

## **Board of Directors Meeting, Executive team summary-October 3rd, 2019**

### **Medical Director-Cindy Arbanovella:**

- The new dispensary software was installed on Monday. We (Roger, Mark, and myself) will be running inventory on the dispensary Saturday, October 5, 2019.
- The contractor for the remodel has backed out. We are looking for another contractor.
- Cindy is working on revisions to the pain management policy. It was presented to the PI committee. She received helpful feedback and will hopefully have a final draft for the next PI meeting.
- Cindy attended the rural roundtable with Chloe, Fabi, and Marcelle and is attending the Partnership Medical Directors forum (for Lake and Mendocino County) this Friday.
- County public health is requiring that all staff at outpatient health centers that have any contact with patients either get the flu shot or wear a mask while working. Cindy will present this to the staff at the next staff meeting and is working on identifying a deadline for staff flu shots.
- We will be starting to give flu shots in October (?)
- Luiza will be gone October 3-23, 2019.
- We continue to work on fixing up room 2 in Medical (using Lean 5S) to use as a model room. There are new chairs in the room, a printer will be installed, and there will be a new table for the computer as well as moving some tools and supplies to more convenient locations.
- Medical staff continues to have productive weekly huddles in which staffing changes, new issues, emergency debriefs, process changes, and new and ongoing process improvement activities are discussed.

### **Operations Director- Fabiola Cornejo:**

- Update on Public Charge- Scheduled to be in effect on 10/15/19. 2 Lawsuits pending.
- Harvest Festival to be held on 10/10/19. 3-6PM
- Jason Mathis, our new HR employee is scheduled to start on 10/14/19
- Continue to look for another Locum Dentist. Currently working with MedeStar and Barton and Associates.

### **Executive Director-Chloe Guazzone:**

Key activities this month:

1. We are interviewing both temporary and permanent dentist candidates.
2. We have made an offer to Wes Falatoonzadeh for the position of RN case manager. He has accepted and will start on October 14<sup>th</sup>.
3. LEAN workshop was held September 17<sup>th</sup> and 18<sup>th</sup>. We also presented at the regional Clinical Leadership Institute meeting held at the rural roundtable meeting last week.
4. Researching off-site office locations with the purchase of a house pending. We have made an offer and a counter has been made.

### **HRSA:**

- Oral expansion (300K) grant was approved!

### **Collaborations:**

- The Alliance for Community Health (ARCH) is planning a presentation of our services to the county board of supervisors. We are hoping to get more visibility about our services and role in the community. We are also working with the county on mental health services for the seriously mentally ill.
- ARCH is also working on finding a pharmacist who can manage all of our dispensaries quarterly. Gary Wakeman will have one more visit and then he will retire.

**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 have another lead on a Dental Mobile Van that we may be able to purchase from Redwoods Rural HC.
- We are exploring telehealth options for specialty care via e-consults. E-consults allow providers to send a question to specialists to help with decision making. The specialists have one week to reply. This is currently only available for partnership healthcare plan patients through the telemed2u platform.

**Contracts/Memorandum of Understanding (MOU)/Grants:**

- We have made an offer on the purchase of a home/ office but are not yet in contract.

**Quality Improvement:**

- We had another productive two-day workshop with Mike our LEAN consultant. We focused on practicing coaching and leadership standard work. A few improvement projects are underway from the workshop including some changes to the improvement huddles for behavioral health and dental as well as front desk is tracking demands on their time and supplemental projects.

Annual Visit data trend: (see attachment)

**Risk Management:** No incidents to report.