

## April 30, 2015, Report to the AVHC Board

### CMO

- There is still additional paperwork that needs to be completed prior to putting the application in for the Dispensary. Hopefully we can complete this this week and then get the application in by next week
- Crash cart training was scheduled for Tuesday, April 28 for the Dental Staff but will be postponed until next week until the Dental Staff can watch a video on dental Emergencies.
- Crash cart training for Medical staff is also scheduled for Tuesday, May 5
- HRSA held 3 Webcasts regarding FTCA Deeming in April. Fabi reviewed the 1<sup>st</sup> and I did the 2<sup>nd</sup> and 3<sup>rd</sup>. The Webcasts should be available on the HRSA site sometime after April 20 and I will watch the 1<sup>st</sup> Webcast at that point. The good news is that we do not have to meet the May 27 deadline since we are filling an initial FTCS Deeming application service will give us some additional time to make sure that our application is complete and comprehensive. I would hope to have the application in by July 1.
- We have implemented the daily Huddles and they are going well. I think they will improve our workflow and help all of the staff be better prepared for the day's visits.

### COO

- Patient portal: discussions with HitCare in regards to sustainability of patient portal. Possible areas of maintenance and support and who will be responsible.
- The clinic will be participating at the Day of the Child event at the elementary school on May 3<sup>rd</sup>. We will have games and gifts for the children, as well as nutrition awareness.
- The clinic will also be participating at the Heroes of Health and Safety Fair July 18<sup>th</sup> at the Mendocino County Fairgrounds. AVHC will be partnering with the Ambulance where we will present Dental and Medical outreach and resources for adults and games for children.
- Dental appointments have been increasing to cover the cost of our new dental assistant Brenda Quezada. Paula Knedler has her own schedule and will be seeing on average of 6 patients per week as well as assisting Dr. Tath.

### CEO

- Stephanie Long to start 5/4/15. She will be able to help manage several of our new initiatives as well as assist on our care team, help our medical assistants, and perform RN tasks.
- Supplies: the exam rooms have been standardized as much as possible, and we are in the process of understanding how much of each supply we need. We are also reorganizing the procedure room. See slides.
- Process improvement event: on Thursday, the staff heard a brief presentation about value for the patient, the importance of identifying value, and the importance of eliminating waste in our workflows and processes. Following the presentation, each medical staff member completed a process walk, following either a patient, a provider, or an MA to help identify what seemed valuable for the patients and staff, and where we have duplication, over-processing, unnecessarily complex workflows, etc. We added what we learned to our patient flow map. On Friday, we reviewed the flow map, and decided to focus attention on two parts of our work: making certain that everything is ready for the provider when he/she walks in the room; and improving the referral process. Working in two teams, we have defined the steps necessary to

achieve those goals, have discussed metrics by which we will define success, and have started implementation of the plan.

- We are working on the 2015/16 process improvement plan.