

Board of Directors Meeting, Executive team summary-January 26, 2016

Medical Director-Mark Apfel:

- Research for ultrasound underway
- Policies pending: 340B project

Operations Director- Fabiola Cornejo

- Kelly's visit- We will start working closely with the dental department to decrease claims days in Accounts Receivable.
- Kelly is scheduled to be in on 2/7/17 we will continue to monitor claim processing for efficiency and time claims are on hold.
- Currently working with Abacus our dispensary software to try and correct the reports that it is populating incorrectly.
- Wiring project done using DSHII funds; added new drop lines, fax now working at front desk, still need hardwiring from back room to server room

Executive Director-Chloe Guazzone:

HR-No updates

EMERGENCY OPERATIONS

- CPR trainings completed for all staff.
- Stericycle trainings completed.

OUTREACH/HEALTH COACHING-No updates

NEW INITIATIVES

- Senior survey-organizing a focus group for Spanish speaking seniors with Kathy, Faris, Denise and students
- First prenatal patient last week! Steph getting trained as lactation educator.

IT/EMR (with Jason's input)

- UDS submitted.
- Negotiating with a broker on new internet and phone services after Airespring.

COLLABORATION/LEGISLATION

- Alliance for Rural Community Health (ARCH)-POP-IQ project in collaboration with North Coast Clinic Network (NCCN).
- HANC holding regional legislative updates.
- Participating in MOU discussions with county mental health for better patient collaboration.
- Participation in County Community Health Improvement Plan subcommittee on housing and child health. AV housing forum to be held Feb. 9th.
- Planned attendance at National Community Health Clinic policy and issues forum in March.

PERFORMANCE IMPROVEMENT/QUALITY IMPROVEMENT

- Patient Centered Medical Home (PCMH) project is ongoing with Fabi and I.
- LEAN work planned to map patient check-out process to discuss standard process for notifying patient when they are done, handing over any medications, collecting fees and checking out.
- Dental hours being discussed
- Policies: 340B project, dispensary charges, Sliding fee scale

FINANCE/Billing

- Scope change audit still in progress.

ALL OTHER BUSINESS

- Building project on hold.
- 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.