

## Coastal Health & Wellness

### Governing Board April 25, 2024

#### Board Members:

Dr. Tello  
Elizabeth Williams  
Rev. Jones  
Victoria Dougharty  
Flecia Charles  
Cynthia Darby  
Sergio Cruz  
Donnie VanAckeren  
Clay Bruton

#### Staff:

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

Christina Bates  
Maria Aguirre  
Wendy Jones  
Judie Olivares  
Chris Davis  
Taylor Silvas  
Tikeshia Thompson-Rollins  
Anthony Hernandez

**Excused Absence:** Samantha Robinson, Sharon Hall, Kevin Avery, Dr. Thompson, and Ivelissa Caban

#### Items#1 Comments from the Public

There were no comments from the public.

#### Items#2-9 Consent Agenda

A motion was made by Donnie VanAckeren to approve the consent agenda items two through nine. Dr. Tello seconded the motion, and the Board unanimously approved the consent agenda.

#### Item#10 Consider for Approval Financial Report Submitted by Kenna Pruitt

Kenna Pruitt, Controller, asked the Board to consider for approval the February 2024 financial report. A motion to accept the February 2024 financials as presented was made by Dr. Tello. Clay Burton seconded the motion and the Board unanimously approved.

#### Item#11 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

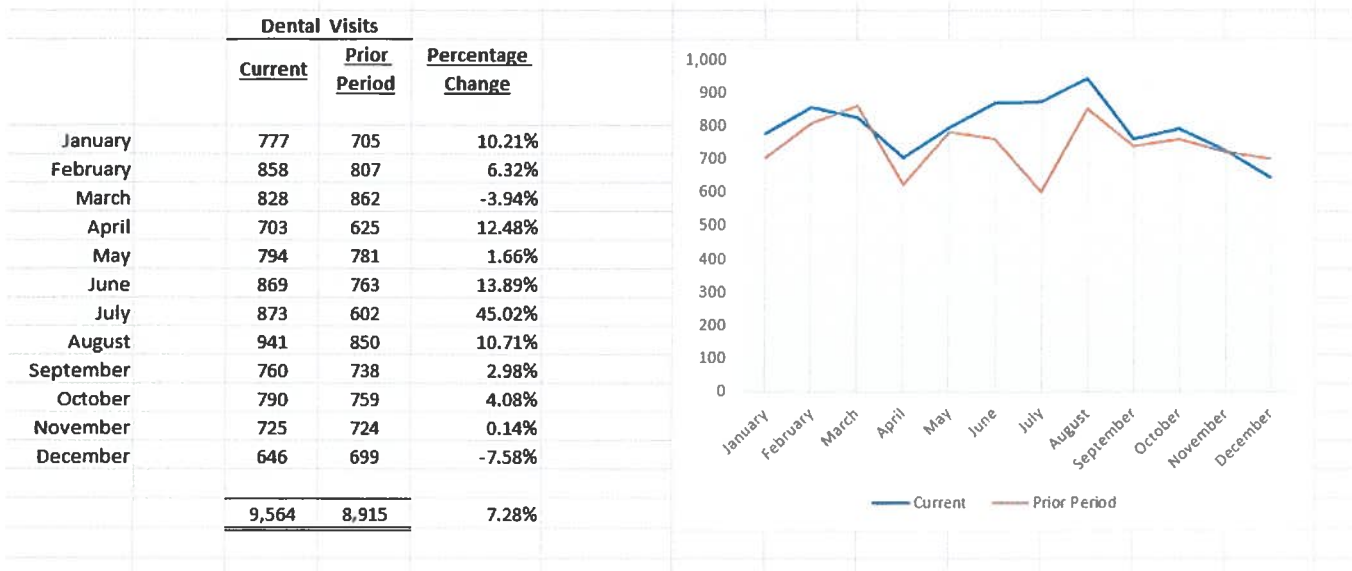
Ami Cotharn, Chief Operating Officer, updated the Board on clinical operations.

March 2023 vs 2024

- New vs. Established Patients (34.4 % Decline)
- Confirmed Appointments (14.25% Decline)
- Resource Utilization (15.57 % Decrease in Available Slots and a 16.36 % Decrease in Booked Slots)
- Charges/Payments/Adjustments/Refunds
- Kept/No-Show Comparison (20.5% Decrease in Kept Appt. Count)
- Copay Collection (14.9 % Increase)
- New Pts. by Financial Class 2023 vs 2024
- Unduplicated Patients (.28% increase)

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

- 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 continue to fill quicker each month.
  - For March, we had a decrease in qualifying encounters of 3.92% compared to March 2023. We had 3 providers who had scheduled and unscheduled leave during the month of at least 4 days each, so this number is not concerning.



- Current projects, plans, department overview for dental
  - Dr. Lindskog continues to serve on the COM Hygiene School Advisory Board. She attended the CODA Site Visit on April 10<sup>th</sup>, and the visit went very well. They are still 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 are in the process of interviewing applicants for the Dental Office Manager position.

We have a part time dentist that started in March who is going to be working 1-2 Saturdays/month.

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

School Based Clinic: Total visits: 42 (+16)

Students: 8 (no change)

Staff: 7 (+2)

Existing CHW: 27 (+14)

In person: 11(-1)

Telehealth: 31 (+17)

Doxy/Telehealth visit: 80 (-12)

CHW March clinic visits: Total: 1915 (-349)

Total scheduled: 2559 (-380)

No shows: 647 (-28)

No show rate: 25%

Show rate: 75%.

Total charges for March: \$519,569.15

Year to date charges: \$1,765,961.50

Current Projects: I met with a nonprofit group “Do As I Have Done”. They provide professional foot care, new pair of socks and new pair of fitted shoes to uninsured, underinsured, homeless, and veterans at no cost to patient or to us. We will be trying to arrange for them to use our “CHW RV” to park in front of our clinic 1 day a month. Anyone who shows up would be welcome. I am also in discussion with UTMB about possibly partnering and staffing our SUD clinic 2 new medical providers have started and 1 more has accepted a position at CHW.

**Item #11 Comments from Board Members**

No comments from the Board

The meeting was adjourned at 1:01p.m.

Courtney Felle  
Vice Chair  
5/23/24  
Date

Elizabeth Williams  
Secretary/Treasurer  
5/23/2024  
Date