

## **Board of Directors Meeting, Executive team Summary-June 8, 2023**

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

- We had a first year resident, Dr. Arlene Flores, rotate through the health center for a few weeks this past month. She was with me for two days and then a day with Dr. Rochat and a day with Jess. The residents provide positive feedback about their experience here but it is extra work for the providers. I appreciate Jess and Dr. Rochat for helping support the family residency program.
- The new dispensary and vaccine storage rooms are almost complete. Staff have been patient in working through some of the inconveniences caused by the construction.
- One of our former medical assistants, Jennifer Mendoza, is back on our team two days per week. She has been able to step right back in and did not take long to bring up to speed. She has already been a big support. We are in the process of interviewing for the open full-time MA position. Our medical assistants have been hustling to support our providers while short-staffed and the nurses have been jumping in to help out.
- Jess had one day of sports physicals last month. We had worked hard to arrange the day after the high school/middle school pushed for it to happen. Unfortunately, even with much notice, the school received very few parent consents from the students due for physicals. Luckily our staff reached out to parents for verbal consent so Jess could do the exams. It's not likely that we will block a day in the future for sports physicals but continue to push the school to encourage parents to schedule the exams in advance/in the summer.
- The five students that have been our teen clinic advocates and on-campus reps are graduating. Cyd Bernstein has been working with these students to select 2-4 incoming seniors to be reps next year.

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

- We have accepted 3 High School Interns for the Ed Foundation Summer programs. 1 will go to each department (Medical, Dental, Reception)
- 9 of our managers and directors attended the ARCH Leadership Education and Development (LEaD) workshop for local leadership development. This is a collaborative projects between the FQHCs in the county to create a local leadership development program for our own staff.
- Dental LEAN workshop was held to help improve scheduling and help all staff work to the top of their scope.
- Crist Perez has become a Registered Dental Assistant (RDA).
- Staffing- we are hiring a new Medical Assistant and interviewing for a Dental Assistant.

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

Key activities this month: **FY 23-24 budget, dispensary remodel, Kaiser PHMI implementation grant, Medicus contract termination, LeAD Leadership Development program for Mendocino County, Strategic planning work with staff**

- The Kaiser Population Health Management Initiative (PHMI) is continuing now into the implementation phase. Marcelle and our team have begun work on the "Model Care Team" initiative.

- New building update: The dispensary project is nearly complete.. The solar system project is set to start in two weeks. The lighting in the new parking lot was delayed.
- We are working on transitioning our IT services from Medicus to Merino Computer Concepts. Update to be provided verbally.
- Update on current LEAN projects; phone tree has been recorded and will be implemented this week. dental documentation rolls- going to do “go see” work to understand where the waste is happening, front desk new patient intake forms-on hold pending information from our collaborative and dental scheduling-workshop was held and a sample schedule is being tested.
- Our team has analyzed several programs that are opportunities for billing “alternative touches”. The program we are eligible to participate in is Enhanced Care Management (ECM) which evolved from Cal-AIM. We are working on developing this program and have hired a program coordinator. Marcelle has been instrumental in getting this program off the ground and we have promoted Steph Arias from QI assistant to Program Coordinator for this program. We will also hire a Community Healthcare Worker (CHW).
- Employee Retention Bonuses were distributed.
- ARCH members are working on a collaborative leadership program to offer all our agency leaders. The program started in May and 9 current leaders at our site participated.

Risk Management-See attachment for the CY 2022 annual Risk Management report.

Visit status:

	Dec	Q2 TO	Januar	Feb	March	Q3 TO	April	May
John Rochat	136		161	153	172	<b>972</b>	165	
Cindy Novella	96		124	123	134	<b>1167</b>	120	
Jess Dawdy	158		151	157	215	<b>762</b>	192	
VACANT MD	0		29	17	22	<b>584</b>	43	
Melanie Fuller	86		115	85	90	<b>825</b>	76	
Amanda Farrar	51		61	50	71	<b>329</b>	59	
Lea Queen	82		84	54	76	<b>693</b>	98	
Amy Pittelkau	73		92	72	121	<b>750</b>	104	
Priya Agrawal	122		124	129	182	<b>967</b>	126	
VACANT DENTIST	0		0	0	0	<b>145</b>	134	
VACANT CHIROPRACTOR	0		0	0	0	<b>0</b>	0	
Telepsychiatrist	0		0	0	0	<b>0</b>	0	
Inactive Providers	-39			42	0	<b>43</b>	0	
Aurelio Guzman					6	<b>6</b>	50	
<b>TOTAL</b>	<b>765</b>		<b>941</b>	<b>882</b>	<b>1089</b>	<b>7243</b>	<b>1167</b>	
	2360		2315	2330	2341		2357	

