

Board of Directors Meeting, Executive team summary-Nov. 4, 2021

Medical Director-Cindy Arbanovella:

Board Report 11/4/21

- We continue having a one-hour block each day for patients that are symptomatic for covid screening. We have seen a decline in positive cases but a rise in a lot of upper respiratory infections. We are starting to screen for flu and RSV along with Covid19.
- Leah Collins, our Covid19 guru, has been continuing to give Pfizer and Moderna boosters at the health center. The clinic held two successful drive through booster clinic at the high school. To date, we have given 985 booster shots.
- We have been giving flu shots at the health center to patients during visits. We are starting to block time on the schedule 3 times per week for patients to schedule a flu vaccine with our nursing staff. 187 flu vaccines were given at a drive through clinic on October 20.
- Dr. Gary Pace has changed his plans and will see patients one day per week in November and December but will not continue beyond that. Dr. Christoph Gelsdorf has been a big help covering 2-3 days per week. We will know mid-November if he will be able to stay on beyond November. We are looking for a doctor who can work 2-3 days per week once Mark retires. We are planning for Mark to retire at the end of January. Luiza is planning to return mid-February.
- Dr. Angela Mapanao, a second year resident at Adventist Ukiah, has started a rotation at AVHC. She is working with each of our providers, seeing some of our patients each day. We are hoping to continue a relationship with the residency program in the future.

Operations Director- Fabiola Cornejo:

Primary activities this month have been:

- HR activities have been our main focus. We onboarded an HR generalist who left us after a week. Dr Takano is fully on-boarded and seeing patients, Dr Lesniak's last day was Oct. 29th. We've been interviewing for front desk, HR, dentist and billing positions.
- Becca left, leaving us with 2 RNs. Wes is out on paternity leave.
- Operational Site visit (OSV) prep has begun and we have a Mock Site Visit with The Write Choice Network on November 8th.
- We continue to work with Mike De Luca and are working on improving our onboarding/offboarding process and payroll process.

Executive Director-Chloe Guazzone:

Key activities this month:

1. To date we have provided 2,453 (26 in the last month) first dose vaccines, 2,268 second dose vaccines and 938 boosters/3rd doses. All Partnership patients who have not had a first dose are receiving phone calls.
2. There have been major computer challenges this month impacting operations. We are nearly resolved on these problems.
3. We continue to follow-up on fundraising briefings and pledge cards.
4. Weekly check-in calls are being held with the Write Choice Network (WCN) to prepare for the Operational Site Visit from HRSA. We haven't received an official request for dates yet although we were told it would be in the second quarter of 2022 (Jan-Mar). The site visit will be held virtually.
5. The USDA (1,000,000) and Kaiser (\$200,000) grants are still pending.

6. All pieces and photos have been sent to Torrey to develop our annual newsletter. We will attempt to have an email newsletter in addition to the print version.
7. I am meeting bi-weekly with Amy Fawcett our new CFO. Things seem to have improved at Wipfli.
8. We have been meeting with a Psychiatric Nurse Practitioner who may be interested in a few hours of coverage for our complex cases.
9. We are planning for Pfizer vaccines for 5-11 year old first shots when it is approved by the state agencies. We are holding Nov. 12th and Dec. 3rd as the first and second shot dates.
10. Cyd conducted an employee wellness needs assessment which was very informative. We have discussed it together and some things to focus on going forward. The top three priorities are Focusing on transparency in wages and benefits, supporting staff to take their 15-minute breaks and having more routine/regularity for staff (less instability). On this topic, there is a lot to discuss, we are not exempt from a national trend of people leaving healthcare, making big life changes, and the subsequent staffing shortages. Our staff are feeling the pinch at every level.

Contracts:

- The Write Choice Network contract was signed.

HRSA:

- Current HRSA supplemental grants: The American Rescue Plan Award (ARP-A) in the amount of \$945,000 (a two-year grant). CADRE in the amount of \$1,000,000 and ARP-C in the amount of \$528,655 (a two-year grant).
- We began the planning phase of the Health Professionals Shortage Area (HPSA) technical support grant through Partnership Healthcare Plan.

Collaborations:

- ARCH is exploring a proposal by the county to start a community health worker program at each of our clinics. There has been no commitment from the county yet so we are doing research on the structure of various programs.
- ARCH is also posting a tele-psychiatrist job posting for all of us to share.
- We are discussing how we can support workforce development through ARCH (support the MA training program, offer signing/retention bonuses, loan repayment, social events for new hires etc).

Quality Improvement:

- Annual Visit data trend:

	Annual Target	Monthly Target	July	Aug	Sept	Q1 TO C
Mark	1024	85	200	202	140	542
Luiza	1153	96	0	0	0	0
Cindy	1066	89	107	121	155	383
Pon	0	0	2	0	0	2
Jessica	1209	101	87	55	55	197
John	2007	167	219	172	170	561
Melanie	1004	84	85	61	75	221
Dr. Challa	0	0	17	7	0	24
Cristina	382	32	13	42	43	98
Lea	1450	121	50	110	123	283
Dentist	1730	144	191	61	106	0
Locum Dentist	1287	107	0	0	0	358
Dental assistant	721	60	0	0	0	0
Dental Hygienist	717	60	0	0	0	0
Case management			10	18	0	0
Locum MD					84	84
TOTAL	13750	1146	981	849	951	2753
Unduplicated Patients:			2193	2201		2363

Risk management:

There was one incident this month.