

Board of Directors Meeting, Executive team Summary-April 3, 2025

Medical Director Report:

- Dr. Cary Smeltzer attended the first addiction medicine fellowship conference at the end of March. She was impressed with the access to experts from across the country and mentorship that she will have in the next year. She will be attending twice monthly hour-long webinars as well as one more two-day conference during the year-long fellowship. She received a scholarship to attend but her travel will be funded through the Behavioral Health Service Grant (BHSE).
- We are very excited that an offer letter has been signed by an addition to our nursing staff. We are working out the details but are looking forward to a return to full staffing among our nurses after many months short-staffed.
- Last month I attended the Population Health Management Initiative (PHMI) statewide learning session with Marcelle and Chloe. We had the opportunity to share ideas with other California FQHCs around our population of focus (chronic disease management) as well as learn about other tools and workflows we can implement to better serve our patients.

Operations Director Report:

- Staffing: We received acceptance letters from three dentists (two are part-time contracted positions, one is full-time). A new RN will start next week and we interviewed an HR coordinator applicant. Rachel (HR coordinator) resigned in March to take a position in Ukiah. Two new Dental Assistants started. We have a behavioral health provider starting in April. Medical has a few employees out on leave. We are working on coverage.
- We had a workman's comp audit and received an 8% discount on our policy.
- The audit was signed and submitted.
- Front desk continues to track the same-day discount and how many people are using it or leaving it on the table. We are exploring using remote call-center support from a company called Dr. Catalyst. Call volume is high and we are still seeing some abandoned calls. We are in the process of hiring Dr. Catalyst to provide a dedicated receptionist on phones. The person integrates into the team so it will feel like they are a new bilingual staff member for our patients.

Executive Director Report:

- I attended PHMI where there was a lot of discussion around future planning for Alternative Payment Methodology. Speakers from the state and CA primary care association presented suggestions for preparing for an alternate model. The takeaway for us was to ensure we are coding everything we do. This has historically been difficult and under emphasized for FQHCs because we are mostly paid a Prospective Payment rate.
- UDS report was finalized with a few small edits from the reviewer.
- The impact of the Targeted Rate Increase (TRI) on CHRN is still unknown. We are currently not requesting any funds from CHRN for supported activities. For example, we were able to request 50% of any new employee sign-on bonuses.
- We continue to have bi-weekly meetings with Kelly Maldonado to advance many of

our larger billing projects. Cindy and I reviewed the provider chart audits and will continue to request these quarterly until our EMR can be built to capture some of the missing codes. Jason is working with Kelly to test out Good Faith Estimates and work on clinical rules engine.

- We revised the depression screening workflow following the PHMI conference to ensure better follow-through for positive screening results. Billing audit results will be presented to providers at the next provider meeting.
- I'm working with a consultant to resubmit our dental Health Professional Shortage Area (HPSA) score. We should be able to get it higher than 13 which is the current score.
- Our next Operational Site Visit with HRSA will be Oct-Dec 2025. We are on schedule for policy review and the next big item will be the needs assessment, which the Write Choice Network will complete. The risk Management Report will be presented tonight.

Incidents:

1 patient complaint

Visit data:

	Annual Target	Monthly Target	Q1 YTD tot:	Q2 YTD tot:	Januar	Feb	
John Rochat	1233	103	431	580	142	132	
Mark Apfel	140	12	52	160	12	12	
Cindy Novella	956	80	320	699	70	71	
Jess Dawdy	1547	129	440	780	223	189	
Cary Smeltzer	789	66	473	970	143	119	
Melanie Fuller	967	81	294	685	123	148	
Amanda Farrar	606	51	207	404	66	56	
Lea Queen	522	44	18	18	0	0	
Gabby Espinoza	748	62	234	537	93	94	
Dr. Tanglao, DDS	1264	105	466	503	0	0	
VACANT DENTIST	487	41	2	332	226	185	
Crist Perez	0	0	0	480	75	0	
Cyd Bernstein	456	38	205	40	6	83	
Telepsychiatrist (Cayo Alba)	37	3	21	140	10	7	
Aurelio Guzman	246	21	74	0	0	0	
Inactive Providers	0	0	0	0	0	0	
TOTAL			3237	6328	1189	1096	
		Unduplicated patients		2657	2574	2586	