

Board of Directors Meeting, Executive team summary-January 28, 2016

Medical Director-Mark Apfel:

First, through the hard work of Chloe and our staff, I am very happy to announce that we received our FTCA deeming yesterday. There is no cost to our health center or our providers, and we are not liable for any settlements or judgments that are made. The Federal Government assumes responsibility for these costs. The health center, our employees and eligible contractors are considered Federal Employees immune from suit for medical malpractice claims while acting within the scope of our employment. Once deemed, Health Center Program grantees are immune from medical malpractice lawsuits resulting from the performance of medical, surgical, dental, or related functions with the approved scope of project.

A patient who alleges acts of medical malpractice by a deemed health center cannot sue the center or the provider directly, but must file the claim against the United States. We do need to renew this on an annual basis.

This will allow us to start doing prenatal care and expanding services. It will also service well with our next audit from HRSA since this Deeming is based on significant quality measures.

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. The Dispensary is active for medications needed on the day visits and some refills, especially for expensive medications. The feedback from our patients has been very positive. I am trying to resolve an issue that Gary Wakeman raised that Nurse Practitioners cannot actually prepare Prescriptions or Label them but only hand them directly to the patients. This does not make any sense at all since they have prescribing privileges including prescribing for Scheduled Drugs. I did run into someone I know last week who happens to be on the Pharmacy Board who thought this was ridiculous as well and will be looking into it for us.

I did attend a training with CHCF on January 12 on Care Integration for Opioid Dependent High Utilizers. It was an interesting presentation in regards to the neurobiology of opiates on the Brain but since we don't have any High Utilizers (people with more than 10-30 ER visits/year) a lot of it was not really applicable to us. Cindy, Logan and Jessica have been to similar presentations so I think that we are pretty up-to-date on the current status of Chronic Opiate usage.

I did do a Webinar on January 20, 2016 for Partnership Health Plan (our Medi-Cal Managed Care Plan) regarding POLST and Primary Care. AB 637 was passed last year and went into effect as of January 1, 2016 which allows for Nurse Practitioners and Physician Assistants to sign the POLST form. This was an issue that I have been working on since 2009 and was delighted to see come to fruition. The Webinar was well attended - about 80 people - with 27/28 of the evaluations grading it very good to excellent.

Executive Director-Chloe Guazzone:

OPERATIONS

- Understaffed, but temporary until March (Steph still out, Michelle, Jenni on part-time)
- New schedule will go into effect in March
- Some billing, scheduling and bank reconciliation hiccups without Fabi

CLINICAL SERVICES

- Dental proposal to purchase panorex machine for full-mouth x-rays
- Dispensary, can now run income generated from dummy claim for prescriptions but we are still trying to work on properly identifying the expenses for medications to compare reports

OUTREACH

- Info meeting at Rhoederer with workers
- Health Coach webinar
- Quarterly O&E report submitted
- Open enrollment ends Jan 31st

IT

- New server ordered. \$23K, 2 servers instead of one this is for ability to keep running all major programs (eCW, Open-dental, claim remedy etc) if the primary server should go down.
- Phone problems, answering service did not pick up on MLK despite notification
- eCW & i2i updates performed for UDS 2015

POLICIES AND PROCEDURES

- Billing P&Ps have been reviewed by the finance committee and will be edited and submitted for BOD approval at next meeting.
- New sliding fee scale in effect now

HR

- Steph back in March, for now we are extremely short staffed
- Dr. Reynolds is no longer with the clinic
- Re-opened psychologist position, 2 applicants

COLLABORATION

- ARCH, RCHC included AVHC in a continuation of the grant for data and EMR support
- Meeting with ambulance, medstar, fire, Mendo county EMS for coordination of transfers

PERFORMANCE IMPROVEMENT/QUALITY IMPROVEMENT

- FTCA deeming application was submitted Dec 31 and approved on January 26th for calendar year 2015
- Working on: updating credentialing, triage policy, Nurse Practitioner protocols and Job descriptions
- HRSA progress report was submitted for 2015 on January 22nd.
- UDS data submission coming up, working with i2i, HitCare and RCHC on that

FINANCE/Billing

- Banking-Schwab account info has been sent, waiting to hear
- AVHC Credit cards were returned due to PO Box not being on the address.
- Donations report: \$7,780 in December \$35,705 in January. Thank you's have been signed and will be posted asap.
- USDA loan was paid off in the amount of 347,852.18 on January 1, 2016.
- Audit-no significant findings, presentation will take place at next board meeting
- Outstanding nurse claims that need to be cleaned up, assigned to providers to approve and lock

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.
- I had an introductory phone convo with our new Project Officer Debra Kiel-Dickens from HRSA
- Gregory Simms seeking endorsement for Personal Peacefulness workshop in AV