

**MINUTES
BOARD OF DIRECTORS
MEDINA COUNTY HOSPITAL DISTRICT**

November 27, 2023

TIME AND PLACE: The Medina County Hospital District Board of Directors met in regular session on Monday, November 27, 2023, at 6:30 p.m. at the Medina Regional Hospital Boardroom, 3100 Avenue E, Hondo, Texas.

PRESENT: Tim Hardt, President
Tony Johnson, Secretary
Carlton "Corky" E. Young, DVM, Vice President
William "Bill" Bain, Director
Judy Winkler, Director
Zachary Windrow, MD, Director
Mary Mangold, Director

Billie Bell, Chief Executive Officer
Kevin Frosch, Chief Financial Officer
Rebecca Deen, Chief Nursing Officer
Ashley Lowe, Chief Operating Officer
Marc Strode, Methodist Healthcare System
Louisa Cuellar, Executive Assistant/Recording Secretary

ABSENT:

GUEST: Matthew Windrow, MD

1. **CALL TO ORDER AND RECORD OF ATTENDANCE** Mr. Hardt called the meeting of the Medina County Hospital District Board of Directors to order at 6:30 p.m. He stated for the record that the Board of Directors has seven members with seven members being present at that time and representing a quorum.
2. **PUBLIC COMMENT** There were no members of the public present.

CONSENT AGENDA

3. **BOARD EDUCATION MATTHEW WINDROW, MD** Matthew Windrow, MD, presented on behalf of the Medical Clinic physicians as to the future of OB services at Medina Healthcare System.
4. **CONSIDER APPROVAL OF MINUTES**
A. Regular Session of October 23, 2023 The Minutes from the Board Meeting of October 23, 2023, were approved as presented in the Board Packet.
5. **CONSIDER APPROVAL OF CHIEF NURSING OFFICER'S REPORT** Ms. Deen informed the Board that Susan Collins is the new Med Surg Director. Ms. Deen reported the OB department continues to face staffing challenges; therefore, OB is utilizing agency staff. Ms. Deen reported that since implementing barcode scanning throughout the facility, medication errors have significantly decreased; the October rate was at zero. Ms. Deen reported that the Case Managers performed community outreach, with a presentation at the Good Shepherd Hospice in Devine and Sarah Forsythe, being inducted to the Hondo/D'Hanis Rotary Club.

6. **CONSIDER
APPROVAL OF CHIEF
OPERATING
OFFICER'S REPORT**

Ms. Lowe informed the Board that Dr. Benjamin McCollum has signed a contract and will start March 2024. Ms. Lowe reported negotiations for urgent care coverage on weekends are underway between VEA and Medina Healthcare System. VEA will staff a Nurse Practitioner at the Medical Clinic of Hondo to cover this clinic schedule. Ms. Lowe reported that Dr. Michael Zhao has signed a contract and will start January 2024. He will be working in the Devine Clinic and will assist with jail patients. Ms. Lowe mentioned that openings have been posted for full and part time nurse practitioners and/or physician assistants. Ms. Lowe reported a consulting agreement with GI Alliance has been signed. This agreement offers GI coverage by GI Alliance 2 days a week and 24/7 availability. Ms. Lowe reported she, Ms. Deen, and Ms. Billie met with Dr. Manuel Garcia, Cardiologist, and discussed options for growth of his practice in Medina County and within the hospital. Dr. Kyle Altman, with Sports Medicine Associates of San Antonio met with the physicians and toured the facility November 17th. Ms. Lowe reported that on November 1st the Medical Clinic of Hondo went through an HHSC audit, triggered by a patient complaint. No deficiencies were identified, the complaint was not validated, and a follow up report was submitted. Ms. Lowe provided an update on the TORCH Clinically Integrated Network. Ms. Lowe reported Lab is on track to hit another record year in terms of volume. Ms. Lowe mentioned that the Hondo ISD has partnered with Medina Healthcare System (MHS) through the PCT program available to juniors and seniors enrolled at Hondo ISD. These students will have the opportunity to work part time at the hospital in scheduling, assisting with the portal, escorting patients or helping in EVS or Dietary. Ms. Lowe informed the Board that a donor portal will be integrated into the Medina Healthcare System's website. This portal will utilize the fundraising platform, Donor Perfect. Ms. Lowe reported the MRI project remains on schedule. Ms. Lowe informed the Board that Juan Campos is the new Call Center Director. Ms. Lowe reported the calls have been steady and the compliance rate for the month is at 86%. Ms. Lowe mentioned there are training opportunities in the call center to help improve our quality.

7. **CONSIDER MEDICAL
STAFF REPORT**

Dr. Windrow reported that discussion continues about whether the medical clinic physicians will continue to provide OB services.

8. **CONSIDER PUBLIC
CORRESPONDENCE
REPORT**

Mr. Johnson presented the public correspondence report for the month of November. There were 41 questionnaires returned from patients after receiving care at MHS. There were five negative comments for the month, none related to patient care.

MOTION

Ms. Winkler made a motion to approve the Consent Agenda. Mr. Johnson seconded.

VOTE

The motion passed unanimously.

9. **CONSIDER CHIEF
EXECUTIVE
OFFICER'S REPORT**

Ms. Bell reported that on November 8th the house on the corner of 30th and Avenue G was moved. The home was purchased for real estate to support future campus expansion. Ms. Bell reported she, Ms. Lowe, and Ms. Deen met with cardiologist, Dr. Manuel Garcia. Ms. Bell reiterated that Dr. Altman and Adam Roggia, CEO of Sports Medicine Associates of San Antonio, met the Medical Staff on November 17th. Ms. Bell mentioned that a billboard was secured for advertising on Highway 90, westbound and immediately before the Hondo Creek Bridge. Ms. Bell provided a handout, Texas Hospital Financing: Medicaid's Role in Hospital Financing. Ms. Bell reported that as approved by the Board in the budget, all full-time and part-time employees will receive a 3% annual increase or lump sum longevity bonus (if the employee is at the rate maximum of the position's grade level) effective January 1, 2024. Employees eligible for a prorated increase must have been employed on or before October 1, 2023. This year's annual increase represents a \$460,000 investment in employees. Ms. Bell mentioned the hospital will be decked out in holiday décor. Ms. Bell reported IT is nearing completion of the access control project at the Hondo clinic. Once completed all the external doors will have badge access controls and greatly enhance security for the Hondo Clinic. Eli Lainhart implemented a weekly Meditech optimization multidisciplinary workgroup. This team will capture and prioritize EMR issues to improve and enhance our software. Ms. Bell informed the Board that Eli Lainhart was

promoted to Vice President of Information Technology. This role encompasses much of what the IT Director role has historically covered but deepens and expands the role's oversight, integration, and execution of our hardware and software assets in achieving clinical outcomes across all of Medina Healthcare System. Additionally, HIM will report to Eli which will help integrate the oversight and security of our information storage and usage processes. Rhonda Prothro has accepted the Clinical Informaticist position at Medina Healthcare System. Hospital Chef, Jerry Perez, retired in early November and Barbara Sorter will retire December 5th. Ms. Bell reported that Medina Healthcare System was recognized with a 2023 Performance Leadership Award for Excellence in Quality. Compiled by the Chartis Center for Rural Health, the Performance Leadership Awards honor top quartile performance (i.e., 75th percentile or above) among rural hospitals across the nation in Quality, Outcomes and/or Patient Perspective. Ms. Bell reported there are 27 hospitals and 51 clinics participating in the TORCH CIN. On November 3rd, the Vital Voices Employee Engagement survey results were shared with the staff. Medina Healthcare System's scores were in the best of class category with 76% participation and an engagement score of 81%. Both scores are reflective of a highly engaged and aligned team. Ms. Bell provided legislative and industry updates. Texas Representative Andrew Murr will not seek reelection. Hatch Smith, CEO, of MidCoast Central Hospital in Llano, announced his candidacy to replace Representative Murr. Several months ago, HHS OIG began a statewide effort to recoup Medicaid funds for certain infusion and injection billings. Hospitals are continuing to receive letters from HHS in this regard. The ultimate result will be a request for repayment to HHS. Healthcare lawyers representing hospitals across Texas have met and discussed this issue and are united in the belief that HHS' recoupment is improper for multiple reasons. TORCH is actively involved in this issue to be sure that any recoupment now or in the future is appropriate and lawful. In early November, CMS proposed a rule that would limit how much compensation agents and brokers can receive for enrolling Medicare beneficiaries into Medicare Advantage plans. CMS has received complaints from state partners and consumer advocate groups that agents and brokers receive financial incentives that are likely to influence which plan an agent encourages a beneficiary to select during enrollment. Physician burnout continues to be a top industry concern. The top five physician specialties for burnout are Emergency Medicine, Internal Medicine, Pediatrics, Obstetrics & Gynecology, and Family Medicine.

MOTION

Mr. Bain made a motion to approve the CEO report as presented in the Board packet. Mr. Johnson seconded.

VOTE

The motion passed unanimously.

10. CONSIDER FINANCIAL REPORT

A. Consider approval of the October 2023 Financial Report

Dr. Young asked if any of the Board members had any questions or concerns from the Finance Committee Meeting. There were no changes to the finance report presented by Mr. Frosch.

MOTION

Dr. Young made a motion to approve the Financial Report for October 2023 as presented during the Finance Committee meeting. Mr. Johnson seconded.

VOTE

The motion passed unanimously.

11. NOMINATE 2024 OFFICERS FOR THE BOARD OF DIRECTORS

Mr. Hardt announced that this item would be added to the December agenda. Meanwhile if a Board Member is interested in being considered, please contact Mr. Johnson.

12. DISCUSSION OF 2024 COMMITTEES FOR THE BOARD OF DIRECTORS

Mr. Hardt announced this item would be added to the December agenda. If a Board Member would like to be considered for a committee, please contact him.

13. **CONSIDERATION AND APPROPRIATE ACTION REGARDING ANNUAL NURSE STAFFING PLAN & EVALUATION** Ms. Deen presented a brief overview of the Annual Nurse Staffing Plan & Evaluation.
- MOTION**
- Mr. Bain made a motion to approve the Annual Nurse Staffing Plan & Evaluation as presented in the Board packet. Ms. Winkler seconded.
- VOTE**
- The motion passed unanimously.
14. **CONSIDERATION AND APPROPRIATE ACTION OF PATIENT CARE POLICIES AND PROCEDURES** Ms. Deen presented a brief overview of the Patient Care Policies and Procedures.
- MOTION**
- Mr. Johnson made a motion to approve the Patient Care Policies and Procedures as presented in the Board packet. Ms. Winkler seconded.
- VOTE**
- The motion passed unanimously.
15. **CONSIDERATION AND APPROPRIATE ACTION OF PHYSICIAN EMPLOYMENT POLICIES** Ms. Lowe presented a brief overview of the Physician Employment Policies.
- MOTION**
- Mr. Bain made a motion to approve the Physician Employment Policies as presented in the Board packet. Ms. Mangold seconded the motion.
- VOTE**
- The motion passed unanimously.
16. **CONSIDERATION AND APPROPRIATE ACTION REGARDING ETHICS/ COMPLIANCE POLICY AND PROCEDURE MANUAL** Ms. Lowe presented a brief overview of the Ethics/Compliance Policy and Procedure Manual.
- MOTION**
- Mr. Bain made a motion to approve the Ethics/Compliance Policy and Procedure Manual as presented in the Board packet. Ms. Mangold seconded the motion.
- VOTE**
- The motion passed unanimously.
17. **CONSIDERATION AND APPROPRIATE ACTION OF COMPLIANCE ADVISORY COMMITTEE'S QUARTERLY REPORT (3RD QUARTER)** Ms. Lowe presented a brief overview of the Compliance Advisory Committee's Quarterly Report.
- MOTION**
- Mr. Bain made a motion to approve the Compliance Advisory Committee's Quarterly Report as presented in the Board packet. Ms. Mangold seconded the motion.
- VOTE**
- The motion passed unanimously.
18. **EXECUTIVE SESSION** The Board of Directors of Medina Regional Hospital District went into Closed Session, at 7:45 p.m., this date November 27, 2023. The Closed Session is being held pursuant to Section 551.074 of Texas Government Code.
- CONSIDER PERSONNEL MATTERS – SECTION 551.074
- The Board of Directors of Medina Regional Hospital District adjourned Closed Session at 7:50 p.m. and returned to Open Session at 7:51 p.m.
19. **CONSIDER ANY NECESSARY ACTION FROM EXECUTIVE** No action was taken.


**SESSION INCLUDING
APPROVAL OF THE
CREDENTIALING
COMMITTEES
APPOINTMENTS/
REAPPOINTMENTS
MADE BY THE
MEDICAL STAFF**

20. ADJOURNMENT

There being no further business to come before the Board, the meeting was adjourned at 7:51 p.m.



Tim Hardt, President



Tony Johnson, Secretary