

## **Board of Directors Meeting, Executive team Summary-April 6, 2023 Medical**

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

- Dr. Cho, our contracted provider, started on Monday, April 24. He sees patients across the lifespan and is at AVHC Monday through Wednesday. He will be here for 3 months with the possibility of staying on permanently. He had a private family practice in Ukiah for many years and has seen some of our patients in the past when he was providing OB care.
- Unfortunately one of our newer medical assistants, Shelby McGlothlin, gave notice and her last day will be on Friday, May 5. She is taking pre-nursing classes and is hoping to have more time to focus on her studies. We are working on creative ways to support our 3 providers on Tuesdays and Wednesdays until we have a replacement.
- Our new medical assistant, Emily Bishop, has been settling in and learning skills and workflows quickly. Her experience as a phlebotomist has easily transitioned to working as a medical assistant and we are very grateful to have her at AVHC.
- We continue requiring masks of staff and patients at the health center. We will be reassessing monthly the Covid risk in the community before deciding to change our practice.
- We have changed the name of the teen clinic to the Redwood Room. Our five student reps continue to promote the service on campus and we continue to have a steady flow of teen patients each week.
- There will be two Wednesdays in May when Jess Dawdy, NP, will be doing sports physicals for AVUSD students. We have been working with the school to make it easier to get students in for their required sports clearances and will have another two days set aside in the fall to do the same.
- The medical providers have completed their quarterly chart reviews. The last reviews focused on diabetes visits. We are in the process of determining the focus of the next reviews.
- Cyd Bernstein and Michelle Ambrois, RN are teaching reproductive health classes at the elementary, middle, and high schools this month. Planned parenthood has implemented a reproductive health curriculum in the past but unfortunately their health educator left the non-profit.

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

- The billing portion of the Vaccination For Children audit is still pending.
- HR update-we onboarded Dr. Cho (MD) who is a temporary medical provider. We also onboarded Emily Bishop in an MA position. Rachel Nelson started in the HR Manager position.
- School Program-The dental team conducted pediatric screening and the RN/Case Management team are facilitating reproductive health in the schools.
- Staff and volunteers attended Beer fest and worked in the booth as in past years. We will receive a donation for this participation.
- We are still wrapping up last items on the audit.

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

Key activities this month: **HUD grant submission, dispensary remodel, Kaiser PHMI implementation grant, USDA grant funds request, Medicus contract termination**

- The Kaiser Population Health Management Initiative (PHMI) is continuing. We have a site visit from our assigned “coach” who will support the roll out of the program at our site. She is a Family Nurse Practitioner and will be meeting with us to review the initial site assessment which we completed.

- New building update: The dispensary project is underway with framing completed and electrical and plumbing going in. There is a 3-week timeline for this project. The solar system project is set to start in two weeks. The lighting in the new parking lot is going in this week.
- We are working on transitioning our IT services from Medicus to Merino Computer Concepts. I am seeking legal advice about terminating the contract and hoping for a compromise.
- We have put meeting with our LEAN coach on hold, but are spending that time to do direct observation of teams and processes' that have been identified as in need of improvement. Several projects are underway; phone tree, dental documentation rolls, front desk new patient intake forms and dental workflow for hygiene patients.
- The 400K HUD grant to support the housing initiative was submitted last week. The grant was included in this board packet and includes a 25K in-kind donation from the clinic for the housing project (AVHA was obligated to the same amount as well). This will be provided to the AVHA once the grant is received. The money will not be received until the environmental review can be completed.
- The finance committee will meet with David Gold as a follow up to our investment conversation.
- Our team has analyzed several programs that are opportunities for billing "alternative touches". These programs are Cal-AIM or Enhanced Case Management, and Chronic Care Management. We are meeting to develop the case management program to perhaps be able to capitalize on these programs.
- Employee Retention Bonuses have been approved by the state. Funds will be received this week and we are starting the planning for distribution of the bonuses.
- ARCH members are working on a collaborative leadership program to offer all our agency leaders. The program will start in May for 9 current leaders at our site.

Risk Management: No incidents this month.

Visit status:

|                     | Annual Target | Monthly Target        | January | Feb  | March | Q3 TOTAL |
|---------------------|---------------|-----------------------|---------|------|-------|----------|
| John Rochat         | 2108          | 176                   | 161     | 153  | 172   | 972      |
| Cindy Novella       | 1121          | 93                    | 124     | 123  | 134   | 1167     |
| Jess Dawdy          | 2520          | 210                   | 151     | 157  | 215   | 762      |
| VACANT MD           | 971           | 81                    | 29      | 17   | 22    | 584      |
| Melanie Fuller      | 1332          | 111                   | 115     | 85   | 90    | 825      |
| Amanda Farrar       | 312           | 26                    | 61      | 50   | 71    | 329      |
| Lea Queen           | 1119          | 93                    | 84      | 54   | 76    | 693      |
| Amy Pittelkau       | 1110          | 93                    | 92      | 72   | 121   | 750      |
| Priya Agrawal       | 1387          | 116                   | 124     | 129  | 182   | 967      |
| VACANT DENTIST      | 1387          | 116                   | 0       | 0    | 0     | 145      |
| VACANT CHIROPRACTOR | 971           | 81                    | 0       | 0    | 0     | 0        |
| Telepsychiatrist    | 208           | 17                    | 0       | 0    | 0     | 0        |
| Inactive Providers  |               |                       | 0       | 42   |       | 43       |
| Aurelio Guzman      |               |                       |         |      | 6     | 6        |
| TOTAL               | 14546         |                       | 941     | 882  | 1089  | 7243     |
|                     |               | Unduplicated patients | 2315    | 2330 | 2341  |          |

