

**TAOS HEALTH SYSTEMS, INC.**  
**BOARD OF DIRECTORS MEETING**  
**MINUTES**  
**August 28, 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:** Don Mooney

**Administration:** James Kiser, Connie Prewitt, Brittany Hamilton, Sue Romansky, Vivian Santistevan, Misty Carruth, Lenora Cisneros and Mercedes Burns

**Guests:** Eric Jones, Ovation Healthcare and Jean Collins, Community member

- 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, August 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 presented. All were in favor and the motion carried.
- III. **Approval of the July 31, 2024 Taos Health Systems (THS) Board Minutes** - Following review and discussion, a motion was made and seconded to approve the July 31, 2024 THS Board Minutes as presented. All were in favor and the motion carried.
- IV. **Public Comments** – Ms. Jean Collins related that she was attending the board meeting to hear what is happening at Holy Cross Hospital. She mentioned that she has several businesses in town and one of them is in factor of health and illness and supporting the body before there is disease. She said that she is very appreciative for everything the hospital does.
- V. **Declaration of Conflicts of Interest** – There were no conflicts of interest presented.
- VI. **Approval of the Consent Agenda**
  - Board Compliance Program Update – August 2024

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.

VII. **Lifewings Quality & Safety Council Report – Misty Carruth, Quality Director**

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

Quality Report (July)

- Overall hospital rating score – 60.90%.

- Left without being seen – 2.80%.
- Inpatient Readmission Rate – 1.90%.
- Patient Satisfaction: Communication w/Doctors – 84.90%.
- Patient Satisfaction: Communication w/Nurses – 77.90%.
- Patient Satisfaction: Instructions for Care at Home – 80.00%.
  - Scorecard Response Rates – 13.4%.
- Patient Experience updates and the inpatient patient comments were presented and reviewed. A recommendation was made to consider adding a cover letter to the patient surveys going out stating the importance of the survey. Another recommendation made was to have our Marketing Department put together an article on the Taos News regarding the importance of responding to the patient surveys.
- Presented the following Health Equity CMS Measures for Quarter 2 - 2024
  - Catheter Associated Urinary Tract Infections (CAUTI) = 1 (Non-Hispanic/Latino, White)
  - Gastrointestinal Infections (GI) Clostridium Difficile = 1 (Non-Hispanic/Latino, White)
  - Central Line Associated Bloodstream Infections (CLABSI) Methicillin Resistant Staph. Aureous Infections (MRSA) = 0

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.

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

- July 2024 Financial Statements – Ms. Prewitt, CFO, presented the July 2024 financials for review and acceptance. (Refer to CFO's Narrative Report).
- Approval of Capital Request – Parapet Stucco Repair @ \$68,000 - Following review and discussion, a motion was made and seconded to approve the capital request as presented. All were in favor and the motion carried.

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

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

- Transfer Data
  - ED Vol - 1646 TSF vol = 87 = 5.3% Tsf rate
  - Top Tsf Dx - Psych = 32; Cardiac = 21; GI = 12
  - Mode of Tsf – Helicopter = 42; Fixed = 31; POV= 0; Ground = 13 (all for profit); Leo = 1
- The Education of the Nurse
  - Focus on nursing documentation. Risk is coordinating an educational training for the team.
  - Final stages of TNCC and ENPC Training – 4 Educators from the hospital.
  - Prepping for C.N.A. Competency Carnival – Successfully completed.
- Nurse Executive Leadership Updates
  - Director of Patient Care Services/MS Manager: C.N.A. Competency carnival successful.
  - LDRP Manager – MAT and NALS programs had our first successful program for substance use disorder.



- Surgical Services Director – The new, total joint videos are completed. New flooring in Central Sterile and prepping for OR updates/DaVinci.
- ER Manager – ED Team Lead addition is working well and helping the flow in the Emergency Department.
- Strategic Plan Focus
  - Workforce:
    - Team Taos continues with great success.
    - HR and CNO had a successful meeting with the UNM Nursing Program Director. New students starting clinicals in November.
  - Community
    - Surgical Services and Marketing rolling out total joint education videos.

X. **COO Report** – Sue Romansky, COO, VP of Physician Practices presented on the following:

#### **Surgery**

- Dr. Stephen Balise, General Surgeon, is scheduled to start on September 3<sup>rd</sup>. He arrived in Taos on the 23<sup>rd</sup> and is ready to get started.
- TSS/Urology APC Search – Several offers have been made, but to date no one has accepted.
- Urologist search - Interviewed one Urologist this month however, he and his wife decided they wanted to live in a bigger town.

#### **Pediatrics**

- Dr. Clifford Scott – Starts October 14<sup>th</sup>

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

- Dr. Cydney Siggins interviewed on August 19<sup>th</sup>. She is currently in Prescott, AZ but her husband is from the area. She is three years out of residency and has robotic training. Our WHI team were very impressed with her and we have made her an offer. If she accepts, she would start January 6, 2025.

#### **Hospitalist**

- No changes.

#### **ED**

- No changes.

#### **Cardiology**

- After interviewing several APC Cardiology candidates, we made an offer to Angela Lovell and she has accepted. Angela already lives in Taos and has been working at FPA for several years. We are fortunate to have her join the team. She will start December 9<sup>th</sup>.
- Cardiology will be moving to the old Eye Associates of Taos location in mid-October.

## **Primary Care**

- Amanda Sargent, PA, accepted our offer of employment and will start September 16<sup>th</sup>.
- Dr. Mullins, local retired physician, has signed a one-year agreement and will start October 14<sup>th</sup>. He will provide coverage for Dr. Ouellette's maternity leave late December and early next year.
- Dr. Lillegraven interviewed on August 20<sup>th</sup>. He is a new graduate and is looking for a place for him and his family to settle. The Primary Care Team unanimously approved of him and an offer of employment was sent to him.
- Primary Care will take over the current Cardiology Space in October and our newer Primary Care practitioners will begin seeing patients out of that location.
- We will postpone opening our Same Day Sick/Walk-in Clinic until the MOB is built.
- We will have to pause on making any more offers to primary care practitioners until the MOB or other space is available. I have let the practitioner who applied know that it will be mid to late 2025 before we can make any employment offers.

**Anesthesia** – CCI is recruiting for three CRNAs for Taos. No new applicants at this time.

**Ortho** – Provided an update on status of the TOI Fellow and the Residents license status. Dr. Kalyani, Locums has been providing 20 days of call coverage.

**Oncology** no update

**Children's Heartline Consortium/Pediatric Echo Project** –no update.

## **Other Recruiting**

Director of Laboratory – Gary Ayres resigned and Kristen De La Vina, the current Lab Manager has applied and an offer has been extended.

Director of Rehabilitation Services – An offer has gone out to Tracey Proffenroth. She is also a Speech Therapist and will be able to bring this service back to our patients.

Director of Physician Services – Tracy Sawyer has accepted an offer. She comes from Aurora CO, most recently she was the director of a 40 physician Urology Clinic. Tracey starts on September 16<sup>th</sup>.

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

- Had a successful union negotiation. Ms. Santistevan met with the Board Executive Committee to ratify and is on the agenda today for formal board approval. The new contract will start on September 1<sup>st</sup>. Mr. Kiser commended Ms. Santistevan, Ms. Hamilton, and Ms. Prewitt for all their efforts on the union contract negotiations.
- Recruiting efforts continue to be very successful.
- Strategic Planning – Conducted an Emotional Intelligence training for the Wound Care Department staff. She has offered to do a training for the Medical Staff.

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

- *EMR Update* – Negotiations are still ongoing with the two vendors. Mr. Balsamo recommended checking to make sure that there are no hidden costs associated in the contract. Mr. Kiser's recommendation is to go with Meditech and asked the board for their support to move forward.



- Following review and discussion, a motion was made and seconded to authorize the Board Executive Committee to approve Administration to sign the EMR contract in order to expedite it. All were in favor and the motion carried.
- *Urgent Care in Eagle Nest* – Mr. Kiser met with the Angel Fire Mayor, legal council from the resort, the fire chief and one of our physician recruiters who lives in Angel Fire regarding their interest to build an Urgent Care. Mr. Kiser listened and made it clear to them that there couldn't be any funding from Holy Cross Hospital.
- Medical malpractice at the state level update.
- Behavioral Health Breakfast – Had a great turnout and was very positive. Ms. Arguello gave an update regarding the issues with the judicial system and how to change it and improve outcomes.
- Medical Office Building (MOB) – Mr. Kiser gave an update on the MOB. He stated that the Board Executive Committee has asked for \$1M to proceed to pay the contractor. Ms. Prewitt proposed to add another \$50,000 in order to proceed. Following review and discussion, a motion was made and seconded to approve the additional \$50,000 as recommended by Administration. All were in favor and the motion carried.
- DaVinci Update – Ms. Prewitt reported that Senator Heinrich's capital outlay was not approved for the daVinci robot. She stated that the hospital has the capacity to fund it right up front until the gross receipts tax money comes in. The hospital is planning a big celebration when the daVinci arrives.

XIII. **Medical Staff Recommendations** – Jonathan Moran, DO, Chief of Staff

Appointments:

- **Isidro, Jed, CRNA** - Appointment in the Surgery & Anesthesia Department..
- **Erlinger, Lisa CRNA** - Appointment in the Surgery & Anesthesia Department.
- **Lynch, Elizabeth MD (Emergency Medicine)** - Appointment in the Emergency Department.

Reappointments:

- **Janowak, Elise DPM (Podiatry)** - Reappointment in the Surgery & Anesthesia Department.
- **Nesh, Kevin MD (Hospitalist)** - Reappointment in the Pediatric & Adult Medicine & Perinatal Department.

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

- **Ovation Orientation** – Mr. Jones reported that at the request of several board members, he was going to give an overview and brief orientation of Ovation Healthcare. Ovation Healthcare currently has 375 clients in the US. The Four clients in NM are: Holy Cross, Cibola, Rehoboth, and Sierra Vista Hospitals. Mr. Jones reviewed the main offerings Ovation brings to the table such as the GPO Purchasing savings, corporate consulting, advisory services, and a huge discount on our AHA dues. Ms. Martinez thanked Mr. Jones for the presentation and recommended adding the Ovation Healthcare orientation to the new Board Member Orientation process.

XV. **New Business**

- **Ratification of the District 1199NM PPA/PPAA Union Contract** – Following review and discussion, a motion was made and seconded to approve the ratification of the District 1199NM PPA/PPAA Union Contract as presented. All were in favor and the motion carried.
- **Medical Office Building (MOB) Land Swap** - Mr. Kiser reported that the hospital has not yet formulated with the County as to how much acreage will be needed for the MOB and whether there will be a land swap. The consensus of the board is not to swap the land. Following review and discussion, a motion was made and seconded to authorize Mr. Kiser and Ms. Prewitt to negotiate an agreement with the County for a land transfer. All were in favor, and the motion carried.

XVI. **Old Business**

- **Resolution with the Taos Pueblo** – Ms. Chavez reported that she will be following up with the tribal government on the status of the resolution.

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

- Mr. Sands thanked the board members for their wiliness to serve on the various board committees.

XVIII. **Executive Session**

- 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.**
- 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. **Review Meeting Effectiveness**

- Great discussions and presentations around quality.
- Overall, was a good meeting.

XX. **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:

  
Lenora Cisneros, Recorder

Approved by:

  
Cristina Martinez, Secretary