

**Coastal Health & Wellness  
Governing Board  
December 7, 2023**

**Board Members:**

Samantha Robinson  
Elizabeth Williams  
Rev. Walter Jones  
Flecia Charles  
Donnie VanAckeren  
Sharon Hall  
Cynthia Darby

**Staff:**

Jennifer Koch, Director of Operations  
Maryann Choi, Chief Medical Officer  
Hanna Lindskog, Dental Director  
William Lewis, Chief Operating Officer  
Tiffany Carlson  
Judie Olivares  
John Bearden  
Maria Aguirre  
Virginia Lyle

Christina Bates  
Latoiah Williams  
Teresa De Jesus Garcia  
Debra Howey  
Chris Davis  
Tikeshia Thompson-Rollins  
Anthony Hernandez

**Excused Absence:** Dr. Tello, Sergio Cruz, Kevin Avery, Clay Burton, Ivelissa Caban, and Dr. Thompson

**Unexcused Absence:** Victoria Dougharty

**Items#1 Comments from the Public**

There were no comments from the public.

**Items#2-8 Consent Agenda**

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

**Item#9 Consider for Approval October 2023 Financial Report Submitted by Kenna Pruitt**

Maria Aguirre, Lead Accountant, asked the Board to consider for approval October 2023 financial report. A motion to accept the financial report as presented was made by Donnie VanAckeren. Flecia Charles seconded the motion and the Board unanimously approved.

**Item#10 Coastal Health & Wellness Updates**

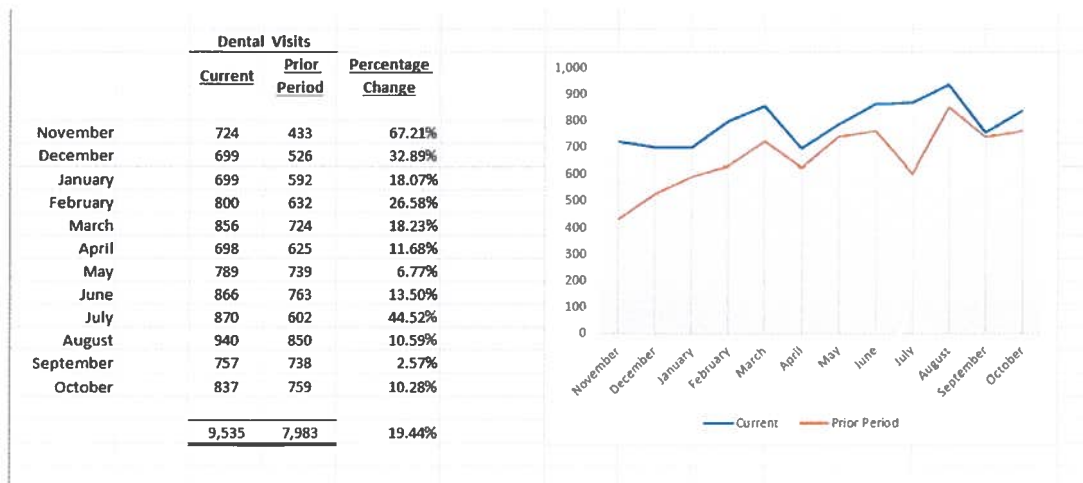
- a) Organizational Updates Submitted by Executive Director
- a) Operational Updates/Coastal Wave Submitted by Chief Operating Officer
- b) Dental Updates Submitted by Dental Director
- c) Medical Updates Submitted by Medical Director

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

- Jennifer presented a high-level overview of the Joint Commission Preliminary Report and informed the Board Ami will present the final report at the January 2024 Board meeting.

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 reviewed the criteria for “FQHC Qual Enc” to make sure all eligible visits are captured as encounters and now have monthly reports set up for the Dental Office Manager to review any visits that were not captured as qualifying encounters.
  - We continue to see walk in patients in pain as we can fit them into our schedule.
  - This month, we will start releasing comprehensive exams on the 15<sup>th</sup> of every month. The text message went out on November 28th to inform all current patients on the wait list of the new process. We are also posting the information on our website.



- Current projects, plans, department overview for dental
  - Sterilization Renovation – Cabinets are no longer being manufactured, but we are looking into other options
  - 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 started on November 9<sup>th</sup>. They are both doing well. The dental hygienist began seeing her own patients on December 1<sup>st</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 \$731,299
- November provider visits  
Scheduled 2859, No show 938, Total visits 1921, Total charges \$473,650  
(lower charges are due to posting; RCM will have those after the 10th of the month, number of providers were out on vacation and holiday)

#### 2. Software utilization:

- Telemedicine platform:  
Doxy.me: 178 visits in Oct (total 1071 visits since June)
- E-consult platform:  
ConferMed: 84 (e-consult), we are considered one of the highest utilizers for the time we have been using this service)

#### 1. 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)  
Nov: 60 visits (52 CHW existing patients, 5 students, 3 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)
- Women's health: Lisa Cashiola

#### 5. Home-based care:

- House call program for home-bound patients

October 78 visits (Dr. Grumbles:38 visits, Pam Cable: 40 visits)

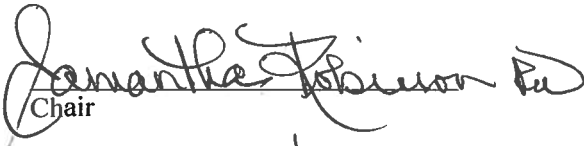
6. Remote care management (Patient engagement center/care coordination lead by Teresa Garcia)
  - Patient engagement and promoting self-care
  - CCM (chronic care management), TCM(transitional care management), AWV
7. BHI (behavioral health integration)
  - Level 4 Behavioral health /primary care integration with GCC: (level 6 by the end of 2023)
  - One Care Team steering committee meeting 12/5/2023

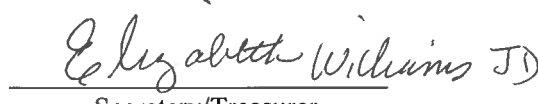
“Strive to deliver high-quality, culturally competent, equitable, and comprehensive primary care with a focus on clinical quality, patient-centered care, and provider and staff well-being.”

**Item #11 Comments from Board Members**

- Dr. Hall requested a graph that shows the rate of clinical and support staff increases compared to number of staff from October 2022-October 2023.
- Samantha Robinson requested looking at the budget and updating chairs in the Lab/X-Ray clinic.
- Samantha Robinson requested scheduling a subcommittee meeting to discuss the Governing Board formal committees.

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

  
Chair  
1-25-2024  
Date

  
Secretary/Treasurer  
1-25-2024  
Date