

March 23, 2015: Report to AVHC Board

CMO:

- We are all set to put in the application for our Clinic Pharmacy License but are still awaiting 1 more Board Member's fingerprinting. The QI and PI committee's have approved the Dispensary Policies and Procedures and it does need formal Board approval. I did attend a webinar on 340B Pharmacy policies which was mainly aimed at clinics with Pharmacist but there was a concern that Big Pharma would be pushing to have 340B medications limited to uninsured patients only. This will not be coming up for several months and there is a push thru NACHC and CPCA to oppose this.
- We did have a training with the MAs on how they can be more comfortable in asking the Depression screening questions. Trainings are scheduled for Emergency Care in the Dental Clinic and use of the Emergency equipment on the Medical side.
- Chart reviews have been completed for all 3 Medical providers. We are still trying to get criteria for reviewing charts in Behavioral Health and arranging chart review for Dental
- I did attend a Webinar on the new Medicare Care Coordination billing codes but it appears that they only apply to Fee for Service Providers and are not applicable to FQHCs. I attend a Webinar on Diabetic Eye screening, an area where we (and most clinics) do poorly in. Thru the use of a Retina scanning camera, 2 clinics raised their screening rates from about 20% to 70-80%. The Camera costs about \$12-14,000 and hopefully, we can put it in our Capital Grant application. I will be attending Webinars on ICD-10 later this week and on FTCA Deeming in April.

COO

- Front office metrics Copay and Sliding Scale collections have increased significantly in the last month. Averaging 60 collections per week where previously was about 40.
- Back office process- Medi-Cal collections have increased significantly \$42,411.20, \$12,068.65, \$13,158.05 for the month of March. Billing setup has been revamped and fewer denials are occurring.
- Billing and coding training for providers and support staff scheduled for April 1-2

CEO

- FTCA deeming: we have reviewed the criteria for application and are creating a timeline for submission. Application is due May 26.
- Patient portal: we have begun discussion with HIT care to implement a patient portal. We will need to verify current workflows for several standard processes, and will need to design new workflows for the patient portal. It is expected to take many months to sign up existing patients, so we would like to open the patient portal soon. The target month will be in May.
- Capital grant application: We are reviewing our needs for renovation that may qualify under a new grant. The management team will work with Price Waterman and Roger Way, a grant writing consultant, to determine our eligibility.
- RN manager position: position has been advertised. We are in discussion with two candidates.
- Value stream mapping April 17. Lee Fried, a lean consultant with Triad, is volunteering his time to assist us with an event that will help us understand our process, identify waste in the process, and identify the top six areas for improvement to work on for 2015/6. Basic lean principles will be introduced. Board members are invited to a report out. Details will follow.
- Fiber optic internet issues w/ the ambulance have resolved.

Explanation of Acronyms in the Staff Report to the Board:

QI - Quality Improvement
PI - Performance Improvement
NACHC - Nat'l Ass. of Community Health Centers
CPCA - CA Primary Care Ass.
MA - Medical Assistant
FQHC - Federally Qualified Health Center
FTCA - Federal Tort Claims Act
HIT - Health Information Technology