

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

Board Members:

Samantha Robinson
Dr. Southerland
Sergio Cruz
Flecia Charles
Kevin Avery
Victoria Dougharty
Rev. Walter Jones
Donnie VanAckeren
Ivelisse Caban
Cynthia Darby
Miroslava Bustamante
Elizabeth Williams (Zoom)
Clay Burton (Zoom)

Staff:

Dr. Keiser, Executive Director
Dr. Choi, Medical Director
Ami Cotharn, Chief Operations Officer
Hanna Lindskog, Dental Director
Jonathan Jordan (Zoom)
Tiffany Carlson
Wendy Jones
Jennifer Koch
Ashley Tompkins
Chris Davis
Lacey Venable
J.D. Taliaferro
Debra Howey

Pisa Ring
Tikeshia Thompson-Rollins
Anthony Hernandez

Excused Absence: Sharon Hall, & Dr. Thompson

Guest: 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. Victoria Dougharty 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/Coastal Wave Submitted by Chief Operating Officer
- c) Dental Updates Submitted by Dental Director

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

Ami Cotharn, Chief Operating Officer, presented the July 2022 Coastal Wave. Ami informed the Board of the Back-to-school block party Saturday, July 30th from 10a.m. to 12p.m.

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

- Coastal Health & Wellness has four new hires.
 - Medical Assistant, LVN, RN and Outreach Eligibility and Enrollment Manager.
- Two outreach events scheduled for the month of July.
 - Back-to-school block party event
 - Hitchcock resource round up

Coastal Health and Wellness has had an increase of about 200 new patients per month.

Hanna Lindskog, updated the Board on dental services in the Coastal Health & Wellness Clinic:

- 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 aerosol generating procedures.
- The College of the Mainland Dental Hygiene Program hired their new program director. We have our next Advisory Board meeting on August 30th, 2022. We look forward to continuing to build our relationship with their program.
- We have continued to use the modified scheduling template to allow for an additional treatment/procedure spot every day, as well as a designated comprehensive exam slot every day for each provider. The dental hygienists also have pediatric comprehensive exams on their schedule. The current wait list is at 608 people, which is 83 more than reported last month. We are working on a way to simplify the wait list with NextGen to remove the possibility of duplicate entries. Patient Services staff has been working hard to schedule the patients on the waiting list. In the month of June, we completed 62 comprehensive exams on new patients. As reported previously, we have "new" acute appointments available to address immediate needs so that no one in pain is waiting. We had a total of 212 Acute visits in the month of June. 74 of those patients were either new to our clinic or had not been here in over 3 years. In the month of June, 153 extractions and 245 restorative procedures were completed.
- We expect a drop in patient visits in July due to multiple dentists having unplanned absences due to COVID, but we are thankful to report that everyone is back and healthy.
- Our application was selected for the NNOHA Teledentistry Collaborative. This will be a virtual collaborative and will involve participation from several dental clinic staff members including one of our full-time staff dentists, Dental Director, and Dental Assistant Supervisor.
- At the last board meeting Dr. Southerland recommended speaking with the Diabetes course instructor to verify Oral Health was part of the curriculum. It was discovered that Oral Health is only briefly mentioned. Dr. Lindskog is working with Shannon Lindsey to enhance the curriculum as it relates to Oral Health.
- We have committed to attending several outreach events in the community.
 - July 30th – CHW Back to School Fair
 - October 21st – City of Texas City Senior Program at Nessler Park (dental presentation and handout for Seniors – Dr. Lindskog)

Item#10 Consider for Approval June 2022 Financial Report Submitted by Jonathan Jordan

Jonathan Jordan, Revenue Cycle Manager, presented June 2022 Financial Report. A motion to accept the financial report as presented was made by Victoria Dougharty. Sergio Cruz seconded the motion and the Board unanimously approved.

Item#11 Consider for Approval Quarterly Compliance Report for the Period Ending June 30, 2022 Submitted by Ami Cotharn

Ami Cotharn, Chief Operating Officer, asked the Board to consider for approval quarterly compliance report ending June 30, 2022. Samantha Robinson recommended adding a summary of the complaint log in the quarterly report. A motion to accept the report as presented was made by Victoria Dougharty. Flecia Charles seconded the motion and the Board unanimously approved.

Item#12 Consider for Approval Coastal Health & Wellness Credentialing and Privileging Policy Submitted by Ami Cotharn

Ami Cotharn, Chief Operating Officer, asked the Board to consider for approval Coastal Health & Wellness credentialing and privileging policy. A motion to accept the credentialing and privileging policy as presented was made by Dr. Southerland. Victoria Dougharty seconded the motion and the Board unanimously approved.

Item#13 Consider for Review and Approval of Consulting Firm, Canton & Company's Proposed Statement of Work to Assist Coastal Health & Wellness to Immediately Identify and Remediate Challenges with the Revenue Cycle Process, to Discover Root Causes, Identify Impact, Prioritize, and Effect Remediation Submitted by Ami Cotharn.

Ami Cotharn, Chief Operating Officer, asked the Board to consider for review and approval of consulting firm, Canton & Company's. A motion to accept consulting firm Canton & Company as presented was made by Dr. Southerland. Sergio Cruz seconded the motion and the Board unanimously approved.

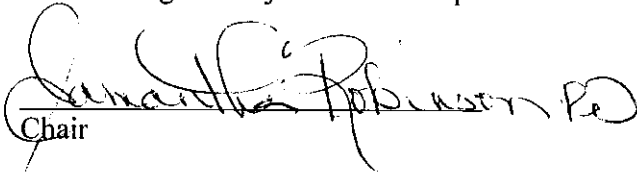
Item#14 Consider for Approval Consumer Board Member Kevin Avery to Serve on the Credentialing Committee Submitted by Samantha Robinson

Samantha Robinson, Board Chair, asked the Board to consider for approval consumer Board member Kevin Avery to serve on the credentialing committee. A motion to accept Kevin Avery to the committee was made by Victoria Dougharty. Miroslava Bustamante seconded the motion and the Board unanimously approved.

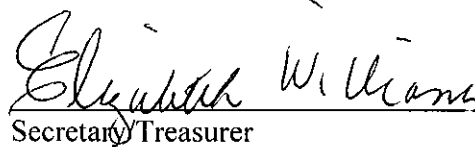
Item #15 Comments from Board Members

No comments

The meeting was adjourned at 1:37p.m.


Chair

8-25-22
Date


Secretary/Treasurer

8-25-2022
Date