

**Coastal Health & Wellness  
Governing Board  
November 9, 2023**

**Board Members:**

Samantha Robinson  
Sergio Cruz  
Rev. Walter Jones  
Flecia Charles  
Donnie VanAckeren  
Sharon Hall  
Clay Burton  
Cynthia Darby

**Staff:**

Philip Keiser, Executive Director  
Ami Cotharn, Chief Operating Officer  
Maryann Choi, Chief Medical Officer  
Hanna Lindskog, Dental Director  
William Lewis, Chief Operating Officer  
Jennifer Koch, Director of Operations  
John Bearden

Christina Bates  
Latoiah Williams  
Joshua Williams  
Debra Howey  
Tikeshia Thompson-Rollins  
Anthony Hernandez

**Excused Absence:** Dr. Tello, Elizabeth Williams, Kevin Avery, Dr. Thompson

**Unexcused Absence:** Victoria Dougharty, and Ivelissa Caban

**Items#1 Comments from the Public**

There were no comments from the public.

**Items#2-5 Consent Agenda**

A motion was made by Sergio Cruz to approve the consent agenda items two through five. Donnie VanAckeren seconded the motion, and the Board unanimously approved the consent agenda.

**Item#6 Consider for Approval Coastal Health & Wellness HRSA Non-Competing Continuation (NCC) Progress Report for 2024-2025 Budget Period Submitted Kenna Pruitt**

Ami Cotharn, Chief Operating Officer, asked the Board to consider for approval the Coastal Health & Wellness HRSA non-competing continuation progress report for 2024-2025 budget period. A motion to accept the report as presented was made by Donnie VanAckeren. Clay Burton seconded the motion and the Board unanimously approved.

**Item#7 Consider for Approval to Pay LabCorp an Amount not to Exceed \$56,500 From Fund Balance for Outstanding Account Balances Through Bill Dates Prior to May 2023 Submitted by Kenna Pruitt**

Christina Bates, EHR System Administrator, asked the Board to consider for approval to pay LabCorp an amount not to exceed \$56,500 from fund balance for outstanding account balances through bill dates prior to May 2023. A motion to pay LabCorp an amount not to exceed \$56,500 from fund balance was made by Rev. Jones. Flecia Charles seconded the motion and the Board unanimously approved.

**Item#8 Consider for Approval Subcommittee to Discuss the Governing Board Formal Committees**

- a) Samantha Robinson
- b) Dr. Hall
- c) Sergio Cruz

Samantha Robinson, Board Chair, asked the Board to consider for approval a subcommittee to discuss the Governing Board formal committees. A motion to accept the subcommittee members was made by Flecia Charles. Clay Burton seconded the motion and the Board unanimously approved.

**Item#9 Coastal Health & Wellness Updates**

- a) Organizational Updates Submitted by Executive Director
- d) Operational Updates/Coastal Wave Submitted by Chief Operating Officer
- e) Dental Updates Submitted by Dental Director

f) Medical Updates Submitted by Medical Director

Dr. Philip Keiser, Executive Director, updated the Board on organizational updates.

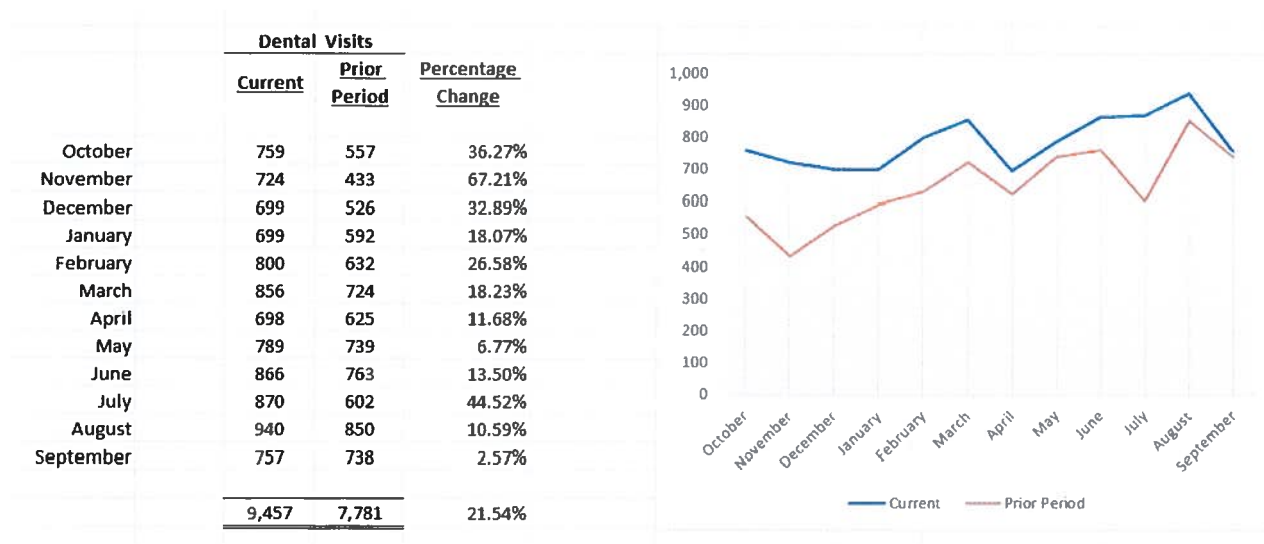
- Dr. Keiser, Ami Cotharn and William Lewis will review candidates for the CFO position and will keep the Board updated.
- Dr. Keiser updated the Board on the Pharmacy buildout and will keep the Board updated as things progress.

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

- Dr. Hall requested a graph that shows the rate of the clinical and support staff increases.

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

- Visit Numbers – Based on “FQHC Qual Enc” in NextGen –
  - We are currently reviewing criteria for “FQHC Qual Enc” to make sure all eligible visits are captured as encounters.
  - We continue to see walk in patients in pain as we can fit them into our schedule.
  - We will start releasing comprehensive exams on the 15<sup>th</sup> of every month



- Current projects, plans, department overview for dental
  - Sterilization Renovation – Cabinets ordered – No update
  - 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.
- Barriers or Needs (if applicable)
  - Staffing
    - The new dental hygienist and dental assistant are scheduled to start on November 9<sup>th</sup>.

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

1. Provider productivity:

- October provider visits:  
Scheduled 3345, No show 844, Total visits 2501, Total charges \$699,567  
(lower charges are due to posting; RCM will have those after the 10th of the month)
- September provider visits  
Scheduled 3217, No show 779, Total visits 2438, Total charges \$832,940

2. Software utilization:

- Telemedicine platform:

Doxy.me: 178 visits in Sept (total 967 visits since June)

- E-consult platform:  
ConferMed: 76 (e-consult), we are considered one of the highest utilizers for the time we have been using this service)

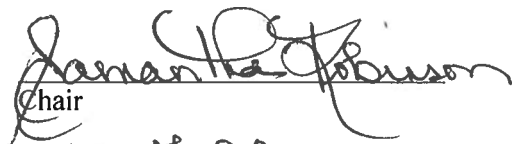
3. School-based program: Walk-in clinic combined with telemedicine
  - Providers onsite for two full days weekly  
Oct: 51 visits (33 CHW existing patients, 9 student visits, 9 TCISD staff)  
Sept: 74 visits (42 CHW existing patients, 23 students, 9 TCISD staff)
4. Provider Lead Program: collaborate 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): \$383,000  
HIV screening, HepC screening
5. Home-based care:
  - House call program for home-bound patients  
October 78 visits (Dr. Grumbles:38 visits, Pam Cable: 40 visits)  
September 60 visits (Dr. Grumbles: 30 visits, Pam: 30 visits)
6. Remote care management (Patient engagement center/care coordination)
  - Patient engagement and promoting self-care
  - CCM (chronic care management), TCM(transitional care management), AWW (annual wellness visits)
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)
8. 340B program: PPT (John Bearden)

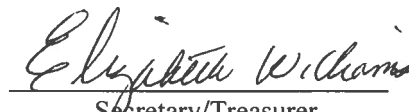
“Strive to deliver high-quality, culturally competent, equitable, and comprehensive primary care with a focus on clinical quality, patient-centered care, and provider and staff well-being.”

**Item #10 Comments from Board Members**

No Comments

The meeting was adjourned at 1:34p.m.

  
Chair  
12-7-23  
Date

  
Secretary/Treasurer  
12-7-2023  
Date