REGULAR MEETING
OF THE BEXAR COUNTY HOSPITAL DISTRICT
BOARD OF MANAGERS

Tuesday, April 26, 2011, 2011
6:00 p.m.
Board Room, University Center for Community Health
701 S. Zarzamora
San Antonio, Texas

MINUTES

BOARD MEMBERS PRESENT:
Roberto L. Jimenez, M.D., Chair
James R. Adams, Vice Chair
Ira Smith, Secretary
Robert Engberg
Alex Briseño
Linda Rivas
Rebecca Q. Cedillo

OTHERS PRESENT:
George B. Hernández, Jr. President/Chief Executive Officer, University Health System
Bryan Alsip, M.D., Executive Vice President/Chief Medical Officer, University Health System
Antonio Arrey, Special Assistant to the President/CEO, University Health System
Tim Brierty, Chief Executive Officer, University Hospital
Jacque Burandt, Administrative Director, Staff Development/Learning Resources, University Health System
Carlos Castaneda, Director, Patient Relations, University Health System
Peggy Deming, Executive Vice President/Chief Financial Officer, University Health System
Theresa De La Haya, Senior Vice President, Community Health and Clinical Preventive Programs, University Health System
Sergio Farrell, Vice President, Ambulatory Services, University Health System
Manuel Garcia, Manager, Food Services, University Center for Community Health
Roe Garrett, Vice President/Controller, University Health System
Greg Gieseman, President/Chief Executive Officer, Community First Health Plans, Inc., and Vice President Managed Care, University Health System
Francisco González-Scorano, M.D., Dean, School of Medicine, UTHSCSA
Michael Hernandez, Vice President, Legal Services and Risk Management, University Health System
Mary Jaskowski, Director, Food Services, University Health System
Sherry Johnson, Vice President/Integrity and Regulatory Services, University Health System
Leni Kirkman, Vice President, Communications and Patient Relations, University Health System
Peter Loredo, Manager, Food Services, University Hospital
Sue McKinley, Director, Risk Management, University Health System
Gary McWilliams, M.D., Executive Vice President/Chief Ambulatory Services Officer, University Health System
Priti Mody-Bailey, M.D., President/Chief Executive Officer, Community Medicine Associates
Mary Ann Mote, Senior Vice President of Operations/Chief Revenue Officer
Bill Phillips, Vice President/Chief Information Officer, Information Services, University Health System
Nancy Ray, Vice President, Chief Nursing Officer, University Health System
Richard Rodriguez, Vice President, Facilities Management, University Health System
A.J. Sandoval, Chief of Police, Protective Services, University System
Theresa Scepanski, Senior Vice President, Organizational and Strategic Development, University Health System
Andrew Smith, Director, Government Relations, University Health System
Christann Vasquez, Executive Vice President/Chief Operating Officer, University Health System
Roberto Villarreal, M.D., Vice President, Community Initiatives, University Health System
Nicolas Walsh, M.D., President, Medical/Dental Staff, University Health System; and Professor and Chair, Department of Rehabilitation Medicine, UTHSCSA
Patricia Wilkenson, Purchasing Department, University Health System
And other attendees.

MEMBERS OF THE PRESS:
Don Finley, San Antonio Express-News

CALL TO ORDER AND RECORD OF ATTENDANCE: ROBERTO L. JIMENEZ, M.D., CHAIR, BOARD OF MANAGERS

Dr. Jimenez called the meeting to order at 6:10 p.m.

INVOCATION AND PLEDGE OF ALLENGECE:
Ms. De La Torre introduced Chaplain Donald Pipkin for the invocation and Dr. Jimenez led the pledge of allegiance.

QUARTERLY EMPLOYEE RECOGNITION – GEORGE B. HERNANDEZ, JR., AND BOARD MEMBERS:
The following employees were recognized by the Board of Managers:

Professional: Viviana DeJesus
(Nursing) Staff Nurse I, Emergency Center

Professional: Kathryn Brown
(Non-Nursing) Physician Assistant, Community Medicine Associates - Southwest

Management: Jacqueline Burandt
Administrative Director Staff Development, Learning Resources

Technical: Meredith Graham
LVN, Detention Health Care-Magistrate Court

Clerical: Maggie Garza
Human Resources Specialist, Human Resources
Service: Victor Collazo  
Security Officer, Protective Services – Robert B. Green Campus

Volunteer: Donald Pipkin  
Volunteer, Volunteer Services

Physician: Steven Seidner, MD  
Professor of Pediatrics and Division Chief of Neonatology  
Associate Chairman for University Health System Affairs,  
Medical Director NICU and Newborn Services

Team: Pharmacy Response Team  
Darrel Hughes, Kathleen Zaragoza, Christine Caballero

All of this year’s quarterly recipients will be special honored guests at the Annual Employee Recognition Awards Ceremony in February 2012 at the Omni Hotel. Employees of the Quarter receive a plaque, embossed pen and an opportunity to select one of numerous awards valued at $100 on the Employee Recognition website.

CITIZEN PARTICIPATION: None.

APPROVAL OF MINUTES OF PREVIOUS MEETINGS OF THE BOARD OF MANAGERS:

MARCH 22, 2011 – SPECIAL BOARD MEETING:

SUMMARY: The minutes of the special Board meeting of March 22, 2011, were submitted for approval by the Board of Managers.

RECOMMENDATION: Dr. Jimenez recommended approval of the minutes as submitted.

ACTION: A MOTION for approval of the recommendation was made by Mr. Adams, SECONDED by Mr. Briseno, and PASSED UNANIMOUSLY.

EVALUATION: None.

FOLLOW-UP: None.

MARCH 29, 2011 – REGULAR BOARD MEETING:

SUMMARY: The minutes of the regular Board meeting of March 29, 2011, were submitted for approval by the Board of Managers.

RECOMMENDATION: Dr. Jimenez recommended approval of the minutes as submitted.

ACTION: A MOTION for approval of the recommendation was made by Mr. Briseno, SECONDED by Mr. Engberg, and PASSED UNANIMOUSLY.

EVALUATION: None.

FOLLOW-UP: None
REPORT FROM THE PRESIDENT OF THE HEALTH SCIENCE CENTER – FRANCISCO GONZALEZ-SCORANO, M.D.:

SUMMARY: Dr. Gonzalez reported that over 150 physicians from UT Medicine San Antonio have been listed in the Best Doctors in America® 2011-2012 list. The Best Doctors database identifies the most respected medical doctors in more than 40 specialties of medicine. Only about 5 percent of physicians practicing in the U.S. are selected for each Best Doctor’s list. The list is created through a peer-to-peer survey of the medical profession. Board members asked to be provided with a copy of the list, which Dr. Gonzalez will send to Ms. Vasquez for dissemination.

RECOMMENDATION: This report was provided for information purposes only.

ACTION: None.

EVALUATION: None.

FOLLOW-UP: Provide copy of 2011-2012 of Best Doctors list.

NEW BUSINESS

CONSENT AGENDA – ROBERTO JIMENEZ, M.D.

Consideration and Appropriate Action Regarding Medical-Dental Staff Recommendations for Staff Membership – Nicolas Walsh, M.D., President, Medical/Dental Staff

Consideration and Appropriate Action Regarding 1st Quarter 2011 Investment Report—Peggy Deming

Consideration and Appropriate Action Regarding Purchasing Activities (See Attachment A) - Francine Crockett

RECOMMENDATION: Staff recommended approval of the consent agenda.

ACTION: A MOTION to approve staff’s recommendation regarding the items listed on the consent agenda was made by Mr. Adams, SECONDED by Mr. Briseno, and PASSED UNANIMOUSLY.

EVALUATION: The investments report was pulled by Mr. Briseno for discussion. Mr. Garret reviewed interest earnings, cash days on hand, and average yields on the Health System’s portfolio. The value of all invested funds as of March 31, 2011 is over $1.2 billion. Mr. Briseno urged staff to work closely with investment managers to maximize investment opportunities.

FOLLOW-UP: None.

ITEMS RELATED TO PLANNING & OPERATIONS – LINDA RIVAS, CHAIR, PLANNING & OPERATIONS COMMITTEE

ANNUAL REPORT ON PATIENT SATISFACTION—LENI KIRKMAN AND CHRISTANN VASQUEZ

SUMMARY: Ms. Kirkman submitted a detailed written report on patient satisfaction. She explained the standardized tools used to collect patient experience
data across the U.S. are the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) and Clinician & Group Consumer Assessment of Healthcare Providers and Systems (CG-CAHPS) tools. The patient experience survey process is administrated by the National Research Corporation + Picker (NRC Picker). NRC Picker surveys patients eligible for HCAHPS and CG-CAHPS, assures a 95 percent confidence level and reports the data to the Health System and CMS. NRC Picker also makes available a significant number of white papers, webinars and other tools to assist Health System staff in improving the patient experience.

HCAHPS targets adults, discharged to home from medical, surgical or obstetrics units. CG-CAHPS targets adult patients that had an office visit with either a primary care physician or specialist, and children with a primary care provider visit. In addition to these areas, University Health System surveys all other inpatient and outpatient service lines/departments. The most current NRC Picker patient satisfaction scores are posted by service line/department on the Patient Relations web page of the University Health System Employee Intranet. Directors are accountable for accessing this data, sharing it with their staffs, identifying priority areas and developing action plans for improvement.

University Health System HCAHPS data is reviewed monthly and formally reported to the Quality Committee quarterly. In addition, the data summary is sent to department heads, the Nursing Quality Committee, and Process Improvement Teams for review, discussion, recommendation and action.

Scores posted for the public on the Centers for Medicare & Medicaid Hospital Compare website lag behind by about nine months. The information online at www.hospitalcompare.hhhs.gov currently includes patient experience surveys through the second quarter of 2010.

Ms. Kirkman reviewed the most current Health System data for HCAHPS hospital units, those units not included in HCAHPS, and CG-CAHPS ambulatory locations. Ms. Kirkman also provided an overview of the 2010 and 2011 patient experiences and 2010 and 2011 patient experience initiatives.

RECOMMENDATION: This report was provided for informational purposes only.
ACTION: None.
EVALUATION: Mr. Adams encouraged staff to set metrics for areas in which management would like to improve; and to openly discuss the areas we are not proud of.
FOLLOW-UP: None.
ITEMS BEING RECOMMENDED BY THE BUDGET AND FINANCE COMMITTEE - ROBERT ENGBERG, CHAIR, BUDGET & FINANCE COMMITTEE

CONSIDERATION AND APPROPRIATE ACTION REGARDING EXTERNAL AUDITOR'S REPORT OF THE AUDITED FINANCIAL STATEMENTS FOR 2010 - PEGGY DEMING/ERNST & YOUNG AUDITORS

SUMMARY: Ms. Deming introduced and yielded the floor to Ms. Connie Baker, Partner with Ernst & Young, for a brief overview of the findings of the audited financial statements. In her firm’s opinion, the financial statements reviewed present fairly, in all material respects, the respective financial position of the Bexar County Hospital District d/b/a University Health System and its discretely presented component units as of December 31, 2010 and 2009, the respective changes in financial position and, where applicable, cash flows, thereof for the years then ended, in conformity with accounting principles generally accepted in the United States. The findings were reviewed in detail with the Board’s Audit Committee earlier today. Ms. Baker answered specific questions by the Board members. Ernst & Young team members assigned to the UHS audit were introduced and their terms discussed by the Board. Industry standards dictate that after a certain number of years auditors will be re-assigned. Ms. Baker has been assigned to the UHS audit for 3 years.

RECOMMENDATION: Staff recommends acceptance of the external auditor’s findings as reported today.

ACTION: A MOTION to accept the audited financials as reviewed by the Audit Committee of the Board of Managers was made by Mr. Briseno, SECONDED by Mr. Engberg, and PASSED UNANIMOUSLY.

EVALUATION: None.

FOLLOW UP: None.

CONSIDERATION AND APPROPRIATE ACTION REGARDING A CONTRACT WITH BREDA CONSTRUCTION FOR THE OUTPATIENT PHARMACY RELOCATION TO THE PAVILION—RICHARD RODRIGUEZ

SUMMARY: This purchase order is to acquire labor and materials for renovations at the Pavilion, which are necessary for relocation of the Outpatient Pharmacy from University Hospital. The Pavilion is located directly across the street of University Hospital and currently houses the Express Med Clinic. Relocation of the pharmacy to the Pavilion will enhance customer service, alleviate congestion for the prescription drop-off and pick-up lines; and provide easier vehicular and pedestrian access. The total award of this contract is $299,595 for a contract period of 110 days. Capital funds are available for this acquisition which is included as a priority item on the 2010 capital prioritization list. Breda Construction, Inc., is classified as a local, Small Business Enterprise (SBE). Breda Construction has an Affirmative Action Plan or Policy in effect with a total of four employees, who are the actual owners. The work will be performed by subcontractors.
RECOMMENDATION: Staff recommends Board of Managers approval of the purchase request for construction services with Breda Construction, Inc., in the amount of $299,595 for the outpatient pharmacy relocation to the Pavilion.

ACTION: A MOTION to approve staff’s recommendation was made by Mr. Adams, SECONDED by Mr. Smith, and PASSED UNANIMOUSLY.

EVALUATION: None.

FOLLOW UP: None.

CONSIDERATION AND APPROPRIATE ACTION REGARDING A CONTRACT WITH AMSTAR INC. FOR THE ELEVATOR MODERNIZATION AT THE PAVILION—RICHARD RODRIGUEZ

SUMMARY: This purchase order is to acquire labor and materials to renovate, modernize and convert the two existing elevator cabs located in the Pavilion. The elevator modernization project includes converting two elevator cabs to a single new elevator cab, new equipment, modernization of motors, hoist ways, controllers, interior cab finishes, control system, new mechanical system, elevator and lobby components, painting of lobby walls, and elevator lobby flooring. The contract cost $306,000 for 180 Days. Capital funds are available for this acquisition which is included as a priority item on the 2011 capital prioritization list. Amstar, Inc., is classified as a local Small, Minority and Woman-Owned Business Enterprise, Historically Underutilized Business. Amstar, Inc., does not have an Affirmative Action Plan or policy in effect; however, they have submitted a copy of their Equal Employment Opportunity Statement.

RECOMMENDATION: Staff recommends Board of Managers approval of the purchase request with Amstar, Inc., in the amount of $306,000 for the elevator modernization at the Pavilion.

ACTION: A MOTION to approve staff’s recommendation was made by Mr. Engberg, SECONDED by Mr. Briseno, and PASSED UNANIMOUSLY.

EVALUATION: None.

FOLLOW UP: None.

CONSIDERATION AND APPROPRIATE ACTION REGARDING A CONTRACT WITH SODEXO HEALTHCARE FOR MANAGEMENT OF NUTRITION, VENDING AND GIFT SHOP SERVICES—TIMOTHY BRIERTY

SUMMARY: This item was pulled by Mr. Hernandez for further review and analysis by staff.

RECOMMENDATION: None.

ACTION: None.

EVALUATION: None.

FOLLOW UP: None.
CONSIDERATION AND APPROPRIATE ACTION REGARDING REPORT FOR MARCH 2011
FINANCIAL STATEMENTS – ROE GARRETT FOR PEGGY DEMING

SUMMARY: For the month activity was down 6.6% for the clinical services (as measured based on discharged adjusted for outpatient activity). Community First Health Plans fully insured membership was down 2.6%. From operations, the Health System experienced a $4.8 million gain which was $3.1 million better than the budgeted loss of $237,000 due to higher operating revenue and lower operating expense. Investment income was below budget by $62,000 due to lower interest rates than budgeted. An unrealized market loss of $265,000 was recorded due to an increase in interest rates as the economy is showing signs of weakness. The bottom line gain in excess of expenses excluding debt service was $4.9 million for the month which was $4.7 million higher than the budgeted gain of $179,00. Included in the above results is CFHP which experienced a $276,000 bottom line gain ($344,000 better than budgeted gain of $232,000). Debt service revenue was $3.6 million which is equal to the budgeted debt service payment of $3.6 million. Mr. Garrett reviewed notable increases and/or decreases from the consolidated Balance Sheet in detail.

RECOMMENDATION: Staff recommended acceptance of the financial report for March 2011 subject to audit.

ACTION: A MOTION to approve staff’s recommendation, subject to audit, was made by Mr. Briseno, SECONDED by Mr. Adams, and PASSED UNANIMOUSLY.

EVALUATION: None.

FOLLOW-UP: None.

REPORT ON RECENT RECOGNITIONS AND UPCOMING EVENTS—LENI KIRKMAN

SUMMARY: Ms. Kirkman provided a detailed written report on recent recognitions received by the Health System and media highlights as well as upcoming events.

RECOMMENDATION: This report was provided for information purposes only.

ACTION: None.

EVALUATION: None.

FOLLOW-UP: None.

INFORMATION ONLY ITEMS:

UPDATE ON THE 82ND LEGISLATIVE SESSION – ANDREW SMITH

ANNUAL REPORT ON LEARNING AND DEVELOPMENT—JACQUE BURANDT

ANNUAL COMMUNITY MEDICINE ASSOCIATES REPORT—PRITI MOODY-BAILEY, M.D. AND GARY MCWILLIAMS, M.D.
REPORT REGARDING YEAR 2010 MEDICAL-DENTAL STAFF COMMITTEES AND DEPARTMENTS—NICOLAS WALSH, M.D., PRESIDENT, MEDICAL/DENTAL STAFF

SUMMARY: Written reports were provided for each of the information-only items. These items were not discussed by the Board.

RECOMMENDATION: None.

ACTION: None.

EVALUATION: None.

FOLLOW-UP None.

ADJOURNMENT:

There being no further business, Dr. Jimenez adjourned the public meeting at 8:10 p.m.

Roberto L. Jimenez, M.D., F.A.P.A.  
Chairman, Board of Managers

Ira Smith  
Secretary, Board of Managers

Sandra D. Garcia, Recording Secretary