

**Regular Meeting of the Board of Directors  
Minutes  
April 13, 2022  
8:00am – 10:00am**

MEMBERS PRESENT: Michael Richards, M.D. (Chairman)  
Eve Espey, M.D.  
Michelle Hernandez, Esq  
Lisa Hofler, M.D.  
Richard Miskimins, M.D.  
Gary Mlady, M.D.  
Robert Schenck, M.D.  
Aimee Smidt, M.D.  
Mark Unruh, M.D.

MEMBERS ABSENT:

OFFICERS PRESENT: A. Robb McLean, M.D., President & CEO  
Jill Klar, COO  
Jennifer Phillips, M.D., CMO  
Jared Udall, CFO

OFFICERS ABSENT:

OTHERS PRESENT: Lucinda Akers  
Renee Ayala  
Erika Condrey  
Richard Fortescue  
Kristin Gates  
Melissa Ivers, M.D.  
Laura Lerdall (Scribe)  
Quinn Mander  
Cory McDowell  
JP (John-Paul) Montoya  
Alex Rankin  
Erica Richards, PhD  
Deborah Stephenson  
Mary Swanson

GUESTS: Kevin Gick  
Julie Gilmore  
Jennifer James

|             | <b>Call To Order and Confirmation of Quorum</b>   | <b>Action</b>   |
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|             | The Chairman, Dr. Michael Richards, called the meeting to order and a quorum was established at 8:02am  |   |
| <b>I.</b>   | <b>Opening Comments</b>   |   |
|             | Chairman, Dr. Michael Richards welcomed attendees and acknowledged the leadership team for getting us to this point with the FY23 Budget process to present to the group today.   |   |
| <b>II.</b>  | <b>Approval of Consent Agenda (<i>Michael Richards, M.D.</i>)</b>   | <b>Action</b>   |
|             | <p>Dr. Michael Richards presented the following items for approval as part of the Consent Agenda:</p> <ul style="list-style-type: none"> <li>• Finance Committee Meeting Minutes for March 2, 2022 and April 6, 2022</li> <li>• Operations Committee Meeting Minutes for January 6, 2022</li> <li>• COO/CMO Report</li> </ul> <p>The CEO report will be provided by Dr. A. Robb McLean as part of the Administrative Reports.</p>   | <p>Dr. Michael Richards requested a motion to approve the consent agenda. Dr. Eve Espey made the motion &amp; Dr. Lisa Hofler seconded the motion. Motion carried with no discussion or opposition.</p> |
| <b>III.</b> | <b>Approval of Board Meeting Minutes (<i>Michael Richards, M.D.</i>)</b>  | <b>Action</b>   |
|             | Dr. Michael Richards presented the UNMMG Board Meeting minutes for the February 9, 2022 meeting for approval.   | <p>Dr. Michael Richards requested a motion to approve the February 9, 2022 meeting minutes. Dr. Eve Espey made a motion to approve and Dr. Aimee Smidt seconded the motion. Motion carried.</p>         |
| <b>IV.</b>  | <b>Recognitions (<i>A. Robb McLean, MD</i>)</b>   |   |
|             | <p>Dr. A. Robb McLean presented the following recognitions:</p> <ul style="list-style-type: none"> <li>◦ Congratulations to our 50 Honorees for their years of service at our Annual Service Award Presentation</li> <li>◦ UNM Truman Health Services received NCQA Distinction for Behavioral Health Integration Truman is the first clinic in the UNM Health System recognized with this distinction.</li> <li>◦ Dental ASC received the AAAHC Accreditation in late March 2022.</li> </ul> |   |

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|            | <ul style="list-style-type: none"> <li>◦ CRH COLA Accreditation for their moderately complex lab for another 2-year term.</li> <li>◦ Celebrated Doctor’s Day on March 30<sup>th</sup>.</li> <li>◦ Albuquerque the Magazine acknowledged many of our physicians as “Top Docs.” Special congratulations to Eve Espey, MD and son, Nathan Boyd, MD.</li> <li>◦ Congratulations to SRMC for Level III Trauma Designation.</li> </ul>  |   |
| <b>V.</b>  | <b>Public Comment (<i>Michael Richards, M.D.</i>)</b>   |   |
|            | There is no public comment for this meeting.  |   |
| <b>VI.</b> | <b>Administrative Reports</b>   | <b>Action</b>   |
|            | <p><b>A. Finance &amp; Revenue Cycle Report (<i>Jared Udall, CFO</i>)</b></p> <p>Mr. Udall presented a summary of the UNMMG Revenue Cycle and the SRMC Revenue Cycle followed by Collections Trend for FY2022.</p> <p>Followed by Financial Highlights through February 2022, Mr. Udall recapped WRVUs information through February 2022 and the financial summary for UNMMG Clinics.</p> <p>Overall, we are in an incredibly strong position due to the CARES Act Funding and the strong performance of the Lovelace/UNM Rehab which will allow us to weather the period of uncertainty caused by COVID disruptions.</p> <p>Mr. Udall then presented the FY2023 Budget to the Board with special thanks and acknowledgment to several members of his team. Mr. Udall also mentioned the designation of UNMMG as a “Family Friendly New Mexico Award” by the New Mexico Family Friendly Business Organization. The ability for folks to work remotely and embraced the work from home concept.</p> <p>Further, Mr. Udall illustrated FY22 Successes in Financial Operations which includes key personnel positions filled, process improvements and a clean audit. Opening the Grande Clinic in July was a key success as well as accreditations already mentioned by the CEO earlier. Additionally, Mr. Udall highlighted in detail the FY23 Strategic Areas of Focus for attendees.</p> | <p>Dr. Michael Richards called for a motion to accept both the Financial &amp; Revenue Cycle Report and the Financial Board Report, which was so moved by Dr. Lisa Hofler and seconded by Dr. Mark Unruh. the motion was passed with no objections.</p> |

Finally, the FY23 Budget was presented and Mr. Udall walked the group through the projections and estimations.

Dr. Richards made some observations and commented on the giant initiatives that the work of the financial team has taken to present the information today. Also, Dr. Richards pointed out that most organizations didn't get federal support and we would not have received Federal CARES Act support if the initial federal response was not appealed by the Financial Team.

Further discussion and appreciation ensued.

*At this point, the Chairman, Dr. Michael Richards, turned the meeting facilitation over to Dr. Eve Espey to chair the Board Meeting.*

CPSC Metrics were then presented by Mr. Udall as an informational item. Dr. Richard Miskimins asked for a copy of the productivity report for further discussion offline.

Mr. Udall pointed out there were no extra shift bonuses that needed to be paid for out of the reserves from the Medical Group. This was a follow up item from the February 9, 2022 Board Meeting. No request was needed today for this follow up item.

**B. Chief Executive Officer Board Updates (A. Robb McLean, M.D.)**

Dr. A. Robb McLean, President and CEO, began his update which included a COVID Update. We are still working on updating masking, eating together and travel guidance.

Following up on Management Systems Work that has been done with the leadership team, Dr. McLean wanted to take on the Shingo-based management system which is a journey towards a Culture of Excellence at the Medical Group. Guiding principles are the launch point from which we develop the behaviors that we expect to see at the different levels so leadership management and front-line behaviors that are really critical systems help us to achieve those results. The Tools, then, help us to get there. The culture then, stems from this.

Dr. Michael Richards called for a motion to approve the FY23 Budget as presented by the CFO. The motion was made by Dr. Robert Schenck and seconded by Dr. Eve Espey. There were no additional comments nor objections and the motion passed.

Four things the ELT is currently working on in Management System are:

1. A new Purpose Statement – “Excellence in Care and Service” which will connect back into health system marketing and our ASPIRE Values.
2. Behaviors that link to principles
3. Gemba Walks that relate back to the vision and mission
4. Visual Boards

With the new Purpose Statement, we wanted to differentiate what makes the Medical Group different. We really do two things:

1. We provide patient care and our clinics are incredibly important in the mission of the medical group and so that's where the excellence and care come in.
2. We provide service through the revenue cycle and the way we interact with patients around billing and coding and we provide services to the health system with a lot of support functions that support health system operations.

These two items brought the team to identify a new Purpose Statement, Excellence in Care and Service for feedback before we roll it out to the organization.

Marketing mock ups were presented for the group to see how this new Purpose Statement ties in with current marketing efforts.

Discussion ensued and feedback from the group was extremely positive. Based on that, the roll out to the Medical Group would commence, taking precaution that folks know it is not a temporary statement.

### **C. PAG Update (*Lisa Hofler, M.D.*)**

Dr. Hofler began her update by summarizing the work the Group has accomplished since the last Board Meeting beginning with identifying what areas and missions were priorities to continue from prior years.

Priority areas were identified as:

1. Inpatient initiative area
2. IT Support mostly for hardware computers
3. Staffing and peer communication and coordination
4. Credentialing teams

### **D. Updated Policies, Procedures and Standing Orders (*Jennifer Phillips, M.D.*)**

Dr. Phillips began her presentation of the Policies and Procedures with updates to several policies included in the advance board packets.

Dr. Eve Espey asked for a motion on accepting the updated policies which was made by Dr. Gary Mlady and seconded by Dr. Robert Schenck. The

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|              |   | motion carried with no discussion or opposition.   |
| <b>VII.</b>  | <b>Resolutions (<i>Michael Richards, MD</i>)</b>  | <b>Action</b>  |
|              | <p>Dr. Espey turned the chairman duties back over to Dr. Richards.</p> <p>Dr. Richards continued chairing the meeting and commented on the Resolution Electing Cory McDowell as Secretary of the Board.</p> <p>Additionally, Dr. Richards stated that we confirmed that it is completely appropriate and even customary for our legal counsel to serve in the role of Secretary, keeping separate the duties of each role.</p> <p>Dr. Richards read an abbreviated portion of the Resolution prior to asking for a motion and second to the Resolution appointing Cory McDowell as the Secretary of the Board with all those appropriate responsibilities and further appoints him as an officer of the corporation with all those appropriate responsibilities and authorities.</p> <p>Board Member, Michelle Hernandez, Esq. commented that the wording that it was “resolved” indicated that general counsel has approved this. Noting in her experience, she has not seen this. Dr. McLean offered that he spoke to Scot Sauder and main campus as well and that it is understood that the Secretary is not a voting member of the Board and that the functions assigned to the Secretary are not uncommon for one as a counsel for the organization. Other counselors serve in similar roles on the Board of Regents.</p> <p>Mr. McDowell reiterated that he does not have voting powers and will work very hard to ensure that it is clear when he is speaking as Secretary or counsel.</p> | <p>Dr. Michael Richards asked for a motion on accepting the updated policies which was made by Dr. Eve Espey and seconded by Dr. Gary Mlady. Discussion followed. The motion carried with no opposition.</p> |
| <b>VIII.</b> | <b>Vote to go into Executive Session (<i>Michael Richards, M.D.</i>)</b>  | <b>Action</b>  |
|              | <p>Vote to go into Executive Session for the following purposes: (<i>Michael Richards, M.D.</i>)</p> <p><i>A. Discussion and, where appropriate, determination of matters involving information, proceedings, or actions covered by the confidentiality protections of the New Mexico Review Organization Immunity Act, § 41-91-1 et seq., NMSA 1978, as provided in Section 5(10) of the UNMMG’s Open Meetings Policy.</i></p> <p><i>B. Portions of meetings of the Board of Directors where strategic and long-range business plans, trade secrets, or institutional compliance program matters are discussed.</i></p> <p><i>C. Discussion of limited personnel matters (specifically, discussion of investigation and consideration of complaints against individual employees) and matters subject to attorney-client privilege pertaining to threatened or pending litigation, governmental investigation, administrative proceeding, arbitration proceeding, mediation, in which the Corporation is or may be before a participant.</i></p>   | <p>Dr. Michael Richards requested a motion at 9:35am to convene into Executive Session. Dr. Mark Unruh made the motion and Dr. Lisa Hofler seconded the motion. Motion carried with no opposition.</p>       |

| IX. | Vote to Reconvene into Open Session ( <i>Michael Richards, M.D.</i> )  | Action  |
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|     | <p>Vote to Reconvene in Open Session (<i>Michael Richards, M.D.</i>):</p> <p>A. <i>Certification that only those matters described in Agenda Item VIII above were discussed in Executive Session and, if necessary, final action with regard to those matters will be taken in Open Session.</i></p> | <p>The motion to certify Executive Session matters was requested by Chairman Richards. First motion made by Dr. Gary Mlady and seconded by Dr. Mark Unruh. The motion carried with no discussion or opposition.</p> |
| X.  | Meeting Adjourned  | Action  |
|     | <p>There being no further business, Chairman Dr. Michael Richards requested a motion to adjourn the Regular Session of the UNM Medical Group Board of Directors at 10:05am.</p>  | <p>Dr. Michael Richards requested a motion to adjourn. Dr. Gary Mlady made the motion and Dr. Mark Unruh 2<sup>nd</sup> motion. The motion carried with no opposition.</p>  |



Jul 29, 2022

Mr. Cory McDowell, Board Secretary



[Laura Lerdall \(Jul 28, 2022 14:01 MDT\)](#)

Jul 28, 2022

Ms. Laura Lerdall, Scribe