University Medical Center of Southern Nevada
Governing Board
August 29, 2018

UMC ProVidence Suite
Trauma Building, 5th Floor
800 Hope Place
Las Vegas, Clark County, Nevada
Wednesday, August 29, 2018
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 John 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
Robyn Caspersen
Harry Hagerty
Laura Lopez-Hobbs
Christian Haase
Renee Franklin
Mary Lynn Palenik (Via Phone)
Jeff Ellis

Absent:
None

Ex-Officio Members:

Present:
Dr. Frederick Lippmann, Chief of Staff
Barbara Fraser, Ex-Officio
Michael Gardner, M.D., UNLV School of Medicine

Absent:
Barbara Atkinson, M.D., UNLV School of Medicine

Also 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 John 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 UMC Governing Board on July 25, 2018. *(Available at* University *Medical Center, Administrative Office) (For possible action)*

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

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

Member Caspersen wanted to point out that number 8, 9 and 10 did not go through the Audit and Finance Committee; they came straight to the Governing Board.

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

SECTION 2. CONSENT ITEMS

ITEM NO. 4 Approve the Provider Agreement between Kathleen Wairimu, MD and University Medical Center of Southern Nevada; and take action as deemed appropriate. *(For possible action)*

DOCUMENT(S) SUBMITTED**:**
- Provider Agreement
- Business Associate Agreement
- Disclosure of Ownership

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

ITEM NO. 5 Approve the Master Agreement for Energy Management Services with Kinect Energy, Inc. and the Base Contract for Sale and Purchase of Natural Gas and accompanying Special Provisions to the NAESB Base Contract for Sale and Purchase of Natural Gas with World Fuel Services, Inc.; authorize the Chief Executive Officer to execute any option years; and take action as deemed appropriate. *(For possible action)*

DOCUMENT(S) SUBMITTED**:**
- Master Agreement
- Special Provisions
- Base Contract and Sales and Purchase of Natural Gal
- Kinect CTA Disclosure Document
- Kinect Energy DOO
- World Fuel Services DOO

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

ITEM NO. 6 Approve and recommend for approval by the Board of Hospital Trustees for University Medical Center of Southern Nevada, the Engagement Letter for Legal Services with Powers Pyles Sutter & Verville, PC in connection with Medicare appeals; and take action as deemed appropriate. *(For possible action)*

DOCUMENT(S) SUBMITTED**:**
- Engagement Letter

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

ITEM NO. 7 Approve the RFP No. 2018-01 Clinical Engineering and Equipment Distribution Management Services to Compass Group USA, Inc.; approve the Agreement for Clinical Engineering and Equipment Distribution Management Services (Lot 1); authorize the Chief Executive Officer to approve the addition or deletion of equipment and/or services for any offsite clinic and satellite locations within the not-to-exceed amount of this Agreement and exercise any extension options; and take action as deemed appropriate. *(For possible action)*

DOCUMENT(S) SUBMITTED**:**
- Agreement

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

ITEM NO. 8 Approve and recommend for approval by the Board of Hospital Trustees for University Medical Center of Southern Nevada, the settlement agreement in the matter of District Court Case A-16-730054-C, entitled *Cruz Gallegos-De-Betancourt vs. University Medical Center of Southern Nevada, et al.*; and authorize the Chief Executive Officer to execute the necessary settlement documents. *(For possible action)*

DOCUMENT(S) SUBMITTED**:**
- Settlement Agreement

FINAL ACTION: A motion as made by Dr. Mackay to approve as recommended. Motion carried by unanimous vote.

ITEM NO. 9 Approve Amendment One to Professional Services Agreement for Cardiology Professional Services and related Medical Directorship with Nevada Heart and Vascular Center (Resh) LLP; and authorize the Chief Executive Officer to sign the Amendment. *(For possible action)*

DOCUMENT(S) SUBMITTED**:**
- NV Heart Amendment 1

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

ITEM NO. 10 Approve, and recommend for approval by the Board of Hospital Trustees, amendments to the UMC Medical Staff and Dental Staff Bylaws, Rules & Regulations, and accompanying Peer Review Policies; as accepted and voted on by the Medical Executive Committee on July 24, 2018. *(For possible action)*

DOCUMENT(S) SUBMITTED**:**
- MEC Bylaws Summary
- Peer Review Policies

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

SECTION 3: Business Items

ITEM NO. 11 Recognize TeamUMC for a successful “Those Happy Days Car Show” and receive a donation in the amount of $4,906.36 from the event for Children’s Hospital of Nevada at UMC.” *(For possible action)*

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

DISCUSSION: Aaron Stagg with Team UMC presented a $5,000 check to the Children's Hospital. The money was raised from the annual, Those Happy Days Car Show. This fundraiser grows every year and Mr. Stagg thanked Mr. VanHouweling and the community for supporting it.

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

ITEM NO. 12 Accept a donation in the amount of $14,000 from Bob Fleming to Children's Hospital of Nevada. ***(For possible action)***

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

DISCUSSION: Eve Olivero, Community Relations Coordinator explained the history of this fundraiser that is generously put on by Bob Fleming, who is unable to be in attendance today. Mr. Fleming had a niece who was ill and wanted to do something for the Children's Hospital. Mr. Fleming has raised $14,000 this year for the Children's Hospital.

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

ITEM NO. 13 Receive education from Jennifer Gaca, Associate Administrator, Quality and Performance Improvement on patient complaints and grievance handling process. ***(For possible action)***

DOCUMENT(S) SUBMITTED**:**
- Complaints and Grievances Education

DISCUSSION: Ms. Gaca wanted to provide the Board with an understanding of how her team processes and responds to complaints and grievances.

CMS provides rules and guidelines on what defines a grievance and what processes must be followed.

The hospital must establish a process for prompt resolution of patient grievances and must inform each patient whom to contact to file a grievance. UMC has signs posted throughout the hospital regarding this.

Grievance Definition: Formal or informal written or verbal complaint that is made to the hospital by a patient, or patient's representative, regarding the patient's care when the complaint is not resolved at the time of the complaint by staff present.

Complaint Definition: Expression of dissatisfaction brought to the attention of personnel. A complaint can be resolved by the staff present at the time of the complaint. A complaint is not considered a grievance unless it cannot be resolved at the time of the complaint by staff present, is postponed for later resolution, and/or requires further action.

Ms. Gaca explained the process when a complaint comes in and then the route it follows to either the Patient Experience team and/or Risk Management department.

FINAL ACTION: None

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

DISCUSSION: Member Hagerty, Chair of the Strategic Committee provided a summary of the last meeting.

The committee heard the FY18 Year in review statistics. Many good things have been accomplished this year including two new clinic openings and the start of the Pathways to Magnet process for obtainment.

Service lines for strategic growth were reviewed and a lot of data was in the report.

The committee asked for a plan to accelerate capital spending, therefore a meeting will be held in September rather than waiting for the originally scheduled meeting in October.

Chair O'Reilly commented that he attended this meeting as well and there was a good discussion regarding UMC's future development.

FINAL ACTION: None

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

DISCUSSION: Dr. Mackay, Chair of the Committee provided a summary of the last meeting.

A member of the public was present and commented on her emergency treatment at UMC in the past. The individual thought that follow-up for an injury was inefficient. The plan was to obtain a referral to an appropriate physician for this individual.

A report from Shana Tello was provided regarding changes to the Medical and Dental Staff Bylaws and Rules and Regulations of UMC, including the peer review process which were approved by the Medical Executive Committee on

July 24, 2018. The Committee voted unanimously to approve those changes, and recommended approval by the Governing Board and the Board of County Commissioners.

A report from Haley Hammond on HCAHPS scores for UMC was provided. There was overall improvement in Patient Satisfaction Scores from second quarter of 2017 through second quarter of 2018 with the exception of a slight decline in scoring for patients receiving discharge information in writing. The greatest improvement occurred in the Quietness category. Patients are offered earplugs and many use them. There was also significant improvement in communication between nurses and doctors with patients.

Haley Hammond also gave the committee an update on the iCare4U program. All units are receiving positive feedback. Assistance is available to staff when coaching is required, and when necessary the iCare4U team assists nurses in dealing with patient issues.

The last update the committee received was on Quality Measures and the Culture of Safety Survey from Jennifer Gaca, Associate Administrator, Quality and Performance Improvement.

FINAL ACTION: None

ITEM NO. 16 Receive a report from the Governing Board Audit and Finance Committee; and take any action deemed appropriate. ***(For possible action)***

DISCUSSION: Robyn Caspersen, Chair of the Committee provided the following summary from the last meeting.

The committee has had a few students from the UNLV School or Nursing program in attendance to observe as part of their curriculum's requirement.

Two monthly financial reports were provide and they will be discussed at the meeting today. The first report was for June 2018 and we finished the fiscal year of 2018 with a positive net result.

The external auditors BDO, start their auditing next month and will be on site.

The CEO's goals for 2018 will be presented at the September meeting.

The report to spend down the capital funds will be provided at September's meeting.

FINAL ACTION: None

ITEM NO. 17 Receive the monthly financial reports for June and July FY18; and take any action deemed appropriate. *(For possible action)*

DOCUMENT(S) SUBMITTED**:**
- FY 2018 June Year to Date
- FY 2019 July

DISCUSSION: Jennifer Wakem provided a summary of the June 2018 financials.

Year to date earning are $1.7 million, budget was $15 million so we were below budget by $13.3 million. It was noted that this budget was very aggressive.

- Net hospital revenue for June was above budget by $1.4 million
-Total Admissions were 1,808 above prior year by 10.7 %
-LOS was down 3.8% from prior year
-In Patient Surgery cases totaled 902, above prior year by 18.7%
-Quick Care visits totaled 12,514, above prior year by 2.9%
-Primary care visits totaled 5,070, below prior year by 10.5%
-ER visits for the month were 8,086, below prior year by 4.1 %

Salaries, benefits, overtime and contractual labor were $1.5 million over budget, mainly due to benefits and overtime.

Chair O'Reilly asked for a trend on divert hours.

Ms. Wakem discussed the July 2018 Financials next.

- Net hospital revenue for June fell short of budget by 4.4%
-Income from Operations for the month beat budget by $113,000
-Total Admissions were 2,062, above prior year by 16.2 %
-LOS was down 11.6%
-In Patient Surgery cases totaled 922, above prior year by 30.8%
-Quick Care visits totaled 12,127, below prior year by 12.5%
-Primary care visits totaled 4,064, above prior year by 34.7% (Southern Highlands is doing extremely well, followed by Sunset and Spring Valley)
-ER visits for the month were 8,086, below prior year by 4.1%

Member Hagerty asked what the relationship is between admissions and adjusted patient days (APD).

Ms. Wakem replied that you typically want the APD's to be as low as they can be.

FINAL ACTION: None

ITEM NO. 18 Receive an update on the University of Nevada Las Vegas School of Medicine; and take any action deemed appropriate. ***(For possible action)***

DISCUSSION: Dr. Gardner provided the update in place of Dean Atkinson.

UNLV had a great meeting with UMC regarding the Master Affiliation Agreement. The ultimate goal is to have a true academic health center within walking distance to the hospital by 2025.

Last Friday, the school had their annual White Coat ceremony where they welcome the first year students. The school has already received 1,200 applications for only 60 spots for next year's class.

The practice plan is doing well and they are happy to be in the black.

The School is actively recruiting physicians who the vast majority of their practice will be at UMC.

Chair O'Reilly asked about the integration of Epic into the school.

Dr. Gardner said there were definitely hiccups but this was by far the smoothest implementation he has been through.

Member Hagerty commented that we should keep appraised on each other's plans.

FINAL ACTION: None

ITEM NO. 19 Receive an update from the Hospital CEO; and take any action deemed appropriate. ***(For possible action)***

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

DISCUSSION: CEO VanHouweling provided the following operational updates.

- UNLV/UMC Strategic retreat occurred recently
- One-Call direct admit process, focusing on direct admits
- 3-T Tesla magnet is up and running
- Cath Lab project is underway with minimal interruption to cardiac business
- Blue Tree has been engaged to help with the optimization of Epic
- Pathways to Excellence document is well underway
- Submitted application for accreditation to ANCC, American Nurses Credentialing Center
- Begun extending hours in Primary and Quick Cares
- UMC will host a blood drive in honor of Oct 1. as well as Stop the Bleed classes
- September 21st at Texas Station: Luncheon for the 50th anniversary of the Burn Care Center, which all Board members are invited to attend

- Leanne Thiemann has been invited back to UMC and has been providing classes to all nurses to help engage and retain
- Jennifer Gaca will be leaving UMC as she is moving to Tennessee with her family, she will be greatly missed
- Kurt Houser was announced at the new Chief Human Resource Officer and will start on September 4

FINAL ACTION: None

SECTION 4: EMERGING ISSUES

ITEM NO. 20 Identify emerging issues to be addressed by staff or by the Board at future meetings; and direct staff accordingly. ***(For possible action)***

Chair O'Reilly mentioned that the 2019 Board meeting schedule will be sent out as draft only for discussion at the next meeting.

COMMENTS BY THE GENERAL PUBLIC:

No comments

FINAL ACTION: None

There being no further business to come before the Board at this time, at the hour of 3:27 p.m. Chair O'Reilly adjourned the meeting.

SECTION 5: CLOSED SESSION

ITEM NO. 21 Go into closed session, pursuant to NRS 241.015(3)(b)(2), to receive information from UMC's Office of General Counsel regarding potential or existing litigation involving a matter over which the Board had supervision, control, jurisdiction or advisory power, and to deliberate toward a decision on the matter; and direct staff accordingly. ***(For possible action)***

Minutes Prepared by: Terra Lovelin, Governing Board Secretary

APPROVED: September 26, 2018