

BOARD OF TRUSTEES - OPEN SESSION AMENDED AGENDA

July 30, 2021 @ 9:30 AM

<https://hsc-unm.zoom.us/j/91343180702> Meeting ID: 913 4318 0702 / Passcode: 725240

1-346-248-7799 / 913 431 807 02# 725240# US (Houston) or 1-669-900-6833 / 913 431 807 02# 725240# US (San Jose)

- I. **CALL TO ORDER – Mr. Terry Horn, Chair, UNM Hospital Board of Trustees**
- II. **ANNOUNCEMENTS – Mr. Terry Horn, UNMH BOT Chair, and Mrs. Kate Becker, UNMH CEO (Informational – 10 Minutes)**
 - Recognition Members of UNM Hospital Board of Trustees: Judge Joe Alarid and Dr. Jennifer Phillips
 - Dr. Michael Richards Day
- III. **ADOPTION OF AGENDA (Approval/Action - 5 Minutes)**
- IV. **CONSENT ITEMS (Approval/Action – 10 Minutes)**
 - Cerner Corporation – Pediatric Oncology System (\$2,020,467) – Mrs. Bonnie White, UNMH CFO
 - 1031 Lambertson Building and Land Purchase (not to exceed \$3,800,000) – Mrs. Bonnie White, UNMH CFO
 - Specific Project Professional Liability Insurance – HDR and FBT (\$950,000), Mrs. Bonnie White, UNMH CFO
 - Resolution: UNM Hospitals 401(a) Plan – Dr. Sara Frasch, UNM Hospital CHRO
 - Resolution: UNM Hospitals 415(m) Plan - Dr. Sara Frasch, UNM Hospital CHRO
- V. **PUBLIC INPUT (Informational)**
- VI. **APPROVAL OF THE MINUTES**
 - April 30, 2021 UNMH Board of Trustees Meeting Minutes – Mr. Terry Horn, UNMH BOT Chair (Approval/Action – 5 Minutes)
 - May 7, 2021 Special UNMH Board of Trustees Meeting Minutes – Mr. Terry Horn, UNMH BOT Chair (Approval/Action – 5 Minutes)
- VII. **MISSION MOMENT – Mrs. Kate Becker, UNMH CEO, to introduce Tom Roha and Barry Benson (Informational – 10 Minutes)**
- VIII. **BOARD INITIATIVES**
 - Election of New Officers – Mr. Terry Horn, UNMH BOT Chair (Action/Approval – 10 Minutes)
 - UNMH Board Members – UNMH BOT Chair (Action/Approval – 10 Minutes)
 - Nomination of Judge Monica Zamora as new UNM Hospital Board Member replacing Judge Joseph Alarid
 - Dr. Davin Quinn replacing Dr. Jennifer Phillips as UNM Hospital Board Member (former Chief of Staff position)
 - Press Ganey Engagement Results – Mrs. Kate Becker, UNM Hospital CEO (Informational - 15 Minutes)
 - Financial Assistance Policy/Board Policies Update – Mrs. Kate Becker, UNM Hospital CEO (Informational - 10 Minutes)
- IX. **ADMINISTRATIVE REPORTS (Informational – 20 Minutes)**
 - Executive Vice President Update – Dr. Douglas Ziedonis
 - HSC Committee Update – Mrs. Kate Becker presenting for Dr. Richards (PTO)
 - UNMH CEO Report – Mrs. Kate Becker
 - WebCam of Tower – Dr. Michael Chicarelli
 - UNMH CMO Report – Dr. Irene Agostini
 - Chief of Staff Update – Dr. Nathan Boyd
- X. **UNMH BOT COMMITTEE REPORTS (Informational – 10 Minutes)**
 - Finance Committee – Mr. Terry Horn
 - Audit & Compliance Committee – Mr. Terry Horn
 - Quality and Safety Committee – Mr. Erik Lujan
 - Native American Services Committee – Mr. Erik Lujan
- XI. **OTHER BUSINESS**
 - Financials – Mrs. Bonnie White, UNMH CFO (Informational – 10 Minutes)
- XII. **CLOSED SESSION: Vote to close the meeting and to proceed in Closed Session (Approval/Action – Roll Call Vote)**
 - a. Discussion of limited personnel matters pursuant to Section 10-15-1.H (2), NMSA pertaining to the appointment and reappointment of medical providers to the medical staff of UNM Hospital and expansion of medical staff privileges for certain UNM Hospital medical staff providers, including the discussion of matters deemed confidential under the New Mexico Review Organization Immunity Act, Sections 41-9-1E(7) and 41-9-5, NMSA.
 - b. After discussion and determination where appropriate, of limited personnel matters per Section 10-15-1.H (2); and discussion and determination, where appropriate of matters subject to the attorney-client privilege regarding pending or threatened litigation in which UNMH is or may become a participant, pursuant to Section 10-15-1.H (7); and discussion of matters involving strategic and long-range business plans or trade secrets of UNMH pursuant to Section 10-15-1.H (9), NMSA, the Board certified that no other items were discussed, nor were actions taken.
- XIII. **Certification that only those matters described in Agenda Item XII were discussed in Closed Session; consideration of, and final action on the specific limited personnel matters discussed in Closed Session. (Approval/Action – Roll Call Vote)**
- XIV. **Adjourn Meeting (Approval/Action)**

UNM Hospital Congratulates



A. Joseph Alarid
Outstanding Service as
Secretary and Member of
Board of Trustees
July 2015 – June 2021



Dr. Jennifer Phillips
Outstanding Service as
Co-Chair and Member of
Board of Trustees
January 2017 – June 2021

Dr. Michael Richards Day



Cerner Pediatric Oncology July 2021

**UNM Hospital Board of Trustees
Recommendation to HSC Board of Directors Finance and Audit Committee
July 2021**

Approval

Ownership:

Cerner Corporation
2800 Rockcreek Parkway
Kansas City, MO 64117

Officer Information:

Brent Shafer, Chairman
Zane Burke, President

Source of Funds: UNM Hospitals Operating and Capital Budget

Description: Request a seven (7) year agreement with Cerner Corporation for an integrated pediatric oncology system to provide computerized provider order entry of chemotherapeutics and associated workflows which includes: Equipment, Software Licenses, Professional and Educational Services and Maintenance for the UNM Hospitals (“UNMH”). Cerner’s system provides technology integrated into the current Electronic Health Record. Cerner’s hosting and engineering teams are the most equipped to configure, optimize and ensure that clinical and financial solutions are highly-available, accessible and reliable.

The agreement provides pricing for the installation and support of the **Software System**; to enhance patient care and patient safety; to integrate and consolidate all aspects of patient care in an electronic health record to support pediatric oncology workflow process improvements and standardization via a single unified patient record.

Projected Cost for Initial Term: \$2,020,467 total initial term amount to be funded out of operating cash.

Process: Sole Source - UNMH intends to make a sole source purchase in accordance with section 13-1-126 NMSA.

Contract Term: Anticipated effective date is September 1, 2021 and will continue for a period of seven (7) years, with option to renew on mutual agreement consistent with the NM Procurement Code

Termination Provision: Termination for cause as a result of a material breach that has not been cured and/or waived within 60 days after written notice has been provided by the non-breaching party.

Contract Amount: Total contract award is estimated at \$2,020,467 over the term of the contract.

UNMH Lamberton Property Purchase 7-2021



CAPITAL PURCHASE APPROVAL

Purchase of real property located at 1031 Lambertson NE, Albuquerque NM

July 2021

RECOMMENDED ACTION:

As required by Section 7.12 of the Board of Regents Policy Manual, the New Mexico Higher Education Department and the New Mexico State Board of Finance, capital project approval is requested for the purchase of real property located at 1031 Lambertson NE, Albuquerque NM. The purchase price for the land, building and contents will not exceed \$3,800,000.

PROJECT DESCRIPTION:

This request is for the purchase of a free standing two story office building located at 1031 Lambertson in Albuquerque (North of Menaul and West of I-25). The building was constructed in 2001 and is approximately 40,498 GSF in size. The property is on 3.5 acres and has approximately 202 parking spaces. The building is configured as office space and was formally occupied by the State of NM CYFD. UNM Hospitals wishes to use the building in its current configuration.

RATIONALE:

As part of the agreement with Bernalillo County to construct a Crisis Triage Center (CTC) on the UNM North campus, the requested property will be used to relocate two programs that will be permanently displaced by the construction of the CTC. The first floor of the Lambertson building will be used by Programs for Children, a behavioral health program. The second floor will be used to relocate UNMH Access which is the referral/transfer center for the Hospital. In order for construction to commence each of the existing programs must be relocated.

PURCHASING PROCESS:

UNM has issued a letter of intent for the owner to consider. If accepted a purchase agreement will be drafted the UNM Real Estate Department and escalated through the typical capital approval process.

FUNDING:

This purchase will be funded by UNM Hospital Capital Funds.

Resolution for 401a allocation Plan Year 2020-2021

RESOLUTION OF THE UNM HOSPITALS BOARD OF TRUSTEES

THE UNM HOSPITALS 401(a) PLAN

WHEREAS, the UNM Hospitals Board of Trustees (hereinafter referred to as the “Board of Directors”, established the UNM Hospitals 401(a) Plan (“Plan”) effective July 1, 2007; and

WHEREAS, the Board of Directors has delegated certain powers to officers of the Employer; and

WHEREAS, the Plan, in Article III Contribution and Benefits, provides for a discretionary profit sharing contribution; and

WHEREAS, in Section 3.01 of the Plan, “Formula for Determining Employer’s Contribution,” the Plan provides that the Chief Executive Officer shall set forth the allocation each year.

NOW, THEREFORE, BE IT RESOLVED THAT: for the 2020 Plan Year, July 1, 2020 to June 30, 2021, the discretionary employer contribution to the Plan shall be allocated as follows:

- The Chief Executive Officer and Chief Operating Officer shall receive the maximum allocation of \$58,000
- All other Chief Officers shall receive 16% of their base annual salary as of 06/30/2021
- Associate Chief Officers and Senior Executive Director shall receive 10% of their base annual salary as of 06/30/2021
- Executive Directors shall receive 5% of their base annual salary as of 06/30/2021

IN WITNESS WHEREOF, the Employer has adopted this Resolution to the Plan on this _____ day of _____, 2021, in Albuquerque, New Mexico.

By: _____

Secretary of the Board

CERTIFICATE

UNM Hospitals Board of Trustees

I, _____, Secretary of the UNM Hospitals Board of Trustees, do hereby certify that attached hereto is a true and correct copy of a resolution adopting the attached Regents of the University of New Mexico, for its Operation Known as The UNM Hospitals 401(a) Plan. The resolution was adopted by the UNM Hospitals Board of Trustees at a meeting held in accordance with its bylaws. I further certify that a quorum of the members of the UNM Hospitals Board of Trustees was present at said meeting and that said resolution has not been altered, modified, or rescinded, and is now in full force and effect.

IN WITNESS WHEREOF, I have hereunto affixed my name this _____ day of _____, 2021.

Secretary

SUBSCRIBED AND SWORN TO BEFORE ME THIS _____ day of _____, 2021.

Notary Public

My Commission Expires:

(Notary Seal)

Resolution for 415(m) allocation Plan Year 2020-2021

RESOLUTION OF THE UNM HOSPITALS BOARD OF TRUSTEES

THE UNM HOSPITALS 415(m) PLAN

WHEREAS, the UNM Hospitals Board of Trustees (hereinafter referred to as the “Board of Trustees”, established the UNM Hospitals 415(m) Plan (“Plan”) effective December 1, 2017; and

WHEREAS, the Board of Trustees has delegated certain powers to officers of the Employer; and

WHEREAS, the Plan, in Article III Contribution, provides for a discretionary profit sharing contribution; and

WHEREAS, in Section 3.2 of the Plan, “Employer Contributions,” the Plan provides that the allocation shall be determined based upon the difference of the amount the of the employer contribution determined for the 401(a) Plan for the Plan Year and the maximum 401(a) contribution.

NOW, THEREFORE, BE IT RESOLVED THAT: for the 2020 Plan Year, July 1, 2020 to June 30, 2021, the discretionary employer contribution to the Plan shall be allocated as follows:

- The Chief Executive Officer shall receive \$46,219.65
- The Chief Operating Officer shall receive \$14,453.89

IN WITNESS WHEREOF, the Employer has adopted this Resolution to the Plan on this _____ day of _____, 2021, in Albuquerque, New Mexico.

By: _____

Secretary of the Board

CERTIFICATE

UNM Hospitals Board of Trustees

I, _____, Secretary of the UNM Hospitals Board of Trustees, do hereby certify that attached hereto is a true and correct copy of a resolution adopting the attached Regents of the University of New Mexico, for its Operation Known as The UNM Hospitals 415(m) Plan. The resolution was adopted by the UNM Hospitals Board of Trustees at a meeting held in accordance with its bylaws. I further certify that a quorum of the members of the UNM Hospitals Board of Trustees was present at said meeting and that said resolution has not been altered, modified, or rescinded, and is now in full force and effect.

IN WITNESS WHEREOF, I have hereunto affixed my name this _____ day of _____, 2021.

Secretary

SUBSCRIBED AND SWORN TO BEFORE ME THIS _____ day of _____, 2021.

Notary Public

My Commission Expires:

(Notary Seal)

Public Input

Board of Trustees Meeting Minutes 04 30 2021

<i>Agenda Item</i>	<i>Subject/Discussion</i>	<i>Action/Responsible Person</i>
Voting Members Present	Del Archuleta, Michael Brasher, Tamra Mason, Kurt Riley, Jennifer Phillips, Trey Hammond, Erik Lujan, and Joseph Alarid	
Ex-Officio Members Present	Kate Becker, Nathan Boyd, Doug Ziedonis, and Mike Richards	
Staff Members Present	Mike Chicarelli, Irene Agostini, Bonnie White, Rohini McKee, Kris Sanchez, Paula Williams, Patti Kelley, Kori Beech, Sara Frasch, Sireesha Koppula, Jennifer McGrath, Scot Sauder, Rodney McNease, Davin Quinn, Jennifer James, Dawn Harrington, John Marek, Ryan Randall, Matthew Fero, and Fontaine Whitney	
County Officials Present	Julie Morgas-Baca	
I. Call to Order	A quorum being established, Mr. Del Archuleta, Vice Chair, called the meeting to order at 9:03 AM	
II. Announcements	N/A	
III. Adoption of Agenda	Mr. Del Archuleta, Vice Chair, requested a motion to adopt the Agenda.	Dr. Tamra Mason made a motion to adopt the agenda. Mr. Kurt Riley seconded the motion. Motion passed with no objections.
IV. Public Input	N/A	
V. Approval of Minutes	Mr. Del Archuleta, Vice Chair, asked for any revisions to the February 26, 2021 UNM Hospital Board of Trustees Meeting Minutes. Hearing no revisions, Mr. Archuleta requested a motion to approve the February 26, 2021 UNM Hospital Board of Trustees Meeting Minutes as presented.	Mr. Michael Brasher made a motion to approve the February 26, 2021 UNM Hospital Board of Trustees Meeting Minutes. Mr. Erik Lujan seconded the motion. Motion passed unanimously.
VII. Mission Moment	Mrs. Patti Kelley, UNM Hospital Chief Nursing Officer, introduced Mrs. Jennifer McGrath, RN, MSN, OCN, Unit Director 3E Adult Oncology and 5E CRC/CTC, who presented the Mission Moment (presentation in BoardBook). Mrs. Kelley said the Oncology and CRC/CTC units are very special; they were the first units to embrace and make her feel welcome in aspects and meetings of their units. They are a very devoted unit to the community. Mrs. McGrath has been with the organization for 13 years and indicated that the staff on the units are kind and compassionate. Board Members and staff expressed their appreciation to Mrs. McGrath and her staff and units.	
VIII. Board Initiatives	UNM Hospitals Medical Staff Rules and Regulations: Dr. Nathan Boyd, Chief of Staff, presented in Closed Session. Mr. Erik Lujan stated that the UNMH BOT Quality and Safety Committee reviewed/ discussed this item in detail at their April meeting and recommend approval by the full UNM Hospital Board of Trustees. Mr. Del Archuleta, Vice Chair, requested a motion for the approval of the UNM Hospitals Medical Staff Rules and Regulations as presented and discussed in Closed Session.	Mr. Erik Lujan made a motion to approve the UNM Hospitals Medical Staff Rules and Regulations as presented in Closed Session. Mr. Trey Hammond seconded the motion. Motion passed unanimously.

	<p>Mrs. Paula Williams, Executive Director Planning and Analysis, presented the FY21 Revised and FY22 Operating Budget (report in BoardBook). Mr. Del Archuleta, Vice Chair, indicated the UNMH BOT Finance Committee discussed/reviewed the FY21 Revised and FY22 Operating Budget in detail and recommend approval by the full UNM Hospital Board of Trustees. After discussion, Vice Chair Archuleta requested a motion to approve the FY21 Revised and FY22 Operating Budget as presented.</p> <p>Mrs. Bonnie White, UNM Hospital Chief Financial Officer, presented the FY21 Revised and FY22 Capital Budget (report in BoardBook). Mr. Del Archuleta, Vice Chair, indicated the UNMH BOT Finance Committee discussed/reviewed the FY21 Revised and FY22 Capital Budget in detail and recommend approval by the full UNM Hospital Board of Trustees. After discussion, Vice Chair Archuleta requested a motion to approve the FY21 Revised and FY22 Capital Budget as presented.</p> <p>UNM Hospital Board Members:</p> <ul style="list-style-type: none"> • Mr. Del Archuleta, Vice Chair, reported that Dr. Jennifer Phillips' Term on the UNM Hospital Board of Trustees ends June 30, 2021 and will be replaced by Dr. Davin Quinn as the former Chief of Staff. After discussion, Vice Chair Archuleta requested a motion. • Mr. Del Archuleta, Vice Chair, reported that Judge Joseph Alarid's Term on the UNM Hospital Board of Trustees ends June 30, 2021. A vetting process is taking place for a replacement to be brought before the full Board for approval. However, if a replacement is not named prior to July 1st, Judge Alarid has agreed to remain a member until a replacement is approved. • UNMH BOT Community Engagement Committee: Mr. Del Archuleta, Vice Chair, stated this committee was created several years ago to ensure there was good communication and relationship within the community. Judge Alarid stated this committee was created during a time that active community engagement was not taking place. However, with the Community Health Needs Assessment process and the Community Task Force, the committee found they no longer had issues that needed to be brought forward to them. Judge Alarid and Chair Archuleta stated an ad-hoc committee can be created in the future, if necessary. <p>Mrs. Becker stated that in about 2014 Bernalillo County created a Healthcare Task Force Team and brought members of the community on board to look at goals for healthcare and interaction to the community by the hospital; providing a report with six goals of focus.</p> <p>A few years ago the hospital reached out to the Healthcare Task Force Team members and asked them if they would consider meeting with staff to see if they would be willing to serve as the interactive function with the community and they agreed. The Community Task Force meets every other month and have gone over the six goals, expanded the membership, invited Commissioner Barboa to join the group and she agreed. The Community Task Force will continue outreach to the community, they will</p>	<p>Mr. Michael Brasher made a motion to approve the FY21 Revised and FY22 Operating Budget. Dr. Tamra Mason seconded the motion. Motion passed unanimously.</p> <p>Mr. Michael Brasher made a motion to approve the FY21 Revised and FY22 Capital Budget. Mr. Kurt Riley seconded the motion. Motion passed unanimously.</p> <p>Dr. Tamra Mason made a motion to approve Dr. Davin Quinn as the former Chief of Staff to replace the member position currently held by Dr. Jennifer Phillips' upon the end of her term on June 30, 2021. Mr. Michael Brasher seconded the motion. Motion passed unanimously.</p> <p>Mr. Michael Brasher made a motion to dissolve the UNMH BOT Community Engagement Committee with option for the Board of Trustees to explore new opportunities when the Director of Community Engagement is hired with the possibility of creating an ad-hoc committee if needed. Mr. Trey Hammond seconded the motion. Motion passed unanimously.</p>
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	<p>develop a Charter, decide if additional members are needed. Also have work of outreach to the community through the UNMH BOT Native American Services Committee. The Community Task Force can report to the UNM Hospital Board of Trustees quarterly on progress of the community engagement work. Bernalillo County Manager Julie Morgas-Baca stated that Bernalillo County continues to have a very positive relationship with UNM Hospital – the communication is phenomenal.</p> <p>Mrs. Becker stated the hospital has developed an office for Community Engagement and currently have a job posting for Director of Community Engagement who will report up through Diversity Equity and Inclusion and will engage with community. The Director of Community Engagement will report periodically to Board of Trustees and then the Board can determine if an ad-hoc committee is necessary. After discussion, Vice Chair Archuleta requested a motion to dissolve the UNMH BOT Community Engagement Committee.</p>	
<p>VIII. Administrative Reports</p>	<p>Dr. Doug Ziedonis gave an Executive Vice President Update (report in BoardBook).</p> <p>Dr. Michael Richards gave an HSC Committee Update (report in BoardBook)</p> <p>Mrs. Kate Becker gave a CEO Update (report in BoardBook). Mrs. Becker showed a picture from the day 100,000 COVID-19 doses administered at The Pit.</p> <p>Dr. Irene Agostini gave a UNM Hospital CMO update (report in BoardBook). Dr. Agostini and Dr. McKee highlighted and explained the Medical Peer Review process.</p> <p>Chief of Staff Update: Dr. Nathan Boyd also discussed the Medical Peer Review Program and thanked Kate Becker for the support of the program.</p>	
<p>IX. UNMH BOT Committee Reports</p>	<p>Mr. Del Archuleta, Vice Chair, gave a brief summary of the UNMH BOT Finance Committee Meeting. The committee discussed the Resolution (HUD Application), the FY21 Revised and FY22 Operating Budget and the FY21 Revised and FY22 Capital Budget and approved a motion to recommend the full UNM Hospital Board of Trustees approve these items at their April 30th meeting. The committee also received a Financial Update, HR Update on Retirement Plan and a UNM Hospital Tower Project status report.</p> <p>Mr. Del Archuleta, Vice Chair, gave a brief summary of the UNMH BOT Audit & Compliance Committee Meeting. Highlights from the meeting included:</p> <ul style="list-style-type: none"> • Annual Audit and Compliance Calendar • HIPAA Privacy Update from Ms. Laura Putz, Privacy Officer, HSC • CliftonLarsonAllen (CLA) Internal Audit Presentation from Mr. Ajay Gupta, Internal Audit Principal • FY 2021 Compliance Audit Work Plan Status • Compliance Audit Reports/Executive Summaries • Q1 CY 2021 Compliance Metrics • Turnkey 340B Audit Report and Corrective Action Plan 	

	<p>Mr. Erik Lujan gave a brief summary of the UNMH BOT Quality and Safety Committee Meeting. Dr. Nathan Boyd, Chief of Staff, presented the UNM Hospitals Medical Staff Rules and Regulations, which were discussed and a motion was made and approved to recommend the full UNM Hospital Board of Trustees approve at their April 30th meeting. Mr. Lujan stated the committee also received a presentation by Jessica Kelly, Director, on the Patient Relations Department and also reviewed and approved the credentialing and privileging.</p> <p>Mr. Erik Lujan gave a brief summary of the UNMH BOT Native American Services Committee Meeting. The committee discussed Mr. Lujan's document request to develop a one-page description of the 100-beds set aside for Native Americans with Pueblo preference. This document will be to provide education to incoming staff and community representatives of how process works. The committee also discussed the APCG Consultative with All Pueblos of Governors which has been postponed; however, dialogue is still on-going.</p>	
<p>X. Other Business</p>	<p>Mrs. Bonnie White presented the Financial Update through March 2021 (presentation in BoardBook)</p>	
<p>XI. Closed Session</p>	<p>At 11:20 AM Mr. Del Archuleta, Vice Chair, requested a motion to close the Open Session of the meeting and move into Closed Session.</p>	<p>Mr. Michael Brasher made a motion to close the Open Session and move to the Closed Session. Dr. Tamra Mason seconded the motion. Per Roll Call, the motion passed.</p> <p>Roll Call: Dr. Jennifer Phillips – Yes Mr. Joseph Alarid -- Yes Mr. Erik Lujan - Yes Mr. Del Archuleta – Yes Mr. Kurt Riley – Yes Dr. Tamra Mason – Yes Mr. Michael Brasher – Yes Mr. Trey Hammond – Yes Mr. Terry Horn – not present</p>

<p>Vote to Re-Open Meeting</p>	<p>At 12:53 PM Mr. Del Archuleta, Vice Chair, requested a roll call motion be made to close the Closed Session and return the meeting to the Open Session.</p>	<p>Mr. Michael Brasher made a motion to close the Closed Session and return to the Open Session. Mr. Erik Lujan seconded the motion. Per Roll Call, the motion passed.</p> <p>Roll Call: Dr. Jennifer Phillips – Yes Mr. Joseph Alarid -- Yes Mr. Erik Lujan - Yes Mr. Del Archuleta – Yes Mr. Kurt Riley – Yes Dr. Tamra Mason – Yes Mr. Michael Brasher -- Yes Mr. Trey Hammond – Yes Mr. Terry Horn – not present</p>
<p>XII. Certification</p>	<p>After discussion and determination where appropriate, of limited personnel matters per Section 10-15-1.H (2); and discussion and determination, where appropriate of matters subject to the attorney-client privilege regarding pending or threatened litigation in which UNMH is or may become a participant, pursuant to Section 10-15-1.H (7); and discussion of matters involving strategic and long-range business plans or trade secrets of UNMH pursuant to Section 10-15-1.H (9), NMSA, the Board certified that no other items were discussed, nor were actions taken.</p> <p>Mr. Del Archuleta, Vice Chair, reported that the following items were discussed and approved in the Closed Session of the UNM Hospital Board of Trustees Meeting.</p> <ul style="list-style-type: none"> • Board of Regents HUD Insured Mortgage Parameters Resolution • Board of Regents HUD Insured Mortgage Pricing Resolution • Medical Staff Rules and Regulations <p>Mr. Del Archuleta, Vice Chair, reported that the following items were acknowledged as approved by the UNMH BOT Quality and Safety Committee in their March 19, 2021 and April 23, 2021 Meetings.</p> <ul style="list-style-type: none"> • Clinical Privileges and Credentialing <p>Mr. Del Archuleta, Vice Chair, reported that the following items were acknowledged as received and approved by each committee as presented.</p> <ul style="list-style-type: none"> • Medical Executive Committee 02/17/2021 Meeting Minutes • Medical Executive Committee 03/17/2021 Meeting Minutes • Special Medical Executive Committee 04/13/2021 Meeting Minutes • UNMH BOT Quality and Safety Committee 02/19/2021 Meeting Minutes • UNMH BOT Quality and Safety Committee 03/19/2021 Meeting Minutes • UNMH BOT Audit and Compliance Committee 01/26/2021 Meeting Minutes • UNMH BOT Finance Committee 02/24/2021 Meeting Minutes • UNMH BOT Native American Services 02/19/2021 Meeting Minutes 	

XIII. Adjournment	The next scheduled Board of Trustees Meeting will take place Friday, June 25, 2021 at 9:00 AM via Zoom Conference Call. There being no further business, Mr. Del Archuleta, Vice Chair, requested a motion to adjourn the meeting.	Mr. Michael Brasher made a motion to adjourn the meeting. Dr. Tamra Mason seconded the motion. The motion passed unanimously. The meeting was adjourned at 12:55 PM.
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Mr. Kurt Riley, Secretary
UNM Hospital Board of Trustees

Board of Trustees Meeting Minutes 05 07 2021

Agenda Item	Subject/Discussion	Action/Responsible Person
Voting Members Present	Terry Horn, Del Archuleta, Michael Brasher, Tamra Mason, Kurt Riley, Trey Hammond, Erik Lujan, and Joseph Alarid	
Ex-Officio Members Present	Kate Becker, Garnett Stokes, and Nathan Boyd	
Staff Members Present	Bonnie White, Mike Chicarelli, Irene Agostini, Patti Kelley, Sara Frasch, Scot Sauder, Jennifer James, Ava Lovell, and Fontaine Whitney	
County Officials Present	N/A	
I. Call to Order	A quorum being established, Mr. Terry Horn, Chair, called the meeting to order at 9:01 AM	
II. Adoption of Agenda	Mr. Terry Horn, Chair, requested a motion to adopt the Agenda with a change that Mr. Terry Horn will Chair Meeting instead of Mr. Del Archuleta, Vice Chair.	Mr. Michael Brasher made a motion to adopt the agenda. Mr. Del Archuleta seconded the motion. Motion passed with no objections.
III. Resolution: New Hospital Tower Pre-Commitment Work	<p>Mrs. Kate Becker, UNM Hospital Chief Executive Officer, thanked everyone for agreeing to participate in this special meeting today explaining that after the UNM Hospital Board of Trustees Meeting on Friday, April 30th some major developments occurred with coordination of HUD that required a special meeting to approve a Resolution for the New Hospital Tower Pre-Commitment Work.</p> <p>Mrs. Becker stated that the New Hospital Tower Project went through the various State approval agencies in three phases (Phase I: Road Work and Site Preparation, Phase II: Parking Garage, and Phase III: Tower including financing of Tower Project). Phase I and Phase II have been approved through HED and State Board of Finance. Phase I is complete; Phase II is in progress.</p> <p>Phase III was supposed to go to HED for approval in April. However in advance of the April meeting, HED notified UNM Hospital management that they had more questions about the finance component; trying to understand in more detail how HUD financing works. They do not have issues with HUD financing but do not have a lot of familiarity. Therefore, UNM Hospital had to provide more detailed information on how the process works, how Bonds are issued and how HUD acts as the guarantor. In order to provide the requested information, HED moved their meeting to May, which then pushed back presentation to State Board of Finance. That meant we do not anticipate closing the HUD Loan until June or July.</p> <p>Phase I and Phase II work is well underway with equipment and workers on-site. However, the construction personnel have advised that there is work that they need to get done in May or June to ensure they will be ready to start and move forward once the financing is approved to complete the project.</p> <p>Because the Board of Regents will not meet again officially after next week (May 11th) until October, we didn't have a way to get the pre-commitment work approved by the Board of Regents unless we took it to their meeting next week. This meant we had to schedule a Special UNMH BOT Finance Committee</p>	Mr. Michael Brasher made a motion to approve the Resolution: New Hospital Tower Pre-Commitment Work with correction as identified. Dr. Tamra Mason seconded the motion. Motion passed unanimously.

	<p>Meeting and a Special UNM Hospital Board of Trustees Meeting this week to approve specifically the Resolution that states the Board of Regents agree we can proceed with the \$1,650,000 worth of pre-financing construction so we can be prepared, save some money and stay on time line with the project.</p> <p>Mrs. Bonnie White, UNM Hospital Chief Financial Officer, stated we are pursuing our HUD financing commitment for \$320,000.000 but have work that needs to take place to keep project on schedule which needs to be done before commitment is made or immediately after commitment is provided. We are responsible for the \$1,650,000 should HUD not approve the loan; however, it is part of the construction cost so if they do approve the insurance for the loan it will be reimbursed by the loan, will have to submit a letter of request to HUD to approve. If the application for HUD mortgage insurance is denied the hospital is responsible for the funding commitment.</p> <p>Mr. Del Archuleta, Vice Chair, stated that Mrs. Becker and Dr. Chicarelli contacted him informing him of some major developments occurring with coordination of HUD that required a special meeting to approve a Resolution for the New Hospital Tower Pre-Commitment Work.</p> <p>Mr. Michael Brasher stated there an error on page 1, paragraph 6, the 5th Whereas paragraph, 7th line “will allow the Hospital see” should read “will allow the Hospital to see”</p> <p>After discussion, Mr. Terry Horn, Chair, requested a motion to approve the Resolution: New Hospital Tower Pre-Commitment Work with Member Brasher’s correction to move forward to the Board of Regents followed by HED and then the State Board of Finance for review/approval.</p>	
IV. Adjournment	There being no further business, Mr. Terry Horn, Chair, requested a motion to adjourn the meeting.	Mr. Michael Brasher made a motion to adjourn the meeting. Mr. Kurt Riley seconded the motion. The motion passed unanimously. The meeting was adjourned at 9:17 AM.

Mr. Kurt Riley, Secretary
UNM Hospital Board of Trustees

Mission Moment UNMH BOT 07 30 2021 Tom Roha and Barry Benson



Mission Moment Letter of Appreciation

UNM HOSPITAL BOARD OF TRUSTEES

FRIDAY, JULY 30, 2021

TOM ROHA, DIRECTOR, CLINICAL SERVICES, ADULT CRITICAL CARE, DIALYSIS/APHERESIS, PULMONARY SERVICES, ECMO

BARRY BENSON, UNIT DIRECTOR, NEUROSCIENCE ICU

April 29, 2021 “This letter is to express our family’s appreciation to the staff at UNMH during a recent very difficult time”

On March 3rd my mother suffered a massive stroke and was taken to UNMH by ambulance. From the time she and I entered the ER until I received the call that my mother had passed, we were treated with tremendous care and respect by the staff. At the risk of forgetting some people's names or unknown last names or titles, here are some of the remarkable individuals we encountered at the hospital:

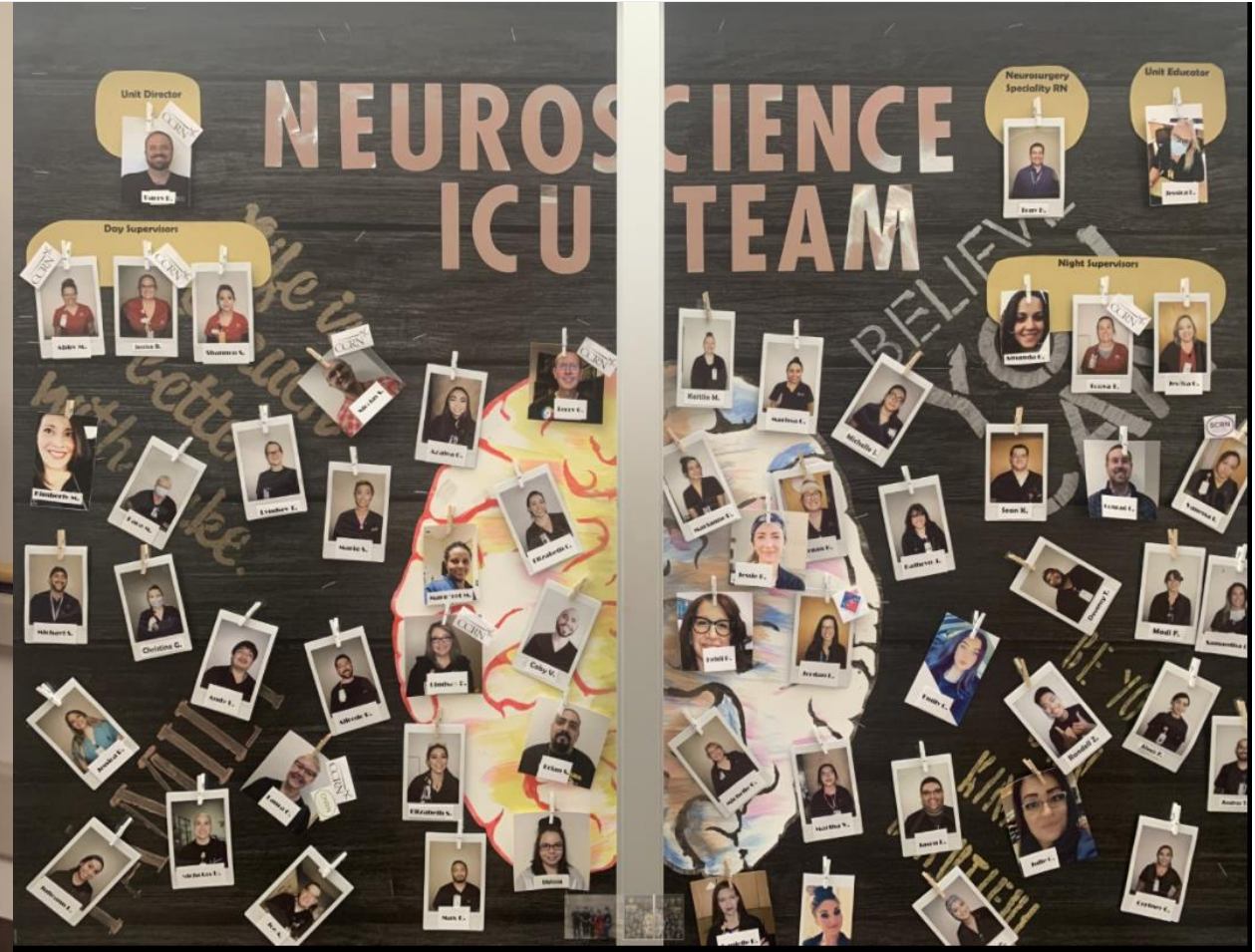
- ❖ Steven in the ER, who immediately informed me that the ambulance had just arrived, that they would be doing a CT scan, and escorted me to a private waiting room. There he, Dr. Jonathan Daniels, and a social worker, Alissa, carefully and sympathetically informed me that my Mom had had a major ischemic stroke. I was allowed to stay by her side in the ER until a room was available. I was treated with care and sensitivity amidst the activity and hard work happening in the ER.
- ❖ Once my Mom was in the Neuroscience ICU, more amazing professionals provided skilled care. Dr. Ahmed Mousa, Dr. Mehrnoush Gorjian, and Dr. Huy Tran all gave detailed and compassionate explanations at various times of my mother's terminal condition and the planned care.

“One of the worst situations I will ever have to deal with was made bearable because...”

- ❖ I'm sure the nurses in the Neuroscience ICU continually deal with very tough situations, patients, and family, never did I feel as if I was imposing on them. could call anytime, day or night, and they would calmly answer my questions and I never felt rushed. Here are just a few names I can recall; Andy Le, Coby Vidrine, Kara Menahem, Victoria Ross, and Kacey Novert. We would like to nominate this team for the Daisy Team Award.
- ❖ Last but definitely not least was the Palliative Care team. After the Doctors explained the gravity of my Mom's prognosis Sammy Marsh spent a very generous amount of time comforting me with such tenderness and kindness. She coordinated a Zoom call between family members across the country with the doctors to review my Mom's **MRI** results and options. Once the family decided to transition to comfort care, her excellent communication skills helped us to understand the process. She went to a lot of effort to coordinated how all our large family could say our goodbyes in Covid compliant groups. She was amazing and her follow up was impeccable. We would like to nominate Sammy for the Daisy Award.
- ❖ Now you might be thinking all of this is just a standard day/stay at UNMH and that all of your staff should operate this way daily, but what I am trying to convey is that what probably was one of the worst situations I will ever have to deal with was made bearable because of these people who were extraordinary and will never be forgotten.

Teamwork

Teamwork, collaboration, and service are the foundations upon which we build our practice on NSI. We hold the belief that no individual or department alone is capable of performing the scope of work necessary to provide the high quality care our community deserves. As illustrated in this letter, this family had meaningful and impactful encounters in the ED, on NSI, and with the palliative care service. While this may not have been the outcome the family was hoping for, multiple team members at UNMH were able to walk with them during this difficult time and leave them feeling informed, heard, and most importantly cared for. It is an honor to provide this level of care to our patients, and to have the opportunity to serve our community.



Board Initiatives

Election of New Officers

Board Initiatives

UNMH Board Members

- **Nomination of Judge Monica Zamora Replacing Judge Joseph Alarid**
 - **Dr. Davin Quinn Replacing Dr. Jennifer Phillips**

BIOGRAPHY

M. Monica Zamora served on the New Mexico Court of Appeals from December 2012 until her retirement in January 2020. She served as the Chief Judge of the Court of Appeals in 2019. Judge Zamora previously served as a District Court Judge in the Second Judicial District Court, Bernalillo County assigned to the Children's Court Division presiding primarily over a child welfare and juvenile delinquency caseload. She served as the presiding judge of the division for more than five years. Born and raised in northern New Mexico, Judge Zamora was fortunate to practice with her father and brother for over 18 years focusing on personal injury, catastrophic injury, wrongful death, civil rights and international adoptions.

Judge Zamora graduated from the University Of New Mexico School of Law in 1987 and practiced law in the State of New Mexico; the U.S. Federal District Court for the District of New Mexico; the U.S. Court of Appeals for the Tenth Circuit; and the United States Supreme Court.

She was a Co-Chair of the New Mexico Tribal-State Consortium for over six years. The Consortium's membership consists of all levels of the Tribal and State judiciary who collaborate on cross-jurisdictional matters. She is a former member of the New Mexico Supreme Court's Drug Court Advisory Committee and the former Chair of the Children's Court Rules Committee. She currently serves as a board member of New Mexico Kids Matter (Court Appointed Special Advocates), a non-profit organization that provides representation for abused and neglected children in court proceedings. She also serves as a board member (DADvisor) for DADvocacy Consulting Group, a non-profit organization dedicated to promoting the vital roles of fathers and mother alike. DADvocacy builds upon research that affirms that children, fathers, families, and communities are better off when fathers and children are positively engaged in each other's lives.

She has received the Governor's Award for Outstanding New Mexico Women, the CLE Summit Award for Ethics & Professionalism Credit awarded by the State Bar of New Mexico and The Center for Legal Education, the Henrietta Pettijohn Award from the New Mexico Women's Bar Association, and most recently, the Justice Mary Walters Award from the Women's Law Caucus of the University of New Mexico School of Law.



Press Ganey Engagement Results

UNM Hospital Board of Trustees Meeting – July 30, 2021

We Heard You – UNM Health Delivering More – For You! ***Lo escuchamos - UNM Health Delivering More - Para usted!***

2019 ENGAGEMENT SURVEY SUMMARY
La encuesta de compromiso del empleado del 2019

We Heard You – UNM Health: Delivering More – For You!

- After the 2019 results were received, leadership reviewed with their respective teams and action plans were created organization-wide.
- **Después de que se recibieron los resultados del 2019, los líderes los revisaron con sus equipos respectivos y se crearon los planes de acción por toda la organización.**
- Although we were in the midst of a pandemic, everyone pulled together to support each other and care for our community.
- **A pesar de que estábamos en medio de una pandemia, todos unieron esfuerzos para apoyarse entre sí y cuidar de nuestra comunidad.**
- Thanks to all the great work and action planning you did in 2019, we can really see the improvement in the 2021 survey results!
- **¡Gracias a todo su arduo trabajo y al planeamiento de acción que hizo en el 2019, podemos realmente ver las mejoras en los resultados de la encuesta del 2021!**

2021 Employee Engagement Survey Results

Resultados de la encuesta de compromiso del empleado del 2021

Executive Summary



Overall Performance

- Overall **Engagement** performed in the 31st percentile compared to the National Physician Academic Avg, an improvement from 15th in 2019.
- Overall **Alignment** performed in the 34th percentile compared to the National Physician Academic Avg, an improvement from 14th in 2019.
- **Response** rate: 71% (2019: 59%)



High Performing Themes:

- Diversity:
 - Value different backgrounds
 - Treat people equally
- This hospital cares about its patients.
- Overall, I am satisfied with the performance of hospital administration.
- Communication:
 - Timely
 - Important information communicated effectively



Areas of Focus

- Key Drivers:
 - Provide high-quality care and service.
 - Safe, error-free care
 - Patient safety
- Alignment Items:
 - Input into decisions
 - Leadership responsiveness to feedback
 - Easily communicate ideas/concerns
- Decompression

UNM Hospitals Employee Engagement Survey Results - Executive Summary



Overall Performance:

- Overall Engagement performed in the 53rd percentile against the National Academic Healthcare Avg., an improvement from 32nd in 2019
- 29% of work units performed in Team Index 1, an improvement from 25% in 2019
- 75% of work units performed High or Moderately High on the Leader Index, an improvement from 72% in 2019.
- Response Rate: 86% (2019: 85%)



High Performing Themes:

- This organization provides high-quality care and service.
- This organization treats employees with respect.
- Work is meaningful.
- Manager Domain Items:
 - Communication
 - Recognition
 - Respect



Areas of Focus:

Key Drivers:

- This organization makes every effort to deliver safe, error-free care to patients.
- Senior management provides a work climate that promotes patient safety.
- We are actively doing things to improve patient safety.
- Communication:
 - Different levels communicate effectively.
 - Communication & Teamwork between physicians and staff.
 - Communication between work units.

Resultados de la encuesta de compromiso del empleado de los Hospitales de UNM - Resumen Ejecutivo



Rendimiento General

- El Compromiso General se desempeñó en el percentil 53 contra el promedio del *National Academic Healthcare Avg.*, una mejora del 32° en el 2019
- El 29% de las unidades desempeñaron en el índice de equipo 1, una mejora del 25% en el 2019
- El 75% de las unidades desempeñaron un nivel Alto o Moderadamente Alto en el índice de liderazgo, una mejora del 72% del 2019.
- Response Rate: 86% (2019: 85%)
- Tasa de Respuesta: 86% (2019: 85%)



Temas de Alto Rendimiento:

- Esta organización provee una atención y servicios de alta calidad
- Esta organización trata a los empleados con respeto
- El trabajo es importante
- Artículos del Sector Gerencial
 - Comunicación
 - Reconocimiento
 - Respeto



Áreas de Enfoque

Factores de impulso:

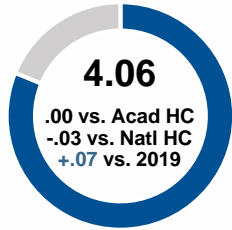
- Esta organización hace todo el esfuerzo para proporcionar una atención segura y libre de errores a los pacientes.
- Liderazgo superior proporciona un ambiente laboral que promueve la seguridad del paciente
- Estamos haciendo cosas activamente para mejorar la seguridad del paciente.
- Comunicación:
 - Los diferentes niveles se comunican efectivamente.
 - La comunicación y el trabajo en equipo entre médicos y personal.
 - La comunicación entre las unidades

Employee Engagement Results Overview

Survey Admin: March - April 2021
n=5,738, 87% Response Rate (2019: 87%)

Engagement

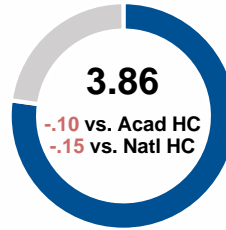
Employees' emotional attachment and commitment to organization



	2021	2019
Acad HC	52 nd	31 st
Natl HC	41 st	27 th

Safety Culture

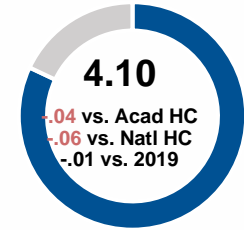
Evaluation of attitudes and behaviors impacting patient and workplace safety



	2021	Acad HC	Natl HC
Prevent & Report	4.02	-.10	-.13
Resource & Tmwrk	3.57	-.12	-.17
Pride & Rep	4.06	-.06	-.15

Resilience

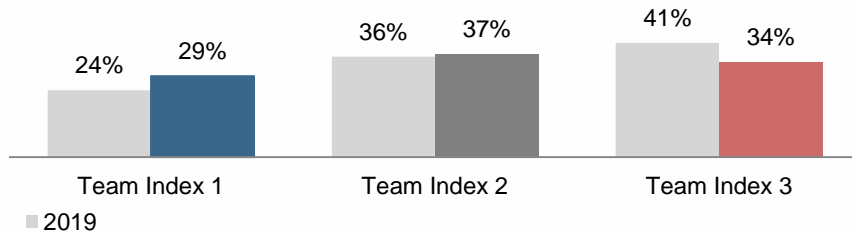
Ability to recover and bounce back from adversity
- Early warning system for burnout



	2021	Acad HC	Natl HC	2019
Activation	4.48	-.03	-.04	-.01
Decompress.	3.72	-.05	-.08	-.03

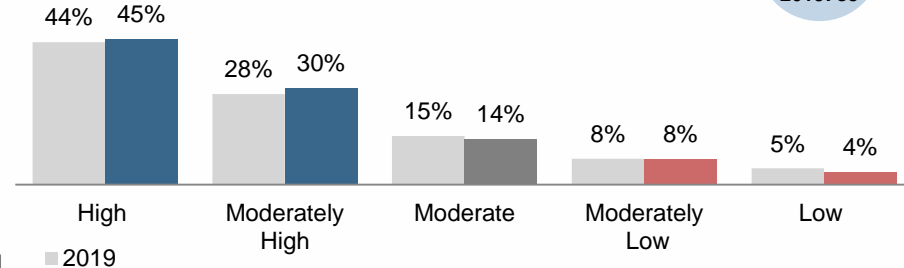
Team Index

Measure of the health & functioning of the team and support needed.



Leader Index

Measure of manager effectiveness & relationship with team



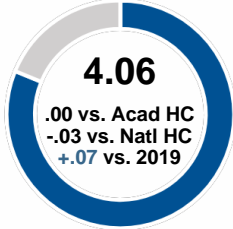
86
LI Score
2019: 85

40/61

Resumen de los resultados del compromiso del empleado

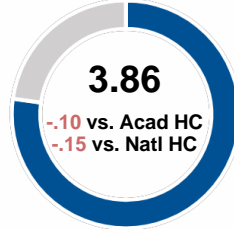
Compromiso

Apego emocional y compromiso del empleado con la organización



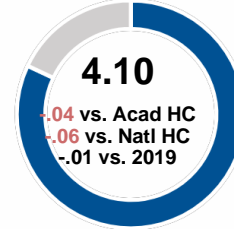
Cultura de Seguridad

Evaluación de las actitudes y los comportamientos que impactan la seguridad de los pacientes y del ambiente laboral



Resiliencia

Capacidad para recuperarse de la adversidad – Sistema de advertencia temprana para el agotamiento



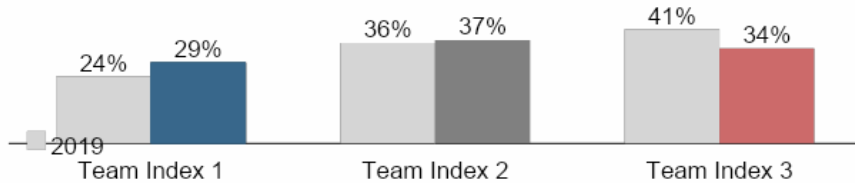
	2021	2019
Acad HC	52 nd	31 st
Natl HC	41 st	27 th

	2021	Acad HC	Natl HC
Prevenir & Reportar	4.02	-.10	-.13
Recursos & Tbj Equipo	3.57	-.12	-.17
Orgullo & Rep	4.06	-.06	-.15

	2021	Acad HC	Natl HC	2019
Activación	4.48	-.03	-.04	-.01
Relajarse	3.72	-.05	-.08	-.03

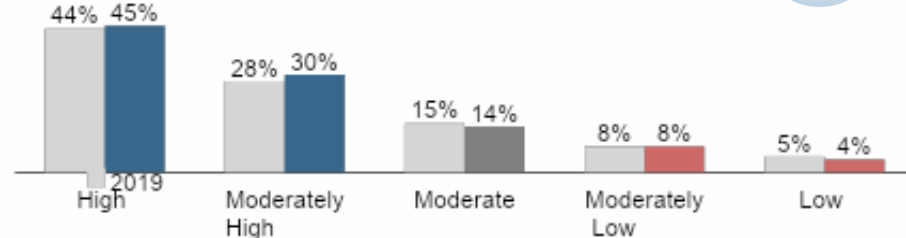
Team Index

Measure of the health & functioning of the team and support needed.



Leader Index

Measure of manager effectiveness & relationship with team



86
 LI Score
 2019: 85

Highest Performing Items vs. Natl Acad HC Avg

Los artículos de rendimiento más alto vs. el promedio del Nat'l Acad HC

Item <i>Artículo</i>	Domain Sector	2021 UNMH	% Unfav	Difference from:		
				Natl Acad HC Avg	Natl HC Avg	2019 UNMH
18. This organization provides career development opportunities. <i>Esta organización provee oportunidades de desarrollo profesional.</i>	ORG	3.87	11%	+0.15	+0.16	+0.05
3. The person I report to cares about my job satisfaction. <i>A mi jefe/a le importa mi satisfacción laboral.</i>	MGR	4.26	7%	+0.15	+0.08	+0.02
4. I am satisfied with the recognition I receive for doing a good job. <i>Estoy satisfecho con el reconocimiento que recibo por hacer bien mi trabajo.</i>	MGR	3.82	14%	+0.11	+0.05	.00
2. The person I report to treats me with respect. <i>Mi jefe/a me trata con respeto.</i>	MGR	4.47	4%	+0.10	+0.06	+0.05
21. The person I report to is a good communicator. <i>Mi jefe/a es un buen/a comunicador</i>	MGR	4.06	10%	+0.07	+0.03	+0.07

Lowest Performing Items vs. Natl Acad HC Avg

Los artículos de rendimiento más bajo vs. El promedio del Natl Acad HC

Item <i>Artículo</i>	Domain Sector	2021 UNMH	% Unfav	Difference from:		
				Natl Acad HC Avg	Natl HC Avg	2019 UNMH
11. My pay is fair compared to other healthcare employers in this area. <i>Mi sueldo es justo comparado con otros empleadores sanitarios en esta área.</i>	ORG	3.12	33%	-.17	-.25	+.08
26. In my work unit, we discuss ways to prevent errors from happening again. <i>En mi unidad, conversamos maneras para evitar que sucedan errores de nuevo.</i>	EMP	4.08	7%	-.17	-.17	N/A
37. Communication between work units is effective in this organization. <i>La comunicación entre las unidades de esta organización es efectiva.</i>	ORG	3.45	19%	-.15	-.17	N/A
39. Communication between physicians, nurses, and other medical personnel is good in this organization. <i>La comunicación entre los médicos, los enfermeros, y otro personal sanitario es buena en esta organización.</i>	ORG	3.59	12%	-.14	-.21	N/A
27. Employees will freely speak up if they see something that may negatively affect patient care. <i>Los empleados hablarán libremente si ven algo que puede afectar, negativamente, la atención al paciente.</i>	EMP	4.03	7%	-.13	-.15	N/A

Greatest Improvements Mejoras más grandes

K D = Key Driver Los factores de impulso				Difference from:		
Item Artículo	Domain Sector	2021 UNMH	% Unfav	2019 UNMH	Natl Acad HC Avg	Natl HC Avg
6. This organization conducts business in an ethical manner. <i>Esta organización conduce la empresa de una manera ética</i> K D	ORG	4.04	5%	+.15	.00	-.09
36. My work unit is adequately staffed. <i>Mi unidad tiene el personal adecuado.</i>	ORG	3.11	36%	+.14	-.11	-.20
1. This organization cares about its clients/patients. <i>Esta organización le da importancia a sus clientes/pacientes.</i>	ORG	4.24	4%	+.13	+.04	-.07
13. This organization treats employees with respect. <i>Esta organización trata con respeto a los empleados.</i> K D	ORG	3.77	11%	+.11	-.08	-.19
52. This organization values employees from different backgrounds. <i>Esta organización valora a los empleados de diferentes orígenes.</i> K D	ORG	4.19	4%	+.09	-.01	-.05
38. The amount of job stress I feel is reasonable. <i>La cantidad de estrés laboral que siento es razonable.</i>	EMP	3.39	22%	+.09	-.06	-.10

Greatest Declines Mayores descensos

Item Artículos	Domain Sectores	2021 UNMH	% Unfav	Difference from:		
				2019 UNMH	Natl Acad HC Avg	Natl HC Avg
5. Different levels of this organization communicate effectively with each other. Los diferentes niveles de esta organización se comunican efectivamente entre sí.	ORG	3.24	28%	-.10	-.11	-.15
51. The work I do makes a real difference. El trabajo que hago hace una verdadera diferencia.	EMP	4.38	2%	-.05	-.06	-.06
47. I am able to free my mind from work when I am away from it. Soy capaz de liberar mi mente del trabajo cuando estoy alejado de él.	EMP	3.68	17%	-.04	-.05	-.06
44. I can enjoy my personal time without focusing on work matters. Soy capaz de disfrutar de mi tiempo libre sin enfocarme en asuntos de trabajo	EMP	3.78	15%	-.02	-.03	-.06
45. I am able to disconnect from work communications during my free time (emails/phone etc.). Soy capaz de desconectarme de las comunicaciones del trabajo durante mi tiempo libre (email/teléfono, etc.).	EMP	3.80	14%	-.02	.00	-.04

Next Steps – Department Results and Action Planning

Próximos pasos - resultados departamentales y el planeamiento de acción

- Your leader will share your department results at an upcoming team meeting
- **Su líder compartirá los resultados departamentales durante una reunión future**
- You will be invited to participate in a “Dot Exercise” action planning meeting
- **Se le invitará a participar en una reunión de planeamiento de acción y hará un ejercicio de pegatina**
 - Vote for your top 3 items of concern for the team to develop an action plan
 - **Vote por los 3 artículos principales de inquietud para que el equipo desarrolle un plan de acción**
 - Your leader will enter at least two action plans in the Press Ganey portal by 8/27/21
 - **Su líder entregará un mínimo de dos planes de acción al portal de Press Ganey para el 27.08.2021**
 - You are encouraged to participate!
 - **¡Le animamos a participar!**
- Your leader will guide the action plans and see them through to implementation
- **Su líder guiará los planes de acción para asegurar que se implementen**
- You will see periodic communication regarding changes that result from organizational action planning
- **Usted verá comunicados periódicamente sobre los cambios que resulten del planeamiento de acción de nuestra organización**

Your Voice Counts, and We Are Listening!
¡Su voz cuenta y estamos escuchando!

THANK YOU!
¡GRACIAS!

Board Initiatives

Financial Assistance Policy/Board Policies

Administrative Reports

July 2021 HS Report for BoT.1 Dr. Richards

MEMORANDUM

To: UNMH Board of Trustees

From: Mike Richards, MD
Senior Vice Chancellor Clinical Affairs, UNM Health System

Date: July 30, 2021

Subject: Monthly Health System Activity Update

This report represents unaudited year to date May 2021 activity and is compared to audited year to date May 2020 activity.

Activity Levels: Health System clinical activity remains exceptionally high, particularly in adult inpatient activity, even with decreasing COVID volumes. In comparison to prior year, key clinical measures include:

- Total inpatient days are up 6%
 - UNM adult inpatient days are up 19%
 - SRMC adult inpatient days are up 28%
- Total discharges are down 4%
 - UNM adult discharges are up 10%
 - SRMC adult discharges are up 13%
- Adult length of stay (without obstetrics) is up 8%
- Case Mix Index (CMI) is up 6%
- Total outpatient activity is up 7%
 - Primary care clinic visits are up 14%
 - Specialty and other clinic visits are up 3%
 - Emergency visits are up 26% over prior year
- Surgical volume is up 6%
- Births are down 6%
- UNM Medical Group RVUs are up 2%

Finances: Health System had total year-to-date operating revenue of \$1,525 million, representing a 14% increase over prior year. Total non-operating revenue was \$235.5 million, representing a 29% increase over prior year primarily due to an increase in CARES Act Funding only partially recognized during the same time period last year. Total operating expenses were \$1,595 million, representing a 9% increase over prior year. Health System margin was \$166.2 million as compared to \$55 million prior year.

The balance sheet is stable with a current ratio of 1.90 as compared to 1.90 prior year. The cash and cash equivalents for UNM Health System is \$588 million as compared to \$422.8 million prior year. Net patient receivables are up 19% and total assets are up 24%. Total liabilities are up 19% over prior year. Total net position is up 28% over prior year.

CEO Board Report July 21

MEMORANDUM**To:** Board of Trustees**From:** Kate Becker
Chief Executive Officer**Date:** July 30, 2021**Subject:** UNMH Monthly Activity Update

The Hospital has been involved in a variety of activities and this report will focus on operations through June 2021.

Finance: Inpatient adult volume is better than budget by 15% for the fiscal year to date. Inpatient pediatric volume is behind budget by 8% for the year. Observation days are below budget by 27% year to date. Total inpatient discharges are 0.3% lower than budget year to date. Case mix index is higher than prior year by 6% at 2.20 year to date and average length of stay is up 7.8% compared to prior year. Outpatient clinic visits are 2% better than budget for the year. Emergency department arrivals are below year to date budget by 11%. Behavioral health patient days are under budget by 8% and behavioral health clinic visits are ahead of budget by 12% year to date. Operating results are pending finalization of the financial statements for the fiscal year.

Native American Liaison: Our Q1 CY2021 report on Inpatient and Outpatient volumes was sent to I.H.S. in June; referrals steadily increased over 2020 volumes, with 1,970 outpatient referrals and 1,139 inpatient admissions between January and March 2021. Average Daily Census remains high, averaging 114 native American patients in a bed per day during Jan – April 2021. For comparison, ADC was 103 beds during CY2020. This information is shared with I.H.S., the county, and the board subcommittee during regularly scheduled meetings. UNMMG/SRMC/UNMH reached agreement in June 2021 with the newest 638 entity: Laguna Healthcare Inc for care of referred patients. The Native American Services committee of the board met on July 16, 2021 to review data reporting and potential for community-based requests for information. We are looking ahead to the UNMH Annual Fall Consultation with NM Pueblos, Tribes and Nations, scheduled for a virtual meeting on September 16, 2021. Meeting invitations will go out this month to tribal leaders, I.H.S., county, and state. BOT members are welcome to attend.

Bernalillo County: UNMH and Bernalillo County have been meeting over the last few months with the architects selected to design the Crisis Triage Center (CTC) on the UNM Campus. The CTC will be built adjacent to the UNM Psychiatric Center and will form part of the continuum of care for patients experiencing a behavioral health crisis along with other UNM services. The project is entering schematic design. The Care campus Intergovernmental Agreement for FY 22 was completed and continues to build the continuum of care for patients at the Care Campus. The new agreement will include expanded UNMH program support for existing services as well as work on a new Bernalillo County Behavioral Health clinic on the campus.

CMO BOT Update July 2021_v1

Date: July 30, 2021
To: UNMH Board of Trustees
From: Irene Agostini, MD
UNMH Chief Medical Officer

High Census Steering Committee

UNMH has established a High Census Steering Committee, similar to the COVID EOC, for when the hospital census is significantly above capacity. The committee consists of the following executive leaders:

- Kate Becker, CEO
- Irene Agostini, MD, CMO
- Patti Kelley, CNO
- Mike Chicarelli, COO

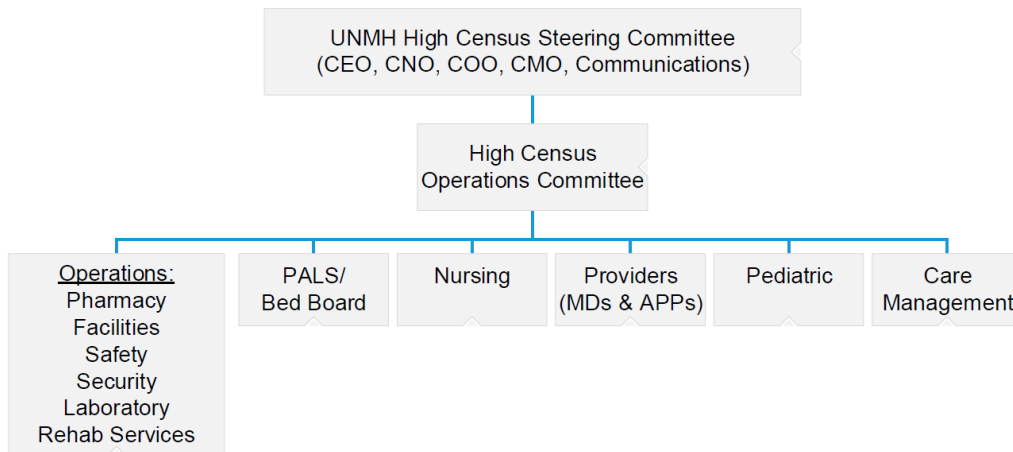
We have also created a High Census Operations Committee that will be led by the Associate Chief Medical Officer for Inpatient, Dr. Alex Rankin, and the Associate Chief Nursing Officer for Adult Inpatient, Jennifer Vosburgh, and will report to the High Census Steering Committee.

There will be representation from the following areas:

- Nursing
- Providers (includes both MDs and APPs)
- Ancillary Services (Pharmacy, Facilities, Safety and Security)
- Case Management
- PALS
- Pediatrics

The Daily Operations Team, consisting of the Administrative Supervisors, Executive Directors and their Dyads, and PALS, will also continue to meet. Since June 29, we've sent bi-weekly communications on Tuesdays and Thursdays, which have replaced the twice-weekly COVID communications.

The organizational structure for the High Census Steering Committee can be seen below.



*Ad Hoc: Behavioral Medicine, Women’s Services, Quality, Wellness, Surgical Services, Plus Others TBD

*Daily Operations: Administrative Supervisors, PALS, Executive Directors/Dyads (Progressive Care, ICU, ED, ORs), Unit Directors/Geo Medical Directors

June 30, 2021v1

Cerner Maternity Is Live!

Cerner Maternity is alive and kicking as of June 21! Beginning in March 2020, a multidisciplinary team of experts from Information Technology, Clinical Informatics, Communications, Inpatient and Ambulatory Nursing, Pharmacy and Providers from Ob/Gyn, Midwifery, MFM, Maternal Child Health and Family and Community Medicine, Anesthesia, Pediatrics, and Neonatology participated in the build of this specialized EHR for maternity and GYN care.

Thanks to the work of this highly engaged team, documentation of the outstanding maternity and gynecological care provided at UNM Health will be standardized and streamlined. Fetal monitoring is now also an integrated part of Cerner. The Cerner Maternity implementation team is grateful and thrilled after a successful launch and thanks the hospital for its support of quality and safety in maternity care and improved ease of practice for providers.

Sepsis Response Team Live as of July 6!

Sepsis is the leading cause of hospital mortality, especially in patients who develop sepsis after admission. We can reduce this mortality with prompt implementation of Surviving Sepsis protocols. The Sepsis Mortality Reduction Team (SMRT) has worked to improve upon processes/tools and make it easier for providers to manage patients with sepsis. We have asked that providers use an updated sepsis order set (which is simplified, updated and provides

a one-stop shop for evaluating and treating these patients) and work hand-in-hand with the Sepsis Response Team to evaluate Sepsis alerts.

UNMH Adopts Frailty Screening for Surgical Patients

Frailty is defined by a complex phenotype of functional decline typical of patients near the end of life.

- More than half of all U.S. surgeries are performed on patients age 65 or older, and one-third of patients aged 65-85 will undergo a major surgical procedure within the last year of life.
- For many patients, surgery will confer substantial benefits, while others will experience significant harm. To obtain optimal surgical outcomes in this population, patient selection for surgical procedures is of utmost importance.
- Frailty is a more powerful predictor of surgical outcomes than classic risk factors including age and comorbidities.
- People who are frail have an increased risk of death, disability and institutionalization.

Many surgical divisions are performing frailty scores on patients in order to have a more informed discussion with patients and families about outcomes, complications and goals.

Ambulatory Updates

- Walls are currently being constructed for the new Movement Disorders Center and Senior Health Clinic! If you get a chance, take a drive on Tucker to see the latest construction progress. The clinic is on schedule to open in the Spring of 2022.
- Congratulations to our team on opening the Gallup Specialty Care Clinic on March 25! This clinic will help bring specialty care closer to home for patients in Gallup and northwestern New Mexico. The new 2,300 square foot clinic will provide care for maternal-fetal medicine (high risk maternity) and other specialty women's services along with children's and some adult specialty services, pediatric and adult cardiology, pediatric ortho, adult vascular and nephrology. Most of these services are not currently available—or are in limited supply—in the Gallup area and patients have traveled to Albuquerque for care previously. As part of UNM Health's commitment to care for all New Mexicans, we believe this clinic will increase access to services and improve the health of residents in the area. An official ribbon cutting ceremony is scheduled for Aug. 4 (see invitation to live stream the event below).
- Ambulatory Services has been working with Huron on several improvement activities in clinics including provider scheduling template optimization, clinic communication, provider offloading, appointment preparation/pre-work and provider documentation optimization. As part of these improvement activities, Ambulatory Services has kicked off Huron Wave III with Cardiology, Digestive Disease, Transplant, Vascular, Nephrology and Orthopedics through sponsor meetings with specialty leadership. Sponsor meetings will be led monthly by clinic dyads to review metrics, project initiatives, and action plans with Division Chiefs, Executive Directors, Chairs and Project Sponsors.

PLEASE JOIN US FOR A
RIBBON CUTTING

AUGUST 4, 2021 ▶ 10 - 10:30 A.M.



JOIN VIA ZOOM ◀ GALLUP, NM

UNM SPECIALTY CARE CLINIC

ATTEND THE EVENT ONLINE AT

[HSC-UNM.ZOOM.US/J/98734230038](https://hsc-unm.zoom.us/j/98734230038) AND FACEBOOK [@UNMHSC](https://www.facebook.com/UNMHSC)



Chief of Staff Update

UNMH BOT Committee Reports

Financial Update