

Board of Directors Meeting, Executive team summary-April 7, 2022

Medical Director-Cindy Arbanovella:

- We have started administering a second Covid19 booster following the FDA authorization. Leah is mainly giving covid booster vaccinations on Tuesdays and Thursdays from 3-5 by appointment.
- We are no longer doing weekly covid surveillance testing at the senior center. Leah has been doing asymptomatic testing at the health center on Tuesday and Thursday mornings by appointment.
- The demand for symptomatic Covid19 testing has declined and we no longer have an hour blocked each day on the schedule. We have moved to having patients who have covid symptoms arrive 30 minutes before their visit for a Cue covid test. We are seeing more non-covid upper respiratory infections including strep throat, pneumonia, and bronchitis.
- Cyd, Leah, and Wes have come up with a diabetes protocol that guides providers through the same level of care/treatment for patients modeled off what they have learned from project echo.
- The providers, along with Leah, Cyd, and Wes met to discuss management of our patients on controlled medications. We came up with some guidelines, especially for patients who are over 65 and on opioids and benzodiazepines. We are continuing to transition Mark's patients to other providers and have had success in getting patients on updated medication contracts, visits, and urine tox screens.
- We are pursuing scribe-x services for virtual scribes for our providers.
- We had a presentation from Mary Anne Gould regarding substance abuse services in the county and at Adventist Health.

Operations Director- Fabiola Cornejo:

Primary activities this month have been:

HR activities:

- We are continuing to recruit for Medical Assistant, Behavioral Health, Dentist and dental assistant positions
- There is an offer out to Front Desk Supervisor, interview for MA is scheduled. Terra is leaving in 1 week.
- Dr. Park started March 14th. Dr. Jamah is here every other Friday. Dr. Balpreet has signed our offer letter (DDS) for the dentist position and starts June 13th. Also, Amy Pittelkau, dental hygienist will start April 11th. An onsite visit of a dentist is being scheduled.
- We held a second interview for the MD position with an interested candidate. She will come for an onsite visit around memorial day weekend.

Finance/Billing:

- The annual finance audit for FY 21 is in progress.
- LEAN projects for co-pay collection and employee satisfaction for both dental and front desk are in progress. Medical is going to start MA checkout improvement work this month.
- Billing recommendations for the Master Fee Schedule have been made and reviewed in finance committee.

Outreach:

- Rubi and the outreach team are preparing for Medi-Cal expansion to uninsured patients who are 50 and older.

Executive Director-Chloe Guazzone:

Key activities this month:

General projects are slowly expanding beyond covid testing/vaccination. There are a number of statewide meetings that we are taking part in to discuss the new Kaiser contract with the state, and the Population Health Management Initiative (PHMI) initiative we are taking part in with Kaiser. We are in talks with a telehealth company to support both counseling and telepsychiatry and have signed an agreement for them to start recruiting. Key activities include:

1. Working with Ann and Dawn for the last month to wrap up the silent phase of the capital campaign and start the public phase. Several articles have been submitted to the AVA and facebook posts are starting to go up. The website has a new page for the campaign.
2. The USDA (\$1,000,000) grant is still pending.
3. The HRSA Small Rural Clinics QI grant was submitted by The Write Choice Network. We hope to hear sometime in August or September. It is a four year \$200,000 per year grant.
4. The dental van has gone to a new home at Mountain Valley's Health Centers up in Shasta county.
5. LEAN work continues, even without Mike. We are working to schedule improvement work with the medical team on check-out and are holding in-person meetings every other week for rounding on our huddle boards and training.
6. New building update: The computer equipment was ordered, paint was chosen and we are working on furnishings.
7. Prep for the Operational Site Visit continues.
8. I am working with Christie MacVitie to prepare a proposal in order to go out to bid for our FY21-22 audit.
9. The compensation committee has been meeting and has a recommendation for the board regarding salary scale and guidelines.
10. Continue to provide support to Miranda Ramos (Project Manager for ARCH/CHRN) in the absence of the board chair.
11. Partnership HCP was attacked by ransomware and their entire computing platform is down.

Quality Improvement:

- Annual Visit data trend:

	Annual Target	Monthly Target	July	Aug	Sept	Q1 TOTAL	Q2 TOT	Januar	Feb	I
Mark	1024	85	200	202	140	542	967	93	107	
Luiza	1153	96	0	0	0	0	24	0	54	
Cindy	1066	89	107	121	155	383	775	113	120	
Pon	0	0	2	0	0	2	2	0	0	
Jessica	1209	101	87	55	55	197	307	0	0	
John	2007	167	219	172	170	561	996	198	137	
Melanie	1004	84	85	61	75	221	484	90	68	
Dr. Challa	0	0	17	7	0	24	24	0	1	
Cristina	382	32	13	42	43	98	218	14	30	
Lea	1450	121	50	110	123	283	555	75	102	
Dentist	1730	144	191	61	106	0	0	7	69	
Locum Dentist	1287	107	0	0	0	358	770	113	0	
Locum MD			0	0	84	84	506	121	118	
inactive provider									95	
TOTAL	13750	1146	981	849	951	2753	5646	824	901	
Unduplicated Patients:			2193	2201		2363		2340	2467	

Risk management:

There was one incident this month.

One further incident to be discussed at closed session.