

THE HUM

The Holy Cross Medical Center Newsletter

Summer 2020

Thank You TAOS HEALTH CARE HEROES



HolyCross
Medical Center



Update From Bill Patten



Dear Holy Cross Employees and Medical Staff:

2020 has already proven to be a VERY interesting year and we are only at the halfway mark! As we anticipate how the COVID-19 virus will continue to impact our lives and our organization, I want to make sure that each of you knows how much you are appreciated!

The recent articles in the Tempo section of the Taos News highlighted a few of our healthcare heroes. But as I have said many times, all of you are heroes! On a daily basis each of you face the challenge of dealing with this virus in your home, with your family, as well as here at work. We never know who might have the virus and we must be ever vigilant in protecting ourselves and others. But in spite of these challenges and risks, the employees and medical staff

of Holy Cross Medical Center have continued to come to work, have continued to provide needed services to our community, and have adjusted to the new processes that this virus has demanded we make. Words of thanks and appreciation alone don't seem adequate to properly convey how much you are valued. But please know how much your continued service is valued! Money is also not a suitable way to convey the gratitude and thankfulness we feel. But the loyalty differential is a tangible part of our expression of thanks!

It is certain that the future will hold many more surprises and challenges which we must face. But if the past few months have taught us anything, it is that when we come together, when we focus on what is really needed for our community, there is nothing our fine community hospital cannot do!

Please accept my personal thanks and the thanks of the Holy Cross Board of Directors for your choice to be part of the Holy Cross family - thank you for your continued service!

Sue Romansky is now our VP of Physician Practices

Effective July 26, 2020, Sue Romansky will be the new Vice-president of Physician Practices. In this role Sue will be responsible for all aspects of our employed medical staff practices; both outpatient and inpatient. Over the next month or so, Sue will meet with all the practitioners and all the clinic staff to learn first-hand what her priorities should be. During that time, Toni Jones will continue to provide day-to-day support of outpatient clinic operations. Toni will also help to orient Sue to her new responsibilities. (This VP position had been designated as a Director-level position)



In addition to the new VP role, Sue will assume responsibility for a number of new departments including the Laboratory and Physical Therapy. In addition to the VP title she will also now have the title of Chief Operating Officer.

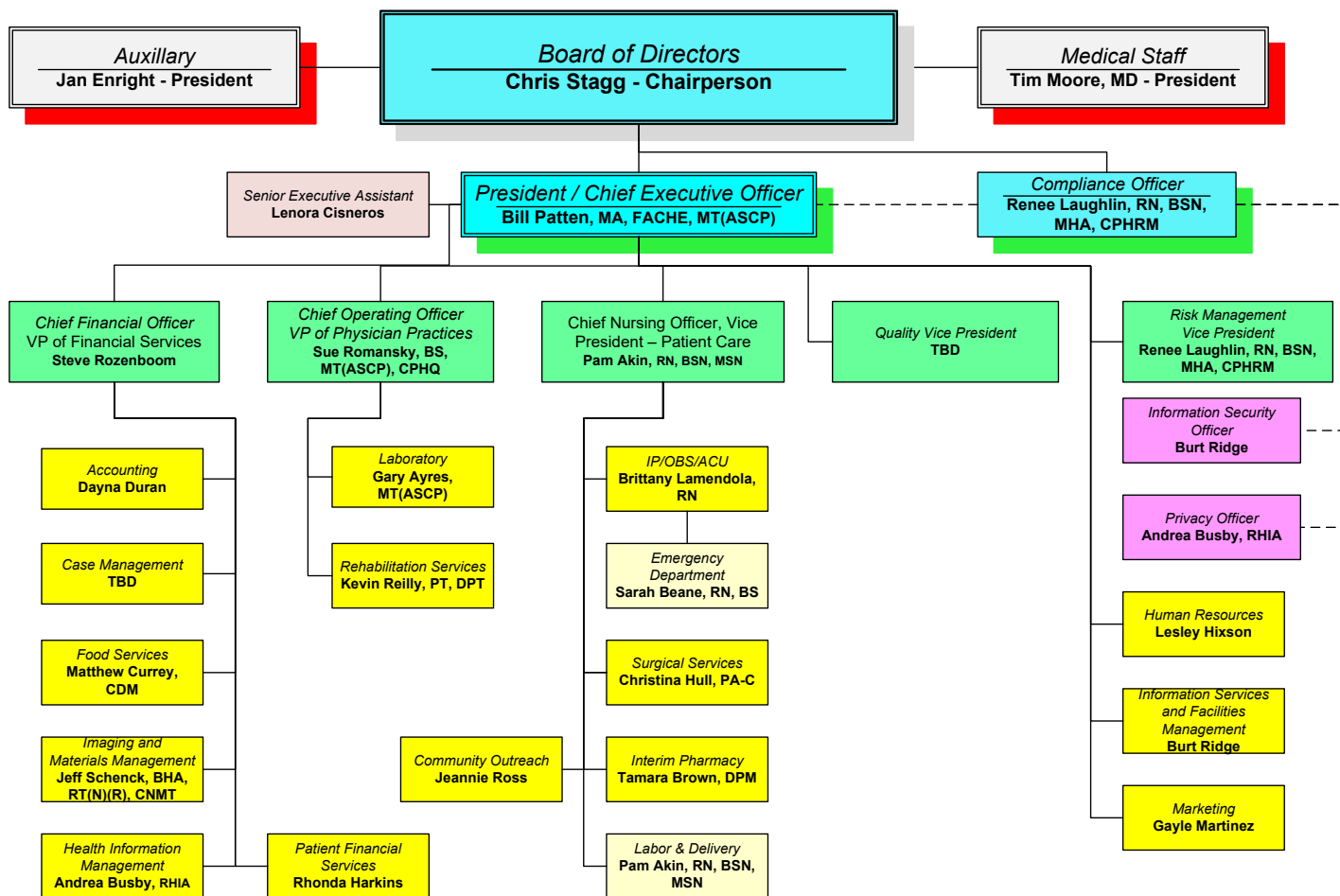
Congratulations Sue Romansky!

Holy Cross Medical Center Leadership Changes

Several changes have recently been made to the Leadership Team. You may have already heard about these changes from your department leader (this information was shared with them last week). We want to make sure everyone is aware of these changes which include:

- Eric Spannenberg, Materials Management Director, has been laid off.
- Jeff Schenck will no longer be part of the Senior Leadership Team. Jeff will continue to be the Imaging Director and will now also be the Materials Management Director. Jeff will report directly to Steve Rozenboom.
- Burt Ridge will continue to be the Information Services Director and will now also be the Plant Operations (Facilities Management) Director; this will include Security. Burt will report directly to Bill Patten
- Environmental Services will now report directly to Steve Rozenboom.
- Kathleen Whalon has submitted her resignation. This position has been posted and will now report directly to Steve Rozenboom.
- Community Outreach Services, Jeannie Ross as the Director, will now report directly to Pam Akin.

Holy Cross Medical Center



Note: All positions listed in green serve on the Senior Leadership Team (SLT)

Revised 07-20-2020

The Rural Ob Access & Maternal Service (ROAMS) grant for Northeastern New Mexico

By Colleen Durocher, ROAMS Executive Director



The health and wellness of a woman is critical to achieving safe outcome for her and her baby. Access to care is vital because it allows providers to identify, treat, and stabilize chronic conditions; address behavioral health needs; and plan for a healthy and intentional pregnancy.

The Rural Ob Access & Maternal Service (ROAMS) grant awarded to Holy Cross in partnerships with Miners Hospital in Raton, Union County Hospital in Clayton, the Questa Health Center and Taos First Steps program, aims to improve mothers' access to medical and continuum of care support services. Much progress has been made in the planning year and we hope to begin implementation in September 2020.

New Ob equipment has been received for two new pre to post-natal exams rooms at the Questa Health Center and in Clayton at the Union County General Hospital, as well as updated Ob equipment for Holy Cross and Miner Colfax Medical Center. The ROAMS Clinical Team is coming up with schedules to see patients at the new clinics in September. Taos practitioners will see patients at the new Questa office, so mothers don't have to make the drive to Holy Cross. Telehealth appointments in which mothers can meet with a Taos Ob from their home, or Questa Health Center, will also be offered. As a result of feedback from local Mother's Surveys regarding their Ob care,

the Clinical Team recommended that the ROAMS Network establish a Telehealth relationship with a Maternal Fetal Medicine (MFM) group. This will result in local high risk mothers being able to get more pre-natal care locally with the support of MFM Telehealth.

Agreements with social service providers in Taos, Colfax and Union counties are also being developed. ROAMS is partnering to support mothers and young families to access the services that are available to them. Focus areas are: breastfeeding, home visiting, parenting classes, wellness, signing up for Medicaid or insurance, accessing financial support, and reducing incidence of unwanted and teen pregnancies. ROAMS will support pre to post-natal social service providers through advertising and providing lap tops and tablets for social service Telehealth.

ROAMS is working to ensure that high quality Labor & Delivery and Maternal Health Services remain in Northeastern New Mexico. In 2015 72% of births in NM were paid for by Medicaid and the reimbursement rates are not covering the costs. ROAMS is meeting with Medicaid to advocate for better reimbursement and the scope of services covered. ROAMS Network facilities only deliver about 60% of the babies born in the region each year. Many private payers are not accessing the ROAMS Network hospitals. ROAMS is investigating the market loss

through surveying local mothers. Currently there are Survey Monkey links in English and Spanish on the ROAMS Facebook page and when it is safe to meet in person again, ROAMS will form a Mother's Advisory Council to continually provide an opportunity input. A ROAMS website is also being developed.

Let's Work Together!

If you have suggestions or want to collaborate contact:

Colleen Durocher,

CDurocher@TaosHospital.org



Employee Assistance Program

We have developed a new Employee Assistance Program. This program will initially be funded by a \$5,000 donation from Holy Cross but then will be sustained by donations from employees (payroll deduction or PLT donation). The idea behind the program is that we will be able to provide a little support when they experience unexpected financial hardships.

For the Health of It! 2020

As you know, the spring is usually a very busy time for Cancer Support Services preparing for our annual fundraiser, "For the Health of It." Due to COVID-19, we were unable to host a large gathering this year for the 10th Anniversary of our event. However, we organized a "virtual" walk that we thought would be a fun way for our community to participate in "For the Health of It" and generate much-needed funds for our program. Walk participants were invited to walk anytime between June 26th - 28th, wherever they chose and to post photos and videos of their walk on our Facebook page. We were pleasantly surprised by the overwhelming response from the community that participated in the event, as well as, the businesses that generously sponsored and donated prizes and giveaways. We exceeded our goal and even beat our fundraising numbers from last year's event!! It was a big success!

We could not do it without our amazing sponsors and we want to give a big shout out to:

Taos Community Foundation, Kit Carson Electric Cooperative, Nusenda Credit Union, Private Label Select, Taos News, KTAOS and Luna, LMNOC Broadcasting, KNCE, Taos Land Trust, Town of Taos, Taos Ski Valley (TSV Inc. Charitable Fund), Cid's Food Market, Taos Mountain Outfitters, Centinel Bank, PPC Solar, Breastfeeding NM, DeVargas Funeral Home of Taos, Taos Whole Health, Randall Lumber and Hardware, Taos Medical Group, Taos Cookery, Koko Deli, Twirl, Rio Grande Ace, Taos Food Coop, Taos Bakes, Taos Herb, and Rolling Still Spirits.

All proceeds from the For The Health of It! event go directly to providing non-medical services to our community members fighting cancer. Thank you Taos for supporting this vital service that we offer to our community and we look forward to seeing you next year for our 11th Annual where we hope to have a large, fun community gathering and a health fair.





New Members of the Evident Customer Advisory Council



Burt Ridge and Bill Patten will become members of the Evident Customer Advisory Council (CAC). This gives us additional input re: product development and we get a small savings on our current fees.



Billing Department Staff Update

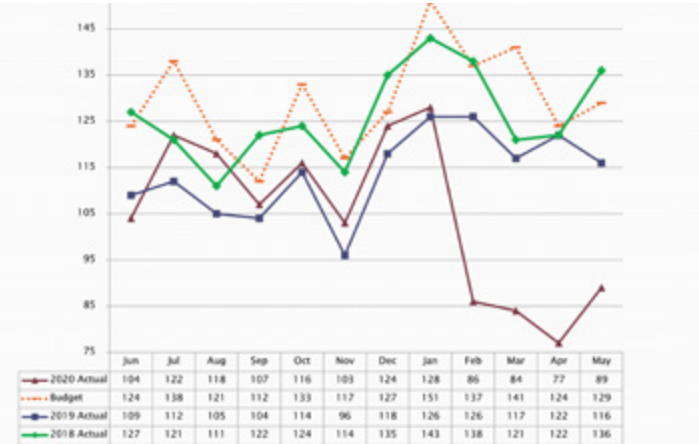
It looks as if most of our Business Office staff wants to continue working from home. Productivity is up so we are taking the steps to make this happen.

1. We will need to increase of VMWare license - we already needed to do this but this will push us to make it happen sooner.
2. We also will need to make some changes to our phone systems so that the employees don't have to rely on their personal phones as much.
3. As a result we are looking at options to re-task that office space.

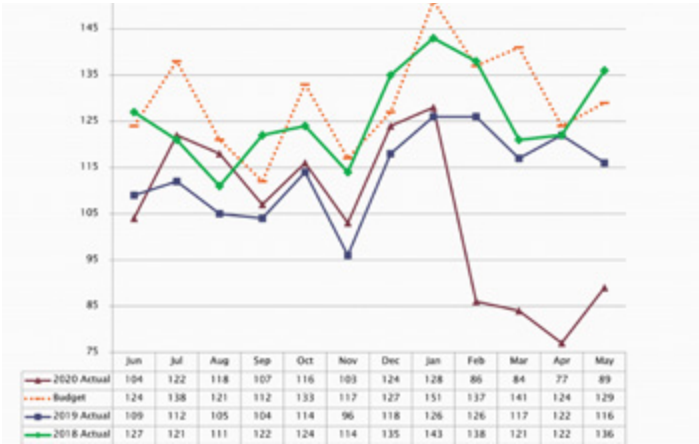


Holy Cross Medical Center Financial Roundup

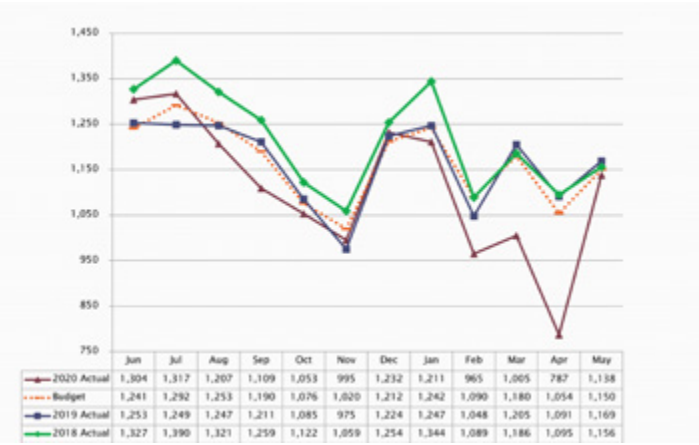
Holy Cross Hospital - Inpatient Admissions



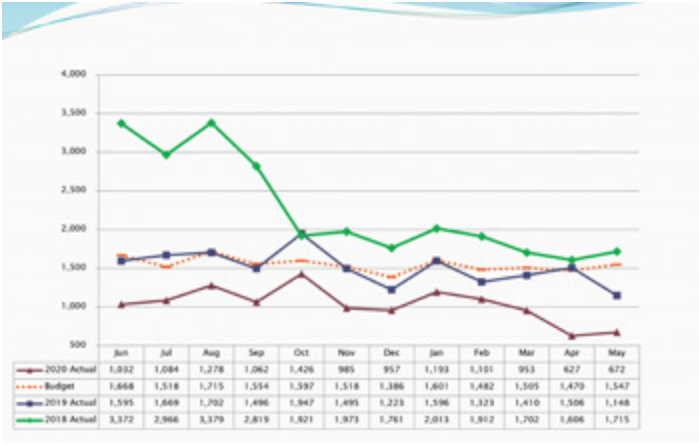
Holy Cross Hospital - Outpatient Visits



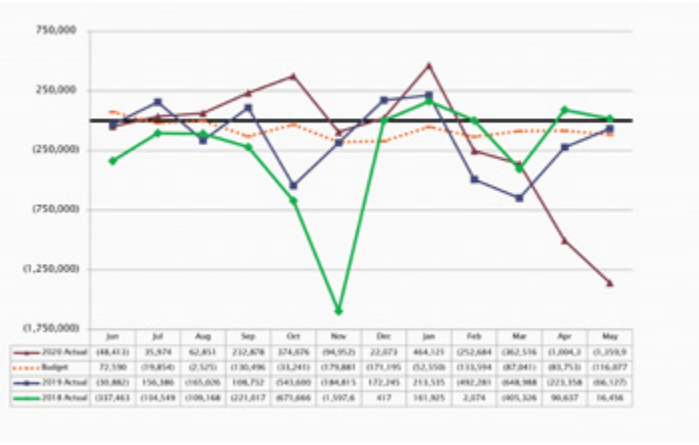
Holy Cross Hospital - ED Visits



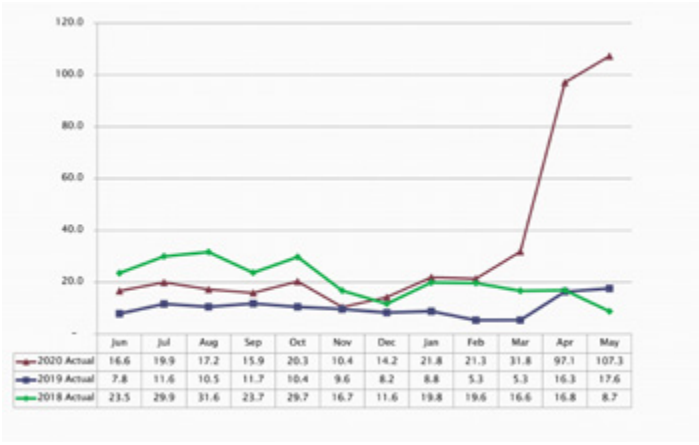
Clinic Visits - All Locations



Holy Cross Medical Center - Operating Income



Holy Cross Medical Center - Days of Cash





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



**Steven Morrison, Social Worker
Case Management Accountability**

Steven was instrumental and dedicated in finding appropriate placement for two for the most difficult social discharges we have had. Both patient's physical co-morbidities, complex social and financial constraints and other issues made placement practically impossible. The placements were extremely difficult with multiple skilled nursing facilities declining admission citing, 'the patient is not appropriate for placement at this facility' or 'the support cannot manage this patient at this time'. Steven continue for 30-40 days seeking placement in broader searches. With persistence and determination he was successful in finding appropriate placement for our patients. We are so proud to have Steven here at HCMC. He is a valued employee!



Anna Martinez | Safety & Quality Award

Anna came in on her day off to help resolve a situation where a patient would not allow staff to properly label and store a high risk medication for his safety and the safety of the staff. Anna was familiar with the patient and was able to calm the patient down and obtain the high risk medication in a manner that was professional and with integrity. Thank you Anna!

Holy Cross COVID-19 Super Star Hospital Heroes



All Holy Cross Employees and Medical Staff:

Throughout our response to the COVID-19 pandemic, every employee has helped in her or his own special way. Some changed their work schedules to provide needed coverage. Some took on new duties including helping to screen patients and employees as they entered the building. Some worked directly with those who were suspected of having the virus. Some helped sew masks and gowns. Some began working from home. There were so many changes made by every employee; thank you for your dedication and service to Holy Cross and to our patients!

- All the ED RN's
- All the ED Techs
- All the ED Unit Care Specialists
- **Special mention:** Renee Romero, RN - Renee is an ED RN who often worked in the C-Hall without complaint, giving our patients great care. She was instrumental in arranging the "dress down" event for clinical staff to be able to wear a Logo type t-shirt.

The Emergency Department Team came together and provided the front line in our COVID-19 response. They took care of every detail from screening all ED patients, to wearing PPE for extended periods of time, to continuing to care for our other ED patients. The ED Team was a wonderful example of how a department comes together to provide excellent patient care in the most trying of times.

The Emergency Department:



- Dr. Marshall, all ED Physicians, and Advanced Practiced Clinicians
- Sarah Bean, RN, Emergency Department Manager

COVID-19 Physician Team:

Dr. Foster, Hospitalist



As part of two main departments that needed to completely rearrange their operations, Dr. Foster embraced the incredible challenge and led the inpatient service to a heightened state of readiness and preparedness akin to large tertiary hospital. His forethought and pro-activeness kept the nursing and hospitalist staff feeling ready, willing, and protected in uncertain times. In spite of all of the extra meetings, he continued to work shifts, including night shifts.

Dr. Marshall, Emergency Physician



Dr. Marshall actively participated in the COVID-19 Team meetings and led the ED to make sure we had a coordinated and organized response to the COVID-19 pandemic. Her number one priority was making sure Holy Cross was a safe working environment. Her proactive, informative and cautious approach in dealing with this pandemic helped other feel assured and safe.

Dr. Geilan Ismail, Cardiologist and Board Member



Dr. Ismail took on the leadership role of being the liaison with community physicians and Holy Cross Hospital. This proved to be critical in coordinating efforts of testing, patient care, and messaging. Her clinical eye and knowledge of the community have been a valuable asset.

Dr. Tim Moore, OB/GYN, Chief of Staff, Board Member



Dr. Moore's leadership as Chief of Staff put him in direct oversight of issues dealing with everything related surgeries. He led a team of physicians, CRNA's, and department management as they developed new processes to determine if and when surgeries could be performed. The new processes focused on the safety of the patient and staff while appropriately using PPE. John Gonzales, IT Department John has been an integral part of the transition from working in an office to working at home. He has been prompt, professional, and has taken the lead in getting issues resolved. He helped those working from home to be efficient and effective. He

made himself available and was able to problem solve and get people up and running quickly. John was instrumental in resolving technical, telephonic, and electronic issues helping employees with connectivity and VMWare.

Rose Jaramillo, Materials Management



Rose increased PPE orders during the flu season. When we were put on reduced allocations we continued to get a significant amount of PPE. Rose was able to get us supplies from alternative vendors when no one else could. She used her connections and experience to find items that were impossible to get. She worked hard to make ensure her fellow co-workers would have the PPE needed to be safe.

Patricia 'Patsy' Varos, Environmental Services



Patsy has gone above and beyond to clean countless surfaces in and around the hospital during this COVID-19 pandemic. As one of our housekeepers she is thorough, quick and takes pride in her work. During all the changes

Super Star Hospital Heroes (Continued)

that have taken place because of COVID-19, it is nice to know that Pasty had things covered when it comes to having clean surfaces in the hospital. She provided a safe environment for patients and staff alike.

Zoe Gallegos, MA Breast & Plastic Surgery Clinic



Zoe was one of the first employees to make cloth masks for the organization. She purchased the needed materials, brought her sewing machine and set it up in the break-room, making dozens of masks. Additionally, Zoe reconfigured some of the donated masks to meet the approved design.

Burt Ridge, Facilities and IT Director



Burt willingly took on the additional job of Facilities Director and brought an amazing 'can do' attitude. No matter how much work or how complicated the project, he just got it done. He maintained a positive attitude even when dealing with many different personalities. Burt used his skills and creative thinking to help solve several difficult problems such as providing increased negative pressure rooms and isolation areas for

COVID patients and improving our supply of PPE. He was responsible for organizing/setting up the tents outside the ED and worked with the Town of Taos to get the Annex building ready for use.

Jessica Gonzales, RN, Surgical Services



Jessica took the lead in creating a safe and suitable PAPR shield when there were none to be had. Her ingenuity provided HCMC staff with much needed equipment in spite of PPE shortages. She also scheduled and trained all the donor and donor educators to help assure our staff were safe

Shawna Collins, RN, Surgical Services Manager



Shawna assumed her new role as Surgical Services Manager right before the COVID-19 pandemic. Taking on this new management role right as everything changed was quite an accomplishment all by itself. But Shawna was able to quickly adapt to the new needs of the surgery staff. She worked with everyone to change schedules, create a labor pool, help guide a new PPE team all while educating and emotionally supporting her

staff. She spent countless hours researching prototypes for masks and gowns, creating patterns, researching fabrics. Additionally, she made an instructional video on how to sew the surgical gowns, all while fulfilling her new role as a manager.

David Elliot, Emergency Preparedness Coordinator



David is very knowledgeable regarding Emergency Response procedures. He helped obtain needed equipment to supply the Annex building. He was instrumental in working with the State and FEMA to get us PPE supplies. David assisted in making sure the needs of the homeless in our community were addressed. He continues to help track our process so that we can receive as much reimbursement as possible for our emergency operation. He is involved with the State Emergency Response team on his time off and keeps HCMC in the forefront of his actions.

Please Welcome some new members of our staff:

Arvizo, Valentina
EVS/Laundry Aide I

Ayres, Amryn E
Physical Therapist HCMC

Carlson, Thomas V
Registered Respiratory Therapist

Chery, Jesseca
Sonographer

Cordova, Ashley N
Food Service Worker III

Cortez-Romero, Amanda
Administrative Assistant III

Crumpton, Tara M
Registered Nurse HCMC

Davis, Jani D
Surgical Tech I

Delnicki, Georgiana M
Patient Access Manager

Durocher, Colleen M
Grants Manager

Feinberg, Brenda B
Medical Lab Scientist Lead

Fresquez, Erika F
Food Service Worker II

Gonzales, Melanie
Lab Assistant/Phlebotomist

Juarez, Antonia
Certified Nursing Assistant

Lynch, Loretta
Food Service Worker I

Lynch, Michael D
Security Guard

Maestas, Sylvia J
Coding Specialist IV

Magee, Andrea
Registered Nurse HCMC

Morgas-Tafoya, Faith T
Registration Clerk

Offenhartz, Melissa E
Registered Nurse HCMC

Pacheco, Ana
Registration Clerk

Pena, Anthony P
Registered Nurse HCMC

Petty, Melissa J
Cancer Support Services Coord.

Reilly, Helen R
Home Visitor II

Rivali, Selena M
Registration Clerk

Romero, Jerri A
Lab Assistant/Phlebotomist

Stallard, Camille M
Registered Nurse HCMC

Torres, Alicia R
Sonographer

Varos, Patricia
EVS/Laundry Aide I

Vigil, Esperanza C
Patient Accounts Representative

Vigil, Sofia C
Surgical Tech I

Villaflor, Georgia C
Advanced Practice Clinician

Villalobos, Adriana
Registration Clerk

Wainner, Hannah A
Sonographer

Wunder, Breawna B
Registered Nurse HCMC

Trujillo, Michael A
Registration Clerk

Trujillo, Nicolas A
Food Service Worker I

Williams, Don
EVS/Laundry Aide I

David Elliot is now a National Healthcare Disaster Professional



In early April, David was asked by the New Mexico Dept. of Homeland Security and Emergency Management, which is in charge of the State Emergency Operations Center or "NM EOC", if he would like to come to NMEOC in Santa Fe in support of the State's response to the COVID-19. After his first shift, he was asked to serve as Deputy to the Emergency Operations Center Director, which he has done several times now, mostly on weekends. At the NMEOC, he has the opportunity to work alongside and learn from leaders from many State and federal departments & agencies -- many of whom are experts in a field such as health, agriculture, public information, communications, logistics, strategic, planning and operations support, or service in the military, with years of experience working on some of our nation's biggest disasters.

This wide variety of subject matter expertise and logistical support capabilities are needed to provide decision makers and organizations throughout the state with the information, supplies, food, sheltering options, and planning and policy support needed to respond to the COVID pandemic as well as other crises. This rare opportunity provides David with hands-on experiences and training that he brings back to HCMC for our emergency preparedness program.

David Elliot is now board certified by the ANCC to be a "National Healthcare Disaster Professional"

Our new patient advocate



Rebecca Ciletti, a native of Colorado, is very happy to be living in Taos after spending many years in New York City as a travel writer and comedian. Rebecca graduated with a Bachelors of Business Administration from Saint Mary's College at Notre Dame, and has worked in the Infection Prevention and Patient Access departments over the past 4 years. She is excited to be able to use her communication skills and finance background to advocate for our patients. In her spare time, she facilitates classes with Improv Medicine, and enjoys yoga, meditation, and art.

Welcome to the family Joaquin!

Dale Cisneros Jr. and Anita Granillos are the proud parents of a new member of the Holy Cross Medical Center. Please welcome their new baby boy, Joaquin Cruz Cisneros.



Recently Retired:



Susan Akins, *CNM*
Thank you!

Please Welcome Our New Staff:



Karen Gelfand, *MD, FAAP*
Pediatrician



Anna Vasquez
HR Recruiter

English
Taos Health Systems complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.
ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-575-758-8883 (TTY: 1-575-751-5736).

Spanish
Taos Health Systems cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivo de raza, color, nacionalidad, edad, discapacidad o sexo.
ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-575-758-8883 (TTY: 1-575-751-5736).

Navejo
Taos Health Systems b'w'engo ho'w'ing'i b'w'adew'i'gi Walaandoon' f'aa a'w' b'w'and'a' b'ee b'w' ad'haaw'i' f'ig'i b'w'ee ha'w' b'ani' o'oo' d'oo' a'w' f'ig' m'ha'w'ee da' d'i' m'ha'w' a'f'aa' d'ee'w'e' s, d'w' b'w'ag'i' a'w'ing'i, b'w'ah'w' i', na'w'w'w'ag'i' d'w' s'i' d'w'w'w' a'w'w'w' o'oo' d'w' a'w' w'ag'i'.

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