

**Coastal Health & Wellness  
Governing Board  
October 26, 2023**

**Board Members:**

Dr. Tello  
Elizabeth Williams  
Sergio Cruz  
Rev. Walter Jones  
Flecia Charles  
Donnie VanAckeren  
Sharon Hall  
Victoria Dougharty

**Zoom:**

Samantha Robinson  
Kevin Avery

**Staff:**

Jennifer Koch, Director of Operations  
Maryann Choi, Chief Medical Officer  
Hanna Lindskog, Dental Director  
William Lewis, Chief Operating Officer  
Kenna Pruitt  
Pisa Ring  
Virginia Lyle  
Dianna Oliver  
John Bearden  
Latoiah Williams

Wendy Jones  
Christina Bates  
Judie Olivares  
Chris Davis  
Debra Howey  
Donna Salcido  
Brittany Rivers  
Tikeshia Thompson-Rollins  
Anthony Hernandez

**Excused Absence:** Ivelissa Caban, Clay Burton, Cynthia Darby, and Dr. Thompson

**Items#1 Comments from the Public**

There were no comments from the public.

**Items#2-11 Consent Agenda**

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

**Item#12 Consider for Approval September 2023 Financial Report Submitted by Kenna Pruitt**

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

**Item#13 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, updated the Board on clinical operations.

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

- Visit Numbers
  - September 2022: 781
  - September 2023: 798
  - 2.2 % increase for September 2023 compared to September 2022
  - 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 have discussed closing the waiting list and opening comprehensive exam appointments on a set day/time every month. We are evaluating how that will impact patient services staff with call volume and drafting a letter to inform all patients.

- 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. There are not any updates regarding this program.
- 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.
  - Dr. Bishai and Dr. Lindskog attended the American Dental Association in Orlando in early October.
- Barriers or Needs (if applicable)
  - Staffing
    - We have one vacancy for a dental assistant.
    - The new dental hygienist is scheduled to start on November 9<sup>th</sup>.

### Dental Waitlist

- Dr. Lindskog will revisit the dental waitlist options at the next directors' meeting and bring it back to the Governing Board.

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

### 1. Provider productivity:

- September provider visits  
Scheduled 3217, No show 779, Total visits 2438, Total charges \$832,940.  
(August provider visits)  
Scheduled 3658, No show 899, Total visits 2759, Total charges \$956,289)

### 2. Software utilization:

- Telemedicine platform:  
Doxy.me: 173 visits in Sept (total 789 visits since June)  
E consult platform:  
ConferMed: 63 (e-consult), we are considered one of the highest utilizers for the time we have been using this service)

### 3. School-based program: Walk-in clinic combined with telemedicine

- Providers onsite for two full days weekly  
Sept 74 visits (42 existing CHW patients, 23 students, 9 TCISD staff)

	August	September	October	YTD Total Volume:
Students	12	23	2	37
TCISD Employees	1	9	2	12
TCISD Family	0	0	0	0
Other (EHL CHW, Community Walk-in)	6	42	9	57
Monthly Total Volume:	19	74	13	106



Unseen patients due to lack of provider  
 • 3 patients September  
 • 2 patients October
   
 Providing access to high-quality primary care to any and all individuals in need

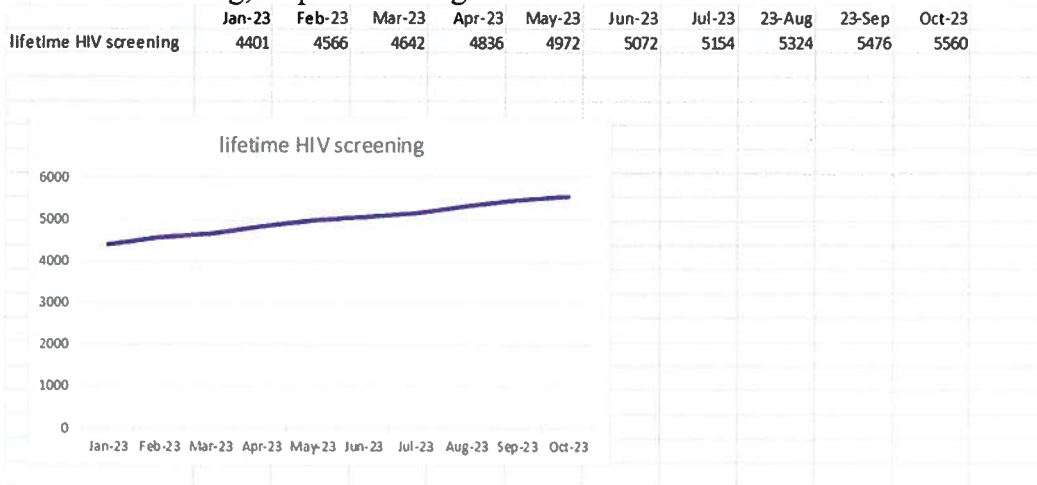
coastalhw.org 

4. Provider Lead Program: collaborate with public health services (HIV/STI, WIC)

- ID care: Jacklyn Morgan, PA-C, Maria Culangan (HIV PrEP, HepC, STD)

Total revenue (PrEP and HepC meds): \$375,000

HIV screening, HepC screening



5. Home-based care:

- House call program for home-bound patients  
Sept 60 visits (Dr. Grumbles: 30 visits, Pam: 30 visits)  
Challenges, recruiting geriatric providers.

6. Remote care management (Patient engagement center/care coordination)

- Patient engagement and promoting self-care
- CCM (chronic care management):127, TCM (transitional care management):15
- AWV (annual wellness visits): setting data-driven target goals.

7. BHI (behavioral health integration)

- Level 4 Behavioral health /primary care integration with GCC: (level 6 by the end of 2023)
- CHW/GCC workshop- planning session (10/17): Felicia Jeffery, CEO and GCC team  
Discussed strategic planning on the BH integration project with one care team model  
Shared services and resources, expansion of services, provider recruitment  
(GCC hired Dr. Valdez as Chief Medical Officer and the project team leader as care coordinator)

“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 Discuss Coastal Health & Wellness Governing Board Committees Submitted by Samantha Robinson**

Samantha Robinson, Board Chair, suggested looking at the structure of the Board and committees and by doing so form a subcommittee to discuss the Governing Board formal committees. Samantha Robinson, Dr. Hall, and Sergio Cruz volunteer to be on the subcommittee and requested that a meeting be set up in January 2024 via zoom.

Dr. Lindskog suggested when looking at the structure of the Governing Board subcommittees that we have at least one consumer on each committee. Samantha agreed.

**Item #15 Discuss the Need of Underserved Populations for Talk Therapy Submitted by Dr. Sharon Hall**

Dr. Hall discussed the need of underserved populations for talk therapy.

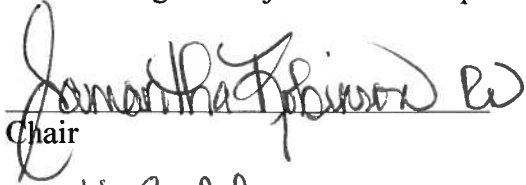
**Item #16 Discuss Outreach Such as "Health Fair" to the Hospitality Workers in Our Area Submitted by Dr. Sharon Hall**

Brittany Rivers, Director of Community Engagement and Strategic Partnerships, will look into scheduling resource fair, possibility in August 2024

**Item #17 Comments from Board Members**

No Comments

The meeting was adjourned at 1:36p.m.

  
Chair

11.9.23  
Date