

Board of Directors Meeting, Executive team summary-August 24, 2016

Medical Director-Mark Apfel:

We are continuing to work on developing the required policies and procedures for PCMH. We have met with our consultant, Susan Crocetti from Qualis Health. We did do a needs assessment with her and had a conference call last week in which we reviewed the 1st 3 Must-Past elements and we are in very good shape in regards to these elements

I am still awaiting to hear when I will be able to spend a morning at MCHC observing at their Suboxone Clinic and watching their processes so that we can develop a good protocol for use of this medication.

The new EKG is finally working and we are able to put the patient's EKG directly into ECW

We are still awaiting the \$25,000 from FMC to buy our Ultrasound machine. We had received the check but there was an issue with it going through which hopefully should be resolved shortly

Operations Director- Fabiola Cornejo

- Partnership Quality Improvement Program Data Submitted
- Kelly had a site visit- Medicare website help, cleanup
- Interview for Temporary Medical Assistant while Sarah is out, Offer Letter has been given.
- Continue supporting documents for both Financial and Scope change Audits.

Executive Director-Chloe Guazzone:

HR

- Interviewing BH candidate
- Interviewed temporary MA position to fill Sarah's absence during a temporary LOA through the end of the year.

OUTREACH/HEALTH COACHING

- Health coaches meeting weekly to practice motivational interviewing and talk about diabetes education and goal setting.
- Annual Harvest festival and 40th anniversary party at the Apple hall is scheduled for Oct. 22nd with music and booths.

New initiatives

- Developing Senior survey (in testing phase)
- Diabetes program (DEEP) and Tomando el control de Salud groups to roll out in January (6 week sessions).

IT/EMR (with Jason's input)

- Partnership HCP data submitted
- Bridge-IT installation in progress
- Referrals, labs, messenger,
- MU meeting will be attended by Jason
- Immunizations
 - Proper training on entering Lot numbers/recording immunizations
 - Cleaning up old/inaccurate Immunizations
- Prenatal
 - eCW setup/testing and workflow documentation for pre-natal care

COLLABORATION

- ARCH-POP-IQ project in collaboration with NCCN and ARCH clinics for quarterly monitoring of UDS data, first quarter data submitted
- Waiting for revised MOU from care for her for Prenatal care
- Participation in an ARCH supported 340B compliance project. First meeting with the consultant occurred with some questions and feedback, 2nd site visit will be to develop an action plan based on recommendations.
- Serving on housing sub-committee of Healthy Mendocino
- Met with Michelle Hutchins and two new school principals to discuss roles for RN, Health Educators, park maintenance, teen-clinic etc.

PERFORMANCE IMPROVEMENT/QUALITY IMPROVEMENT

- Reviewing Prenatal Policies and procedures with the help of George Lee.
- PCMH consultant is now underway and providing support to Fabi, Mark and I for PCMH completion and documentation requirements.
- Trainings for front desk staff conducted (professional conduct, efficiency, documentation etc).

- There was one medical incident to report: a lab mix-up occurred when a patient that was scheduled was put under his father's name in the schedule. When labs were drawn the results were inputted into the father's chart. A team meeting was held to remind DOB checks at every point and before administering labs or injections. The patients were called to redraw their blood.

FINANCE/Billing

- Kelly came for quarterly site visit August 11-12. She will issue a summary of her recommendations. A few things found for clean-up (denials, evaluating pt outstanding balances for workflow adjustment)
- Vanessa tracking open claims by provider on our morning rounds. Claims greatly reduced, now working on nurse visits.
- Applied for Blue Shield core support grant (20K)

ALL OTHER BUSINESS

- Call with new HRSA project officer took place. Operational site visit will not occur until 2017.
- 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.