

**Coastal Health & Wellness
Governing Board
September 28, 2023**

Board Members:

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

Staff:

Jennifer Koch, Director of Operations
Maryann Choi, Chief Medical Officer
Hanna Lindskog, Dental Director
William Lewis, Chief Operating Officer
Kenna Pruitt
Tiffany Carlson
Pisa Ring

Christina Bates
Terry Chapa
Judie Olivares
Colleen McGaskey
Maria Aguirre
Chris Davis
Tikeshia Thompson-Rollins
Anthony Hernandez

Zoom:

Samantha Robinson
Kevin Avery

Excused Absence: Donnie VanAckeren, Ivelissa Caban, and Dr. Thompson

Guest: Diana Huallpa

Items#1 Comments from the Public

There were no comments from the public.

Items#2-6 Consent Agenda

A motion was made by Cynthia Darby 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 August 2023 Financial Report Submitted by Kenna Pruitt

Kenna Pruitt, CHW Finance Accountant, presented the August 2023 Financial Report. A motion to accept the financial report as presented was made by Sergio Cruz. Sharon Hall seconded the motion and the Board unanimously approved.

Item#8 Consider for Approval Selection of FY23-FY25 Independent Auditor Submitted by Kenna Pruitt

Kenna Pruitt, CHW Finance Accountant, asked the Board to consider for approval selection of FY23-FY25 Independent Auditor. Samantha Robinson, Board Chair, requested that Coastal related things are being audited going forward. A motion to accept the selection of FY23-FY25 independent auditor as presented was made by Clay Burton. Dr. Tello seconded the motion and the Board unanimously approved.

Item#9 Coastal Health & Wellness Updates

- a) Organizational Updates 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

Jennifer Koch, Director of Operations, presented the September 2023 Coastal Wave.

Jennifer Koch, Director of Operations, updated the Board on clinical operations.

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

- Visit Numbers
 - August 2022: 898
 - August 2023: 982
 - 9.35% increase
 - We continue to see walk in patients in pain as we can fit them into our schedule.
 - We are involving all dental staff and leadership in creative thinking and problem solving for our wait list for comprehensive exams. We are currently doing a trial with the dental assistants having their own panel on certain days to be the primary provider for patients under 10 years old for their cleaning visit. An assistant certified in coronal polishing brings the patient back, updates medical history, completes the x-rays and coronal polishing and then a dentist comes to complete the exam. Scaling is completed by the dentist or an available hygienist.
- Current projects, plans, department overview for dental
 - Sterilization Renovation – We have ordered the new cabinets for the sterilization area in Texas City. This will allow us to add two more sterilizers to be more efficient and help meet sterilization needs. The dental company who bid on this has agreed to complete it over a weekend so that it will not interrupt patient care.
 - 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.
 - We continue to partner with the COM Dental Assisting School, but they had to unexpectedly cancel their Fall 2023 program. They have expressed intent to continue the partnership in the spring of 2024.
- 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)
 - Staffing
 - We have one vacancy for a dental assistant.
 - As of this report submission, the dental hygienist pay increase was approved, but the applicant has not accepted the position. We are hopeful a previous applicant will accept the position by the date of the board meeting.
 - Our dental office manager starts on 9/28/2023. He has extensive knowledge of dental insurance as well as mobile dentistry. We are excited to have him on our team.

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

1. Provider productivity:

- August provider visits
Scheduled 3658, No show 899, Total visits 2759, Total charges \$956,289(July provider visits: Scheduled 3219, No show 807, Total visits 2412, Total charges \$794,363)
Challenges, recruiting providers.
- MCO quality measures and performance incentives are improving:
Incentive collected 5/23 to 8/23: \$34,043

2. Software utilization:

- Telemedicine platform:
Doxy.me:
The telehealth visit numbers are at an all-time high

July 252, August 204, and September 9/18, 102
some patients like the option of telehealth.

- E consult platform:
ConferMed: 51 (e-consult)
- 3. School-based program: Walk-in clinic combined with telemedicine
 - Providers onsite for two full days weekly
August 17 visits, September (up till 9/15) 33 visits. 50% kids and 50% adults.
- 4. Home-based care:
 - House call program for home-bound patients
Dr. Grumbles: 47 visits, Pam: 50 visits in August (July 40 visits)
6-8 new referrals per month
(UTMB house call, not meeting demand for home-bound elderly qualified house call programs)
Challenges, recruiting geriatric providers.
- 5. Provider Lead Program: collaborate with public health services (HIV/STI, WIC)
 - ID care: Jacklyn Morgan, PA-C, Maria Culangan (HIV PrEP, HepC, STD)
HIV screening 1072 (2022) - > 2481(2023)
HepC screening 1006 (2022) -> 2207(2023)
Total revenue (PrEP and HepC meds 01-08): \$350,987
 - Women's Health: Lisa Cashiola, NP: implementing a best practice and billing process.
- 6. Remote care management (Patient engagement center/care coordination)
 - Patient engagement and promoting self-care.
 - CCM (chronic care management):115, TCM (transitional care management):11
 - AWW (annual wellness visits): setting data-driven target goals.
- 7. BHI (behavioral health integration)
 - Level 4 Behavioral health /primary care integration with GCC: (Q4, 2023)
Started IDT meeting in August and continue with ongoing monthly meetings.

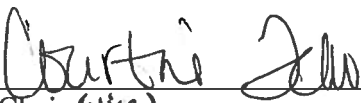
“Strive to deliver high-quality, culturally competent, equitable, and comprehensive primary care with a focus on clinical quality, patient-centered care, and provider and staff well-being.”

Item #13 Comments from Board Members

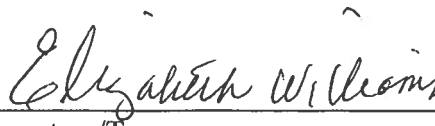
Samantha Robinson, Board Chair, requested that Tikeshia and Anthony add a discussion regarding Governing Board Committees to the October agenda.

Samantha Robinson, Board Chair, requested that the Finance Committee be involved in the hiring process for the new CFO and to hold off on the market analysis until the new CFO is hired.

The meeting was adjourned at 1:30p.m.


Chair (Vice)

10/26/23
Date


Secretary/Treasurer

10/26/2023
Date