

## **Board of Directors Meeting, Executive team Summary-November 6, 2022**

### **Medical Director-Cindy Novella:**

- Jess Dawdy, our new NP, has been slowly increasing his patient load and seeing a wide variety of patients. I have gotten some positive feedback from patients on visits with him.
- We continue to see patients with flu, Covid19, and an assortment of upper respiratory infections.
- Lea continues to have a steady demand for flu and covid vaccines on Tuesdays and Thursdays.
- Our part-time pharmacist, Mike, met with Steve Wood and discussed the layout for our future dispensary. We are moving to majority of refills being done on Mondays and Wednesdays when he is here. He has taken over the dispensary inventory, ordering, and expired med returns and is starting to do some medication counseling.
- We have had a first year resident from the family residency program, Dr. Kenyatta Barnes, for the past 4 weeks. She is working with myself and Dr. Rochat and seeing some of our patients. This is her last week and then another resident will start next week for a 4 week rotation.
- The teen clinic exam room is almost ready. We are waiting on an exam table that will be delivered at the beginning of January. I am hoping to speak at Nat Corey-Moran's leadership class to recruit a few student volunteers to help with publicity around the teen clinic.

### **Operations Director- Fabiola Cornejo:**

- New hires include: Micheal Louis was hired for the part-time pharmacist position.
- Operations- Co-pay campaign-we are up to 90% collection rate!
- The first payroll was run through Paylocity one pay period late on Oct. 26<sup>th</sup>. We are working on some issues working with the paylocity team. We are still working on the payroll and AP transition. We hired Brandy Dalzell, an Accounts Payable (AP) consultant to transition AP in-house.

### **Executive Director-Chloe Guazzone:**

Key activities this month: **Newsletters, Accounts Payable and Payroll transition, All-staff retreat, 2-day dental LEAN workshop, financial transition and grants management with Wipfli and MCHC.**

- The Kaiser Population Health Management Initiative (PHMI) is continuing. We have received information there will be a new round of funding for the implementation phase but do not know how much money yet.
- New building update: The new back gate was installed this week, soundproofing correction is happening this week and next, parking lot lights will go in Dec. 19<sup>th</sup>. We are close to selecting a solar contractor.
- We are working with Jennifer Haury, a LEAN consultant. The all-staff retreat and a dental workshop were held Nov. 29-Dec. 1. We are working on several improvement projects and a few came out of the retreat during group work with all staff.
- We hired Brandy Dalzell to support Accounts Payable, replacing Wipfli. The transition is happening now with this week's first run.
- Roshanda the psych NP that we are sharing with other ARCH clinics is nearly ready to start seeing patients but we are waiting on California licensure of her supervisor.
- The admin team is providing extra support to the dental team for their huddles, training documentation and improvement work.
- The QI and admin staff are starting to work on (Uniform Data System) UDS data validation. UDS is due February 15<sup>th</sup>.
- Newsletters should be arriving any day.

**Risk management:**

- There was one medication error this month that resulted in no harm to the patient.

	Annual Target	Monthly Target	July	Aug	Sept	Q1 TO	Oct	Nov
John Rochat	2108	176	162	191	163	516	154	
Cindy Novella	1121	93	83	150	127	360	171	
VACANT FNP	2520	210	80	0	0	81	0	
VACANT MD	971	81	174	149	52	375	0	
Melanie Fuller	1332	111	93	108	65	266	71	
Amanda Farrar	312	26	0	0	22	22	36	
Lea Queen	1119	93	72	74	88	234	100	
Amy Pittelkau	1110	93	84	44	120	248	69	
Priya Agrawal	1387	116	0	0	185	185	134	
VACANT DENTIST	1387	116	106	0	1	139	0	
VACANT CHIROPRACTOR	971	81	0	0	0	0	0	
Telepsychiatrist	208	17	0	0	0	0	0	
Inactive Providers				23	32	22	3	
<b>TOTAL</b>	<b>14546</b>		<b>854</b>	<b>739</b>	<b>855</b>	<b>2448</b>	<b>738</b>	
		Unduplicated patients	2503	2486	2440		2408	