

## Coastal Health & Wellness

### Governing Board March 28, 2024

#### Board Members:

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

#### Staff:

Ami Cotharn, Chief Operating Officer  
Chris Garcia, Associate Medical Director  
William Lewis, Chief Operating Officer  
Jennifer Koch  
Kenna Pruitt  
Tiffany Carlson  
Dianna Oliver  
John Bearden  
Brittany Rivers

Christina Bates  
Judie Olivares  
Lisa Garceau  
Chris Davis  
Tikeshia Thompson-Rollins  
Anthony Hernandez

**Excused Absence:** Cynthia Darby, Kevin Avery, Ivelissa Caban and Dr. Thompson

**Unexcused:** Clay Burton

#### Items#1 Comments from the Public

There were no comments from the public.

#### Items#2-7 Consent Agenda

Samantha Robinson, Board Chair, asked that items five and six be pulled from consent agenda for review and items two, three, four, and seven be approved. A motion was made by Sergio Cruz to pull items five and six for discussion and approve consent agenda items two, three, four, and seven. Sharon Hall seconded the motion, and the Board unanimously approved the consent agenda.

#### Item #5 Consider for Approval 2024 Fee Schedules Listed in the Revenue Cycle Management Policies and Procedure

Dianna Oliver, Director Revenue Cycle Operations, presented the 2024 fee schedules. A motion to accept the 2024 fee schedules as presented was made by Dr. Sharon Hall. Dr. Tello seconded the motion and the Board unanimously approved.

#### Item #6 Consider for Approval 2024/2025 Sliding Fee Scale

Dianna Oliver, Director Revenue Cycle Operations, presented the 2024-2025 sliding fee scale. A motion to accept the 2024/2025 sliding fee scale as presented was made by Sergio Cruz. Donnie VanAckeren seconded the motion and the Board unanimously approved.

#### Item#8 Consider for Approval Financial Report Submitted by Kenna Pruitt

Kenna Pruitt, Controller, asked the Board to consider for approval the January 2024 financial report and defer February 2024 financials to the April meeting. A motion to accept the January 2024 financials as presented was made by Elizabeth Williams. Flecia Charles seconded the motion and the Board unanimously approved.

#### Item#9 Consider for Approval Redesign Layout of the CHW Business Suite to Allow Additional Workspace Submitted by Ami Cotharn

Ami Cotharn, Chief Operating Officer, asked the Board to consider for approval redesign layout of the CHW business suite to allow additional workspace. A motion to accept the redesign layout as presented was made by Dr. Tello. Donnie VanAckeren 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 Associate Medical Director

Ami Cotharn, Chief Operating Officer, and William Lewis, Chief Operating Officer/Chief Finance Officer, updated the Board on organizational updates on public health.

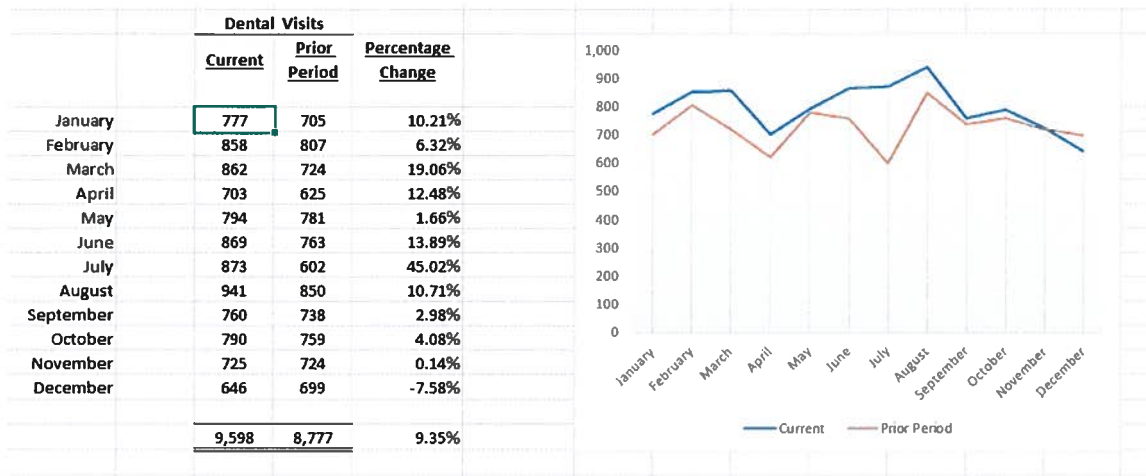
Ami Cotharn, Chief Operating Officer, updated the Board on clinical operations.

- Brittany Rivers, Director of Community Engagement and Strategic Partnership updated the Board on all outreach events.

- John Bearden, Pharmacy Program Manager, Updated the Board on the pharmacy buildout and 340B program.

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 continue to see walk in patients in pain as we can fit them into our schedule.
  - We started releasing comprehensive exams on the 15<sup>th</sup> of every month, with December being the first month. The appointments were full within 90 minutes. We posted the information about scheduling comprehensive exams on our website.
  - For February, we had an increase in qualifying encounters of 6.32% compared to February 2024



- Current projects, plans, department overview for dental
  - Sterilization Renovation
    - The sterilization renovation project is complete. Thank you to Shonta' Hill for being here all day Saturday, March 2<sup>nd</sup> for the installation of the cabinets and NextGen upgrade.
  - Dr. Lindskog continues to serve on the COM Hygiene School Advisory Board. They will be having their CODA Site Visit on April 9<sup>th</sup> and 10<sup>th</sup>. They are planning to start Fall 2024 with their first class.
- 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 dental assistant vacancy, but an assistant is scheduled to start on March 28, 2024

Chris Garcia, MD, updated the Board on Medical services in the Coastal Health & Wellness Clinic.

### 1. School based clinic:

Total visits:

- Students: 8
- Staff: 5
- Existing CHW: 13
- In person: 12
- Telehealth: 14

### 2. Doxy/Telehealth visit numbers:

- February: 92 (+14)
- January: 78
- Total all time: 1,332

### 3. CHW Clinic visits February:

- Total: 2264
- Total scheduled visits: 2939
- No shows: 675
- No show rate: 23% (decrease of 5%)
- Show rate: 77%.

- Total charges: \$639,370.83
- Increase from January: \$32,349.31

**4. Current Projects:**

- Retinal cameras, we currently have meeting with Baxter for training and integration of cameras/reports into our EHR
- We continue working on integration with Gulf Coast Center
- We have 2 new providers starting soon.
- We continue to work on our Pharmacy program.

**5. Provider Education:**

- We continue to have once monthly guest speakers on various medical topics.
- We continue to have once a month "lunch and learn" meetings with providers on specific topics.

**6. Barriers:**

- Time, never enough
- Space, we could use more clinic space to accommodate more providers.

**Item#11 EXECUTIVE REPORT**

The Coastal Health & Wellness Governing Board will enter into Executive Session as permitted under Chapter 551 of the Texas Government Code, pursuant to Section 551.074, *Personnel Matters*, specifically, to facilitate annual board member evaluations;

**Item#12 Reconvene into Regularly Scheduled Meeting**

1:50 p.m.

**Item#13 Possible Action from Executive Session**

Samantha Robinson asked that Brittany get a distribution list of the Governing Board members so that the Governing Board members can partake in more outreach in the community. Samantha also asks that Brittany inform the Board in advance of any upcoming events.

The Governing Board would also like to speak with the Executive Director and have the Executive Director annual evaluation put on the calendar. A motion to add the Governing Board proactively to outreach opportunities, put the ED annual evaluation and have a Executive Director meeting scheduled was made by Rev. Jones. Donnie VanAckeren seconded the motion and the Board unanimously approved

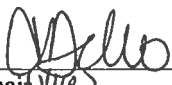
**Item #14 Comments from Board Members**


Samantha Robinson, Board Chair, informed the Board that Dr. Thompson will be retiring as the Board Ex-Officio and has recommended Dr. Campbell with UTMB. Samantha suggested reviewing the credentials of any physician prior to becoming a Board member. Mrs. Williams suggested having the CP committee review Dr. Campbells credentials.

The subcommittee met and would like to make a change to the bylaws that state the Board Chair could only serve a 3-year term before rolling off however they will be eligible to reapply for Board Chair after a year term.

All subcommittees will remain at 3 members for now.

The meeting was adjourned at 2:01p.m.

  
 Chair (Vice)  
 4/25/24  
 Date

  
 Secretary/Treasurer  
 4/25/24  
 Date