

**SIERRA VISTA HOSPITAL
GOVERNING BOARD MEETING MINUTES**

March 25, 2021

12:00pm

Elephant Butte Lake RV Resort Event
Center

1. The Governing Board of Sierra Vista Hospital met March 25, 2021 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 12:06 pm.

2. Pledge of Allegiance

3. Roll Call

GOVERNING BOARD -----

SIERRA COUNTY

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

ELEPHANT BUTTE

Vacant, Member
Patsy Barnett, Member – Present
Secretary

CITY OF T O R C

Bruce Swingle, Member – Present
Rolf Hechler, Member- Present
Peggy (Cookie) Johnson, Member,
Vice Chairperson- Present

EX-OFFICIO

Eric Stokes, CEO - Present
Amanda Cardona, Clerk VofW – Present
Vicki Ballinger, City Manager EB- by phone
Traci Alvarez, Interim City Manager TorC- Absent

VILLAGE OF WILLIAMSBURG

Denise Addie, Member – Present

STAFF

Stephen Huey, QHR – Present
Tim James, HR Manager- Present
Vesea Yazza, DPS- Present
Ming Huang, CFO- Present
Heather Johnson, HIPAA/HIM- Excused
Sheila Adams, CNO- Present

GUEST:

Scott Towle, QHR, Present by phone

There is a quorum.

4. Approval of Agenda

Greg D’Amour, Chairperson

Cookie Johnson motioned to approve the agenda. Rolf Hechler 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. February 25, 2021 Regular Meeting-

Kathi Pape motioned to approve the minutes of February 25, 2021. Cookie Johnson seconded.

Motion carried unanimously.

6. Public Input – There was no call for public input as allowed by Section 10-15-1. The Public was only allowed to listen to Open Session by calling 1-866-499-4146 participant code 145 552 1487. There were no emails or letters received for public input. No public members called in to listen to open session.

7. Old Business-

A. None

8. New Business-

A. None

9. Finance Committee- Cookie Johnson, Chairperson

A. February Financial Report- Ming Huang, CFO, Day's cash on hand at the end of February were 200, 113 available. Accounts receivable net day were 20, accounts payable days were 25. The net loss for the month of February was (\$111,757) versus a budget of \$630,661. Hospital gross revenue was \$3,684,125 or \$366,006 more than budget. Patient days were 105, 73 less than January. RHC visits were 626, 103 less than January. Outpatient visits were 2,756, 1,122 more than January, due to the vaccination clinic. ER visits were 430, 91 less than January. Revenue deductions for February were \$1,807,246. Other operating revenue was \$241,988 or \$73,105 more than budget. Operating expenses for February were \$1,999,703. Compared to budget, expenses were over budget by \$284,386. Salaries and benefits were over budget by \$129,555 and over prior year by \$42,681. Compared to budget, the largest unfavorable expense variance was in contract services due to an additional agency nurse expense of \$46,584 which will be covered by the Provider Relief Fund, \$14,702 for the electrical panel replacement and \$16,066 for cable wiring project.

EBITDA for February was \$259,213 versus a budget of \$914,649. Year to date EBITDA is \$3,653,571 versus a budget of \$7,924,174.

The bond coverage ratio in February was 124% versus an expected ratio of 130%.

February is a shorter month with 28 days. There were more visits to the PT department, but the ER, Clinic and inpatient visits were lower.

Scott Towle stated that for the month of February the total net patient revenue was \$354,000 over budget which is a very good variance. Year to date net patient revenue is above budget. Cash from operations (EBITDA) is at 11% for the month and 19% year to date. 10% EBITDA is considered a strong EBITDA. Considering all the dynamics with COVID, this year is looking pretty good. It is very difficult to see a positive on the net income line when we have just opened a new facility with high depreciation costs. We will continue to see a net income loss because of this for a while.

Scott Towle further stated that, at the end of February, the hospital is being under paid by traditional Medicare by \$334,000.

Cookie Johnson motioned based on the recommendation of the Finance Committee to accept the February financial report. Kathi Pape seconded motion carried unanimously.

B. Reserves Report- Scott Towle, QHR, we have \$200,000 in the general reserve which is the most you can have in that reserve. The big numbers are the Medicare advance payments at \$2.4 million that we received about one year ago. SVH will start repaying that to Medicare beginning in May. The \$2.4 million is not available money in the days cash on hand.

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Cookie Johnson motioned to approve the reserves report. Kathi Pape seconded. Motion carried unanimously.

C. SMAART PACS Purchase- Ming Huang, CFO, this is software we want to purchase to use in the imaging department. We currently use Sectra, and that contract is up for renewal. SMAART uses a cloud-based storage which is easier for users. Our IT manager, Medical Records manager and Imaging services manager observed the software in use at a hospital in Texas. All approved of its utilization. Renewing with Sectra will cost \$179,513 for five years. SMAART will cost us \$69,000 for five years for a better solution and better product. Both vendors require a five-year commitment. Sectra is doubling what we currently pay them for the same service they have been providing. The market is becoming more competitive, and pricing is getting better with more competition.

Cookie Johnson motioned based on the recommendation of the Finance committee, to approve the SMAART PACS purchase at \$69,000; five years at \$1,000 per month and \$9,000 due at signing. Kathi Pape seconded. Motion carried unanimously.

D. DMS Health PET/CT Contract- Eric Stokes, CEO, this is a contract for PET/CT. We currently have CT but not PET/CT. Dr. Aswad's patients will be the primary utilizers for this modality. This contract is \$3,200 per day and we would like to start off with once or twice per month. We will break even with two studies per day based on Medicare payment rates. This is not big financially for the hospital, but it is a good service to the community. The contract has a 90 day out.

Cookie Johnson motioned based on the recommendation of the Finance committee to approve the DMS Health Contract at approximately \$3,200 per day once or twice per month. Kathi Pape seconded. Motion carried unanimously.

E. Mobile MRI Contract- Eric Stokes, CEO, this amendment is to our current MRI contract with Shared Imaging. It extends the current terms for an additional 12 months.

Cookie Johnson motioned based on the recommendation of the Finance committee approval of the extension to the Shared Imaging MRI contract at \$10,250 per month. Bruce Swingle seconded. Motion carried unanimously.

F. Connection- Bedside Charting Proposal- Sheila Adams, CNO, this proposal will allow us to place cabinets in all 11 rooms on MedSurg. It will hold a computer and the scanners that we have already purchased. It will reduce the potential of cross contamination from room to room, provide safer care and quality care. The cost is \$23,658 and it qualifies for COVID funds.

Cookie Johnson motioned based on the recommendations of the Finance committee approval of the Connection Bedside Charting Proposal. Kathi Pape seconded. Motion carried unanimously.

G. B of SW Signature Add/Removal- Ming Huang, CFO, Stephen Huey will be leaving SVH. This agenda item is to remove his name from the hospital operating account at Bank of the Southwest and add Sheila Adams as authorized signer.

Cookie Johnson motioned to remove Stephen Huey and add Sheila Adams to the operating account at Bank of the Southwest. Kathi Pape seconded. Motion carried unanimously.

10. Administrative Reports

A. CEO Report- Eric Stokes, In the February management team meeting, managers provided their input into where we should be focusing our attention over the next 3 to 5 years. Staff input will be gathered as well, and we will develop our final 3-to-5-year business plan in April. We were found fully compliant and passed

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the state survey from the NM Environment Department of radiation control bureau. We are in the process of improving our reporting system for safety reports, patient grievances, medication errors, near misses etc.

The VA contract for primary care will be coming up for bid in July or October. We are already listed in the SAM site and we have the required DUNS number to be considered for this contract. We received and administered our last shipment of Pfizer vaccinations the week of March 1. We will most likely only get Moderna from now on. We had our onsite Behavioral Health Evaluation from QHR, Keith Jackson and will be receiving his written report prior to our March 31st strategy meeting. We also received the QHR Evaluation of our Clinic operations and Hospital clinical operations. Items from these reports will be incorporated into our strategy meeting and subsequent 3-to-5-year business plan.

Discussion was held regarding the distribution of the vaccinations, the state's plan, and the vaccine clinics held at the hospital. The pharmacy, EMS, registration, Melissa Bierner and Cindy Johnson have done an amazing job organizing this.

We submitted our application to Workers Compensation Group for premium discounts. There are five categories with a discount of 5% each. We submitted our annual attestation of interoperability and performance improvement requirements. This measures to what extent we are using electronic medical records. For the 2020 calendar year we demonstrated notable improvement with a score of 101.

Eric spoke at the Rotary Zoom meeting on March 2. We will be working with Dr. Channell Segura, Superintendent of T or C Municipal Schools, as they develop their program for students to learn about Biomedical Sciences. We ran two ads in the Sentinel; one promoting Physical Therapy and one directed at Veterans.

Cookie Johnson inquired about the Cities past due hospital bill. There was no reconciliation before Morris Madrid left the City Manager position but we are very close to the final agreement and should be able to resolve this in the next few weeks. Discussion was held regarding Press Ganey (patient surveys). Sheila Adams will be following up with this. The contract with the Boulwars has been reviewed by our legal counsel and hopefully, by April the contract will come to the Board.

B. Human Resources- Tim James, HR Manager, New hire orientations, annual training, evaluations and competencies, certifications and licensures were all at 100%. Workers comp claims went up in February due to the snow fall on February 15. There were four slips on ice; one resulting in five days lost and OSHA reported. There was a fall on the MedSurg back stairwell with no days lost, a twisted muscle with no days lost and a severe hand/ arm muscle contraction with three days lost.

The turnover rate for February was 3%. The average turnover rate calculated monthly for FY21 is 3%. Our target for monthly turnover is less than 5%. We had 193 employees on the first day of February and 189 on the last day: 161 full-time, nine part-time, 15 PRN and four temporary employees. There was one new hire and 5 terminations: one involuntary and four voluntary. Annual turnover rate for FY21 is 43 terminations over an average of 191 staff equals 23%. We currently have three travelers in the ED, five in MedSurg and one in radiology. Virtual career fairs continue in our effort to recruit graduate RNs and licensed RNs from NM to SVH. Billing rates for travelers have started coming down from \$125 per hour. We are posting at \$95 per hour.

Melissa Bierner has signed on as our Pharmacy Manager. We are very glad to have her.

C. Nursing Services- Sheila Adams, CNO, we continue to round on off hours which is helping to engage the staff. Thank you cards are being mailed to those who have been recognized by patients, peers, or leaders. Leaders have implemented their plans for improved employee satisfaction.

A quality survey and mock survey have been completed by QHR.

We will initiate full bedside report and bedside hand off by May 1st with a goal of increasing patient satisfaction.

Search continues for potential nursing candidates. Regular staff will reduce the expense we currently have related to travel staff.

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The SCCHC support bags have arrived, and we are preparing for an April distribution. Linda Bierner from the Hospital Auxiliary and her Auxiliary members are working on gathering clothing for those in need presenting to our ED. To date, we have vaccinated a total of 3698 individuals in our vaccine clinics. In Sierra County, we have been tasked to increase efforts to vaccinate the population greater than 75 years of age, and the Hispanic population. Sierra County is at 41.1% with at least one shot of the vaccination and 26.1% totally vaccinated.

Discussion was held regarding the SJOA and connecting with them to help reach the 75+ population.

D. Rural Health Clinic- Vesea Yazza, DPS, staffing in the Clinic includes five providers, four medical assistants, three schedulers and one scheduler/ assistant. We are cross training two schedulers as MAs to help with patient intake and increased workflow when we have staff shortages.

We are scheduling Medicare Annual Wellness visits and Adult Preventative visits to meet required MIPS Quality measures. Working with Leona Wagner, we are developing marketing material focused by month for the RHC.

In February, the number of calls taken by schedulers in the Clinic was 2115. The average wait time for a patient calling in is one minute. There were 914 visits in February. Volumes were lower due to the short month and provider vacations and time off requests. In addition, we closed the clinic on a Friday and the staff went through every policy related to the RHC.

E. Governing Board- Greg D'Amour, Chairperson, no report.

11. Executive Session – In accordance with Open Meetings Act, NMSA 1978, Chapter 10, Article 15, Section 10-15-1 (H) 2, 7 and 9 the Governing Board will vote to close the meeting to discuss the following items:

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

A. CEO Evaluation- Greg D'Amour

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

- A. Risk Report- Heather Johnson
- B. QHR Mock Survey/ Regulatory Support Plan- Scott Towle

10-15-1 (H) 9 - Public Hospital Board

- A. QHR Board Report- Scott Towle
- B. Projects Update- Scott Towle
- C. Practice Assessment- Scott Towle

Roll Call to Close Meeting: Jennifer Burns

SIERRA COUNTY

Kathi Pape, Member Y

CITY OF T O R C

Peggy (Cookie) Johnson, Member, **Vice Chair-** Y
Bruce Swingle, Member Y
Rolf Hechler, Member Y

ELEPHANT BUTTE

Patsy Barnett, **Secretary,** Member Y

VILLAGE OF WILLIAMSBURG

Denise Addie, Member Y

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12. 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. CEO Evaluation- Greg D'Amour
No Action

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

- A. Risk Report- Heather Johnson
No update to report. No Action
- B. QHR Mock Survey/ Regulatory Support Plan- Scott Towle
No Action

10-15-1 (H) 9 - Public Hospital Board

- A. QHR Board Report- Scott Towle
No Action
- B. Projects Update- Scott Towle
No Action
- C. Practice Assessment- Scott Towle
No Action

13. Other

Next Regular Meeting- Governing Board will be held on Thursday, April 29th at 12:00. Finance Committee will be held on Thursday, April 29th at 10:30. Board Quality will be held on Wednesday, April 28th at 10:30.

14. Adjournment

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

JB

4-29-21

Recording Secretary, Jennifer Burns

Date of Approval

Greg D'Amour, Chairperson