

Board of Directors Meeting, Executive team Summary-August 11, 2022

Medical Director-Cindy Novella:

- Dr. Rochat and I have been working with a remote scribe through ScribeX since early July. There were some IT hang-ups at first but once those were worked out the process has been much smoother. The scribe listens into the visit through an iPad. Right now the scribe is working on getting to know our style and how we use the EHR. So far I've been getting my notes done by the end of the day!
- I have been trying to get to AHUV once a week to see our hospitalized patients. My credentialing is fully complete but I'm still waiting for the hospital to get my access to the EHR sorted out.
- This is Dr. Christoph Gelsdorf's last week. He has been covering for 1 month. Our patients enjoy seeing him and we all wish he could stay on longer. We still have no locum or permanent candidates for the NP and MD openings.
- Dr. Bergstrom has been with us for a month. She is seeing urgent care patients on Mondays and one or two Wednesdays per month. There have been some IT hang-ups but she has been very patient and is providing good care to our patients. Her schedule is being filled no more than a week in advance since she is only seeing patients with acute issues.
- We continue to hear from and see a lot of patients that are testing positive for Covid19. We are grateful to have Leah Collins back on Tuesdays and Thursdays. She is helping with Covid19 testing of symptomatic patients, continues giving Covid19 vaccinations, and is doing diabetes education/health coaching.
- We have started implementing the sliding scale dispensary fees. Majority of our patients are charged the med fee plus the \$10 dispensing fee per medication with few patients qualifying for the lower cost.
- We are continuing to try and decrease the dispensary workload. Our license would allow for an on-site pharmacist. Having a pharmacist onsite a few days per week could take the responsibility off of our nurse's shoulders. Short term we are working on removing some over the counter medications from the formulary.

Operations Director- Fabiola Cornejo:

Primary activities this month have been; human resources onboarding, audit, Operational Site Visit

- Audit responses continue.
- We have signed offer letters from; an LCSW (Amanda Farrar) starting Aug. 15th, a dentist Dr. Rayani starting Oct. 3rd, two part-time MA's (Makayla and Shelby), Crist Perez (dental assistant), and a hired sterilization tech (Ulysses Hernandez).
- Priya Agrawal the Dental Director started August 1st.
- Mona De La Rosa Lead dental office Manager started July 18th.
- Operations-We are working on a patient portal enrollment campaign to assist with reducing phone calls at the front. Refills, appointments, lab results requests can all come through the portal. Co-pay campaign and offering same-day discount for anyone eligible.
- The approved Master Fee Schedule is now in effect as of 8/1/2022. We delayed it to give adequate time for patient notification.

Executive Director-Chloe Guazzone:

Key activities this month: **Operational site visit (OSV), scribe implementation, Security Risk Analysis, Building furnishings, Kaiser grant renewal for additional 200K, finalizing evaluations and implemented raises.**

1. The OSV was conducted July 26, 27, 28th. We had 9 findings which will be discussed (see summary provided).
2. The Kaiser Population Health Management Initiative (PHMI) is continuing and they have awarded an additional 6 months of planning for the roll-out and testing of the work that was developed. The board will need to approve submittal of the renewal (see attachment).
3. New building update: We are working on ordering furnishings for the new building.
4. The security risk analysis is in process with two of the interviews complete and document review happening now.
5. Continue to provide support to Miranda Ramos (Project Manager for ARCH/CHRN) in the absence of the board chair. Also, responding to questions from Long Valley Board Chair and interim CEO as needed.
6. We are working with a LEAN consultant and will sign a contract for ongoing support. The LEAN consultant has been budgeted both in the Kaiser grant and ARP A.
7. The four FQHC's are meeting weekly to discuss options for financial solutions given that Wipfli is raising their fees so significantly. Amy has also made recommendations to bring Accounts Payable and Payroll in-house or to another clinic.
8. I am working on submitting the required documents to receive the community project funding through Huffman's office. It is an onerous process.
9. 4th quarter FY21-22 data metrics report was distributed to the board and will be presented for discussion. Specific input needed regarding metric for Migrant and Seasonal Farm Workers (MSFW).

Quality Improvement:

See the 4th quarter report.

	Annual Target	Monthly Target	Q1 TOTAL	Q2 TOT	Q3 TOTAL	April	May	FY TOTAL				
Mark	1024	85	542	967	1690	16	29	1254				
Luiza	1153	96	0	24	252	188	139	776				
Cindy	1066	89	383	775	1160	88	100	1448				
Pon	0	0	2	2	2	0	0					
Jessica	1209	101	197	307	307	0	0	307				
John	2007	167	561	996	1501	138	156	1948				
Melanie	1004	84	221	484	662	68	48	968				
Dr. Challa	0	0	24	24	25	0	0	25				
Cristina	382	32	98	218	307	34	40	412				
Lea	1450	121	283	555	839	120	94	1111				
Dentist	1730	144	0	0	89	6	0					
Locum Dentist	1287	107	358	770	883	0	290	1390				
Locum MD			84	506	807	73	65	945				
inactive provider					91	4	0	97				
Amy						0	62	193				
TOTAL	13750	1146	2753	5646	8615	735	1023	10874	888 visits in June			
Unduplicated Patients:			2363		2471	2471	2492					

Risk management:

There were no incidents this month.