Administrator Report

Ms. Tebo said there was a good turnout for Orange City's National Night Out on October 4th at Mill Lake Park, and she talked to many parents about the Healthy Kids program. She said the website was updated to include the performance goals and measures adopted for the next fiscal year and information regarding the Medicaid Match dispute. She informed the Board that Gas Plumbing Services is scheduled to perform their work on November 13th and 14th at the DeLand clinic. She said she would be out from October 22nd through October 28th.

Finance Report

September Financials

Approval of Disbursements – Check Register & Estimated Expenditures

Ms. Tebo outlined the financial statements for the Board and pointed out the ER line item appeared to be over budget by about \$17,000. She explained that the financial statements are prepared on a modified cash basis, and payment from FY 2023 ER claims were included in the report. She stated that there would be a transfer of \$1.5 million from the Ameris Money Market account to the Ameris Operating account.

Chair Coen pointed out that they ended the year with a deficit of about \$600,000; that Webb Shephard's projections aligned with this fact; and that after accruals, there would be a \$2 million loss which would reduce reserves.

Motion 086-2024 Commissioner Manning moved to approve, authorize, and warrant the payment of the bills outlined in the check register presented by James Moore & Co and estimated expenditures for the next month totaling \$3,250,429. Commissioner Craig seconded the motion. The motion passed 4-0-1.

Legal Update

Attorney Small noted that Medicaid Match information on the website also includes the WVHA's

position statement from 2023 delivered to the County; that the issue has been ongoing since 2012; that this is our last opportunity in court to obtain a favorable resolution; that he urges the public to read the brief; and that concerned citizens cannot persuade the appeals court, but they can provide input to County council members and candidates.

Attorney Small stated that Volusia County announced that approximately \$4 million in opioid abatement funds would be available, and agencies should investigate the parameters and apply.

Upcoming - Regular Meeting on November 21, 2024

Chair Coen reminded everyone that the next meeting would be held November 21st.

Adjournment

There being no further business to come before the Board, the meeting was adjourned at 6:15 p.m.

Adjournment - Jennifer Coen, Chair



EBMS

November 21, 2024

Submission Report for
WVHA Board Members

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Executive Summary for 00532

Client: West Volusia Hospital Authority
Paid Dates: 10/1/2024 to 10/31/2024
Location: All

Department: All
Benefit Plan: All
TIN: All

Plan Experience Summary			Cash Flow Summary		Disallowed Charges by Category		
Claim Counts	7512		Charges	\$6,797,678	Disallowed Category	Amount	% of Gross
Claim Type	Total Paid	Per EE/Mo	less Disallowed	\$6,230,767	Addl Info Not Provided	\$500,070	7.36%
Medical	\$587,445	\$389	Allowed	\$566,911	Duplicate Charges	\$430,107	6.33%
Professional	\$293,738	\$194	less Member	\$10,183	Plan Limitations	\$1,769,300	26.03%
Facility	\$293,707	\$194	less Adjustments	-\$30,717	Cost Savings	\$3,529,679	51.92%
PBM	\$0	\$0	Paid Benefit	\$587,445	UCR Reductions	\$170	0.00%
Total Plan Paid:	\$587,445	\$389	plus Admin Costs	\$353,905	Other	\$1,441	0.02%
			Total Plan Paid:	\$941,350	Total:	\$6,230,767	91.66%

Census										
Census Date: 10/31/2024	Male Emp	Female Emp	Total Employees	Male Spouse	Female Spouse	Male Dep	Female Dep	Total Medical	Total Dental	Total Vision
0 to 19	51	35	86	0	0	0	0	86	0	0
20 to 25	35	48	83	0	0	0	0	83	0	0
26 to 29	38	28	66	0	0	0	0	66	0	0
30 to 39	116	130	246	0	0	0	0	246	0	0
40 to 49	179	174	353	0	0	0	0	353	0	0
50 to 59	166	232	398	0	0	0	0	398	0	0
60 to 64	89	105	194	0	0	0	0	194	0	0
65 and Older	33	53	86	0	0	0	0	86	0	0
Totals	707	805	1512	0	0	0	0	1512	0	0
Average Age	44.43	46.67	45.62	0.00	0.00	0.00	0.00	45.62	0.00	0.00

Top Paid			Plan Payment by Age & Claimant Type			
Name	Claim Count	Paid	Census Date: 10/31/2024	Employee	Spouse	Dependent
Florida Cancer Specialists	96	\$76,785	0 to 19	\$1,927	\$0	\$0
Deland Dialysis	63	\$65,487	20 to 25	\$6,823	\$0	\$0
Halifax Hospital Medical	15	\$64,301	26 to 29	\$5,038	\$0	\$0
Medical Center Of Deltona	16	\$35,900	30 to 39	\$43,579	\$0	\$0
Wellness Avenue Surgery	39	\$34,092	40 to 49	\$104,777	\$0	\$0
Adventhealth Fish	119	\$29,754	50 to 59	\$241,451	\$0	\$0
Quest Diagnostics Tampa	335	\$22,480	60 to 64	\$131,973	\$0	\$0
06 Radiology Associates	141	\$17,238	65 and Older	\$51,878	\$0	\$0
Blue Springs Surgery	14	\$13,877	Totals	\$587,445	\$0	\$0
Gastroenterology Of	83	\$13,681				

Claims Paid by Month		Average Lag & Average Spend (rolling 12 months)			
October 24	\$587,445	Product	Avg Paid per Day	Avg Lag Days	Lag Dollars
Total:	\$587,445	Medical	\$22,440	43	\$964,920
		Dental	\$0	13	\$0
		Vision	\$0	10	\$0
		RX	\$3	49	\$147
		Total:			\$965,067



Executive Summary for 00532

Client:

West Volusia Hospital Authority

Department: All

Paid Dates:

10/1/2024 to 10/31/2024

Benefit Plan: All

Location:

All

TIN: All

Benefit Analysis								
Benefit Category	Line Counts	Charges	Disallowed	Allowed	Member	Adjustments	Plan Paid	% of Total
ALLERGY CARE	1	\$650	\$452	\$198	\$0	\$0	\$198	0.03%
AMBULANCE	5	\$1,660	\$1,660	\$0	\$0	\$0	\$0	0.00%
ANESTHESIA	50	\$49,427	\$41,882	\$7,545	\$0	\$0	\$7,545	1.28%
CHIROPRACTIC	13	\$955	\$525	\$430	\$70	\$0	\$360	0.06%
COVID-19	7	\$850	\$850	\$0	\$0	\$0	\$0	0.00%
DIALYSIS	97	\$2,225,789	\$2,150,289	\$75,501	\$0	\$0	\$75,501	12.85%
DME/APPLIANCE	7	\$6,993	\$6,993	\$0	\$0	\$0	\$0	0.00%
EMERG ROOM CHRGS	346	\$630,293	\$663,370	-\$33,077	-\$26	\$0	-\$33,051	-5.63%
HOME HEALTH CARE	1	\$437	\$437	\$0	\$0	\$0	\$0	0.00%
INELIGIBLE	408	\$220,246	\$220,246	\$0	\$0	\$0	\$0	0.00%
INPATIENT PHYS	163	\$48,126	\$34,389	\$13,737	\$0	\$0	\$13,737	2.34%
IP HOSP CHARGES	23	\$1,228,319	\$1,160,530	\$67,789	\$400	\$0	\$67,389	11.47%
MATERNITY	1	\$0	\$0	\$0	\$0	\$0	\$0	0.00%
MEDICAL MISC	26	\$3,263	\$2,690	\$573	\$89	\$0	\$484	0.08%
OFFICE VISIT	782	\$122,574	\$79,777	\$42,797	\$3,230	\$0	\$39,567	6.74%
OP PHYSICIAN	196	\$71,362	\$57,999	\$13,363	\$184	\$0	\$13,178	2.24%
OTHER	217	\$1,568	\$1,504	\$64	\$0	-\$30,717	\$30,780	5.24%
OUTPAT HOSP	64	\$160,395	\$143,431	\$16,964	\$1,727	\$0	\$15,237	2.59%
PSYCHIATRIC	136	\$124,939	\$94,853	\$30,086	\$570	\$0	\$29,516	5.02%
RADIATION /CHEMO	104	\$228,403	\$156,904	\$71,500	\$19	\$0	\$71,480	12.17%
SLEEP DISORDER	4	\$833	\$833	\$0	\$0	\$0	\$0	0.00%
SUBS ABUSE	17	\$122,872	\$104,018	\$18,854	\$0	\$0	\$18,854	3.21%
SURG FACILITY	121	\$718,336	\$611,034	\$107,302	\$1,975	\$0	\$105,327	17.93%
SURGERY	200	\$42,803	\$31,232	\$11,571	\$0	\$0	\$11,571	1.97%
SURGERY IP	21	\$16,807	\$10,998	\$5,809	\$0	\$0	\$5,809	0.99%
SURGERY OP	36	\$54,624	\$46,916	\$7,707	\$0	\$0	\$7,707	1.31%
THERAPY	433	\$51,159	\$36,981	\$14,178	\$1,080	\$0	\$13,098	2.23%
URGENT CARE	22	\$4,312	\$4,312	\$0	\$0	\$0	\$0	0.00%
WELLNESS	884	\$54,818	\$44,779	\$10,039	\$0	\$0	\$10,039	1.71%
XRAY/ LAB	3607	\$604,866	\$520,883	\$83,983	\$865	\$0	\$83,117	14.15%
Totals:	7992	\$6,797,678	\$6,230,767	\$566,911	\$10,183	-\$30,717	\$587,445	



Executive Summary for 00532

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Location: All

Department: All
Benefit Plan: All
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WELLNESS	884	\$54,818	\$44,779	\$10,039	\$0	\$0	\$10,039	1.71%
XRAY/ LAB	3607	\$604,866	\$520,883	\$83,983	\$865	\$0	\$83,117	14.15%
Totals:	7992	\$6,797,678	\$6,230,767	\$566,911	\$10,183	-\$30,717	\$587,445	



PCORI Membership Count

Block of Business ID: EBMSI
Client ID: 00532

Eligibility Date: : 1/1/2024 to 10/31/2024

Month-Year	Employee Count	Dependent Count	Total Member
00532-West Volusia Hospital Authority			
1/1/2024	1445	0	1445
2/1/2024	1454	0	1454
3/1/2024	1489	0	1489
4/1/2024	1508	0	1508
5/1/2024	1539	0	1539
6/1/2024	1567	0	1567
7/1/2024	1594	0	1594
8/1/2024	1577	0	1577
9/1/2024	1601	0	1601
10/1/2024	1596	0	1596
Total Member Days			1,537.00

Block of Business ID: EBMSI
Client ID: 00532

As Of Date: 10/31/2024

City, State	Employee Count	Dependent Count	Total Count
Astor, FL	2	0	2
De Leon Springs, FL	112	0	112
Debary, FL	40	0	40
Deland, FL	704	0	704
Deltona, FL	385	0	385
Enterprise, FL	2	0	2
Fruitland Park, FL	1	0	1
Lake Helen, FL	12	0	12
Orange City, FL	108	0	108
Osteen, FL	7	0	7
Pierson, FL	93	0	93
Seville, FL	37	0	37
Total	1503	0	1503



Tier Census by Product 10/1/2024

Block of Business ID: EBMSI
Client ID: 00532
Status: A,C,NC,R,V

Products: MM,DE,VI

00532 : West Volusia Hospital Authority

Medical	Status	Coverage Level	Total Members	Male Members	Female Members	Male Spouses	Female Spouses	Male Dependents	Female Dependents	Total Enrolled
	Active	Employee Only	1503	706	797	0	0	0	0	1503
		Subtotal for Active:	1503	706	797	0	0	0	0	1503
		Total for Medical:	1503	706	797	0	0	0	0	1503



Tier Census by Product 10/15/2024

Block of Business ID: EBMSI
Client ID: 00532
Status: A,C,NC,R,V

Products: MM,DE,VI

00532 : West Volusia Hospital Authority

Medical	Status	Coverage Level	Total Members	Male Members	Female Members	Male Spouses	Female Spouses	Male Dependents	Female Dependents	Total Enrolled
	Active	Employee Only	1486	699	787	0	0	0	0	1486
		Subtotal for Active:	1486	699	787	0	0	0	0	1486
		Total for Medical:	1486	699	787	0	0	0	0	1486

Benefit Analysis Summary

Block of Business ID: EBMSI
 Client ID: 00532
 Paid Date: 10/1/2024 to 10/31/2024

	Line Count	Charge	Ineligible	Cost Savings	Allowed	Patient Responsibility	Adjustments	Paid	% Paid
00532-West Volusia Hospital Authority									
ALLERGY CARE	1	650.00	0.00	452.33	197.67	0.00	0.00	197.67	0.03%
AMBULANCE	5	1,660.00	1,660.00	0.00	0.00	0.00	0.00	0.00	0.00%
ANESTHESIA	50	49,427.10	10,546.00	31,335.94	7,545.16	0.00	0.00	7,545.16	1.28%
CHIROPRACTIC	13	955.26	0.00	524.84	430.42	70.00	0.00	360.42	0.06%
COVID-19	7	849.55	849.55	0.00	0.00	0.00	0.00	0.00	0.00%
DIALYSIS	97	2,225,789.36	214,372.05	1,935,916.54	75,500.77	0.00	0.00	75,500.77	12.85%
DME/APPLIANCE	7	6,993.00	6,993.00	0.00	0.00	0.00	0.00	0.00	0.00%
EMERG ROOM...	346	630,293.06	983,112.85	-319,742.38	-33,077.41	-26.26	0.00	-33,051.15	-5.63%
HOME HEALTH CARE	1	437.00	437.00	0.00	0.00	0.00	0.00	0.00	0.00%
INELIGIBLE	408	220,246.08	220,246.08	0.00	0.00	0.00	0.00	0.00	0.00%
INPATIENT PHYS	163	48,125.60	8,937.00	25,452.06	13,736.54	0.00	0.00	13,736.54	2.34%
IP HOSP CHARGES	23	1,228,318.60	919,051.53	241,478.04	67,789.03	400.00	0.00	67,389.03	11.47%
MATERNITY	1	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
MEDICAL MISC	26	3,262.95	1,138.95	1,551.38	572.62	88.65	0.00	483.97	0.08%
OFFICE VISIT	782	122,573.90	11,435.36	68,341.73	42,796.81	3,230.00	0.00	39,566.81	6.74%
OP PHYSICIAN	196	71,361.53	4,668.29	53,330.44	13,362.80	184.46	0.00	13,178.34	2.24%
OTHER	255	1,568.00	779.00	725.42	63.58	0.00	-30,716.89	30,780.47	5.24%
OUTPAT HOSP	64	160,394.86	31,267.84	112,162.90	16,964.12	1,726.76	0.00	15,237.36	2.59%
PSYCHIATRIC	136	124,939.12	64,166.00	30,686.72	30,086.40	570.00	0.00	29,516.40	5.02%
RADIATION /CHEMO	104	228,403.29	9,204.82	147,698.96	71,499.51	19.15	0.00	71,480.36	12.17%
SLEEP DISORDER	4	833.49	833.49	0.00	0.00	0.00	0.00	0.00	0.00%
SUBS ABUSE	17	122,872.00	41,199.98	62,818.51	18,853.51	0.00	0.00	18,853.51	3.21%
SURG FACILITY	121	718,335.86	405.18	610,628.41	107,302.27	1,975.00	0.00	105,327.27	17.93%
SURGERY	200	42,802.92	3,100.70	28,130.81	11,571.41	0.00	0.00	11,571.41	1.97%
SURGERY IP	21	16,807.00	3,080.00	7,917.69	5,809.31	0.00	0.00	5,809.31	0.99%
SURGERY OP	36	54,623.63	15,647.12	31,269.29	7,707.22	0.00	0.00	7,707.22	1.31%
THERAPY	433	51,159.00	10,607.00	26,374.25	14,177.75	1,080.00	0.00	13,097.75	2.23%
URGENT CARE	22	4,312.00	4,312.00	0.00	0.00	0.00	0.00	0.00	0.00%
WELLNESS	884	54,818.22	3,513.49	41,265.94	10,038.79	0.00	0.00	10,038.79	1.71%
XRAY/ LAB	3607	604,865.70	128,979.77	391,903.15	83,982.78	865.42	0.00	83,117.36	14.15%
Totals for 00532	8030	6,797,678.08	2,700,544.05	3,530,222.97	566,911.06	10,183.18	-30,716.89	587,444.77	

Benefit Analysis Summary

Block of Business ID: EBMSI
 Client ID: 00532
 Paid Date: 10/1/2024 to 10/31/2024

	Line Count	Charge	Ineligible	Cost Savings	Allowed	Patient Responsibility	Adjustments	Paid	% Paid
00532-West Volusia Hospital Authority									
ALLERGY CARE	1	650.00	0.00	452.33	197.67	0.00	0.00	197.67	0.03%
AMBULANCE	5	1,660.00	1,660.00	0.00	0.00	0.00	0.00	0.00	0.00%
ANESTHESIA	50	49,427.10	10,546.00	31,335.94	7,545.16	0.00	0.00	7,545.16	1.28%
CHIROPRACTIC	13	955.26	0.00	524.84	430.42	70.00	0.00	360.42	0.06%
COVID-19	7	849.55	849.55	0.00	0.00	0.00	0.00	0.00	0.00%
DIALYSIS	97	2,225,789.36	214,372.05	1,935,916.54	75,500.77	0.00	0.00	75,500.77	12.85%
DME/APPLIANCE	7	6,993.00	6,993.00	0.00	0.00	0.00	0.00	0.00	0.00%
EMERG ROOM...	346	630,293.06	983,112.85	-319,742.38	-33,077.41	-26.26	0.00	-33,051.15	-5.63%
HOME HEALTH CARE	1	437.00	437.00	0.00	0.00	0.00	0.00	0.00	0.00%
INELIGIBLE	408	220,246.08	220,246.08	0.00	0.00	0.00	0.00	0.00	0.00%
INPATIENT PHYS	163	48,125.60	8,937.00	25,452.06	13,736.54	0.00	0.00	13,736.54	2.34%
IP HOSP CHARGES	23	1,228,318.60	919,051.53	241,478.04	67,789.03	400.00	0.00	67,389.03	11.47%
MATERNITY	1	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
MEDICAL MISC	26	3,262.95	1,138.95	1,551.38	572.62	88.65	0.00	483.97	0.08%
OFFICE VISIT	782	122,573.90	11,435.36	68,341.73	42,796.81	3,230.00	0.00	39,566.81	6.74%
OP PHYSICIAN	196	71,361.53	4,668.29	53,330.44	13,362.80	184.46	0.00	13,178.34	2.24%
OTHER	255	1,568.00	779.00	725.42	63.58	0.00	-30,716.89	30,780.47	5.24%
OUTPAT HOSP	64	160,394.86	31,267.84	112,162.90	16,964.12	1,726.76	0.00	15,237.36	2.59%
PSYCHIATRIC	136	124,939.12	64,166.00	30,686.72	30,086.40	570.00	0.00	29,516.40	5.02%
RADIATION /CHEMO	104	228,403.29	9,204.82	147,698.96	71,499.51	19.15	0.00	71,480.36	12.17%
SLEEP DISORDER	4	833.49	833.49	0.00	0.00	0.00	0.00	0.00	0.00%
SUBS ABUSE	17	122,872.00	41,199.98	62,818.51	18,853.51	0.00	0.00	18,853.51	3.21%
SURG FACILITY	121	718,335.86	405.18	610,628.41	107,302.27	1,975.00	0.00	105,327.27	17.93%
SURGERY	200	42,802.92	3,100.70	28,130.81	11,571.41	0.00	0.00	11,571.41	1.97%
SURGERY IP	21	16,807.00	3,080.00	7,917.69	5,809.31	0.00	0.00	5,809.31	0.99%
SURGERY OP	36	54,623.63	15,647.12	31,269.29	7,707.22	0.00	0.00	7,707.22	1.31%
THERAPY	433	51,159.00	10,607.00	26,374.25	14,177.75	1,080.00	0.00	13,097.75	2.23%
URGENT CARE	22	4,312.00	4,312.00	0.00	0.00	0.00	0.00	0.00	0.00%
WELLNESS	884	54,818.22	3,513.49	41,265.94	10,038.79	0.00	0.00	10,038.79	1.71%
XRAY/ LAB	3607	604,865.70	128,979.77	391,903.15	83,982.78	865.42	0.00	83,117.36	14.15%
Totals for 00532	8030	6,797,678.08	2,700,544.05	3,530,222.97	566,911.06	10,183.18	-30,716.89	587,444.77	



Summary of Claims Paid By Location

Block of Business ID: EBMSI
Client ID: 00532

Paid Date: 10/1/2024 to 10/31/2024

Description	Claims	Medical	Dental	Vision	Prescription	Disability	Total Paid
00532-West Volusia Hospital Authority							
Deltona	2	0.00	0.00	0.00	0.00	0.00	0.00
miCareDeLand	1683	345,627.44	0.00	0.00	0.00	0.00	345,627.44
miCareDelton	1382	219,960.61	0.00	0.00	0.00	0.00	219,960.61
miCarePierse	133	21,856.72	0.00	0.00	0.00	0.00	21,856.72
N/A	10	0.00	0.00	0.00	0.00	0.00	0.00
00532 Totals:	3210	587,444.77	0.00	0.00	0.00	0.00	587,444.77



Top Providers by Paid Amount for Tins: '204552956'

Block of Business ID: EBMSI
Client ID: 00532

Paid Date: 10/1/2024 to 10/31/2024

Tin	NPI	Provider	City	State	Specialty	Claim Count	Billed Charges	Over UCR	PPO Discount	Allowed	Plan Paid	Patient Resp
20-4552956	1942540356	Micare LLC	Billings	MT	Clinic	624	0.00	0.00	0.00	0.00	0.00	0.00



CLAIMS PAID BY MONTH

Paid Date: 10/1/23 to 10/31/24

Location Name	Month	Hospital	Laboratory	PCP	Speciality	Facility Physician	Total Claims Count	Total Paid Claims	Total Fixed Costs	Employee Count	PEPM Cost/ Employee	Hospital PEPM	Lab PEPM	PCP PEPM	Speciality PEPM	Facility PEPM
00532 - West Volusia Hospital Authority																
Deltona	10-2024	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	2	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Subtotal:	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	2	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
miCareDeLand	10-2024	\$115,189.86	\$23,353.26	\$365.04	\$206,719.28	\$0.00	1662	\$345,627.44	\$0.00	962	\$359.28	\$119.74	\$24.28	\$0.38	\$214.88	\$0.00
	Subtotal:	\$115,189.86	\$23,353.26	\$365.04	\$206,719.28	\$0.00	1662	\$345,627.44	\$0.00	962	\$359.28	\$119.74	\$24.28	\$0.38	\$214.88	\$0.00
miCareDelton	10-2024	\$75,447.41	\$13,266.17	\$0.00	\$131,247.03	\$0.00	1371	\$219,960.61	\$0.00	568	\$387.25	\$132.83	\$23.36	\$0.00	\$231.07	\$0.00
	Subtotal:	\$75,447.41	\$13,266.17	\$0.00	\$131,247.03	\$0.00	1371	\$219,960.61	\$0.00	568	\$387.25	\$132.83	\$23.36	\$0.00	\$231.07	\$0.00
miCarePierse	10-2024	\$1,576.07	\$2,656.08	\$0.00	\$17,624.57	\$0.00	131	\$21,856.72	\$0.00	66	\$331.16	\$23.88	\$40.24	\$0.00	\$267.04	\$0.00
	Subtotal:	\$1,576.07	\$2,656.08	\$0.00	\$17,624.57	\$0.00	131	\$21,856.72	\$0.00	66	\$331.16	\$23.88	\$40.24	\$0.00	\$267.04	\$0.00
N/A	10-2024	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	10	\$0.00	\$353,905.38	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Subtotal:	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	10	\$0.00	\$353,905.38	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Total:	\$192,213.34	\$39,275.51	\$365.04	\$355,590.88	\$0.00	3176	\$587,444.77	\$353,905.38	1596	\$589.82	\$120.43	\$24.61	\$0.23	\$222.80	\$0.00

Parameters

Beginning Location:

Ending Location:

Paid Date: 10/1/2024-10/31/2024

Reporting Period: CLIENTYTD

Location: 000-zzzzz

** Census Count Comments: Membership is counted per location, per department, or per plan for each month; an individual with a change may be counted more than one time.



WVHA miCare Clinic Deland and Deltona

October 2024 Report

miCare Utilization

Deland	Total Available Hours	Total Utilized Hours	% Of Total Available Hours
2024	237	198	84%

Deltona	Total Available Hours	Total Utilized Hours	% Of Total Available Hours
2024	166	138	83%

	Total Available Hours	Total Utilized Hours	% Of Total Available Hours
2024	403	336	83%

Total Utilized Hours: Total time that has been scheduled (including “no-shows” since this time was unavailable for other members to schedule an appointment)

Key Insights:

- The Utilization measures Physician Assistant/Nurse Practitioner time available to provide direct patient care.
- The Utilization measures the clinician’s scheduled availability to the amount of time used to meet patient appointments.
- Between the two clinics 83% of the available clinician capacity was used for scheduled appointments; 17% of clinician time was available for walk-ins and other patient care activities.
- “No Shows” is where patients didn’t attend their scheduled clinic appointment.
 - DeLand - 8%
 - Deltona - 7%

Such no shows create systematic “waste” since this scheduled appointment slot was not available to other health card members.

- Administrative Time (chart reviews, medication follow-ups, referrals, provider-to-provider communication; etc.) represents approx. 2% of total capacity and is in line with industry standard for this type of patient care model.



Visit Type Utilization

WVHA miCare Clinic Total Visits for DeLand			
Clinic Services	Number of visits	%	Notes
Total Provider visits	355	38%	Schedulable patient activities
Total Labs	178	19%	Schedulable patient activities
Total Nurse Visits	33	4%	Schedulable patient activities
Total medication pick-up	325		Don't have a visit type and are not scheduled appointments
Total PAP med pick-up	35		Don't have a visit type and are not scheduled appointments
Total Visits	926		

DeLand

- There was a total of 566 clinic visits at the DeLand clinic in October plus 325 medication pick-ups and an additional 35 med pick-ups from the PAP program
- Of the 566 clinic visits, 22 were phone visits
- There were 19 new **patients** that established care at the DeLand clinic last month
- There were 71 **Physicals** in October – Male/Female Wellness – Established Patients

WVHA miCare Clinic Total Visits for Deltona			
Clinic Services	Number of visits	%	Notes
Total Provider visits	248	39%	Schedulable patient activities
Total Labs	103	16%	Schedulable patient activities
Total Nurse Visits	19	3%	Schedulable patient activities
Total medication pick-up	252		Don't have a visit type and are not scheduled appointments
Total PAP med pick-up	17		Don't have a visit type and are not scheduled appointments
Total Visits	639		

Deltona

- There was a total of 370 clinic visits at the Deltona clinic in October plus 252 medication pick-ups from Deltona as well as 17 med pick-ups from the PAP program
- Of the 370 visits, 19 were phone visits
- There were 20 **new patients** that established care at the Deltona clinic last month
- There were 48 **Physicals** in October – Male/Female Wellness – Established Patients



miCare Member Migration

October 2024

	Total Unique Patients with Appointments	Total Eligible Membership	Penetration of Membership (%)
DeLand	502	1,529	33%
Deltona	328	1,529	21%

*The data above represents unique members who have completed clinic visits or lab appointments. Several health card members have had multiple encounters for the month.

PAP (Pharmacy Assistance Program)- WVHA Health Card Members

- The data below demonstrates pharmacy cost avoided for the WVHA for prescribed branded medications.
- WVHA health card members can qualify for manufacturer discounts and the ability to receive prescription branded medications with no out of pocket expense to health card members

	October 2024	
PAP Summary 10/1/2024- 10/31/2024		
Application Approved	353	\$178,250
Application Pending Approval	7	\$3,416
Application Started but Not Submitted	12	\$5,373
Totals	372	\$187,039
	(Active Applications)	Monthly Savings for October

Key Insights:

- 577 medications were picked up between both sites
- 52 PAP medications were picked between the two locations
- 372 patients had applications for pharmacy assistance programs last month
- WVHA avoided \$187,038 of the cost for branded medication in October
- Projected annual cost avoided \$2,244,457



WVHA miCare Clinic Deland and Deltona

Annual Report

October 1st, 2023 – September 30th, 2024

Clinical Utilization

Deland Annual	Hours Available for Scheduling	Hours Used for Appointments	% Of Total Time Scheduled
2024	2,326	2,099	90%

Deltona Annual	Hours Available for Scheduling	Hours Used for Appointments	% Of Total Time Scheduled
2024	1,896	1,604	85%

Deland and Deltona Annual	Hours Available for Scheduling	Hours Used for Appointments	% Of Total Time Scheduled
2024	4,222	3,703	88%

Total Hours Available: Total hours available for members to schedule, minus scheduled Admin Time

% Total Utilized Hours: Total time that has been scheduled (including “no-shows”) since this time was unavailable for other members to schedule an appointment

No Show Rate

Annual	DeLand	Deltona
2024	8%	7%

miCare Member Migration

	Total Unique Patients with Appointments	Total Eligible Membership	Penetration of Membership (%)
DeLand	1,293	1,523	85%
Deltona	999	1,523	66%



Key Insights:

- Between the two clinics 88% of the available clinician capacity was used for scheduled appointments; 12% of clinician time was available for walk-ins and other patient care activities.
- “No Shows” is where patients that did not attend their scheduled clinic appointment.
 - DeLand - 8%
 - Deltona - 7%

miCare Visit Type Frequency

DeLand

WVHA miCare Clinic Total Visits for DeLand Oct 2023 – Sep 2024			
Clinic Services	Number of visits	%	Notes
Total Provider visits	4,262	40%	Schedulable patient activities
Total Labs	2,276	21%	Schedulable patient activities
Total Nurse Visits	140	1%	Schedulable patient activities
Total medication pick-up	3,641		Don't have a visit type and are not scheduled appointments
Total PAP med pick-up	316		Don't have a visit type and are not scheduled appointments
Total Visits	10,635		

- There was a total of 6,678 clinic visits at the DeLand clinic this year, 451 of these were phone visits.
- There were an additional 3,641 medication pick-ups and 316 med pick-ups from the PAP program.
- There were 373 new patients that established care at the DeLand clinic for the year.

Deltona

WVHA miCare Clinic Total Visits for Deltona Oct 2023 – Sep 2024			
Clinic Services	Number of visits	%	Notes
Total Provider visits	3,079	43%	Schedulable patient activities
Total Labs	1,144	16%	Schedulable patient activities
Total Nurse Visits	141	2%	Schedulable patient activities
Total medication pick-up	2,634		Don't have a visit type and are not scheduled appointments
Total PAP med pick-up	211		Don't have a visit type and are not scheduled appointments
Total Visits	7,209		

- There was a total of 4,364 clinic visits at the Deltona clinic this year, 530 of these were phone visits.
- There were an additional 2,634 medication pick-ups along with 211 medication pick-ups from the PAP program.
- There were 198 new patients that established care at the Deltona clinic for the year.



ER Diversion Results

Total ER visits 2023-2024	
Halifax	17
Advent	355
Total ER visits	372
Appropriate ER Visits	284
PCP Appropriate	88
Established Patients (miCare)	271
Follow up scheduled at miCare	265
Follow up completed at miCare	219

Key Insights:

- The total number of patients between Halifax and Advent was 372 (17 Halifax and 355 Advent)
- Out of the 372 patients that went to the ER, 271 of them had established at miCare.
- Out of the patients that sought care in the ER, 284 were appropriate and 88 could have been seen outside of the ER.
- 265 patients scheduled follow up appointments at miCare of those, 219 completed their follow up in the clinic.

PAP (Pharmacy Assistance Program)- WVHA Health Card Members

- The data below demonstrates pharmacy cost avoided for the WVHA for prescribed branded medications.
- WVHA health card members can qualify for manufacturer discounts and the ability to receive prescription branded medications with no out of pocket expense to health card members

Annual – 2023 - 2024	
PAP Summary	<u>Total</u>
Application Approved	4,194
Application Pending Approval	79
Application Started but Not Submitted	74
Totals	4,342
Annual Savings 2023-2024	\$2,177,153.00



The House Next Door

*Serving
Volusia and Flagler Counties*

Administrative Offices
804 North Woodland Blvd.
DeLand, FL 32720
386-734-7571
386-734-0252 (fax)

DeLand Service Center
114 South Alabama Avenue
DeLand, FL 32724
386-738-9169
386-943-8823 (fax)

Deltona WVHA Office
840 Deltona Blvd., Suite K
Deltona, FL 32725
386-232-2055
386-860-6006 (fax)



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www.thehnd.com

November 3, 2024

West Volusia Hospital Authority

Monthly Enrollment Report

In the month of October there were 300 client interviews conducted. Of these, 300 appointments were to assist with new applications and 11 to assist with pended applications from September to October. A total of 311 interviews were conducted.

For the month a total of 260 applications were submitted for verification and enrollment. Of these, all 260 were processed by the end of the month, leaving no rollovers to carry over into November for approval.

Of the 260 that were processed, 212 were approved, 11 denied, and 37 pended.

Currently applications are being processed, approved, and the client enrolled within 7 business days. Current enrollment with EBMS is taking up to 7-14 days to appear active in system.

How did clients hear about hospital program: THND - 207; Halifax or Change Health Care - 13; Florida Health 3; Advent Health - 12; RAAO - 24; Other - 1.

Outreach Efforts:

- Attended West Volusia Community Partners meeting.
- Reached out to all clients due to renew with a reminder phone call as well as the reminder letter.
- Communicating with partners, working together to better service the community
- Meeting with new organizations that can possibly benefit from the Health Card to partner with them.
- Attended an outreach event at Heritage Middle School.

Respectfully submitted by Chris Booker

Halifax Health Quarterly Report to West Volusia Hospital Authority

Halifax Health continues to provide exceptional care for WVHA cardholders. The Halifax Health case management teams continue to work with MiCare to ensure hospital inpatients are transitioned appropriately. Halifax Health continues to support WVHA members by providing an expansive list of services within the WVHA district.

The Halifax Health | UF Health Medical Center of Deltona is Deltona's only full-service hospital. With a six-story medical facility that includes a 24-hour emergency room, surgical operating rooms, the latest in diagnostic equipment and plentiful hospital rooms, along with a two-story medical office annex available to service WVHA member needs.

The Halifax Health | UF Medical Center of Deltona provides the following services and more: Cardiology, Gastroenterology, Pediatrics, Infusion Therapy, Radiology, Psychiatry, and Primary Care. Expect new services to be added at the Halifax Health | UF Medical Center of Deltona to better serve patients within the WVHA district as we will inform WVHA as announcements become public.

The Halifax Health | UF Medical Center of Deltona is currently accredited by The Joint Commission. The facility's LeapFrog grade is an A.

[The remainder of this page is intentionally left blank. See next pages for statistics.]

WVHA Member Patient Type				
	Month	Inpatient	Outpatient	Grand Total
2022	Jan	8	30	38
	Feb	6	26	32
	Mar	5	33	38
	Apr	5	33	38
	May	5	33	38
	Jun	1	32	33
	Jul	3	28	31
	Aug	3	27	30
	Sep	6	23	29
	Oct	5	22	27
	Nov	5	26	31
	Dec	1	26	27
	2022 Total	53	339	392
2023	Jan	6	31	37
	Feb	3	25	28
	Mar	5	22	27
	Apr	6	32	38
	May	2	18	20
	Jun	5	20	25
	Jul	1	15	16
	Aug	6	23	29
	Sep	2	33	35
	Oct	7	28	35
	Nov	2	23	25
	Dec	5	26	31
	2023 Total	50	296	346
2024	Jan	9	17	26
	Feb	8	31	39
	Mar	10	32	42
	Apr	3	36	39
	May	8	41	49
	June	7	39	46
	July	2	26	28
	Aug	7	27	34
	Sept	2	29	31
	Oct	7	23	30
	2024 Total	63	301	364

WVHA Members Served by Halifax Health Physicians 2023

Specialty	Visits
Hospitalist	160
Emergency Medicine	149
Cardiovascular Disease	114
Critical Care: Intensive	87
Hematology/Oncology	52
Psychiatry	50
Wound Care	43
Internal Medicine	33
Cardiology	23
Gynecological/Oncology	15
Gastroenterology	13
Infectious Disease	13
Phys. Med. & Rehab.	12
Pulmonary Disease	11
Neurology	7
Ophthalmology	6
Clinical Cardiac Electrophysiology	5
Urology	5
Family Medicine	2
Pulmonary Critical Care	2
Radiation Oncology	2
Transplant Surgery	2
Total	806

WVHA Members Served by Halifax Health Physicians 2024

Specialty	Visits
Hospitalist	311
Emergency Medicine	261
Cardiovascular Disease	121
Wound Care	99
Hematology/Oncology	65
Psychiatry	44
Family Medicine	40
Pulmonary Disease	31
Radiation Oncology	28
Cardiology	27
Phys. Med. & Rehab.	27
Gastroenterology	25
General Practice	19
Infectious Disease	19
Critical Care: Intensive	18
General Surgery	15
Gynecological/Oncology	12
Internal Medicine	11
Neurology	9
Pediatric Medicine	8
Urology	8
Palliative Care	7
Pulmonary Critical Care	5
Ophthalmology	2
Medical Oncology	1
Total	1,213

Age Mix		
	Patients	Percent
<20	32	6%
20-29	94	16%
30-39	152	26%
40-49	238	41%
50-59	368	63%
60-69	189	33%
70-79	23	4%
80+	4	1%
Total	1,100	100%

Halifax Health UF Health Deltona ER Times (All Patient Types)	Arrival to Discharge/Admit Minutes	Arrival to Provider Minutes
May - July	196	23
Aug - Oct	184	20

Halifax Health UF Health Deltona Left Without Being Seen by Provider – All Patient Types	Total Patients	LWBS	Percent
CY 2022	17,847	440	2.47%
CY 2023	19,510	183	0.94%
CY 2024	16,537	162	0.98%

Halifax Health UF Health Deltona Left Against Medical Advice – All Patient Types	Total Patients	AMA	Percent
CY 2022	18,287	1	0.01%
CY 2023	19,693	0	0.00%
CY 2024	16,699	4	0.02%

<u>Medical Center of Deltona</u>	<u>JULY 2022</u>	<u>JULY 2023</u>	<u>JULY 2024</u>	<u>Oct 2024</u>	
<u>Patient Experience (HCAHPS Top Box %)</u>					<u>Date Range</u>
Overall Hospital Rating 0-10	66%	69%	69%	73%	CY2023
Willingness to Recommend Hospital	71%	66%	71%	73%	
<u>Hospital Compare Healthcare Associated Infections (Raw Patient Count)</u>					
MRSA	1	1	0	0	CY2023
CDiff	0	1	1	2	
CLABSI	0	0	0	0	
CAUTI	1	0	1	1	
SSI (Colo)	1	1	0	3	
SSI (Hyst)	N/A	0	N/A	N/A	

AdventHealth DeLand Quality Indicators for West Volusia Hospital Authority

November 2024

- A.** Fully accredited by The Joint Commission- www.jointcommission.org
- B.** Rated A by The Leapfrog Group in Spring 2024 and Top hospital for 2023-
www.leapfroggroup.org
- C.** No separate specific ER department accreditation
- D. Customer Satisfaction:** <https://www.medicare.gov>
Completed surveys- 1038 Response rate- 18%.

Patients who reported that their nurses "Always" communicated well: 77%.

National average: 80%

Florida average: 75%

Patients who reported that their doctors "Always" communicated well: 75%.

National average: 80%

Florida average: 75%

Patients who reported that they "Always" received help as soon as they wanted: 59%.

National average: 66%

Florida average: 59%

Patients who reported that the staff "Always" explained about medicines before giving it to them: 62%.

National average: 62%

Florida average: 57%

Patients who reported that their room and bathroom were "Always" clean: 71%.

National average: 73%

Florida average: 69%

Patients who reported that the area around their room was "Always" quiet at night: 53%.

National average: 62%

Florida average: 57%

Patients who reported that YES, they were given information about what to do during their recovery at home: 87%.

National average: 86%

Florida average: 83%

Patients who "Strongly Agree" they understood their care when they left the hospital: 51%.

National average: 52%

Florida average: 48%

Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest):
67%

National average: 72%

Florida average: 66%

Patients who reported YES, they would definitely recommend the hospital: 66%

National average: 70%

Florida average: 66%


E. Emergency Department Metrics

- a. Door to Provider:
 - i. (CY2023) Average: 12 minutes
 - ii. (YTD2024) Average: 11 Minutes
- b. Door to Discharge:
 - i. (CY2023) Average: 157 minutes
 - ii. (YTD2024) Average: 157 minutes
- c. Left Without Being Seen %
 - i. (CY 2023): 0.7%
 - ii. (YTD2024): 0.6%

F. Annual tracking of Healthcare Associated Infections (Hospital Compare / October 2024):

- a. Catheter-associated Urinary Tract Infection (CAUTI) Outcome Measure: 0.000
- b. Clostridium difficile Infection (CDI) Outcome Measure: 0.298
- c. Central line-associated Bloodstream Infection (CLABSI) Outcome Measure: 0.313
- d. Methicillin-resistant Staphylococcus aureus (MRSA) Bacteremia Outcome Measure: 1.117
- e. Surgical Site Infection (SSI) for Abdominal Hysterectomy and Colon Procedures Outcome Measure: Not reported

G. LeapFrog Healthcare Associated Infections published 6/25/2024. Scores are published twice annually.

Measure name	Leapfrog's Standard	Hospital's Progress
C. difficile Infection	<p>Hospitals should have fewer than expected colon infections from C. diff bacteria.</p> <p>Leapfrog uses a standardized infection ratio (SIR) calculated by the CDC's National Healthcare Safety Network (NHSN) to compare the number of infections that actually happened at this hospital to the number of infections expected for more</p>	 <p>ACHIEVED THE STANDARD</p>
<p>▲ SHOW LESS ▲</p> <p>This hospital's standardized infection ratio (SIR) is: 0.298</p>		

Infection in the Blood

Hospitals should have fewer than expected central-line associated blood stream infections.

Leapfrog uses a standardized infection ratio (SIR) calculated by the CDC's National Healthcare Safety Network (NHSN) to compare the number of infections [more](#)



▲ SHOW LESS ▲

This hospital's standardized infection ratio (SIR) is: **0.314**

Infection in the Urinary Tract

Hospitals should have fewer than expected catheter-associated urinary tract infections.

Leapfrog uses a standardized infection ratio (SIR) calculated by the CDC's National Healthcare Safety Network (NHSN) to compare the number of infections [more](#)



▲ SHOW LESS ▲

This hospital's standardized infection ratio (SIR) is: **0.000**

MRSA Infection

Hospitals should have fewer than expected antibiotic resistant bacterial infections.

Leapfrog uses a standardized infection ratio (SIR) calculated by the CDC's National Healthcare Safety Network (NHSN) to compare the number of infections [more](#)



▲ SHOW LESS ▲

This hospital's standardized infection ratio (SIR) is: **1.116**

Surgical Site Infection After Colon Surgery

Hospitals should have fewer than expected surgical site infections after major colon surgery.

Leapfrog uses a standardized infection ratio (SIR) calculated by the CDC's National Healthcare Safety Network (NHSN) to compare the number of infections [more](#)



▲ SHOW LESS ▲

This hospital's standardized infection ratio (SIR) is: **0.815**

Additional publicly reported data is available at

<https://ratings.leapfroggroup.org/facility/details/10-0045/adventhealth-deland-deland-fl>



AdventHealth Fish Memorial Quality Indicators for West Volusia Hospital Authority

August 2024

- A. Fully accredited by The Joint Commission- www.jointcommission.org
- B. Rated A by The Leapfrog Group in Spring 2024 - www.leapfroggroup.org
- C. No separate specific ER department accreditation
- D. **Customer Satisfaction:** <https://www.medicare.gov>
Completed surveys-1,649 Response rate- 20%.

Patients who reported that their nurses "Always" communicated well: 81%.

National average: 80%

Florida average: 75%

Patients who reported that their doctors "Always" communicated well: 76%.

National average: 80%

Florida average: 75%

Patients who reported that they "Always" received help as soon as they wanted: 70%.

National average: 66%

Florida average: 59%

Patients who reported that the staff "Always" explained about medicines before giving it to them: 63%.

National average: 62%

Florida average: 57%

Patients who reported that their room and bathroom were "Always" clean: 71%.

National average: 73%

Florida average: 69%

Patients who reported that the area around their room was "Always" quiet at night: 65%.

National average: 62%

Florida average: 57%

Patients who reported that YES, they were given information about what to do during their recovery at home: 89%.

National average: 86%

Florida average: 83%

Patients who "Strongly Agree" they understood their care when they left the hospital: 54%.

National average: 52%

Florida average: 48%

Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest): 73%

National average: 72%

Florida average: 66%

Patients who reported YES, they would definitely recommend the hospital: 72%

National average: 70%

Florida average: 66%

E. Emergency Department Metrics

- a. Door to Provider:
 - i. (CY2023) Average: 19 Minutes
 - ii. (YTD2024) Average: 22 Minutes
- b. Door to Discharge:
 - i. (CY2023) Average: 148 minutes
 - ii. (YTD2024) Average: 183 minutes
- c. Left Without Being Seen %
 - i. (CY 2023): 1.62%
 - ii. (YTD2024): 1.0%

F. Annual tracking of Healthcare Associated Infections (Hospital Compare / August 2024):

- a. Catheter-associated Urinary Tract Infection (CAUTI) Outcome Measure: 0.268
- b. Clostridium difficile Infection (CDI) Outcome Measure: 0.186
- c. Central line-associated Bloodstream Infection (CLABSI) Outcome Measure: 0.879
- d. Methicillin-resistant Staphylococcus aureus (MRSA) Bacteremia Outcome Measure: 0.478
- e. Surgical Site Infection (SSI) for Abdominal Hysterectomy and Colon Procedures Outcome Measure: Not reported

G. LeapFrog Healthcare Associated Infections published 6/25/2024. Scores are published twice annually.

C. difficile Infection

Hospitals should have fewer than expected colon infections from C. diff bacteria.

Leapfrog uses a standardized infection ratio (SIR) calculated by the CDC's National Healthcare Safety Network (NHSN) to compare the number of infections that actually happened at this hospital to the number of infections expected for [more](#)



ACHIEVED THE STANDARD

▲ **SHOW LESS** ▲

This hospital's standardized infection ratio (SIR) is: **0.186**

Infection in the Blood

Hospitals should have fewer than expected central-line associated blood stream infections.

Leapfrog uses a standardized infection ratio (SIR) calculated by the CDC's National Healthcare Safety Network (NHSN) to compare the number of infections [more](#)



▲ SHOW LESS ▲

This hospital's standardized infection ratio (SIR) is: **0.879**

Infection in the Urinary Tract

Hospitals should have fewer than expected catheter-associated urinary tract infections.

Leapfrog uses a standardized infection ratio (SIR) calculated by the CDC's National Healthcare Safety Network (NHSN) to compare the number of infections [more](#)



▲ SHOW LESS ▲

This hospital's standardized infection ratio (SIR) is: **0.268**

MRSA Infection

Hospitals should have fewer than expected antibiotic resistant bacterial infections.

Leapfrog uses a standardized infection ratio (SIR) calculated by the CDC's National Healthcare Safety Network (NHSN) to compare the number of infections [more](#)



▲ SHOW LESS ▲

This hospital's standardized infection ratio (SIR) is: **0.478**

Surgical Site Infection After Colon Surgery

Hospitals should have fewer than expected surgical site infections after major colon surgery.

Leapfrog uses a standardized infection ratio (SIR) calculated by the CDC's National Healthcare Safety Network (NHSN) to compare the number of infections [more](#)



▲ SHOW LESS ▲

This hospital's standardized infection ratio (SIR) is: **0.790**

Additional publicly reported data is available at

<https://ratings.leapfroggroup.org/facility/details/10-0045/adventhealth-deland-deland-fl>



Emergency Medicine Professionals, P.A. (EMPros)
3rd Q 2024 Report for West Volusia Hospital Authority
November 21, 2024 Report

AdventHealth Deland		3Q 2024
Emergency Department Metrics		
Total ED Visits		12,101
Total WVHA Cardholder ED Visits		121
Total ED		
Minutes from Door to Doc		10
Minutes from Door to Discharge or Inpatient Admission		152
Left Without Being Seen (LWBS)		60
LWBS/Day		0.65
LWBS/%		0.50%

AdventHealth Fish Memorial		3Q 2024
Emergency Department Metrics		
Total ED Visits		12,098
Total WVHA Cardholder ED Visits		68
Total ED		
Minutes from Door to Doc		22
Minutes from Door to Discharge or Inpatient Admission		183
Left Without Being Seen (LWBS)		133
LWBS/Day		1.45
LWBS/%		1.10%

AdventHealth Fish Memorial/Deltona OSED	3Q 2024
--	----------------

Emergency Department Metrics

Total ED Visits	5,307
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Total WVHA Cardholder ED Visits	15
---------------------------------	----

Total ED

Minutes from Door to Doc	13
--------------------------	----

Minutes from Door to Discharge or Inpatient Admission	101
---	-----

Left Without Being Seen (LWBS)	28
--------------------------------	----

LWBS/Day	0.30
----------	------

LWBS/%	0.50%
--------	-------

AdventHealth Combined Deland/Fish Memorial/Deltona OSED	3Q 2024
--	----------------

Emergency Department Metrics

Total ED Visits	29,506
-----------------	--------

Total WVHA Cardholder ED Visits	204
---------------------------------	-----

Total ED

Minutes from Door to Doc	14
--------------------------	----

Minutes from Door to Discharge or Inpatient Admission	151
---	-----

Left Without Being Seen (LWBS)	221
--------------------------------	-----

LWBS/Day	2.40
----------	------

LWBS/%	0.70%
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WEST VOLUSIA HOSPITAL AUTHORITY

AGENDA MEMO

TO: WVHA Commissioners

FROM: Stacy Tebo, WVHA Administrator

RE: Meeting Schedule for 2025

DATE: November 13, 2024

The attached schedule includes Board meetings to be held at the Sanborn except for the June meeting, which is a joint meeting with the CAC for final funding recommendations. The third Thursday in June is a holiday and both the Sanborn and The Center at Deltona are closed for Juneteenth. Moving the meeting to another Thursday is problematic for the check schedule, obtaining monthly reports in time for Board acceptance, and preparation of the monthly financial statements. I checked with both locations for availability on Tuesday, June 17th and Wednesday, June 18th. Deltona is available on both dates, and the Sanborn is only available on Tuesday. One member-elect is open for both dates, and the other member-elect prefers Tuesday. Attorney Small is available for either date.

The CAC holds their individual meetings on Tuesdays, and two of the four individual meetings have been tentatively scheduled in Deltona as has been the practice in the last two years.

The recommended motion is to approve the proposed meeting schedule including the date determination of the June joint meeting and authorize payment of rental fees.

WEST VOLUSIA HOSPITAL AUTHORITY
SCHEDULED MEETINGS – 2025

Citizens Advisory Committee Meetings

Tuesdays at 5:30pm

Joint Meetings

Board of Commissioners Meetings

Thursdays at 5:00pm

February 4 – CAC Organizational/Orientation
*Judy Craig Sanborn Center

January 16
Sanborn Center

February 20 (TNC)
Sanborn Center

**March 20 – 5 p.m. Joint meeting of WVHA Board and CAC – Preliminary Funding
Application Review** Sanborn Center

April 1 – Mandatory Applicant Q & A
*Jennifer Coen Center at Deltona

April 17 (FDOH/SMA)
Sanborn Center

May 6 – Preliminary Ranking
*Voloria Manning Sanborn Center

May 15 (RAAO) Sanborn Center

June 3 – Final Ranking Meeting
*Jennifer Moore Center at Deltona

June 17 or 18 – 5:00 p.m. Joint meeting of WVHA Board and CAC–Funding Recommendations
Sanborn Center or Center at Deltona

July (CAC Hiatus)

July 17 (4:00 p.m.) Budget
Workshop Followed by Regular
(THND/Healthy Comm)
Sanborn Center

August (CAC Hiatus)

August 21 (HHI/CLSMF) Sanborn Center

September (CAC Hiatus)

Sept. – Tentative Budget Hearing 5:05 PM
TBD

Sept. Final Budget Hearing/Regular
Meeting 5:05 PM TBD

October (CAC Hiatus)

October 16 Sanborn Center

November (CAC Hiatus)

November 20 Sanborn Center

*WVHA Commissioner to attend CAC Meeting

The Sanborn Center 815 S Alabama Avenue DeLand, FL 32720
The Center at Deltona 1640 Dr. Martin Luther King Blvd., Deltona, FL 32725

WEST VOLUSIA HOSPITAL AUTHORITY

FINANCIAL STATEMENTS

OCTOBER 31, 2024



ACCOUNTANTS' COMPILATION REPORT

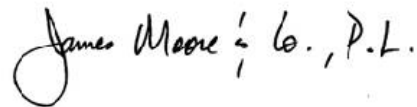
To the Board of Commissioners,
West Volusia Hospital Authority:

Management is responsible for the accompanying financial statements of West Volusia Hospital Authority (the Authority), which comprise the balance sheet – modified cash basis as of October 31, 2024, and the related statement of revenue and expenditures budget and actual – modified cash basis for the one month and year to date period then ended in accordance with accounting principles generally accepted in the United States of America. We have performed a compilation engagement in accordance with Statements on Standards for Accounting and Review Services promulgated by the Accounting and Review Services Committee of the AICPA. We did not audit or review the financial statements nor were we required to perform any procedures to verify the accuracy or the completeness of the information provided by management. We do not express an opinion, a conclusion, nor provide any form of assurance on these financial statements.

Management has elected to omit substantially all of the disclosures required by accounting principles generally accepted in the United States of America. If the omitted disclosures were included in the financial statements, they might influence the user's conclusions about the Authority's financial position, results of operations, and cash flows. Accordingly, the financial statements are not designed for those who are not informed about such matters.

We are not independent with respect to West Volusia Hospital Authority.

DeLand, Florida
November 21, 2024



**WEST VOLUSIA HOSPITAL AUTHORITY
BALANCE SHEET - MODIFIED CASH BASIS
OCTOBER 31, 2024**

ASSETS

Ameris Bank - operating	\$ 340,639
Ameris Bank - MM	3,245,736
Ameris Bank - payroll	17,927
Mainstreet Community Bank - EBMS operational escrow	200,000
Mainstreet Community Bank - MM	5,786,630
Surety Bank - MM	1,581,196
Mainstreet Community Bank - Certificates of deposit	5,705,556
Prepaid items and deposits	2,000
Total Assets	<u><u>\$ 16,879,684</u></u>

FUND BALANCE

Total Fund Balance	<u><u>\$ 16,879,684</u></u>
---------------------------	------------------------------------

See accountants' compilation report.

WEST VOLUSIA HOSPITAL AUTHORITY
STATEMENT OF REVENUES AND EXPENDITURES BUDGET AND ACTUAL - MODIFIED CASH BASIS
FOR THE ONE MONTH ENDED OCTOBER 31, 2024

	Year to Date Actual	Annual Budget	Amount Remaining Budget Balance	Percent Budget Used
Revenues				
Ad valorem taxes	\$ -	\$ 18,700,000	\$ 18,700,000	0%
Interest income	28,632	400,000	371,368	7%
Other income	408	34,333	33,925	1%
Total revenues	29,040	19,134,333	19,105,293	0%
Expenditures				
Healthcare expenditures				
Hospitals				
Halifax Hospital	13,918			
AdventHealth	5,011			
Total hospitals	18,929	3,200,000	3,181,071	1%
Specialty Care Services				
Specialty Care - ER	563			
Specialty Care - Non-ER	94,072			
Total Specialty Care Services	94,635	3,500,000	3,405,365	3%
Emergency Room Care	8,091	1,000,000	991,909	1%
Primary Care	74,818	2,500,000	2,425,182	3%
Pharmacy	-	900,000	900,000	0%
Florida Dept of Health Dental Svcs	-	160,000	160,000	0%
Hispanic Health Initiatives	-	100,000	100,000	0%
Community Legal Services	-	88,500	88,500	0%
Rising Against All Odds	-	223,017	223,017	0%
The House Next Door	-	45,000	45,000	0%
SMA - Homeless Program	-	90,000	90,000	0%
SMA - Residential Treatment	-	550,000	550,000	0%
SMA - Baker Act - Match	-	150,000	150,000	0%
County Medicaid Reimbursement	287,071	3,444,857	3,157,786	8%
H C R A - In County	-	400,000	400,000	0%
H C R A - Outside County	-	400,000	400,000	0%
The Neighborhood Center	-	125,000	125,000	0%
Healthy Communities Kid Care Outreach	-	72,202	72,202	0%
Other Healthcare Expenditures	-	174,767	174,767	0%
Total healthcare expenditures	483,544	17,123,343	16,639,799	3%
Personnel services				
Regular salaries and wages	5,755	69,064	63,309	8%
FICA	440	5,283	4,843	8%
Retirement	784	10,104	9,320	8%
Life and Health Insurance	887	12,000	11,113	7%
Workers Compensation Claims	-	25,000	25,000	0%
Total personnel services	7,866	121,451	113,585	6%

See accountants' compilation report.

WEST VOLUSIA HOSPITAL AUTHORITY
STATEMENT OF REVENUES AND EXPENDITURES BUDGET AND ACTUAL - MODIFIED CASH BASIS
FOR THE ONE MONTH ENDED OCTOBER 31, 2024

	Year to Date Actual	Annual Budget	Amount Remaining Budget Balance	Percent Budget Used
Other expenditures				
Legal Counsel	6,500	78,000	71,500	8%
Outside Legal Counsel	-	30,000	30,000	0%
Audit	-	21,575	21,575	0%
General Accounting - Recurring	-	118,560	118,560	0%
General Accounting - Nonrecurring	-	15,000	15,000	0%
Application Screening - THND	-	563,761	563,761	0%
Application Screening - RAAO	-	97,742	97,742	0%
TPA Services (EBMS)	37,480	500,000	462,520	7%
Building Repairs	-	100,000	100,000	0%
Advertising	-	10,000	10,000	0%
Other Operating Expenditures	7,256	79,900	72,644	9%
Tax Collector & Appraiser Fee	-	650,000	650,000	0%
City of DeLand Tax Increment District	-	125,000	125,000	0%
Total other expenditures	51,236	2,389,538	2,338,302	2%
Total expenditures	542,646	19,634,332	19,091,686	3%
Excess (deficiency) of revenues over expenditures	<u>\$ (513,606)</u>	<u>\$ (499,999)</u>	<u>\$ 13,607</u>	<u>103%</u>

See accountants' compilation report.