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| Board Members |  | Board Members |  | Staff |  |
|  |  |  |  |  |  |
| Ric Bonner, Chairperson | **x** | Clay Eubank | **Excused**  | Chloë Guazzone, ED | **x** |
| Kathy Cox, Vice-Chairperson | **x** | Lucy Plancarte | **Excused** | Cynthia Novella FNP, Medical Director | **Excused** |
| Eric Labowitz, Treasurer | **x** | Yuridia Cruz-Arrelo | **X** | Fabiola Cornejo, Operations Director | **x** |
| Heidi Knott, Secretary | **X** | Mike Zaugg | **x** | Donna Sherwood | **x** |
| Autumn Ehnow | **x** |  |  |  |  |
| Tricia Anguiano Rubin | **x** |  |  |  |  |

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| Call to Order & Quorum / Agenda / Minutes Approval | Action |
| The Chairperson called the meeting to order at 5:02 pm. Meeting was held in person at the clinic and via GoTo meeting. | Meeting called to order; quorum established.The draft December 21, 2023 meeting agenda was amended, Board *Development and Governance deferred to January,2024 board meeting*, then approved. Motion: Labowitz, Second: Cox, All ayes. |
| Conflict of Interest | The Board and Staff were polled and were not aware of any potential or actual conflicts of interest at this time. |
| The draft November 2, 2023 Board minutes were reviewed and approved as presented. | The draft November 2, 2023 minutes were amended (correction Outreach and Marketing committee report) then approved. Motion: Labowitz, Second: Knott. (Bonner, Ehnow, Rubin, Zaugg abstained, not at 11/4/23 meeting) All others ayes. |
| **Board Compliance Training** | First 2024 quarterly training meeting by the Write Choice Network **(WCN)** February, 2024 |
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| Staff and Committee Reports | Reports/Discussion | Action |
| **Executive Team / Staff Report Summary** | **Medical Director-Cindy Novella excused, Chloe reported*** Empanelment: assigning each patient to one primary care provider (PCP), with support from a care team. Care team at AVHC is everyone.
* Correction HER, should read (EHR) electronic health recorders. AVHC uses the EHR software (eCW) E-Clinical Works.
* 40,000 Covid vaccines have ordered in the last few months.

For complete detail, please refer to the Staff report.**Operations Director- Fabiola Cornejo:*** New locum dentist, Dr. Tryon started December 4th. Both staff and patients really like him. He teaches staff when they assist.

For complete detail, please refer to the Staff report.**Executive Director-Chloe Guazzone*** Visits over a 1,000 which is good since vacant dentist position in October and one provider was out for three weeks. Unduplicated patients have increased by approximately 100 since July.

For complete detail, please refer to the Staff report.  | Executive Team / Staff Report Summary |
| **Finance Committee.** | * Upon the recommendation of the Finance Committee, review and approve the financial reports October 2023, please review board attachments for details.
* October 2023 – profit from operations of $39,529 for the month October 2023, Year to date results a profit $188,422
 | The October, 2023 financial reports were approved. Motion: cox, Second: Knott, All ayes |
| **Performance Improvement Committee.** | **Incidents for November, 2023*** Patient Complaint: A nurse triaged a patient for an urgent care visit. The clinic was short staffed, thus the provider could not see the patient and fill Rx, and the patient had to go to the ER.
* Process changes were made to address the lack of communication between the provider and nurse, and need for urgent care space – nurses will write a sticky note and set it on the flag of the room where the provider is for direct communication. Urgent care slots will be identified during morning huddles.
* Patient education is needed and message will be given during triage that being triaged does not mean providers will be able to see the patient, and in that we can’t prescribe medications without a visit with a provider as we are not a pharmacy.
* Volatile patient: Dental patient, who is not our patient in medical, wanted a filling without following our regular procedures and was intimidating the dental staff. Chloe sent the patient a termination letter, which was eventually accepted.

**Incidents and Compliment for December, 2023*** Injury: Staff member poked herself with a new, clean needle. There was no exposure and employee was treated with a Band-Aid. No workers comp case filed.
* Compliment: Patient complimented Dr. Rochat on how thorough and informative he is, and thanked AVHC for having him on staff.
* **Discuss and approve** the credentialing of Dwight Tryon, DDS
* **Review, Discuss and Approve** the updated Policy and Procedure -Infection Control, includes the Covid vaccine requirement and masking
 | Approved credentialingof Dwight Tryon, DDSMotion: Labowitz, Second:Cox, All others ayes.Approved the updated Infection Control P&PMotion: Cox,Second: Knott, All ayes |
| **Outreach and Marketing** | * Kathy Cox reported

Meet December 12, Steph Aries took notesDiscussed Outreach, Seniors and Substance abuseRefer to notes of 12/12 for further information,Meetings quarterly, next meeting Feb 15, 2024 at 3:00pm  |  |
| **Board Development and Governance** | * No activity
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| **Executive Committee** | * No activity
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| **New Business** | * None
 |  |
| **Public Comments** | * None present
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| **Items of Interest /Concern to Board Members** | * None
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| **Adjournment** | * A motion to adjourn was approved at 6:09 p.m.
 | Meeting AdjournedMotion: Zaugg,Second:: Labowitz , All ayes |

Date Minutes Accepted:

Committee Chairman: \_\_\_\_\_\_\_\_\_

Minutes: Sherwood The next AVHC Board meeting will be on Thursday, January 4, 2024 at 5:00 p.m. via in person or open meeting.