

## **Board of Directors Meeting, Executive team summary-December 5<sup>th</sup>, 2019**

### **Medical Director-Cindy Arbanovella:**

- We received the new Lead testing machine and should start using it next week. Pediatric patients should be tested at 1 and 2 years. It just takes a finger poke.
- All staff that have direct contact with patients have received their flu shots.
- Dr. Rochat had a working interview on 11/21/19 which went well. He saw 3 patients: one pediatric, one Spanish-speaking, and one adult. He is planning on giving notice at his practice in Fort Bragg before the new year regardless of his employment at AVHC. If he is hired it would be ideal to have him seeing patients no more than 3 days per week.
- Dr. Kaur finished her Locum term on 11/21/19.
- We are working on increasing Cristina Cruz's telepsychology visit load. A number of her patients either don't show for their appointments or do not continue visits after a few sessions.
- Luiza and I are scheduled to visit Long Valley in December to observe how they are using templates in the electronic medical record E-Clinical Works (CW) with hopes that we can start implementing some.
- RNs are now the first line in screening/approving all refill requests. They are working off a formulary list under standing orders.
- We have VSP (Vision Insurance) certificates for glasses through April, 2020 for patients who have no insurance. Dr. Vargas in Ukiah will accept the certificates.

### **Operations Director- Fabiola Cornejo:**

- Staffing: Continued onboarding of Wes Falatoonzadeh (complex case manager) and Jason Mathis (HR coordinator). Dr. Shah's contract was terminated early due to a patient injury (locum dentist).
- We have been wrapping up the final items for the finance audit.
- Public Charge has been halted by a temporary injunction.
- Finding a permanent Dentist is the biggest current priority for Human Resources.
- We are working on scheduling an interview with the pharmacist to replace Gary Wakeman. We are coordinating with Mendocino Community Health Centers who will use him as well.
- We have signed a contract for a locum dentist (Dr. Valentine) who will start in the first week of December pending credentialing.
- A significant uptick in unlocked provider and nurse visits have been discussed with the team and clean-up of those visits is being tracked.

### **Executive Director-Chloe Guazzone:**

Key activities this month:

1. We had an all-staff debrief following the Public Safety Power Shut-Off and have a number of items we are following up on that require some process changes and/or documentation changes and training.
2. We have been meeting weekly with The Write Choice Network (WCN) to finalize the Service Area Continuation application for our next three years of federal funding.

3. Following the purchase of the house at 13921 HWY 128, we are working on lining up all the work that needs to be done prior to setting up the office and housing there.
4. Marcelle and I attended a two-day training on Patient Centered Medical Home criteria. We are due for renewal in 2021 and usually it is recommended that agencies start 12 months prior to their application. Marcelle will take the lead on organizing the work-plan and keeping us all on task.
5. The directors of the health centers in Mendocino County met with a few leaders at Redwood Coast Medical Centers to provide support for their current financial situation.
6. Quality Improvement data collection continues to be a challenge despite the fact that we use three different systems (i2i, Bridge-IT and EBO from E-Clinical Works). We are seeking to replace some of the current systems with Relevant which has been implemented in most of the clinics that are part of the Redwood Community Health Coalition (RCHC) Health Center Controlled Network (HCCN).
7. We did conduct an analysis of this month's finances and the three contributing factors are: two locums and associated costs, lost revenue due to the power outage (estimated 7,032/day), and unlocked visits from the clinicians.
8. Wipfli has conducted an analysis regarding a potential change in scope application with the state for Fiscal Year 2018-19. They estimate that we could potentially receive up to \$80 additional per Medi-Cal visit. We are currently receiving \$190. The change in scope is recommended for the qualifying events of acupuncture and ophthalmology.
9. We are finalizing the holiday newsletter. Would Ivan be interested in doing the layout?

#### **HRSA:**

- Casey Cupples has been notified that his bid for the exam room remodel was selected.
- The Service Area continuation grant is due January 7<sup>th</sup> and The Write Choice has provided a draft for board approval.

#### **Collaborations:**

#### **Projects:**

- Building project- Generator, dental expansion, exam room expansion, septic, dental expansion and parking are all being explored and in varying stages of progress. The application for dental expansion permit will be submitted to the county within the next two weeks.
- We are hoping to make an offer to Redwoods Rural HC for their dental mobile van in the amount of \$35,000.

#### **Contracts/Memorandum of Understanding (MOU)/Grants:**

- A contract was signed with a new dental locum pending credentialing.
- A contract was signed with Steve Wood for the Oral Health Expansion design work.

#### **Quality Improvement:**

- We are working with Mike de Luca on our all-staff retreat focused on how to improve our communication skills with relation to the daily improvement work we are doing.

Annual Visit data trend:

	Annual Target	Monthly Target	July	Aug	Sept	Q1 TOTAL	October
<b>Mark</b>	2160	180	152	54	93	299	189
<b>Luiza</b>	1910	159	160	225	68	453	65
<b>Cindy</b>	1610	134	128	131	88	347	105
<b>Locum Dentist</b>	1086	91	87	147	49	283	75
<b>Phan</b>	2084	174	192	108	188	488	52
<b>Jessica</b>	713	59	79	63	81	223	140
<b>Stephanie</b>	537	45	72	69	0	141	
<b>MD</b>	892	74	14	121	154	289	185
<b>Melanie</b>	480	40	57	117	85	259	56
<b>Chiropractor</b>	400	33				0	
<b>Dr. McKenna</b>	104	9	4	22	7	33	13
<b>Cristina</b>	374	31	2	5	16	23	8
<b>Lea</b>	537	45		0	0	0	0
<b>TOTAL</b>	12887	1074	947	1062	829	2838	888
<b>Unduplicated Patients:</b>			2671	2659	2677		2668

**Risk Management:** Patient safety issues were identified related to Dr. Shah which was reported by the dental team. There was one employee sharps' injury. Procedure was followed for testing and reporting.