

TAOS HEALTH SYSTEMS, INC.
BOARD OF DIRECTORS ANNUAL MEETING
MINUTES
June 26, 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, Chris Stagg, Eileen Lujan, and Andrew Chavez

Members Absent:

Administration: James Kiser, Connie Prewitt, Brittany Lamendola, Margaret Lynch, Vivian Santistevan, Misty Carruth, Lenora Cisneros and Mercedes Burns

Guests: Eric Jones, Ovation Healthcare, Emmanuel Arrington, Ovation Healthcare, and Jessie Knight, Ovation Healthcare

- 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, June 26, 2024, by Paul Sands, Board Chair. Attendance was recorded and a quorum was present. Mr. Sands and the board welcomed Eileen Lujan and Andrew Chavez, the new board members.
- 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 presented. All were in favor and the motion carried.
- III. **Approval of the May 29, 2024 Taos Health Systems (THS) Board Minutes** - Following review and discussion, a motion was made and seconded to approve the May 29, 2024 THS Board Minutes as presented. All were in favor and the motion carried.
- IV. **Public Comments** – There were no public comments presented.
- V. **Declaration of Conflicts of Interest** – There were no conflicts of interest presented.
- VI. **Employer Housing Initiative** – Lisa O'Brian, Taos Housing Partnership Executive Director highlighted the importance of a three-year housing roadmap adopted by local leaders, outlining strategies for the next three years. Ms. O'Brian discussed the complexity of affordable housing, citing income levels and housing stock as major factors along with the need for solutions to address retention and recruitment issues in the community due to housing affordability challenges.

Ms. O'Brian discussed potential for affordable housing development with town and landowners such as Holy Cross Hospital. She encouraged Holy Cross Hospital to consider collaborating and partnering with Taos Housing Partnership. Ms. O'Brian mentioned that she will also be speaking to other major employers in the community regarding their partnership. The board thanked Ms. O'Brian for her presentation.

VII. 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:

- **Krist, Keith, MD (Pediatrician)** - Appointment in the Pediatric & Adult Medicine Department and Perinatal.

- Pfaff, Lee MD (TeleNeuro) - Appointment in the Pediatric & Adult Medicine Department.
- Robinson, Timothy MD (TeleNeuro Surgery) - Appointment in the Pediatric & Adult Medicine Department.

REAPPOINTMENTS:

- Moran, Jonathan DO (Emergency Medicine) – Reappointment in the Emergency Medicine Department. Dr. Moran recused himself from voting.
- Lucero, Erika PA-C (Physician Assistant) – Reappointment in Emergency Medicine Department.

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

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

Quality Report (May)

- Overall hospital rating score – 66.70%.
- Left without being seen – 2.70%.
- Inpatient Readmission Rate – 6.50%.
- Patient Satisfaction: Communication w/Doctors – 77.80%.
- Patient Satisfaction: Communication w/Nurses – 75.90%.
- Patient Satisfaction: Instructions for Care at Home – 94.10%.
 - Scorecard Response Rates – 16.1%.
- Patient Experience updates and the inpatient patient comments were presented and reviewed.
- Holy Cross Hospital's current "Star Rating" score went down to a 1.
- Presented the NM Value Based Purchasing data for Qtr. 1.
- Reported that Senator Bobby Gonzales has been nominated for the New Mexico Hospital Association "Commitment to Community Healthcare Quality Award".

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. Finance Report – Connie Prewitt, CFO

- May 2024 Financial Statements – Ms. Prewitt, CFO, presented the May 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 May 2024 financials as presented. All were in favor and the motion carried.

- Approval of Capital Requests

- OR 1 Remodel Project – Flooring in Central Sterile = \$185,000, due primarily to the DaVinci. Following review and discussion, a motion was made and seconded to approve the OR 1 Remodel Project as presented by Administration. All were in favor and the motion carried.
- OR – Purchase of two sterilizers = \$195,000. Following review and discussion, a motion was made and seconded to approve the purchase of the two sterilizers as presented by Administration. All were in favor and the motion carried.

- FY25 Budget Draft – Ms. Prewitt reported that she is still completing the Operating Budget for FY25. There is a total of \$39.8M in capital requests. The outstanding items that still need to be finalized are the impact of salaries and benefits. Will have final numbers once Union Negotiations are complete. She will be working with the Senior Leadership Team on prioritizing the projects.

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

- Transfer Data
 - ED Vol - 1498 TSF vol = 83 = 5.5% Tsf rate
 - Top Tsf Dx - Psych = 31; Cardiac = 11; Peds = 9; Neuro = 8
 - Mode of Tsf – Helicopter = 33; Fixed = 35; POV= 1; Ground = 13 (all for profit)
- The Education of the Nurse
 - All departments have completed the Mass Transfusion simulations.
 - Bridge Project education of: OB-Gyns, Pharmacists, ER and LDRP RNs, and home visitors.
 - TriState/Careflight co-education on:
 - Sepsis
 - ABGs
 - Waveform Capnography
 - Intubation Assistance
- Nurse Executive Leadership Updates
 - Director of Patient Care Services: Congratulations to Sarah Beane, who just became Board Certified in MS Nursing.
 - LDRP Manager – Internal candidate is being offered the position.
 - Surgical Services Director – Christina Hull has worked with Marketing and they are completing the new "Total Joint Replacement" educational video for patients.
 - ER Manager – Team Lead/Charge nurse role has begun in the Emergency Department.
- Strategic Plan Focus
 - Workforce:
 - CNO spoke with HS students at UNM-Taos on healthcare related job opportunities at the hospital.
 - CNO is participating in Union Negotiations.
 - Community
 - Brittany will be 1 of 3 NM CNOs participating in a panel discussion with the Health and Human Services Committee on July 2nd.

XI. HR Update – Vivian Santistevan, Chief Human Resource Officer reported on the following:

- Presented the June employee stats – Total HCMC employees is 512.
- Team Taos Initiative remains steady with 31 nurse hires and several offers in the works.
- The HR Team planned and coordinated the second Leadership Bootcamp session on June 18, 2024.
- Continue to work with community outreach programs for student involvement in the Healthcare field.
- Collective Bargaining Agreement for the Advance Practice Clinicians (APC) Union is complete. Two sessions of negotiations held on June 6th and June 20th for main Union contract.
- Presented the ongoing HR Initiatives/Strategic Planning Goals:
 - Training and mentorship of staff is a priority. Leadership Bootcamp has been a huge teambuilding success.
 - Emotional Intelligence Training scheduled for two departments later this summer.
 - Recruiting and retention of staff with market pay and benefit focus initiatives remains a priority.
 - Interviewed two new Record Keeping companies for the 403b Retirement Plan.

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

- Support Services Update
 - ICU Patient Rooms Refresh
 - DaVinci Robotic System
 - OR Humidifiers
 - Information Technology
 - LifeWings Quality & Safety Program
 - Emergency Preparedness
- THS/HCMC Strategic Plan
 - Electronic Health Record – Vendor Comparison
 - Master Plan Refresh – Facility Walk Through
 - HCMC Community Presence – HERT Community Collaboration

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

- Met with Congresswoman Teresa Leger Fernandez and other NM CEO's to discuss healthcare delivery and Medicare Advantage.
- Orthopedic/Fellows Program update.
- EHR Update. Mr. Sands recommended getting feedback from the medical staff and staff.
- Master Facilities Campus Plan update. Discussed UNM –Taos Health Professional Building on HCMC campus.
- HCMC Strategic Plan – Recently published in the Taos News for the community.
- Discussed potential solutions for mental health funding with Senator Gonzales.
- Updated on the NM Hospital Association Strategic Planning Retreat at the Taos Ski Valley.
- Foundation update.
- Anesthesia coverage update. Now offering "post-call day off" to prevent burnout.
- Attended the annual Auxiliary Luncheon. They had their installation of their new Auxiliary Board Officers.

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

- **Advisory Services Update**
 - Vantage Workforce Efficiency (Refresh) – Ongoing.
 - Master Facilities Planning – Mr. Arrington presented on the Facility Master Plan.
 - FY2024 Medicare Cost Report Review – 3rd Quarter.
 - High Reliability Organization Quality/Patient Experience and Safety – 3rd/4th Quarter.
 - GPO/HealthTrust Purchasing Compliance Update.
 - Board Member Reference Guide
 - Upcoming Board Education Update.
- Mr. Jones announced that they are convening all of the Ovation NM CEO's together to finally start talking about how to start working together collaboratively.
- Work Plan Update: James and Connie have asked Eric to put together some planning time with John Walco to talk about swing bed programs. With the end of the year, will start doing Cost Report review as well as budget review
- Ovation Learning Institute is now offering a board certification program for those board members who are interested.

XV. **Old Business**

- Resolution for Collaborative Healthcare with the Taos/Picuris Pueblo – Ms. Chavez reported that she has not yet heard back from the Taos Tribal Government on the revised resolution. Ms. Lujan agreed to follow-up with them.

XVI. **New Business**

- Election of Board Officers – The board members were e-mailed a poll to nominate and vote for the board officer seats. The final #'s were tallied and Lenora reported that the same officers have been appointed for the 2024-2025 board officer seats:

Chair: Paul Sands
Vice-Chair: Lucille Gallegos
Treasurer: Don Mooney
Secretary: Cristina Martinez

Mr. Kiser mentioned that everywhere he has been the Vice-Chair is groomed to be chair when the chair would come out and the rest of the officer's moved up. He asked the board to give this some thought. The current THS Bylaws do not address this.

- Board Committee Assignments – Mr. Sands asked the board members to let him or Lenora know if they are interested in serving in any specific board committees or move to other committees. A final draft will be e-mailed to the board for review. Discussion also ensued regarding the need to appoint a chair for the Lifewings, Safety Committee per the THS Bylaws.

XVII. **Monthly Board Committee Meeting Calendar (July)** - Informational.


XVIII. **Executive Session**

- A motion was made and seconded at 5:10 p.m. to enter into Executive Session to discuss legally protected matters. All were in favor and the motion carried.
- A motion was made and seconded to reconvene into open session at 6:05 p.m. All were in favor and the motion carried.

Following review and discussion in Executive Session, a motion was made and seconded to approve the CEO pay to be increased to reflect market rate. 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 6:06 p.m. All were in favor and motion carried.

Respectfully submitted by:


Lenora Cisneros, Recorder

Approved by:


Cristina Martinez, Secretary