

**SIERRA VISTA HOSPITAL  
GOVERNING BOARD MEETING MINUTES**

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**February 22, 2022**

**12:00pm**

**Elephant Butte Lake RV Resort  
Event Center**

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1. The Governing Board of Sierra Vista Hospital met February 22, 2022, at 12:00 pm at Elephant Butte Lake RV Resort Event Center for a regular meeting. Greg D’Amour, Chairperson, called the meeting to order at 12:04pm.

**2. Pledge of Allegiance**

**3. Roll Call**

**GOVERNING BOARD -----**

**SIERRA COUNTY**

Stan Thompson, Member – Present  
Kathi Pape, **Secretary** – Present  
Greg D’Amour, **Chairperson**- Present

**ELEPHANT BUTTE**

Vacant  
Katharine Elverum – Present

**CITY OF T O R C**

Bruce Swingle, Member – Present  
Vacant  
Peggy (Cookie) Johnson, **Vice Chair**- Present

**EX-OFFICIO**

Amanda Cardona, Clerk VofW – Present  
Vacant, City Manager EB- Absent  
Charlene Webb, County Manager- Present  
Travis Day, JPC Chairperson- Absent

**VILLAGE OF WILLIAMSBURG**

Denise Addie, Member – Present

**STAFF**

Frank Corcoran, CEO- Present  
Ming Huang, CFO- Present  
Sheila Adams, CNO- Present  
Tim James, Director of HR- Present  
Heather Johnson, HIM Mgr.- Present

**GUEST PRESENT**

Erica Sundrud, QHR, present by phone  
Dr. Greg McClain, RSSG, present

There is a quorum

**4. Approval of Agenda-**

Greg D’Amour, Chairperson

Cookie Johnson motioned to approve the agenda. Stan Thompson 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

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**5. Approval of minutes**

Greg D'Amour, Chairperson

**A. January 25, 2022 Regular Meeting Minutes**

Kathi Pape motioned to approve of the January 25, 2022 minutes. Katharine Elverum seconded. Cookie Johnson abstained. Motion carried.

**6. Public Input** – No public input will be called for during this meeting as allowed by Section 10-15-1 Formation of Public Policy: A. State Policy on Open Meetings page 6.

*\*Agenda item 7 and 8 were switched to allow Dr. McClain to give his presentation and leave the meeting.*

**8. New Business-**

**A. RSSG Presentation-** Dr. Greg McClain, Chief Surgery Officer for Rural Surgery Solutions Group gave a 45-minute presentation to the Governing Board regarding his Rural Surgicalist Services. The presentation included details about the surgicalist program and core general surgery cases. Research was presented showing how many surgery cases and how much revenue was lost to other facilities. RSSG surgicalist options and costs were discussed.

No action is required on this item as it is only a presentation. Frank Corcoran stated that he would like to find another group for comparison but there are not that many that do it like this group. The goal is to have a comparison for the next board meeting. Bruce Swingle stated that he would like to know what it would cost for us to do this in house.

**7. Old Business-**

**A. Arena Health Telepsych/ Teleneuro-** Frank Corcoran, CEO, this service was discussed at the meeting in January. The proforma on page 26 shows that we will lose money on Telepsych services without the Behavioral Health grant from OliveTree. With the grant, we will make a little money; approximately \$30,000 to \$40,000 per year. Our Social Worker and Nurse Practitioner in the clinic are maxed out in appointments for 30 days. The grant and this service will help us, the community, and our patients.

The other part of this proposal is Teleneurology. This service is for patients experiencing stroke, seizures, or other mental status changes. We ship those patients out automatically because we have no neurology services. Even with this service, some strokes will still need to go. There are several strokes along with seizures and mental status changes that we will be able to keep with this service. Ten encounters per month that generate five admits to our floor per month would generate approximately \$100,000 per year for us. We would not want to use the on-call service at this time but stay with the Monday through Friday business hours service. We can add that after we grow this program if needed.

This is a one-year contract, we have grant funds for one year and there is a 120 day out.

Cookie Johnson motioned based on the recommendation of the Finance Committee, approval of the Arena Health Telepsych/ Teleneuro contract excluding the on-call Neurology service. Bruce Swingle seconded. Motion carried unanimously.

**9. Finance Committee- Cookie Johnson, Chairperson**

**A. January Financial Report-** Ming Huang, CFO, first, there is a correction on page GB28, patient days were 172 not 263. 172 is 30 less than December. Outpatients visits were 1,463, 449 more than

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December. RHC had 557 visits which is 46 more than December. ER visits were 676, 32 more than December.

Days cash on hand at the end of January were 185, 156 available. Accounts receivable net days were 31 and accounts payable days were 30.

Even though patient days decreased, all departments increased in January. We are still down one Provider in the RHC. Laboratory had the highest testing month for the year so far in January.

Gross patient revenue in January is \$4,257,015. Revenue deductions were lower at \$1,574,398 because we had more Medicare revenue and less self-pay revenue. After subtracting revenue deductions and adding other and non-operating revenue, we have a total operating revenue of \$3,058,426. Salary expenses were \$994,277 which is \$204,232 over budget due to the 15% COVID hazard pay increase. Contract services were over budget by \$74,163 due to agency staffing expenses.

EBITDA margin in January is 27%. Year to date EBITDA is 28%. Net income for January is \$412,147. Year to date net income is \$3,060,960.

At the end of January, we had \$13,180,805 in the bank. When the tunnel project is finished, we will owe \$700,000 and we continue to pay Medicare back monthly.

Cookie Johnson motioned based on the recommendation of the Finance Committee, approval of the January Financial report. Kathi Pape seconded. Motion carried unanimously.

**B. Steris Contract-** Sheila Adams, CNO, this is a service contract for the equipment in the OR/SPD (sterile processing department). Last year this contract was less than \$20,000 so it was not brought to the Board. This year it is \$24,000 for the V-PRO, which had been under warranty, service, and preventative maintenance of the equipment. We priced this service with GE, and it would have cost \$63,000 for their service.

Cookie Johnson motioned based on the recommendation of the Finance Committee approval of the Steris Contract. Kathi Pape seconded. Motion carried unanimously.

**C. Investment Policy & Options Update-** Ming Huang, CFO, we have \$13.2 million in the Bank of the Southwest. The FDIC coverage is \$250,000 per tax ID number per bank. This is a liability for Bank of the Southwest, and they would like to help us move some of this money for better protection. They have a company that will open checking accounts in different banks. We could open CD accounts or look at customized investment companies to invest in US bonds or fixed income investment options. Ming is still gathering information and he will present a formal proposal so the Board can decide how to move forward. There are some restrictions based on state statutes.

**10. Board Quality Committee- Denise Addie, Chairperson**

**A. Policy Review:**

**Report/Action**

1. Advance Directive RHC Policy # 953-01-019 (Cindy Johnson)
2. Advance Directives Policy # 850-01-005 (Cindy Johnson)
3. DNR Form # F-850-01-005-01 (Cindy Johnson)
4. Code Status Clarification Form (Cindy Johnson)

Sheila Adams explained that the Advance Directives Policies needed to be reviewed for completeness and accuracy. There is a correction on the RHC policy. Under Procedure #2, we don't have a patient assistant representative so that will be changed to read patient's provider. The DNR form did not change. The previous Code Status Clarification form was confusing, so it was rewritten to make very

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clear what each option means for the patient. Denise Addie stated that the Board Quality Committee met, reviewed, and approved the policies.

Denise Addie motioned based on the recommendation of the Board Quality Committee approval of all above listed policies and forms with noted corrections. Katharine Elverum seconded. Motion carried unanimously.

**11. Joint Conference Committee- Stan Thompson, Chairperson**

**A. Med Staff Update-** The meeting was held on February 17<sup>th</sup>. There was good attendance at this meeting. Two locums were discussed but neither of them worked out. Frank explained that since then, we have talked with Dr. Suliman, a locum, and he will be coming on in April to help out while Dr. Adkins is out. Dr. Suliman specializes in Internal Medicine and Geriatrics. We are still recruiting for a full-time permanent Provider for the clinic.

Stan reported that there was no new business and no committee reports. Dr. Green, a provider in the ER through ESS, will not be renewing privileges with SVH.

**12. Administrative Reports**

**A. Human Resources-** Tim James, HR Director, for January 2022, new hire orientations, certifications, licensures, and annual training are at 100%. HealthStream is up and running and JANE is running as well. Customer Service and Active Shooter courses have been assigned to all employees. Evaluations and competencies are down to 80% due to EMS evaluations being overdue.

We continue to pay 10 workdays COVID leave for staff who test positive. We have adjusted our procedure to match those of the State and CMS. Patrick Congjuico, Infection Prevention/Employee Health RN, monitors the staff out on COVID leave and if they are asymptomatic, they will return to work after five days. Workers comp and OSHA still requires reporting of COVID positive staff. All worker's comp for the month of January were COVID positive staff members. We are no longer testing all staff due to a shortage of testing materials. We test if they are symptomatic or if they request a test.

The turnover rate for January was 3%. Our average turnover rate calculated on a monthly basis for OPI purposes for FY22 is 4%. Our target for monthly turnover is less than 5%. We had 172 employees on the first day of January and 176 employees on the last day of January. There were 10 new hires, and six terminations: zero involuntary. Annual turnover rate for FY22 is 33 terminations over an average of 178 staff equals 19%. We have two contract staff and 11 travel staff.

We continue to report the statistics for staff vaccination status to the State of New Mexico. The results reported on February 15<sup>th</sup> were 210 total hospital workers, 178 fully vaccinated, one partially vaccinated, 31 not vaccinated granted either a Religious or Medical exemption, zero workers not vaccinated and not granted an exemption and 112 hospital workers that have received COVID boosters.

Tim's retirement date is May 21. Discussion with an Interim Human Resource Director has taken place and he will be here May 14. We continue to post locally and nationally for key positions. The new hire sign-on incentive has been successful. The retention incentive has also been very successful.

The current travel billing rate is still at \$150 per hour.

We have contracted with an agency that presents foreign educated RNs for employment at SVH. Sheila and Vangie have successfully interviewed many submissions and we have secured 3-year assignments for six RNs at a cost of \$81 per hour bill rate. This billing rate covers all expenses to include H1b and permanent resident legal costs. The RNs will arrive at SVH between March 2022 and March 2023.

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**B. CNO Report-** Sheila Adams, CNO, the retention and new hire incentives have been very successful not only in retaining the staff we have in place but in bringing in new graduate nurses. We are very competitive with other hospitals now.

Our first PassPort nurse does come in March, a second in May and a third in June. Carousel and PassPort USA are very good companies to work with and they make sure that the transition goes smoothly for our new nurses.

We continue outpatient COVID-19 treatments. COVID vaccination clinics occur every third week and they are mostly booster shots.

The ED, NU and EMS had a really good January but are down in February so far. ED is averaging 20 per day and the nursing unit is averaging two and seeing less and less COVID patients. Drive-up COVID testing has decreased significantly, and this is probably due to home testing. We have 2,000 home tests that are being distributed through the Clinic. There are two criteria for getting a home test; one is having COVID symptoms, or the patient can request a home test because they were in an area where COVID is prevalent.

**C. CEO Report-** Frank Corcoran, CEO, the graph handed out by Frank shows that 21 days into January we tested 526 patients and 153 were positive. 21 days into February we have tested 227 with 47 positive. The number of tests is down 56% and the number of positives is down 69%. This could be because of the at home testing now available. We are seeing a decrease in COVID.

Frank introduced Zachary Heard, our new Operations Manager. He has been in our finance department as well as medical records department and he graduated with a master's degree in business administration and Health Care administration. Zach is currently working with the Clinic on the mock survey results and with EOS to streamline our environment of care. We are proud to have Zach with us. Norma Martin has been made Interim Clinic Manager for ninety days while we continue to look for a permanent Clinic Manager. She will be taking online courses to become a certified Clinic Practice Manager.

We have a locum coming in April for three months to help fill in while Dr. Adkins is out. We are looking for a permanent Provider for the clinic as well.

Pipes are in place for the tunnel, and we are getting ready to start connecting the old to the new. The new boilers have arrived, and the plumbers should have them connected by next week.

Senate Bill 190 died in committee. The Governor's funds were attached to that bill. At this time, our Inpatient Behavioral Health plans for the old facility or potential new facility are on hold.

We have a new Radiology Manager, Kayla Sharpe. Kayla comes from Memorial Medical Center and is very experienced in multiple modalities. She has been a welcome addition.

Over 250 patients have signed up for the Chronic Care Management program. It is going well, and we have not heard anything more about "potential spam" showing up on patients phones. We did notify ChartSpan of this issue. Our Providers are educating our patients about this service.

Frank and Brian Hamilton, EMS Manager, had a meeting with the Spaceport Administration. We have loaned them a defibrillator for their emergency needs until they can get one of their own. Six of their staff need annual NFPA physicals and we are working on a quote to provide those services for them.

We had a successful blood drive in February. 30 community members and hospital staff donated.

Discussion was held regarding the phone tree system. Our goal is to have an operator answer calls and transfer the call to the proper department. The current system is difficult and not user friendly.

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**D. Governing Board-** Greg D’Amour, Chairperson, it’s disappointing that the Behavioral Health bill died. We are going to continue developing our behavioral health program and work with Mesilla Valley Hospital. This topic will be a large part of our strategic planning meeting. The addition of Tele-psych is good. Behavioral patients that have had an acute stay at Mesilla Valley Hospital for example, don’t have local support that they can get to for follow up care. They go right back to the situation they left. Katharine Elverum pointed out that those patients receive a safety plan exit and there is outpatient treatment available, however it is voluntary, and the patient can opt out.

**Motion to Close Meeting:**

**13. Executive Session – In accordance with Open Meetings Act, NMSA 1978, Chapter 10, Article 15, Section 10-15-1 (H) 2, 7, and 9 including credentialing under NM Review Organization Immunity Act, NMSA Section 41-2E (8) and 41-9-5 the Governing Board will vote to close the meeting to discuss the following items:**

**10-15-1 (H) 2 Limited Personnel Matters**

- A. COVID Pay/ Minimum Wage Update                      Tim James, HR
- B. Credentials                                                              Frank Corcoran, CEO

**Two Year Re-Appointment**

Rhea Hazen, NP

**Not renewing or appointing**

Elicia Currier, NP (ESS)  
John Green, MD (ESS)

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

- A. Risk Report-                                                              Heather Johnson, HIM Mgr.

**10-15-1 (H) 9 - Strategic and long-range business plans**

- A. MRI Agreement                                                              Frank Corcoran, CEO
- B. CIO Update                                                                      Frank Corcoran, CEO
- C. QHR Report to Board- January                                      Erika Sundrud, QHR

**Roll Call to Close Meeting:**

- Jennifer Burns
- Kathi Pape, **Secretary**, Y                                                      Katharine Elverum, Y
- Stan Thompson, Y                                                                      Bruce Swingle, Y
- Denise Addie, Y                                                                              Cookie Johnson, Y

**14. 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) 2 Limited Personnel Matters**

- A. COVID Pay/ Minimum Wage Update

Cookie Johnson motioned to approve the minimum wage increase to \$15.00 per hour starting pay and approve the mix of 7.5% and 15% permanent pay increase for staff effective February 27, 2022. The 15% across the board COVID hazard pay will end February 27, 2022. Denise Addie seconded. Motion carried unanimously.

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B. Credentials

**Two Year Re-Appointment**

Rhea Hazen, NP

**Not renewing or appointing**

Elicia Currier, NP (ESS)

John Green, MD (ESS)

Denise Addie motioned to approve the Two-Year Re-Appointment of Rhea Hazen, NP. Stan Thompson seconded. Motion carried unanimously.

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

A. Risk Report

Cookie Johnson motioned to accept the Risk Report. Kathi Pape seconded. Motion carried unanimously.

**10-15-1 (H) 9 - Strategic and long-range business plans**

A. MRI Agreement

Katharine Elverum motioned to allow Frank Corcoran to negotiate and sign an MRI Agreement not to exceed \$25,000 per month. Bruce Swingle seconded. Motion carried unanimously.

B. CIO Update-

No Action

C. QHR Report to Board- January

No Action

**15. Other-**

Next regular Governing Board Meeting will be held on Tuesday, March 29 at 12:00 followed by a Strategic Planning Workshop on Thursday, March 31 at 12:00.

**16. Adjournment-**

Cookie Johnson motioned to adjourn. Denise Addie seconded. Motion carried unanimously.

JB

3/29/22

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Recording Secretary, Jennifer Burns

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Date of Approval

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Greg D'Amour, Chairperson