

**Coastal Health & Wellness
Governing Board
April 28, 2022**

Board Members:

Samantha Robinson
Dr. Southerland
Flecia Charles
Kevin Avery
Elizabeth Williams
Victoria Dougharty
Rev. Walter Jones
Cynthia Darby
Dr. Thompson

Staff:

Dr. Keiser, Executive director
Ami Cotharn, Chief Operations Officer
Marlene Garcia, Clinic Financial Officer
Trish Bailey
Tiffany Carlson
Martha Vallin
Jonathan Jordan
Kenna Pruitt

Kristina Garcia
Shelby Evans
Ashley Tompkins
Chris Davis
Tikeshia Thompson-Rollins
Anthony Hernandez

Excused Absence: Sharon Hall, Dr. Thompson and Dorothy Goodman

Unexcused Absence: Miroslava Bustamante

Guest: Sergio Cruz and Diana Huallpa

Items#1 Comments from the Public

There were no comments from the public.

Items#2-8 Consent Agenda

A motion was made by Kevin Avery to approve the consent agenda items two through eight. Dr. Southerland seconded the motion, and the Board unanimously approved the consent agenda.

Item#9 Coastal Health & Wellness Updates

- a) Update on COVID-19 Submitted by Executive Director
- b) Operational Updates Submitted by Chief Operating Officer
- c) Dental Updates Submitted by Dental Director

Dr. Keiser, Executive Director, updated the Board on COVID-19.

Ami Cotharn, Chief Operating Officer, updated the Board on clinical operations.

- Coastal Health and Wellness will be updating the mask policy. If there is no direct patient care, no mask will be required. Standard precaution for those patients with respiratory symptoms will be asked to wear a mask.
- Medical new patient wait time is currently one week, two to three weeks for insured, and acute is two to three days out.
- We will have a Medical Director, and a PA-C mid-level returning that will open more slots.
- CHW will be partnering with Internal Medicine Residents at UTMB. We will have residents in clinic seeing patients and the faculty from UTMB will oversee the resident and route on the days we don't have residents in the clinic seeing patients.
- We are wrapping up on the strategic health plan.
- Kristina Garcia, Outreach Enrollment Manager, is back in the field and has outreach events scheduled.
- We are averaging about 1,300 unduplicated patient appointments a month. This will increase as we add

more providers and more appointments slots open.

- CHW is working on the Service area Competition Grant through HRSA.

Ami Cotharn, Chief Operating Officer, presented the April 2022 Coastal Wave.

- Coastal Health & Wellness joined with Texas Association of Community Health Centers (TACHC) to begin a pilot program for valued based care and social determinants of health.
- Dr. Shady Bishai, Dr. Unsil Keiser, Dr. Hanna Lindskog, and Dr. Janet Southerland attended the ninth district dental society event.
- CHW has a new Nurse Practitioner that joined us. Lisa Cashiola, MSN, FNP-BC, specialty is family practice and comes to us with five years' experience as an advance care nurse practitioner.

Shonta Hill, Dental Assistants Supervisor, updated the Board on dental services in the Coastal Health & Wellness Clinic on behalf of Dr. Lindskog:

- The dental clinic continues to follow CDC's Interim Infection Prevention and Control Recommendations for Healthcare Personnel which has a section dedicated to Dental Facilities. We are wearing N95 respirators for all patient interactions.
- We are excited to report that we had two new dental assistants start on April 14th, 2022. They are doing fantastic.
- There are not any updates regarding the partnership with the College of the Mainland Dental Hygiene Program. They have not hired a new program director.
- Our health center is participating in the NNOHA Oral Health Workforce Learning Collaborative. This virtual collaborative focuses on developing a recruitment and retention plan for the oral health workforce. We have completed four learning sessions with participants from HR and the Dental Clinic. In our most recent session, we gained ideas for tracking our applicants and created timelines for the interview and hiring process.
- During April, the communications team worked to promote Oral Cancer Awareness month. All comprehensive and periodic exams in the dental clinic include an oral cancer screening and/or oral cancer risk assessment.
- We are still working on our wait list. As reported previously, we have "new" acute appointments available to address immediate needs so that no one in pain is waiting.
- Dr. Bishai and Dr. Lindskog are currently attending the TACHC Clinical Conference along with Luz Amaro, CHW's Health Information Manager. There is a session dedicated to teledentistry, and they will be learning if/how we can implement it at our health center.
- We have committed to attending several outreach events in the community.
 - May 20 – Carver Park Gym – Steffin John – Dental Hygienist and Shonta' Hill – Dental Assistant Supervisor
 - June 11 - with Moore Memorial Library in Texas City - Mini-Health Fair – Jamie Trinh – Dental Hygienist
 - October 21 – City of Texas City Senior Program at Nessler Park (dental presentation and handout for Seniors – Dr. Lindskog)

Item#10 Consider for Approval March 2022 Financial Report Submitted by Marlene Garcia

Marlene Garcia, Clinic Financial Officer, presented March 2022 Financial Report. A motion to accept the financial report as presented was made by Rev. Walter Jones. Elizabeth Williams seconded the motion and the Board unanimously approved.

Item#11 Consider for Approval Quarterly Visit and Collection Report Including a Breakdown by Payor Source for Recent New Patients Submitted by Marlene Garcia

Marlene Garcia, Clinic Financial Officer, asked the Board to consider for approval quarterly visits and collection report including the breakdown by payor source for recent new patients. A motion to accept the report as presented was made by Flecia Charles. Victoria Dougharty seconded the motion and the Board unanimously approved.

Item#12 Consider for Approval the Purchase of a New Payroll Software Submitted by Trish Bailey

Trish Bailey, Chief Financial Officer, asked the Board to approve the purchase of a new payroll software. Trish informed the Board this would be slip 50% of the general fund, 40% for Coastal Health & Wellness and 10% for GAAA. There will be a onetime fee of \$5,238.00. The first-year annual fee will be \$23,354, second year moving forward the annual fee will be \$18,116.40. A motion to accept the purchase of a new payroll software as presented was made by Dr. Southerland. Kevin Avery seconded the motion and the Board unanimously approved.

Item#13 Consider for Approval 2021 Bad Debt Write-off and Adjustment Report Submitted by Jonathan Jordan

Jonathan Jordan, Revenue Cycle Manager, presented the 2021 bad debt write-off and adjustment report. Marlene Garcia, Clinic Financial Officer, informed the Board that some of the bad debt write-off from 2017-2020 is still showing on our AR. This bad debt was approved but was not adjusted in NextGen. Marlene will work with Luz Amaro, Health Information Manager, to categorize and fix in NextGen. A follow-up action item will be added to the May Governing Board agenda to discuss and review the payor category list. A motion to accept the 2021 bad debt write-off and adjustment report as presented was made by Rev. Walter Jones. Elizabeth Williams seconded the motion and the Board unanimously approved.

Item#14 Consider for Approval Quarterly Compliance Report for the Period Ending March 31, 2022 Submitted by Ami Cotharn

Ami Cotharn, Chief Operating Officer, presented the quarterly compliance report for the period ending March 31, 2022.

A motion to accept the quarterly report as presented was made by Dr. Southerland. Victoria Dougharty seconded the motion and the Board unanimously approved.

Item#15 Consider for Approval the 2022-2023 Risk Management Training Plan Submitted by Ami Cotharn

Ami Cotharn, Chief Operating Officer, presented the 2022-2023 risk management training plan to the Board. Ami informed the Board that the plan is still effective, and in compliance. The only change currently is the dates. A motion to accept the 2022-2023 risk management plan as presented was made by Dr. Southerland. Victoria Dougharty seconded the motion and the Board unanimously approved.

Item#16 Consider for Approval Coastal Health & Wellness No-Show Policy Submitted by Ami Cotharn

Ami Cotharn, Chief Operating Officer, asked the Board to consider for approval the Coastal Health & Wellness no-show policy. A motion to accept the no-show policy as presented was made by Rev. Walter Jones. Victoria Dougharty seconded the motion and the Board unanimously approved.

Item#17 Consider for Approval Governing Board Member Sharon Hall, PhD, to Serve on the QA Committee

Samantha Robinson, Board Chair, asked the Board to consider for approval Governing Board member Sharon Hall to serve on the QA Committee. A motion to accept Sharon Hall to serve on the QA Committee was made by Kevin Avery. Elizabeth Williams seconded the motion and the Board unanimously approved.

Item#18 Consider for Approval Governing Board Member Victoria Dougharty to Serve on the Finance Committee

Samantha Robinson, Board Chair, asked the Board to consider for approval Governing Board member Victoria Dougharty to serve on the finance committee. A motion to accept Victoria Dougharty to serve on the finance committee was made by Rev. Walter Jones. Elizabeth Williams seconded the motion and the Board unanimously approved.

Item#19 Consider for Approval Governing Board Member Elizabeth Williams to Serve on the Appointing Committee

Samantha Robinson, Board Chair, asked the Board to consider for approval Governing Board member Elizabeth Williams to serve on the Appointing Committee. A motion to accept Elizabeth Williams to serve on the appointing committee was made by Kevin Avery. Cynthia Darby seconded the motion and the Board unanimously approved.

Item#20 Consider for Approval Governing Board Member Elizabeth Williams to Serve as the Secretary/Treasurer

Samantha Robinson, Board Chair, asked the Board to consider for approval Governing Board member Elizabeth Williams to serve as the secretary/treasurer. A motion to accept Elizabeth Williams as the secretary/treasurer was made by Dr. Southerland. Kevin Avery seconded the motion and the Board unanimously approved.

Item#21 Consider for Approval Governing Board Member Elizabeth Williams to Serve on the Executive Committee

Samantha Robinson, Board Chair, asked the Board to consider for approval Governing Board member Elizabeth Williams to serve on the Executive Committee. A motion to accept Elizabeth Williams to serve on the executive committee was made by Kevin Avery. Dr. Southerland seconded the motion and the Board unanimously approved.

Item#22 Presentation on Strategic Health Plan Presented by Shelby Evans

Shelby Evans, Public Health Policy Specialist, presented the strategic health plan. It has been recommended that Strategic Health Plan be brought to the QA Sub-Committee quarterly and to the full Board bi-annually. Samantha suggested bringing back the tracker timeline to the May meeting for Board approval.

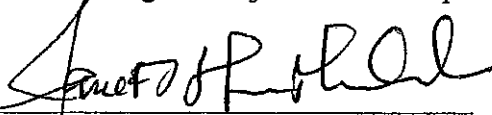
Item #23 Comments from Board Members

Samantha Robinson, Board Chair, informed the Board of consumer member Dorothy Goodman, status and asked that TACHC be contacted to see if it's possible to place Ms. Goodman on emeritus or ex-officio status as a non-voting member. This will also require a change in the bylaws and will need to be placed on the May Governing Board agenda for approval.

Samantha Robinson, Board Chair, informed the Board that she has received four applicantes interested in becoming a Board member. We currently have eleven Board members and the bylaws state we can have up to 15 members. Samantha suggested interviewing applicantes and if agreed on add to the May Agenda.

Rev. Walter Jones raised questions regarding complaints and Samantha Robinson, Board chair addressed them.

The meeting was adjourned at 2:09p.m.



Vice Chair
5/26/22

Date