

Board of Directors Meeting, Executive team Summary-June 5, 2025

Medical Director Report:

- We continue to be short one nurse and continue recruiting
- We are working on revising our standing orders to allow for Michael Louis, our pharmacist, as well as the nurses, to approve medication refills. This will help with the RN workload.
- We are starting to work on the revision of all the medical policies and procedures. These will be up for review in August or September.

Operations Director Report:

- The form 990 has been completed and submitted with the approval of the executive committee.
- We have now fully onboarded the Dr. Catalyst employee in the position of receptionist. His name is Juan and people who call in, cannot differentiate between him and our receptionists that are onsite.
- Patient satisfaction surveys are still in progress. We need a minimum of 200 and we have 140 currently. The front desk is working on collecting the rest. Results will be shared with PI by next month.
- The billing team has instituted a “hard close” of the financial books for the month. So far, Christie is running retrospective reports and comparing them to the “hard close” reports to identify discrepancies.
- The dental team is doing well with two new dentists. Dr. Tryon’s contract ended last week.
- I attended the CPCA financial conference with our CFO Christie MacVitie.

Executive Director Report:

- There are significant proposed changes in both the state May revise budget proposal and the federal budget proposal that is making its way through the Senate. Neither are set in stone, and both have given us specific areas for advocacy. The major change at the state level are proposed changes to the MediCal program for the recently expanded population and potentially a cut to acupuncture services. Federally, overall cuts to Medicaid, work requirements and changes for the expansion population (100-138% poverty level) could have impacts on our payor mix. There are also proposed cuts to programs that our patients rely on (CalFresh, IHSS etc).
- The impact of the Targeted Rate Increase (TRI) on CHRN is still unknown. Waiting to have a meeting with CHRN and Partnership lawyers.
- Kelly and Jason are working to make the clinical rules engine more user friendly. The purpose of it is to ensure that providers have added correct billing codes for each of their procedures.
- The Health Professional Shortage Area (HPSA) re-score data was submitted for the dental re-score and we were awarded a score of 17 in our dental department! This helps any new dentist who wants to work at AVHC receive loan repayment.
- Our next Operational Site Visit with HRSA will be Oct-Dec 2025. Needs assessment is being reviewed tonight and dispensary and medical policies will be in the upcoming months. We met with our HRSA project officer for the quarterly check-in. The next budget period renewal is due in August.

- The Calfresh contract was renewed for the 25-26 fiscal year in the amount of \$15,000.
- The results of the employee satisfaction survey will be presented next month.
- There was a major plumbing issue at the guest house in town. A temporary repair was made and Ric and I are working on getting a permanent re-piping solution in place. The main house, may have similar issues with old galvanized pipes and very little crawl space.
- Floor repairs were made to the clinic marmoleum. We will plan on redoing the flooring in the waiting room in next fiscal year.

Incidents:

1 patient complaint/volatile patient-scheduling and contact info error

Visit data:

	*Annual targets are what are budgeted, they are the most conservative to meet a positive bottom-line								
	Annual Target	Monthly Target	Q1 YTD tot	Q2 YTD tot	Q3 YTD tot	April	May	June	FY TOTAL
John Rochat	1644	137	431	580	1010	158			
Mark Apfel	187	16	52	160	199	4			
Cindy Novella	1044	87	320	699	958	90			
Jess Dawdy	2063	172	440	780	1372	216			
Cary Smeltzer	1368	114	473	970	1392	129			
Melanie Fuller	1289	107	294	685	1098	100			
Amanda Farrar	823	69	207	404	600	67			
Gabby Espinoza	1140	95	234	537	775	89			
VACANT DENTIST	1601	133	466	503	503	0			
Dr. Tryon	1685	140	2	332	959	219			
Cyd Bernstein	932	78	205	480	726	101			
Christine Friedrich						15			
Telepsychiatrist (Cayo Alba)	89	7	21	40	59	7			
Aurelio Guzman	432	36	74	140	150	0			
William Vainer						20			
Stefan Cho-Polizzi						16			
Inactive Providers	0	0	0	0	18	0			
TOTAL	15013	1251	3237	6328	9819	1231			
		Unduplicated patients	2657			2533			