

# THE HUM

The Holy Cross Medical Center Newsletter

Spring 2019



**Veronica Parker, MD**  
Board-Certified Pediatrician

# Update From Bill Patten



We have started to develop our Fiscal Year 2020 capital and operating budgets. This budget will need to reduce expenses or have more income. Toward that end, for the last several weeks we have been asking you for your ideas regarding how we can save money or generate additional revenue.

As you know, Holy Cross only receives a fraction of the amount of mill levy support that is allowed by law; we receive 1 mill while the law allows up to 4.25 mills. Many if not most of the other small rural hospitals in New Mexico receive the maximum amount. For Holy Cross the difference between what we currently receive and what we could receive amounts to about \$4M more per year. Local tax support is the way other New Mexico communities have shored up their local hospital's finances. Until that happens for us, we need to find creative ways to reduce our expenses or reliably increase our revenue.

All of this budget planning is taking place in the context of our February financial statements. We are reporting a loss of about \$492,000 for that one month. We reported revenue that was \$1.5M lower than the month of January. There were a number of expenses that were recorded in February that actually occurred in previous months. For example, we received numerous invoices from vendors that were several months late. This made

February look much worse than it otherwise would but didn't really change our year-to-date financial performance. For the year thus far, we have lost almost \$766,000 although we had budgeted a modest profit of \$126,000. That means we have a negative variance to budget of about \$892,000!

The impact of our critical access status is noticeable and positive. For the first 10.5 months that we were designated as critical access we saw additional revenue of about \$1.3M. Our current financial situation would be much worse if not for this additional revenue from Medicare.

I am sure you will agree that losses of this size are not sustainable. Until we are able to approach the community about increasing the amount of local tax support, we need to adjust our budget internally. But we are taking a different approach than we did last year. Last year we asked the question, which service should we keep open and which should we close. While we didn't close any service the process was very upsetting. This year we are asking the question, "How can we adjust our current services so we can continue to provide the care our community needs at the same time we reduce our expenses?"

The recent strategic planning input sessions that we offered to our employees and medical staff provided some useful ideas and opportunities. This information will be combined with the input obtained from the community input sessions and will be presented to the Board at the April meeting. The current budget schedule calls for the final budget to be presented to the Board at the May meeting. This step may be delayed by a month to allow the three new board members to have input into both the strategic planning and budgeting processes. We will

hold All Staff meetings over the summer to update you on both documents. Until then, we will use regular communication tools (The Keeping You in the Loop weekly communication email and the Senior Leader department rounding sessions) to provide you with information related to these processes.

Holy Cross provides essential services to Taos County. Working together, we will find a path forward that will allow us to continue to meet the healthcare needs of our friends and neighbors!

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## Teleneurology Robot

We have recently added a Teleneurology Robot to our team at Holy Cross Medical Center. This device allows us to consult a Neurologist or Neurosurgeon remotely. So, if we have any type of Neuro patient, that we need a consult on, with the patients consent, we get a consult. The doctor puts in the order, the nurse sets up the machine, the neuro doc reports back with recommendations, then we provide care as recommended.





# Taos Love Kids Parenting Classes

Taos Loves Kids (TLK) aims to prevent child abuse and maltreatment in Taos County. To this end, TLK provides a variety of parenting classes as well as support groups and community events designed to reduce isolation, facilitate understandings of child development, and build parent resiliency in order to decrease occurrences of child abuse and neglect.

Taos Loves Kids offers seven different types of parenting classes: Circle of Security, Love and Logic, ESL for Parents, Infant Massage, Parenting with Emotional Intelligence (EQ) Birth Art, and Nutrition. Some classes, such as Nutrition and ESL for parents, are offered in Spanish to try and serve Taos County's large Spanish-speaking population. TLK also provides free childcare if needed for parents to attend the classes. Last Fall, TLK offered a unique cooking class--Crockpot Cooking--as a way respond to specific concerns from parents who struggle to prepare dinner while also meeting the needs of their families.

This 2-hour class offered parents simple strategies to plan and prepare meals, using a crock pot. Participants worked together to prepare three meals that each family took home, recipes included:

- Taco Soup
- Shepperd's Pie

At the end of the class, families enjoyed a meal and a good time together!

Using a crockpot or slow cooker is a great way to reduce stress and frustration around dinner time, save money, prepare more nutritionally balanced meals, save time, reduce isolation and overall, simplify cooking so that parents can spend more time enjoying their families!

If you are interested in slow cooker meals, below is the recipe for the Taco soup! Hope you enjoy it!

For more information about parenting classes or the Taos Loves Kids program contact Paula @ (575) 751-8904



## Crockpot Taco Soup Recipe

This soup is one of my favorite, super-easy meals! I like to make this in my slow cooker on a regular basis and let it cook all day to let the flavors meld. We add a little cheese on top to make it even more delicious and cheesy.

**Prep Time:** 25 minutes

**Cook Time:** 4 hours

**Total Time:** 4 hours 25 minutes

**Yield:** 6 servings

### Ingredients

- 1 - pound ground beef
- 1 - medium onion (chopped)
- 2 x 15oz cans - chili beans
- 1 x 15oz can - corn
- 1 x 15oz can - tomato sauce
- 1 can - rotel (diced tomatoes and green chilies)
- ½ can - water
- 2 Tablespoons - taco seasoning

### Instructions

- Mix all ingredients in slow cooker .
- Cook in the crockpot for 4 hours on high or 8 hours on low.

### Notes

*To prepare for the freezer, place all ingredients in gallon size freezer safe bag. Thaw before cooking.*

# Education Department Update

By David Elliot, Education Coordinator

The Holy Cross Medical Center Education Department has made many exciting changes in 2019 that will allow for the better and more efficient delivery of courses to HCMC Staff, volunteers, and community members.

The HCMC Education Dept. hired a new Education Coordinator this year. David Elliot, a Taos Resident, comes from a public service background in firefighting and emergency management. In coordination with Pam Akin, HCMC's new Chief Nursing Officer, and Lori Ann Cortez, the Dept. Administrative Assistant III, the Dept. has launched several new and exciting programs and improvements.

The HCMC Senior Leadership Team has approved the purchase of all new American Heart Association (AHA) training equipment with interactive features such as lights, sounds, movement, and haptic feedback to ensure that course participants have the best tools for learning AHA CPR and advanced resuscitation methods.

The Education Dept. has gained the approval of Eastern NM University, Roswell to develop and train "Training Center Faculty". As a result, HCMC will be able to train and monitor AHA Instructors in-house from now on. More instructors at HCMC means that the Education Dept. can deliver more (and higher quality) courses to staff as well as to community

members -- making HCMC the best regional provider of AHA BLS, ACLS, and PALS education. Additionally, new instructors will also participate in community "hands-only" CPR events at locations throughout Taos County in 2019.

The Education Dept. has also benefited from the generous support of UNM, UNM Hospitals, and Lovelace in Albuquerque to offer new and on-going advanced clinical courses -- often at no cost to HCMC or course participants. These partnerships allow HCMC clinical staff access to the most current training from New Mexico's most skilled medical educators. Quality training assures the best possible outcomes for patients. The HCMC Education Dept. is excited to offer such a great variety of courses, clinics, and lectures - made all the better with these new changes in 2019.



David Elliot, Education Coordinator at Holy Cross Medical Center.



BeStaRRs is an employee recognition program of Holy Cross Medical Center | Behavior Standards Reward, Recognition and Social activities



## Imaging Department - Teamwork

A patient was referred for a stress echo. She was unable to exercise adequately to obtain the diagnostic test result. Her EKG and clinical symptoms however indicated coronary blockage. Thinking about what options there were Dale suggested that we get the isotopes needed to perform the non-exercise based testing. Jeff approved the stat delivery of the isotopes. Ann worked quickly with the patient's insurance company to get the nuclear medicine test approved. The patient had already left but Luisa was able to get in touch with her and she agreed to turn around and come back that same day. Dale stayed late and performed the testing which was conclusive. The patient was transported immediately to another facility that could perform the appropriate procedure. Together they went above and beyond to insure the patient would get optimal care and the desired outcome.



## EVS - Service

The auxiliary meets once a month to make birthday cards for employees. The supplies are kept in the hospital and have to be transported to the LEA conference room. There are 6 boxes that have to be transported every month. Manuel saw the ladies struggling with the heavy boxes and offered to help even though he was busy. Without hesitation he took the dolly with the boxes and delivered it to the LEA and opened the door for them. No one has ever stopped or offered to help. The auxiliary said this was a wonderful example of service.



## Tim Moore - Communication

Patient was having a repeat C-section. Her first C-section was problematic; it was not performed at Holy Cross. She said the following about her experience. "Dr. Moore took time at each appointment to explain things in a way that I could understand. He explained what he was about to do and why he was doing it. He even checked in with my husband. All these moments made me feel comfortable and confident about my scheduled C-section. I had no fear or worries before the procedure as a result of his care. I think he is the best doctor and I have told all my friends and family about Dr. Moore."



# Emotions, Wellbeing, and Children's Rights

Paula Oxoby-Hayett, Children's Trust Fund Coordinator

In support of the United Nation's Universal Children's Day, over 160 countries shared EQ POP-UP Festivals to build community and educate children and adults about emotions, wellbeing, and childrens' rights.

On Tuesday, November 27 2018, Children's Trust Fund and First Steps hosted an EQ Pop up in partnership with the SmArthouse.

The SmArt House is a collaboration between the Youth Heartline child advocacy group and the Neighborhood Arts Project. The program is located in the Gusdorf Housing Development for low income families. In order to support their families, parents need to work long hours. For two afternoons a week, Taos children in this neighborhood have a safe place to learn and play. SmArt house also provides healthy nutritious meals at no cost to participants.

Children's Trust Fund and First Steps facilitated an EQ Pop Up event at SmArtHouse as a way to bring this amazing opportunity to the neighborhood where these children reside.

We set up 7 EQ "stations" which provided opportunities for the kids to experience

various activities related to emotional intelligence: "Build your E-Monster", "Feast of Great Relationships", "Spark!", "Conflict Resolution", "I Felt... When...Because...", "Story Stop" and "E-Ball". Twenty kids, four volunteers and staff from SmArthouse and eight home visitors from First Steps program participated in the event.



## DID YOU KNOW?

RESEARCH INDICATES THAT INCREASED EMOTIONAL INTELLIGENCE LEADS TO BETTER HEALTH, ACADEMIC ACHIEVEMENT, AND STRONGER RELATIONSHIPS! IT'S A LEARNABLE, MEASURABLE, SCIENTIFICALLY-GROUNDED SKILL SET THAT HELPS CHILDREN...

- NAVIGATE INCREASING COMPLEXITY AND STRESS
- FOSTER POSITIVE, HEALTHY RELATIONSHIPS
- SPARK INNOVATION AND RESILIENCE
- NOURISH COMPASSION AND INNER PEACE
- GROW AS A POSITIVE CHANGE-MAKER

THE SKILLS OF EMOTIONAL INTELLIGENCE ARE LEARNED – AND WE THINK PARENTS ARE THE MOST IMPORTANT PEOPLE TO TEACH THESE LIFE-CHANGING, WORLD-CHANGING SKILLS.



CANCER SUPPORT WALK • ALL MONEY RAISED STAYS LOCAL

— SAVE THE DATE! —  
SAT., JUNE 29<sup>TH</sup> • 9AM  
KIT CARSON PARK  
[www.TaosCancerSupport.org](http://www.TaosCancerSupport.org)

