

**SIERRA VISTA HOSPITAL  
GOVERNING BOARD REGULAR MEETING MINUTES**

**February 25, 2025**

**12:00pm**

**Elephant Butte Lake RV  
Event Center**

1. The Governing Board of Sierra Vista Hospital met February 25, 2025 at 12:00pm at Elephant Butte Lake RV Resort Event Center for a regular meeting. Kathi Pape, Governing Board Chairperson, called the meeting to order at 12:00.

**2. Pledge of Allegiance**

**3. Roll Call:**

**COUNTY**

Kathi Pape, **Chair**, Present  
Serina Bartoo, **VC**, Present  
Shawnee R. Williams, Present

**ELEPHANT BUTTE**

Katharine Elverum, Present  
Richard Holcomb, Present

**CITY**

Bruce Swingle, Present  
Jesus Baray, Absent  
Greg D'Amour, Present by phone

**EX-OFFICIO**

Don Bates, CEO, Present  
Amanda Cardona, VCW, Absent  
Janet Porter-Carrejo, CM, EB, Absent  
Amber Vaughn, CM, Absent  
Gary Whitehead, CM, TorC, Present  
Jim Paxon, JPC Chair, Present

**VILLAGE of WILLIAMSBURG**

Cookie Johnson, **Secretary**,  
Present

**SUPPORT STAFF:**

Ming Huang, CFO  
Lawrence Baker, HR Director  
Sheila Adams, CNO  
Zachary Heard, PEO  
Lisa Boston

**Ovation:**

Erika Sundrud

4. **Approval of the agenda** Kathi Pape, Chairperson  
Serina Bartoo motioned to approve the agenda. Cookie Johnson seconded. Motion carried unanimously.

**“Are there any items on this agenda that could cause a potential conflict of interest by any Governing Board Member?”** None

5. **Approval of minutes** Kathi Pape, Chairperson

A. January 28, 2025, Regular Meeting

1. Amend to include October in motion to approve financial report.

Cookie Johnson motioned to approve the amended January 28, 2025, regular meeting minutes. Bruce Swingle seconded. Motion carried unanimously.

6. **Public Input –**

Ted Kudzrowski addressed the board asking for answers regarding the crash of the computer system, uncashed checks, security for the computer system, insurance denials in the ER due to provider out of network status and contract staff.

7. **Old Business-**

None

8. **New Business-**

A. FY24 Audit & Resolution 25-101

Ming Huang, CFO, directed board members to page 11. Last year on November 12<sup>th</sup> the audit firm of DZA, PLLC (Dingus), presented the FY24 audit in closed session. This is the resolution needed for the state that acknowledges the FY24 audit findings and accepts management’s responses for correcting the findings.

Cookie Johnson motioned to approve Resolution 25-101. Katharine Elverum seconded. Motion carried unanimously.

9. **Finance Committee- Bruce Swingle, Chairperson**

No Meeting

10. **Board Quality- Shawnee Williams, Chairperson**

No Meeting

11. **Administrative Reports**

**A. Human Resources**

LJ Baker handed out his monthly board report. Under Human Resource Trends Snapshot, the number of new hires to date and the number of terminations to date should be 22 each, not 15. Key vacancies remain the same and we are having a hard time finding a physical therapist. We are looking for a nurse practitioner to fill Karen Fiato’s position. Jamie Robillard will be leaving the walk-in clinic/ SVH and Emily Gerardo will take her place once she is credentialed.

We are still talking to 3 Crosses to get our surgical services back up. EVS and Dietary positions are always open. We didn’t have any involuntary terminations in January. Don Bates and LJ recently met with the Governor’s staff in Santa Fe. There are several bills related to healthcare that could have real impacts on SVH and all hospitals in New Mexico. Meetings were held with our political delegation including Armstrong, Dow and Brantley regarding critical healthcare legislation and support for SVH.

We are in the process of getting an RFP out for the Rehab building. The first part of master plan 2025 is to move Rehab services out of the chapel and into its own stand-alone facility to be built on the northwest portion of the campus. Contract staff decreased by one and travel staff has decreased by two.

## **B. Patient Experience Report**

Zach Heard explained that the data for this report comes from complaint logs, survey results and direct patient comments. The most frequent complaints are in the patient care category followed by communication, phone conduct, staff behavior and billing issues. Each of these categories has subcategories to break down the complaint further.

Primary findings, plans of action, further assessment and corrective action are documented in this report. The end goal for the patient experience is to get our grades up and provide better customer service. Discussion was held regarding Press Ganey and how patient surveys are distributed and received.

## **C. Nursing Services**

Sheila Adams, CNO, reported that we have had lower numbers in MedSurg. Our nursing team completed the attestation for the HDAA quality measures. The clinical team, including nurses, imaging, laboratory, respiratory and admissions are working on populating Cerner with the downtime paperwork. All charges, notes and patient encounters during our EHR outage must be manually entered. It takes one full day of manual entering to equal one day of business. Our Trauma survey was a success, and we may have scored high enough to receive a three-year certification.

## **D. CEO Report**

Dr. Don Bates reported that on February 17<sup>th</sup>, our DNFB days were 9.31 and as of yesterday they have dropped to 8.74. AR days on the 17<sup>th</sup> were 70 days (46 days excluding S/P). Today, AR gross is 72.18 days and 62 days excluding bad debt. Claims are dropping. Medicare pays within 14 days and the others pay within 30 to 45 days. We will see a lull because of the outage but then we will see a wave of payments coming in and AR coming down. The validation rate on the 17<sup>th</sup> was 58%, today validation is at 73%. Cash on hand is still 79 days.

Sabrina Alvord is leaving the clinic in March, and we have found and hired Kelly Foster to replace her. She has worked in all of the modalities that we work with and more. LJ Baker will be leaving us in April. We have three HR candidates lined up and will be conducting interviews in the next few weeks.

We reviewed the CHNA survey results in January and are composing an action plan to address the top items. Ming will post the legal for the RFP for the new rehabilitation services building. We need to move forward on the buildout prior to July to get in line and ask for additional funding. We hope to have a contractor nailed down by May 5<sup>th</sup>. Don has been appointed to the NMHA Behavioral task force and spent some time in Santa Fe attending the Legislative session on February 19 and 20<sup>th</sup>. Discussion was held regarding growing your own nurses and VA patient treatment.

## **E. Governing Board**

Kathi Pape discussed the Ovation Board Education event in Amelia Island, Florida. The theme was Evolve! The strategic plan, where we are going, the budget, the forecast for the next two to three years and how we are going to address these things were discussed. Knowledge builds confidence which in turn builds courage which in turn leads to building connections. Connections fit in with succession planning, vulnerability fits in with teamwork. Annual policy review, board self-assessment and how are we doing and where are we going with our strategic plan should be our focus.

Our board was awarded the silver certification for 2024. We missed gold by just a few points.

**Motion to Close Meeting:**

Cookie Johnson motioned to close the meeting and go into Executive session. Serina Bartoo seconded.

**12. Executive Session – In accordance with Open Meetings Act, NMSA 1978, Chapter 10, Article 15, Section 10-15-1 (H) 7 & 9 the Governing Board will vote to close the meeting to discuss the following items:**

*Order of business to be determined by Chairperson:*

**10-15-1 (H) 7 – Attorney Client Privilege/ Pending Litigation**

A. EHR Outage Update

Aaron Dow, CIO

**10-15-1 (H) 9 – Public Hospital Board Meetings- Strategic and long-range business plans**

A. Ovation Report to Board

Erika Sundrud, Ovation

**Roll Call to Close Meeting:**

Kathi Pape – Y

Serina Bartoo – Y

Shawnee Williams – Y

Katharine Elverum – Y

Richard Holcomb – Y

Bruce Swingle – Y

Greg D’Amour – Y

Cookie Johnson - Y

**13. Re-Open Meeting – As required by Section 10-15-1(J), NMSA 1978 matters discussed in executive session were limited only to those specified in the motion to close the meeting.**

**10-15-1 (H) 7 – Attorney Client Privilege/ Pending Litigation**

A. EHR Outage Update- No Action

**10-15-1 (H) 9 – Public Hospital Board Meetings- Strategic and long-range business plans**

A. Ovation Report to Board- No Action

**14. Other**

Next Regular Meeting- March 25, 2025 @ 12:00. Finance Committee will meet at 11:00 on March 25, 2025. Board Quality / Compliance will meet on March 24, 2025, at 10:00.

**15. Adjournment**

Cookie Johnson motioned to adjourn. Serina Bartoo seconded. Motion carried unanimously.

JB

3/25/25

\_\_\_\_\_  
Jennifer Burns, Recording Secretary

\_\_\_\_\_  
Date

\_\_\_\_\_  
Kathi Pape, Governing Board Chair

\_\_\_\_\_  
Date