

Directors report to AVHC Board 8-27-15

CMO-Mark Apfel

-Mark is on vacation for 2 ½ weeks (Aug. 24-Sept 8)

-I did work 2 Wednesdays this month in Laytonville to help out after their tragedy. Since they also use eCW, it was fairly easy for me to settle in there and they greatly appreciated the help. I do think that we can do some collaborative work with them especially regarding eCW and will explore this further when I return

-I did do chart reviews on both Logan and Cindy. I have reviewed Cindy's charts with her but not Logan since he was on vacation. Overall, there was an improvement in charting and it will be helping as we pursue MU and PCMH status

-The QI committee (and hopefully the PI committee) did approve the policy for tracking Referrals. I hope to have the rest of the Tracking policies done over the next month

-Chloe and I have been reviewing the requirements for MU, PCHM and FTCA Deeming to try and coordinate the overlapping items to make sure that our Policies will meet all of their criteria

-waiting now on livescan finger prints for Chloe to be approved and final word on the pharmacy application.

COO-Fabi Cornejo:

Collections: We have started to send old accounts to collections. We first send them two warning letters of their account status and possibility of being sent to collections.

Patient Satisfaction Survey: Survey was distributed to patients in our lobby between June and July and 109 surveys were returned. Overall results were very good. Most of our patients are happy with the service they receive. See attached results.

Audit: preparations are underway for the FY2014 audit which will take place Sept. 2-4.

Executive Director-Chloe Guazzone:

For August:

Follow up on community requests from last month:

- migrant health stats, bring UDS

- Follow up on protocol for hiring
- Follow up on DMV physicals to Logan for Mark's sign off

DENTAL

Dental clinic has shifted to 4 days per week 10 hour days. The new schedule is working out well and the patient load remains filled to capacity. Dental receptionist was hired.

MEDICAL

- VA triwest application confirmed, we will now be listed as a VA provider for vets without a VA within 30 miles of their home.
- The patient portal went live on 6/15/15. We have currently enrolled 9% of patients who have been in for a visit. We currently have 141 patients enrolled in the patient portal (~40 more than last month). A community meeting for seniors to learn how to navigate through our portal will be held in October. We will be announcing this through our website, the AVA, and local radio.
- The referral policy has now been finalized and was approved by the PI committee.
- We are waiting to hear back from the pharmacy board on the licensure

PATIENT CENTERED MEDICAL HOME, FTCA DEEMING, MEANINGFUL USE

-CMO and ED have created a spreadsheet and are working on assigning tasks and developing a timeline for completion of all three.

GRANTS

- Final report submitted to East Bay community Coalition for a 10K –follow-up conversation was followed by another release for funding expected this week
- Expanded Services (ES) grant submitted July 20 (start date would be September 1 2015) 228K, still waiting for outcome
- Blue shield grant submitted Aug 6 unknown amount “core support” still waiting to hear
- Didn't get blue shield leadership grant, follow-up discussion with foundation took place
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OUTREACH

- Vineyard outreach was postponed due to early harvest, outreach committee is meeting weekly to discuss alternate plans. Church outreach scheduled for Sunday Aug. 30, basic screening services will be provided
- Discussing holding a harvest party in mid-October to have an open house, flu shots etc.

POLICIES AND PROCEDURES

- Lab tracking and radiology policies were approved

ECW

- Bi-weekly meetings with HITcare- lab clean-up instructions have been provided (~8,000 labs to review-we are working on assigning task), billing and collections-have been set up. Meaningful use support is being provided by RCHC also, call set up for next week.

IT

- Follow-up on cost analysis-we are locked into a 3 year contract (1 year in) with airespring. They can resolve our issues with a switch in the type of system we are using which should be about \$100 less than we are currently paying per month. Waiting for the exact amount. Canceling the contract was not cost-effective.

HR

- Paid Time Off policy-Sent to Pam at Vigilant
- Hiring for dental front desk staff-Hired Angie Perez (degree in psych)
- Performance review system to include goal setting and merit increase decision- implement 3% across the board to anyone hired for more than 1 year, will be based on merit next round-announced at the staff meeting, working on a salary scale for the clinic based on the CPCA 2014 survey, performance reviews to be conducted the week of Sept. 14-18th. Raises to follow (Oct. 1)
- Planning for maternity leaves (Stephanie and Fabi)-still recruiting for RN temp position

COLLABORATION

- ED participated in ARCH meeting and the annual Lake & Mendocino County Medical Director Forum. Great information from partnership, context on key issues currently being addressed, good networking opportunity etc.
- ARCH funded a training on ICD-10 codes (Sandy Parker provided the training to staff), received quarterly ARCH partnership payout for \$12,613

Quality Improvement

- Supplies in the back ER have been organized and a system is now in place for restocking of rooms and monthly-6week orders for resupply
- Still tracking No-shows and walk-ins

- In progress- PI goals have been drafted with Susan's support and PI team is reviewing and will provide feedback and set a PI policy. ED and PI committee members will continue to develop the PI plan.

All Other Business

- There have been no letters of intent to sue filed at AVHC. We have arranged for each provider to receive a newsletter from NorCal, our malpractice insurance provider.