



COASTAL HEALTH & WELLNESS

GOVERNING BOARD

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

AGENDA

Thursday, April 27, 2023 12:30 PM

CONSENT AGENDA: ALL ITEMS MARKED WITH A SINGLE ASTERICK (*) ARE PART OF THE CONSENT AGENDA AND REQUIRE NO DELIBERATION BY THE GOVERNING BOARD. ANY BOARD MEMBER MAY REMOVE AN ITEM FROM THIS AGENDA TO BE CONSIDERED SEPARATELY.

PROCEED TO BOTTOM OF THIS DOCUMENT FOR APPEARANCE & EXECUTIVE SESSION GUIDELINES

In accordance with the provisions of the Americans with Disabilities Act (ADA), persons in need of a special accommodation in order to participate in this proceeding should, within two (2) days prior to the proceeding, request necessary accommodations by contacting CHW’s Executive Assistants at 409-949-3406, or via email at trollins@gchd.org or ahernandez@gchd.org

ANY MEMBERS NEEDING TO BE REACHED DURING THE MEETING MAY BE CONTACTED AT 409-938-2288

REGULARLY SCHEDULED MEETING

Meeting Called to Order Pledge of Allegiance

- Item #1 Comments from the Public
- *Item #2**ACTION**..... Agenda
- *Item #3**ACTION**..... Excused Absence(s)
- *Item #4**ACTION**..... Consider for Approval Minutes from March 30, 2023 Governing Board Meeting
- *Item #5**ACTION**..... Consider for Approval Minutes from April 13, 2023 Governing Board QA Meeting
- *Item #6**ACTION**..... Consider for Approval Quarterly Investment Report
- *Item #7**ACTION**..... Consider for Approval Quarterly Compliance Report for the Period Ending March 31, 2023
- *Item #8**ACTION**..... Consider for Approval the 2023 Risk Management Training Plan
- *Item #9**ACTION**..... Consider for Approval Quarterly Visit and Collection Report Including a Breakdown by Payor Source for Recent New Patients
- *Item #10**ACTION**..... Consider for Approval Coastal Health & Wellness No-Show Policy
- Item #11**ACTION**..... Consider for Approval March 2023 Financial Report Submitted by Trish Bailey
- Item #12..... Employee Satisfaction Survey Submitted by Ami Cotharn
- Item #13..... Coastal Health & Wellness Updates
 - a) Current Public Health Concerns and Status; COVID/Flu/Monkey Pox Submitted by Executive Director
 - b) Operational Updates/Coastal Wave Submitted by Chief Operating Officer
 - c) Dental Updates Submitted by Dental Director

d) Medical Updates Submitted by Medical Director

Item #14.....Comments from Board Members

Adjournment

Next Regular Scheduled Meeting: June 1, 2023

Appearances before the Coastal Health & Wellness Governing Board

A speaker whose subject matter as submitted relates to an identifiable item of business on this agenda will be requested by the presiding officer to come to the podium where they will be limited to three minutes (3). A speaker whose subject matter as submitted does not relate to an identifiable item of business on this agenda will be limited to three minutes (3) and will be allowed to speak before the meeting is adjourned. Please arrive prior to the meeting and sign in with Galveston County Health District staff.

Executive Sessions

When listed, an Executive Session may be held by the Governing Board in accordance with the Texas Open Meetings Act. An Executive Session is authorized under the Open Meetings Act pursuant to one or more the following exceptions: Tex. Gov't Code §§ 551.071 (consultation with attorney), 551.072 (deliberation regarding real property), 551.073 (deliberation regarding a prospective gift or donation), 551.074 (personnel matters), 551.0745 (personnel matters affecting Coastal Health & Wellness advisory body), 551.076 (deliberation regarding security devices or security audits), and/or 551.087 (deliberations regarding economic development negotiations). The Presiding Officer of the Governing Board shall announce the basis for the Executive Session prior to recessing into Executive Session. The Governing Board may only enter into Executive Session if such action is specifically noted on the posted agenda.



COASTAL HEALTH & WELLNESS

GOVERNING BOARD

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

**Governing Board
April 2023
Item#3
Excused Absence(s)**

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COASTAL HEALTH & WELLNESS

GOVERNING BOARD

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

Governing Board

April 2023

Item#4

Consider for Approval Minutes from March 30, 2023

Governing Board Meeting

**Coastal Health & Wellness
Governing Board
March 30, 2023**

Board Members:

Samantha Robinson
Dr. Tello
Elizabeth Williams
Rev. Walter Jones
Clay Burton
Flecia Charles
Sergio Cruz
Cynthia Darby
Sharon Hall
Donnie VanAckeren
Victoria Dougharty
Ivelisse Caban

Staff:

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

Wendy Jones
Judie Olivares
Randy Valcin
Virginia Lyles
Maria Aguirre
Chris Davis
Kyle Chandler
Tikeshia Thompson-Rollins
Anthony Hernandez

Excused Absence: Kevin Avery Dr. Thompson

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 Ivelisse Caban to approve the consent agenda items two through seven. Cynthia Darby 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 1:04

Item#10 Possible Action from Executive Session

A motion to accept the re-calculation of the Governing Board annual evaluation scores was made by Sharon Hall. Dr. Tello seconded the motion and the Board unanimously approved.

Samantha Robinson, Board Chair, suggested reaching out to UBoH and extending an invitation to attend annual Board training with the Governing Board.

Item#11 Consider for Approval February 2023 Financial Report Submitted by Trish Bailey

Trish Bailey, Chief Finance Officer, presented the February 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#12 Consider for Approval Final Budget for FY 2023-2024 Submitted by Trish Bailey

Kenna Pruitt, Controller, presented the final budget for FY 2023-2024. A motion to accept as presented was made by Sergio Cruz. Rev. Jones seconded the motion and the Board unanimously approved.

Item#13 Consider for Approval Change in EHR Vendor to EPIC Submitted by Ami Cotharn

Ami Cotharn, Chief Operating Officer, asked the Board to consider for approval change in EHR vendor to Epic. A motion to accept the policy and procedure as presented was made by Elizabeth Williams. Ivelisse Caban seconded the motion and the Board unanimously approved.

Item#14 Coastal Health & Wellness Updates

- a) Current Public Health Concerns and Status; COVID/FLU/Monkey Pox Submitted by Executive Director
- b) Operational Updates/Coastal Wave Submitted by Chief Operating Officer
- c) Dental Updates Submitted by Dental Director
- d) Medical Updates Submitted by Medical Director

Dr. Philip Keiser, Executive Director, updated the Board on current public health concerns and status.

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

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

- EPIC Migration for Approval

EPIC Talking Points

- Continuity of Care, care coordination with ..
 - 1. Continuity of Care, care coordination with ED Follow ups and Hospital Discharges ... reduce the rate of readmit, lowers cost for County CIHCP and UTMB.
 - 2. NG is an antiquated EHR, think blackberry compared to an iPhone
 - 3. Lack of customer support which affects patient care. - how many times have we been offline and clinic left to paper chart - how many tickets and average response time etc.
- No upfront cost, we will not be billed anything for migration and implementation. This will help ensure that the system is the way we want it before we even see our first patient in it. The first few years I believe were lower cost based on patient estimates than we are paying with NG
- Up to 187 now with 5–7 day average turn-around and some taking multiple months

- Operations
 - New Patients for February, 323.
 - Lead time for established patients' appointment, same day or 1-2 days, new patients, same week.
 - FTCA due in June, begin preparing in April (federal liability insurance for the clinic providers).
- 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
 - Overall, 11 Outreach in January were completed, and 16 Outreach events are scheduled for February.

January Outreach	Date
Health Screenings at Goodwill	01.05.23
Focus Group in Galveston	01.07.23
Health Screenings at Dickinson Community Center	01.09.23
Health Screenings at Bayside Community Center	01.11.23
Health Screenings at Goodwill	01.12.23
Survey Distribution in Crystal Beach	01.17.23
Health Screenings at Our Daily Bread	01.17.23
Survey Distribution @ St. Vincent's	01.18.23
Hispanic Health Fair	01.25.23
ADA House-CHW Presentation	01.25.23
Mini Health Fair and Health Screenings at Seaport Village	01.27.23

February Outreach	Date
Health Screenings @ Bayside	02.01.23
Display Table- Texas A&M-Galveston	02.01.23
Mini Health Fair	02.04.23
Display Table	
Health Screenings @ Dickinson Community Center	02.06.23
HEAL @ GSM	02.07.23
Heal @ Hitchcock Head start	02.08.23
HEAL @ Hitchcock Head start	02.09.23
Galveston Region Transition Expo	02.14.23
Health Screenings @ Rosenberg Library	02.15.23
HEAL @ GSM	02.21.23
Health Screenings at Our Daily Bread	02.21.23
ADA House-CHW Presentation	02.22.23
Heal @ Hitchcock Head start	02.22.23
Health Screenings @ La Marque Library	02.23.23
Heal @ Hitchcock Head start	02.23.23
Display Table for Go Red	02.25.23

- 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.
- Coastal Wave
- Barriers or Needs (if applicable)

Medical Director (Monthly)

- Total number of visits (medical and BH) for the month, current year compared to same month, prior year.
- Current projects, plans, department overview for medical
 - Improving Provider Productivity
 - Quality Measures
 - Visits / Provider Schedules
- Provider Education Opportunities
- Barriers or Needs (if applicable)

Dental Director (Monthly)

- Total number of visits (medical and BH) for the month, current year compared to same month, prior year.
- Current projects, plans, department overview for dental
- Provider Education Opportunities
- Barriers or Needs (if applicable)

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

- Visit Numbers

	Dental Visits	
	Current	Prior Period
Mar	668	582
Apr	607	499
May	766	512
June	748	587
July	591	555
Aug	827	574
Sept	732	532
Oct	754	554
Nov	718	433
Dec	695	466
Jan	696	580
Feb	800	616
	8,602	6,490



- Current projects, plans, department overview for dental

- Teledentistry Collaborative – We are participating in the Teledentistry Collaborative with NNOHA. We have completed three asynchronous teledental visits. We learned a lot from those visits and are presenting our findings at the NNOHA Collaborative meeting on April 5th.
- 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.
- Our new x-ray software that we implemented in February is working well. We are still waiting on our old images to be transferred to the Cloud for the new program and expect that to be complete in 4-6 weeks.
- Provider Education Opportunities
 - We had eight assistants complete either the sealant course or the coronal polishing course on January 28th and February 25th. From February 13th through March 24th, the certified assistants completed 30 sealants and did coronal polishing on 5 patients. As reported previously, this will increase our efficiency by certifying dental assistants to place sealants and complete coronal polishing.
 - Dr. Keiser is scheduled to take her CEREC course in April. Dr. Bishai, Dr. Nguyen, Dr. Shetty and Dr. Lindskog have 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. We are also looking at hiring another part-time dentist.

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

- **New provider:**
 - Khadija Brooks, FNP started in March.
 - Dr. Nagorski (pediatrician) works 32 hours per week (added 2 hours)
- SUD (substance use disorder) program: capacity of 70-75 patients from 30 patient panel
- 340B program:
 - 340B formulary for uninsured and underinsured patients for PAP (patient assistance program) referral (PAP takes 2- 4 weeks to complete, 60-70 referrals per month, no PAP referrals last week with the 340B program)
- MCO (Managed care organizations) incentive program agreements: Wellmed, Optum, Amerigroup, Centene, WellCare
- Improve our attribution, annual wellness visits, meeting HEDIS (Healthcare Effectiveness Data and Information Set) quality measures.

Item #20 Comments from Board Members

No comments

The meeting was adjourned at 2:36p.m.

Chair

Secretary/Treasurer

Date

Date

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COASTAL HEALTH & WELLNESS

GOVERNING BOARD

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

Governing Board

April 2023

Item#5

Consider for Approval Minutes from April 13, 2023

Governing Board QA Meeting

Coastal Health & Wellness Governing Board
Quality Assurance Committee Meeting
April 13, 2023

BOARD QA COMMITTEE MEMBERS:

Samantha Robinson-Board Chair (Zoom)
 Kevin Avery-Consumer Member (Zoom)
 Sharon Hall-Community Member

EMPLOYEES PRESENT:

Ami Cotharn (Chief Operations Officer), Dr. Choi (Medical director), Jason Borillo (Director of Innovation and Clinical Quality), Shonta Hill (Dental Supervisor), Jennifer Koch, (Enabling Services Manager), Pisa Ring (Patient Services Manager), Wendy Jones (Compliance & Risk Management Officer), Tyler Tipton (Public Health Emergency Preparedness Manager) Judie Olivares (Human Resources Manager), Wendy Jones (Compliance & Risk Management Officer), Debra Howey (Infection Control Nurse), Anthony Hernandez (Executive Assistant II) and Tikeshia Thompson-Rollins (Executive Assistant III)

(Minutes recorded by Tikeshia Thompson-Rollins)

ITEM	ACTION
<p>Patient Access / Satisfaction Reports</p> <ul style="list-style-type: none"> ➤ Quarterly Access to Care Report Submitted by Pisa Ring ➤ Quarterly Patient Satisfaction Report Submitted by Pisa Ring ➤ Call Quality Performance Submitted by Pisa Ring ➤ Employee Satisfaction Survey Submitted by Ami Cotharn ➤ Quarterly Visit and Collection Report Including a Breakdown by Payor Source for Recent New Patients Submitted by Ami Cotharn 	<p><u>Quarterly Access to Care Report</u></p> <ul style="list-style-type: none"> • Current goals were set utilization at 90% and no-show rate is 20%. • 1st quarter (January, February, and March) no-show rate is at 25%. <p><u>Quarterly Patient Satisfaction Report</u></p> <ul style="list-style-type: none"> • Report reviewed; overall average for 1st quarter is 4.69. <p><u>Call Quality Performance</u></p> <ul style="list-style-type: none"> • Report reviewed, No action. <p><u>Employee Satisfaction Survey</u></p> <ul style="list-style-type: none"> • Survey reviewed; No action <p><u>Quarterly Visit and Collection Report Including a Breakdown by Payor Source for Recent New Patients Submitted by Ami Cotharn</u></p> <ul style="list-style-type: none"> • Report reviewed; No Action
<p>Clinical Measures</p> <ul style="list-style-type: none"> ➤ Quarterly Report on UDS Medical Measures in Comparison to Goals 	<p><u>Clinical Measures</u></p> <ul style="list-style-type: none"> • UDS measures were reviewed and will be brought back to the Committee July 2023
<p>Quality Assurance/Risk/Management/ Emergency Management Reports</p> <ul style="list-style-type: none"> ➤ Quarterly Risk Management Report ➤ Dental Quarterly Summary ➤ Quarterly Emergency Management Report 	<p><u>Quarterly Risk Management Report</u></p> <ul style="list-style-type: none"> • Patient Satisfaction goal is 4.3 and we are currently at 4.6. Wendy will update the report to show met for the 1st quarter. • Sharon suggested adding the reduction percentage in the column (Add number and percentage in parentheses) on the patient satisfaction survey. <p><u>Dental Quarterly Summary</u></p> <ul style="list-style-type: none"> • Ami will follow up with Dr. Lindskog regarding pediatric patient distribution goals and bring back to the next meeting. <p><u>Quarterly Emergency Management Report</u></p>
<p>Plans and Policies</p> <ul style="list-style-type: none"> ➤ QAPI Plan (revisions) 2022-2023 Submitted by Jason Borillo 	<p><u>QAPI Plan (revisions) 2022-2023</u></p> <ul style="list-style-type: none"> • Revisions approved by committee as presented.

Next Meeting: July 27, 2023

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COASTAL HEALTH & WELLNESS

GOVERNING BOARD

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

Governing Board

April 2023

Item#6

Consider for Approval Quarterly Investment Report

**Coastal Health & Wellness
Investment Report
For the period ending March 31, 2023**

Coastal Health & Wellness	Money Market Account		
	Jan	Feb	March
Beginning Balance	6,686,451	5,988,509	5,553,520
Deposits	-	870,000	1,745,000
Withdrawals	(710,000)	(1,315,000)	(500,000)
Interest Earned	12,058	10,010	11,548
Ending Balance	\$5,988,509	\$5,553,520	\$6,810,068
Current Annual Yield	2.27%	2.27%	2.36%
Previous Quarter Yield (10/2022 - 12/2022)	0.50%	0.50%	0.60%

Tex Pool Investments		
Jan	Feb	March
26,877	26,973	27,067
-	-	-
-	-	-
96.91	93.09	106.00
\$26,973	\$27,067	\$27,173
4.24%	4.50%	4.61%
1.52%	2.16%	2.41%

Summary	Interest Earned	Avg Balance	Yield
October 1, 2022 to December 31, 2022	30,966	6,862,379	0.67%
January 1, 2023 to March 31, 2023	33,912	6,007,686	0.83%
April 1, 2023 to June 30, 2023	-	-	
July 1, 2023 to September 30, 2023	-	-	
YTD Totals	\$64,878	\$6,435,033	1.50%

Coastal Health & Wellness	Q1	Q2	Q3	Q4	YTD Comparison
Interest Yield Year to Year Comparison	Oct 1-Dec 31	Jan 1-Mar 31	Apr 1-Jun 30	Jul 1-Sep 30	Total as of 03/31
FY2020	0.40%	0.36%	0.21%	0.20%	0.40%
FY2021	0.19%	0.14%	0.05%	0.05%	0.19%
FY2022	0.06%	0.06%	0.13%	0.32%	0.06%
FY2023 (Current year)	0.67%	0.83%			0.67%

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COASTAL HEALTH & WELLNESS

GOVERNING BOARD

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

Governing Board

April 2023

Item#7

**Consider for Approval Quarterly Compliance Report for the
Period Ending March 31, 2023**

**Coastal Health & Wellness Governing Board
Quarter 1 (January, February, March), FY2023 Compliance Report**

Internal Audits		
AUDITOR- DATE CONDUCTED	TYPE OF AUDIT & FINDINGS	ACTION TAKEN
Nursing Director January 1 – March 31, 2023	340B Medication Audit: <ul style="list-style-type: none"> • An audit of the 340B medications was conducted to determine fullness of charting 340B medications that was ordered. Documentation requires consistency with medication logs, NextGen and billing activities. • Of the 20 charts analyzed (ten at each of the two sites), no discrepancies were discovered, yielding a clean audit. 	<ul style="list-style-type: none"> • Continue operating under current protocol.
External Audits		
AUDITOR – DATE OCCURRED	TYPE OF AUDIT & FINDINGS	ACTION TAKEN
VFC (Vaccines for Children) March 2023	Texas Immunization Program: No compliance issues were identified. Auditors reviewed: Vaccine placements; Vaccine loss/waste for previous year; Expiring Vaccines; Awardee Specific Policies & Procedures (Plug Guards) and (Immtrac2 reporting)	<ul style="list-style-type: none"> • Continue operating under current protocol.
HIPAA Breach Reports		
DEPARTMENT – DATE OCCURRED	SUMMARY	FOLLOW-UP
	None	
Warning and Termination Letters		
REASON	TYPE OF LETTER	
Verbally abusive and inappropriate behavior (1)	Warning Letter	

NOTE: Various issues were discussed in peer review.

Incidents involving quality of care issues, In accordance with Section 161 et seq., Health and Safety Code, are reviewed such that proceedings and records of the quality program and committee reviews are privileged and confidential.

Submitted by: Wendy Jones, Compliance and Risk Management Officer
Coastal Health & Wellness Governing Board – January 2023



COASTAL HEALTH & WELLNESS

GOVERNING BOARD

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

Governing Board

April 2023

Item#8

Consider for Approval the 2023 Risk Management Training Plan



**Coastal Health & Wellness
Risk Management Training Plan
2023**

**Approved:
Revised: April 2023**

Article I Risk Management Training Program Goals

Risk Management is the responsibility of all Coastal Health & Wellness (“CHW”) employees, including providers, clinicians, managers, volunteers, and staff. Risk management spans the entire operation and most functional areas, and all employees should be trained on risk management functions and responsibilities. CHW’s Risk Management Training Program’s goals and objectives are to create a culture of safety by:

1. Promoting safe and effective patient care practices;
2. Minimizing errors, events, and system breakdowns;
3. Minimizing effects of adverse events when they occur;
4. Minimizing losses to CHW by being proactive and attentive;
5. Maintaining a safe working environment;
6. Facilitating compliance with regulatory, legal, and accrediting agencies;
7. Protecting CHW’s financial resources; and
8. Protecting human and intangible resources.

Article II Process for Selection of Training Requirements

1. Using trend data and other risk management data (e.g., claims data, patient complaints, incident reports, adverse events, services provided and inherent nature/risk of such services), the areas/activities of highest risk for CHW patient safety and ensuring consistency with CHW’s identified scope of project(s).
2. Training courses are then selected to mitigate or minimize the areas identified as highest risk.

Article III Training Courses

1. All staff will be trained on risk management topics applicable to their scope of work upon hire and thereafter on an annual basis. This includes providers, clinicians, managers, volunteers, and support staff.
2. CHW has identified required courses for all staff and specialized training to mitigate or minimize risk of injury to patients and potential for liability to CHW, as set forth in Paragraphs 3 and 4 of this Article.

3. **Required Courses for All Staff.** All staff will be required to complete risk management training on the following in accordance with the schedule/due dates outlined in CHW's Risk Management Training Log (see, Risk Management Training Log):

COURSE NAME (TENTATIVE DATE OF TRAINING**)

- a. Anti-Fraud Training (January 2023)
 - b. Emergency Operations Plan (February 2023)
 - c. Child, Elderly and Domestic Abuse Reporting Training (March 2023)
 - d. Cultural and Linguistic Training (April 2023)
 - e. Fire Safety Training (May 2023)
 - f. Creating a Culture of Safety (June 2023)
 - g. Infection Control: Hand Hygiene (August/September 2023)
 - h. Infection Control: Bloodborne Pathogen Exposure (August/September 2023)
 - i. Safety Management Plans (October 2023)
 - j. Hazardous Communication Training (October 2023)
 - k. Identifying and Reporting Human Trafficking (November 2023)
 - l. HIPAA and Patient Confidentiality (December 2023)
4. **Specialized Courses for Select Staff.** In addition to the required courses outlined above, staff in the following professions/fields will also be required to attend and complete specialized risk management courses applicable to these professions/fields, in accordance with the schedule/due dates outlined in CHW's Risk Management Training Log (see, Risk Management Training Log):
- i. All practitioners must complete their continuing medical education requirements or other applicable licensure requirements to maintain licensure, registration or certification.
 - ii. **Obstetrics/Gynecology:** Prenatal and postpartum care providers are required to complete risk management training specific to this type of care. **UTMB Residents provide OB services (prenatal and postpartum care only).**

- iii. Dental Instrument Sterilization Training for select staff, as applicable. *CHW exclusively uses disposable instruments for all medical and laboratory procedures, therefore only members of the dental staff are required to undergo instrument sterilization training.*
 - iv. CHW requires specific risk management trainings for groups of providers that perform various services which may lead to potential risk including:
 - 1. Behavioral Health
 - 2. Dental
 - 3. Maternal Health Care
 - v. Staff that handle hazardous materials must complete Hazardous Waste and Disposal training within ninety (90) days of hire and every three years thereafter.
 - vi. Providers will be trained on reporting potential malpractice claims that could invoke litigious action, and the Anti-Kickback and Stark Laws.
5. **Other Courses/Training.** The Risk Manager may identify and require additional courses/training for some or all staff, as appropriate, to address any incident, identified trend, near miss, patient complaint or any other circumstance.

Article IV Tracking Training Attendance and Completion

- 1. Tracking Methods
 - a. Staff must complete required all applicable risk management training upon hire and on an annual basis thereafter.
 - b. Attendance and/or completion of training courses will be tracked in a manner appropriate to the method by which the course was conducted (e.g., in-service sign-in log for in-person courses; certificates of completion for individual online courses, attestation of review and completion for other courses).
 - c. Staff who are unable to attend in-service sessions during which a required training is provided must make-up the training by attending the next New Hire Orientation session, where the training(s) will be offered, or will be required to complete the training in the online training upon return to work.

2. Performance Reviews/Credentialing and Privileging
 - a. Compliance with training requirements will be documented in staff personnel records and considered during performance reviews and/or credentialing and privileging determinations.

3. Non-Compliance with Training Requirements
 - a. The Risk Manager in conjunction with Human Resources will monitor staff compliance with training requirements. Failure to complete the training may result in the staff member's referral to Human Resources for disciplinary action, up to and including termination.

4. Appropriate Sources of Training/Mode of Delivery
 - a. Training is facilitated during employee in-service sessions, which are held from 8:00 am-12:00 pm on the second Wednesday of every month.
 - b. Training may also be conducted either in person, online, individually or in a group setting utilizing courses developed by CHW or through outside sources (e.g., ECRI Institute; MedTrainer).

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COASTAL HEALTH & WELLNESS

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9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

Governing Board

April 2023

Item#9

**Consider for Approval Quarterly Visit and Collection Report
Including a Breakdown by Payor Source for Recent New Patients**

**Coastal Health & Wellness - Quarterly Visit & Analysis Report
for the period ending March 31, 2023**

*based on UDS Reporting period (January 1 to December 31) Qualified Encounters

Total Visits by Financial Class	March 2023	March 2022	% Change	* YTD Average		% Change	* YTD Payor Mix		% Change
				2023	2022		2023	2022	
Self Pay	1,929	1,317	46%	5,322	1,300	309%	61.0%	66.3%	-5.3%
Medicare	224	79	184%	608	115	427%	7.0%	5.9%	1.1%
Medicaid	329	174	89%	926	178	420%	10.6%	9.1%	1.5%
Contract	62	62	0%	232	57	307%	2.7%	2.9%	-0.2%
Private Insurance	535	224	139%	1,346	272	395%	15.4%	13.9%	1.6%
Title V	128	37	246%	290	39	637%	3.3%	2.0%	1.3%
Total	3,207	1,893	69%	8,724	1,961	345%	100%	100%	

Department	* YTD Total Visits		% Change
	2023	2022	
Medical	6,214	3,832	62%
Dental	2,355	1,901	24%
Counseling	159	252	-37%
Total	8,728	5,985	46%

Unduplicated Visits	* YTD Total Users		% Change
	2023	2022	
Medical	4,082	2,883	42%
Dental	1,202	970	24%
Counseling	62	104	-40%
Total	5,346	3,957	35%

NextGen / Crystal Reports - Summary Aging by Financial Class for the period ending March 31, 2023 (based on encounter date)										Days in A/R	
	0-30	31-60	61-90	91-120	121-150	151-180	181-up	Total	%	Current Period	Last Qtr
	Self Pay	\$ 61,868.82	\$ 61,482.83	\$ 51,050.14	\$ 66,643.25	\$ 59,210.64	\$ 40,773.57	\$ 46,826.83	\$387,856	19%	124
Medicare	\$ 77,084.85	\$ 41,025.66	\$ 27,062.23	\$ 12,086.38	\$ 15,805.35	\$ 12,564.63	\$ 301,110.18	\$486,739	24%	270	531
Medicaid	\$ 92,410.62	\$ 34,437.66	\$ 35,732.79	\$ 31,269.69	\$ 25,956.83	\$ 32,600.26	\$ 176,681.42	\$429,089	21%	161	189
Contract	\$ (2,788.14)	\$ 17,649.48	\$ 3,939.90	\$ 3,760.04	\$ 7,388.92	\$ 10,422.02	\$ 1,703.38	\$42,076	2%	64	60
Private Insurance	\$ 92,018.93	\$ 60,177.55	\$ 29,383.86	\$ 20,945.32	\$ 18,650.46	\$ 24,742.95	\$ 434,650.00	\$680,569	33%	252	389
Title V	\$ 15,773.86	\$ 15,051.51	\$ 11,601.54	\$ 10,450.31	\$ 10,418.70	\$ 9,940.34	\$ 78,686.92	\$151,923	7%	321	574
Unapplied	\$ (118,543.70)	-	-	-	-	-	-	\$ (118,543.70)	-6%	(10)	(16)
Totals	\$ 217,825.24	\$ 229,824.69	\$ 158,770.46	\$ 145,154.99	\$ 137,430.90	\$ 131,043.77	\$ 1,039,658.73	\$2,059,709	100%	169	277

Previous Quarter Balances	\$70,335	\$181,037	\$145,353	\$101,757	\$130,160	\$85,724	\$1,168,097	\$1,882,462
% Change	210%	27%	9%	43%	6%	53%	-11%	9%

Charges & Collections	March 2023	March 2022	% Change	* YTD 2023	YTD 2022	% Change
Billed	\$1,049,218	\$618,688	70%	\$2,901,813	\$1,940,026	50%
Adjusted	(617,374)	(412,935)	50%	(\$1,874,043.44)	(\$1,344,487.46)	39%
Net Billed	\$431,845	\$205,752	110%	\$1,027,769	\$595,538	73%
Collected	\$394,928.38	\$192,755	105%	\$1,024,906.01	\$604,487	70%
% Net Charges collected	91%	94%	-2%	100%	102%	-2%

Payor	YTD Current Period				YTD Prior Year			
	Visits	Payor Mix	Net Revenue per Visit	(Net Billed) Net Revenue	Visits	Payor Mix	Net Revenue per Visit	(Net Billed) Net Revenue
Self Pay	5,322	61.0%	\$52.74	\$280,669	3,969	66.3%	\$58.18	\$230,932
Medicare	608	7.0%	\$266.69	\$162,147.47	348	5.8%	\$159.42	55,477
Medicaid	930	10.6%	\$258.17	\$240,094.27	549	9.2%	\$172.91	94,926
Contract	232	2.7%	\$254.56	\$59,057.24	173	2.9%	\$384.47	66,514
Private Insurance	1,346	15.4%	\$180.69	\$243,214.80	827	13.8%	\$158.51	131,085
Title V	290	3.3%	\$146.85	\$42,586.11	119	2.0%	\$139.53	16,604
Total	8,728	100%	\$117.76	\$1,027,769	5,985	100%	\$99.51	\$595,538

Item	2023	2022
Self Pay - Gross Charges	\$1,526,210	\$1,155,414
Self Pay - Collections	380,420	\$221,828
% Gross Self Pay Charges Collected	24.9%	19.2%
% Net Self Pay Charges Collected	135.5%	96.1%

YTD New Pts. By Financial Class	
Payor - Financial Class	Q1 2023 # of New Pts.
Commercial Medical	279
Commercial Dental	29
Self Pay	566
Ryan White	6
Title V Medical	25
Title V Dental	9
Total New Pts. Q1 2023	914
Total New Pts. Charges Q1 2023	\$283,939.04

[Back to Agenda](#)



COASTAL HEALTH & WELLNESS

GOVERNING BOARD

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

Governing Board

April 2023

Item#10

Consider for Approval Coastal Health & Wellness

No-Show Policy



-Last Approved 4/28/2022
By: Governing Board
-Effective: 1/1/2020

NO SHOW AND CANCELLATION POLICY

PURPOSE:

To maximize open access to care for patients by reducing No-Shows, late arrivals, and late cancellations.

POLICY:

It is the policy of Coastal Health & Wellness (CHW) to educate our patients about the importance of keeping their scheduled appointments, and the expectation of notifying the center of any cancellations within the allotted timeframe. Failure to comply with this policy may result in appointment limitations and/or restrictions.

PROCEDURE:

1. Each patient will receive notice of the most current *No Show and Cancellation Agreement* policy.
2. CHW's automated system will send a reminder at least **48** business hours prior to the scheduled visit to remind patients of their appointments. Patients are encouraged to confirm the appointment by using the automated system protocol or by calling (409) 938-2234.
3. The patient must notify CHW **24** hours in advance if they are unable to attend their scheduled appointment and notify CHW of any changes in the preferred contact method. Cancellations with less than 24 hours cancellation notice will be considered a No Show.
4. Patients are encouraged to arrive 20 minutes prior to their appointment time if a patient arrives 15 minutes late to their appointment they may be asked to reschedule, and the appointment will be considered a No Show. (Addendum: Patient Arriving Late to Scheduled Appointment)
5. A warning notice will be sent to the patient if a patient fails to keep **2** consecutive scheduled appointments. If 3 consecutive or 3 out of 5 scheduled appointments are missed, the patient will only be allowed to schedule appointments on the same day, and only if cancellation is available.
6. This policy will be enforced uniformly and consistently by all Medical and Dental staff and administration of Coastal Health & wellness.

Addendum: Patient Arriving Late to Scheduled Appointment memo; July 2022.



To: All Coastal Health & Wellness Staff

From: Coastal Health Wellness Quality Assurance Committee

Date: July 6, 2022

Re: Patients that arrive late for scheduled appointments

The purpose of this memo is to inform staff of the process for patients that arrive late to appointments. Please keep in mind that this information is to be used as a guide for staff and timeframes established below should not be communicated to patients.

Patients who arrive and are fifteen minutes or more late for their scheduled appointment will be handled as follows:

- a) If the originally scheduled provider has an unfilled appointment later in the day, the later appointment will be offered to the patient.
- b) If there is a different provider with an unfilled appointment slot that is sooner, that appointment will be offered to the patient. Dental patients must see original scheduled provider unless patient is here for a Dental Acute appointment.
- c) If the patient refuses either option or there are no available appointments and the patient cannot be seen, patient services staff will work with the patient to reschedule their appointment for another day.

Please consult with your manager should you have any questions or experience a situation that falls outside these guidelines.

P.O.BOX 939 LA MARQUE, TEXAS. (409) 938-2234

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COASTAL HEALTH & WELLNESS

GOVERNING BOARD

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

Governing Board

April 2023

Item#11

Consider for Approval March 2023 Financial Report

Submitted by Trish Bailey

COASTAL HEALTH & WELLNESS

Governing Board



FINANCIAL SUMMARY

For the Period Ending

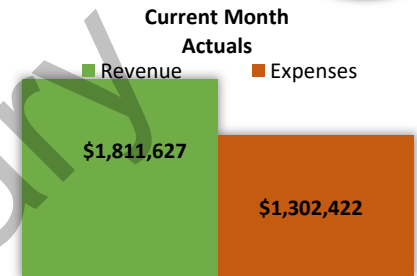
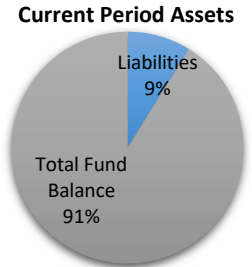
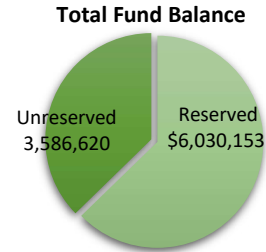
March 31, 2023

GCHD Board Room | 9850-A Emmett F. Lowry Expy. | Texas City, TX 77591

CHW - BALANCE SHEET

as of March 31, 2023

	Current Month Mar-23	Prior Month Feb-23	Increase (Decrease)
ASSETS			
Cash & Cash Equivalents	\$6,918,458	\$6,440,741	\$477,717
Accounts Receivable	3,855,875	4,893,757	(1,037,882)
Allowance For Bad Debt	(603,569)	(1,613,705)	1,010,136
Pre-Paid Expenses	374,654	542,895	(168,241)
Due To / From	3,378	(98,221)	101,600
Total Assets	\$10,548,797	\$10,165,467	\$383,330
LIABILITIES			
Accounts Payable	\$187,711	\$145,419	\$42,293
Accrued Salaries	719,671	609,949	109,721
Deferred Revenues	24,642	302,531	(277,889)
Total Liabilities	\$932,024	\$1,057,899	(\$125,875)
FUND BALANCE			
Fund Balance	\$8,131,580	\$8,131,580	0
Current Change	1,485,192	975,988	509,205
Total Fund Balance	\$9,616,773	\$9,107,568	\$509,205
TOTAL LIABILITIES & FUND BALANCE	\$10,548,797	\$10,165,467	\$383,330



CHW - REVENUE & EXPENSES

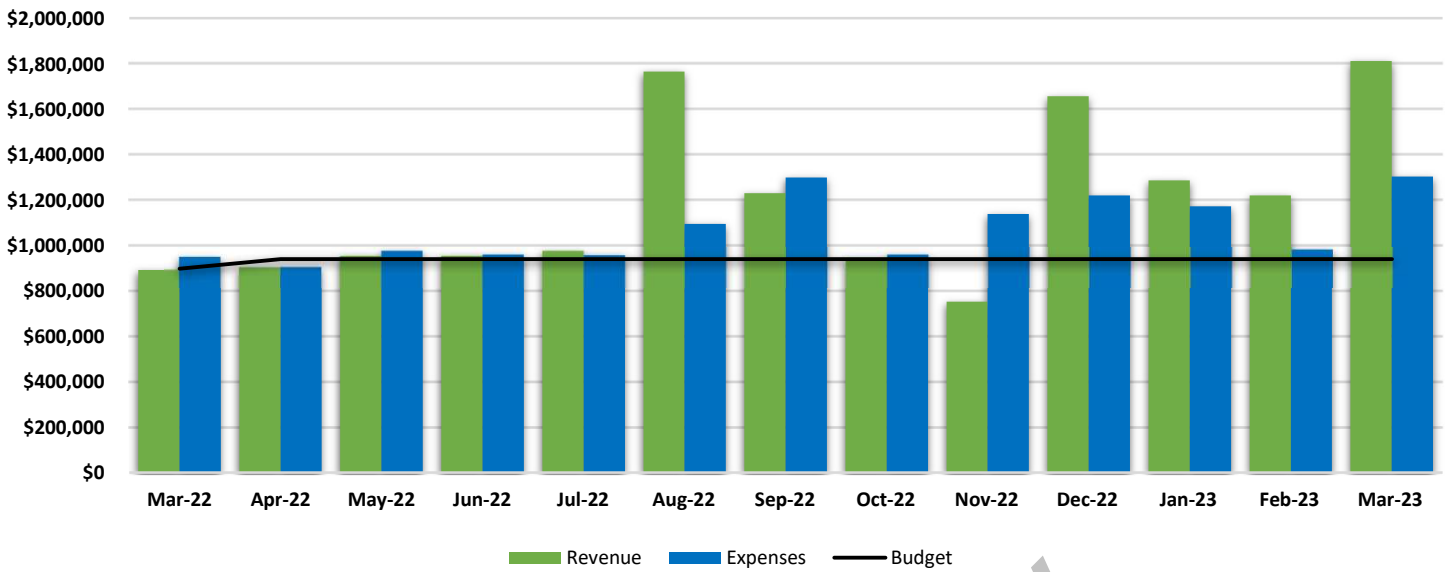
as of March 31, 2023

	MTD Actual Mar-23	MTD Budgeted Mar-23	MTD Budget Variance	YTD Actual thru Mar-23	YTD Budget thru Mar-23	YTD Budget Variance
REVENUE						
County Revenue	\$277,889	\$311,222	(\$33,333)	3,486,142.02	\$3,734,667	(248,525)
DSRIP Revenue	0	62,500	(62,500)	712,500	750,000	(37,500)
HHS Grant Revenue	631,424	269,783	361,641	5,519,636	3,237,400	2,282,236
Patient Revenue	890,287	290,952	599,335	4,565,511	3,491,423	1,074,088
Other Revenue	12,027	4,976	7,051	148,378	59,708	88,670
Total Revenue	\$1,811,627	\$939,433	\$872,194	14,432,167	\$11,273,198	3,158,969
EXPENSES						
Personnel	\$837,031	\$618,574	(\$218,458)	8,527,477.77	\$7,422,883	(\$1,104,595)
Contractual	134,062	77,767	(56,295)	1,080,775	933,202	(147,573)
IGT Reimbursement	0	20,569	20,569	235,125	246,825	11,700
Supplies	102,885	84,323	(18,562)	1,029,758	1,011,880	(17,878)
Travel	980	3,278	2,298	15,983	39,335	23,352
Bad Debt Expense	48,276	33,454	(14,822)	491,521	401,446	(90,075)
Other	164,688	101,469	(63,219)	1,566,029	1,217,627	(348,402)
Total Expenses	\$1,302,422	\$939,433	(\$362,989)	12,946,669	\$11,273,198	(\$1,673,471)
CHANGE IN NET ASSETS	\$509,205	\$0	\$509,205	1,485,497	\$0	1,485,497

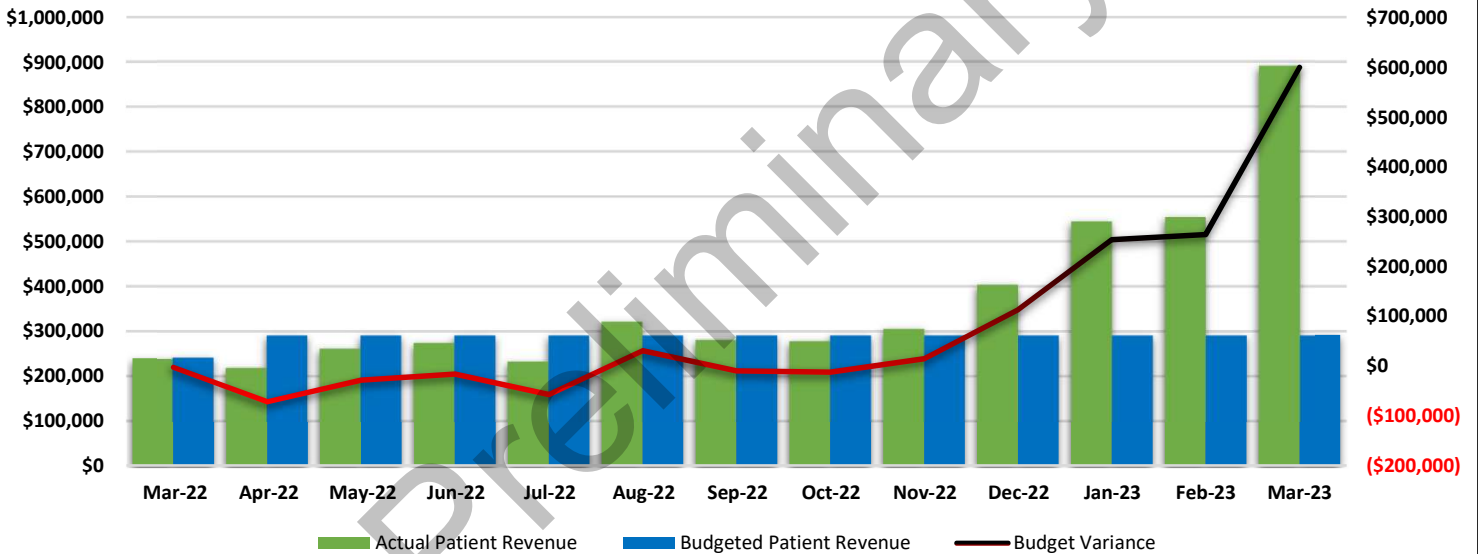
HIGHLIGHTS

- Fund Balance:** For the month of March the total fund balance was \$9,616,773, an increase of \$509,205 from February.
- Revenue:** MTD revenue was \$1,811,627 which is over budget by \$872,194. YTD revenue was \$14,432,167 and is over budget by \$3,158,969. The large difference between actual and budget for YTD is due to the extra funding from HHS.
- Expense:** MTD expenses were \$1,302,422 which is \$362,989 over budget. YTD expenses were \$12,946,669 which are \$1,673,471 over budget. This difference between actual and budget is due primarily from the increase in personnel from the extra funding from HHS and is offset by revenue from the HRSA ARP grant.

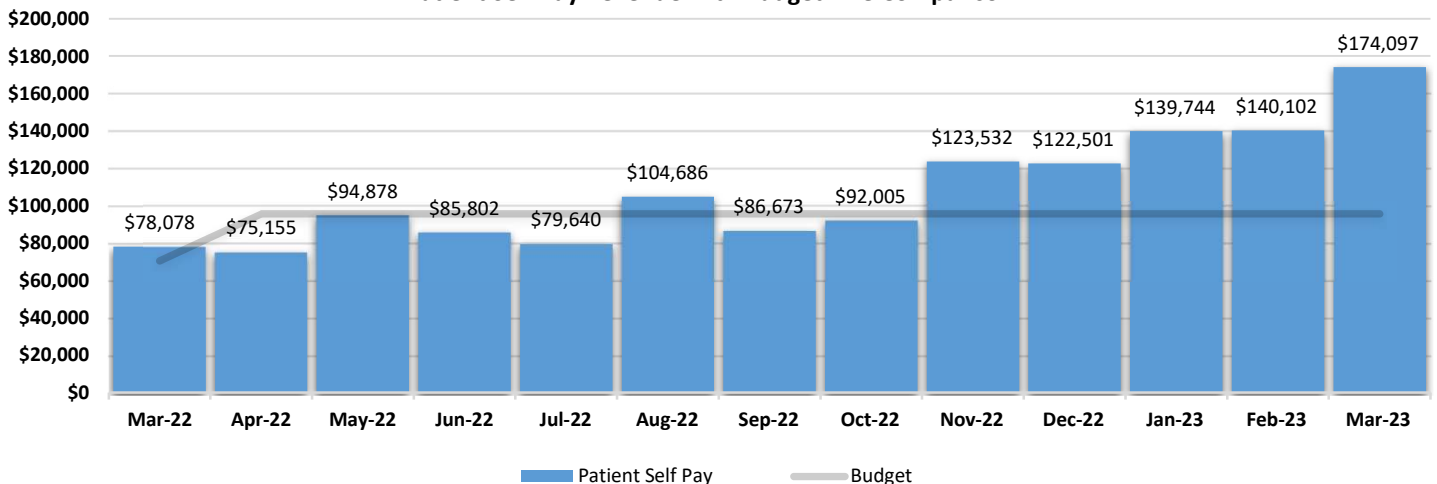
Actual Revenue & Expenses in Comparison to Budget



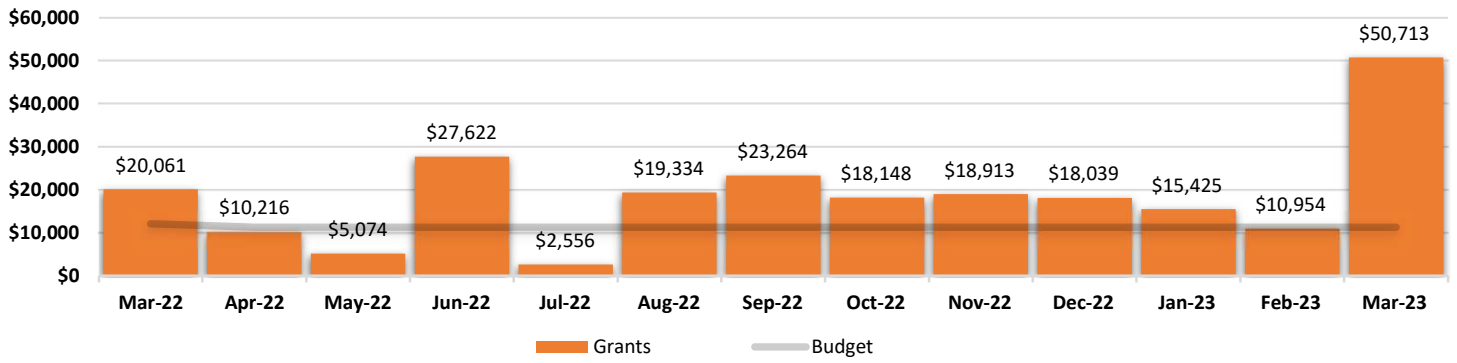
Actual Patient Revenue Rec'd vs Budget with Variance



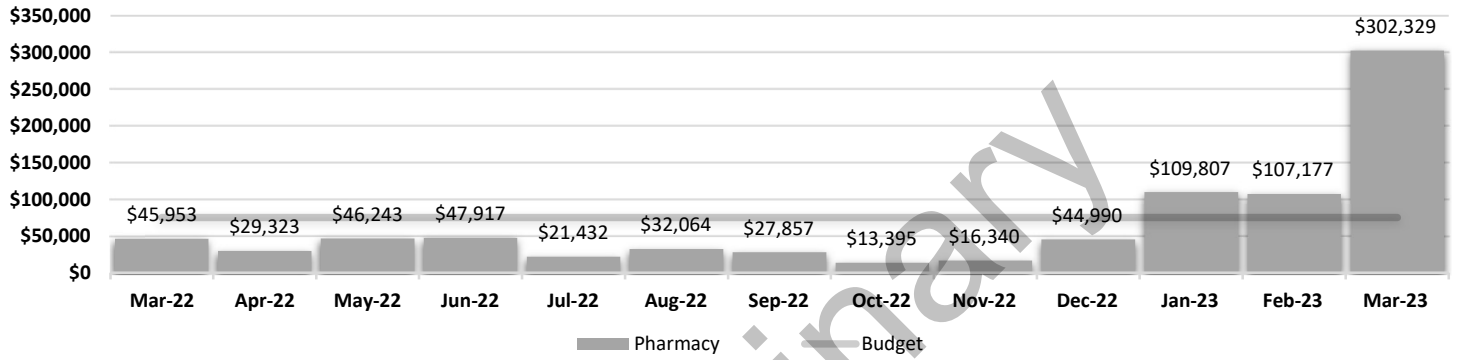
Patient Self Pay Revenue with Budget Line Comparison



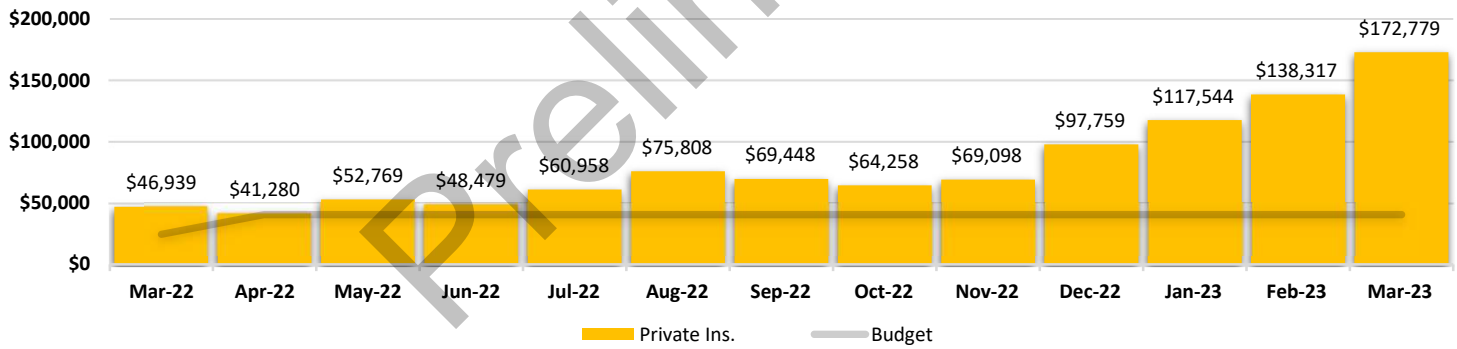
Title V & Ryan White Revenue with Budget Line Comparison



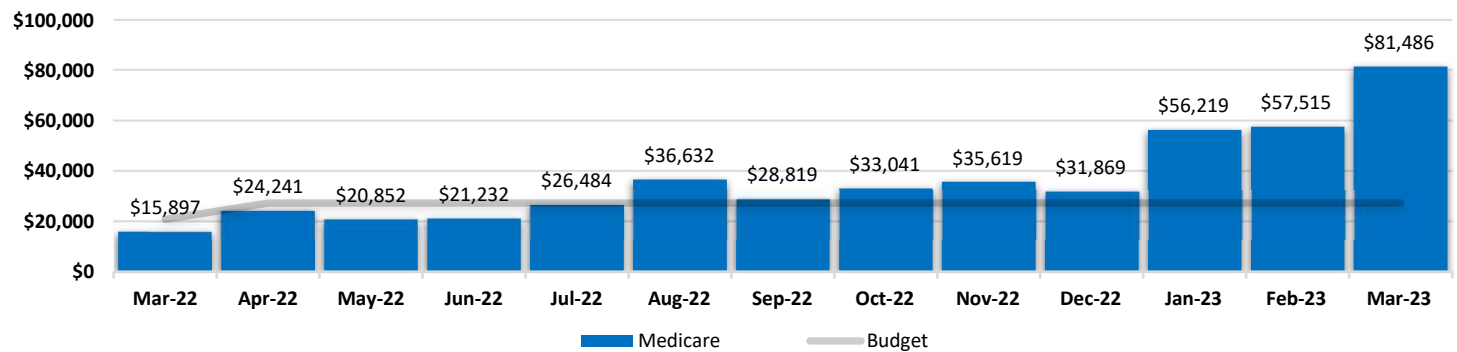
Pharmacy Revenue with Budget Line Comparison



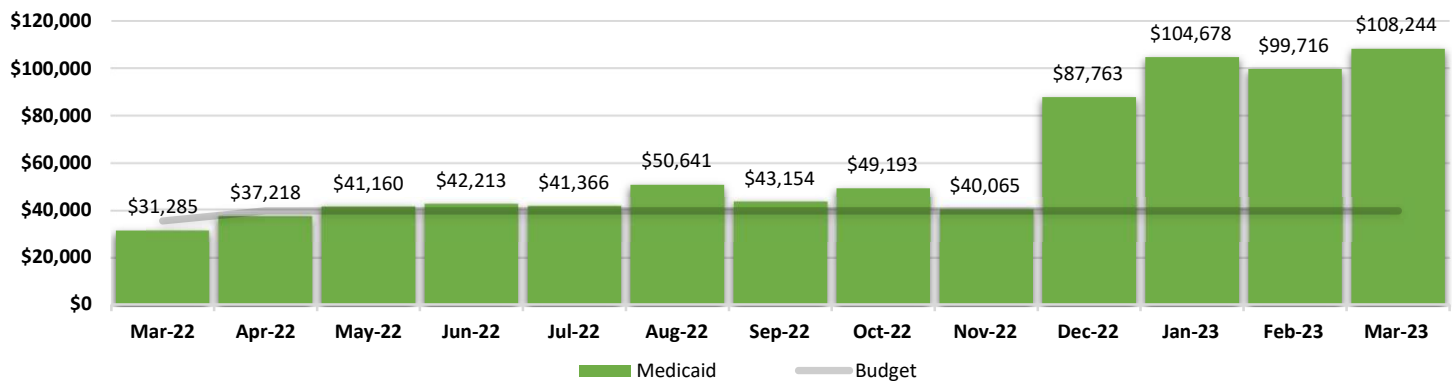
Private Insurance Revenue with Budget Line Comparison



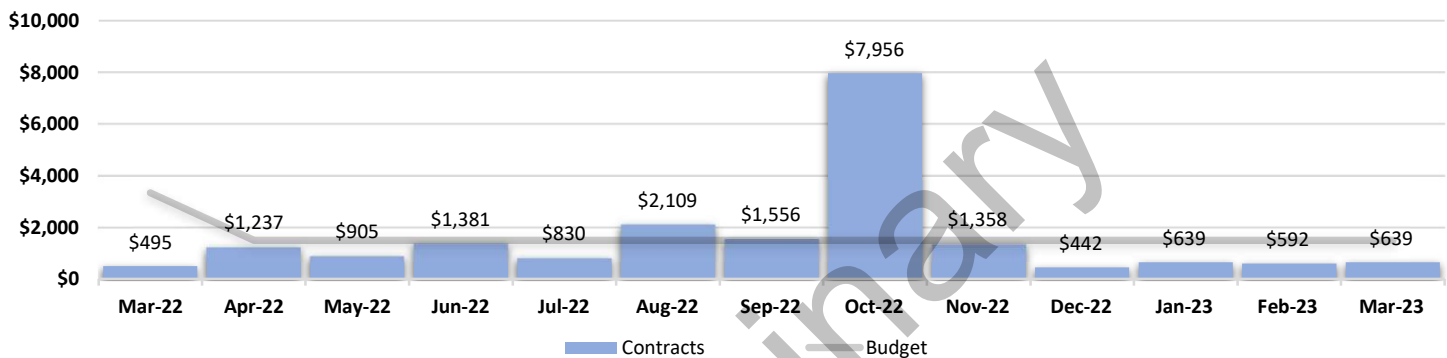
Medicare Revenue with Budget Line Comparison



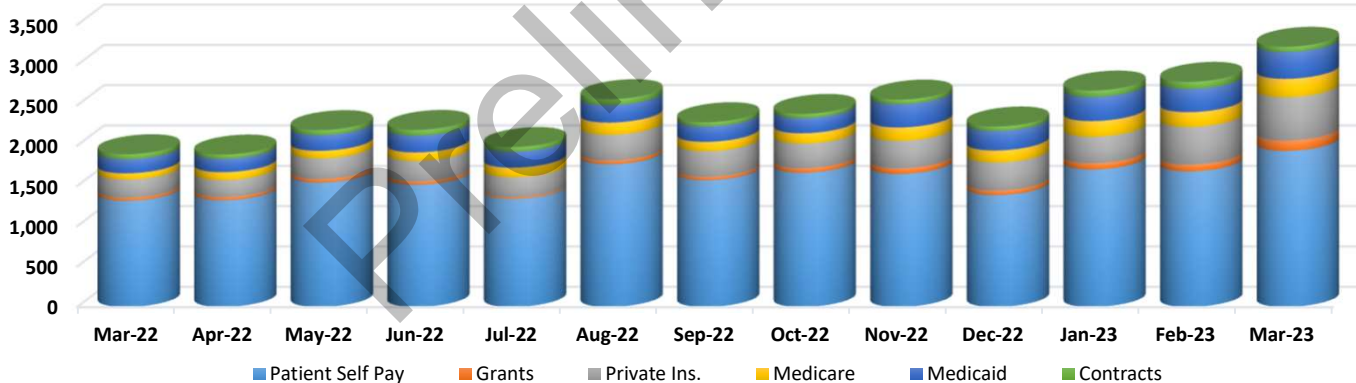
Medicaid Revenue with Budget Line Comparison



Contract Revenue with Budget Line Comparison

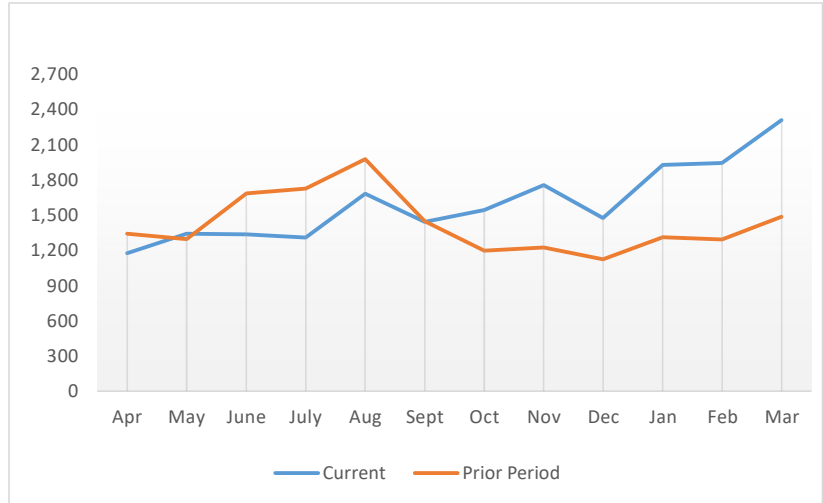


Total Number of Patient Visits



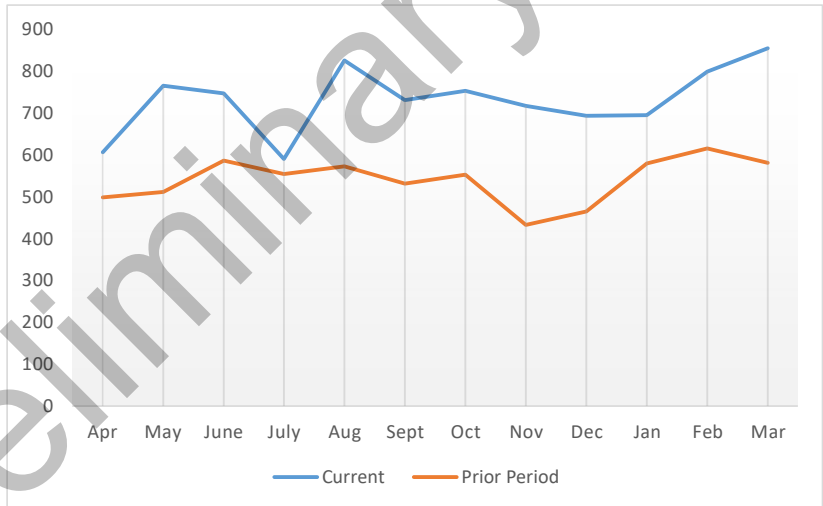
Medical Visits

	<u>Current</u>	<u>Prior Period</u>
Apr	1,178	1,345
May	1,345	1,299
June	1,337	1,689
July	1,309	1,727
Aug	1,684	1,980
Sept	1,445	1,450
Oct	1,547	1,198
Nov	1,759	1,227
Dec	1,478	1,124
Jan	1,932	1,311
Feb	1,946	1,294
Mar	2,311	1,488
	<u>19,271</u>	<u>17,132</u>



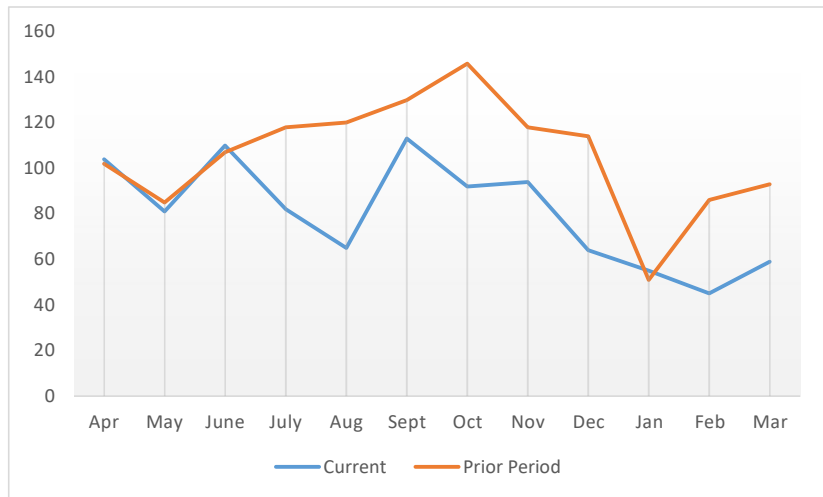
Dental Visits

	<u>Current</u>	<u>Prior Period</u>
Apr	607	499
May	766	512
June	748	587
July	591	555
Aug	827	574
Sept	732	532
Oct	754	554
Nov	718	433
Dec	695	466
Jan	696	580
Feb	800	616
Mar	856	582
	<u>8,790</u>	<u>6,490</u>



Counseling Visits

	<u>Current</u>	<u>Prior Period</u>
Apr	104	102
May	81	85
June	110	107
July	82	118
Aug	65	120
Sept	113	130
Oct	92	146
Nov	94	118
Dec	64	114
Jan	55	51
Feb	45	86
Mar	59	93
	<u>964</u>	<u>1,270</u>



Vists by Financial Class - Actual vs. Budget
As of March 31, 2023 (Grant YTD 04/01/22 - 03/31/23)

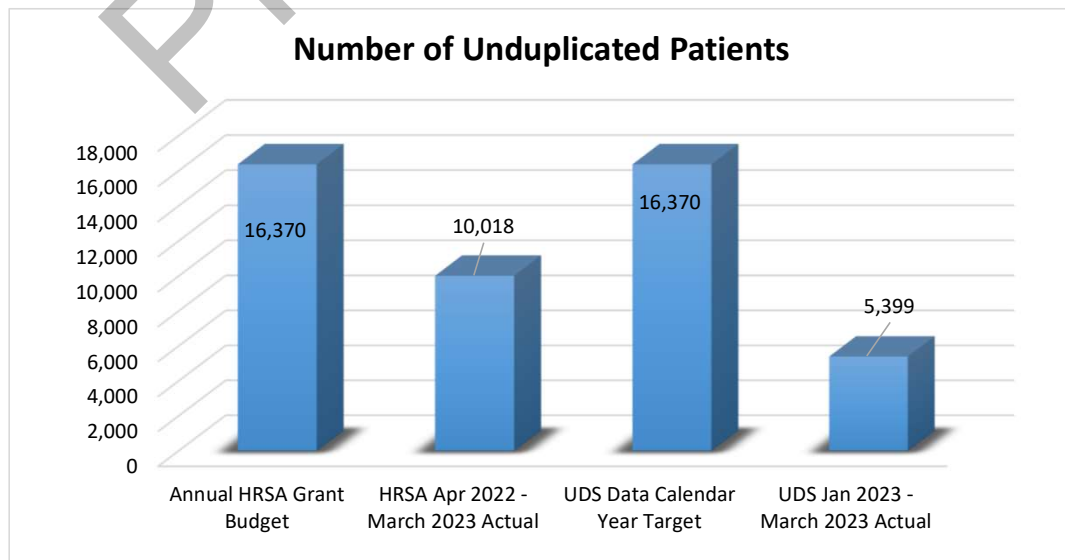
	Annual HRSA Grant Budget	MTD Actual	MTD Budget	Over/(Under) MTD Budget	YTD Actual	YTD Budget	Over/(Under) YTD Budget	% Over/(Under) YTD Budget
Medicaid	3,400	333	283	50	3,244	3,400	(156)	-5%
Medicare	2,425	229	202	27	1,804	2,425	(621)	-26%
Other Public (Title V, Contract, Ryan White)	993	192	83	109	1,549	993	556	56%
Private Insurance	4,435	537	370	167	4,070	4,435	(365)	-8%
Self Pay	24,404	1,935	2,034	(99)	18,957	24,404	(5,447)	-22%
	35,657	3,226	2,971	255	29,624	35,657	(6,033)	-17%

Unduplicated Patients - Current vs. Prior Year
UDS Data Calendar Year
January through December

	Current Year Annual Target	Jan 2022 - March 2022 Actual	Jan 2023 - March 2023 Actual	Increase/ (Decrease) Prior Year	% of Annual Target
Unduplicated Patients	16,370	3,979	5,399	1,420	33%

Unduplicated Patients - Current vs. Prior Year
HRSA Grant Year
April through March

	Annual HRSA Grant Budget	Apr 2021 - March 2022 Actual	Apr 2022 - March 2023 Actual	Increase/ (Decrease) Prior Year	% of Annual Target
Unduplicated Patients	16,370	8,610	10,018	1,408	61%





COASTAL HEALTH & WELLNESS

GOVERNING BOARD

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

Governing Board

April 2023

Item#12

Employee Satisfaction Survey Submitted by Ami Cotharn

Coastal Health
& Wellness
Q1 2023
Health Center
Update



Purpose Driven Work

- Your work matters.
- What you do makes a difference.
- People depend on you to wake up and provide excellent, patient-centered, healthcare.
- Your work contributes to the bigger picture.



Mission

Providing high quality healthcare to all

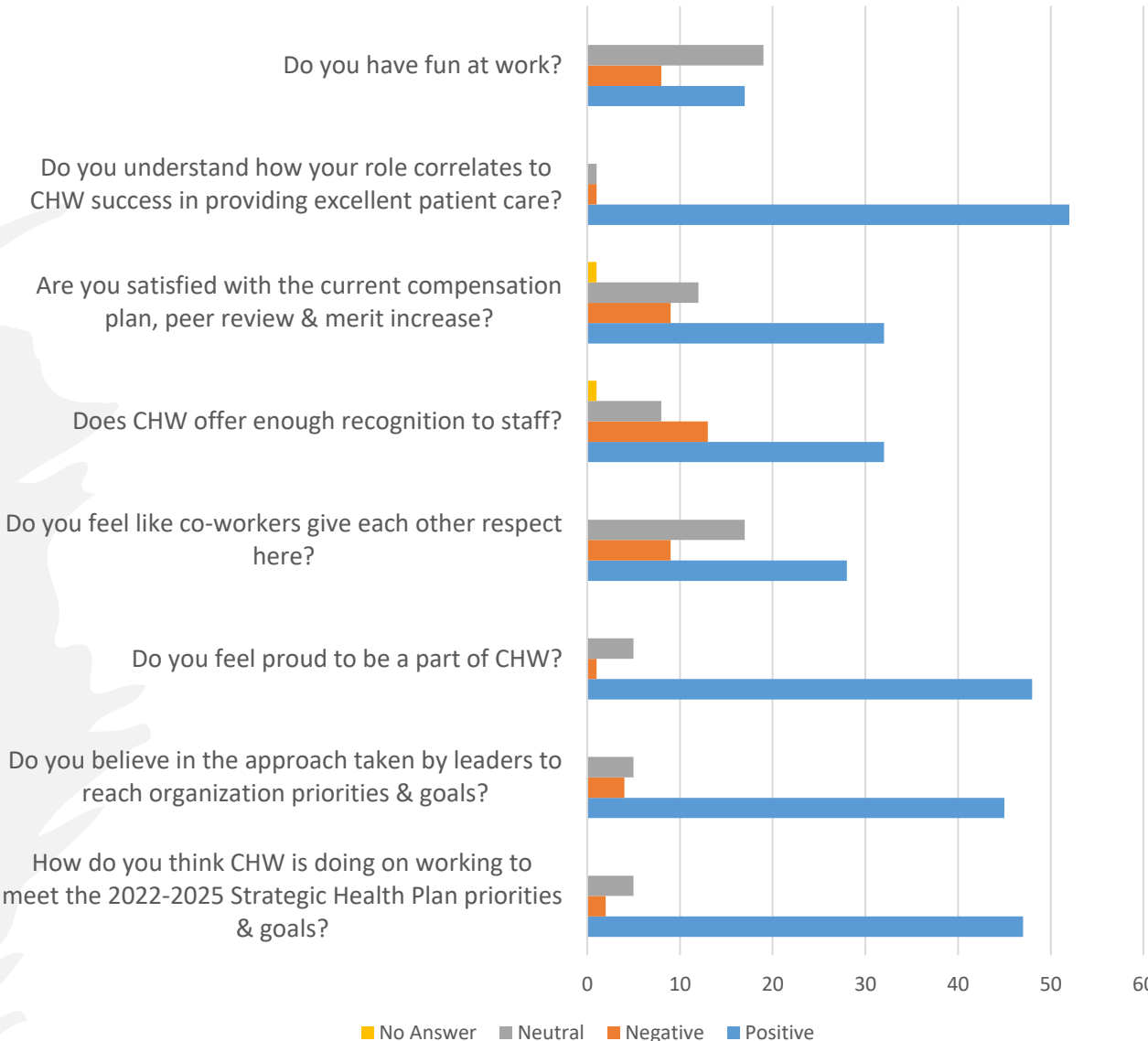
Vision

Healthy people in healthy communities

Q1 2023 Employee Survey

- 54 Responses (41% of Coastal staff participated.)
- 100% Completion Rate of those who did complete the survey.
- 3 Minutes on average to complete the survey.

Questions	Positive	Negative	Neutral	No Answer
How do you think CHW is doing on working to meet the 2022-2025 Strategic Health Plan priorities & goals?	47	2	5	0
Do you believe in the approach taken by leaders to reach organization priorities & goals?	45	4	5	0
Do you feel proud to be a part of CHW?	48	1	5	0
Do you feel like co-workers give each other respect here?	28	9	17	0
Does CHW offer enough recognition to staff?	32	13	8	1
Are you satisfied with the current compensation plan, peer review & merit increase?	32	9	12	1
Do you understand how your role correlates to CHW success in providing excellent patient care?	52	1	1	0
Do you have fun at work?	17	8	19	0



Suggestions from the Employee Survey

More educational opportunities, seminars

No, but I want to express again to say THANK YOU to all that is done to make everything possible to make CHW amazing to myself and our patients.

I like where we are headed and look forward to seeing it all play out and being a part of it.

Communication with all staff so everyone is aware of all new changes and continuous updates. Each department needs a better understanding of what each department does and some of the daily tasks. To stop assuming what works best for their department works best for other departments.

Training (GCC patient)

Adopting something similar... When making your appt, clearly state the reason for your visit. The doctor will only be able to see you for the issue scheduled that day because add-on issues take time away from other patients who are scheduled that day.

I want to encourage open communication with staff. Especially if any action will impact that department / staff. Staff having an understanding of what is going on is paramount to growth moving forward and controls those who may want to offer a negative view of things. Communication is vital for success in any endeavor.

Maybe allowing contract/part-time staff to get paid on holidays that fall on their normal work days.

Temp in TC Clinic various from 74-66 degrees depending on what area of the clinic you are in.

Have a better communication with everyone so we can all be in the same page.

Slow down just a bit, let's all take a deep breath and then pump it up!

We still have communication problems. Phone problems.

1. Please consider an option of paying out staff for unused vacation at the end of the year instead us losing it!
2. Consider updating the phonebook on our desktop, it has a lot of people that have been gone for years. Could you add/change updated locations, Ext numbers and add put an alternate backup # for supervisor/director etc., and maybe add their badge picture?
3. Consider a walk in MEDICAL & DENTA Urgent Care Clinic for sick patients that need to be seen right away.

Qtr. 1 2023 Operational Report (*Visits*)

Department	* YTD Total Visits		%
	2023	2022	Change
Medical	6,214	3,832	62%
Dental	2,355	1,901	24%
Counseling	159	252	-37%
Total	8,728	5,985	46%

Total Visits by Financial Class	March 2023	March 2022	% Change	* YTD Average		% Change	* YTD Payor Mix		% Change
				2023	2022		2023	2022	
Self Pay	1,929	1,317	46%	5,322	1,300	309%	61.0%	66.3%	-5.3%
Medicare	224	79	184%	608	115	427%	7.0%	5.9%	1.1%
Medicaid	329	174	89%	926	178	420%	10.6%	9.1%	1.5%
Contract	62	62	0%	232	57	307%	2.7%	2.9%	-0.2%
Private Insurance	535	224	139%	1,346	272	395%	15.4%	13.9%	1.6%
Title V	128	37	246%	290	39	637%	3.3%	2.0%	1.3%
Total	3,207	1,893	69%	8,724	1,961	345%	100%	100%	



Qtr. 1 2023 Operational Report (*Patients*)

<i>Unduplicated Visits</i>	<i>* YTD Total Users</i>		<i>% Change</i>
	<i>2023</i>	<i>2022</i>	
Medical	4,082	2,883	42%
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Payor - Financial Class	Q1 2023 # of New Pts.
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Title V Medical	25
Title V Dental	9
Total New Pts. Q1 2023	914
Total New Pts. Charges Q1 2023	\$283,939.04



Providing access to high-quality⁶ primary care to any and all individuals in need.

Qtr. 1 2023 Financial Report

	March	March	%	* YTD	YTD	%
Charges & Collections	2023	2022	Change	2023	2022	Change
Billed	\$1,049,218	\$618,688	70%	\$2,901,813	\$1,940,026	50%
Adjusted	(617,374)	(412,935)	50%	(\$1,874,043.44)	\$ (1,344,487.46)	39%
Net Billed	\$431,845	\$205,752	110%	\$1,027,769	\$595,538	73%
Collected	\$394,928.38	\$192,755	105%	\$ 1,024,906.01	\$604,487	70%
% Net Charges collected	91%	94%	-2%	100%	102%	-2%

UDS Comparison 2021 vs. 2022

2021

- Total Pts. 8304
- Total FTE 101
- Total Clinic Visits 24,025
- Total Virtual Visits 337
- Total Accrued Costs \$10,373,140
- Total Revenue \$9,441,582

2022

- Total Pts. 9187
- Total FTE 101.5
- Total Clinic Visits 27,752
- Total Virtual Visits 304
- Total Accrued Costs \$11,911,968
- Total Revenue \$9,829,333

2023 Project Forecast

New EHR
migration Q2

Pharmacy in-
house Texas City

Two new
Counselor offices
– Texas City

Launch School-
Based Health
Center Q3

Launch Senior
Care Program Q2

Expansion of
SUD Program Q3

Partnering with Public Health

The Children's Center in Galveston Lead Investigation – CHW Lab assisted over 48 blood draws on a group of pediatrics with suspected lead poisoning.

GCHD Public Health Nurses working with CHW Community Health Workers to revamp and launch an approved (onsite) Diabetes Education Program for CHW patients.

CHW Lab assisted GCHD STD / HIV Program with skills training for blood draws.

Works in Progress “W.I.P”



- More effective communication.
- Continue offering learning opportunities for all departments.
- Drafting SOPs for each department, finish by Q4.
- Continue to grow and evolve into an innovative, data-driven health center!



Thank you!!!

**Governing Board
April 2023
Item#13
Coastal Health & Wellness Updates**

- a)** Current Public Health Concerns and Status; COVID/Flu/Monkey Pox Submitted by Executive Director
- b)** Operational Updates/Coastal Wave Submitted by Chief Operating Officer
- c)** Dental Updates Submitted by Dental Director
- d)** Medical Updates Submitted by Medical Director



Circle of Excellence winners announced

Congratulations to the quarterly Circle of Excellence winners! These employees were nominated and selected by their fellow coworkers for exemplifying performance, goals, skills and qualities that highlight and promote the mission and vision of the district.

Marcia Gomez-George, Galveston County Health District

"Marcia comes to work with an upbeat rhythm in her step which brings life and music to our work space. She uses that same energy to focus on servicing the disparities in our Community. She is a comforting voice for all in need who speak to her, and she goes above and beyond to assist anyway she can within and out of our department. Even while facing Personal hardships and Loss she has never lost her fire and want to help others!"

Learn more about [Marcia](#) in our Employee Spotlight.

Shawntai Lyons, LVN, Coastal Health & Wellness

Shawntai received 4 separate nominations:

"Shawntai Lyons is an excellent example of a hard-working, humble employee. She works hard, is always willing to lend a hand, NEVER calls in, her charting and timesheet is always on point and she has the kindest heart. The clinic is truly blessed with such a gem."

"Shawntai always maintains professionalism no matter what the clinic flow is, if we are short staffed or have emergencies to handle. I have had other nurses and MA's express how great she is when Leading the clinic. She is very hands on and is willing to help do anything needed to keep the flow moving. She is very humble and doesn't think she is doing anything above and beyond, yet, what she does makes a difference."

"Shawntai is always willing to go beyond to ensure the patient is taken care of. She follows up on issues that are awaiting a response, she can work with any provider at either clinic with ease and professionalism. She is kindhearted and always puts her co-workers ahead of herself whether it's lunch, holidays or working Saturday/Evening Clinics. Shawntai is always willing to learn procedures and put them into effect during her shift. I wish we could clone her!"

"Reliability is hard to come by. It's rare to come across people who are so dedicated and trustworthy. Shawntai's work ethic and involvement are admirable and we are fortunate to have someone as dedicated as her on board. I want to thank her for always being willing to go the extra mile to deliver impeccable work. She is always proactive, accountable for her work, and willing to support those around her when needed."

Taylor Beck, Galveston Area Ambulance Authority

"I would like to recommend Taylor Beck for the circle of excellence. Taylor has worked for Galveston EMS since 4/29/21. Since that time, she has rapidly progressed through the ranks and is now a Senior Team Captain. The rank of senior team captain means that she regularly rides up as a field supervisor aiding all of the GAAA field crews. She executes her duties with alacrity and consistently performs above and beyond expectations both clinically and as a mentor. In addition to being an exemplary employee she also manages to juggle work and home life which isn't an easy feat since her husband also works for GAAA. Both her and her husband work opposing schedules so that they can meet all their obligations outside of, and at work. This generally means that neither has as much time together as they would prefer. I personally am grateful for her sacrifices and am glad to have her as part of the GAAA team. Taylor is very deserving of this award."

Learn more about Taylor in our Employee Spotlight.

Alex Strange, Animal Resource Center

Alex received 3 separate nominations:

"Work ethic is great and is an amazing team player. He always goes above and beyond and is willing to help out anyone."

"Alex Strange has dedicated 16 years to the animal resource center. He is a great team leader and always has a solution for any obstacles we may face in the workplace."

"Alex Strange has worked for the Health District for over 15 years. In the time that I have been here with the Health District which is 8.5 years he has always been a pleasure to work with and be his manager. He is always open to help someone and guide them through when they are new here at the ARC. He loves animals and has a natural passion for what he does. We are lucky to have him. He finally took on a role I have been wanting to him to take for years and he is now one of our Animal Care Tech Leads helping us lead our ACT's daily."



**CHW celebrates Dental Hygienist
Appreciation Week, April 4-10**

Coastal Health & Wellness celebrated their fantastic dental hygienist team: Steffin John and Jamie Trinh! Thank you for all you do to keep our patients' teeth squeaky clean.



CHW celebrates successful Q1 2023 with pancake breakfast

Coastal Health & Wellness staff celebrated the success of Q1 2023 with a pancake breakfast during April's in-service.

Stay on track with childhood vaccinations

Making sure your child stays on track with their childhood vaccinations is one of the best things you can do to protect them, and your community, from serious diseases.

April 24-30 marks National Infant Immunization Week. Did you know giving children the recommended vaccines by age 2 helps protect them from 14 serious childhood diseases, like whooping cough (pertussis) and measles?

If you've fallen behind on recommended childhood vaccinations, now is a good time to get caught up. [Learn more](#) about childhood vaccinations.

Uncontrolled high blood pressure may lead to health risks

You may think high blood pressure is something that happens later in life, but it can occur at any age. High blood pressure - also known as hypertension - is a major risk factor for heart disease and may lead to other serious health problems including kidney disease, stroke and dementia.

Taking small steps like eating healthy, getting regular physical activity, reducing stress and aiming for a healthy weight can help manage blood pressure. It's also important to work with your healthcare team. Get your blood pressure checked at least once a year and talk to your healthcare provider about what your numbers mean.

[Learn more about high blood pressure.](#)



Mental health is an incredibly important part of overall health. We're strongest when we join Together for Mental Health.

Did you know more than 51 million adults in the U.S. face the reality of managing a mental illness every day? Taking on challenges of mental health conditions, health coverage and erasing the stigma around mental illness requires all of us to work together.

[Learn more about mental health and Mental Health Awareness Month.](#)

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COASTAL HEALTH & WELLNESS

GOVERNING BOARD

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

**Governing Board
April 2023
Item#14
Comments from Board Members**

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