

**Wilson County Memorial Hospital District dba
Connally Memorial Medical Center
District Board Meeting Minutes
April 15, 2021**

Present Tom Miller, Board President
Marcelo Laijas *
Larry Richardson
Jeff Jordan
Justin Cook
Sam Carter

Absent Allison Lamberth
James Rethaber

Also Present Bob Gillespie, CEO
Kyle Klein, CFO
Brandon McDowell, COO
Gary Williams, CNO
Karl Hittle, Endeavor
Curtis Rojas, Endeavor *
Dr. Len Profenna *
Barbara Meza, Accounting Director *
Katelyn Hogg, MA *
Kimberly Jones, EA

* via video conference

Call Meeting to Order

Mr. Tom Miller- Board President called the meeting to order at 6:00 p.m.

Pledge of Allegiance / Texas Pledge / Reflection

Roll Call of Board

The Board President called the roll of the Board and a quorum was present.

Approval of the Board Meeting Minutes – March 18, 2021

Mr. Miller presented the March 18, 2021 Board Meeting Minutes for approval.

Action Taken

Motion made by Jeff Jordan and seconded by Larry Richardson to approve the March 18, 2021 Board Meeting minutes as presented. Motion Carried.

Citizen Input – none

Press Ganey Employee Survey

Mr. Brandon McDowell requested approval from the Board to purchase a 4 year engagement (prorated over 5 years) for yearly employee survey and analysis service for \$30,000 as presented. Board discussion ensued.

Action Taken

A motion made by Marcelo Laijas and seconded by Justin Cook to approve the purchase a 4 year engagement for yearly employee survey and analysis service for \$30,000 as presented. Motion Carried.

Laborie Urodynamics Equipment

Mr. Brandon McDowell requested approval from the Board to purchase Urodynamics Equipment for \$40,000 from Laborie. Board discussion ensued.

Action Taken

A motion made by Marcelo Laijas and seconded by Larry Richardson to approve the Urodynamics Equipment from Laborie for \$40,000 as presented. Motion Carried.

Annual /Quarterly/Month Board Reports

Monthly Patient Satisfaction Report

Mr. Gary Williams reviewed the following regarding patient experience scores

- Inpatient Satisfaction Scores
- Inpatient Overall Scores
- Inpatient Top Box Annual Scores
- Inpatient Mean Annual Scores
- Inpatient Top Box Monthly Scores
- Inpatient Mean Monthly Scores
- Inpatient Monthly Top Box Trend
- Inpatient Rate
- IP Recommend
- Inpatient Overall
- ER Patient Satisfaction Scores
- ER Top Box Scores
- ER Patient Response Rate
- ER Top Box Scores
- OR Patient Satisfaction Scores
- OR Top Box Scores

Mr. Williams also discussed the 5 – Star Quality Rating plan to include:

- Daily Patient Care and Staffing Huddles
- Daily Rounding by CNO
- Weekly Nursing Leadership Team Meetings
- Monthly Meeting Model – 1:1 Planning & Accountability Meetings with CNO
- Monthly Unit Meetings – Attended by the CNO
- Action Plans to Increase Survey Response Rates & Patient Satisfaction
- Admission/Discharge Folders
- Key Words at Key Times
- Patient Rounds
- Discharge Phone Calls
- Departmental Action Plans to Address Lowest Experience Scores
- Leader Empowerment
- Direct Report Rounding
- Employee Engagement & Recognition
- Physician Rounding by CNO
- Just-In-Time Service Recovery