

Board of Directors Meeting, Executive team Summary-January 8, 2025

Medical Director Report:

- We are back to full staffing among providers but over the past month our nurse manager, Michelle Ambrois, has been out on medical leave. This has left us without a nurse on Mondays and Tuesdays. She was released to do remote work 6 hours per day from home starting 1/2/2025 and the extra support in managing triages and medication refills is very much appreciated. Sarah is also out on leave.
- Cyd Bernstein continues to work with the teen clinic reps as they have more of a presence on the high school and middle school campus.
- We continue to have a steady flow of residents from the Adventist Health Ukiah Valley residency program at the clinic for one or two weeks at a time. In December, we had two third year residents who returned after also rotating through here for their first year of residency.

Operations Director Report:

- There have been many staffing changes this month. We filled an opening for a QI assistant, a Behavioral Health Navigator, two front-desk positions, a full-time billing position and a dental assistant position. Some of these are temporary positions to cover people who are out on maternity leave. We still have the following openings; Dentist (2) and 1 BH clinician on-site, one remote bilingual BH position and an RN position. We contracted with a hiring agency for the dentist position.
- The finance audit is nearly complete. The finance team is waiting for the last sample requests and it should be presented to the audit committee in February.
- The staff appreciation dinner was held at Offspring Pizza with about 50 people in attendance. End-of the year bonuses were distributed the same week.
- Process improvement work continues on the phone tree and developing new workflows for the NextHealth software implementation, which started last week. This enables 2-way texting for appointing, form completion on-line or via i-pad, demographic changes etc. it is fully integrated with ECW.

Executive Director Report:

- UDS reporting is due Feb. 15th. Our team is analyzing the data now.
- The BH team has an Adverse Childhood Events screening (ACES) training scheduled. The team is also revamping their clinical chart review protocol with Larann's help.
- Our audit and 990 are still pending. We are trying to get the 990 submitted with the clean energy tax credit ASAP due to the new administration.
- 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.
- Newsletters went out the week of Christmas.
- Behavioral Health Service Expansion grant roll-out continues. The therapist position is still open, we've filled the Community Health Worker position, MCAVHN comes to AV monthly and the school planning is underway for SUD prevention in the schools.

Incidents: 1 billing complaint