#### Board of Directors Meeting, Executive team Summary-August 3, 2023

# **Medical Director-Cindy Novella:**

- We are working through being short-staffed, mainly on Mondays, and are looking forward to Dr. Smelter's start in September.
- We have a new MA, Evelyn Najera, who is quickly learning the ropes. She has some medical assistant experience and has been a support to the medical team.
- Mike Louis, our pharmacist, has completed his move into the new dispensary. We all
  appreciate the quiet, dedicated medication space and feel that this will also diminish mederrors.
- Jess Dawdy, NP, ran a code drill for the staff last week. Now that we have our emergency
  ops team up and running we are hoping to do more regular BLS and ACLS drills with the
  medical team.
- We continue to see redwood teen clinic patients and look forward to working with new students reps this school year.

## **Operations Director- Fabiola Cornejo:**

- Dr. Boseovski started this month. He is a locum dentist from Santa Rosa and will be here 3 days per week through September 10th.
- Daisy Delgado is back as a sterilization technician and we are still looking for a permanent dentist and a front desk receptionist.
- We have two summer interns through the AV ED foundation.
- Staff evaluations are completed and annual raises have gone into effect. Misha will join the compensation committee and we will reconvene soon.
- Vaccines for Children (VFC chart review will be completed on Friday for the billing portion of the audit.
- ECW dental training started on Tuesday. Transition will happen mid-august.
- LEAN-we are tracking transferred calls. The target we have is that patients get needs met with the first person they are transferred to. We are monitoring no-show rates for dental and medical. Support staff are doing call-backs. Target is to reduce no-show rates and get patients back into care quickly.

## **Executive Director-Chloe Guazzone:**

Key activities this month: Solar installation, Kaiser PHMI implementation grant, Transition to Merino Computer Concepts, End of the fiscal year analysis, Strategic planning work with staff

- The Kaiser Population Health Management Initiative (PHMI) is continuing now into the implementation phase. Marcelle continues work on the "Model Care Team" initiative and the data integrity piece and Fabi and I are working on the "business case" portion of the project.
- We applied for a grant through the state of California called the "California Supplemental Sick Leave Pay Grant". We should qualify for \$40,000, though the amount awarded, is tied to the amount of unreimbursed Covid pay that we issued in 2022. We have not received approval yet.
- New building update: The dispensary project is complete. Solar will be complete by

- the end of August including EV charger installation.
- The transition from Medicus to Merino Computer Concepts was successful with some things needing on-going investigation
- Update on current LEAN projects; admin is working on figuring out data collection for schedule breaks (from no-shows, cancellations and no patient scheduled). From there we will conduct a PDCA. We are also using the staff feedback data to work on setting targets for the strategic planning session that staff find valuable (more discussion when we talk about staff satisfaction survey results).
- ARCH's LEAD program continues and has been a great opportunity for 9 of our leaders.
- Our finance audit is nearly complete with an outstanding issue related to our mortgage balance with USDA.
- Executive team meeting focused on staff satisfaction results and end of the fiscal year finances.

There was one HIPAA breach this month.

#### Visit status:

	Annual	Monthly								
	Target	Target	Q1 TO	Q3 TO1	April	May	June	FY TOTA	ΔL	
John Rochat	2108	176	516	972	165	171	138	1932		
Cindy Novella	1121	93	360	1167	120	99	84	1470		
Jess Dawdy	2520	210	81	762	192	162	105	1221	*This was	Luiza's target
VACANT MD	971	81	375	584	43	170	153	869		
Melanie Fuller	1332	111	266	825	76	131	125	1157		
Amanda Farrar	312	26	22	329	59	44	62	494		
Lea Queen	1119	93	234	693	98	43	74	908		
Amy Pittelkau	1110	93	248	750	104	88	125	1067		
Priya Agrawal	1387	116	185	967	126	101	71	1265		
VACANT DENTIST	1387	116	139	145	134	190	167	636		
VACANT CHIROPRACTOR	971	81	0	0	0	0	0	0		
Telepsychiatrist	208	17	0	0	0	0	0	0		
Inactive Providers			22	43	0	0	0	124		
Aurelio Guzman				6	50	35	33	124		
TOTAL	14546		2448	7243	1167	1234	1137	11267		
		Unduplicated patients						2378		