

Board of Directors Meeting, Executive team summary-February 3, 2022

Medical Director-Cindy Arbanovella:

- Luiza is back seeing patients Tuesday through Friday. Dr. Gary Pace, starting Mid-March, will be working every Monday through the end of May. This will allow us to have two providers seeing patients every day.
- Our volume of patients for same-day symptomatic Covid19 testing is slowly declining. We are still seeing positive cases, but less and less.
- I am still waiting on my credentialing from Adventist Ukiah so I can start rounding on our hospitalized patients. All of my paperwork has been submitted.
- We had our second quarter dispensary audit on Friday, February 25th. We are working with Steve Wood on plans for moving the dispensary into the old x-ray room. The old x-ray machine is being removed.
- We are continuing to participate in Project Echo Diabetes every week. Cyd Bernstein presented one of our patients as the case study a few weeks ago and impressed the Echo team and other participants. We received good feedback on treatment recommendations that we can apply to other patients as well. Across the board, the majority of our patients with Diabetes have had improvement thanks to the dedication of our health coaches and implementation of new medications and treatment plans.
- Steph Arias, our QI assistant, has been reaching out to our patients on controlled substances that are due for a follow up appointment. This is helping us get our patients caught up on med contracts and drug screenings. She is also helping with reassigning Mark's patients that are on controlled medications.
- I started the CPCA health management program – a twice monthly virtual leadership seminar (which Chloe, Fabi, and Mark have all done in the past) with about 20 other people in leadership roles at community health centers throughout California.

Operations Director- Fabiola Cornejo:

Primary activities this month have been:

- HR activities:
- We have interviewed several therapists to replace Jessica during her absence. We have an offer out to one.
- A locum dentist, Dr. Park starts March 14th. Dr. Jamah started on every other Friday. Dr. Balpreet has signed our offer letter (DDS) for the dentist position. Also, Amy Pittelkau has accepted our offer for dental hygienist.
- We are discussing the MD position with an interested candidate. We are currently holding new medical patients to 3 months out, while we establish care and balance Mark's patients among the providers.
- The annual finance audit for FY 21 is in progress and Wipfli has nearly completed their submissions, we are contacting the auditors weekly to ensure they finish by the end of March.
- LEAN projects for both dental and front desk are in progress, dental on-hold until we are seeing patients again.
- Patient statement revision is underway.
- Outreach for Sliding Fee patients taking place to enroll them in Calfresh.
- Billing has established protocol for a hard-close of prior years (2020 and prior) to assist with finance reports, and will do a soft-close for current months.

Executive Director-Chloe Guazzone:

Key activities this month:

1. Vaccinations and Covid testing continues and we have a huge supply of at-home tests and N-95 masks we are distributing slowly.
2. The USDA (\$1,000,000) grant is still pending.
3. We are working on the HRSA Small Rural Clinics QI grant with The Write Choice Network. The grant is taking shape and will be submitted by March 21st.
4. Mike De Luca has taken a permanent position and will no longer offer LEAN training for us. He has referred us to another coach, and we are making plans to continue with LEAN teaching on our own. We've modified all-staff meetings to every other week and will hold in-person meetings on the off weeks for rounding on our huddle boards and training.
5. Xochilt has submitted her credentialing packet and we are working on a plan with MCHC for her support of the health center. We are also talking to another company Integrated Health Clinics who offers remote substance use disorder treatment and telepsychiatry/counseling.
6. Bids have been received for the new computer equipment for the building. Hopefully the order can go out this week.
7. Mark has retired and a per diem contract was signed for a very small group of patients. We are planning for his retirement party to be held on April 8th and could use BOD support to form a small planning committee.
8. The administrative team and HR are holding in-services regarding the revised employee handbook.
9. Weekly planning calls with Mercedes continue for the Operational Site Visit but now we can slow down a bit and we've reviewed the calendar of outstanding items. We are in good shape for the July date.
10. Marcelle is participating in Leadership Mendocino with the support of the health center and really appreciating the program.
11. I am working with Christie MacVitie to prepare a proposal in order to go out to bid for our FY21-22 audit.
12. The compensation committee has been meeting and is close to coming up with a recommendation for the board regarding salary scale and guidelines.

Contracts:

- Signed a contract with The Write Choice network to write the HRSA Rural Health Centers QI grant for 200K per year for 4 years.

HRSA:

- Current HRSA supplemental grants: The American Rescue Plan Award (ARP-A) in the amount of \$945,000 (a two-year grant). CADRE in the amount of \$1,000,000 has been expended, and ARP-C in the amount of \$528,655 (a two-year grant).
- Based on our review and revision of the HPSA score data, the consultant has submitted a request to change our medical score to the state. We lost a dental candidate due to our current score of 13 in the dental department. We cannot file for a rescore until we have someone on staff.
- Operational Site Visit will take place July 26, 27, 28.
- UDS has been submitted and the very few corrections were addressed and submitted last week.

Collaborations:

Quality Improvement:

- Annual Visit data trend:

	Q2 TOT	January	Feb
Mark	967	93	
Luiza	24	0	
Cindy	775	113	
Pon	2	0	
Jessica	307	0	
John	996	198	
Melanie	484	90	
Dr. Challa	24	0	
Cristina	218	14	
Lea	555	75	
Dentist	0	7	
Locum Dentist	770	113	
Dental assistant	18	0	
Dental Hygienist	0	0	
Case management	0	0	
Locum MD	506	121	
TOTAL	5646	824	
Unduplicated Patients:		2340	

Risk management:

There were two incidents this month.