

**Coastal Health & Wellness  
Governing Board  
April 27, 2023**

**Board Members:**

Samantha Robinson  
Elizabeth Williams  
Rev. Walter Jones  
Clay Burton  
Flecia Charles  
Sergio Cruz  
Sharon Hall  
Donnie VanAckeren  
Victoria Dougharty  
Dr. Thompson

**Staff:**

Ami Cotharn, Chief Operations Officer  
Hanna Lindskog, Dental Director  
Trish Bailey, Chief Financial Officer  
Tiffany Carlson  
Jennifer Koch

Maria Aguirre  
Chris Davis  
Adriane Cornish  
Tikeshia Thompson-Rollins  
Anthony Hernandez

**Excused Absence:** Kevin Avery, Ivelisse Caban, Cynthia Darby and Dr. Tello  
Guest: Reisa Kirkpatrick

**Items#1 Comments from the Public**

There were no comments from the public.

**Items#2-10 Consent Agenda**

A motion was made by Sergio Cruz to approve the consent agenda items two through ten. Clay Burton seconded the motion, and the Board unanimously approved the consent agenda.

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

Trish Bailey, Chief Finance Officer, presented the March 2023 Financial Report. Trish did inform the Board this is a preliminary report. A motion to accept the financial preliminary report as presented was made by Sergio Cruz. Elizabeth Williams seconded the motion and the Board unanimously approved.

**Item#12 Employee Satisfaction Survey Submitted by Ami Cotharn**

Ami Cotharn, Chief Operating Officer, presented the employee satisfaction survey. The Board suggested having an employee of the month and inviting that employee to the Governing Board meeting to be recognized. Samantha suggested instead of allowing the Circle of Excellence Committee to pick an employee, maybe all employees selected could be put in a drawing.

Samantha, Board Chair, informed the Board Clay Burton was nominated for Citizen of the Year for Galveston County.

**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

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

Ami Cotharn, Chief Operating Officer, updated the Board on clinical operations/quarter one Health Center updates. Ami also informed the Board that School Based Health Clinic with Texas City ISD will be launching September 1<sup>st</sup> and will be funded for two years.

Samantha requested that a date and time within the next quarter be set up for an open house for Board members to go through and see each building and clinic.

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 have completed a total of four asynchronous teledental visits. We learned a lot from those visits and presented our findings at the NNOHA Collaborative meeting on April 5<sup>th</sup>.
  - 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.
  - We are in the process of purchasing new dental chairs for the Galveston location.
  - Our new x-ray software that we implemented in February is working well. We are still waiting for our old images to be transferred to the Cloud for the new program and expected it to be complete, but do not currently have an estimated completion date.
  - We hosted the COM Dental Assisting Students on 4/22/2023 as part of their x-ray training. They will be returning on 4/29/2023.
  - Dr. Lindskog continues to serve on the COM Hygiene School Advisory Board. The next meeting is scheduled for May 9<sup>th</sup>.
  - Dr. Lindskog is scheduled to attend the Texas Dental Association Meeting where she will be a delegate representing the Ninth District Dental Society.
- Provider Education Opportunities
  - We had eight assistants complete either the sealant course or the coronal polishing course on January 28<sup>th</sup> and February 25<sup>th</sup>. In April our assistants completed 5 sealants.
  - All five dentists have now completed their CEREC training. This course provides training for using our Primescan intraoral scanners for crowns and bridges.
  - All providers also continue to select and participate in CE of their choice.
- Barriers or Needs (if applicable)

Staffing: Dental hygienist position open. We are also looking at hiring another part-time dentist.

Ami Cotharn, Chief Operating Officer, updated the Board on Medical services in the Coastal Health & Wellness Clinic.

1. Telemedicine: implement a new telehealth (telemedicine) platform.
  - Coach and develop organizational best practice for telemedicine.
  - Increase patient access and improve health equity.
  - Train staff and providers on a telehealth visit; teams in real-time for getting a telehealth appointment scheduled, started, and completed.
  - Telehealth visits are easy to schedule and consistently scheduled correctly.
  - Appropriate interpretation services are used with telehealth visits.
2. Payer (Managed care organizations, Medicare Advantage plans, commercial insurance) contract review and updates.
3. Provider education on payer incentive program: WellMed provider education in April.
4. New hires: Debbie Wasson, PA (part-time, working 24 hours per week, start day of 5/25/2023), Kristy Cooley, PA (part-time working 29 hours per week, start day of 5/25/2023).
5. Strive to deliver high-quality, culturally competent, equitable, and comprehensive primary care with a focus on clinical quality, patient-centered care, and provider and staff well-being.

**Item #14 Comments from Board Members**

Samantha informed the Board there is a Governing Board Community position that still needs to be filled.

For the sake of time the Governing Board has suggested submitting questions prior to the meeting to have staff address and put a time limit on the Board meetings.

The meeting was adjourned at 1:56p.m.

Courtney Allen  
Chair (Vice)  
5/31/23  
Date 6/1/23