

## **Board of Directors Meeting, Executive team summary-August 6<sup>th</sup>, 2019**

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

- Cindy has transitioned to Medical Director. She has been meeting with Chloe weekly to start learning the ins and outs of the responsibilities.
- Chloe and Cindy met with Steve Wood and the contractor to discuss the expansion/remodel of room 4, new flooring for the clinical side, and remodel of the lab bathroom. We are hoping this will happen in October when we will be short 1 provider while Luiza is on vacation. There will be disruption to the operations of the clinic and possibly will not have use of all exam rooms during the work.
- Staff changes: Dr. Kaur started her 3 month contract; Allyson Renfro who has been covering Daisy's leave as an MA has left; Luiza will be gone on vacation 10/3/19-10/22/19; Mark will be gone 9/11/19-9/16/19 and 9/27- he will see patients on Monday, 9/10/19 – Dr. Kaur is working some Fridays instead of Mondays when Mark is out.
- Cindy is working on updating AVHC's opioid policies/controlled substance policies and will have a draft by 9/17/19.
- We are currently only taking First Aid work injuries (injuries that only require one or two visits with no other missed work days); worker's comp injuries will need to go to the ER or Job Care. We will continue to manage current worker's comp patients and Cindy will look into worker's comp training for providers and admin staff (that handles worker's comp paperwork).
- The new dispensary software will be installed on Monday night, September 30, 2019. We will have on-site support for the following 2 days and are hoping to inventory our current medications that following weekend. We will let patients know that for the day following the install (10/1/19) we will only fill medications for patients seen that day at the health center and will resume regular refills on Wednesday, October 2, 2019.
- Cindy, Luiza and Michelle attended the monthly meeting with the volunteer ambulance team to introduce themselves, discuss roles and how to provide optimal transfers.

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

- Staffing update
  - Jason Mathis has accepted the part-time position as Human Resources (HR) coordinator. He started September 3<sup>rd</sup>.
  - Lea Queen has verbally accepted an offer and can start September 30<sup>th</sup> as a full-time psychologist. Jessica has started doing some telepsychol
  - Dr. Kaur started Aug. 12<sup>th</sup>.
- We continue to maintain a list of ECW upgrade items and HITcare is managing the communication with ECW on those tasks.
- Finance Audit took place on-site August 26-30<sup>th</sup>. Exit interview on Sept. 5<sup>th</sup>. Preliminary findings suggest a need for tighter oversight on Sliding fee Scale assignments and adjustments.
- Stephanie Shreve is currently on maternity leave as of August 22<sup>nd</sup>.
- Posted the RN case manager position internally and on the website. One current candidate.

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

Key activities this month:

1. Version 11 upgrade outstanding items.
2. Interviewing both temporary and permanent dentist candidates, potential 3<sup>rd</sup> full-time psychologist and planning for the onboarding of the HR coordinator.
3. Planning for the implementation of the new Integrated Behavioral Health Services grant (need to hire 2 full-time employees within 90 days). Have one interview set-up for the RN case manager.
4. LEAN Check/Adjust work-Leadership teams completed a self-assessment and met to discuss where we feel we are achieving our goals and what is still needed. This will inform the next workshop scheduled for September 17<sup>th</sup> and 18<sup>th</sup>.
5. Semi-annual fiduciary meeting to review the 403B plan health with David Gold.
6. Finalized Employee Performance evaluations with the exception of a few on vacation or maternity leave.
7. Researching off-site office locations.

#### **HRSA:**

- Oral expansion (300K) grant is pending approval (September 1 start date). We were awarded \$40,389 for our Quality Improvement grant.
- Our annual Service Area Competition grant is due December 2019.

#### **Collaborations:**

- Adventist Health has committed \$10,000 for the diabetes educational video and Community Health Resources Network (CHRN) has committed \$20,000. Invoices have been sent to both CHRN and Adventist Health.

#### **Projects:**

- Building project- Generator, dental expansion, exam room expansion, septic 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 exploring rental office space in town, to accommodate new staff and various building projects.
- LEAN-We continue to work on many ongoing LEAN projects. The latest projects are around standardization of exam rooms, kiosk set-up, rooming and end-of-visit procedure and leader check/adjust work on current projects.
- We have another lead on a Dental Mobile Van that we may be able to purchase from Redwoods Rural HC.
- Exploring telehealth options for psychologists and specialty care.

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

- Signed agreements with Partnership Healthcare Plan's telehealth program (telemed2u) for both e-consults and specialty telehealth. We are interested in piloting tele-dermatology as well as additional Spanish speaking behavioral health.

#### **Quality Improvement:**

- We have been asked to present at the next Clinical Leadership Initiative (CLI) meeting at the Rural roundtable on our LEAN work on September 26th.
- We have identified that we are committed to staying open during emergencies and serving as an incident command center when needed.

Annual Visit data trend:

	<b>Annual Target</b>	<b>Monthly Target</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Q1 TOTAL</b>
<b>Mark</b>	2160	180	152			
<b>Luiza</b>	1910	159	160			
<b>Cindy</b>	1610	134	128			
<b>Locum Dentist</b>	1086	91	87			
<b>Phan</b>	2084	174	192			
<b>Jessica</b>	713	59	79			
<b>Stephanie</b>	537	45	72			
<b>MD</b>	892	74	14			
<b>Melanie</b>	480	40	57			
<b>Chiropractor</b>	400	33				
<b>Dr. McKenna</b>	104	9	4			
<b>Cristina</b>	374	31	2			
<b>Lea</b>	537	45				
<b>TOTAL</b>	12887	1074	947			
<b>Unduplicated Patients:</b>			2671			

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