

Board of Directors Meeting, Executive team Summary-May 1, 2025

Medical Director Report:

- The medical providers had a chart audit to look at our coding. We have all started to make some of the suggested changes and will meet with Kelly Maldonado, our medical biller, to discuss other improvements and ways to make our coding practices more efficient.
- We will be starting another round of chart reviews in the next month, focusing on hypertension management

Operations Director Report:

- Staffing: We've onboarded 2 dentists, a Registered Nurse (RN) and our Human Resources coordinator.
- The form 990 is still pending due to the solar rebate paperwork.
- Front desk continues to track the same-day discount and how many people are using it or leaving it on the table. We continue to do small tests of change with the data we are seeing from the phone regarding abandoned calls. We have not started working with a Dr. Catalyst staff member yet but are getting the process going.
- Patient satisfaction surveys went out last week and we are getting a lot of responses thanks to NexHealth. Within the first 24 hours we had 70 responses. This saves the front desk a lot of work.
- We are working with the billing team to get to a monthly hard close process. Right now, the billing team is working on closing past years.

Executive Director Report:

- There were a lot of advocacy efforts this month. We met with Congressman Huffman to address FQHC concerns regarding federal grant cuts and/or Medicaid cuts. I also spoke with a journalist from SacBee about the rural perspective and will share her article when it's published. I wrote a letter to the editor for the Mendocino Voice. There is also another bill (AB1113) that has been crafted by SEIU and introduced in the CA health committee. It would require all FQHCs to commit to using 90% of their funds for "mission driven" services. The definition they have come up with for "mission driven" leaves out a lot of things required to run a business (administration, rent/mortgage, property taxes, insurance costs etc). We've sent letters of opposition.
- The impact of the Targeted Rate Increase (TRI) on CHRN is still unknown. Waiting to have a meeting with CHRN and Partnership lawyers.
- Billing chart audits will be reviewed by providers with Kelly present to discuss how to optimize the EMR for some coding issues. Kelly and Jason will meet with the providers to work on the clinical rules engine build which is related to coding standardization.
- The Health Professional Shortage Area (HPSA) re-score data was submitted for the dental re-score.
- Our next Operational Site Visit with HRSA will be Oct-Dec 2025. We are on schedule for policy review and the next big item will be the needs assessment, which the Write Choice Network will complete. The risk Management Report will be presented tonight.
- The employee satisfaction survey has gone out with changes this year.

Incidents:

1 patient complaint/volatile patient-scheduling and contact info error

Visit data:

	Annual Target	Monthly Target	Januar	Feb	March	Q3 YTD tot	Ap
John Rochat	1644	137	142	132	156	1010	
Mark Apfel	187	16	12	12	15	199	
Cindy Novella	1044	87	70	71	118	958	
Jess Dawdy	2063	172	223	189	180	1372	
Cary Smeltzer	1368	114	143	119	160	1392	
Melanie Fuller	1289	107	123	148	142	1098	
Amanda Farrar	823	69	66	56	74	600	
Gabby Espinoza	1140	95	93	94	51	775	
VACANT DENTIST	1601	133	0	0	0	503	
Dr. Tryon	1685	140	226	185	216	959	
Cyd Bernstein	932	78	75	83	88	726	
Telepsychiatrist (Cayo Alba)	89	7	6	7	6	59	
Aurelio Guzman	432	36	10	0	0	150	
Inactive Providers	0	0	0	0	0	18	
TOTAL	15013	1251	1189	1096	1206	9819	
		Unduplicated patients	2574	2586	2570		