

MINUTES
BOARD OF DIRECTORS
MEDINA COUNTY HOSPITAL DISTRICT

June 24, 2024

TIME AND PLACE: The Medina County Hospital District Board of Directors met in regular session on Monday, June 24, 2024, 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
Judy Winkler, Director
Zachary Windrow, MD, Director
William “Bill” Bain, 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: Lauren Witt, Clinic Administrator and Valeria Norris, Call Center Director

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 had seven members with seven members present, representing a quorum.
2. **PUBLIC COMMENT** There was one member of the public present.
3. **BOARD EDUCATION Call Center Software Demonstration** Ms. Witt and Ms. Norris presented a brief demonstration of the Call Center Software.

CONSENT AGENDA

4. **CONSIDER APPROVAL OF MINUTES**
A. Regular Session of May 20, 2024 The Minutes from the Board Meeting of May 20, 2024, were approved as presented in the Board Packet.
5. **CONSIDER APPROVAL OF CHIEF NURSING OFFICER’S REPORT** Ms. Deen reported the following: MHS strives to provide professional growth and development opportunities to their team leaders, as such, several MHS Leaders attended the MUSE Inspire Conference in Colorado Springs, Colorado. The annual conference provides networking opportunities, an array of education presentations, and peer group meetings for critical access hospitals and Maas Meditech clients. Medina Healthcare System leaders joined the Texas Hospital Association four-part series education on CMS Conditions of Participation for Critical Access Hospitals webinar. Lisa DuBose, Employee Health/Infection Preventionist attended the annual Association for Professionals in Infection Control and Epidemiology Conference. The

conference brings a dynamic group of healthcare professionals, researchers, educators, and industry leaders to connect, collaborate and share the future of infection prevention. Robin Harkins, Quality Analyst, attended the 2024 Texas Health Association Critical Access Hospital Quality Improvement Bootcamp. During the bootcamp they reviewed a wide range of topics that included quality improvement such as PDCA/PDSAs, collecting and analyzing data, labeling events, readmissions, QI committees, dashboards, MBQIP measures, and workplace violence. Kristi Evans, Trauma Program Manager, successfully completed the Texas EMS, Trauma Acute Care Foundation (TETAF) Hospital Data Management Course (HDMC), which is designed to improve the skill sets of the data entry specialist specific to data input, data abstraction, and statistical reporting. Jackie Williams, Maternal Services Director, completed her Bachelor of Science in Nursing Degree. Lupita Hernandez, ED Director, attended the annual Southwest Texas Regional Advisory Council (STRAC) Conference in San Antonio. The conference provided representatives from the region opportunities to network and learn different topics to improve trauma services within their facilities.

On June 2nd, the third ultrasound machine was delivered to the Imaging Department. For the month of May, imaging services had a 20% increase in revenue. The Quality Improvement scorecard was presented. Ms. Deen and Christie Paoletti, Swingbed Coordinator, volunteered at the Community Care Center in Hondo.

The Emergency Department received the Tele-Psych Device last week and are preparing to go live with tele-psychiatric services on June 27th.

6. CONSIDER APPROVAL OF CHIEF OPERATING OFFICER'S REPORT

Ms. Lowe reported the following: Contract Agency Physician Assistant, Eddie Gelber, is providing coverage in the clinics until August 23rd. This will provide flexibility in the schedule while recruiting for full time providers. Jordan Adams, Physician Assistant, with pediatric focus, has joined Medina Healthcare System. Her first day was today, June 24th. Brooklyn Anderson, MD, has expressed interest in joining the provider team at Medina. She is originally from Devine and will complete residency in June 2025. Focus is on the recruitment of at least one additional Physician Assistant and/or Nurse Practitioner.

Dr. Jorge Munoz, Gastroenterologist, signed a contract and will start September 1, 2024. He will be a full-time Gastroenterologist at Medina Healthcare System.

Dr. Ian Thompson, Urologist, has been provided with an agreement for review. He was in Hondo for a final review of the clinical space. He will be here on Fridays and will offer ER consultation 24/7.

Medina Healthcare System is working to add non-intervention Cardiology as a new service line. Ms. Bell met with Dr. Michael Lane at STRG to ensure the CT scanner meets physician needs. Dr. Garcia, Cardiologist, and his team are working closely with Dr. Lane.

Orthopedic specialty continues to be a focus for development. Dr. Gerken is only at the Castroville Specialty clinic once a month and has a backlog on the Castroville schedule. Ms. Lowe is working with Dr. Altman and his team for general orthopedics. Dr. Brandon Stein, Orthopedics, continues to express interest in collaborating with Medina Healthcare System.

Connection with the Physician Relations team at Methodist Westover Hills has begun to ensure we work collaboratively on the patient needs in this area. TORCH Clinically Integrated Network update was provided. Medina Healthcare System entered into an agreement with ChartSpan for Chronic Care management support and streamlining services. Main Street update was provided. Lab continues to see an increase in lab test volume and revenue. Weekend Clinic continues to stay consistent with volume; as of May 16th, the clinic has seen a total of 993 patients.

Valeria Norris, Call Center Director, has been at the helm for a month. She has made amazing strides in this department. The customer service percentage remained high and the response to calls rate is in line with the goal. Ms. Norris is focused on quality of the interactions with callers. For the month of May there were 15,639 calls, 764 dropped calls and the call center service level was 95%.

7. CONSIDER MEDICAL STAFF REPORT

Dr. Windrow commented there are no issues/concerns to report on behalf of the medical staff.

8. CONSIDER PUBLIC CORRESPONDENCE REPORT

Mr. Johnson presented the public correspondence report for the month of June. There were 11 questionnaires returned from patients after receiving care at MHS. There were no negative comments.

MOTION

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

VOTE
The motion passed unanimously.

9. CONSIDER CHIEF EXECUTIVE OFFICER'S REPORT

Ms. Bell reported the following: The Emergency Department volume continues to be strong. Patient Connect, the new patient portal through Meditech has improved the patient experience for interacting with the rural health clinics. Additionally contract service cost decreased by eliminating the dictation service used with the previous EMR. The quality of our documentation has improved, as noted by representatives from multiple payers, including Humana Managed Medicare, during routine audits. Average Patient Charges Per Discharge by Primary Financial Class graph was provided. Reed, Claymon, Meeker, Krienke & Spurck, released the Texas Hospital District Tax Rate Report for 2019-2023. This annual report outlines Texas hospital district tax rates with stratified data by district, county, market value, taxable value, M&O rate, I&S rate, total rate and actual levy; a copy of the report was provided. Medina County Hospital District ranks 111 of 142 hospitals by tax rate and 44 of 142 hospitals by actual levy at \$5,649,393 at a tax rate of 0.0898. Medina Regional Hospital has 208 active indigent health care clients and 160 active charity care clients as of May 31, 2024. Total uncompensated care costs in 2023, were \$9,076,451, a deficit of \$3,427,058 from tax revenue.

Congratulations to our Quality Director, Andrea Casas. Ms. Casas' abstract for the Medical Safety Performance Improvement Project was selected by the Texas Department of State Health Services (DSHS) for presentation at the state's annual Healthcare Safety Conference.

Ms. Bell provided updates on the following projects: Sidewalk Project, WIC Building Renovations, Alternate Power, Physical Therapy Expansion, 3010 Avenue G. property purchase.

Ms. Bell, Marc Strode, and Dr. Lane of South Texas Radiology Group (STRG) met on June 11 to discuss the CT machine. Dr. Lane is one of the top cardiac imaging experts in the country. His input was requested to ensure we select the ideal CT machine. Dr. Lane's recommendations were extremely beneficial. He is working directly with the GE representative to create a package within the approved budget to meet the needs of future cardiac service line development and expand exam menus for specialty care.

A Targeted Marketing Campaign kicked off to highlight local access to excellent healthcare. Medina Healthcare System submitted articles that ran in the county papers, Hondo Anvil Herald and Devine News. Classified ads for open positions were also added back into the county papers. Ms. Bell and Ms. Lowe represented the hospital at the city's Economic Development Workshop. Medina Healthcare System has partnered with vendor, Terryberry, to manage the Employee Service Award Program. Through integration with our payroll system, employee anniversary dates trigger award processing at key milestones. This program does not replace the Annual Service Award Luncheon but is a new approach to gift distribution.

MOTION

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

VOTE

The motion passed unanimously.

10. CONSIDER FINANCIAL REPORT

A. Consider approval of the May 2024 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 May 2024 as presented during the Finance Committee meeting. Ms. Winkler seconded.

VOTE

The motion passed unanimously.

11. CONSIDERATION AND APPROPRIATE ACTION ON CONCORD PHYSICIAN GROUP FOR EMERGENCY DEPARTMENT

Ms. Bell informed the Board that VEA was notified in writing that we are terminating our agreement effective August 30, 2024. Concord Physician Group will be providing physician coverage for the Emergency Department, effective August 31, 2024.

MOTION

Mr. Johnson made a motion to approve Concord Physician Group for Emergency Department Physician Coverage Ms. Mangold seconded.

**PHYSICIAN
COVERAGE**

VOTE

The motion passed unanimously.

**12. UPDATE ON
CAMPUS SIGNAGE**

Ms. Bell presented a campus signage PowerPoint. No action was taken. Informational only.

**13. UPDATE OF
DRAINAGE OPTIONS
FOR 31ST STREET
AND FM462S**

Ms. Bell provided a brief summary of the drainage options for 31st Street and FM462S. No action taken. Informational only.

**14. ANNUAL REVIEW OF
THE MEDINA
HEALTHCARE
SYSTEM'S BYLAWS
OF THE BOARD OF
DIRECTORS**

Ms. Bell noted that this is an annual review of the Medina Healthcare System's Bylaws of the Board of Directors and there have been no changes made since the last Board approval.

MOTION

Ms. Winkler made a motion to approve the Medina Healthcare System's Bylaws of the Board of Directors as presented in the Board packet. Dr. Young seconded the motion.

VOTE

The motion passed unanimously.

**15. ANNUAL REVIEW OF
THE MEDINA
HEALTHCARE
SYSTEM'S PUBLIC
FUNDS INVESTMENT
POLICY AND
RESOLUTION**

Mr. Frosch noted that this is an annual review of the policy and there have been no changes made since the last Board approval.

MOTION

Ms. Mangold made a motion to approve the Medina Healthcare System's Public Funds Investment policy as presented in the Board packet. Dr. Windrow seconded the motion.

VOTE

The motion passed unanimously.

**16. ANNUAL REVIEW OF
THE MEDINA
HEALTHCARE
SYSTEM'S
INVESTMENT PLAN
POLICY**

Mr. Frosch noted that this is an annual review of the policy, and the only change is the addition of investment pools. No other changes were made since the last Board approval.

MOTION

Dr. Young made a motion to approve the Medina Healthcare System's Investment Plan policy presented in the Board packet. Ms. Winkler seconded.

VOTE

The motion passed unanimously.

**17. CONSIDERATION
AND APPROPRIATE
ACTION ON CD
INVESTMENT
OPTIONS**

Mr. Frosch provided a summary of the CD investment options and the TexPool Investment Pool.

No action taken. Informational only.

18. EXECUTIVE SESSION

The Board of Directors of Medina Regional Hospital District did not go into Closed Session, this date June 24, 2024.

**19. CONSIDER ANY
NECESSARY ACTION
FROM EXECUTIVE
SESSION**

20. NEXT BOARD MEETING

JULY 22, 2024

21. ADJOURNMENT

There being no further business to come before the Board, the meeting was adjourned at 8:00 p.m.



Tim Hardt, President



Tony Johnson, Secretary