

Board of Directors Meeting, Executive team Summary-September 8, 2022

Medical Director-Cindy Novella:

- Our Monday urgent care provider, Dr. Bergstrom, is no longer working at AVHC. We are down to one provider per day. Temporarily, I'm seeing some patients on my admin days to meet the demand for well child exams, diabetic follow ups, and hospital/ER follow ups. We had a working interview a few weeks ago with a nurse practitioner, Jess Dowdy, and felt that he would be a good fit for the position. He has accepted our offer and will start on November 1, 2022. Mark has been able to step in to cover days here and there when Dr. Rochat or I are out; this has been a big help.
- Dr. Rochat and I continue working with ScribeX. There have been some tech hiccups here and there, but for the most part it does seem to help the timeliness of chart completion.
- I am currently putting on hold rounding on patients at AHUV due to the demand to see patients. Hopefully when Jess starts I will be able to reclaim some admin time and return to seeing hospitalized patients.
- The Covid19 bivalent booster has been ordered and we are starting to plan for distribution. Leah Collins will continue giving vaccines on Tuesdays and Thursdays at the health center. We are considering an additional vaccine event if there is the demand.
- We have a new nurse, April Barber, who started last month. She previously worked at Adventist Ukiah and comes with over 10 years nursing experience. She has already proven to be a very quick learner. We are all grateful to have her on the team.

Operations Director- Fabiola Cornejo:

Primary activities this month have been: audit, Operational Site Visit, Harvest festival planning Audit responses continue.

- Amanda Farrar started Aug. 15th and is now seeing patients. Dr. Rayani, DDS starting Oct. 3rd, two part-time MA's (Makayla and Shelby), Crist Perez (dental assistant), and a hired sterilization tech (Ulysses Hernandez). A part-time RN case manager, Tim Sheren has accepted the position and starts 9/19.
- 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.
- Harvest festival is scheduled for Oct. 20th
- Audit is still in progress.
- We have been doing a lot of coaching and LEAN introduction work with the dental department.

Executive Director-Chloe Guazzone:

Key activities this month: **Operational site visit (OSV), Security Risk Analysis, Building furnishings, Kaiser grant implementation, "open house" for the new building and financial services and payroll transition.**

1. We had 8 findings in our final Compliance Resolution Opportunity (CRO). We have submitted all corrections and they were approved.
2. The Kaiser Population Health Management Initiative (PHMI) is continuing and we have been selected to implement a Plan Do Study Act (PDSA) cycle on rolling out a patient screening tool called the PRAPARE tool for social determinants of health.
3. New building update: Furniture was delivered today! Art will be installed on the 15th and the parking lot project is starting on the 12th.
4. I am reviewing the security risk analysis and will present results at the next board meeting.

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 signed a contract with Jennifer Haury, a LEAN consultant who worked very closely with Mike De Luca, and we have a date set for our all-staff retreat (Dec. 1).
7. The four FQHC's are meeting weekly to discuss options for financial solutions given that Wipfli is raising their fees so significantly (quote was \$460K). I will sign the contract but we have a 30-day out clause and Amy is aware we are transitioning payroll as of Oct. 14th. We are starting there, with a transition to paylocity software and are exploring transitioning CFO and accounting services around the same timeframe through Mendocino Community Health Centers (MCHC).
8. I am working on submitting the required documents to receive the community project funding through Huffman's office. We are currently waiting for an update from the project advisor regarding how to structure the budget.
9. We received our insurance renewal and premiums will go up by 8%. We also secured fire insurance to cover the new building.

	Annual Target	Monthly Target	July	Aug
John Rochat	2108	176	162	
Cindy Novella	1121	93	83	
VACANT FNP	2520	210	80	
VACANT MD	971	81	174	
Melanie Fuller	1332	111	93	
Amanda Farrar	312	26	0	
Lea Queen	1119	93	72	
Amy Pittelkau	1110	93	84	
Priya Agriwal	1387	116	0	
VACANT DENTIST	1387	116	106	
VACANT CHIROPRACTOR	971	81	0	
Telepsychiatrist	208	17	0	
TOTAL	14546		854	
		Unduplicated patients	2503	

Risk management:

There were three incidents this month (2 to be discussed in closed session).