

Board of Directors Meeting, Executive team summary-November 4th, 2019

Medical Director-Cindy Arbanovella:

- The pain management policy updates are done. The controlled substance policy is also complete.
- Cindy went to the Partnership Medical Director's meeting at the beginning of October. We discussed quality improvement measures. Partnership is recommending fluoride varnish on kids twice a year until 5 years on high risk patients (most of our patients). We are looking into having the MAs trained to apply the varnish. Lead screening is also recommended at 1 and 2 years old. We are currently sending patients to UVMC to have their lead screening but we are in the process of purchasing a machine to do the screening in house.
- Flu shots are up and running and we are well-stocked. The deadline for staff flu shots has been extended until Friday, November 8, 2019 due to the power outage.
- The medical side of the clinic operated with a skeleton staff about 4-5 hours per day during the power outage. Patients were only triaged or given flu shots. The generator was run to power the lab and ER for the refrigerators and freezer and the Computer Rx software. Patients were able to pick up medications and get refills.
- Chloe and Cindy interviewed Dr. Rochat for the MD position during the outage. He is currently in practice on the coast as a hematologist/oncologist. He would like to transition into primary care and would like to move to the valley. We are hoping he will come back in to meet some of the staff when the clinic is operating, but he appears to be a good fit for the health center.
- Dr. Kaur's last day is Thursday, November 21, 2019.
- Cindy is working on a work-flow for outside lab orders. We have had problems and delays when patients bring in outside orders without a quest or lab corps account number. We no longer write our own order, but it can be time consuming for nurses and Mas when there are complicated/unusual labs. We are asking that all patients schedule lab draws (no walk-ins) for outside orders. Sarah and Linda will make a flier to go in patient rooms with a reminder of the process.
- Veronica, the VFC (vaccines for children) auditor, came on Wednesday, October 23, 2019. Linda Murphy, RN, did a very thorough job preparing for the audit as well as being the point person the day of the audit. The only problems identified had to do with billing.

Operations Director- Fabiola Cornejo:

- Onboarding of Wes Falatoonzadeh (complex case manager), Jason Mathis (HR coordinator) and Dr. Shah (locum dentist).
- Vaccines for Children audit and wrapping up the financial audit.
- Public Charge has been halted by a temporary injunction.
- Community Health Center Funding was extended by a congressional continuing resolution through November 21st.

Executive Director-Chloe Guazzone:

Key activities this month:

1. We had a major interruption to services with the Public Safety Power Shut-off. We have debriefed some lessons learned and will do so at the next all-staff meeting. However, we have a number of items to follow-up on, mainly back-up power options that can keep our servers running.
2. I attended the California Primary Care Association's 25th anniversary conference and board and committee meetings in San Diego.

3. We have purchased the house at 13921 HWY 128 and are starting to plan for the set-up and repairs the house will need. Escrow closed on Tuesday and the final selling price was \$475,000.
4. I had a phone interview with a permanent part-time dentist Keith Kowalski and we are hoping to do an in-person interview when Pon can schedule him in. We may be able to share his employment with Mendocino Coast Clinics.

HRSA:

- We received an extension until May 31st 2020 to spend the exam room addition funds. Two contractors (Bill Christensen and Casey Cupples will be providing quotes).
- The Service Area continuation grant is due January 7th and The Write Choice is working on the narrative while we pull the documents together. There is no board action needed other than approving the submittal of the application at the December board meeting. We hope to have the application completed by the end of November.

Collaborations:

- I attended the Healthy Mendocino Steering Committee Meeting. At that meeting we discussed the three priority areas of housing, workforce development and mental health services and voted on what direction we thought the Healthy Mendocino staff should put their efforts towards.

Projects:

- Building project- Generator, dental expansion, exam room expansion, septic, dental expansion and parking are all being explored and in varying stages of progress. Permits have been received for the exam room and the septic expansion. Final sign-off on the exam room will need to be done after the septic has been completed.
- We are trying to find a date that Pon can see the Dental Mobile Van that we may be able to purchase from Redwoods Rural HC.

Contracts/Memorandum of Understanding (MOU)/Grants:

- We have renewed our CalFresh contract for another year which covers the partial salary of our outreach and enrollment counselor.
- We will be renewing our insurance premium for one more year with an 8% increase. All our partner clinics are in the same Trust and will explore alternate options early next year so that we can make the change if necessary.

Quality Improvement:

- We are planning to have an all-staff retreat focused on how to improve our communication skills with relation to the daily improvement work we are doing.
- We had a demo of a software *Relevant* which is used by many of the clinics in Redwood Community Health Coalition. We are considering moving to that software in place of *i2i* and *Bridge IT*.

Annual Visit data trend:

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

Risk Management: 1 HIPAA violation which was reported and resolved.