

Board of Directors Meeting, Executive team summary-November 5th, 2020

Medical Director-Cindy Arbanovella:

- We held a drive through flu clinic at the high school on Wednesday, October 21 from 4-6 pm. Mark, Drew (who made a very welcomed surprise appearance), and I gave the shots with staff assisting us and helping register patients. We gave a total of 230 flu shots, a combination of high dose and regular vaccines. The dental team made up fall goody bags for kids that were handed out. We were hoping to do another flu shot clinic but are not able to get more state funded or high dose vaccines. We will continue giving flu shots to patients at the health center who have appointments. We are also giving flu shots on Tuesday evening, by appointment, from 5-6pm, and on Thursdays (time TBD).
- Luiza and Cindy inventoried the dispensary on November 1st. A full inventory needs to be done twice a year. Our next dispensary audit will be on Wednesday, November 11th. Ric is building a new cabinet to hold meds that have been filled for patients. We have outgrown our current storage system.
- We continue to see an increasing demand for on-site visits over telehealth. We are working on meeting this need but face the challenges of needing enough time to properly sanitize rooms and screen patients. A good proportion of our telehealth visits are done telephonically due to lack of access to wifi or a strong enough cell signal.
- Our telepsychiatrist, Dr. Lyell Forehand, has given notice that he will be leaving. We are hoping there is not a gap in service – this has been a valuable service for our more complicated patients.
- The UCSF contract with the county was abruptly cancelled, and then was extended through November 15th.

Operations Director- Fabiola Cornejo:

- Fabi is out on Maternity leave as of Thursday August 20th.

Executive Director-Chloe Guazzone:

Key activities this month:

1. With the abrupt cancellation of the UCSF contract, ARCH members have been speaking with the county, media and the public to argue for more testing options around the county. There are a few possible options that we are exploring now.
2. The dental expansion will begin Monday November 9th.
3. The Partnership Healthcare Plan audit was completed with generally good scores overall (98% site review, 91% medical chart review). However, we did receive a Corrective action plan (CAP) which we are addressing by having a training with providers on visit standards and revising the workflow for the two health assessments that are required by Partnership.
4. There are two major activities that the teams are working on-the finance audit (current), and the Patient centered medical home renewal (due February 2021).
5. The large remodel project plans have been finalized with the help of the building committee. The next step is for the architect to develop the design and detailed plans for submission to the county for permitting.
6. Heidi and I have begun work on the annual newsletter.
7. Dr. Murphy (dentist) is out on medical leave and Dr. Amador (locum) is filling in for three months.
8. Two of our Medical Assistants became certified this month (Daisy and Alex).

Finance:

- The annual finance audit is in progress and is virtual this year.
- The FY18-19 Change of Scope request was received with a very significant rate increase. We are working with Wipfli to find out how and when these payments will be received.

The rates and effective dates are as follows:

<u>PPS Rate</u>	<u>Effective Date</u>
\$273.70	July 1, 2018 through September 30, 2019

In addition, the rate will increase to:

\$277.81, effective October 1, 2019
\$283.09, effective October 1, 2020

To reflect the Medicare Economic Index (MEI) increases of 1.5% and 1.9%, respectively.

HRSA:

- There are three awards we are tracking in the amounts of \$52,794 (C-19), \$554,705 (CARES) and \$137,404 (ECT) from HRSA as well as the Payment Protection Program in the amount of \$355,440 (not a HRSA grant, but a federal direct deposit grant to cover payroll).
- The Cadre application was approved for the expansion of the building and to improve disaster resiliency in the amount of 1 million dollars. The proposed timeline is approval of permits and readiness for construction by May 2021. This is dependent on fundraising efforts and plan approval.

Collaborations:

- Weekly calls with the county and now all medical facilities to advocate for an adequate response county-wide to Covid including regional surveillance testing. The partnership has gotten better and we now have secured testing through the end of the year. We are also working with Tami Moss-Chandler (Health and Human Services Administration director for the county) on grant language to support clinics to provide on-going testing and outreach.
- We are providing data on no-show rates and job satisfaction to the Health Alliance in order to promote the continuation of reimbursement for virtual visits in the behavioral health department.

Quality Improvement:

- Annual Visit data trend:

	Annual Target	Monthly Target	July	Aug	Sept	Q1 TOT
Mark	1460	122	134	99	106	339
Luiza	1877	156	101	124	106	331
Cindy	1242	104	76	79	100	255
Carole	0	0	0	81	99	180
Phan	1698	142	58	46	17	121
Jessica	911	76	74	75	87	236
John	1374	115	137	143	132	412
Melanie	1028	86	0	0	41	41
Dr. Forehand	128	11	6	9	13	28
Cristina	360	30	23	29	42	94
Lea	914	76	137	138	72	347
TOTAL	10992	916	746	823	815	2384
Unduplicated Patients:			2463	2435		2388

Risk Management: 1 HIPAA violation and 1 patient complaint.