

## Board of Directors Meeting, Executive team summary-February 25<sup>th</sup> 2016

Medical Director-Mark Apfel:

We did complete our re-certification for VFC ( Vaccines for Children) so we will continue to receive vaccines free from the state. We will be having the remainder of the Medical Staff reviewed the requirements regarding the temperature and storage of vaccines which should be complete in the next few weeks

We will be receiving a \$25,000 grant from the Foundation for Medical Care of Mendo-Lake County for the purchase of an Ultrasound machine. The Foundation did PPO contracting for most medical providers for the past 50 years but their business has dried up and they are going out of business. I am on the Board for the past 28 years. Other organizations receiving funding included 3 volunteer Hospices in the county.

We continue to be somewhat understaffed in the medical department, especially with Stephanie extending her Maternity Leave until March and Jennifer going to part-time starting this week since she is going back to school which we all support. Hopefully, Roger adding an extra day will be helpful but we still need an additional nursing staff personnel who speak Spanish.

I did attend the National POLST conference in Chicago at the beginning of the month. California continues to be a leader in Advance Care Planning and End of Life care. It was very rewarding to be recognized as a national expert in this field.

Executive Director-Chloe Guazzone:

### OPERATIONS

- Staffing has largely been worked out. Stephanie back 1<sup>st</sup> of March, Roger added a day, Michelle added evening hours and Angie added evening hours.

### CLINICAL SERVICES

- Panorex machine for full-mouth x-rays will be delivered in 3 weeks

### OUTREACH

- Still waiting to hear about Social Determinants Grant
- Advanced Motivational interviewing trainings sponsored by Partnership HC plan (staff participating)

### IT/EMR

- Update re. Consultant hired Jason Liljengren-hugely beneficial, fixed our phone system, now have call routing, limited messages to the answering service, bilingual answering etc. Could not have gotten UDS report as accurate as it was without him. Many problems with Hit-Care identified and discussing those with them in one week. Discuss hiring Jason on a limited contract.
- Analysis of the various systems we have and their utility

## HR

- psychologist position still open
- Fabi back March 21<sup>st</sup> part-time for first month

## COLLABORATION

- ARCH
- Attended all clinic meeting at Partnership healthcare plan
- Attended community meeting on aging
- Going to the Rural roundtable March 3-4<sup>th</sup>
- CLI NEXT program for new ED's application sent

## PERFORMANCE IMPROVEMENT/QUALITY IMPROVEMENT

- UDS data submission (February 15<sup>th</sup>) report-some good things, a few bad... Patient count went down, migrant count went down. Clinical quality measures some went markedly up (pap, mammogram, colonoscopy).
- Working on: updating credentialing, triage policy, Nurse Practitioner protocols and Job descriptions
- Honing the data given to partnership HC plan for bigger incentives

## FINANCE/Billing

- Got credit cards finally!

## All Other Business

- 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.
- Strategic planning (update from Clay)