

# THE HUM

The Holy Cross Medical Center Newsletter

Summer 2019



**William Dougherty, MD**  
Plastic Surgeon

# Update From Bill Patten



Happy summer - It hardly seems possible that the days are already getting shorter! With the rain we have been getting this year the sage is greener and the weeds are higher - I hope you take some time to get out and enjoy this special place we call home!

I want to give you a couple of different updates...

## **Our plan for the mill levy**

As I shared at the recent All Staff meetings, we are actively working to identify 3-5 community partners that will join us in our campaign for additional mill levy funding. The group of potential community partners that has been meeting has narrowed the needs list to the following topics (in prioritized order):

1. A detox service (medical and/or social)
2. Mental health/behavioral health treatment
3. Residential treatment
4. Homeless issues (shelters, food, clothing)
5. A healthcare and/or lifestyle case manager/coach (community health worker)

We plan a couple more meetings before the end of July. The current timeline is to have the potential list of services/potential partners developed by the July Board meeting. During the month of August we will develop our

message/campaign with the goal of being ready to make a presentation to the County Commissioners early in September.

The partnering approach we are pursuing will allow ~\$900,000 each year to be devoted to 3-5 important services with another ~\$4,200,000 going to Holy Cross each year. The current plan for this money is that ~\$1,500,000 will be used for capital equipment and/or building maintenance, ~\$1,500,000 will be used for operations, and ~\$1,000,000 will be put into savings.

## **Employee compensation**

In 2016 we did a major reset of our compensation. We had not given raises and were behind the market. The net result of this reset added about \$1,000,000 to our salary expense. Since 2016 we have given raises, but because of our weak financial position, the raises have been lower than we would have liked. As a result, in just another year or two I think we will again be behind the market. The \$1,500,000 of mill levy money that will be designated for operations will allow us to have the money to make sure our wages are current with the market. Understanding that the specifics of any wage increase program will need to be negotiated with our union, I want everyone to understand that our plan with this increased mill levy funding is to assure that we have adequate resources to make sure that we can give appropriate raises in the coming years.

## **Heating system repairs**

We have turned the heating system back on and, as expected, have found a couple of new leaks. We are waiting a few weeks to make sure no other leaks are found before we decide if we need to drain the system again. Once that decision is made we will schedule to have the pipes reinsulated and

will then get the drywall repaired. OR #3 is being painted and should be back in service soon. I appreciate everyone's patience as we have worked through this difficult maintenance project.

## **Vacuum system upgrades**

We have completed the upgrade of our medical vacuum system. In addition to installing two brand new 10-horse power vacuum pumps, we have purchased a third pump to have as a spare. The pump will not degrade in storage and will assure that we can quickly replace a failed pump.

## **Our cash position is improving!**

Our days in accounts receivable and accounts payable are both coming down; by the end of August both should be very close to our desired level. We are now measuring day's cash in the 20's rather than the single digits from just a few months ago. We still have work to do and the added money we will be able to save from the enhanced mill levy funding (this is just one of the reasons that it is SO important that the mill levy measure pass when it goes to ballot) will help our days cash continue to grow while at the same time we can stay current with wage increases and invest in our needed medical equipment.

Our care teams continue to do a great job and the departments that support the caregivers are also stepping up and making great contributions! We have had very busy summer holidays (Memorial Day and July 4th) but our team always seems to find a way to provide our patients with the exceptional care they deserve!

**Thank you for all you do and have a great summer!**

# DNV Certification Team Goes Above and Beyond



Pictured Back row (left to right): Trish Hernandez, Irene Sadler, Doris West, Dale Cisneros, Sue Romansky. Front row (left to right) Lenora Cisneros, Daisy Faustino, Ada Stevenson. Not Pictured: Erik Kizer, Dennis Fox, Beth Hood, Brittany Lamendola

Each of these individuals played an important role in making Holy Cross survey ready. The Board and Senior Leadership want to thank each of you for a job well done. Thank you for providing high quality and safe care to those we serve. Great work everyone!

Individuals who were interviewed by a surveyor and did an outstanding job:

- Trish Hendricks - Medical Staff Coordinator
- Lenora Cisneros - Admin
- Erin Kizen - Dietary
- Irene Sadler - HSC
- Ada Stevenson - HR
- Dale Cisneros - Imaging

## We would like to thank the following team members for outstanding preparation regarding the survey:

Dennis Fox/ Plant - in 6 weeks organized the department and was able to provide documentation and answer many questions

Beth Hood/ CM - Updated policies, prepared documents, held UR meetings in prep for survey

Doris West/IP- developed a survey readiness tool that the surveyor requested as an example for other organizations to use

Brittany Lamendola/Nursing - updated all restraint audits for 2018 adding additional information in prep for survey

Daisy Faustino/Lab - Prepared a notebook of all lab documents making sure they were up to date and ready for review as well as an extensive reference list

Sue Romansky - Overseeing DNV survey preparation, communicating with leaders, auditing and providing guidance

## DNV Survey Report

As most of you know we had a team of three DNV surveyors on site. They reviewed records, looked at the physical environment, questioned staff, checked policies, and reviewed our processes and programs. We are happy to report that we did very well! We had seven findings this year which matches what we received last year. The findings included one Conditional Level, four Level One Nonconformities and two Level Two Nonconformity. Below is a list of the findings:

### Condition Level

**Ligature Risk** - Found opportunity to improve our evaluation and documentation of patients for suicidal ideation, improve our evaluation of the physical environment and increase observation of patient during their stay. Much work has already been done including education, documentation process and evaluation of rooms for risk.

### Nonconformity Level 1

**Anesthesia** - Found we had not yet appointed a *Medical Director of Anesthesia*. We had already identified this need before the inspection and were working with CCI. We were able to correct the finding on the spot. Dr. Boyd is now the *Medical Director of Anesthesia*.

**Restraints** - Asked to improve documentation around face to face evaluation of patients and rationale for using restraints. Changes are being made to the EMR to include desired elements and staff training is being scheduled.

**Nursing Care Plans** - Would like us to include additional diagnoses found in physician notes. We are in the process of finding a way to help staff access this information easily. Education will follow.

**Fire Extinguishers** - Discovered a few fire extinguishers that were mounted too high and several fire doors that would not close. Corrections were made and noted in the report.

### Nonconformity Level 2

**Panel Boxes** - Not all boxes were fully labeled showing what each switch in the box was for. Corrections are being made and will be completed as soon as possible.

**Regulated Waste** - One staff member lacked required *Hazwoper training to handle and sign the waste manifest*. Training has been scheduled.

The survey team recognized that we had made progress in several areas, closed four findings from last year and said that there were many noteworthy efforts.

Each of you played an important role in making Holy Cross survey ready. The Board and Senior Leadership want to thank each of you for a job well done. Thank you for providing high quality and safe care to those we serve. Great work everyone!

# Community Health Needs Assessment Report

As a non-profit hospital, Holy Cross Hospital works hard to meet the needs of our community and provide the best care possible to our residents. To help guide our efforts and resources, we have developed a Community Health Needs Assessment (CHNA). We gathered data from variety of well-known sources, surveyed knowledgeable local experts, and used this information to determine the top five health needs facing our community:

**The 2019 Significant Health Needs identified for Taos County are:**

- 1. Alcohol/Substance Abuse**
- 2. Mental Health/Suicide**
- 3. Access/Afford-ability**
- 4. Cancer**
- 5. Diabetes**

We then developed a plan to address these needs including programs and services the hospital already offers, new programs we might offer in the

future, other organizations we can partner with, and how we will track our progress.

While we cannot address every health need that affects our community, we will do our best to impact our residents in the most efficient and effective ways possible.

If you would like to review the complete CHNA, please go to our website: [www.HolyCrossMedicalCenter.org](http://www.HolyCrossMedicalCenter.org)

**For the full CHNA report visit [www.HolyCrossMedicalCenter.org](http://www.HolyCrossMedicalCenter.org)**

## RISK

*By Renee Sudborough*

Risk is present in everything we do; it is unavoidable. When we get in our car to drive to work we risk running out of gas, having a flat tire or getting into a car accident. We decrease, or mitigate, these risks by checking our gas gauges, tire pressures and by paying attention to the drivers around us as we travel. We can apply these same tools at work. For example; to reduce the risk of offending our patients we can speak to them politely and with respect even when it feels difficult. To reduce the risk of having incorrect documentation we can double check what we have written or dictated to ensure we have accurately recorded patient assessments and care. To reduce the risk of becoming ill or of spreading illness to our patients or team

members we can practice excellent hand hygiene throughout our day. There are many ways to mitigate risks in our workplace every day. One important way to reduce risk is to report unsafe conditions immediately. Less immediate concerns can be reported electronically through our event reporting system, Ethicspoint. Think about what you can do to reduce risk for our organization. Share your good ideas with your team!

## Compliance Corner

Our Compliance Program is important to our organizational wellbeing. Our Compliance Program helps increase and improve our staff communication, patient care and even our overall bottom line. It helps us avoid costly penalties, and fines by making sure our organization

is complying with the many rules and regulations of the healthcare industry.

### **How can you help?**

Some quick and easy ways to support our HCMC Compliance Program include reading the behavior standard of the week and practicing it during your workday; providing translation services to patients not fluent in English; and avoiding waste of scarce healthcare resources. You can also help support our program by protecting our patient's protected health information or PHI. This can be done by protecting your Information Technology (IT) passwords and also by being cautious when opening email. Most email is safe but some is not. **Pause. Do not open any email you are not sure of.** If you do not know the sender, please forward the email to John Gonzales. We do not want to have our IT systems exposed to viruses or ransom ware. We all have a choice, choose to do the right thing.

# The Holy Cross Auxiliary Team!



The Holy Cross Hospital Auxiliary team does an incredible job and we wanted to take a moment to acknowledge some of their accomplishments. The Auxiliary has been in operation since 1937.

**Gift Shop Hours: 4406**

**Day Surgery Desk Hours: 2453**

**ED Patient Advocate Hours: 1716**

**Total Volunteer Hours to Hospital: 10,732**

**Last Year's donation to Holy Cross Hospital: \$13,500**



**THANK YOU FOR YOUR SERVICE TO  
THE HOSPITAL AND THE COMMUNITY!**





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



**Frances Santistevan - AIDET**

- Frances is demonstrated AIDET every day.
- Acknowledges others with a smile
- Is friendly to everyone
- Always has a kind word
- On top of that even when not at the register she is busy keeping the cafeteria in tip top shape.



**Paula Oxoby-Hayett -Communication**

- Exceptional job partnering with many community agencies to bring additional classes to children families and providers.
- Created a great relationship with the Detention Center and now provide classes to detained mothers
- Partnered with Smarthouse to provide after-school programs
- Brought 3 agencies together to provide financial literacy to parents
- Exceeded the requirements of her grant going above and beyond
- Passionate about bringing services to families in our community
- It is a privilege to have Paula be part of the HCMC family



**Eric Spannberg - Quality & Safety**

- Spent a great deal of time and effort in achieving better compliance with our vendors in use of Vendormate.
- Spent time gaining and understanding of the system and cleaning it up.
- Educated Vendors bout clocking out after being here
- Educated the PBX staff and departments who use vendors that all vendors must have a badge each day they are at HCMC



**Fred Rael - Teamwork**

- Always willing to do whatever is asked of him
- Cleaning in the ER waiting area to getting needed supplies
- When I couldn't access the registration office to send a fax he quickly arrived and opened the office to expedite the process



**Anna Romero - Respect and Courtesy**

Anna took the time to help a patient by assisting and advising him about his Medicaid coverage, easing all of his concerns and answering all of his questions. She took the time to listen to him carefully and made sure he had a clear understanding about his benefits. And if that was not enough, when they were done meeting, she walked him to the cafeteria, explained the menu in detail to him, purchased his meal, and sat and ate lunch with him! Anna is a true example of what we learned in AIDET training, and Holy Cross Medical Center is so proud to have her on our team!



**Marcos Romero - Respect & Courtesy**

- Patient got upset and started crying and becoming violent
- Marcos did a very good job of calming her down and finding a solution
- We really appreciate him turning the situation around



**Lori Ann Cortez- Service**

- Exemplifies service to patients, community members and coworkers
- Many times witnessed that she is never too busy to remember to something kind and specific about a patient in order to make their visit meaningful
- Makes extra space, putting down other tasks, for a patient or student who needs extra help or consideration
- Exemplary coworker and indispensable
- She demonstrates care and precision in daily tasks
- Dedicated to what she is doing
- People in the community and at HCMC rely on Lori Ann because she always does what she says she will do
- Positive attitude, no excuses
- Often delivering above and beyond what is expected
- She is "Good People"



**Katie Patrick- Accountability**

- Always willing to step in at any time to help out her technicians
- When it snowed she was willing to tackle the shift on her own and did not complain
- She also steps up anytime a technician leaves early and helps with their duties
- She rocks!

# Taos Misuse Summit | A Community Call to Action

By Andy Jones, Taos Alive

Holy Cross Medical Center, along with Taos Alive, Rio Grande Alcoholism Treatment Program, and Golden Willow Counseling, hosted the Taos Substance Misuse Summit on June 20 at UNM-Taos's Bataan Hall.

The all-day summit featured a variety of speakers addressing topics such as the stigma associated with substance use disorder; Adverse Childhood Experiences (ACEs) and their relationship with SUD; the importance of Medication-Assisted Treatment (MAT); the science of addiction; and law enforcement assisted diversion.

The collective goal of these presentations was to bring more awareness to SUD, and other effective methods being implemented in other communities. Another intention of the summit was to spur on a sense of unified community collaboration in the fight against substance misuse.

After months of preparation and planning meetings with the organizers, more than 140 individuals, representing a variety of community sectors, were in attendance for the summit.

Speakers included Taos Pueblo Tribal Secretary Harold Left-hand, Stan Espinoza, researcher Kendra Clawson; Dr. Rasa Lila O'Donnell and Tiana Suazo from the Northern New Mexico Rural Health Network; behavioral health professional Heidi Wahl; Dr. Eric Ketchum, an emergency physician and addiction specialist in Santa Fe and Espanola for the Presbyterian Healthcare System; Dr. James C. "Jes" Montgomery, MD, a certified family medicine and addiction medicine specialist from Dallas, Texas; and LEAD Santa Fe director Shelly Moeller. Ted Wiard from Golden Willow Counseling and Lawrence Medina from Rio Grande Alcohol Treatment Program were the masters of ceremonies for the summit.

The full day of events was capped with group breakout sessions that allowed participants to engage fellow attendees in a discussion about different possible actions that could inspire collaboration and have a positive effect on substance misuse in Taos County.

A second summit, exclusively for practitioners, pharmacists and behavioral health providers, will take place on July 15, from 5:30

to 8:30 p.m. at El Monte Sagrado Living Resort and Spa, 317 Kit Carson Road, Taos, NM.

The second summit will feature presentations from Daniel Duhigg, D.O., M.B.A., the Medical Director for Addiction Services for Presbyterian Healthcare Services in Albuquerque; and Snehal Bhatt, MD, who is a board-certified physician in General Psychiatry and Addiction Psychiatry, as well as a UNM faculty member and the medical director for the Addictions and Substance Abuse Programs; and Stanford Kemp, the New Mexico Department of Health's Emergency Department Overdose Prevention Coordinator.

Taos's own Jemery Kaufman, MD, will be the master of ceremonies for the evening and will discuss her experiences as a Taos physician who incorporates Medicated-Assisted Treatment (MAT) into her practice. To register for the July 15 summit, visit [taosalive.org](http://taosalive.org) and follow the link for registration. Dinner is provided and registration is required to ensure that everyone is provided with a meal. For questions and more information, contact Andy Jones at [andy@taosalive.org](mailto:andy@taosalive.org).

## Thanks for Supporting For the Health of It!

The 9th annual For the Health of It! involved over 180 walkers and 27 sponsors in the annual walk to raise awareness for Cancer in Taos. This year we were proud to include a health fair, which hosted 24 health related booths, hundreds of community members, and over 20 members that took part in our CPR workshop. The event raised over \$14,000 and the money raised stays in our community to support the good work of Cancer Support Services; an important program for Holy Cross Hospital and this community.



