

Board of Directors Meeting, Executive team Summary-December 22, 2023

Medical Director-Cindy Novella:

- We continue Covid and Flu vaccine drop-in hours on Tuesdays and Thursdays from 9-11 am and 3-5 pm. There is still a good amount of demand for both vaccines during patient visits as well. We are receiving a number of calls from patients with Covid infections and have had a few positive rapid flu tests in the clinic.
- Marcelle and I completed the empanelment portion of the Kaiser grant. We created an empanelment policy and have worked with Juan to train the front desk staff to ensure that patients are empaneled to their preferred provider. Steph Arias and Donna also helped create information sheets for patients describing their primary care provider as well as other services offered at AVHC.
- Michelle Ambrois, our nurse manager, and Sarah Ford, or MA lead, spent a half day at Alexander Valley Health Center observing their medical work flows. We have been working on the rooming and discharge process as well as implementing more templates into our HER to improve the patient, provider, and staff experience.

Operations Director- Fabiola Cornejo:

- Our only open position is for a permanent Dentist. We have a locum dentist currently, Dr. Tryon, whose schedule has filled up.
- There are still some difficulties with the transition to The E-Clinical Works dental module, but Jason is working on the fix.
- The end of the year party was held on Dec. 8th. We paid out significant bonuses this year due to our outstanding quality scores.
- We are still finalizing the 2022 audit.
- The admin team is working on updating all our improvement projects over the last year or so and running “checks” on the standard work. Admin is also focused on the front desk standards and is doing process observation.
- Leo (bilingual social worker) has given his resignation and the behavioral health team is working on transferring his patients. We will not rehire at this time since we have Cyd who is completing her social work hours and is bilingual. All businesses in AV who consented, received Narcan training and narcan distribution.

Executive Director-Chloe Guazzone:

Key activities this month: **2022 audit, Service Area Competition application, annual holiday party and annual newsletter, Bill.com transition**

- We applied for two grants last month. We do not have official word on either of them, but preliminarily the Navigator Project, which is for \$100,000, and will be administered through our consortium North Coast Clinics Network, looks like it will be funded.
- We submitted the Service Area Competition grant to HRSA in late November. As a reminder, the board approved the three year budget last month. The narrative was submitted accompanied by the budget.
- Fabi and I are working on developing new workflows for the accounts payable

procedures through bill.com. Ananda has been fully trained in the process now and Brandy provides support.

- The annual newsletter went out this week.
- Steph Arias and Blanca Mendoza observed Mendonoma’s mobile outreach clinic in the Gualala area to learn about their services and how they reach hard-to-reach populations.
- The county approved signing on as the Responsible Entity to our grant application for the housing project (amount \$400,000). Now we can submit the environmental paperwork and move forward with public notice and requesting funds.

Incidents: 1 patient complaint, 1 volatile patient

Visit status:

	Annual Target	Monthly Target	July	Aug	Sept	Q1 TOTAL	Oct	Nov
John Rochat	1944	162	157	165	151	469	73	
Mark Apfel	150	13	39	31	5	74	0	
Cindy Novella	1556	130	87	157	116	374	127	
Jess Dawdy	2032	169	181	158	175	511	159	
Cary Smeltzer	878	73	0	0	83	83	120	
Melanie Fuller	1100	92	58	135	128	321	130	
Amanda Farrar	699	58	60	90	63	212	72	
Lea Queen	924	77	60	65	71	196	62	
Amy Pittelkau	1000	83	103	115	112	330	78	
Dr. Tanglao, DDS	1194	100	99	167	157	423	173	
VACANT DENTIST	1658	138	87	95	66	248	0	
Crist Perez	0	0	2	14	0	16	2	
Cyd Bernstein	699	58	0	0	0	0	90	
Telepsychiatrist (Cayo Alba)	72	6	0	0	0	0	1	
Aurelio Guzman	768	64	49	44	35	128	26	
Inactive Providers	194	16	63	0	0	61	0	
TOTAL	14868	1239	1045	1236	1162	3446	1113	
		Unduplicated patients	2393		2426	2426	2496	

