



**BEXAR COUNTY HOSPITAL DISTRICT  
BOARD OF MANAGERS**

Tuesday, July 25, 2023  
6:00 pm  
Cypress Room, University Hospital  
4502 Medical Drive  
San Antonio, Texas 78249-4493

**MINUTES**

---

**BOARD MEMBERS PRESENT:**

James R. Adams, Chair  
Jimmy Hasslocher, Vice Chair  
Margaret Kelley, MD, Secretary  
Anita L. Fernandez  
Pat Jasso  
Dianna M. Banks-Burns, MD

**OTHERS PRESENT:**

George B. Hernández, Jr., President/Chief Executive Officer, University Health  
Sara Alger, President, University Health Foundation  
Edward Banos, Executive Vice President/Chief Operating Officer, University Health  
Andrea Casas, Vice President, Chief Human Resources Officer, University Health  
Ted Day, Executive Vice President/Strategic Planning & Business Development, University Health  
Michelle Garcia, Executive Director, Human Resources, University Health  
Michael Gardner, MD, Vice President, Women's & Children's Hospital, University Health  
Laura Gilbert, Marketing Director, Corporate Communications, University Health  
Carol Huber, Deputy Chief Public Health & Equity Officer, Institute for Public Health, University Health  
Reed Hurley, Executive Vice President/Chief Financial Officer, University Health  
Leni Kirkman, Executive Vice President/Chief Marketing, Communication, & Corporate Affairs Officer,  
University Health  
Shelley Kofler, Senior Public Relations Manager, Corporate Communications, University Health  
Robert Leverence, MD, Vice Dean for Office of Clinical Affairs & Executive Director, UT Health San  
Antonio  
Michael Little, MD, President, Medical/Dental Staff, University Health; and Associate Professor,  
Department of Anesthesiology, UT Health SA  
Leo Lopez, III, MD, Medical Director/Institute for Public Health and School-Based Health, University  
Health  
Joshua H. Nieto, General Counsel, Chief Compliance/HIPAA Officer, University Health  
Katherine Reyes, Senior Vice President, Pre-Acute Services, Robert B. Green Campus  
Bill Phillips, Executive Vice President/Chief Information Officer, University Health  
Serina Rivela, Vice President/Chief Legal Officer, University Health  
Don Ryden, Vice President/Project, Design & Construction, University Health  
Travis Smith, Chief Financial Officer/Clinical Operations, University Health  
Horacio Vasquez, Executive Director, Supply Chain Management, University Health

**Board of Managers Meeting**

**Tuesday, July 25, 2023**

**Page 2 of 23**

---

Roberto Villarreal, MD, Senior Vice President/Chief Public Health, Innovation & Equity Officer,  
University Health

Larry Wallis, Director, Internal Audit Services, University Health

Tony Buentello, Benefit Source

Tom Milligan, CMQMT Consultants

Lisa B. Nava, Benefit Source

And other attendees.

**CALL TO ORDER:**

Mr. Adams called the Board meeting to order at 6:04 pm

**INVOCATION AND PLEDGE OF ALLEGIANCE — JIM ADAMS, CHAIR**

Ms. Jenny Perkins, University Health Chaplain, said the invocation and Mr. Adams led the pledge of allegiance.

**PUBLIC COMMENT:** None.

**SPECIAL RECOGNITION - QUARTERLY EMPLOYEE RECOGNITION AWARDS - ANDREA CASAS, LENI KIRKMAN**

The employees listed below were recognized by the Board of Managers:

Professional:	Nicholas Guerrero
Nursing	Clinic Staff Nurse II, Operating Room
Professional:	Trisha Kealoha Population Health Management Supervisor, PHM Service Coordination
Management:	Matthew Camden Sr. Payroll Manager, Financial Accounting
Technical:	Leandro Villarreal Healthcare Engineering Technician II, Biomedical Engineering
Clerical	Sonia Juarez Registration Access Specialist, Registration Ancillary
Service:	Maria Leija Environmental Associate, Environmental Services
Volunteer:	Michelle Almanza Volunteer, Volunteer Services
Provider:	Stephanie Gawlik, PA Physician Assistant, University Medicine Associates, School Based Programs, SAISD
Team:	Obstetrics Care Team Mary Charles, Biviana Garcia

All of this year's quarterly recipients will be special honored guests at the Annual Employee Recognition Awards Ceremony in 2024. 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.

**APPROVAL OF MINUTES OF PREVIOUS MEETING: JUNE 27, 2023 (REGULAR MEETING)**

SUMMARY: The minutes of the regular Board meeting of Tuesday, June 27, 2023, were submitted for the Board's review and approval.

RECOMMENDATION: Staff recommends approval of the minutes as submitted.

ACTION: A **MOTION** to **APPROVE** staff's recommendation was made by Ms. Fernandez, **SECONDED** by Dr. Burns, and **PASSED UNANIMOUSLY**.

EVALUATION: None.

FOLLOW UP: None.

Mr. Adams invited Ms. Leni Kirkman to make remarks regarding the open house events held the prior week for the new Women's & Children's Hospital. The very successful event was made possible by amazing teamwork, and took a lot of planning over many months. Corporate Communications, Marketing, and the Foundation teams did an outstanding job in putting together the vast amount of logistics that it takes when planning two events in one week, one day apart. She thanked Ms. Anita Martin, Director of Community Relations, for taking the lead on the logistical side of the operation, and Ms. Allison Hayes Lane, Executive Curator, for the way she has incorporated the healing arts program into every space of the Women's & Children's Hospital. She highlighted a rather long social media post on University Health's Facebook page by a nurse who talks about the new building and the new spaces that will allow her to provide extraordinary care to people and she discusses the care that went into developing the staff areas. It makes Ms. Kirkman proud to know that Mr. Ryden and his team and the steering committee took so much time and consideration in working with all of the stake holders who will use that space on a daily basis. Other departments she recognized include Protective Services, Environmental Services, Print Shop, and Procurement Services. She also thanked Mr. George Hernandez and all of the Board members for their participation, all of the speeches were wonderful and it is a very exciting time to be part of University Health. Ms. Fernandez thanked Ms. Kirkman and agreed that it is an exceptional time to be affiliated with University Health, she is excited for the future. Dr. Kelley praised both open house events as the happiest community events in a long time. Mr. Hasslocher was impressed with the pride exhibited by the staff during both events. Mr. Hernandez thanked the University Health teams and acknowledged that staff could not have accomplished the task of building a new hospital without the support of the Board of Managers and Bexar County Commissioners Court. The success University Health has had is due to its Governance.

Mr. Hernandez then announced that Mr. Jim Adams had been selected by Modern Healthcare for an Excellence in Governance Award. Mr. Adams has played a major role in shaping University Health and in spearheading its capital improvement and expansion projects. Mr. Adams was selected for displaying flexibility, tenacity, influence and for setting diversity. He received a round of applause.

**REPORT FROM UT HEALTH SAN ANTONIO — WILLIAM HENRICH, M.D., PRESIDENT**

SUMMARY: Dr. Hromas is out of town today. Dr. Henrich and his team attended the Women's & Children's Hospital leadership open house on Thursday evening but were unable to attend the community open house on Saturday due to UT Health's annual white coat ceremony which was held that same morning at the Tobin Center for Performing Arts. The

white coat ceremony was attended by 240 enthusiastic medical students and their families. It is an uplifting moment for him to see co-horts of young people come into this profession at a time when there is so much churn in the atmosphere with what is going on in medicine today, and yet year after year the Long School of Medicine is able to recruit such outstanding young people. The statics of this entering freshman class have dazzled him (metrics, standardized test scores, and undergraduate achievement) and suggests that the Long School of Medicine is competitively at the top of all medical schools in the country. He is pleased that UT Health schools are destinations of choice for people who have multiple options. Dr. Henrich yielded the floor to Dr. Leveance for an update from the physician practice standpoint. The medical office building on Kyle Seale Parkway will open in March 2024. The building is actually on UTSA property off of Loop 1064 West of IH 10. This location will have all subspecialties available including primary care and imaging. The ribbon cutting event will take place in March, 2024. In the South Texas Medical Center, UT Health is leasing a large facility on Eckert Road where all behavioral health services will be concentrated. It opens up in September, 2023, once some remodeling work is completed. A multidisciplinary spine clinic will open its doors officially in October, although the clinic has already started seeing patients. This clinic is a collaboration between the Departments of Orthopedics, Neurology, and Rehab Medicine and will be housed at the Medical Arts and Research Center, another state of the art clinic providing the best of care. Dr. Leveance yielded the floor to Dr. Little who thanked University Health and Board leadership for their commitment to training medical students and residents. He was a medical student at the Long School of Medicine and he fondly remembers his white coat ceremony and taking a photo with his Dad. That was a special day for him and now he proudly sits at this table with the Board of Managers and esteemed UT faculty. He recently received two texts from two former Anesthesiology residents who trained here and now work outside of Bexar County. Both had difficult cases that week that they were able to manage because they trained at University Hospital with high acuity and high volumes of patients. They are so well trained with guidance of the faculty leadership about how to do things right. People who train here are making a difference across the country, and he wanted to share with the Board how grateful he is for his past and present experiences.

RECOMMENDATION:	This report was provided for informational purposes only.
ACTION:	No action was required by the Board of Managers.
EVALUATION:	None.
FOLLOW UP:	None.

**NEW BUSINESS - CONSENT AGENDA – JIM ADAMS, CHAIR**

**CONSIDERATION AND APPROPRIATE ACTION REGARDING MEDICAL-DENTAL STAFF MEMBERSHIP AND PRIVILEGES — MICHAEL LITTLE, MD, PRESIDENT, MEDICAL/DENTAL STAFF**

SUMMARY: The Credentials Committee met on June 26, 2023, and reviewed the credential files of the individuals listed on the Credentials Report and the Professional Performance Evaluation Report provided

to the Board. In its meeting of Tuesday, July 11, 2023, the Executive Committee of the Medical-Dental Staff approved the Credentials Committee Report in accordance with University Health's credentialing and privileging process. The Executive Committee, in turn, recommends final approval by the Board of Managers.

**CONSIDERATION AND APPROPRIATE ACTION REGARDING MEDICAL-DENTAL STAFF RECOMMENDATIONS FOR PROFESSIONAL PRACTICE EVALUATIONS AND DELINEATION OF PRIVILEGES — MICHAEL LITTLE, MD, PRESIDENT, MEDICAL/DENTAL STAFF**

SUMMARY: The Credentials Committee met on June 26, 2023, and reviewed proposed revisions to Delineation of Privilege and the Professional Performance Evaluation Report and forms. In its meeting of Tuesday, July 11, 2023, the Executive Committee of the Medical-Dental Staff approved the Delineation of Privileges and Focused/Ongoing Professional Performance Evaluation Report, which was provided for the Board's review, and in turn, recommends approval by the Board of Managers.

**CONSIDERATION AND APPROPRIATE ACTION REGARDING CONTRACTS FOR EMPLOYEE BENEFITS WITH THE FOLLOWING VENDORS:**

**EYEMED VISION CARE, LLC, (THROUGH BENEFIT SOURCE) FOR VISION BENEFITS**

SUMMARY: There are currently 5,928 participants enrolled in the current vision benefit program. Overall participation in this voluntary benefit has increased 12% over the current term of the contract. There is no increase in the premium rates for the 2024 benefit plan years. The contractual value is 100% contributory in nature and is accrued through employee premiums. Based on current utilization, the contract is valued at an estimated amount of \$728,030 annually. University Health does not incur a cost for this contract. In-network member costs and out-of-network reimbursement costs were detailed in Ms. Casa's written report. The contract shall be for a one-year term beginning January 1, 2024 and ending December 31, 2024, unless terminated earlier pursuant to the University Health Standard Purchase Terms and Conditions. EyeMed Vision Care's workforce composition data was provided for the Board's review. Staff recommends Board of Managers' approval of a one-year contract renewal with EyeMed Vision Care, LLC (through Benefit Source, the local Broker) for a total estimated amount of \$728,030 annually.

**DELTA DENTAL INSURANCE COMPANY (THROUGH BENEFIT SOURCE) FOR HMO AND PPO DENTAL BENEFITS**

SUMMARY: There are currently 1,446 employees, 179 retirees, and 17 COBRA participants enrolled in the HMO plan. The contractual value is 100% contributory in nature and is accrued through employee premiums. There is no change in monthly premiums and University Health does not incur a cost for this contract. There are currently 6,054 employees, 529 retirees, and 38 COBRA participants enrolled in the PPO plan. The contractual value is 100% contributory in nature and is accrued through employee premiums. Overall, participation in this voluntary benefit has increased by 19% over the term of the current contract. Delta Dental Insurance Company offers employees three different plan options. There will be no changes for the HMO plan premiums. The PPO plans will have a 6% increase in premiums. Based on current utilization, the HMO plan is valued at an estimated amount of \$428,559 annually and the PPO plan is valued at an estimated amount of \$4,218,939 annually. Overall, the total estimated amount for the contract is valued at \$4,647,498 annually (\$4,647,498 over a one-year period). The contract shall be for a one-year extension beginning January 1, 2024 and ending December 31, 2024. Delta's workforce composition was provided for the Board's review. Staff recommends the Board of Managers approve a one-year contract extension with Delta Dental Insurance Company (through Benefit Source, the local

Broker) for a total estimated amount of \$4,647,498 annually (\$4,647,498 over a one-year period).

**GUARDIAN (THROUGH BENEFIT SOURCE) FOR SUPPLEMENTAL DISABILITY INSURANCE — ANDREA CASAS**

SUMMARY: There are currently 229 participants enrolled in the supplemental disability insurance plan. Overall participation in this voluntary benefit offering has increased by 100% from the first year of this benefit offering. The contractual value is 100% contributory in nature and is accrued through employee premiums. University Health does not incur a cost in relation to this contract. Based on the current and anticipated enrollment, the contract is valued at an estimated amount of \$140,240 annually for a three-year period. The contract shall be for a three-year term beginning January 1, 2024 and ending December 31, 2026 with two, one-year renewal options; unless earlier terminated pursuant to the University Health Standard Purchase Terms and Conditions. Guardian's workforce composition data was provided for the Board's review. Staff recommends the Board of Managers approve the contract for supplemental disability insurance with Guardian (through Benefit Source, the local Broker) in the estimated amount of \$140,240 annually for a total of \$420,720 for a three-year period.

**CONSIDERATION AND APPROPRIATE ACTION REGARDING AGREEMENTS FUNDED THROUGH THE U.S. HEALTH RESOURCES AND SERVICES ADMINISTRATION AND THE TEXAS DEPARTMENT OF STATE AND HEALTH SERVICES IN SUPPORT OF VARIOUS PROGRAMS SERVING HIV-AFFECTED CLIENTS WITH ALAMO AREA RESOURCE CENTER; BLACK EFFORT AGAINST THE THREAT OF AIDS COALITION TRUST; AND SAN ANTONIO AIDS FOUNDATION — ROBERTO VILLARREAL, M.D.**

SUMMARY: The purpose of this Amendment is to provide additional Ryan White HIV Service Program funds to the Alamo Area Resource Center (AARC) and San Antonio AIDS Foundation (SAAF); and to provide Housing Opportunities for Persons with AIDS Program Funds to AARC for the provision of eligible health and support services. The AARC, BEAT AIDS and SAAF are local non-profit organizations. Together, BEAT AIDS, AARC and SAAF offer a wrap-around care model with a holistic approach to treatment. This includes medical providers, social workers, mental health counselors, housing specialists, and supportive services on-site. They help clients by managing all aspects of living with HIV through counseling, nutritional advice, and transportation support. Dr. Villarreal's written report detailed the services provided by Operation BRAVE by the AARC and BEAT AIDS during fiscal year 2023-24. The amendment will increase AARC's Food Bank and Housing Services and BEAT AIDS's Mental Health, Food Bank and Early Intervention Services for Operation BRAVE-eligible patients. The term of this Operation BRAVE Agreement is March 1, 2023 through February 29, 2024 and this amendment will increase the existing agreement with AARC by \$177,250.00 for a total of \$422,750. The increase for BEAT AIDS is \$90,500, for a total of \$315,600.00. The DSHS funds will ensure the continuation of services, including housing assistance for people affected by HIV.

**CONSIDERATION AND APPROPRIATE ACTION REGARDING PROFESSIONAL SERVICES AGREEMENT FUNDED THROUGH THE U.S. HEALTH RESOURCES AND SERVICES ADMINISTRATION IN SUPPORT OF THE TEXAS RURAL MATERNITY AND OBSTETRICS MANAGEMENT STRATEGIES PROGRAM WITH UVALDE MEMORIAL HOSPITAL AND SAGE FAMILY MEDICAL ASSOCIATES, PA — ROBERTO VILLARREAL, M.D.**

SUMMARY: The purpose of this agreement is to increase the current contract amount with Uvalde Memorial Hospital by **\$71,817**, and incorporates a one-year extension to the contracts with Uvalde Memorial Hospital and Sage Family Medical Associates through August 31, 2024, with an additional funding of **\$290,000**. To comply with the program objectives, Uvalde Memorial Hospital and Sage Family Medical Associates are expected to provide a variety of maternal and obstetrics services and

deliverables outlined by Dr. Villarreal in his written report in detail. The overall program impact, including the agreement with Uvalde Memorial Hospital and Sage Family Medicine Associates, PA, is budget neutral. The activities included in this agreement are part of the Texas Rural Maternity and Obstetrics Management Strategies Program (TX-RMOMS) program and are funded by HRSA (Award No. UK9RH33788). The award reimburses University Health for the organization, coordination, and administration of the program. Below are the funding allocated to the TX-RMOMS collaborators, including Uvalde Memorial Hospital and Sage Family Medical Associates, throughout the life of the program and includes the additional amounts for FY4 and FY5:

Year 5: 9/1/23 to 8/31/24 (Estimated)	\$290,000	Uvalde Memorial Hospital: \$190,721 Sage Family Medical Associates: \$90,000
--	-----------	---

The workforce composition for Uvalde Memorial Hospital and Sage Family Medical Associates was provided for the Board's review. Staff recommends approval of this amendment to the agreements with Uvalde Memorial Hospital and Sage Family Medicine Associates, PA as sub-recipients of the TX-RMOMS Program, to continue implementing program strategies and enhancing obstetrics and postpartum services for expectant mothers in Central and South Texas counties.

**CONSIDERATION AND APPROPRIATE ACTION REGARDING AN AMENDMENT TO THE PROFESSIONAL SERVICES AGREEMENT WITH ENGINEERING ECONOMICS, INC., FOR COMMISSIONING SERVICES FOR THE WOMEN'S AND CHILDREN'S HOSPITAL — DON RYDEN**

SUMMARY: The Commissioning Agent (CxA) for the Women's & Children's Hospital, Engineering Economics, Inc. (EEI), has submitted a request for additional fees in response to challenges that have faced the commissioning process for several months. Staff has considered the request and agrees that the impact to the scope of work and duration originally contemplated by the existing contract are significant, which Mr. Ryden outlined in his written report to the Board. Based on these impacts, the resources and personnel proposed by the CxA, an adjustment of fees is reasonable. Staff also proposes to extend the duration of the existing professional services agreement for commissioning activities to cover the additional extended schedule. The amount requested by EEI is an adjustment of \$201,758 for the additional scope and duration described by Mr. Ryden. Staff recommends issuing a contract Amendment to EEI's current Agreement for Commissioning Services. The original contract amount is \$1,070,910; previous approved amendments \$1,292,185; current contract amount \$2,363,095 for a reviewed contract amount of \$2,564,853. Current Board-approved Project funding is available for this adjustment; no additional project funds are required. Therefore, the total Program budget would remain \$837.9 million. The workforce composition for ECI was provided for the Board's review. Staff recommends the Board of Managers approve the proposed budget adjustments to fund the Amendment for additional Commissioning Agent services, and authorize the President/Chief Executive Officer to execute the required contract Amendment with Engineering Economics, Inc., in an amount not-to-exceed \$201,758.

**CONSIDERATION AND APPROPRIATE ACTION REGARDING CONTRACT WITH R.E.C. INDUSTRIES, INC., FOR THE INSTALLATION AND ASSOCIATED CONSTRUCTION AND UPGRADES TO THE MECHANICAL SYSTEMS AT UNIVERSITY FAMILY HEALTH CENTER - SOUTH EAST — DON RYDEN**

SUMMARY: This project consists of the complete replacement of the existing mechanical system at the University Family Health Center - South East. The procurement of the mechanical equipment was approved by the Board on December 13, 2022. This request will be for the installation of the new mechanical equipment and associated construction. Procurement Services solicited formal bids, RFCSP-223-01-010-CNST with three Contractors responding with corresponding construction installation prices

ranging from \$2,390,976 to \$4,819,258; and construction installation schedules, in calendar days, ranging from 374 to 525 days. The proposals were evaluated based on the criteria provided to the firms in the RFCSP. Of the firms that proposed, R.E.C. Industries Inc. was selected based on their competitive pricing (\$2,497,000), proposed schedule (380 calendar days), healthcare experience and safety record. Staff has reviewed the pricing for construction services and recommends approval in the amount of \$2,497,000. The workforce composition was provided by the Board's review. Staff recommends Board of Managers' approval of the construction installation of the mechanical equipment upgrades and replacement at the University Family Health Center - South East and authorize the President/Chief Executive Officer to execute a Construction Services Agreement with R.E.C. Industries, Inc., in the amount of \$ 2,497,000.

**CONSIDERATION AND APPROPRIATE ACTION REGARDING THE INVESTMENT REPORT FOR THE SECOND QUARTER 2023 — REED HURLEY**

SUMMARY: Staff provided Investment Portfolio Summaries for University Health and Community First invested funds for the second quarter of 2023 for the Board's review. In total, the value of all invested funds as of June 30, 2023, was \$2,199,094,788 consisting of University Health, Project, Certificate, LPPF and Community First Funds. The reports include all information required by the Texas Public Funds Investment Act. In addition, the University Health and Community First portfolio reports were provided separately. The portfolios earned \$23,655,656 in interest income during the second quarter, versus \$20,097,270 in the previous quarter, nearly 15% higher than the previous quarter and more than 14 times the same period a year ago as higher interest rates have continued to dramatically improve investment earnings. While the rapid increase in rates last year and early this year has resulted in a sizable unrealized loss, no realized losses are anticipated to be incurred and University Health is benefitting from greater investment income. This report was provided for informational purposes only; no action was required by the Board of Managers.

**CONSIDERATION AND APPROPRIATE ACTION REGARDING PURCHASING ACTIVITIES (SEE ATTACHMENT A) — REED HURLEY/TRAVIS SMITH**

SUMMARY: University Health's Purchasing Consent attachment for the month of July 2023 includes 17 proposed contracts for Board of Managers action. The total requested Board of Managers approval for these 17 contracts is \$20,967,662. Additional Presented contracts during the July 2023 Board of Managers meeting total \$68,134,638 and are considered for approval separate from the Purchasing Consent. Staff recommends Board of Manager's approval of Purchasing Consent items in the amount of \$20,967,662.

CONSENT

RECOMMENDATION: Staff recommends approval of the items listed on the consent agenda.

CONSENT

ACTION: A **MOTION to APPROVE** staff's recommendation was made by Ms. Fernandez; **SECONDED** by Dr. Burns, and **PASSED UNANANIMOUSLY**.

CONSENT

EVALUATION: None.

CONSENT

FOLLOW UP: None.

**CONSIDERATION AND APPROPRIATE ACTION REGARDING SELECTED PURCHASING ITEMS:**

**CONSIDERATION AND APPROPRIATE ACTION REGARDING DISBURSEMENT OF**



**DONATIONS FROM THE UNIVERSITY HEALTH FOUNDATION UVALDE FUND TO FAMILY SERVICE AND AFTER-SCHOOL ALL-STARS — LENI KIRKMAN/SARA ALGER**

**SUMMARY:** On May 24, 2022, a mass shooting occurred at Robb Elementary School in Uvalde, Texas. Four shooting victims were brought to University Hospital to receive life-saving care and the University Health Foundation established the Uvalde Victims Relief Fund which allowed the Foundation to accept donations from local, regional and national donors. The intent of these donations was to provide aid to the four patients of University Hospital, their families, and the Uvalde community. Nearly \$550,000 was raised for this purpose. To date, University Health Foundation has disbursed \$90,000 to assist the four patients and their families, which leaves a balance of \$460,000 in the Uvalde Victims Relief Fund. The staff anticipates the possibility of assisting at least one of the patients and her family in the future, and it is not believed the assistance would be for the total sum of the remaining funds. After much research and discussion, staff recommends that the funds be disbursed to two local Uvalde organizations that directly serve children and families.

**RECOMMENDATION:** Staff recommends the disbursement of \$250,000 to Family Service and \$100,000 to Uvalde After-School All-Stars Program. Information from both organizations in how they would utilize the dollars were provided for the Board's review. Additionally, the staff recommends the balance of the Uvalde Victim Relief Fund (\$110,000) remain for future assistance of the four patients and their families for another 12 months. If the funds are not spent in that time, then further research and review of Uvalde community needs will occur, and the Foundation will offer a recommendation at that time.

**ACTION:** A **MOTION to APPROVE** staff's recommendation was made by Mr. Hasslocher, **SECONDED** by Ms. Fernandez, and **PASSED UNANANIMOUSLY**.

**EVALUATION:** Mr. Hasslocher revealed that the San Antonio Board of Realtors had donated \$150,000 via First State Bank of Uvalde, but the Foundation has not made contact with any other entity in Uvalde. Mr. Adams thanked Ms. Alger for what she represents as President of the University Health Foundation and he thanked Mr. Hernandez for reaching out to the Uvalde community.

**FOLLOW UP:** None.

**CONSIDERATION AND APPROPRIATE ACTION REGARDING A PROFESSIONAL SERVICES AGREEMENT BETWEEN UNIVERSITY MEDICINE ASSOCIATES AND UT HEALTH SAN ANTONIO FOR HOSPITAL-BASED ANESTHESIA SERVICES — MONIKA KAPUR, M.D./EDWARD BANOS**

**SUMMARY:** Mr. George Hernandez pulled this item from today's agenda. Staff will return with this item in August 2023.

**RECOMMENDATION:** None.

**ACTION:** None.

**EVALUATION:** None.

**FOLLOW UP:** None.

**CONSIDERATION AND APPROPRIATE ACTION REGARDING A CONTRACT RENEWAL FOR PROFESSIONAL SERVICES WITH UT HEALTH SAN ANTONIO (“SPONSORED CARE PROVIDER AGREEMENT”) — EDWARD BANOS**

**SUMMARY:** The purpose of this Agreement is to continue to cover urgent and emergent medical services to unfunded patients and inmates who are provided health care within University Health. The anticipated payments to UT Health for a one-year period beginning September 1, 2023 and ending August 31, 2024 are \$3,400,000, or \$283,333 per month. This is the same amount as the current one-year agreement. University Health shall pay UT Health for contracted healthcare services provided to Sponsored Patients at 65% of the current Medicare allowable rate at the time the services were provided. The contract value for the 12-month period from September 1, 2023 through August 31, 2024 is estimated at \$3,400,000. This is a planned expense and funding has been included in the 2023/2024 Operating Budgets. The workforce composition for UT Health was provided for the Board’s review.

**RECOMMENDATION:** Staff recommends the Board of Managers approval of the Sponsored Care Provider Agreement with UT Health for a twelve month period beginning September 1, 2023 to August 31, 2024 in the amount of \$3,400,000.

**ACTION:** A **MOTION to APPROVE** staff’s recommendation was made by Mr. Hasslocher, **SECONDED** by Dr. Kelley, and **PASSED UNANANIMOUSLY**.

**EVALUATION:** None.

**FOLLOW UP:** None.

**CONSIDERATION AND APPROPRIATE ACTION REGARDING A CONTRACT RENEWAL FOR PROFESSIONAL SERVICES WITH UT HEALTH SAN ANTONIO SCHOOL OF DENTISTRY (“SPONSORED CARE PROVIDER AGREEMENT”) — EDWARD BANOS**

**SUMMARY:** The purpose of this Agreement is to continue to cover urgent and emergent medical services to unfunded patients and inmates who are provided health care within University Health. The anticipated payments to UT Health School of Dentistry for a one-year period beginning September 1, 2023 and ending August 31, 2024, are \$250,000 or \$20,833 per month. The current contract amount is \$320,000 or \$26,667, per month. The \$70,000 annual decrease is based on the current activity run rate. University Health shall pay UT Health for contracted healthcare services provided to Sponsored Patients at 100% of the current Medicaid allowable rate at the time the services were provided. The contract value for a one-year period from September 1, 2023 through August 31, 2024 is estimated at \$250,000. This is a planned expense and funding has been included in the 2023/2024 Operating Budgets. The workforce composition for UT Health was provided for the Board’s review.

**RECOMMENDATION:** Staff recommends the Board of Managers approval of the Sponsored Care Provider Agreement with UT Health School of Dentistry for a one-year period beginning September 1, 2023 to August 31, 2024 in the amount of \$250,000.

**ACTION:** A **MOTION to APPROVE** staff's recommendation was made by Mr. Hasslocher, **SECONDED** by Dr. Kelley, and **PASSED UNANANIMOUSLY**.

**EVALUATION:** Dr. Kelly wanted to know what happens when Bexar County inmates are released after they have received services pursuant to a sponsored care agreement, to which Mr. Ed Banos replied that the required follow-up care is covered if treatment relates to the health care incident that occurred while in Bexar County Detention Facilities. Both sponsored care agreements ensure continuation of care for Bexar County residents. Dr. Kelley noted again that University Hospital is the only facility that provides emergency dental care.

**FOLLOW UP:** None.

**CONSIDERATION AND APPROPRIATION ACTION REGARDING A SUBLEASE AGREEMENT WITH POST ACUTE MEDICAL AT SAN ANTONIO, LLC, FOR CLINICAL SPACE AT 5101 MEDICAL DRIVE, SAN ANTONIO, TEXAS 78229; AND RELATED FURNITURE, FIXTURES, EQUIPMENT AND INFORMATION TECHNOLOGY CONTRACTS WITH VARIOUS VENDORS — EDWARD BANOS/DON RYDEN**

**SUMMARY:** University Health has the opportunity to expand the Rehab and Pain Clinics in a single location which would benefit our patients through coordination of care and initial therapy assessment. Post Acute Medical (PAM) has 2,351 sq. ft. (not including circulation area) available space on the first floor of its Medical Center location that it is offering to University Health. PAM and University Health have an existing partnership with University Health owning a minority interest in PAM. The available space has eight exam rooms and a procedure room. The exam rooms will be split between the two departments and the procedure room will be set up for image guided injections with a C-arm. The exam rooms provide additional space from their current locations allowing for increased volumes for both. The facility provides plenty of parking and a convenient entrance to the premises. The landlord is HC-5101 Medical Drive, LLC, to which PAM is the tenant and University Health will be the subtenant. The term of this Sublease begins on the effective date, and shall continue for ten (10) years after Subtenant's First Day of Operations. The First Day of Operations occurs within 90 days after delivery of the Leased Premises to Subtenant. The Sublease has two (2) renewable terms of five (5) years each on the same terms as this Sublease. Either Tenant or Subtenant gives written notice to the other of such party's desire to terminate this Sublease at the expiration of the term, or then current renewal term, as the case may be, such notice to be delivered no later than one hundred twenty (120) days prior to the end of the original term or the then current renewal term as may be applicable. Both parties have the option to terminate the lease after the first anniversary of the First Day of Operations without cause with one hundred eighty (180) days' notice. Rent expense is a Gross Full Service Rent and increases 2% per year, for an estimated total of \$643,570 through September 30, 2033. The lease costs will be a budgeted operational expense. The space is currently finished-out but will need updating. As part of the sublease agreement, the tenant will provide a \$60,000 allowance for subtenant improvements. Mr. Ryden identified the project

costs below for the expansion and recommends that project costs be funded from Board Designated Funds.

Design and Construction	\$250,000
Less TI Allowance	<u>(\$60,000)</u>
Net Design and Construction	\$190,000
Furniture, Fixtures and Equipment	\$150,000
Information Technology	\$180,000
Security/Access Control	\$40,000
Moving	\$10,000
Signage	<u>\$5,000</u>
<b>Total</b>	<b>\$575,000</b>

RECOMMENDATION: Staff recommends the Board of Managers approve the Sublease Agreement with Post Acute Medical San Antonio LLC. The ten (10) year cost of the lease expense is \$643,570. In addition to the sublease agreement, staff recommends the Board of Managers approve the project costs and other associated therein in an amount not to exceed \$575,000, to be funded from Board Designated Funds, for a total cost of \$1,218,570, and authorize the President/Chief Executive Officer to sign the agreement.

ACTION: A **MOTION to APPROVE** staff's recommendation was made by Ms. Fernandez, **SECONDED** by Dr. Burns, and **PASSED UNANANIMOUSLY**.

EVALUATION: Physical Medicine and Rehabilitation has seen a lot of growth and is experiencing many referrals. This will help expand a program with over 200 pediatric patients on a waiting list. This is an opportunity to expand both pediatric and adult services rehab services in the same easily accessible location.

FOLLOW UP: None.

**CONSIDERATION AND APPROPRIATE ACTION REGARDING A GUARANTEED MAXIMUM PRICE (GMP #A) PROPOSAL FOR THE PALO ALTO COMMUNITY HOSPITAL CONSTRUCTION MANAGER AT RISK AGREEMENT WITH TURNER BYRNE STRAIGHT-LINE JV AND ASSOCIATED COSTS THERETO — DON RYDEN**

SUMMARY: In March 2023, the Board approved University Health's recommendations for Construction Managers (CMs) to collaborate with the A/E during the design phase and to provide pre-construction services as advisors and estimators at the two University Health Community Hospitals planned. These CMs will transition into general contractor roles when construction commences at the Community Hospitals. Turner-Byrne-Straight Line Joint Venture was assigned as the CM for the Palo Alto site and Layton Construction Company will serve as CM for the Retama site. The CMs contracts were awarded in April 2023. Both CMs have started coordination and collaboration with the A/E and hospital leadership and continue to provide recommendations and solutions as the design phase continues. As a project delivery team, the A/E, PM, and CM for Palo Alto recommend that enabling work at the site begin in earnest to address site storm water and utility crossings that were designed and coordinated during the master planning phase. After the review of existing Palo Alto site reports and developer plans for addressing storm water works and crossings, the project delivery team

determined that there was an opportunity for these infrastructure improvements to commence early while the construction documents are still being developed. Staff accepted the recommendations of the project delivery team and directed the A/E to develop a package of early enabling civil and site work and underground storm water culverts that should commence as soon as the work can be permitted. This package of work will be labeled Guaranteed Maximum Price proposal "A" (GMP #A). TBS evaluated a total of five bids from the local market and coordinated with Staff to select the opportunity providing best value to the Project. The construction value of the chosen TBS subcontract is \$11.6 million and includes appropriate CM fee markups and contingencies. Staff simultaneously obtained a proposal for professional services from Terracon, Inc. to perform the required independent construction inspection and material testing as work proceeds. This work is proposed as a maximum indefinite quantity amount of \$200,000 and is based on existing labor rate tables currently approved by Staff for use on other projects. Broaddus & Associates also coordinated the early start of a dedicated project manager to oversee GMP #A which will not result in additional costs at this time. The proposed cost of GMP #A scope is \$11,613,724 including direct and indirect construction costs and contingencies. This cost will increase the Construction Cost Limitation (CCL) established in the CM Agreement to include this new work. GMP #A will be issued to the existing CM contract per University Health procurement policies for a new total contract value of \$12,845,724. Staff has determined that Terracon, Inc. has proven capabilities and capacity to provide professional services including independent construction inspection and material testing in support of GMP #A, including substrate soil bearing verification, density and moisture testing for backfilled soil, and concrete compressive strength verification. Staff proposes to issue a separate Professional Services Agreement with Terracon for this work, based on an indefinite quantity budget not to exceed \$200,000. The workforce composition for TBS and Terracon, Inc., was provided for the Board's review.

RECOMMENDATION: Staff recommends the Board of Managers approve the addition of GMP #A to the CM Agreement with Turner Byrne Straight Line JV and the issue of a professional services agreement with Terracon, Inc., and authorize the President/Chief Executive Officer to execute a contract with TBS for GMP #A in the amount of \$11,613,724; and with Terracon, Inc., in the amount of \$200,000, for a total amount not to exceed \$11,813,724.

ACTION: A **MOTION to APPROVE** staff's recommendation was made by Ms. Jasso, **SECONDED** by Dr. Kelley, and **PASSED UNANANIMOUSLY**.

EVALUATION: Mr. Ryden explained to Ms. Fernandez that project management costs are built into this proposal. He also confirmed that the infrastructural improvements will benefit the entire area. They are underground improvements required by City code and conditional for plat approval.

FOLLOW UP: None.

SUMMARY:

In November 2019, University Health filed a lawsuit against manufacturers, distributors, and retailers relating to tortious conduct in the marketing, promotion, sale, distribution, and dispensation of opioids. A separate lawsuit was filed by Bexar County. Both lawsuits seek monetary relief to address the deleterious impact of the pandemic on the Bexar County community. Most recently the Office of the Attorney General of Texas and litigating trial Counties agreed to statewide opioid settlement agreements with the Retailer Defendants totaling \$706.14 million that include Walgreens in the amount of \$290,159,459.30 to be paid over 15 years, CVS in the amount of \$266,557,692.00 to be paid over 10 years, and Walmart in the amount of \$149,429,488.73 to be paid over 6 years. All of the settlement amounts are conditioned upon 96% of governmental entities agreeing to participate in the settlement by releasing all claims against the Retailer Defendants by no later than August 4, 2023. In July 2023, Bexar County Commissioners Court approved settling its pending litigation against the Retailer Defendants for an estimated \$4.9 million in direct funds over 15 years that will be pledged towards opioid and substance abuse treatment programs in Bexar County. Additional settlement funds are also available through the 15% hospital district allocation in the Retailer Settlement which is estimated to be \$74,145,397.20. Each hospital district's share, including University Health's share, will be determined by the Abatement Opioid Council. In addition to its portion of the 15% hospital district allocation, University Health will be eligible to submit requests for funding from the remaining abatement funds for proposed opioid related education, prevention, and treatment programs specially tailored to address the recovery needs in Bexar County. The abatement funds for the Bexar County region are approximately \$39.4 million after the hospital district's share is deducted. Per legislation, hospital districts would benefit from a 15% direct allocation of funds distributed to the Opioid Abatement Fund with the remaining portions of this abatement funds earmarked for opioid abatement purposes on an open grant-like application basis. Chapter 403 of the Texas Government Code requires the creation of a fourteen member Texas Opioid Abatement Fund Council to determine distribution of 70% of the settlement funds. The Abatement Opioid Council was formed in 2022, but has yet to finalize governing rules for grant-based programs or the allocation of the 15% of the abatement funds designated for hospital districts.

RECOMMENDATION:

Staff recommends the Board of Managers' approval of the settlement agreements and release of its claims against the Retailer Defendants in the matter of *In Re: Texas Opioid Litigation*, MDL No. 2018-63587, and authorization of all related actions thereto.

ACTION:

A **MOTION to APPROVE** staff's recommendation was made by Mr. Hasslocher, **SECONDED** by Dr. Burns, and **PASSED UNANANIMOUSLY**.

EVALUATION:

None.

FOLLOW UP:

None.

**SUMMARY:**

University Health's consolidated bottom line for the month of June 2023 reflects a gain of \$17.5 million, \$15.3 million better than the budgeted gain of \$2.2 million. This gain to budget is primarily due to patient activity driving positive net patient revenue of \$20.1 million and investment income of \$6.4 million offset by employee compensation over budget \$13.5 million. In June, clinical activity (as measured by inpatient patient days) was up by 12.0% and inpatient discharges were higher than budget by 9.3%. Volumes exceeded budget across all key service delivery areas. Community First Health Plans, Inc., experienced a bottom line gain of \$7.3 million, which was \$6.7 million better than the budgeted gain of \$0.6 million. Community First fully insured membership was down 7.6% to budget but the bottom line gain was driven by lower than expected expenses and a pick-up from interest income. Mr. Hurley reviewed significant items to note from the Monthly Consolidated Statement of Revenues and Expenses Monthly Financial Report, specifically:

- Community First premium revenue was under budget \$19.7 million related to experience rebate over budget by \$12.1 million in addition to budgeting for additional Health Insurance Exchange members that did not materialize.
- Employee compensation is over budget \$13.5 million related to \$5.9 million in incentive pay, \$1.3 million temporary labor premium, \$2.6 million in pension expense and \$1.8 million for health insurance costs.
- Supplies are over budget \$5.4 million due to pharmaceutical expense over budget \$2.9 million due to the growth in retail pharmacy programs and \$1.3 million in medical supplies.

**RECOMMENDATION:**

Staff recommends approval of the financial reports subject to audit.

**ACTION:**

A **MOTION to APPROVE** staff's recommendation was made by Mr. Hasslocher, **SECONDED** by Ms. Fernandez, and **PASSED UNANANIMOUSLY**.

**EVALUATION:**

Mr. Hurley provided an update regarding bond pricing results, which he described as very successful. The market conditions were excellent and there was significant interest in University Health's sale. The overall interest rate was less than the interest rate on the Certificates of Obligation, Series 2022 issued last year.

- \$200 Million in proceeds
- Total Interest Cost is 4.19%
- The issuance in 2022 had an interest expense of 4.38%
- The structure includes the planned defeasance of \$8 million in bond debt in 2024

**FOLLOW UP:**

None.

**PRESENTATIONS AND EDUCATION:**

**EPIC ELECTRONIC HEALTH RECORD PROJECT UPDATE — *BILL PHILLIPS***

**SUMMARY:**

Mr. Phillip's provided an update regarding improvements and achievements made with the Epic Electronic Health Record over the past three years beginning with the implementation and go-live on July 11, 2020:

- Standardization of workflows and operational functions
- Improved clinical productivity and better documentation
- Maximum System Performance
- Improved Patient Experience
- Improved Quality
- Improved Financials

#### **Clinical Documentation Flowsheets & The Avatar**

- System-wide shared flowsheets
- Home for discrete documentation
- More accurate reports
- Standard place and process
- Cross-specialty visualization

#### **Clinical Documentation – Care Plans & Education**

- Multidisciplinary Tool
- Best Practice & Evidence Based
- Third Party Content from Elsevier
- Guides staff
- Interventions
- Assessments
- Other tasks

#### **Physician Note Documentation**

- Discrete data captured during visit
- Pulled into structured note templates

#### **Patient Lists**

- Quick visuals to see a summary of patients within a certain group or location
- Customizable by providers to pull in specialty specific info
- Allows triage and draws attention to patient needs
  - Displays a sorted list of patients' risk score with threshold levels

#### **Imaging - Clinical Decision Support**

- Evaluates indication
- Assesses exam appropriateness
- Provides suggestions

#### **Best Practice Advisories**

- BPAs are alerts built into the system to automatically trigger based on certain scenarios
- UH Epic showed over **16,000,000** BPAs to end users in the last year.
- Evidence-based and quality-focused care
- Promote patient safety and improve clinical documentation accuracy
- Meaningful options to act now
- Direct actions available from BPA like place orders, add documentation, review resources, etc.

#### **Capacity Command Center Dashboards**

- Dashboard Suite used to implement and standardize discharge processes.
- Real-time monitoring and anticipation of discharge needs
- Able to track outcomes over time
- Holistic view of operations



### **Improving Vaccination Rates in the Community**

#### **What it is:**

Allows drill down of patient immunization data in the system.  
Slice data by patient demographics such as race, zip code, age, as well as Health Maintenance or particular vaccines.

#### **How it is used:**

Identify patients with upcoming and overdue Health Maintenance Topics  
Patients qualifying for VFC (Vaccines for Children) program  
Help Identify disparities in certain patient populations or within particular regions

### **Physician Workflows – On the Go!**

Write Notes

Complete Chart Review

Place/Sign Orders

Reviewed utilization of Haiku (Epic Mobile) since July 2020.

### **Secure Chat Expansion**

- Care team members, now including nursing staff, can securely chat to quickly address patient needs
- Facilitates Quick Conversations
- Real University Health example shown
- Chat started at 8:17am
- Chat ended at 8:23 am

### **Secure Chat Adoption by Role**

- Physicians – 80%
- Nursing – 69%
- All other roles – 59%

### **Epic's Cognitive Computing Models**

What? Epic's cognitive computing models monitor patient populations to calculate each patient's risk for a particular outcome, such as sepsis or deterioration, using objective data from the patient's chart.

How? Epic develops the model using data from three other Epic customers and then the UH Epic team trains and validates the model using our own data and thresholds are set by UH subject matter experts.

Why? Some models are predictive to identify at-risk while others are retrospective which provides data for process improvement projects.

### **IT Performance - Models Currently Live**

- Adult Deterioration Index – Helps identify adults who are likely to experience adverse event during their hospital stay, such as a transfer to the ICU. Improves on traditional early warning systems such as MEWS and can assist clinicians to stratify patient population risk.
- Early Detection of Sepsis – Adult – Uses data points such as medications, lab results and vital signs to help clinicians identify patients at risk for sepsis
- Early Detection of Sepsis – Pediatric – Uses data points such as temperature BP, behavioral assessments, length of stay and diagnoses to help clinicians identify septic pediatric patients.
- ICU In-Hospital Mortality Risk (Retrospective) – Calculates a patient's expected mortality for retrospective risk-adjusted benchmarking of ICU mortality rates, enabling clinicians, unit

managers, and hospital administrators to see outcomes and quality of care in their ICUS.

- ICU Length of Stay (Retrospective) – Uses a proprietary algorithm and 60 variables to calculate a patient’s expected length of stay in the ICU for retrospective risk-adjusted benchmarking, enabling clinicians, unit managers, and hospital administrators to see outcomes and quality.
- ED Likelihood to Occupy a Bed – Determines a patient’s likelihood to need an inpatient bed when coming from an emergency department allowing staff to prioritize admission workflows such as medication reconciliation and bed planning.
- Project Block Utilization – Enables users to review an OR’s block’s historical scheduling pattern to determine which blocks significantly deviate from their typical scheduling patterns. Then, they can quickly locate blocks that are projected to be significantly over or underutilized on the day of surgery, based on a specified block and day of the week combination.

#### **System Performance**

- Average response time: 1 second
- Benchmark against industry standards APDEX. Response time score is a value between 0 and 1,000. UH received a score of 957
- Reviewed response time exception percentage and workflow count for the period 1/5/20 to 7/11/23.

#### **In Q1 2023 – Switched to Hyperdrive**

- Web-based with improved performance
- Faster maintenance windows (shorter downtimes)
- Among the first of Epic customers

#### **Reviewed Month-by-Month System Availability**

- Since Go-Live: 100%
- Twelve-Month Average: 100%
- Last Month: 100%

#### **IT Environment**

- 14,464 End Users
- 12,252 Computer
- 65 Locations (including San Antonio, El Paso, Laredo, and Corpus Christi, Texas)

#### **Patient Experience & MyChart**

- Unique Patient MyChart Accounts - 243,000
- Scheduled 359,000 appointments
- Estimated \$2.2 million saved in staff time and improved no-show rates
- Fast Pass Offers
- Over 2,900 appointments filled using Fast Past
- Estimated \$325,000 in additional revenue since January 2021

#### **eCheck-Ins**

- Over 5,500 e-check-ins completed by patients without MyChart accounts
- Estimated \$269,000 saved in front desk staff time since March 2021

#### **Questionnaires**

- Over 540,000 questionnaires submitted in MyChart

- Estimated \$1.8 million and 43,000 hours of RN time saved during rooming since April 2021
- Prescription Refills
- Over 3,000 refill authorizations automatically sent to providers
- 17,000 refills automatically queued for pharmacists
- 1.1million refill and pickup reminders sent since April 2022

### **MyChart Care Companion: Healthy Pregnancy**

#### Care Companion Tool for Pregnancy

- Drives patient engagement in the care of their pregnancy by delivering timely education throughout course of their pregnancy

#### Current State:

- Self Sign Up into the program via smart devices
- Tracking of Fetal Growth and Development
- Pregnancy Tasks and Education (healthy eating/exercise tips, how to prepare for labor & delivery)

#### Future State:

- Symptom check-in, lab reminders, patient messaging
- Questionnaires (screenings, high-risk symptoms)
- Content for High-Risk Pregnancies: Gestational Hypertension (pre-eclampsia), Diabetes, maternal cardiovascular disease)
- 30+ patients signed-up within the first month

### **Improving Access to External Data (Notes, images lab results)**

- Exchanged patient records with organizations spanning 50 states.
- 1,812,518 - Patient Record Exchanges in 2023 YTD
- 5,428,631 – Patient Record Exchanges in 2022
- 16,751,171 Patient Record Exchanges Since Care Everywhere Go-Live in 2020
- New in 2023: MyChart Images

### **Population Health Initiatives**

#### Healthy Planets

- Enables disease specific registries for comprehensive care and patient follow-up
- Supports tracking Social Determinants of Health & Coordination of Community Resources

#### Compass Rose

- Supports care coordination across an enterprise
- Efficient Enrollment and Outreach Workflows
- Increased Patient Engagement & Community Partnerships
- Analysis of care management and caseloads to identify future opportunities

### **Compass Rose: Concise View of the Patient**

- Patient Contact: Makes it easy to determine what kind of relationship the patient has with their contacts, identifying which contacts are willing to help the patient, and what roles they are willing to take on.
- Displays all programs patient is currently identified or enrolled in
- Social Determinants of Health that impact success of the program are easily identifiable
- Keep track of target due dates and status

### **Epic Training Updates 2023**

#### Staff completed live training:

- 2022 – 2,000+

- 2023 YTD – 1700+

Training modalities

- Live class
- Recorded lessons
- WebEx
- At the elbow
- Tip Sheets/Brief video embedded

Additional support for providers

- Dedicated trainer for inpatient and ambulatory
- Dedicated provider line for provider

2023 Resident Training

- 283 residents trained
- 100% attendance
- Extremely positive feedback

**Key Performance Indicators (KPIs) – Clinical**

- Spotlight Success – Since February 2021, University Health has avoided over 660,000 potential adverse drug event with medication administration safety checks

Metric	Application	Your Score	Percentile	
MU EH - E-Prescribing	Inpatient EMR	99.97%	96	In top 10%
Problem List Updated at Discharge	Inpatient EMR	66.82%	96	In top 10%
Lab Turnaround Time Compliance	Beaker	96.33%	95	In top 10%
First Case On Time Starts	Optime	74.19%	92	In top 10%
Blood scanning compliance	Inpatient EMR	99.62%	89	
Essential Delivery Summary Documentation	Stork	98.32%	88	
Door to Intervention Time	Cupid	57m 46s	88	
Total Bed Cleaning Request Turnaround	Grand Central	47m 19s	86	
ADS Dispense Percentage	Willow	89.74%	85	
Door to Intervention < 90 minutes	Cupid	100%	85	
Admission Medication Reconciliation	Inpatient EMR	66.95%	83	
Discharge Medication Reconciliation	Inpatient EMR	97.71%	82	
Internal Prescriptions Filled and Transmitted Internally	Willow	99.65%	82	
Triage Call Duration	Nurse Triage	12m 19s	81	
ICU Reintubation Rate <248 hours	ICU	1.61%	80	
Physician (end exam to result) Turnaround Time	Radiant	4h 29m 30s	79	
Percent of Inpatient Discharges before 2 pm	Grand Central	49.13	79	
Average Wait Time for Provider	Ambulatory	7m 9s	76	
Average Message Handling Time - Clinical Messages	Mychart	0.72	76	
ICU Reintubation Rate < 48 hours	ICU	2.28%	76	
Appointment Disposition Rate	Nurse Triage	20.92%	75	

**Benchmarking**

- University Health participated in nearly 800 benchmarked metrics, with 23% of those performing in the top 25<sup>th</sup> percentile.

**2022 Year End Review**

- 4.6 million patient records exchanged across 50 states

**Happy Together**

- 599,000 external imaging procedures
- 620,000 external labs

**MyChart**

- 69,900 appointments scheduled/\$482,000 estimated savings in staff time and no-show avoidance
- 1,200 appointments filled using Fast Pass (up 365 from last year) \$150,000 additional revenue
- 226,000 questionnaires completed 18,000 RN hours and estimated \$746,000 saved
- \$117,000 estimated savings in front desk time due to eCheck-in option
- 2,900 used eCheck-in for all without a MyChart Account and 32% of those then created a MyChart account
- 49,000 patient estimates automatically finalized
- Patients were guided to self-service options in 30% of the time instead of sending a message or calling.

#### **In Basket**

- 109,000 fewer In Basket messages through clean up efforts to remove duplicates for same patient or non-actionable messages
- 524 hours saved through In Basket efficiency tools like quick action buttons for common follow-ups

#### **Notes**

- 82% of visit documentation wrapped up the same day
- 6,200 hours of clinician time saved through automatic refill protocols presented to clinicians based on patient criteria
- 954,000 accounts coded automatically / 48,000 hours of coder time saved

#### **Nurse Brain**

- 3.4 million uses to help nurses plan out their day and complete tasks on time

#### **New Products of 2023**

- Dentistry - Coming September
- AI Voice Recognition
- Compass Rose Live
- Lung screening - Coming October
- Digital Pathology
- Decision Trees - Live
- Neurology Care Decision Plans
- Pregnancy Care Companion - Live
- Milk Tracker- Live

#### **Epic Community Contributors**

- UGM (Users Group Meetings)
- Epic KPI Dashboard Experiences and Opportunities presented by Bill Phillips
- XGM (Expert Group Meetings)
- Designing Detention Health Center Workflows by Natalie Davis & Matt Petrie
- Improving Clinical Workflows & Cross-Functional Communication Through Navigators by Stephanie Wriggle & Analee Guerra
- Discharge Readiness by Stephanie Knight & Nick Frausto
- Palliative Care by Lucas Lumbley & Natalie Davis

#### **Recent Recognitions**

- Honor Role – Epic Magna Cum Laude - \$500,000

- CHIME Digital Health Most Wired – University Health is one of nine organization nationally to receive level 10 for:  
Acute 2022  
Ambulatory 2022
- Over 650+ measures across 12 different focus areas based on best practices and evidence based outcomes.
- Only organization in TX to receive level 7 for inpatient and outpatient services
- MyChart Diamonds for Patient Experience – 3 (Designed to help UH and patients get the most out of my chart. Earning a diamond is a significant achievement and reflects that you have all key features in an area enabled and widely used by patients. Diamond are by using every feature witin a section and exceeing the usage threshold indicated by the blue diamonds for certain benchmked metrics within a section.

RECOMMENDATION: This report was provided for informational purposes only.  
ACTION: No action was required by the Board of Managers.  
EVALUATION: None.  
FOLLOW UP: None.

**INFORMATION ONLY ITEMS:**

**ANNUAL REPORT ON LEARNING AND DEVELOPMENT — *ANDREA CASAS***

**UPDATE ON THE WOMEN’S AND CHILDREN’S HOSPITAL AND ASSOCIATED PROJECTS — *DON RYDEN***

**UNIVERSITY HEALTH FOUNDATION UPDATE — *SARA ALGER***

**REPORT ON RECENT RECOGNITIONS AND UPCOMING EVENTS — *Leni Kirkman***

SUMMARY: Mr. Adams directed his Board colleagues’ attention to the informational items above and urged them to review on their own time.  
RECOMMENDATION: These reports were provided for informational purposes only.  
ACTION: No action was required by the Board of Managers.  
EVALUATION: None.  
FOLLOW UP: None.

**ADJOURNMENT:**

There being no further business, Mr. Adams adjourned the public meeting at 7:42pm.

\_\_\_\_\_  
James R. Adams  
Chair, Board of Managers

\_\_\_\_\_  
Margaret A. Kelley, MD.  
Secretary, Board of Managers

\_\_\_\_\_  
Sandra D. Garcia, Recording Secretary