

Administrative Report to AVHC Board
6-22-15

CMO

- Pharmacy Application went in on 06/01/15 and I am still waiting to hear back from the Board of Pharmacy. It will probably take at least 2-3 months.
- We are working on Policies and Procedures for tracking Referrals, Labs and X-rays. With Michelle's return from maternity leave, the Nursing department is back to full staff which will assist with implementing these new policies
- Logan met with Dr. Danielle Oryn, Chief Informatics Officer at Petaluma Health Center on 05/27/15. He was updated on various ways of optimizing, updating and customizing ECW as well as on using a Patient Portal
- Logan and Jessica attended a Summit on Integrated Care to discuss strategies on integration of substance abuse and addictive treatment between health, behavioral and social service safety networks. Many of the topics discussed are already in practice at AVHC including "warm-handoffs", open access EMR and patient centered care. We will be starting a monthly, formalized Medical-Behavioral Health case review group. I participated in a Webinar with the Medical Directors of RCHC on integration of Behavioral Health and Primary Care which discussed similar subjects.
- I will be attending a conference on NCQA Introduction to PCMH (Patient Centered Medical Home) next month in Sacramento so that we can start an application towards recognition for this designation

COO report

- New dental hours- Monday to Thursday, starting in the first several weeks of July
- Staffing: Michelle back June 15, Chloe starting July 1
- Team debriefs on lean work: huddle and MA rooming continue to go well. For referrals, we are giving each MA time to work down her backlog of referrals. New referrals are going to Stephanie who is using the new process. The team will review the referral process at the next meeting.
- Supplies: we have completed the exam room standardization, except for rooms 4. Wally is looking at the cost of making new cabinets in rooms 3 and 4 so that all the cabinets are the same and have slides that work. We have also completed the stocking carts. We are speaking to McKesson about a standard biweekly order.
- Generator update: Mitzi and Clay are working on estimates.

CEO

- Patient Portal opened on 6-15-15 without any glitches. We hope all of the board members will sign up and let us know if they experience any glitches. Any suggestions for an intuitive name for the portal? A link will be placed on our home page. We have brochures in the waiting room and exam rooms.

- We are in the process of getting an evaluation of our phone system by Don Harris
- ICD 10 conversion: we are working on what we need to make the conversion. Training for MDs- we have software in place to assist MDs with code conversion; Kelly is keeping Vanessa abreast of billing changes. We need to better understand what has been done and what needs to be done with ECW. Fabi, Mark, Chloe and I will figure that out before the next board meeting.
- We completed a draft plan for work with HitCare and negotiated a slight discount in charges for overage.
- A revised employee handbook is being worked on by Vigilant, our HR consultants. It should be ready soon.
- Expanded services supplemental funding, due July 13. We just received notice from Diane Agee that we should be eligible for this funding, but have not heard yet from HRSA.
- Final approval has been given for my interim position and for Chloe's permanent position by HRSA!
- ARCH is considering a self-insurance product. Ric is attending a meeting on the topic this week.