

**Coastal Health & Wellness
Governing Board
June 29, 2023**

Board Members:

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

Staff:

Ami Cotharn, Chief Operations Officer
Hanna Lindskog, Dental Director
Kenna Pruitt
Jennifer Koch
Tiffany Carlson
Virginia Lyle
Judie Olivares

Pisa Ring
Wendy Jones
Ashton Martin
Debra Howey
Tikeshia Thompson-Rollins
Anthony Hernandez

Excused Absence: N/A

Unexcused Absence: Sharon Hall, Ivelissa Caban

Guest: Godwin Okoye

Items#1 Comments from the Public

There were no comments from the public.

Items#2-6 Consent Agenda

A motion was made by Sergio Cruz to approve the consent agenda items two through six. Elizabeth Williams seconded the motion, and the Board unanimously approved the consent agenda.

Item#7 Consider for Approval FY2022 Independent Auditor's Report and Financial Statement and Single Audit Reports

Samantha Robinson, Board Chair, asked the Board to consider for approval the FY2022 independent audit report presented by Godwin Okoye with Bankole, Okoye & Associates, P.C. Godwin Okoye, recommended the following.

1. Review and reconcile the Clinic's General Ledger Account No. 02-00-00-1110: Patient A/R.
2. Consider requesting NextGen software vendor to reset or reprogram the software to always generate financial reports based on Transaction Posting Dates instead of Patient Service Dates.

Samantha Robinson, recommended that the finance committee be informed of the recommended changes from Bankole, Okoye & Associates and receive a summary when completed. A motion to accept the financial report as presented was made by Rev. Jones. Sergio Cruz seconded the motion and the Board unanimously approved.

Item#8 Consider for Approval May 2023 Financial Report Submitted by Trish Bailey

Kenna Pruitt, CHW Financial Accountant, presented the May 2023 Financial Report. A motion to accept the financial report as presented was made by Donnie VanAckeren. Clay Burton seconded the motion and the Board unanimously approved.

Item#9 Consider for Approval Coastal Health & Wellness Patient Experience Policy and Procedure Submitted by Ami Cotharn

Ami Cotharn, Chief Operating Officer, asked the Board to consider for approval the Coastal Health & Wellness Patient Experience Policy and Procedure. A motion to accept the policy/procedure as presented was made by Donnie VanAckeren. Flecia Charles seconded the motion and the Board unanimously approved.

Item#10 Consider for Approval OSIS NextGen Services Submitted by Ami Cotharn

Ami Cotharn, Chief Operating Officer, asked the Board to consider for approval OSIS NextGen services. A motion to accept the nextgen service as presented was made by Sergio Cruz. Victoria Dougharty seconded the motion and the Board unanimously approved.

Item#11 Consider for Approval the Reappointment of the following Coastal Health & Wellness Governing Board Members for a 2 Year Term Expiring June 2023

Samantha Robinson, Board Chair, asked the Board to consider for approval the reappointment of the following Coastal Health & Wellness Governing Board members for a 2-year term expiring June 2023. A motion to accept the following Board members for reappointment as presented was made by Victoria Dougharty. Cynthia Darby seconded the motion and the Board unanimously approved.

- Courtni Tello, RDH, DDS (Community Member)
- Elizabeth Williams (Community Member)
- Ivelisse Caban (Consumer Member)
- Sharon Hall (Community Member)
- Cynthia Darby (Consumer Member)
- Rev. Walter Jones (Community Member)
- Flecia Charles (Consumer Member)

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 June 2023 Coastal Wave.

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

- Samantha requested that Dr. Keiser speak on Malaria at the July Board meeting.
- Rev. Jones raised a question regarding Economy Plasma. Ami will look into and bring back her findings.

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

- Visit Numbers
 - May 2022: 781
 - May 2023: 788
 - 0.9% increase
 - Part time provider out 7 days in May
 - Expect to see a drop in June numbers due to one full-time provider being out 3 weeks and another full-time provider being out 1 week
 - We have increased the designated appointment slots for emergencies during this time period
 - We have also started to see walk in patients in pain as we are able to fit them into our schedule
- Current projects, plans, department overview for dental
 - 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.
 - The new dental chairs for Galveston are on order.
 - We are still waiting for our old images to be transferred to the Cloud for the new x-ray program and expected it to be complete by 5/25/2023. However, they ran into some mapping issues which

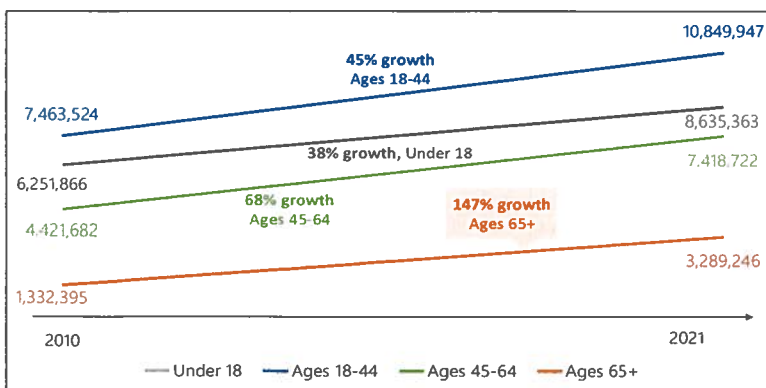
were expected to be resolved by 6/19/2023. Dr. Lindskog has been frequently communicating with SOTA and we hope to have the issue resolved ASAP.

- Dr. Lindskog continues to serve on the COM Hygiene School Advisory Board. As previously reported, their application for accreditation has been submitted to CODA and they are hoping to enroll their first class of students for Fall 2024.
- The bill related to dental hygienists administering anesthesia was signed by the Governor. We will stay informed of any education opportunities to train our dental hygienists to administer local anesthesia.
- Provider Education Opportunities
 - All providers continue to select and participate in continuing education of their choice. They also share knowledge from these courses with the other providers during monthly meetings.
- Barriers or Needs (if applicable)
 - Provider Staffing: As previously reported, our new dental hygienist started on 5/25/2023. She has over 20 years of experience as a dental hygienist, and we are excited to have her on the team. She began seeing patients on her own with a modified schedule on 6/22/2023.
 - Assistant Staffing: We currently have one dental assistant opening. This position has been open since March 2023, but our Dental Assistant Supervisor has been out on FMLA since April. She returned on June 13th and we are in the process of interviewing applicants.

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

The Community Health Center Chartbook 2023 key points

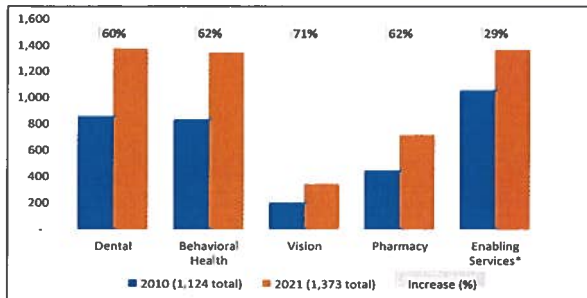
- Health Centers Serve all Patients Regardless of Insurance Status
 - Medicaid 48%
 - Medicare 11%
 - Private insurance 20%
 - Uninsured 20%
 - Other public insurance 1%
- Health Center Patients Suffer from Chronic Conditions at Higher Rates than the General Population
- Health Center Patients Ages 65 and Older are the Fastest Growing Age Group Over the Past Decade: 147% growth Ages 65plus



Health Centers Expanding Access to Care

Health Centers Have Expanded Onsite Services

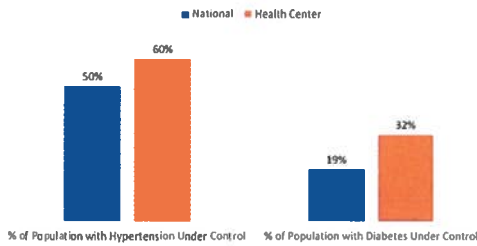
Number of Health Centers Employing Staff (Full-time Equivalent) for Selected Services



* The Health Resources and Services Administration (HRSA) defines enabling services as "non-clinical services that do not include direct patient services that enable individuals to access health care and improve health outcomes." Examples of enabling services include case management, translation/interpretation, transportation, and health education.

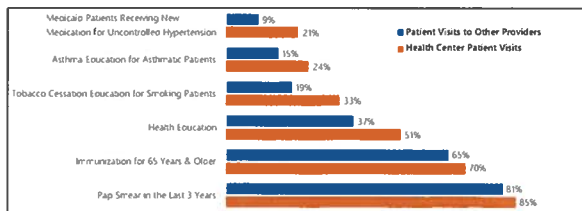
- Health centers provide High-Quality Care and Reducing Health Disparities

Health Centers Achieve Higher Rates of Hypertension and Diabetes Control than the National Average, Despite Serving More At-Risk Patients



Sources: (1) NAHCH Analysis of 2021 Uniform Data System, Bureau of Primary Health Care, HRSA, DE-45 (7) CDC, MyBlue Heart, March 2021. Estimated Hypertension

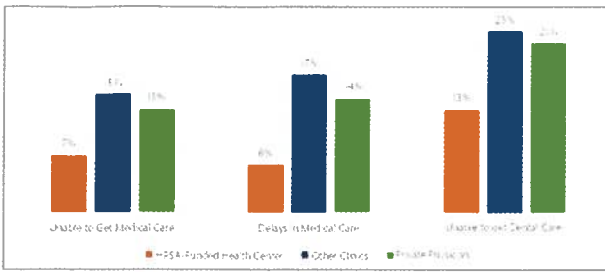
Health Centers Provide More Preventive Services than Other Primary Care Providers



Sources: (1) CDC, The 3 High-Risk Populations: Racial, Ethnic, and Socioeconomic Disparities in Access to Care and Quality of Care for U.S. Health Centers with Community Health Center Partners, A Report Card, March 2021. (2) CDC, The 3 High-Risk Populations: Racial, Ethnic, and Socioeconomic Disparities in Access to Care and Quality of Care for U.S. Health Centers with Community Health Center Partners, A Report Card, March 2021. (3) CDC, The 3 High-Risk Populations: Racial, Ethnic, and Socioeconomic Disparities in Access to Care and Quality of Care for U.S. Health Centers with Community Health Center Partners, A Report Card, March 2021. (4) CDC, The 3 High-Risk Populations: Racial, Ethnic, and Socioeconomic Disparities in Access to Care and Quality of Care for U.S. Health Centers with Community Health Center Partners, A Report Card, March 2021.

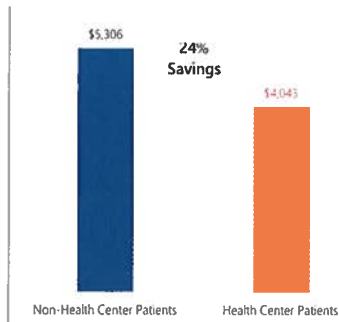
Health Centers Reduce Unmet Health Care Needs

Percent of Patients Experiencing Unmet Care Needs or Delayed Care by Source of Care



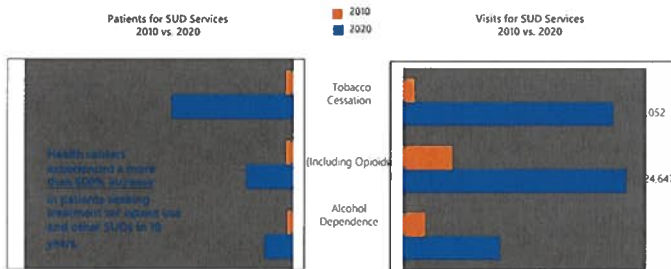
- Health Centers provide Cost-Effective Care

Health Centers Save \$1,263 Per Patient Per Year
Total Health Expenditures Per Patient Per Year



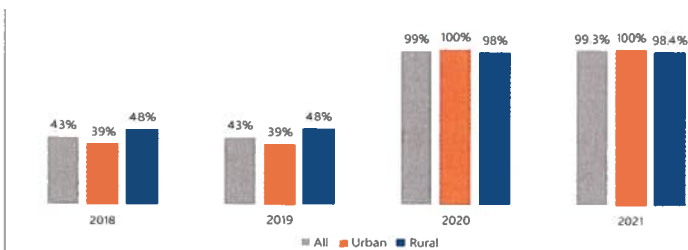
- Health centers are seeing more patients with Substance Use Disorder

Figure 5-12
Health Centers are Seeing More Patients for Substance Use Disorder (SUD) Treatment and Therapy



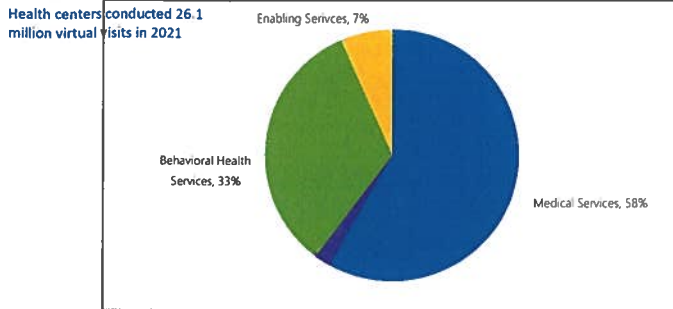
- Health Centers are Using Telehealth to Expand Access to Needed Services

Health Centers' Telehealth Utilization Increased Dramatically from 2018 - 2021
% of Health Centers Offering Telehealth Services by Location



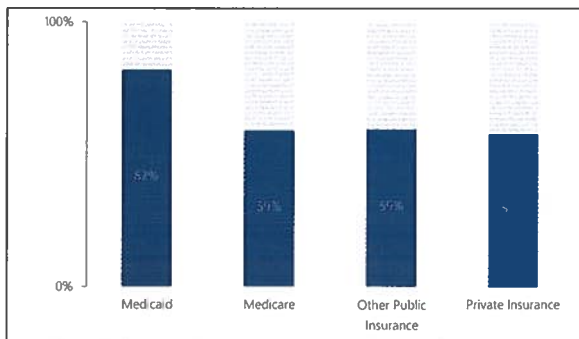
Health Centers Provide Multiple Services via Telehealth, 2021

Virtual Visits by Service Type



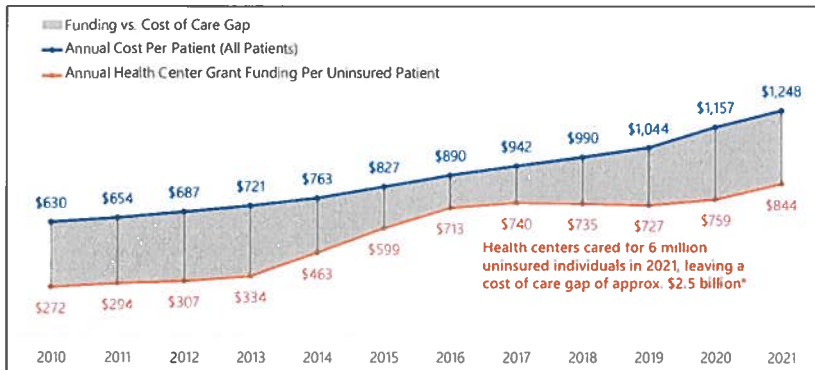
- Challenges in Meeting Demand for Care

Payments from Third Party Payers are Less than Cost



Note: Health centers are not-for-profit organizations, charges to third party payers are a proxy for costs. % Collected represents the actual amount collected as a per

Health Center Funding Per Uninsured Patient Is Below Per Patient Cost of Care



*Calculated by taking the difference between 2021 cost per patient (all patients) and 2021 health center funding per uninsured patient, then multiplying by the number of

Item #13 Comments from Board Members

No comments from the Board

The meeting was adjourned at 1:43p.m.

Samantha Robinson
Chair

Date

7.27.23

Elizabeth Williams
Secretary/Treasurer

Date

7-27-2023