

**Coastal Health & Wellness
Governing Board
February 23, 2023**

Board Members:

Dr. Tello
Elizabeth Williams
Kevin Avery
Rev. Walter Jones
Clay Burton
Flecia Charles
Sergio Cruz
Cynthia Darby
Sharon Hall
Donnie VanAckeren
Victoria Dougharty

Staff:

Ami Cotharn, Chief Operations Officer
Maryann Choi, Medical Director
Hanna Lindskog, Dental Director
Trish Bailey, Chief Financial Officer
Kenna Pruitt
Jennifer Koch
Pisa Ring

Judie Olivares
Chris Davis
Wendy Jones
Brittany Rivers
Tikeshia Thompson-Rollins
Anthony Hernandez

Excused Absence: Ivelisse Caban, and Dr. Thompson

Unexcused Absence: Samantha Robinson

Guest: Diana Huallpa

Items#1 Comments from the Public

There were no comments from the public.

Items#2-7 Consent Agenda

A motion was made by Kevin Avery to approve the consent agenda items two through seven. Sergio Cruz seconded the motion, and the Board unanimously approved the consent agenda.

Item#8 EXECUTIVE SESSION

The Coastal Health & Wellness Governing Board will enter into Executive Session as permitted under Chapter 551 of the Texas Government Code, pursuant to Section 551.074, *Personnel Matters*, specifically, to facilitate annual board member evaluations;

Item#9 Reconvene into Regularly Scheduled Meeting

Meeting reconvened at 12:49

Item#10 Possible Action from Executive Session

A motion to re-calculate the scores and discuss at the next Governing meeting was made by Sergio Cruz. Victoria Dougharty seconded the motion and the Board unanimously approved.

Item#11 Coastal Health & Wellness Updates

- a) Operational Updates/Coastal Wave Submitted by Chief Operating Officer
- b) Dental Updates Submitted by Dental Director
- c) Medical Updates Submitted by Medical Director

Ami Cotharn, Chief Operating Officer, presented the February 2023 Coastal Wave.

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

- Operations
 - New Patients for January 311, a 9.26% increase in new pts.
 - Lead time for established patients' appointment, 1-2 days, new patients, 1-2 weeks.
 - January utilization for appointments was over 90%, we had 5,725 appointment slots available and filled 5,725 with scheduled appointments.
 - FTCA due in June, begin preparing in May (federal liability insurance for the clinic providers).

- Marketing
 - Mobile billboards on Gulf Coast Transit District bus routes in Texas City, La Marque, Dickinson and San Leon/ Bacliff (advertising services);
 - Cinemark movie theater in Webster (30 second commercial running on all screens advertising services);
 - Daily News weekly ad (runs twice a week - once in Tuned In and once in the regular paper, plus online);
 - Galveston Regional Chamber of Commerce membership directory magazine
- UDS submitted, working on explainable errors,
 - The Uniform Data System (UDS) is an annual reporting system that provides standardized information about the performance and operation of health centers delivering health care services to underserved communities and vulnerable populations.
 - I will review UDS at the next QA Board meeting, comparing 2021 to 2022.
- Medicare Cost Report will be submitted next week.
 - Medicare cost reports are used to report expenses for different types of Medicare reimbursable facilities.
- Current projects and/or future projects
 - GCC colocation, working on a co-grant to increase access to SUD/ MAT services Medication-assisted treatment (MAT) is the use of medications in combination with counseling and behavioral therapies, which is effective in the treatment of opioid use disorders (OUD) and can help some people to sustain recovery.
 - Fast Track PrEP Program Pre-exposure prophylaxis is the use of medications to prevent the spread of disease in people who have not yet been exposed to a disease-causing agent, usually a virus. The term typically refers to the use of antiviral drugs as a strategy for the prevention of HIV/AIDS.
 - HCV Tx Program
 - 340B Pharmacy program
 - School based clinic work
 - Pharmacy and two additional counseling rooms are still in design phase.
 - Please be on the lookout for a proposal of a new Electronic Health Record system.

Outreach

- Eleven outreach events scheduled for the month of January 2023.
 - Health Screening at Goodwill 1/5/2023
 - Focus Group in Galveston 1/7/2023
 - Health Screening at Dickinson Community Center 1/9/2023
 - Health Screening at Bayside Community Center 1/11/2023
 - Health Screening at Goodwill 1/12/2023
 - Survey Distribution in Crystal Beach 1/17/2023
 - Health Screening at Our Daily Bread 1/17/2023
 - Survey Distribution at St. Vincent's 1/18/2023
 - Hispanic Health Fair 1/25/2023
 - ADA House-CHW Presentation 1/25/2023
 - Mini Health Fair and Health Screening at Seaport Village 1/27/2023
- Three outreach events scheduled for the month of January 2023.
 - Health Screening at Bayside 2/1/2023
 - Display Table Texas A&M Galveston 2/1/2023
 - Mini Health Fair Display Table 2/4/2023
 - Health Screening at Dickinson Community Center 2/6/2023
 - HEAL at GSM 2/7/2023
 - HEAL Hitchcock Head Start 2/8/2023
 - HEAL Hitchcock Head Start 2/9/2023
 - Galveston Region Transition Expo 2/14/2023
 - Health Screening at Rosenberg Library 2/15/2023
 - HEAL at GSM 2/21/2023
 - Health Screening at Our Daily Bread 2/15/2023
 - ADA House-CHW Presentation
 - HEAL at Hitchcock Head Start 2/22/2023
 - Health Screening at La Marque Library 2/23/2023
 - HEAL at Hitchcock Head Start 2/23/2023
 - Display Table fir Go Red 2/25/2023
- New staff hired, what areas, and current unfilled/open positions

- Patient Access Specialist III (registration, check-in, financial screening)
- Gabriela Martinez, Pt Care Coordinator (Case Mgt), Supervisor (Referrals, PAP, Transition to Care reporting)
- Positions are posted to GCHD's website, workintexas.com, and BambooHR which post positions to Indeed, ZipRecruiter and Glassdoor. Some are posted to College of the Mainland depending on the education requirement.

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

- Current projects, plans, department overview for dental
 - Teledentistry Collaborative – We are participating in the Teledentistry Collaborative with NNOHA. We now have a draft consent available to use in NextGen. We discussed at the board meeting last month the differences between synchronous and asynchronous visits. We plan to focus on asynchronous visits first and are working with the hygienists to identify patients for our initial test visits. We then plan on presenting our findings from one of the initial test visits to the other collaborative participants during one of our collaborative meetings.
 - First Dental Home – This project is currently pending identification of test patient during open administrative time.
 - Sterilization Renovation – We are finalizing the plans for redesigning a section of our sterilization area in Texas City. This will allow us to add two more sterilizers to be more efficient and help meet sterilization needs.
 - X-ray software – We implemented a new, cloud-based x-ray software last week and have already used its referral feature to electronically transfer images to UTMB Oral Surgery
- Provider Education Opportunities
 - We had four assistants complete either the sealant course or the coronal polishing course on January 28th. We have an additional four assistants attending on February 25th. From January 30th through February 9th, the certified assistants completed 17 sealants and did coronal polishing on 2 patients. As reported previously, this will increase our efficiency by certifying dental assistants to place sealants and complete coronal polishing.
 - We were also able to provide a free CPR training during our January in-service meeting to all dental assistants and dental providers.
 - Dr. Shetty and Dr. Keiser are scheduled to take their CEREC course. Dr. Bishai, Dr. Nguyen, and Dr. Lindskog already completed theirs. This course provides training for using our Primescan intraoral scanners.
 - All providers also continue to select and participate in CE of their choice.
- Barriers or Needs (if applicable)
 - Staffing: New dental hygienist position open

Maryann Choi, MD, MPH, MS, updated the Board on Medical services in the Coastal Health & Wellness Clinic.

- Our medical visit numbers have steadily increased since Oct 2022
 - We need to provide our team right tools, education, and support to achieve our goals, increase provider productivity, and improve quality measures, and compliance.
 - We are working very hard to build a good foundation to scale, and provider team culture through good communication, knowledge sharing, information sharing, and transparency, leading to provider empowerment and participation in our growth strategy and patient engagement.
- Care coordination
 - We are starting transitional care management (TCM) on March 1, 2023.
 - TCM is a care coordination service for patients discharged from UTMB; our care coordinator contacts the patients within 48 hours of their discharge, reviews their meds/med reconciliation then arranges post-discharge clinic visits with our providers.
 - The value of this program is reducing the return to admission to hospitals (RTA), ER visits,
 - Beneficiaries are our patients, UTMB to reduce RTA, the total cost of care for Medicaid, Medicare, and indigent patients.
 - There is strong evidence-based data to support the importance of medication reconciliation, and post-discharge care navigation to reduce RTA.

- The hospital has discharge planners and care managers; however, it is critical to have a good care coordination service at the receiving end like us, we assist patients and caregivers to navigate the post-discharge process.

Item#12 Consider for Approval January 2023 Financial Report Submitted by Trish Bailey

Trish Bailey, Chief Finance Officer, presented the January 2023 Financial Report. A motion to accept the financial report as presented was made by Sergio Cruz. Clay Burton seconded the motion and the Board unanimously approved.

Item#13 Consider for Approval the Use of an Insurance Broker not to Exceed the Amount of \$50,000 to be Split Between CHW and GCHD Taken out of Fund Balance Submitted by Trish Bailey

Trish Bailey, Chief Finance Officer, asked the Board to Consider for approval the use of an insurance broker not to exceed the amount of \$50,000 to be split between CHW and GCHD taken out of fund balance. A motion to accept \$50,000 to be split between CHW and GCHD and taken out of fund balance was made by Donnie VanAckeren. Kevin Avery seconded the motion and the Board unanimously approved.


Item#14 Consider for Approval Coastal Health & Wellness Policy and Procedure Regarding the Functions of the Coastal Health & Wellness Governing Board Submitted by Ami Cotharn

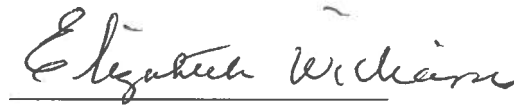
Ami Cotharn, Chief Operating Officer, presented the Coastal Health & Wellness Policy and Procedure regarding the functions of the Coastal Health & Wellness Governing Board. Tikeshia will reach out to the Board members regarding the annual training. A motion to accept the policy and procedure as presented was made by Kevin Avery. Sergio Cruz seconded the motion and the Board unanimously approved.

Item #20 Comments from Board Members

No comments

The meeting was adjourned at 1:46p.m.


Chair
3.30.23
Date


Secretary/Treasurer
3/30/23
Date