

Board of Directors Meeting, Executive team summary-September 24, 2015

CMO-Mark Apfel:

Since I was on vacation for 2 weeks in the past month, my report will be relatively short but I do have great news to report regarding the Dispensary. On last Friday, we received our license from the State Board of Pharmacy, so we can reopen the dispensary. We will need to go through all the medications that have been locked up for the past year and discard or return the ones which are out of date. Because about 75% of the medications are out of date, the most practical approach will be that we'll have to eliminate everything that is in our current inventory and re-inventory all the drugs that we have on stock at this time. We will also have to do some training with the Nursing and Provider Staff on using the new software which we obtained last April. I anticipate that we can start dispensing medications which patients need on the same day as soon as we have a signed contract with Gary Wakeman and hopefully opening the dispensary for full use somewhere between October 15-November 1.

I was at a meeting last weekend with an Alumni Group from the California Health Care Foundation (CHCF) Leadership Program. I talked with several people from neighboring clinics in Sonoma and Marin County who will share their policies and procedures Meaningful Use, Patient Centered Medical Home and FTCA deeming which will help in getting those programs up and running in the next couple of months.

We did hire a new RN to fill in for Stephanie while she is on maternity leave and so far, Roger seems to be working out very well. He has a lot of experience, especially in Emergency Room medicine. He seems to be a team player and has shown a lot of initiative so far. The staff likes him a lot

COO-Fabi Cornejo:

- AVHC audit is still underway. Pun & McGeady is still in collecting the remaining information that they need as they see fit. We still do not know as to an estimated closing date.
- Yearly staff evaluations are underway. Almost half of the staff has been evaluated and the remainder is scheduled to do so. Overall so far good input and thoughtful goals are being made to be tracked for the next upcoming year.
- We had a visit from Kelly our billing specialist. She had a few maintenance items that she suggested. Cleaning up account credits, providing access for all insurances to be verified prior to visits, contracting with all of our insurance payers to do direct deposit payments, etc.
- Account Collections is continuing to move forward we have had a great response to our letters and fewer accounts are having to be sent to collections. Payment plans are being made to patients who call requesting them.

Executive Director-Chloe Guazzone:

DENTAL

- We have received one resume from a dentist who we will interview next week (still waiting to confirm time from applicant).

MEDICAL

- ES grant approved, FTCA deeming needed ASAP, pharmacy license approved
- MEANINGFUL USE-meeting held with Lisa Israel from RCHC who is supporting us on MU. Overall we are looking great for an Oct-Dec attestation. The major areas of improvement are in patient summaries and portal usage.
- Patient portal is now available in Spanish. We are working with HIT-care to see what is involved in getting it and how the patients will access the portal in Spanish (workflow).

GRANTS

- We received the 10K from East Bay coalition
- Expanded Services (ES) grant was approved for 246,434
- 2 other NOAs came from HRSA, one for 15,000 for quality improvement based on HEDIS measures, the other today for patient health home in the amount of 79,111.

OUTREACH

- We conducted the first outreach event at the Catholic church in Philo. Overall very well received, we saw 20-30 individuals and scheduled 6 appointments (4 of which had not been seen within the last 12 months)

POLICIES AND PROCEDURES

- Referral Policy was approved by QI/PI committee

ECW

- Currently working on lab tracking, ICD-10 transition, Spanish Portal

HR

- Performance review system to include goal setting and merit increase decision is in process raises enacted as of Sept. 7th.
- Steph on maternity leave, temporary RN Roger Leonard was hired

- Recruitment underway for ES grant (2 providers)

COLLABORATION

- ED participated in ARCH meeting, public health dinner and presentation from on social determinants of health, broadband alliance presentation on telemedicine, Federal Tort Claims Act webinar from CPCA

PERFORMANCE IMPROVEMENT/QUALITY IMPROVEMENT

- PI workplan has been drafted and approved by the PI committee pending board approval

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.