

## Minutes

**Maricopa County Special Health Care District  
Board of Directors Meeting  
Virginia G. Piper Charitable Trust Pavilion  
2609 East Roosevelt Street, Phoenix, Arizona 85008  
3<sup>rd</sup> Floor, Board Room  
October 25, 2023, 1:00 p.m.**

**Present:** J. Woodfin Thomas, Chairman, District 4 – *participated remotely*  
Mark G. Dewane, Vice Chairman, District 2  
Mary A. Harden, RN, Director, District 1 – *participated remotely*

**Absent:** Kate Brophy McGee, Director, District 3  
Mary Rose Garrido Wilcox, Director, District 5

**Others Present:** Steve Purves, FACHE, President & Chief Executive Officer – *participated remotely*  
Michael D. White, MD, MBA, Executive Vice President, Chief Clinical Officer  
Claire Agnew, CPA, MBA, Executive Vice President, Chief Financial Officer  
Lia Christiansen, MBC, Executive Vice President, Chief Administrative Officer  
Sherry Stotler, RN, MSN, Senior Vice President, Chief Nursing Officer  
Mark M. MacElwee, MD, Chief of Staff  
Ijana Harris, JD, Senior Vice President, General Counsel

**Guest Presenters/  
Speakers:** Jeanne Nizigiyimana, Clinic Manager, Center for Refugee and Global Health

**Recorded by:** Melanie Talbot, Chief Governance Officer; and Clerk of the Board  
Cynthia Cornejo, Senior Deputy Clerk of the Board

### **Call to Order:**

Due to Chairman Thomas's remote participation, Vice Chairman Dewane chaired the meeting.

Vice Chairman Dewane called the meeting to order at 1:01 p.m.

### **Roll Call**

Ms. Talbot called roll. Following roll call, she noted that three of the five voting members of the Maricopa County Special Health Care District Board of Directors were present, which represented a quorum. Chairman Thomas and Director Harden participated remotely.

For the benefit of all participants, Ms. Talbot announced the Board members participating remotely.

### **Pledge of Allegiance**

Dr. White led the Pledge of Allegiance.

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**Call to the Public**

Vice Chairman Dewane called for public comment. There were no comments.

**Mission Statement**

Ms. Stotler read the mission statement aloud.

**General Session, Presentation, Discussion and Action:**

1. Approval of Consent Agenda:
  - a. Minutes:
    - i. Approve Maricopa County Special Health Care District Board of Directors meeting minutes dated September 27, 2023
  - b. Contracts:
    - i. Approve amendment #1 to the provider agreement (MCO-20-029-01) between Dental Benefit Providers, Inc., and the Maricopa County Special Health Care District dba Valleywise Health, to allow plan members to receive dental services through Valleywise Health dental providers
    - ii. Approve a new agreement (MCO-20-044-MSA) between America's Choice Provider Network, and the Maricopa County Special Health Care District dba Valleywise Health, to allow plan members to receive medical, behavioral health and dental services through Valleywise Health providers
    - iii. Approve a new agreement (MCO-20-041-MSA) between EternalHealth of Arizona, Inc., and the Maricopa County Special Health Care District dba Valleywise Health, to allow plan members to receive medical and behavioral health services through Valleywise Health facilities and providers
    - iv. Approve amendment #1 to the agreement (MCO-20-023-VBP-01) between Alignment Health Insurance Company of Arizona Inc., and the Maricopa County Special Health Care District dba Valleywise Health, to update the quality of care measures and incentive for members of Alignment Health who are patients at Valleywise Health
    - v. Approve a new public utility easement (90-24-081-1) between the City of Mesa and the Maricopa County Special Health Care District dba Valleywise Health, to grant the City of Mesa easement for a water meter within Valleywise Health's property located at 570 W. Brown Road, Mesa, AZ
    - vi. Approve a new public utility easement (90-24-080-1) between the City of Mesa and the Maricopa County Special Health Care District dba Valleywise Health, to grant the City of Mesa easement for fire hydrant purposes within Valleywise Health's property located at 570 W. Brown Road, Mesa, AZ
    - vii. Approve new agreement (90-24-119-1) between Nuance Communications, Inc., and the Maricopa County Special Health Care District dba Valleywise Health, to purchase Nuance software

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**General Session, Presentation, Discussion and Action, cont.:**

1. Approval of Consent Agenda, cont.:
  - b. Contracts, cont.:
    - viii. Approve amendment #1 to the agreement (90-16-044-6-01) between Carefusion Solutions, LLC., and the Maricopa County Special Health Care District dba Valleywise Health, to update equipment for the Pyxis stations at the new acute care hospital
    - ix. Approve a new power distribution easement (90-24-122-1) between Salt River Project (SRP), and the Maricopa County Special Health Care District dba Valleywise Health, to grant SRP easement for electrical purposes within Valleywise Health's property located at 570 W. Brown Road, Mesa, AZ
    - x. Approve an intergovernmental agreement (90-24-123-1) between the Arizona Health Care Cost Containment System (AHCCCS) and the Maricopa County Special Health Care District dba Valleywise Health, to provide AHCCCS with the Non-Federal Share of funds in the amount of \$247,827 for AHCCCS to receive supplemental Medicaid Disproportionate Share Hospital (DSH) payments for the benefit of Abrazo hospitals. Between the Federal Match of \$793,898 and Valleywise Health's Non-Federal Share contribution of \$247,827, Abrazo hospitals will receive a total allocation of \$1,041,725 for services rendered from October 1, 2021 through September 30, 2022
  - c. Governance:
    - i. Approve application of Nelly Clotter Woods for membership on the Valleywise Community Health Centers Governing Council
    - ii. Approve Amended and Restated Maricopa County Special Health Care District's Valleywise Community Health Centers Governing Council's Bylaws
    - iii. Approve conflict waiver request from Osborn Maledon for representation of Gellert Health
    - iv. Approve revisions to Policy 23624 D - Federally Qualified Health Centers Sliding Fee Discount Program
    - v. Appoint Ijana M. Harris, JD to replace Martin Demos on the Home Assist Health Board of Directors
  - d. Medical Staff:
    - i. Approve Valleywise Health's Medical Staff credentials for October 2023
    - ii. Approve Valleywise Health's Advanced Practice Clinician/Allied Health Professional Staff credentials for October 2023
    - iii. Approve proposed revisions to policy 31203 T – Focused Professional Practice Evaluation (FPPE) Policy to Confirm Practitioner Competence

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**General Session, Presentation, Discussion and Action, cont.:**

1. Approval of Consent Agenda, cont.:

e. Care Reimagined Capital:

- i. Approve amendment #1 capital expenditure request (CER #19-947AIA) to purchase upgraded and additional endoscopic equipment from Olympus America Inc., for the new acute care hospital for an additional cost of \$148,213 for an aggregate total cost of \$1,486,726
- ii. Approve amendment #1 capital expenditure request (CER #19-947WA) to purchase additional audiovisual equipment from Hye Tech for the Piper Pavilion for an additional cost of \$5,766 for an aggregate total cost of \$1,017,501
- iii. Approve amendment #1 capital expenditure request (CER #19-947AOA) to purchase additional nurse call infrastructure from ECD Systems LLC., for the new acute care hospital for an additional cost of \$184,895 for an aggregate total cost of \$2,270,199
- iv. Approve amendment #63 to the contract (480-90-18-012-63) between Kitchell Contractors, Inc. of Arizona, Construction Manager at Risk (CMAR) and the Maricopa County Special Health Care District dba Valleywise Health, for project change order (PCCO) numbers 017, 018, 019, and 020 for the new acute care hospital for \$2,192,589 (CER #19-947; Project A1440); and for project change order (PCCO) number 006 for the Piper Pavilion for (-\$237,996) (CER #19-951; Project A10900) for a total cost of \$1,954,593 for amendment #63

f. Capital:

- i. INTENTIONALLY LEFT BLANK

**MOTION:** Director Harden moved to approve the consent agenda. Chairman Thomas seconded.

**VOTE:** 3 Ayes: Chairman Thomas, Vice Chairman Dewane, Director Harden  
0 Nays  
2 Absent: Director Brophy McGee, Director Wilcox  
**Motion passed.**

2. Valleywise Health’s Culture of Patient Safety Results for Fiscal Year 2023

Ms. Stotler reviewed the results of the inpatient and behavioral health Culture of Patient Safety survey results for fiscal year (FY) 2023. She explained the Agency for Healthcare Research and Quality (AHRQ) released the surveys to assess patient safety culture in hospitals.

The survey focused on a variety of measures including but not limited to staffing, teamwork, organizational learning, hospital management support for patient safety, and handoffs and information exchange. Ms. Stotler noted that 400 hospitals participated in AHRQ surveys, achieving a 48% participation rate in 2022. In 2023, Valleywise Health also achieved a 48% participation rate, a significant improvement from prior year and a four-year high.

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**General Session, Presentation, Discussion and Action, cont.:**

2. Valleywise Health's Culture of Patient Safety Results for Fiscal Year 2023, cont.

Director Harden asked the contract labor participated in the survey.

Ms. Stotler confirmed that only employed staff participated in the survey. She reviewed the results for the overall positivity score of 66.6%, a four-year high for Valleywise Health.

She reviewed the measures that were meeting or exceeding AHRQ averages and discussed how the results compared to other organizations within the region, bedside, and overall benchmarking. The two areas with greatest opportunity for improvement were staffing and work pace and hospital management support for patients.

She reviewed individual measures, the positivity rates, and the question sentiments compared to AHRQ results. With respect to communication about error, the positivity rate for inpatient was 72.3%, and 70.6% for behavioral health. The responses to the question sentiments aligned with AHRQ benchmarks, and the positive response related to the question related to how the unit discussed ways to prevent errors from happening again, was a four-year high.

There was progress with the results related to communication openness measures, with the positive response related to the question related to how staff felt comfortable speaking up if they witnessed something that may have negative effects achieving 83%, a four-year high.

The results to the questions addressing handoffs and information exchange performed better than AHRQ benchmarks, achieving a four-year high for the question related to adequate time to exchange information during shift changes.

The staffing and work pace measure was an area for opportunity and the survey yielded useful feedback. While the units were staffed to meet the patient volumes, core staff did not perceive contract labor staff as part of the team, indicating the importance of hiring core team members. She provided an overview of the results, by position, noting the lower scores from direct patient care positions. Ms. Stotler stated staff developed action plans to improve the focus surrounding the measure.

Another area for opportunity was related hospital management support for patient safety, noting the overall perception was that hospital management seemed interested in patient safety only after an adverse event happened. She outlined the efforts made to improve the results, including but not limited to enhancing information discussed in daily huddles, highlighting positive events, and providing solutions to the event instead of discussing the event itself.

Director Harden expressed her disappointment with staff's perception of hospital management's support for patient safety but was pleased that the issue was a top priority of focus.

Ms. Stotler said the goal was to publicly recognize the positive events, while also addressing adverse events with solutions rather than focusing on the cause of the event.

She elaborated on the action plans in place, including collaborating with Human Resources to develop cultural sensitivity education.

Mr. Purves expanded on the collaboration with Human Resources, noting the onboarding process had significantly improved and focused on engagement and communication. After 90 days, new employees were invited to voice their experiences with leaders to ensure employees felt supported. There was also improved flow of communication to frontline staff.

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**General Session, Presentation, Discussion and Action, cont.:**

3. Presentation on Health Services for Refugee Families

Ms. Nizigiyimana provided an overview of the refugee health services provided at Valleywise Health. She defined a refugee as anyone that has fled their home country due to a well-founded fear of being persecuted based on race, religion, nationality, membership of a particular social group, or political opinion. The worldwide refugee statistics were noted.

On a local level, Arizona ranked fifth in the refugee resettlement program, with the top five countries of refugees coming from Cuba, Iraq, Democratic Republic of the Congo (DRC), Somalia, and Afghanistan.

Refugee resettlement agencies, such as Catholic Charities Community Services, International Rescue Committee, Lutheran Social Services of the Southwest, and Arizona Immigrant and Refugee Services, had cooperative agreements with the United States Department of State to provide reception and placement services to newly arrived refugees.

Valleywise Health worked with the resettlement agencies to address health concerns, including but not limited to conditions related to trauma caused by the abrupt flight, domestic violence, isolation, and other mental health concerns. Many refugees also endured torture, trauma and gender-based violence, significantly impacting their long-term physical and psychological health.

Ms. Nizigiyimana expressed the importance of recognizing cultural differences in providing health care, which may affect health seeking behaviors. She outlined the measures in place to create a welcoming environment for refugees adapting to their new surroundings.

She summarized the top mental health concerns in refugee arrives, delineated by disorder, noting Ukraine refugees had the highest suicide rates, DRC had the highest gender-based violence rates, and Iraq men had the highest rate of post-traumatic stress disorder (PTSD).

To adequately address health concerns, cultural competency was paramount. Valleywise Health valued diversity, inclusion and equity and staffed cultural health navigators to address and promote health equity. There were 16 cultural health navigators throughout five Federally Qualified Health Centers (FQHCs), which provided refugee women's health services, pediatric services, refugee family medicine, and behavioral health services.

NOTE: Director Harden exited the meeting at 1:28 p.m.

Meeting ended due to loss of quorum at 1:28 p.m.