

Board of Directors

Date: June 26, 2023
 Members Present: Eileen Yarborough/Chairman, Kendra Brown/Vice Chairman Stacey Dimitt, M.D./Chief of Staff Robert Windhorst/Board Member Kevin Branum/Board Member Ron Ortiz/ Board Member Joan Gilmore /Board Member Stephanie Rivard /Board Member, Harry Sheski /Board Member

Others present: Thomas Whelan/CEO Jim Hermes/ CFO Maria Atencio/co-CNO Glenna Losito/co-CNO Julie Griffith/HR Interim Director Ambrosia Mandagaran/Director of Risk and Quality Cynthia Tena/Director of Marketing / Terrel Pearson/Compliance Director Nydia Sanchez / Marketing Assistant Eric Jones/Ovation Ryan Nestrck /Ovation

Additional Attendees:
 Recorder: Amanda Jim / Administrative Assistant
 Called to order: 1743
 Time adjourned:
 Location: Community Room via WebEx

AGENDA ITEM	DISCUSSION/FINDINGS	CONCLUSIONS/RECOMM.	ACTION/FOLLOWUP/RESP. PARTY
Call to Order	The meeting was called to order by Eileen Yarborough		Nothing further.
Roll Call	Eileen Yarborough called roll.		Nothing further.
Prayer	A prayer was given by Thomas Whelan		
Recognition of Additional Attendees			Nothing further.
Citizens to Address the Board			None present.
Agenda	<ul style="list-style-type: none"> a. Agenda presented for June 26, 2023 b. Meeting minutes presented for approval: <ul style="list-style-type: none"> i. Board Meeting: May 22, 2023 	Motion to approve amended Agenda made by Kendra Brown. Seconded by Stephanie Rivard <ul style="list-style-type: none"> a. Motion Carried by way of acclamation, all in agreement. b. Motion to approve minutes as presented was made by Stephanie Rivard. Seconded by Harry Sheski. Motion carries by way of acclamation, all in agreement. 	
Committee Reports	<ul style="list-style-type: none"> i. Performance Improvement Committed reported by Kevin Branum: Infection Control, Kyle Lester: Employee Influenza Vaccination to meet 92%. 75% vaccinated hospital staff for the 2022/2023 Flu season. Healthcare associated infection prevention and documentation. Employee handwashing rates 90% or greater. January 2022-May 2023 average handwashing rate 88%. Infection control education with hospital 		

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	<p>staff/community outreach. Community flu pod, health fair, educating staff through email, in-person, clinical carnival and through staff meetings. Kyle shared infection controls spotlight story that we currently remain at 0% Hospital associated infection rate for CAUTI/CLABSI/VAE and our NHSN data reporting is up to date. Kathy Jaramillo, Case Management shared her attendance at QHRs Ovation conference to network and expand knowledge in her field. She commented that a lot of the struggles of other facilities were not hurdles she had to deal with in our facility. She has established a working relationship with insurance point of contact to streamline submissions and decrease denials for missing information.</p> <p>Currently ensuring that each patient is met with in person prior to discharge by Case Management or Social Services representative. Each patient is discussed in Morning Treatment Team meeting, it is decided at that time which one will meet with patient.</p> <p>Beginning stages of implementing post discharge calls are underway. Additional rounding question has been added to routine to address the one most important worry patient has while admitted to CGH.</p> <p>Dietary, Matilda Gurule reported Improve inpatient satisfaction scores on food service surveys: 89% or better monthly, 90% or better at end of FY. Employee Turnover - <25% .Inpatients receive nutritional education prior to discharge. 90% monthly or better, 92% or better at end of FY. Increase revenue 5% and market Dietary to community, Ex: Recipe</p>		

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	<p>cards or social media posts. (Revenue increase percentage based on same month, previous year for cash/debit/ticket sales). Yvette Marquez, Pharmacy states that since 2023 there were a lot of regulatory compliance changes that took place and more to come in November 2023 as well. Two initiatives that are in progress are: Omnicell Go Live; New anesthesia work stations to ensure safe and accurate dispensing during cases. Enhances controlled substance monitoring, reporting, tracking and inventory. In process of meeting with Omnicell to complete and correct data transfer. 340B-Pharmacy is working closely with Pharmaforce to ensure compliance and prepare for potential HRSA audit.</p> <ul style="list-style-type: none"> ▪ Accumulations ▪ Crosswalk ▪ Auditing ▪ Purchasing ▪ Policies <p>PFS-Angelina Foreman Initiatives completed/implemented in past 6 months. Increase and maintain department staff. With increases in patient volume and past turnover rates, PFS is working on increasing staff members and maintaining a strong retention rate within the department. Registration and Billing/Collecting are working hard to develop a connection and trustworthy network as a team Continue to train and utilize Cerner correctly for its intended purposes. As we continue to learn how to navigate Cerner, we are also working on providing professional education to strengthen the team foundation.</p>		

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	<p>Continue to work on the client billing process and develop a consistent and reliable process. As staff members gain knowledge and processes are smoothed out, denials will decrease. Continue to improve patient service in all areas, focusing on phone and face-to-face interactions in all areas. Registration-Provide tools to increase satisfaction at the initial interaction with the patient. Cashier-Continue to assist patients in all areas of need, improving professionalism and education in some areas such as billing. Self-Pay/Financial Counseling-Continue to develop proper phone and face-to-face etiquette and create consistent self-pay and financial assistance processes. Billing/Collecting-Learn to work with patients and insurance representatives in a professional environment.</p> <p>Valarie Baldonado, Housekeeping reported: Growth-They have been working on stripping and waxing floors. Have ordered within reach curtains for both the Hospital and Clinic. They continue to shampoo areas, scrub floors and buff floors when extra time is permitted.</p> <p>Service- She has started rounding with patients randomly. People-Currently fully staffed but will be hiring 1 full time employee soon. She has an employee who has been accepted in the respiratory program at PIMA and will stay PRN while in school.</p> <p>Quality-Continue to glow light in patient care areas.</p>		

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	<p>ii. Finance/CFO Report: Jim Hermes verbally advised the board with details from the Finance Committee:</p> <p>Justin Mehnert, Scott Eliason, and Audrey Jaramillo from The Jaramillo Accounting Group presented the required communication for FY2020 audit regarding the engagement timing of the audit, overall testing approach, and the due date of the audit in accordance with the state rule. Audit is split into two phases. First phase is the Interim Phase which starts July 17th. Second phase is the Final Phase which will start September 11th. Due date for the audit is October 15th.</p> <p>The Financial Report for month and year May 2023 was included in the packet. The following verbally added by Jim Hermes:</p> <p>Recurring audit findings will be on 403B and segregation on internal controls.</p> <p>Volume Patient revenue was \$8.6m. Ortho related charges totaled \$124k, \$80k came from the part time PA ER visits remained high at 33% above FY 2022 and all other outpatient services continued to thrive Net Revenue Net revenue was \$4.3m which included \$400k interim payment make-up vs costs. Ortho locums generated \$22k of net revenue while his cost of \$33k. For reference, Q3 ortho surgeon averaged net revenue of \$175k/month.</p> <p>Operating Expenses Costs remained elevated at \$4.1m. Health claims returned to normal vs. March but locums and agency remain high. We have 12 Nursing FTE's (internal and external contracts) locums general and orthopedic surgeons and nurse practitioners. Nursing contract costs increased \$24k to \$215k. Depreciation is trending higher as we bring purchases into service and Cerner's \$164k fee continues through December</p>		

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	<p>Cerner operating expense will exceed \$1.2m this year vs. pre-Cerner system costs of \$600k annually</p> <p>Financial Results May's operating loss was (\$463k) with YTD loss of (\$1.9m), \$956k behind budget YTD and \$776k worse than 2022. May out of period & 1 time costs: \$99k for RVU bonuses, Ahmey recruiter \$38k, 403B drugs never billed of \$90k for the last 16 months. (\$227k Total) May YTD Ortho pro-fee revenue is \$620k less than 2022 and budget (\$310k net revenue impact) while costs are up \$100k for a combined negative impact of \$350k to earnings. Further, YTD hospital revenue from the ortho service line is \$1.4m, down from \$3.7m for the May 2022 YTD period. This \$2.3m revenue decline (\$1.2m net) created a financial shortfall of approximately \$1m after costs. Ortho has declined \$1.35m vs. 2022. This is our operating loss.</p> <p>Accounts Receivable and Cash Update AR days dropped 6 to 52 from great patient collection month Cash grew by \$350k to \$13.6m (105 Days on hand). Capx spend in May was \$156k May cash receipts of \$4.8m is a new non-PPP record.</p> <p>Past patient statements that were never mailed out will start being mass mailed out on June 25th.</p>		
<u>CNO Report</u>	<p>Thomas Whelan Reported: Staffing: We have 12 contract nurses to assist our staff. 6 in OB, 6 ED, and 1ICU. We have hired a new grad from the NMSU Graduating class of December 2022 and have an interview with 1 from UNM Gallup next week. We have hired a fulltime from Gallup, 2 part time nurses one for day and one for nights, a NMSU student to work as CNA and will graduate in 3 semesters and wants to work as RN here. 1 NMSU graduate that will be coming off of orientation which will allow us to move one of our own to OB or ER to cut a contract. We have 2</p>		No further discussion.

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	<p>swing bed patients with the possibility of adding one more.</p> <p>Education: We did a PALS class and all participants passed. Planning a BLS class mid-July for community and staff.</p> <p>Emergency Department: April ED visits were 1216 with 75 MS admissions, and 5 that spent time in ICU. Our LWBS (Left without being Seen) dropped to 1.7%. The ED team scored 81% on their patient satisfaction scores (n=61).</p> <p>OR/PACU In May 102 procedures were performed with 25 cancellations. The department continues to work to address this cancellation rate.</p> <p>Obstetrics In May we had 11 births, we are expecting in the 20s for June and July for the OB department. The next fetal monitoring Class will be August 3, 2023</p> <p>Infection Control We have kicked off our Employee Health initiative the winner for the May movement will be announced soon with a little prize. Zumba was held in the community room and enjoyed by all that showed up so planning of having more classes here also going to try and have yoga class.</p> <p>Cardiopulmonary Cardiopulmonary is helping us to have a couple of mock codes in our hospital to help staff be prepared. We hope to have these soon within the next month.</p> <p>Social Services SS had 39 consults in May. The BH Clinic had 369 patient visits in May.</p>		
<u>CEO Report</u>	<p>Thomas Whelan advised a phone conversation with a company that may provide names and specialties for providers. Dr. Ameh has signed her offer letter and has committed to coming in August. Dr. Wells keeps putting up road blocks on coming for a site visit. Dr. Jones was provided with a revised offer and decided to remain in Tucson. Leadership Development will start on July 13th with Press Ganey.</p>		No further discussion.

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<u>Medical Staff Report</u>	<p>Dr. Stacey Dimitt reported from Med Staff that it has been two years since Med Exec team has been in place. Elections will take place. The committee is nominating:</p> <p>Dr. Walter Bridges, II Dr. Snow Petersen Dr. Stacey Dimitt Dr. Amanda Young</p> <p>Nominations have to be out for 30 days before a vote takes place.</p> <p>Lost connection with Dr. Dimitt.</p>		
<u>Ovation Report</u>	<p>Ryan Nestrick and shared:</p> <ul style="list-style-type: none"> a. Increase in AR from Medicaid b. Compliance Onset report will be coming c. CEO Performance Evaluation 		No further discussion.
<u>Executive Session</u>	<p>Motion to move to Executive Session made by Joan Gilmore. Seconded by Stephanie Rivard Motion Carried by way of acclamation, all in agreement.</p> <p>Executive session begins at 1841 to discuss:</p> <ul style="list-style-type: none"> a. Credentialing b. Risk Management c. Personnel 		<p>Motion to return to Open session made by Kendra Brown. Seconded by Kevin Branum. Motion Carried by way of acclamation, all in agreement.</p> <p>Open session begins at 1908</p>
<u>Old Business</u>	<p>Board would like to add previous meeting discussions for follow-up at next board meeting.</p>		

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<p><u>New Business/Action Taken:</u></p>	<p>a. Motion to approve Nevarez, Alfredo, MD for Reappointment; Kon, Darissa, MD for Reappointment; Ramirez, Gabriel, MD for Reappointments; Vu, Bach, MD for Reappointment; Kinchen, Ernest MD for Reappointment; Taylor, Mrunal, MD for Reappointment; Depper, Mark, MD for Reappointment; Frey, Joseph, MD for Reappointment; Casavantes, Ellen, LCSW for Reappointment; Sinclair-Hall, Stephen, DPM for Full Privileges; Aragon, Ashlee, DMD for Full Privileges; Ahmed, Zarah, DDS for Full Privileges; Anderson, Kyle, CNRA for Full Privileges; Patel, Gaurav, MD for Provisional Privileges; Worrell, Lindsey, MD for Provisional Privileges with proctorship on intubation; Peterson, Kaitlin, MD for Provisional Privileges; Reyes, Martha, PA for additional privileges; Shelton, Beau, PA for additional privileges as presented in Credentialing in Executive Session from MEC.</p> <p>b. Motion to approve the offer contingent upon a site visit for Dr. Lilian Ameh</p> <p>c. Motion to approve current slate of officers</p>		<p>a. Motion to approve Nevarez, Alfredo, MD for Reappointment; Kon, Darissa, MD for Reappointment; Ramirez, Gabriel, MD for Reappointments; Vu, Bach, MD for Reappointment; Kinchen, Ernest MD for Reappointment; Taylor, Mrunal, MD for Reappointment; Depper, Mark, MD for Reappointment; Frey, Joseph, MD for Reappointment; Casavantes, Ellen, LCSW for Reappointment; Sinclair-Hall, Stephen, DPM for Full Privileges; Aragon, Ashlee, DMD for Full Privileges; Ahmed, Zarah, DDS for Full Privileges; Anderson, Kyle, CNRA for Full Privileges; Patel, Gaurav, MD for Provisional Privileges; Worrell, Lindsey, MD for Provisional Privileges with proctorship; Peterson, Kaitlin, MD for Provisional Privileges; Reyes, Martha, PA for additional privileges; Shelton, Beau, PA for additional privileges as presented in Credentialing in Executive Session from MEC by Joan Gilmore. Seconded by Stephanie Rivard. Motion carried by way of acclamation, all in agreement.</p> <p>b. Motion to approve the offer contingent upon a site visit for Dr. Lilian Ameh in Executive Session by Kendra Brown. Seconded by Stephanie Rivard. Motion carried by way of acclamation, all in agreement.</p> <p>c. Motion to approve current slate of officers by Harry Sheski. Seconded by Stephanie Rivard. Motion carried by way of acclamation, all in agreement.</p>
<p><u>Announcements/Reminders</u></p>			

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<u>Executive Session II</u>	Motion to move to Executive Session II made by Kendra Brown. Seconded by Harry Sheski Motion Carried by way of acclamation, all in agreement. Executive session II begins at 1927 to discuss: a.		Open session begins at 2002
<u>Executive Session III</u>	Executive session III begins at 2002 to discuss: a. CEO Evaluation		Open session begins at 2021
<u>Adjournment:</u>	Meeting adjourned by Board Chair, Eileen Yarborough	Board Meeting adjourned at	The Board of Directors will meet next on Monday, July 24, 2023 at 1730 in the Board Room.

CHAIRPERSON APPROVAL SIGNATURE

