MINUTES OF THE

SANTA FE COUNTY

INDIGENT HOSPITAL & HEALTH CARE BOARD

September 24, 2013

This meeting of the Santa Fe County Indigent Hospital & Health Care Board was called to order on the above-cited date in the Santa Fe County Legal Conference Room, at the County Courthouse at approximately 9:25 a.m. by County Commission Vice Chair Danny Mayfield.

Roll call indicated the presence of a quorum with the following Board members present:

Members Present:

Danny Mayfield, Vice Chair Robert Anaya Liz Stefanics

Member(s) Excused:

Kathy Holian, Chair Miguel Chavez

Staff Present:

Katherine Miller, County Manager
Rachel Brown, Deputy County Attorney
Rachel O'Connor, Community Services Department, Director
Patricia Boies, Community Services
Lisa Garcia, Health Care Assistance Program
Lorice Griego, Health Care Assistance Program
Erik Aaboe, County Manager's Office
Pablo Sedillo, Public Safety Director
Teresa Martinez, Finance Director
Chris Barela, Constitute Liaison

Others Present:

Kathy Armijo-Etre, Christus St. Vincent Judy Williams, Health Policy & Planning Commission, Chair Frances Ong, Housing Authority Board member

III. Introductions

Those present introduced themselves.

IV. Approval of Agenda

Commissioner Anaya moved to approve the agenda and Commissioner Stefanics seconded. The motion passed by unanimous [3-0] voice vote.

V. Approval of Minutes: August 27, 2013

Commissioner Stefanics moved approval and Commissioner Anaya seconded. The motion passed by unanimous [3-0] voice.

VI. Matters of Public Concern - Non-action

None were presented.

VII. Information Items

- A. Comparison of FY-2013 to FY-2014 Claims
- B. Sole Community Provider Hospital Claims FY-2014
- C. Contracted Expenditures for Fiscal Years 2014

Ms. Boies stated there was nothing out of the ordinary to report in the reports. Commissioner Stefanics asked what the highest average claim was historically. Ms. Garcia said it was around \$1,000.

D. HPPC Update

HPPC Chair Judy Williams said no meeting was held in September due to problems with noticing. She anticipated the action plan would be completed soon. This is intended to outline actions that can be taken by the County and by the community.

Commissioner Stefanics asked if there was entity that posted all the meetings. Ms. Miller said each board or committee is responsible for their own notices. The Manager's Office posts the notices on the web but it is up to the departments to send the information. Ms. O'Connor stated the problem in this case was miscommunication between the *New Mexican* and her office. Ms. Brown confirmed that it has to be posted in the newspaper.

Commissioner Anaya asked if the entire schedule could be posted at the beginning of the year. An exorbitant amount of money is spent on newspaper advertising. Ms. Miller said theoretically all regularly scheduled meetings could be posted, but Legal advised against it. Commissioner Stefanics said the Commissioners receive a list of all of the meetings scheduled for the coming month. Ms. Miller noted there are 62 committees and there are many other groups that meet that the Commissioners do not regularly attend. The various committees, boards and task forces change their meeting dates more flexibly.

Commissioner Anaya noted that this could be a matter to bring up at the legislature, since so few people get their information from the newspapers and it is so costly. The public should be apprised of the resources being expended on noticing.

Commissioner Mayfield asked to be provided with a list of all committees and noted any committee created by the Commission has to adhere to the Open Meetings Act. Ms. Miller said there is a complete list on the website. Commissioner Mayfield asked that the issue of noticing be put on the agenda for a regular BCC meeting. Commissioner Anaya asked that the disbanding of the RPA also be discussed.

E. Christus St. Vincent Regional Medical Center

Ms. Armijo-Etre distributed a power point presentation given at a "State of the Hospital" breakfast recently. *[Exhibit 1]* Commissioner Stefanics noted that the CEO is always welcome at the Indigent Health Care meetings. Ms. Armijo-Etre said she would pass that message on to Mr. Tassin.

Ms. Armijo-Etre reviewed hospital statistics involving core measures leading to outcomes, mortality rates, readmission rates and HealthGrades awards. She pointed out the board has approved \$1 million in workforce development. She spoke of the finance challenges including reductions in reimbursements, and future outlook. The comprehensive three-year strategic plan focuses on four key areas: reinvesting in the workforce, upgrading facilities, preparation for health care reform, and aligning around patient and family needs.

Ms. Armijo-Etre said they took pride in the relation forged with HPPC and County Community Services in doing the Community Health Profile. Referring to implementation strategies, Ms. Armijo-Etre said these are integrated into the strategic plan. Implementation strategies are organized by age groups. She noted the investment that has been made in cancer care, the leading cause of mortality.

One comment often made in the focus groups was the frustration with how fragmented the system is so they are working to integrating patient navigation, including centralized registration and scheduling.

Ms. Armijo-Etre reviewed the fund allocations in the community benefits – \$400,000 from Christus St. Vincent and \$200,000 from SVH Support. [Exhibit 2] These were made to providers and are separate from the CARE Connection and sobering center, Project Ann and Project Access.

Commissioner Stefanics asked about the listing for falls on the spreadsheet. Ms. Armijo-Etre indicated that falls are one of the top three leading causes of mortality in seniors and they are bringing in a consultant to help train seniors in fall prevention, in conjunction with County Community Services.

Commissioner Anaya asked about the disparities in the costs of medical care and if St. Vincent provides information on the cost of procedures. He said it was important that consumers know the comparative cost of services. Commissioner Stefanics said the federal government is doing a comparison and hospitals have to post their fees. However, the entities can charge different rates for the type of payer.

Ms. Williams pointed out that hospital billing data includes charges and patient care expenses. The state is not allowed to give out certain kinds of information. Commissioner Stefanics said the Hospital Inpatient Discharge Data, HIDD, can't publish information by hospital or by county; it has to be done in the aggregate. They can only share information with

other governmental entities; they charge a fee and it tends to be several years old.

Ms. O'Connor said her department works closely with the State Epidemiology Department and can get some data through them. Commissioner Anaya said the first priority would be to figure out what data they need, and then request it from community providers. He said the County should gather as much information as possible to pass along to the community so people are better informed and know what to expect. He asked to see mortality rates with other nearby hospitals. Ms. Armijo-Etre said that data is available through HealthGrades and she offered to provide it.

Commissioner Anaya asked if there was a venue for the public to bring in feedback, complaints, etc., something akin to the Landlord/Tenant hotline. Commissioner Stefanics said the Superintendent of Insurance used to have a health care ombudsman, but this has been phased out. Currently, the Southwest Women's Law Center and the Center on Legal Aid have a contract under the Affordable Care Act to receive complaints and appeals. Citing complicated times, Commissioner Anaya asked if there was a role for the County in this process. Ms. O'Connor said her department has been working to get the word out about enrolling people in the New Mexico Health Care Exchange or Medicaid. Health Resources Services Administration (HRSA) has funded grants to Santa Fe to help people navigate through the system. They will be distributing flyers throughout the county and have a website. They will also be working with the jail.

Commissioner Stefanics asked if they were coordinating with HR. Ms. O'Connor said they have just begun the process. Ms. Armijo-Etre said Project Access will be holding a large event to answer questions.

Ms. Ong stated there is a need for a place to go with complaints.

Commissioner Mayfield asked about billing and price agreements between insurance companies and medical providers, and whether everyone would be treated the same. Ms. O'Connor stated it depends on the funding sources and whether those are public. Ms. Armijo-Etre indicated Medicare and Medicaid set the rates which is the minimum that has to be paid. St. Vincent physicians all accept Medicare and Medicaid but not everyone does. Agreements are renegotiated every year. However, people cannot receive a lower level of care, but there can be a choice to spend more. Regarding premature discharge, she said that does not serve the hospital's interest and readmission rates are monitored closely.

Returning to the presentation, Ms. Armijo-Etre spoke of Christus St. Vincent's economic impact in terms of employees, compensation and general input into the overall economy.

Commissioner Mayfield asked how many plans would be on the exchange. Commissioner Stefanics said there are numerous plans for employers and individuals. Ms. Armijo-Etre stated CSV has agreements with all the main plans.

Commissioner Anaya asked that there be something about insurance prominently displayed on the County website. Ms. O'Connor said they are putting that together with links to a big clearinghouse of information. Commissioner Stefanics said Xerox has the contract for

a call center; she will forward the number to staff. Commissioner Anaya said contingency funds could be used to get the information out. Commissioner Mayfield noted that Congressman Lujan did a twitter feed from a health fair and social media can be used to promote new information.

VIII. Matters from Staff [Exhibit 3: Director's report]

Ms. O'Connor highlighted the following:

They have reposted for a nurse, part-time and full-time, for the health care van. They have received good applicants for the full-time position. The van is still operating, although there is an issue with the generator that will have to be attended to. A discussion ensued regarding the mechanical status of the health care van. Ms. O'Connor said it is in relatively good shape.

She distributed flyers for the flu shot clinics. [Exhibit 4] There are individual flyers for various areas of the county and more will be added. Commissioner Stefanics asked that there be something in the Highway 14 area. Ms. Boies explained that DOH was now requiring DOH personnel to administer the vaccines, which makes Saturday and Sunday clinics problematic. There was consensus a request be lodged with DOH to consider a weekend clinic. Commissioner Mayfield asked if shots could be provided to people in cars. Ms. O'Connor said she'd seen that happen and Ms. Armijo-Etre stated CSV has a free drive-up clinic on Saturdays; she will provide the dates.

IX. Matters from the Board

Commissioner Anaya referred to and expanded upon his comments from the previous meeting:

- Relative to the Mobile Health Van vaccines, coordinate with Madrid, Cerrillos, Hwy 14, La Cienega Community Center, Moriarty/Edgewood School District and East Mountain High School
- Expand the County's marketing, outreach and rebranding to create a communication and outreach policy to ensure County information gets to community leaders and the public in a systematic and organized manner
- Build a community resource directory to improve communications; this could be web-based
- Include "Updates from the County" on all County board and committee agendas
- Organize a meeting with the Class A counties (commission and staff around the NMAC conference) to discuss: detention, water, law enforcement, youth services, senior services, public works, and health care and include Class A counties update on this meeting's agenda in the future

A desire was also expressed for having a flu shot clinic on Highway 14.

X. ACTION ITEMS

A. Approval of Indigent Hospital and County Health Claims

Commissioner Stefanics moved to approve 847 claims in the amount of \$384,909.67 as

presented by staff. Her motion was seconded by Commissioner Anaya and passed by unanimous [3-0] voice vote.

XI. **Executive Session**

There was no need for executive session.

XII. Adjournment

no further business to come before the Board, a.m.

Approved by:

**Maya and passed by

**Maya and passed by Having completed the agenda and with no further business to come before the Board, this meeting adjourned at approximately 10:38 a.m.

Danny Mayfield, Vice Chair

Indigent Hospital & Health Care Board

COUNTYCI

Respectfully submitted,

COUNTY OF SANTA FE STATE OF NEW MEXICO

INDIGENT MINUTES PAGES: 30

I Hereby Certify That This Instrument Was Filed for Record On The 30TH Day Of October, 2013 at 12:31:04 PM And Was Duly Recorded as Instrument # 1721878

Of The Records Of Santa Fe County

My Hand And Seal Of Office

	EXHIBIT	
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State of the Hospital

CHRISTUS St. Vincent Regional Medical Center

- Breakfast
- Welcome
- State of the Hospital
- Community Needs Health Assessment
- Q&A

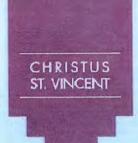
Economic Impact

Number of Employees 1,950

Total compensation and benefits \$160,000,000

Total spent with New Mexico Vendors \$45,018,000

Total Spent in Northern New Mexico \$31,672,293



Numbers at a Glance

Emergency Room visits 53,876

Surgeries

8,910

Outpatient visits

201,263

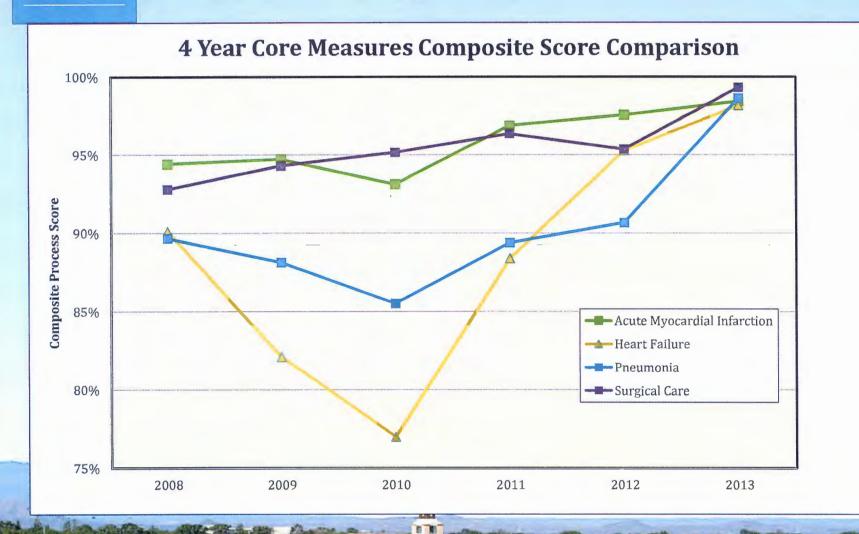
Inpatient Admits

12,652

New Baby Deliveries!

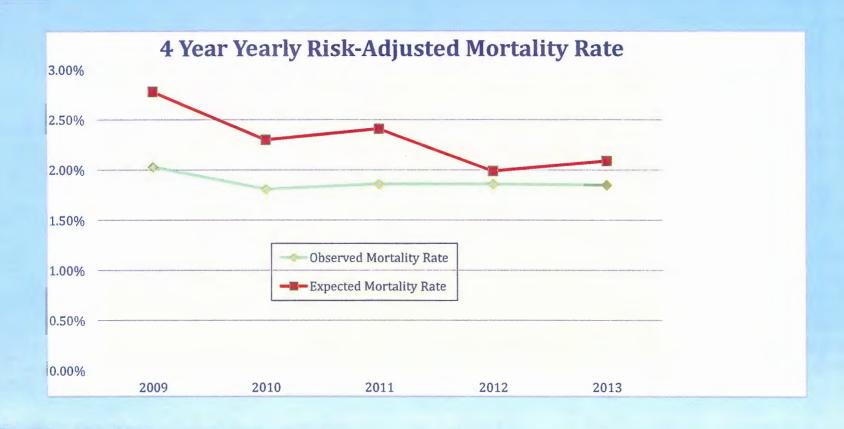
1,235

Core Measures





Low Mortality Rates





Reduced 30-day Readmissions

Readmission rates nearly cut in half between Fiscal Year 2012 and 2013 and are far below national averages

30-day Readmission Rate	CSV	CSV	National		
	FY13	FY12	(2009 to 2012)		
Heart failure	7.7%	13.7%	24.7%		
Acute Myocardial Infarction	5.2%	12.8%	19.7%		
Pneumonia	11.5%	21.1%	18.5%		



HealthGrades - 2013 Specialty Excellence Awards

Top 10% of nation's hospitals who demonstrate superior outcomes

1) <u>Pulmonary Care Excellence Award</u> for chronic obstructive pulmonary disease (COPD) and pneumonia.

COPD	Actual	Predicted	
In-Hospital Mortality	0.43 %	1.97 %	
180-day Mortality	12.55 %	19.95 %	

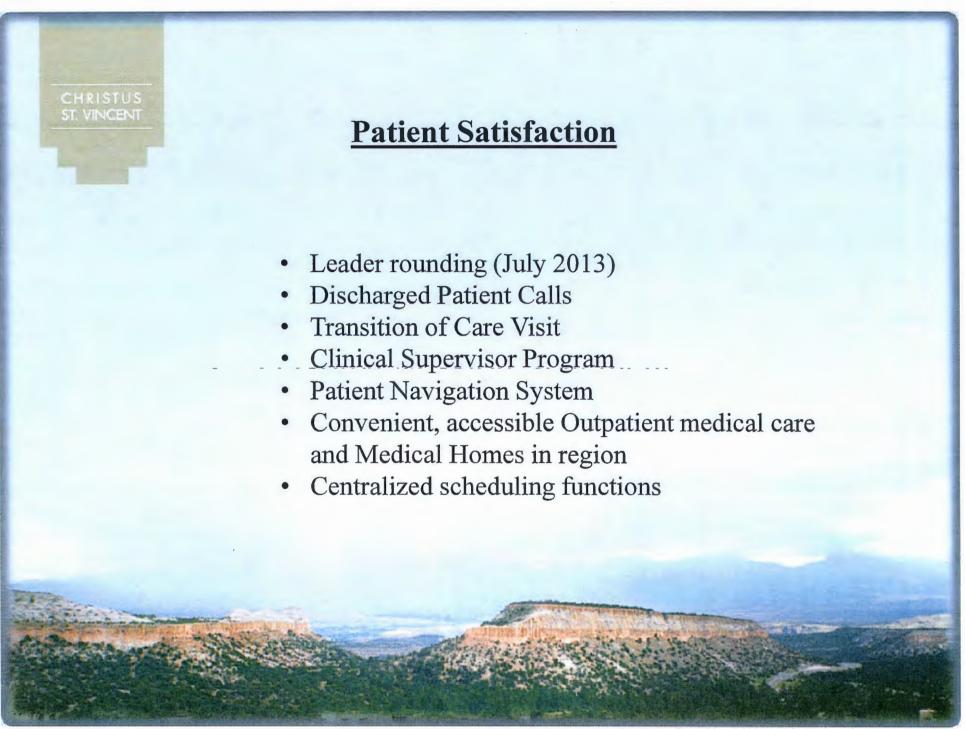
2) Stroke Care Excellence Award

	Actual	Predicted
In-Hospital Mortality	2.75 %	5.16 %
30-day Mortality	4.95 %	9.62 %
180-day Mortality	13.74 %	20.26 %



Employee Satisfaction

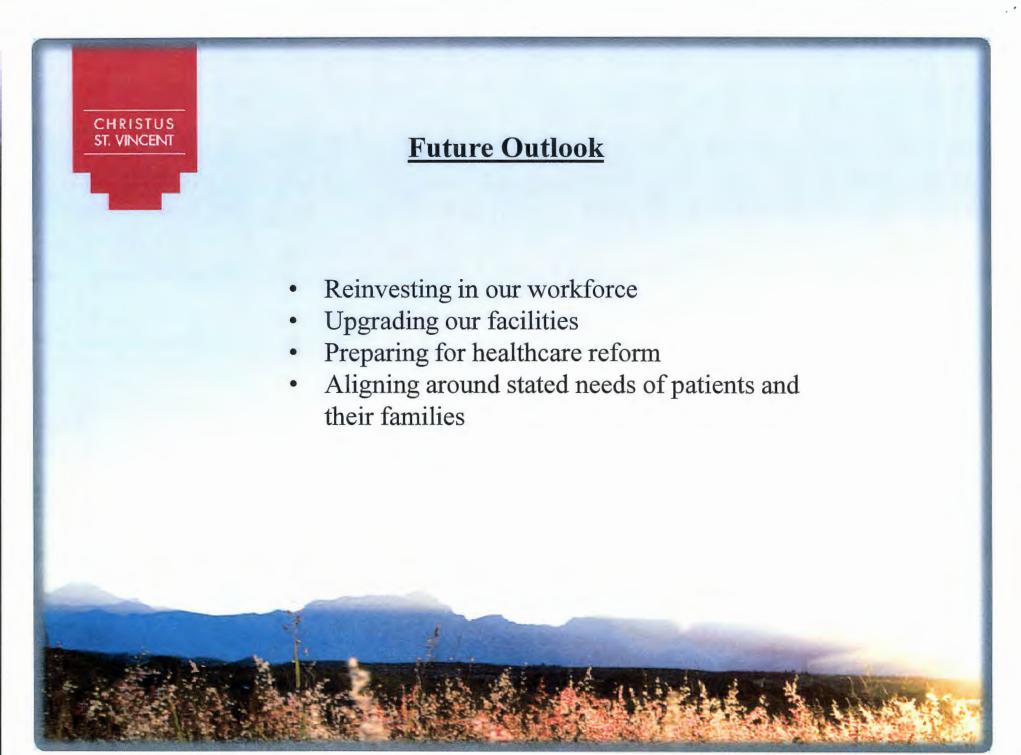
- Additional \$1 million investment in workforce development
- Leadership development
- A proactive approach to developing high-potential employees (CARE Center)
- Nursing Professional Practice Enhancement
- Improved relationships with the region's educational institutions





Finance Challenges

- Reduced Commercial Reimbursement
- Reduced Medicare & Medicaid, FY11-FY13
 (\$21 Million)
- Reduced Sole Community Provider Funding, FY11-FY13
 (\$28.7 Million)
- Regulatory Changes
- Create Efficiencies
- Transitioning the hospital from a traditional healthcare model to a population health model
- Transitioning hospital staff from a traditional healthcare model to a population health model



Community Needs Health Assessment:

Identifying and addressing the Health needs of our community

Community Needs Health Assessment – The Method

Community Profile

- Quantitative Study: Report to be posted on CSV & SF County web-sites
- Qualitative: Voice of the Community -Focus Groups

Prioritized Needs

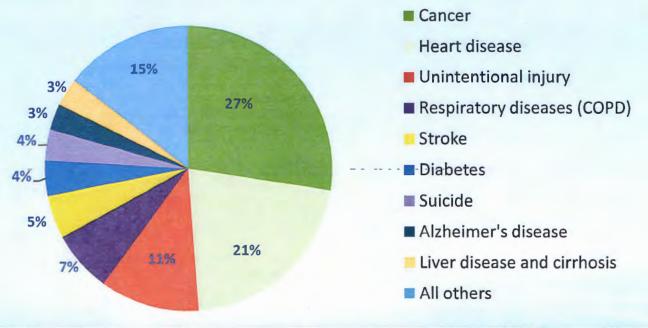
- Key Health Highlights
- What's important to the community:
 Community Forums in Faith Congregations

Implementation Strategies

- CSV SMS Strategic Plan
- Implementation Strategies
- Community Provider Funding



Community Needs Health Assessment Leading Causes of Mortality



Priorities	CSV Implementation Strategies
Cancer	Cancer Center
Heart Disease	NM Heart Institute

Key Population Health Highlights

from the Community Health Profile

- · Opiate Addicted Pregnant Women increasing significantly
- Brain development: most rapid period of brain development is between birth and 3
- 14% high school students using pain killers to get high, 35% use marijuana,11% use inhalants, 41% use alcohol, 27% binge drink, 12% drove after drinking
- Uninsured are diagnosed with cancer in later stages
- Obesity is increasing. Adult obesity rose from 14.5% in 2004 to almost 20% in 2010
- Diabetes & Obesity lead to strokes and heart disease
- Prescription drug abuse and heroin addiction are significantly growing problems nationally and in Santa Fe County. NM leads the nation in overdose of heroin and opiate pain killers
- By 2040, senior population expected to increase to 61,000
- 23% have no health insurance coverage beyond Medicare
- Many physicians do not accept Medicare or accept a small number of Medicaid patients, however,
 CHRISTUS St. Vincent medical practices do accept Medicaid

CSV SMS Initiative: Operating Investment – External Influence

Implementation Strategies: A Snapshot

POPULATION		CSV 2014 COMMUNITY HEALTH STRATEGY				
Health Care System's Improvements		Patient Navigation				
		Medicaid & HIX new eligibles				
Maternal Health & Early Childhood		Opiate Addicted Pregnant Women				
		Home visitation for new births				
School Age Children & Ad	olescents	Adolescent High Utilizer Group Services (HUGS)				
		MyCD Program & Healthy Habits				
Adults Chronic L	Diseases	MyCD Program (Manage My Chronic Disease) & Healthy Habits				
		Screening With Meaning: Practitioner Tool Kit				
Behaviord	al Health	High Utilizer Group Services (HUGS)				
Women's Health		Safety Net: Practitioner Tool Kit				
Seniors		Senior Care Continuum – Patient Navigation				
		Transitions of Care Work Group				

SVH Support & CHRISTUS Health Community Health Funding CHRISTUS St. Vincent, (Handout)

Alignment of Community Health Provider Funding with Community Needs Assessment

- Opiate Addicted Babies
- Teen Birth Rate
- Low Birth Weight Babies

Maternal Health & Early Childhood

- Substance Abuse
- Suicide
- Early on-set Trauma

School Age Children and Adolescents

- Reduced Hospital Readmissions
- Access to Care
- Reduced Jail

Adult Behavioral Health

- Uninsured/Access
- Sexual Health
- Employment

Adult Health

- Alcohol & Drug Abuse
- Sexual Assault & Domestic Violence
- Gender based health care

Women's Health

- Access to Specialty Care
- Underinsured
- Access to Home & Community Based Care

Senior Care

CHRISTUS St. Vincent & SVHSupport Funding to Community Non-Profits

	СН	RISTUS St. Vincent	SVHSupport	To	Total w/ SVHSupp	
MATERNAL/EARLY CHILDHOOD	\$	76,500	\$ 19,000	\$	95,500	
CHILD/ADOLESCENT HEALTH	\$	100,500	\$ 48,000	\$	148,500	
ADULT HEALTH	\$	30,000	\$ 22,000	\$	52,000	
ADULT BEHAVIORAL HEALTH	\$	128,000	\$ 77,000	\$	205,000	
WOMENS HEALTH	\$	45,000	\$ 23,500	\$	68,500	
SENIOR CARE	\$	20,000	\$ 10,500	\$	30,500	
	\$	400,000	\$ 200,000	\$	600,000	



Act as if what you do makes a difference.. It does.

William James



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Q&A

CHRISTUS ST. VINCENT

CLARK DECONDER *** TANA CHARAC

CSV, SVHSupport, CHRISTUS Health Community Provider Fundin

	FV4	2 Funding		FY14 CSV		\$200k		Total w/
MATERIAL /FARLY CHILDI	THE PURE TO	L2 Funding	-	F114 C3V		ŞZUUK		SVHSupp
MATERNAL/EARLY CHILDH	_	10.000	1	10.500	-	2.000		24 500
New Vistas	\$	19,000	\$	19,500	\$	2,000	\$	21,500
Las Cumbres	\$	20,000	\$	20,000	\$	2,000	\$	22,000
La Familia	\$	50,000	\$	37,000	\$	15,000	\$	52,000
Total		89,000	\$	76,500	\$	19,000	\$	95,500
CHILD/ADOLESCENT HEALT	NORMAN CO.						N.	2000年
Villa Therese	\$	24,000	\$	24,000	\$	2,000	\$	26,000
PMS School Clinics	\$	40,000	\$	30,000	\$	12,000	\$	42,000
NM Teen Suicide	\$	20,000	\$	15,000	\$	6,000	\$	21,000
Gerards House	\$	10,000	\$	2,500	\$	9,000	\$	11,500
mpact Personal Safety	\$	-	\$	2,000	\$	-	\$	2,000
Pastoral Counseling	\$	10,000	\$	-	\$	12,000	\$	12,000
Youth Shelters	\$	20,000	\$	17,000	\$	7,000	\$	24,000
Team Builders	\$				\$	-	\$	~
Youthworks	\$	-	\$	10,000	\$	-	\$	10,000
Total	\$	124,000	\$	100,500	\$	48,000	\$	148,500
ADULT HEALTH	20) 1. 			
St. E Med Respite	\$	40,000	\$	30,000	\$	12,000	\$	42,000
Project Access	\$	-	\$	-	\$	10,000	\$	10,000
Total	\$	40,000	\$	30,000	\$	22,000	\$	52,000
ADULT BEHAVIORAL HEALT	ГН	TO PA	da .	the same of the sa				Professional Control of the Control
PMS-PACT	\$	50,000	\$	34,000	\$	19,000	\$	53,000
PMS Crisis	\$	50,000	\$		\$	-	\$	-
Solace	\$	50,000	\$	42,000	\$	1,000	\$	43,000
Life Link	\$	-	\$	15,000	\$	25,000	\$	40,000
Santa Fe Recovery	\$	-	\$	11,000	\$	16,000	\$	27,000
St. Elisabeth's Shelter	\$	22,500	\$	12,500	\$	11,000	\$	23,500
Friendship Club	\$	2,000	\$	10,000	\$	5,000	\$	15,000
NAMI	\$	-	\$	3,500	\$	-	\$	3,500
Total	\$	174,500	\$	128,000	\$	77,000	\$	205,000
WOMENS HEALTH	ing De		. 0					
Esperanza	\$	50,000	\$	45,000	\$	5,500	\$	50,500
SW Cares	\$	-			\$	18,000	\$	18,000
Total	\$	50,000	\$	45,000	\$	23,500	\$	68,500
SENIOR CARE			AL ALLE		V.			
Kitchen Angels	\$	10,000	\$	10,000	\$	2,000	\$	12,000
Life Circle	\$	-	\$	-	\$		\$	••
Coming Home Connect	\$	12,500	\$	10,000	\$	3,500	\$	13,500
Falls				,	\$	5,000	\$	5,000
Total	\$	22,500	\$	20,000	\$	10,500	\$	30,500
	\$	500,000	\$	400,000	\$	200,000	\$	600,000

Daniel "Danny" Mayfield

Commissioner, District 1

Miguel M. Chavez Commissioner, District 2

Robert A. Anaya Commissioner, District 3



Kath Commissioner, District 4

Liz Stefanics Commissioner, District 5

> **Katherine Miller** County Manager

Santa Fe County Community Services Directors Report

Mobile Health Van: Upon discussion with HPPC members and others, the Community Services Department has decided to return to hiring a nurse for the Mobile Health Van. Both the full time and the part time nurse positions are posted. We are continuing to run the van four days per week with contract nurses and the help of the nurses at Corrections.

Suboxone Training: La Familia held their first training on providing suboxone services. It was held on Saturday, September 14th and 30 people attended. In addition, La Familia has moved forward with the hiring of staff for the suboxone project.

Flu Shot Clinics: We have established seven flu shot clinics at Senior Centers for the months of September and October (see flyer). We have also established locations through the Mobile Health Van, including Glorieta and La Cienega. We are doing this in partnership with the Department of Health.

Drug Take Back: The next Drug Take Back is scheduled for October 26, 2013. We will be coordinating the law enforcement and providing the public awareness. We are partnering with the DEA, law enforcement and the Santa Fe Public Schools. We are also hoping to be promoting a permanent drop box that is being installed at the Sheriff's office and are looking at other locations for permanent drop boxes.

Medicaid Enrollment/Narcan Position: In partnership with the HPPC we have decided to fund a position at the Santa Fe County jail to coordinate efforts related to the enrollment of detainees on Medicaid prior to release, as well as Narcan training for those patients who were treated for opiate addiction. DOH, County medical and I are meeting regularly to discuss how this will be structured.

Health Care Reform: The New Mexico Health Insurance Exchange will be starting to enroll people in health insurance beginning October 1, 2013. We are participating in public awareness activities including the distribution of materials and the planning of an event to be held on October 8th. We will be developing materials for posting on the website in order to direct people to the correct information to enroll. Medicaid enrollment does not begin until January 1, 2014.

EXHIBIT (1)

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FREE Flu and Pneumonia Vaccinations

Sponsored by

Santa Fe County Community Services Department and New Mexico Department of Health



WHO: Flu vaccinations are advised for everyone over six months old.

Pneumonia vaccinations are advised for everyone 65 and older and anyone aged 19-64 with a chronic medical condition.

WHEN and WHERE: At Senior Centers in Santa Fe County on these dates -

•	Edgewood Senior Center, 114 Quail Trail, Edgewood 87015	Sept. 25	10:00 - 12:00
•	Santa Cruz Senior Center, 145 Camino de Roberto, Santa Cruz 87532	2 Oct. 1	9:30 - 11:30
•	Bennie J. Senior Center, Juan Medina Rd, Chimayo 87522	Oct. 1	12:30 - 2:30
•	Adam Senior Center, 16 Avenida Torreon, Eldorado 87508	Oct. 2	9:30 - 11:30
•	El Rancho Senior Center, 334 County Rd 84, El Rancho 87506	Oct. 9	9:30 - 11:30
•	Rio en Medio Senior Center, 1 El Alto Lane, Rio en Medio 87506	Oct. 9	12:30 - 2:30
•	Nambe Senior/Community Center, 180 SR 503, Nambe 87506	Oct. 23	9:30 - 11:30

Questions? Call 992-9849

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