

**Coastal Health & Wellness
Governing Board
June 27, 2024**

Board Members:

Dr. Tello
Donnie VanAckeren
Sharon Hall
Rev. Jones
Cynthia Darby
Sergio Cruz
Clay Burton
Flecia Charles
Kevin Avery

Staff:

Philip Keiser, Executive Director
Jennifer Koch, Interim Chief Operating Officer
Director of Operations
Chris Garcia, Associate Medical Director
Hanna Lindskog, Dental Director
Melissa Irizarry, Chief Financial Officer
Kenna Pruitt
John Bearden
Tiffany Carlson
Brittany Rivers
Dianna Oliver

Christina Bates
Erdest Jenkins
Judie Olivares
Debra Howey
Pisa Ring
Wendy Jones
Virginia Lyle
Taylor Silva
Tamesha Hampton
Tikeshia Thompson-Rollins
Anthony Hernandez

Excused Absence: Elizabeth Williams, Ivelissa Caban and Dr. Campbell

Unexcused Absence: Victoria Dougharty

Guest: N/A

Items#1 Comments from the Public

There were no comments from the public.

Items#2-9 Consent Agenda

A motion was made by Sergio Cruz to approve the consent agenda items two through six, eight, nine and table item seven until the July meeting. Cynthia Darby seconded the motion, and the Board unanimously approved the consent agenda.

Item#10 Consider for Approval April 2024 Financial Report Submitted by Kenna Pruitt

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

Item#11 Consider for Approval Increase Pharmacy Build in the Amount of 18,500 Submitted by Kenna Pruitt

Kenna Pruitt, Controller, asked the Board to consider for approval increase pharmacy build in the amount of \$18,500.

A motion to accept the increase pharmacy build as presented was made by Sergio Cruz. Kevin Avery seconded the motion and the Board unanimously approved.

Item#12 Consider for Approval Donnie VanAckeren, Community Representative, to Serve as Governing Board Chairperson

Dr. Tello, Vice Chair, asked the Board to consider for approval Donnie VanAckeren, Community Representative, to serve as Governing Board Chairperson. A motion was made by Sergio Cruz to approve Donnie VanAckeren as Governing Board Chairperson. Dr. Sharon Hall seconded the motion, and the Board unanimously approved the consent agenda.

Item#13 Consider for Approval the Reappointment for the Following Coastal Health & Wellness Governing Board Members for a 2 Year Term Expiring June 2026

Dr. Tello, Vice Chair, asked the Board to consider for approval reappointment for the following Coastal Health & Wellness Governing Board Members for a 2 year term expiring June 2026.

- Kevin Avery (Consumer Member)
- Victoria Dougharty (Consumer Member)
- Sergio Cruz (Community Member)
- Clay Burton (Consumer Member)

A motion to accept reappointment for Governing Board members as presented was made by Donnie VanAckeren. Cynthia Darby seconded the motion and the Board unanimously approved.

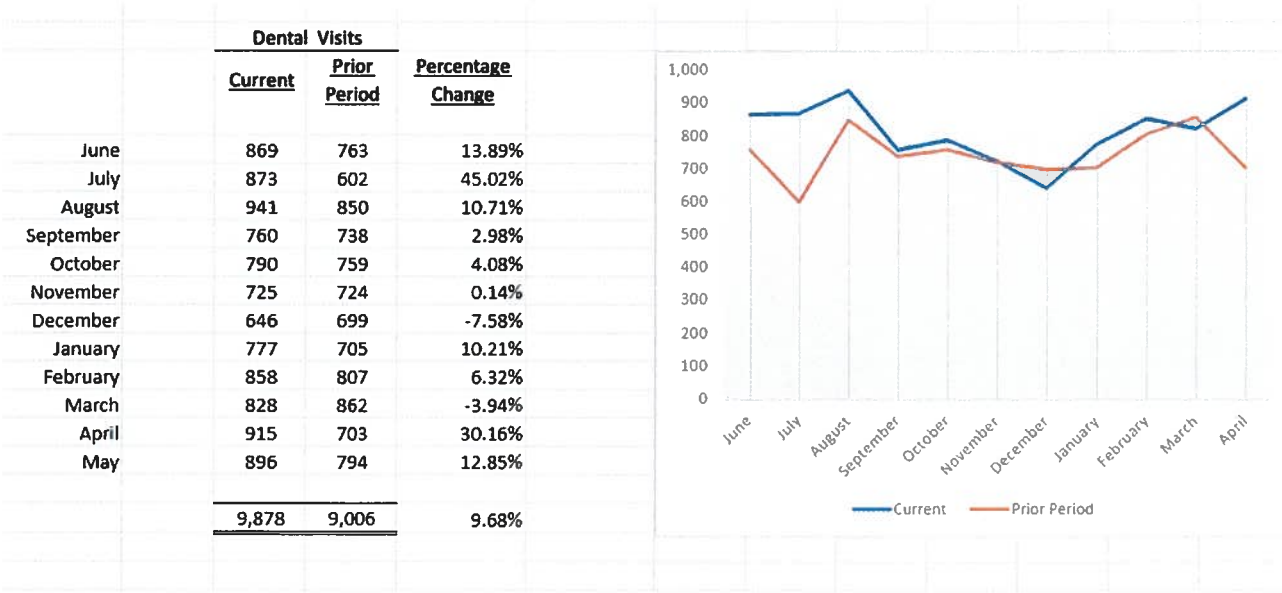
Item#14 Coastal Health & Wellness Updates

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

Dental Updates:

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 15th of every month, with December being the first month. The appointments continue to fill quicker each month.
 - For May 2024, we had an increase in qualifying encounters of 12.85% compared to May 2023.
 - We have an 9.68% increase in qualifying encounters comparing June 1, 2023 – May 31, 2024 with June 1, 2022 – May 31, 2023.



- Current projects, plans, department overview for dental
 - Dr. Lindskog continues to serve on the COM Hygiene School Advisory Board. They are planning to start Fall 2024 with their first class.
 - We will be transitioning the dental front desk staff to become part of the dental team
- 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

Our Dental Office Manager, Tamesha Hampton, started on May 30th and is doing great. She is working with Revenue Cycle Management to make sure that we optimize our processes with insurance. She is also working with the dental front desk and clinical team to optimize their work flows as well.

Medical Updates:

School Based Clinic: Total May visits: 76

Students: 3
 Staff: 0
 Existing CHW: 73
 In person: 3
 Telehealth: 73

Telehealth/ Doxyme visit: Total May visits: 294

Increase: +162

CHW clinic visits: Total May visits: 2001

Schedule visits: 2812
 No Shows: 811

No Show Rate: 29%
Show Rate: 71%

Total charges: \$5,725,651.92

Current Projects:

We are working to finalize agreement/paperwork with “Do as I have done” to use our mobile clinic (RV) to provide foot care

Staff have been trained on the use of the Retinal Cameras. We should start using these soon. We will be uploading images manually until Nextgen integration is complete in late July/early August.

I am training providers that are interested, in minor procedures such as ingrown toenails, mole removals, cyst removal/treatments, and cryotherapy

Our 3 new providers are seeing patients. We are increasing their schedules as they get more familiar with EHR, workflows, and clinic procedures.

We are working to improve our processes to improve reimbursement for our services in Women’s Health.

We are working to fill chronic care management/transitional care management coordinator as our current coordinator has resigned.

- Dr. Hall requested that HR start giving updates to the Governing Board monthly.

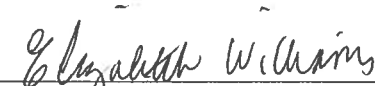
Item #15 Comments from Board Members

None

The meeting was adjourned at 1:12p.m.


Chair

07/25/2024
Date


Secretary/Treasurer

7/25/2024
Date