

**NEW MEXICARE, INC. dba Guadalupe County Hospital
Hospital Conference Room**

**Regular Monthly Board Meeting
Tuesday, July 28, 2021**

MINUTES

CALL TO ORDER: The meeting was called to order at 8:00 am by Chairman Keith Ross.

ROLL CALL: Other board members present were Yvette Griego, Erasmo Bravo, Lee Vega and Yolanda Tenorio.

OTHERS PRESENT: Staff present were Christina Campos, Administrator; Bret Goebel, CFO; Randal Brown, CMO; Mandy Cordova, CNO; Elena Tenorio, RCM Manager; and Frank Tenorio, Asst. Administrator.

APPROVAL OF AGENDA: Yvette Griego made a motion to approve the agenda with a date change (from June to July). Lee Vega seconded the motion. Motion passed.

APPROVAL OF MINUTES: Erasmo Bravo made a motion to approve the minutes of June 29, 2021 as presented. Yolanda Tenorio seconded the motion. Motion passed.

DEPARTMENT AND OPERATIONAL IMPROVEMENT REPORTS:

- 1. County Report:** County was not in attendance.
- 2. Revenue Cycle Management Department Report:** Elena Tenorio, RCM Manager, gave a report of her department, formerly Billing Dept. She is a 21-year staff member of GCH, and has working in billing and reimbursement throughout. The department experiences constant change due to regulations and contracts. She described the health care and billing cycle from registration to payment in full. She stated that the 2020 RCM software migration was very challenging in part due to turnover at the company and to COVID remote workers. The new clearinghouse is much appreciated. COVID has presented billing challenges, new codes, and HRSA billing for uninsured. A new NM bill (SB71) is requiring new processes for uninsured and collections effective July 1. The department's goals include process improvement and cross training, monthly staff meetings and education, and net days under 45.
- 3. Administrator's Report:** Christina presented the Census Report, and Balanced Scorecard reports (attached). Census is up on all measures (IP, OP, ED, Pain). She gave updates on the professional building A/Cs and on the Oct 2 hospital celebration plans.
- 4. Laboratory, Infection Prevention and Risk Management Report:** Frank reported that the lab is focusing on test turnaround times, morning labs and wait times. The lab will be sending positive COVID specimens to SLD for genetic sequencing. As for Infection Prevention, there have been no hospital acquired infections. A meeting will be held to identify hazard vulnerabilities for the current year. The number one risk in 2018 was Active Shooter; 2019 was Train Derailment, and 2020 was COVID. Frank is working to strengthen Risk Management policies and processes to make them more proactive including failure effect mode analysis,

versus root cause analysis which is more reactive. Covid rates were discussed, including the Delta variant which is more infectious, the impact of unvaccinated windmill workers, and further vaccination efforts, including future boosters.

- 5. Nursing Report:** Mandy reported that vaccinations are still underway but are down to one day per week, averaging approximately 12 vaccines per day, mostly youth. The nursing department is participating in a program to improve discharge processes and is also working on updating policies and procedures. Inventories and evaluations were completed. Pain clinic is performing approximately 8 to 14 procedures per week. Nursing staff schedules are rotating through weekends. Two CNAs and one RN left (moved to college or out of town). The RN schedule is tight but workable. Christina also announced that Mandy was recognized as a Healthcare Hero by Governor Lujan Grisham and the US Surgeon General Murthy and July 24, 2021 was Nurse Mandelyn Cordova Day in NM. A luncheon was held at GCH in Mandy's honor.
- 6. Medical Staff Report:** Dr. Brown reported the hospital is preparing in anticipation of a NM DOH site visit (not scheduled). P & Ps are under review in all departments. The Medical Staff Bylaws and Rules & Regulations were updated and will be presented to the Board for approval today. The hospital purchased a slit lamp for eye procedures. Two new physicians (Phillips and Overton) join the practice on August 1. A luncheon will be held to welcome them on August 2 at GCH. Russell Reeves is working at the clinic while he awaits entry to a medical residency. He's working on chronic care management and benefits enrollment. The pain clinic is working with a new physician liaison to recruit future patients and is also calling previous patients. Thus far 11 previous patients are scheduled to return. Dr. Brown and Christina plan to meet with surgeons from Las Vegas NM to discuss possible colonoscopy program at GCH. Molly Kenyon CNP resigned from the Sunrise Medical Clinics. FQHC payments to the clinic are still pending. Dr. Brown is retiring from providing direct patient care on July 31, 2021 but is staying on as GCH CMO and Sunrise CEO.

FINANCIAL REPORTS:

- 1. Guadalupe County Hospital:** Bret presented the Guadalupe County Hospital financials for June 2021 (attached). The loss for the month was \$47,312.59, but the YTD shows a gain of \$1,653,886. Self-pay is currently 6% of charges. **Erasmio Bravo made a motion to approve the financial reports for Guadalupe County Hospital for June 2021. Yvette Griego seconded the motion. Motion passed.**
- 2. New Mexicare Inc.:** Bret presented the New Mexicare Inc. financials for June 2021 (attached). **Erasmio Bravo made a motion to approve the financial reports for New Mexicare Inc. for June 2021. Yolanda Tenorio seconded the motion. Motion passed.**

GUADALUPE COUNTY HOSPITAL ACTION ITEMS:

- 1. Board Conflict of Interest Statements:** The board members completed and signed their Conflict of Interest Statements and placed them in their binders.
- 2. Medical Staff Bylaws:** The Medical Staff Bylaws as amended and approved by the Medical Staff Committee were presented for Board Approval. **Yvette Griego made a motion to approve the Medical Staff Bylaws. Erasmio Bravo seconded the motion. Motion passed.**

- 3. Department Policies:** Christina presented policy manuals for the various departments for Board approval. Yolanda Tenorio made a motion to approve the Policy and Procedure Manuals. Yvette Griego seconded the motion. Motion approved.
- 4. Administrator Evaluation:** The Board is in the process of evaluating Christina. Other evaluation participants include Mandy, Frank, Bret and Dr. Brown. Evaluations are to be submitted to Keith (chairman) and will be reviewed at the August meeting. Christina submitted her self-evaluation to the board. No action taken at this time.

NEW MEXICARE INC. BOARD INITIATIVES AND OTHER ACTION ITEMS:

- 1. Pecos Sunflower Festival Sponsorship:** Yvette Griego made a motion to approve \$1000 for the Pecos Sunflower Festival sponsorship. Erasmo Bravo seconded the motion. Yolanda Tenorio recused herself. Motion passed.
- 2. UNM Leadership Certificate Program:** Christina presented a request for \$10,000 for sponsorship and fees for up to 10 departments heads to participate in this 10 month leadership certificate program. The balance of the funds (\$3250) will be awarded as scholarships for other community members to participate. Yolanda Tenorio made a motion to approve the request in the amount of \$10,000. Yvette Griego seconded the motion. Erasmo Bravo recused himself. Motion passed.

EXECUTIVE SESSION: None

CREDENTIALS AND PRIVILEGING: In accordance with the Medical Staff Bylaws of Guadalupe County Hospital and upon recommendation of the Medical Staff, the following were recommended for Medical Staff Privileges:

Dr. Tim Overton and Dr. Alex Phillips, Initial Medical Staff Privileges (6 months)

Dr. James Gonzales, Renewal of Medical Staff Privileges (2 years)

Dr. Jason Chang, Dr. Tarun Girotra, Dr. Omar Hussein, Dr. Tobias Kulik, Dr. Elizabeth Macri, Dr. Narges Moghimi, Dr. Michael Torbey, Dr. Christian Bowers, Dr. Meic Schmidt, Telemedicine Privileges (2 years)

Yvette Griego made a motion to approve privileges for the above providers as recommended by the Medical Staff. Erasmo Bravo seconded the motion. Motion passed.

NEXT MEETING – DATE AND TIME: A regularly scheduled meeting will be held at Guadalupe County Hospital on Tuesday, August 31, 2021, at 8 am.

MEETING ADJOURNMENT: Having completed the business at hand, Chairman Keith Ross adjourned the meeting at 10:37 am.

Respectfully submitted:
Christina Campos, Administrator

Yolanda Tenorio, Board Secretary

Date