University Medical Center of Southern Nevada
Governing Board
September 25, 2019

UMC Emerald Room
901 Rancho Lane, Suite 180
Las Vegas, Clark County, Nevada
Wednesday, September 25, 2019
2:00 p.m.

The University Medical Center Governing Board met in regular session, at the location and date above, at the hour of 2:00 p.m. The meeting was called to order at the hour of 2:05 p.m. by Chair O'Reilly. The following members were present, which constituted a quorum of the members thereof:

CALL TO ORDER

Board Members:

Present:
John O'Reilly, Chair
Donald Mackay, M.D., Vice-Chair (via phone)
Robyn Caspersen
Harry Hagerty
Laura Lopez-Hobbs
Christian Haase
Mary Lynn Palenik
Renee Franklin

Absent:
Jeff Ellis, Excused

Ex-Officio Members:

Present:
Barbara Fraser, Ex-Officio
Dr. John Fildes, Interim Dean

Absent:

Others Present:
Mason VanHouweling, Chief Executive Officer
Susan Pitz, General Counsel
Terra Lovelin, Board Secretary

SECTION 1. OPENING CEREMONIES

PLEDGE OF ALLEGIANCE

ITEM NO. 1 PUBLIC COMMENT

Chair O'Reilly asked if there were any persons present in the audience wishing to be heard on any item on this agenda.

Speakers: None

ITEM NO. 2 Approval of minutes of the regular meeting of the Governing Board on August 28, 2019. ***(Available at*** **University** ***Medical Center, Administrative Office) (For possible action)***

FINAL ACTION: A motion was made by Member Hagerty that the minutes be approved as recommended. Motion carried by unanimous vote.

ITEM NO. 3 Approval of Agenda ***(For possible action)***

FINAL ACTION: A motion was made by Member Franklin that the agenda be approved as recommended. Motion carried by unanimous vote.

SECTION 2. CONSENT ITEMS

A motion was made by Member Franklin to approve the items on the Consent agenda listed below as recommended. Motion carried by unanimous vote.

ITEM NO. 4 Approve the Master Services Agreement and Project Service Addendums between EDCO Health Information Systems, Inc. and University Medical Center of Southern Nevada; authorize the Chief Executive Officer to exercise any extension options; and take action as deemed appropriate. ***(For possible action)***

DOCUMENT(S) SUBMITTED**:**
- Master Services Agreement
- BAA
- EDCO Addendums 4492, 4482, 4489
- DOO

ITEM NO. 5 Approve the Master Agreement and Service Orders between Bottomline Technologies Inc., and University Medical Center of Southern Nevada; authorize the CEO to sign future extensions or orders within his delegation; and take action as deemed appropriate. *(For possible action)*

DOCUMENT(S) SUBMITTED**:**
- Bottomline BAA
- Bottomline Master License Agreement
- Bottomline Pre-Capture Quote
- Bottomline PS Quote
- Bottomline Patient Authentication
- Bottom Line Logical Ink
- Bottomline DOO
- CDWG IT Sourcing Letter
- CDWG Quotes 1, 2, 3, 4
- CDWG DOO

ITEM NO. 6 Approve the Fifth Amendment to the Master Services Agreement and Services Agreement for Perfusion and Related Services with SpecialtyCare, Inc.; and take action as deemed appropriate. *(For possible action)*

DOCUMENT(S) SUBMITTED**:**
- Fifth Amendment
- DOO

ITEM NO. 7 Approve and recommend for approval by the Board of Hospital Trustees the amendments to the UMC Medical and Dental Staff Bylaws and Rules & Regulations, as approved by the UMC Medical Executive Committee on August 27, 2019; and direct staff accordingly. *(For possible action)*

DOCUMENT(S) SUBMITTED**:**
- Medical Staff Bylaws Proposed Amendments

SECTION 3: BUSINESS ITEMS

ITEM NO. 8 Receive a refresher education from Shaunda Phillips, UMC Risk Manager on patient complaints and grievance handling process; and take any action deemed appropriate. *(For possible action)*

DOCUMENT(S) SUBMITTED**:**
- Presentation – Complaints and Grievance Process

DISCUSSION: Ms. Phillips provided the Board with an overview of the grievance and complaint processes.

We are required to have a complaint and grievance process because we participate with Medicare and Medicaid.

A complaint or grievance starts out as an issue of dissatisfaction.

A complaint is an issue of dissatisfaction that is expressed by a patient while in house. The nursing staff at the bedside are the ones who primarily handle these cases.

A grievance is an issue of dissatisfaction received after a patient has been discharged. We have to send them written acknowledgement within seven days of receipt. An investigation is then done and a written response is provided to them. All responses are tracked in a database.

Billing issues do not rise to the issue of a grievance required to follow this process.

We utilize a single tracking system that individuals have access to and these are reported on a quarterly basis to the patient safety committee.

ITEM NO. 9 Receive an educational presentation on the findings and results of UMC's Research Day and the importance of nursing research to the magnet journey; and take any action deemed appropriate. *(For possible action)*

DOCUMENT(S) SUBMITTED**:**
- Presentation – Evolution of Nurse-Driven Research at UMC
- 2019 Category Winners

DISCUSSION: Deb Fox, Chief Nursing Officer presented an overview of clinical research.

Clinical research is the study of health and illness in people. It is the way we learn how to prevent, diagnose and treat illness.

There are two types of research, qualitative and quantitative.

Research is important to improve health, wellbeing, and quality of life as well as extend unique knowledge and its application of recognized professions.

Because we use human subjects in our research we have protected elements of human subject research. At UMC we have an institutional review board that protects our human subjects as well as CITI training (Collaborative Institutional Training Initiative).

The UMC nursing model was shown and centers around UMC Nursing Research.

If a nurse wants to participate in a clinical trial, it can start at UMC IRB, then go to our council and go on from there. If another discipline wants to conduct research, then it begins at our Research Council then it goes through Ron Roemer and the IRB.

Specific research activities:
Research council work
Annual Research Day
National Poster and Podium Presentations
Publication
UNLV SON Partnership Activities

Annual Nursing Research Day
53 posters in year one and 75 in year two
Expanded to all disciplines
Juried poster competition
Jointly sponsored by UMC Nursing and UNLV SON

Categories of poster submission include:
-Clinical Research
-Completed Clinical Project
-Proposed Clinical Project
-Knowledge Enhancement

Ms. Fox recognized those clinicians who won in various categories.

Michael Collins, charge nurse on 1400 introduced some of his co-workers on the Unit Based Council and his poster.

Jennifer Millet, Director of Med Surge introduced her team and their poster related to pressure injury prevention and management.

Dina Bailey, Pediatric Trauma Coordinator presented her second place poster titled, Shaken Baby Syndrome Discharge Education: A Child Abuse Prevention Program".

Cathy Hammel presented her and Deb Fox's Shared Governance Hybrid Model.

Chair O'Reilly requested that the last two posters be sent to the board so they could take a further look at them.

FINAL ACTION: None taken

ITEM NO.10 Recognize TeamUMC for a successful "Those Happy Days Car Show" and receive a donation in the amount of $5,000.00 from the event for Children's

Hospital of Nevada at UMC; and take any action deemed appropriate. *(For possible action)*

DOCUMENT(S) SUBMITTED**:**
- None submitted

DISCUSSION: Chris Jones, Director of Radiology and also the Chair of Team UMC presented a check to Dr. Vohra and the Children's Hospital in the amount of $5,000 from the proceeds of the, "Those Happy Days Car Show".

Mr. Jones thanked the entire Team UMC as it is very much a group effort to undertake this every year.

FINAL ACTION: None taken
Items 11 and 12 will be taken together

ITEM NO. 11 Receive a report from the Governing Board Human Resources and Executive Compensation Committee; and take any action deemed appropriate. *(For possible action)*

ITEM NO. 12 Approve the recommendation of the Human Resources and Executive Compensation Committee's review of CEO performance and recommend merit salary adjustment and performance bonus for fiscal 2019; and take any action deemed appropriate. *(For possible action)*

DOCUMENT(S) SUBMITTED**:**
- None submitted

DISCUSSION: Member Lopez-Hobbs gave a brief report from the last HR committee meeting on September 12, 2019.

The committee recommended a merit increase of 10% and a bonus of 98% based on the input and recommendations from the other committees.

Mr. VanHouweling thanked his leadership team and the HR committee for their evaluation.

FINAL ACTION: A motion was made by Member Franklin to approve as recommended. Motion carried by unanimous vote.

ITEM NO. 13 Receive a report from the Governing Board Audit and Finance Committee; and take any action deemed appropriate. *(For possible action)*

DOCUMENT(S) SUBMITTED**:**
- None submitted

DISCUSSION: Member Palenik provided a report from September 18, meeting since she was acting chair.

There was no public comment and the minutes and agenda were approved.

The committee received a presentation from representatives of Silver State on the Accountable Care Organization. The August FY20 financials were reviewed and a robust discussion ensued regarding the four CEO FY20 goals. Two emerging issues were mentioned including a response to a possible shooter at the hospital. Also, the triad of continuum of care was brought up and a good discussion ensued.

ITEM NO. 14 Receive a report from the Governing Board Strategic Planning Committee; and take any action deemed appropriate. *(For possible action)*

DOCUMENT(S) SUBMITTED**:**
- None submitted

DISCUSSION: Chair Hagerty mentioned that they held a brief telephone meeting on September 19, 2019 to approve the CEO FY20 goals. The committee agreed on five goals and those goals were forward to the HR committee

Minutes from the August meeting were also approved.

FINAL ACTION: None taken

ITEM NO. 15 Receive a report from the Governing Board Clinical Quality Committee; and take any action deemed appropriate. *(For possible action)*

DOCUMENT(S) SUBMITTED**:**
- None submitted

DISCUSSION: Dr. Mackay provided a summary from the September 23, 2019 meeting.

The committee met briefly by phone and approved the August minutes as well as the amended medical and dental bylaws, which are also on the consent agenda today for approval by this board and the BCC.

The committee also discussed and finalized the CEO FY20 performance objectives and goals and forwarded them to the HR Committee.

FINAL ACTION: None taken

ITEM NO. 16 Receive the monthly financial reports for August FY20; and take any action deemed appropriate. *(For possible action)*

DOCUMENT(S) SUBMITTED**:**
- FY20 August Financials

DISCUSSION: Jennifer Wakem provided a summary of the financial statements for August FY20.

Total admissions fell a bit below budget by 6.64%
Inpatient surgeries were below budget by 10% (this number is picking up)
Out-patient surgeries were above budget by 5.34%

ER visits were up 10%
Quick cares were up 5% (Centennial continues to do very well, followed by Nellis, and Enterprise)
Primary Care visits were down 15%

Revenue is up 5.6% (commercial was up 18% on the outpatient side)
Operating expenses were unfavorable to budget
Salaries, wages, and benefits were $1.1 million unfavorable to budget

Chair O'Reilly asked how much the labor variance is attributable to the positive revenue variance.

Ms. Wakem replied that a lot of it is; if revenue increases so does SWB.

Total other Expenses were unfavorable by 1.23%

FINAL ACTION: None

ITEM NO. 17. Receive an update on the University of Nevada Las Vegas School of Medicine; and take any action deemed appropriate. *(For possible action)*

DOCUMENT(S) SUBMITTED**:**
None

DISCUSSION: Dr. Fildes provided a few updates to the board.

-3 classes in attendance currently
-60 positions available for the next incoming class with over 1,600 applications submitted
-Graduates are doing well and are being placed in jobs in Nevada

Dr. Fildes mentioned a complex issue regarding how residency salaries are generated. In 1996 the Federal Government decided how many positions they would pay for in Nevada and they have not changed it since. The residents and fellows above that number are supported by clinical revenue.

-Medical District bond approved by the Board of Regents
-Discussions regarding co-branding are ongoing

Member Caspersen asked Dr. Files what challenges or surprises he has found in his new role.

Dr. Fildes replied that he was impressed with how fast the new medical building project was moving along and the cooperation he sees at every level. He did not anticipate however, how hard it is to manage the school's budget due to the unexpected changes on the revenue side and the introduction of budgeted and non-budgeted expenses.

ITEM NO. 18 Receive an update from the Hospital CEO; and take any action deemed appropriate. *(For possible action)*

DOCUMENT(S) SUBMITTED**:**
- None Submitted

DISCUSSION: Mr. VanHouweling provided the following updates.

-Successful EPIC Upgrade
-Flu shots are underway
-Supplemental payment cuts discussed
-Joint Commission visit in March
-Activity brochure created by Danny and his team
-American College of Surgeons Trauma Survey October 15-16
-LED parking lot light upgrade complete for increased safety
-Enterprise clinic refresh underway
-UMC's Wellness Fair (86 car seats installed) put on by Healthy Living Institute
-October 1, Blood Drive at Delta Point

Chair O'Reilly asked for an update with the usage of Epic by physicians.

Dr. Lippmann commented that the number of physicians with deficiencies is very small and those that do not complete their charts are put on suspensions. He estimates that UMC is close to 99% of physicians using Epic to complete their charts.

SECTION 4: EMERGING ISSUES

ITEM NO. 19 Identify emerging issues to be addressed by staff or by the Board at future meetings; and direct staff accordingly. ***(For possible action)***

None

COMMENTS BY THE GENERAL PUBLIC:

Dave Baldwin with UMC Engineering thanked the Board for giving Mr. VanHouweling an increase. He also added that the engineering team is ready to assist in any way for the JACHO inspection.

Mr. Baldwin also thanked the Governing Board for taking the time to sit on the board and for all their support and hard work.

There being no further business to come before the Board at this time, at the hour of 3:45 p.m. Chair O'Reilly adjourned the meeting.

Minutes Prepared by: Terra Lovelin

APPROVED: October 30, 2019