

## **Board of Directors Meeting, Executive team summary-January 26, 2017**

Medical Director-Mark Apfel:

- Research for ultrasound underway
- Policies pending: Triage, Dispensary charges, vaccine compliance policy
- 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

- Recruitment committee for the MD and BH position had first meeting Jan 20th
- Dr Gary Pace has been filling in 1-2 days per week.
- JDs drafted for both compliance and HR positions. Reviewed by PI.

### **EMERGENCY OPERATIONS**

- Training held on emergency evacuation and CPR trainings scheduled. Stericycle trainings are being renewed now.

### **OUTREACH/HEALTH COACHING**

- Planning for February health coach start.
- January Spanish speaking parent's night at the school was cancelled due to the rain. Will be rescheduled. We are offering prescription lice shampoo so that parents don't have to drive over the hill to purchase. A bilingual info sheet was created for parents regarding the costs of the visit and prescription.

### **NEW INITIATIVES**

- Senior survey is completed and dissemination in progress (65 recorded responses) Up for discussion, publicizing.
- Awaiting prenatal policy samples from MCHC.
- Electronic check-in is being tested and designed (DISHII funds).
- Electronic signature pads implemented in dental (DISHII funds).

#### IT/EMR (with Jason's input)

- Bridge-IT trainings received, Great Tool!!! UDS data generation starting for Feb deadline.
- Discussed the POP IQ data sharing project at ARCH and we will continue 23 more quarters and then cancel I2I.
- Mapping structured data for clinical quality measures (where to enter test results) and trainings will be needed following the mapping
- Researching electronic payment also. Paperless goal. Co-pays can be made on the kiosks and driver's license can be scanned for current registration info.
- 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. 9<sup>th</sup>.
- Clinic Leadership Institute meeting attended in SF Jan 26.
- Planned attendance at National Community Health Clinic policy and issues forum in March.
- Planned attendance at the Insure the uninsured conference in Sacramento in February.

#### PERFORMANCE IMPROVEMENT/QUALITY IMPROVEMENT

- Patient Centered Medical Home (PCMH) project is moving forward 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.
- Several policies reviewed-triage, chart review, time and days, prenatal.

#### FINANCE/Billing

- Scope change audit still in progress.
- SAC application is in!

## 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.