

TAOS HEALTH SYSTEMS, INC.
BOARD OF DIRECTORS MEETING
MINUTES
March 27, 2024
2:00 p.m.

Present: Abe Balsamo, Robyn Chavez, Lucille Gallegos, Carl Gilmore, Cristina Martinez, Jonathan Moran, DO, Don Mooney, Trinidad de Jesus Arguello, Paul Sands, Peter Selzer, MD, Lynn Skall, and Chris Stagg

Members Absent:

Administration: James Kiser, Connie Prewitt, Sue Romansky, Brittany Lamendola, Margaret Lynch, Mitsy Carruth, and Lenora Cisneros

Guests: Eric Jones, Ovation Healthcare, Eileen Lujan, Taos Pueblo and Dayna Duran, HCH Comptroller

- I. **Call to Order** - Holy Cross Hospital, a division of the Taos Health Systems, Inc., Board of Directors meeting was called to order at 2:03 p.m., Wednesday, March 27, 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 the COO Report out of the Consent Agenda. All were in favor and the motion carried.
- III. **Approval of the February 28, 2024 Taos Health Systems (THS) Board Minutes** - Following review and discussion, a motion was made and seconded to approve the February 28, 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. **Marketing Update** - Max Moulton and Kevyn Gilbert, from Gizmo Productions presented the current methods they are using to market Holy Cross Hospital. Discussion was held regarding the idea of adding network TV advertisement in attempts to attract more people to come to Holy Cross for their services. Mr. Sands spoke regarding the marketing campaign that Cibola and Grants are advertising on several TV stations. Max reported that they had contacted several TV stations to get pricing. Following review and discussion, Ms. Cristina Martinez made a recommendation to wait to do a campaign until the hospital is in a better financial situation and after the MOB is built. This would allow us to market our new services.

Mr. Sands discussed getting the hospital Strategic Plan out to the public for their information. The board recommended that the Strategic Plan be provided to the public in Spanish. Mr. Sands also recommended including a summary explaining the Strategic Plan process. He also recommended including a letter thanking the public for their support of the GRT.

VII. **Approval of the Consent Agenda**

- **Board Compliance Report** – February 2024 – Renee Laughlin, Compliance/Risk Mgmt. Dir.

Following review and discussion, a motion was made and seconded to approve the Consent Agenda as presented. All were in favor and the motion carried.

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

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

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

- Approval of the 990 Report – Following review and discussion, a motion was made and seconded to approve the 990 Report as presented. All were in favor and the motion carried.

Approval of the Physician Employment Agreement for Heather Marshall-Vaskas, MD - (Emergency Medicine) – Following review and discussion, a motion was made and seconded to approve the physician employment agreement as presented. All were in favor and the motion carried.

Approval of the Physician Employment Agreement for John Wells, DO - (Emergency Medicine) – Following review and discussion, a motion was made and seconded to approve the physician employment agreement as presented. All were in favor and the motion carried.

Approval of the Physician Employment Agreement for Amy Martin, MD - (Emergency Medicine) – Following review and discussion, a motion was made and seconded to approve the physician employment agreement as presented. All were in favor and the motion carried.

Approval of the Physician Employment Agreement for Jonathan Moran, DO - (Emergency Medicine) – Following review and discussion, a motion was made and seconded to approve the physician employment agreement as presented. All were in favor and the motion carried. Dr. Moran abstained from voting.

Approval of the Physician Employment Agreement for Camille Doan, MD - (Emergency Medicine) – Following review and discussion, a motion was made and seconded to approve the physician employment agreement as presented. All were in favor and the motion carried.

Approval of the Professional Services Agreement for Samuel Decker, MD - (Emergency Medicine) – Following review and discussion, a motion was made and seconded to approve the professional services agreement as presented. All were in favor and the motion carried.

Approval of the Professional Services Agreement for Kateland Townley, MD - (Emergency Medicine) – Following review and discussion, a motion was made and seconded to approve the professional services agreement as presented. All were in favor and the motion carried.

Approval of the Professional Services Agreement for Heather Krause, MD - (Emergency Medicine) – Following review and discussion, a motion was made and seconded to approve the professional services agreement as presented. All were in favor and the motion carried.

Approval of AMS Medical Director Agreement for Cipry Jaramillo, MD – Following review and discussion, a motion was made and seconded to approve the agreement as presented. All were in favor and the motion carried.

Approval of Cardiopulmonary Medical Director Agreement for John Foster, MD – Following review and discussion, a motion was made and seconded to approve the agreement as presented. All were in favor and the motion carried.

Approval of the Physician Employment Agreement for Stephen Balise, MD (Surgeon) – Following review and discussion, a motion was made and seconded to approve the agreement as presented. All were in favor and the motion carried.

IX. Lifewings Quality & Safety Council Report – Misty Carruth, Quality Director - March 2024

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

Quality Report (February)

- Overall hospital rating score – 55%.
- Left without being seen – 1.9%.
- Inpatient Readmission Rate – 4.72%.
- Patient Satisfaction: Communication w/Doctors – 76.2%.
- Patient Satisfaction: Communication w/Nurses – 77.8%.
- Patient Satisfaction: Instructions for Care at Home – 63.2%.
 - Scorecard Response Rates – 15.9%.

Patient Experience Responses

- Response rate = Feb. 15.9%; 3010 sent, 410 returned, 438 undeliverable
- Undeliverable rate = 14.6%
- Undeliverable details:
 - 79 didn't respond
 - 171 landline
 - 124 invalid email/ mailing address
 - 126 other/unknown reasons
- The inpatient patient experience comments were reviewed.
- Reported on the Health Equity CMS Measure for 4th Qtr. 2023.
- Reported on the NM Value Based Purchasing 4th Qtr. 2023.

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.

X. COO Report - Sue Romansky, COO reported on the following:

- ED
 - ED employed and contracted physicians received and signed new contracts. They were given market adjustments, and were appreciative.
 - Dr. Camille Doan has been an independent contractor for several years and was offered an employment agreement and has accepted.
- Surgery
 - Stephen Balise, MD currently finishing his residency at West Virginia University, graduates in July. He interviewed and was offered an employment agreement and has accepted. He will be joining us in September.
- Pediatrics
 - Keith Krist, MD interviewed on January 19th and was made an offer. He has accepted and will start on July 8th.
 - Dr. Clifford Scott is scheduled to interview on April 19th.
- Radiology
 - Concord Radiology, PLLC has merged with Cox Imaging Group, LLC. We will be assuming a new company name, Coaxion Radiology, PLLC to represent the joining of our organizations.

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

- Education Corner
 - LDRP has begun mass transfusion simulations.
 - Working to get TNCC, ENPC, and NRP taught in-house.

- Transfer Data
 - ED Vol - 1527 TSF vol = 84 = 5.5% Tsf rate
 - Top Tsf Dx - Psych = 21; Cardiac = 19; Neuro = 10; Trauma = 9
 - Mode of Tsf – Helicopter = 47; POV= 4; Ground = 5 (all for profit)
- Nurse Executive Leadership Updates
 - New LDRP Manager – Jennifer Leech will be starting on April 1st.
 - Pharmacy Director – Onsite interviews taking place for two candidates.
 - Medical Surgical Department Nurse Manager – Offer has been extended to local applicant.
 - New Outpatient Clinical Nurse Supervisor – Jessica Heimenz will start this role on April 1st.
- Strategic Plan Focus
 - Workforce:
 - Nurse Exec. EQ training on March 21st.
 - Our Clinical Educator continues to provide Nurse Orientation.
 - Community:
 - We continue to host clinicals for UNM: EMTs, RNs, and CNAs.
 - UNM Main Campus sought us out for EMT-P clinicals which begun on March 16th.
- Infection Prevention Updates
 - Infection Preventionist Retiring – Doris West will retire July 1st.
 - New RN Infection Preventionist Hired – Pam Burton will start May 13th to train with Doris prior to her retirement.
- Pharmacy Updates
 - Working in conjunction with WHI, LDRP, and Porch Light to help expectant mothers with substance use disorder.

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

- Support Services Update
 - Information Technology Services
 - Intranet Homepage Update
 - Server Upgrade/Migration – Muse – EKG & Nova Net – Glucose Meters
 - Quality Management
 - DNV Readiness
 - Quality/Patient Safety Assessment
 - Risk Management
 - Hospital Emergency Response Team – May 30, 2024
 - Compliance Reporting System
 - Dietary/Food & Nutrition
 - Deep Clean
 - New Combi Oven
 - Plant Operations
 - Main Entrance Flooring
 - THS/HCMC Strategic Plan
 - Electronic Health Record – Vendor Comparison
 - Communication/Leadership – Leadership Bootcamp
 - HCMC Community Presence – HERT Meeting

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

- Legislative Update
- Medical Office Building Update
- HCH Fuel System Update. Have reached out to Kit Carson Electric Coop.

XIV. **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.

REAPPOINTMENTS:

- **Aragon, Sarah CNP (Hospitalist)** – Reappointment in the Pediatric & Adult Medicine Department.
- **Parker, Veronica MD (Pediatrician)** – Reappointment in the Perinatal and Pediatric and Adult Medicine Department.
- **Manchanda, Monika, MD (Teleneuro)** – Reappointment in the Pediatric and Adult Medicine Department.
- **Reed, Daniel DPM (Podiatry)** – Reappointment in the Surgery and Anesthesia Department.

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

- **Advisory Services Update**
 - Vantage Workforce Efficiency (Refresh) – Onsite April 16th & 17th.
 - Master Facilities Planning – Ongoing.
 - FY2024 Medicare Cost Report Review – 3rd Qtr.
 - High Reliability Organization Quality/Patient Experience/Safety – 3rd/4th Qtr.
- **GPO/Health Trust Purchasing Compliance** – 6-month average is 86.7%.
- **Ovation Healthcare Learning Institute** – Review of board leadership webinars.

XVI. **New Business**

- Resolution to Collaborate with the Taos and Picuris Pueblos – Following review and discussion, a motion was made and seconded to table the approval of the Resolution to collaborate with the Taos and Picuris Pueblos until next month. All were in favor and the motion carried.

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

XVIII. **Executive Session**

- a) A motion was made and seconded at 4:50 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 5:15 p.m. All were in favor and the motion carried.

XIX. Adjournment - There being no further business, a motion was made and seconded to adjourn the meeting at 5:16 p.m. All were in favor and motion carried.

Respectfully submitted by:  Approved by: 
Lenora Cisneros, Recorder Cristina Martinez, Secretary