

**TAOS HEALTH SYSTEMS, INC.**  
**BOARD OF DIRECTORS MEETING**  
**MINUTES**  
**February 28, 2024**  
**2:00 p.m.**

**Present:** Abe Balsamo, Robyn Chavez, Lucille Gallegos, Carl Gilmore, Cristina Martinez, Jonathan Moran, DO, Don Mooney, Paul Sands, Lynn Skall, and Chris Stagg

**Members Absent:** Trinidad de Jesus Arguello and Peter Selzer, MD

**Administration:** James Kiser, Connie Prewitt, Sue Romansky, Vivian Santistevan, Brittany Lamendola, Margaret Lynch, Mitsy Carruth, Mercedes Burns, and Lenora Cisneros

**Guests:** Eric Jones, Ovation Healthcare and Dayna Duran

- I. **Call to Order** - Holy Cross Hospital, a division of the Taos Health Systems, Inc., Board of Directors meeting was called to order at 2:00 p.m., Wednesday, February 28, 2024, by Paul Sands, Board Chair. Attendance was recorded and a quorum was present.
- II. **Approval of Agenda** - The agenda was presented for review and approval. Following review and discussion, a motion was made and seconded to approve the agenda as amended to move Item 14 up to Item 6. All were in favor and the motion carried.
- III. **Approval of the January 31, 2024 Taos Health Systems (THS) Board Minutes** - Following review and discussion, a motion was made and seconded to approve the January 31, 2024 THS Board Minutes as presented. All were in favor and the motion carried.
- IV. **Public Comments** – No public comments were presented.
- V. **Declaration of Conflicts of Interest** - There were no conflicts of interest reported.
- VI. **Medical Staff Recommendations – Jonathan Moran, DO, Chief of Staff**
  - Credentialing – A motion was made and seconded to accept the Medical Staff recommendations to the Board for privileges and memberships as listed below. All were in favor and the motion carried.

**INITIAL APPOINTMENTS:**

- **Adam Spring, MD (Hospitalist)** – Appointment in the Pediatric & Adult Medicine Department.
- **Jacqueline Kraus, MD (Tele Neurology)** – Appointment in the Pediatric & Adult Medicine Department.

**REAPPOINTMENTS:**

- **Michael Kaufman, MD (Internal Medicine)** – Reappointment in the Pediatric & Adult Medicine Department.
- **Kimberley Brandt, CRNA (Nurse Anesthesia)** – Reappointment in the ED Services Department.

VII. **Finance Report** – Connie Prewitt, CFO

- January 2024 Financial Statements – Ms. Prewitt, CFO, presented the January 2024 financials for review and acceptance. (Refer to CFO's Narrative Report).

Discussion was held regarding hospital financial performance, expenses and operations, and financial strategies and investments. The board also recommended scheduling the quarterly Investment Committee meetings again.

Following review and discussion, a motion was made and seconded to accept the January 2024 financials as presented. All were in favor and the motion carried.

VIII. **Lifewings Quality & Safety Council Report – Misty Carruth, Quality Director** - February 2024

- Lifewings Quality & Safety Council Report – January 2024 – January S & Q Cards

Quality Report

- Overall hospital rating score – Jan. 78.3%.
- Left without being seen – Jan. 3%.
- Inpatient Readmission Rate – Jan. 4.58%.
- Patient Satisfaction: Communication w/Doctors – Jan. 89.9%.
- Patient Satisfaction: Communication w/Nurses – Jan. 87%.
- Patient Satisfaction: Instructions for Care at Home – Jan. 94.7%.
- Survey return numbers:
  - Outpatient – Jan.
  - Inpatient – Jan.
  - ER – Jan.
  - Ambulatory Surgery – Jan.
  - Scorecard Response Rates – Jan. 17.3%.

Patient Experience Responses

- Response rate = Jan. 17.3%; 3199 sent, 461 returned, 528 undeliverable
- Undeliverable details
  - 103 didn't respond
  - 193 landline
  - 142 invalid email/mailling address
  - 90 other/unknown reasons
- The inpatient patient experience comments were reviewed.

Following review and discussion, a motion was made and seconded to accept the Lifewings Quality & Safety Council Report as presented. All were in favor and the motion carried.

IX. **CNO Report** – Brittany Lamendola, CNO reported on the following:

- The hospital has created two new positions (Med-Surgical Manager & Nursing Operations Manager).
- An offer has been made to a Labor and Delivery candidate.
- Doris West, Infection Preventionist will be retiring in July. Pam Burton who worked with us previously will be offered the position.
- Ms. Lamendola reported she is working with Risk Management to set up an event reporting system.
- Starting to do mass transfusion drills with all of the clinical departments along with code drills.

X. **HR Report** - Vivian Santistevan, CHRO reported on the following:

- HR Update:
  - We have 517 total employees at HCMC for the month of February.
  - Team Taos initiative remains steady at 28 nurse hires with several offers in the works.
  - Human Resources Information System (HRIS) upgrade beginning soon.
  - HR Generalist cross training in all HR focus areas (benefits, FMLA, onboarding, Payroll process).
  - Collective Bargaining continues for the Advance Practice Clinicians (APC) Union.
  - Ongoing HR Initiatives:
    - Social media Based Recruiting efforts are paying off with the number of applicants we are seeing.
    - Leadership Boot Camp Session held yesterday, February 27<sup>th</sup>. Training and mentorship of staff is an HR Strategic Goal.
    - Job Fair at Taos HS on Feb. 8<sup>th</sup> was very successful.
    - HR collaboration with NM Workforce Development Program. Have two Flex Friday students working with HCH.
    - Recruiting and Retention of staff with market pay and benefit focus initiatives is an HR Strategic Goal.

XI. **Chief of Support Services Report** – Margaret Lynch, Chief of Support Services reported on the following:

- Recruiting: Positions filled – 3, 1 vacancy.
- Expanded Services – Serving breakfast beginning February 26, 2024.
- Plant Operations Projects
  - Main entrance flooring to begin on March 4, 2024.
  - Pharmacy Project
  - Humidifiers
- Support Services Update
  - Information Technology Services
    - Voice Mail System Upgrade – February 6, 2024
    - Server Upgrade/Migration – Testing/Validation February 14, 2024
    - Muse –EKG Upgrade/New Servers – Cutover March 2024
  - Quality Management
    - DNV Readiness – Site Survey, February – April, 2023 Citations = 4
    - Policy Review/Revision – Current 17, pending 48
  - Risk Management
    - Hospital Emergency Response Team – Kick off Meeting held on February 20, 2024
    - Risk Assessment – Tentatively scheduled the week of June 10<sup>th</sup>.
  - THS/HCMC Strategic Plan
    - Electronic Health Record – Vendor Selection
    - Communication/Leadership – One-on-one Coaching/Mentoring
    - HCMC Community Presence – HERT Kick-off Meeting

XII. **COO Report - Medical Staff** – Susan Romansky, COO reported on the following:

**Recruitment Update**

**Surgery**

- Dr. Lindsay Deveraux currently completing her residency at the University of Alabama. Graduates in July, available Fall of 2024. Interviewed February 23<sup>rd</sup>. Awaiting feedback from the medical staff. Her concern was that we did not have a robot.



- Dr. Stephen Balise is currently finishing residency at West Virginia University, graduates in July. He would be available in the Fall of 2024. He interviews on March 19<sup>th</sup>.
- Dr. Liam Knott practicing in NY and wants a change of lifestyle, very active outdoors person. Five years of experience. He need to have a robot to perform general surgery. Doesn't want to go backward.
- TSS/Urology APC- No current applicants. HR sent us one applicant this month, however, they did not have the experience we were looking for. Most APC's are looking for Primary Care.

#### **Pediatrics**

- Dr. Keith Krist interviewed on January 19<sup>th</sup>. He has spent most of his career in the southeast but eager to relocate to the rocky mountain region. Currently in Mississippi. Working since 2019 to present (24 Yrs.). He is very used to working in rural communities and taking call. Medical staff unanimously approved of making him an offer. He accepted and will join us on July 8<sup>th</sup>.
- Dr. Rebecca Wallig is currently finishing her residency at UNM and will graduate this spring. She is scheduled for an interview on March 4<sup>th</sup>. We heard great things about her, highly recommended by those that have worked with her.
- Dr. Jeremy Hassan – Pediatric Resident in Philadelphia, Albert Einstein Medical Center. Graduates June of 2024. Interviewing in March.
- Dr. Scott – Heard about our posting and Sue is working to set up a phone interview.

#### **OB/GYN/FPOB**

- No changes in OB/GYN/FPOB this month.

#### **Hospitalist**

- No changes.

#### **ED**

- No changes.

#### **Radiology**

- Recruiting for local radiologist, HR has expanded the search and is hopeful.

#### **Primary Care**

- Dr. Lawrence Devereux FMP, practicing in Birmingham AL, interviewed on February 23<sup>rd</sup>. He has been practicing for two years. We are awaiting feedback from those that interviewed to determine if we will make him an offer.
- We lost several other candidates due to us not having the office space needed to build the practice.

#### **MOB**

- We are hearing only positive feedback on the funding for the Primary Care, Walk-in, and Specialty Service Clinic. We will know this week if we have been approved for the \$15 million.

#### **Oncology**

- St. Vincent's is still a potential partner. Follow-up meeting on March 1<sup>st</sup>. After meeting with Tamara Brown, Doug Patterson, Brittany and Gina O'Hara it was determined that the proposed plan would not meet the pharmacy requirements. The Oncology pharmacy must be separated from the current pharmacy. Tamara also recommended we hire the Oncology Pharmacist to oversee this project.

#### **Children's Heartline Consortium/Pediatric Echo Project**

- We are waiting for the SB-7 agreement to be finalized so we know how we can proceed.

XIII. **CEO Report** – Mr. James Kiser reported on the following:

- Legislature Update: Governor SB 17/HDAA, Senator Gonzales 113, SB 161; \$46 Million (SB 7, Rural Health Development)
- Mill Levy: Ground Distant Transfers: Work Session
- EHR Update: Cerner/Oracle; Meditech: Survey Staff, Which One, Why? Assessing current spend with Evident, what will go away?
- Taos High School Career Fair update.
- Hospital Foundation update.
- Surgeon: Recruiting/Retention – Donor Match
- GRT, Bond Council update.
- Ovation Board Essentials – We hope to get dates early for the next Board Essentials Board Education for next year. James encouraged the board to attend.
- Working with UNM Albuquerque on hosting Grand Rounds on a quarterly basis for our medical staff. Offering CME's.

XIV. **Ovation Healthcare Report** – Eric Jones, Ovation Healthcare, AVP – Mr. Jones reported on the following:

- Mr. Jones encouraged the board to read the Board Essentials Guide on a regular basis. He mentioned that an electronic copy has been uploaded to the Board Portal.
- Mr. Jones presented the current Ovation Advisory Agreement which will be expiring May 1, 2024. He also presented an extension agreement for the board's review and approval. Following review and discussion, a motion was made and seconded to approve the extension to the Ovation Advisory agreement as presented and authorized James Kiser, CEO to sign the agreement. All were in favor and the motion carried.

XV. **New Business**

- Advertising Campaign – Mr. Sands recommended inviting our Marketing folks to the March Board meeting to discuss future marketing campaign opportunities.
- Board Nominating Committee Process/Timeline - Mr. Sands informed the board that the Nominating Committee will be meeting on March 20<sup>th</sup>. A copy of the nominating process/timeline has been uploaded to the board portal for their information. Mr. Stagg and Sands reported that they will be seeking another four-year term. Ms. Skall informed the board that she will be resigning from the board in May and will not be completing her last year term on the board.
- THS Board Bylaws – Mr. Sands reported that the THS Board Bylaws have not been updated since 2018. He recommended setting up a subcommittee to review and revise them. The following members agreed to sit on the sub-committee: Don Mooney, Paul Sands, Vivian Santistevan, CHRO, and Margaret Lynch, Chief of Support Services.

XVI. **Old Business** - No old business was presented.

- Resolution to work with the Taos Pueblo – Ms. Robyn Chavez reminded the board that the resolution still needs to be drawn up and approved.

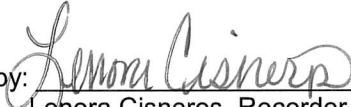
- Hospital Strategic Plan – The consensus of the board was to publish a copy of the Strategic Plan on the Taos Newspaper and include a summary on the community involvement and process involved in putting together the Strategic Plan.

XVII. **Executive Session**

- a) A motion was made and seconded at 4:55 p.m. to enter into Executive Session to discuss legally protected matters. All were in favor and the motion carried.
- b) A motion was made and seconded to reconvene into open session at 5:24 p.m. All were in favor and the motion carried.

XVIII. **Adjournment** - There being no further business, a motion was made and seconded to adjourn the meeting at 5:25 p.m. All were in favor and motion carried.

Respectfully submitted by:

  
Lehora Cisneros, Recorder

Approved by:

  
Cristina Martinez, Secretary