

Board of Directors Meeting, Executive team summary-October 27, 2016

Medical Director-Mark Apfel:

- PCMH project moving slow due to travel, trainings and patient volume.
- Research for ultrasound underway
- MOU for prenatal care with Care for Her signed
- EMR optimization with Jason addressing many issues in referral tracking, lab tracking, vaccine stock and inventory
- X-ray audit, 9 findings 30 days to submit a corrective action plan

Operations Director- Fabiola Cornejo

Front desk changes- Lucero will has moved to part time and will no longer be posting patient payments. Faris has decided to add this to his duties.

Kelly's visit-

- Verifying compliance from Front desk with insurance eligibility for all patient visits. Insurance was not verified adequately for every parties. This has now changed and sample audits are being done to verify.
- Dental Prior Authorizations from insurances will be completed by front desk and report to Maria so she can meet with patients and discuss payment plans.
- Maria will focus on old patient balances.

CHDP Audit- a couple findings were:

- Annual Hearing screenings need to be documented in EMR (patient record). They are currently kept in a separate file
- Hemoglobin need to be completed on all children 12months and older
- Lead testing need on children need to be performed more often and efficiently

Executive Director-Chloe Guazzone:

HR

- BH position still open. Back to drawing board. Recruitment committee? Temp?
- Rubi Castillo filling in for Sarah Rossi (MA), Iana filling in for Michelle.

EMERGENCY OPERATIONS

- Had an active shooter training

- Coordinated a statewide medical exercise with AV fire, Ambulance and AVUSD to simulate a scenario at the school spilling over to the clinic, ER triage training done with AV fire

OUTREACH/HEALTH COACHING

- Harvest fest-over 100 attendees but very poor Sp. Speaking turnout plus 4 other events in the community on the same date (private and public)
- Need to plan for Sp. Speaking community outreach and solicitation of info/satisfaction with the clinic services

NEW INITIATIVES

- Senior survey is completed and dissemination in progress
- Prenatal P&Ps are being reviewed by PI, MOU with care for her signed

IT/EMR (with Jason's input)

- Bridge-IT installation completed, UDS training scheduled
- Working with Mark with PCMH designation
- POP IQ project-we are working on mapping I2I for clinical quality data
- Meaningful use attestation due December
- Mapping structured data for clinical quality measures (where to enter test results) and trainings will be needed following the mapping
- Continued work on workflows and protocols for documentation

COLLABORATION/LEGISLATION

- Alliance for Rural Community Health (ARCH)-POP-IQ project in collaboration with North Coast Clinic Network (NCCN) and ARCH clinics for quarterly monitoring of Uniform Data Systems (UDS) data, second quarter data submitted. ARCH strategic plan wrapped up. Change to integrate with NCCN (FQHCs only) with Mendo county collaboration amongst healthcare provider partners (FQHC and non-FQHC).
- CPCA attended (advocacy and capacity building)
- Clinic Leadership Institute (CLI) 3rd meeting attended (finance training)
- Participation in an ARCH supported 340B compliance project. Call scheduled to discuss gap analysis
- Community health Improvement Project hiring Exec director, sub-committees continue
- Participating in MOU discussions with county mental health for better patient collaboration

PERFORMANCE IMPROVEMENT/QUALITY IMPROVEMENT

- Reviewing Prenatal Policies and procedures
- Patient Centered Medical Home (PCMH) consultant is now underway and providing support to Fabi, Mark and I for PCMH completion and documentation requirements.
- LEAN training for Fabi, Steph, Mark and I was VERY informative. We have begun implementing changes in billing, front desk and medical

FINANCE/Billing

- 5 audits in last month (financial and scope change, CHDP, Radiography, Foremost Insurance)
- Budget revisions include corrections to allocations and Americorps adjustments
- Received 63K for our Partnership Healthcare plan QIP scores which went up from 64 to 83%!!

ALL OTHER BUSINESS

- Signed agreement with Steve Wood to draft plans for the two story building, although we may need to discuss this given the election results.
- 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.