

Board of Directors

Date: March 22, 2021

Members Present: Eileen Yarborough/Chairman, Kendra Brown/Vice Chairman Chase Elkins/Secretary Dr. Bridges/Chief of Staff Bob Tenequer/Board Member Robert Windhorst/Board Member Kevin Branum/Board Member Ron Ortiz/ Board Member Joan Gilmore /Board Member

Others present: Thomas Whelan/CEO Jim Hermes/ CFO Maria Atencio/co-CNO Glenna Losito/co-CNO Christopher Harris/Interim HR Director
 Ambrosia Mandagaran/Risk and Quality Cynthia Tena/Communication and Health Promotion/ Lorraine Chavez /Compliance Director Eric Jones

Additional Attendees: Jafreen Sadeque/Physician

Recorder: Tasha Sanchez / Executive Administrative Assistant

Called to order: 1734

Time adjourned: 1920

Location: Community Room via WebEx

| AGENDA ITEM | DISCUSSION/FINDINGS | CONCLUSIONS/RECOMM. | ACTION/FOLLOWUP/R ESP. PARTY |
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| <u>Call to Order</u> | The meeting was called to order by Eileen Yarborough | | No further discussion. |
| <u>Roll Call</u> | Eileen Yarborough called roll | All in attendance except Bob Tenequer | Nothing further. |
| <u>Prayer</u> | A prayer was given by Thomas Whelan | | |
| <u>Recognition of Addit. attendees</u> | Dr. Jafreen Sadeque | | Nothing further. |
| <u>Citizens to Address the Board</u> | Dr. Sadeque introduced herself, gave a thank you to the Board Members for having her in attendance, and reported the continued welcoming from the CGHC Staff since her arrival. | | |
| <u>Consent Agenda</u> | <ul style="list-style-type: none"> a. Revised Agenda was presented for March 22, 2021 b. Meeting minutes presented for approval: <ul style="list-style-type: none"> i. Board Meeting: February 22, 2021 | <ul style="list-style-type: none"> a. Motion to approve Agenda as revised made by Robert Windhorst, Seconded by Chase Elkins carries by way of roll call vote, all in approval. b. Motion to approve minutes as presented was made by Dr. Bridges, Seconded by Kevin Branum. Motion carries by way of roll call vote, all in approval. | Approved and signed meeting minutes will be posted for the public on the CGH website. |
| <u>Committee Reports</u> | <ul style="list-style-type: none"> i. Finance/CFO Report | <ul style="list-style-type: none"> i. Jim Hermes gave a verbal update on The Financial Report for month and year ending February 2021. <p>February's operations were negatively impacted by our electronic medical record conversion. For much of the month we limited our volumes to ensure patients would not be unduly inconvenienced as we learned to master the new system. As a result, our revenue decreased 17% from January and we posted our first operational loss since September. However, we remain profitable on a year to date basis. As of the middle of March our providers are comfortable with the new</p> | |

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| | | <p>system, excited to have interoperability between our clinics, ER and hospital, and looking forward to returning to pre-implementation service levels. Other issues of note:</p> <ul style="list-style-type: none"> • We've seen a shift from insured patients to self-pay, with self-pay volumes increasing from 2.9% of volume in FY 2019 to 5.3% for the past 20 months. The board's support for our deeply discounted self-pay rates has helped our patients continue to receive vital care at costs most can afford. - On January 25th we converted to our new electronic health record to improve interoperability between the Clinics and Hospital. The new system has been well received by physicians and staff who now have access to a patient's complete chart, enhancing their ability to ensure the continuity of care envisioned when choosing the new system. As expected, the implementation has resulted in increased staffing costs to train and understand the new system's functionality. • In February, we saw a drop in costs for COVID-19 testing. All over the US, many states have seen a decrease in testing as more individuals are getting vaccinated. According to experts, there are a number of reasons, including declining cases, increased vaccination, and pandemic fatigue. They say that people should still get tested even if they've been vaccinated, so that they know whether they risk passing the disease to others. • We continued our investment in our service expansion in February which facilitated the COVID-19 clinic relocation from the mobile unit into previous administration space at the Cibola Family Health Center. In addition, our Rehab department expanded into a 900 square foot addition to provide adequate space for several new pieces of equipment. • We maintained 243 days cash on hand despite the revenue shortfall and capital outlays. | |
| <u>CNO Report</u> | Glenna Losito gave a verbal update on department developments, nursing contracts status, and Social Services candidate updates. | | No further discussion. |
| <u>CEO Report</u> | <p>CEO Report was with the Board Members and Thomas Whelan verbally highlighted the Laguna Community Health Center Updates, Employee of the month, and Advisory Management.</p> <ol style="list-style-type: none"> i. Compliance Annual Board Training ii. Human Resources Report | <ol style="list-style-type: none"> i. Lorraine Chavez went over Fiduciary Duties and duty of care and recent enforcement examples of another out of state hospital. | |

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| | | ii. Chris Harris went over the results of the Human Resources Report and answered any questions the Board had about the statistics. iii. | |
| <u>Medical Staff Report</u> | Dr. Bridges gave verbal update on the challenges providers have with Cerner and need for more OR Staff as the service line begins to increase in productivity, also commended the Cerner Communication across all facilities in regards to patient care. | | No further discussion |
| <u>QHR Annual Benefits Report</u> | Eric Jones went over the QHR Annual Benefits Report and answered any questions of clarification the Board had. | | Nothing further. |

| <u>Executive Session</u> | | | |
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| | Motion to move to Executive Session made by Dr. Bridges, Seconded by Kendra Brown. Motion Carried by way of roll call vote, all in approval. Executive session begins at 1913 to discuss: a. Human Resources b. Draft Board Education Plan c. NMSU-Nursing Grant d. Contracts and Agreements Authorization Policy e. Board Assessment | a. Christopher Harris went over the retention/turnover rate b. Thomas Whelan went over the Draft Board Education plan for the Board members during the CY 2021 c. Thomas Whelan, Jim Hermes, and Dr. Bridges went over the benefits of the NMSU-Nursing program with the hospital d. Thomas Whelan went over the changes and updates to the Contracts policy. | Motion to return to Open session made by Dr. Bridges, Seconded by Kevin Branum. Motion Carried by way of roll call vote, all in approval. Open session begins at 1942. |
| <u>Old Business</u> | Thomas Whelan gave an update on the Employee Engagement Survey status. | | |
| <u>New Business/Action Taken:</u> | a. NMSU-Nursing Grant b. Contracts and Agreements Authorization Policy | | a. Motion to approve NMSU-Nursing Grant made by Kevin Branum, Seconded by Joan Gilmore. |

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| | | | Motion Carried by way of roll call vote, all in approval. b. Motion to approve the updated Contracts and Agreements Authorization Policy made by Dr. Bridges, Seconded by Robert Windhorst. Motion Carried by way of roll vote, all in approval. |
| <u>Announcements / Reminders</u> | | | |
| <u>Adjournment:</u> | Motion to adjourn made by Kendra Brown, Seconded by Kevin Branum. Motion Carried by way of roll call vote, all in approval. | Meeting adjourned at 1945. | The Board of Directors will meet next on April 26, 2021 |

CHAIRPERSON APPROVAL SIGNATURE *Eileen Garborough*