

## **Board of Directors Meeting, Executive team Summary-July 14, 2022**

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

- We had our dispensary audit at the beginning of June. There were no significant findings other than an expired vaccine and we didn't have our clinic DEA license printed out.
- Covid19 vaccines have been approved for 6 month-4 year olds. We are in the process of ordering Moderna vaccines. We have a small number of patients in this age group and will probably have a few days when patients can come for vaccinations and then shift to having the vaccine available during well child exams.
- Luiza Savin's last day was Friday, July 8. A letter has gone out to her patients notifying them. We are in the process of recruiting a mid-level provider. Dr. Christoph Gelsdorf, who covered some of Luiza's maternity leave, will be with us for a month and will see Luiza's patients.
- Dr. Kristin Bergstrom started on Monday, July 11. She will be with us every Monday. We have been overloaded with the demand for urgent care appointments. She has an urgent care and emergency background and will see primarily patients with acute or urgent issues. We are hoping that she will also add a second day to her schedule, at least temporarily.
- We have been feeling the effects of the recent covid surge with many patients testing positive. Our nurses have been triaging many calls from patients who either have covid symptoms or who have tested positive at home.
- We are still recruiting for a doctor and a nurse. Unfortunately, the one locum candidate that seemed promising did not take the position. Our staff, especially providers and nurses, are feeling very stretched thin and are needing some support. Our health center is not alone in this position right now which might be adding to the difficulty in recruiting.

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

Primary activities this month have been:

HR activities:

- FTCA redeeming application was submitted July 8<sup>th</sup> with new credentialing guidelines. All licensed and certified staff had to go to PI for approval.
- Audit responses continue.
- We have signed offer letters from two LCSWs (both part-time) which leaves us room to hire a bilingual provider.
- Priya Agrawal the Dental Director starts August 8<sup>th</sup>.
- We've interviewed and are checking references on a second dentist.
- Mona De La Rosa Lead dental office Manager starts July 18<sup>th</sup>.
- 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.
- We had a visit from Long Valley Health Center to review operations/billing best practices and LEAN work.
- The dispensary Sliding Fee Scale is in effect now and new workflows are being tested.
- We have a new Front Desk Receptionist (Ashley Gastelum).
- We have the AV ed foundation interns working in Medical and Reception.

Finance/Billing:

**Executive Director-Chloe Guazzone:**

Key activities this month: **Budget finalization, scribe implementation, Annual Risk Management report, OSV preparation, FTCA redeeming application.**

1. We continue to work with the Write Choice Network to prepare for the Operational Site Visit.
2. The Kaiser Population Health Management Initiative (PHMI) is continuing and they are offering an additional 6 months of planning for the roll-out and testing of the work that was developed. The award amount will be an additional 200K.
3. The USDA (\$1,000,000) grant was approved and built into the FY 22-23 budget.
4. The HRSA Small Rural Clinics QI grant was not awarded although we scored 95 out of 100. It was a highly competitive grant.
5. New building update: We are working on ordering furnishings for the new building.
6. We are working on answering all the last audit questions.
7. The budget was developed and finalized with the finance committee and is up for recommendation.
8. Continue to provide support to Miranda Ramos (Project Manager for ARCH/CHRN) in the absence of the board chair.
9. We have engaged a consultant to provide us with an Annual Risk Assessment of our network, hardware and software. This is an annual HIPAA requirement.
10. 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.

**Quality Improvement:**

- Annual Visit data trend:

	Q3 TOTAL	April	May	June	FY TOTAL
<b>Mark</b>	<b>1690</b>	16	29		
<b>Luiza</b>	<b>252</b>	188	139		
<b>Cindy</b>	<b>1160</b>	88	100		
<b>Pon</b>	<b>2</b>	0	0		
<b>Jessica</b>	<b>307</b>	0	0		
<b>John</b>	<b>1501</b>	138	156		
<b>Melanie</b>	<b>662</b>	68	48		
<b>Dr. Challa</b>	<b>25</b>	0	0		
<b>Cristina</b>	<b>307</b>	34	40		
<b>Lea</b>	<b>839</b>	120	94		
<b>Dentist</b>	<b>89</b>	6	0		
<b>Locum Dentist</b>	<b>883</b>	0	290		
<b>Locum MD</b>	<b>807</b>	73	65		
<b>inactive provider</b>	<b>91</b>	4	0		
<b>Amy</b>		0	62		
<b>TOTAL</b>	<b>8615</b>	<b>735</b>	<b>1023</b>		
<b>Unduplicated Patients</b>	<b>2471</b>	<b>2471</b>	<b>2492</b>		

Risk management:

There were no incidents this month.