

**Coastal Health & Wellness
Governing Board
July 25, 2024**

Board Members:

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

Staff:

Philip Keiser, Executive Director
Jennifer Koch, Interim Chief Operating Officer
Director of Operations
Chris Garcia, Associate Medical Director
Hanna Lindskog, Dental Director
William Lewis, Chief Operating Officer
Dianna Oliver
Judie Olivares

Donna Salcido
Debra Howey
Tamesha Hampton
Chris Davis
Tikeshia Thompson-Rollins
Anthony Hernandez

Excused Absence: Ivelissa Caban and Dr. Campbell

Guest: N/A

Items#1 Comments from the Public

There were no comments from the public.

Items#2-11 Consent Agenda

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

Item#12 Consider for Approval Sharon Hall, Community Representatives to Serve on the Credentialing Committee

Donnie VanAckeren, Board Chair, asked the Board to consider for approval Sharon Hall, community representative to serve on the credentialing committee. A motion to accept Sharon Hall to serve on the credentialing committee was made by Dr. Tello. Kevin Avery seconded the motion and the Board unanimously approved.

Item#13 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

Jennifer Koch, Interim Chief Operating Officer/Director of Operations updated the Board on clinical operations.

- June 2023 vs 2024 New vs. Established Patient (18% decrease in New Patients and a 13% decrease in established patients)
- June 2023 vs 2024 Confirmed Appointments (6% decrease, note that scheduled appts are down as well by 12%)
- June 2023 vs 2024 Resource Utilization (13% decrease in available slots and a 7% decrease in booked appointment slots, making utilization lower)
- June 2023 vs 2024 Charges/Payments/Adjustment/Refunds (4% decrease in charges, 19% increase in payment, 6% decrease in adjustments)
- June 2023 vs 2024 Kept/No-Show Comparison (14% decrease in kept appointments, 9% decrease in no-show, 12% decrease in scheduled appointments)
- June 2023 vs 2024 Copay Collection (17% decrease)
- June 2023 vs 2024 New Pts. By Financial Class

Jennifer Koch, Interim Chief Operating Officer/Director of Operations, updated the Board on all outreach events in Brittany Rivers absence.

Community Outreach:

Health Screenings:

- Bayside Community Center (14)
- Dickinson Community Center (13)
- Wayne Johnson Community Center (13)

Events CHW/GCHD Hosted:

- Men's Health Walk (14)
- Managing Credit (9)
- Dollar Sense (12)
- Financial Bingo (15)

Health/Resource Fairs Attended:

- Goodwill -League City & Galveston (every Thursday)
- UTMB Resident and Fellow Orientation (63)
- TCLM Business Showcase (425)

Presentations:

- ADA House (12)
- HEAL at YMCA (11)

Community Partner Events/Meetings Attended:

- Good morning Galveston
- Good morning Mainland
- Sunrise with Santa Fe
- League City Chamber Fun at 5
- Young Professionals Speed Networking
- Amoco FCU
- Wellby Financial
- Tribe's Closet (Santa Fe ISD)
- Financial Literacy at La Marque Public Library
- A Night of Mystery-GCFB

Upcoming Events:

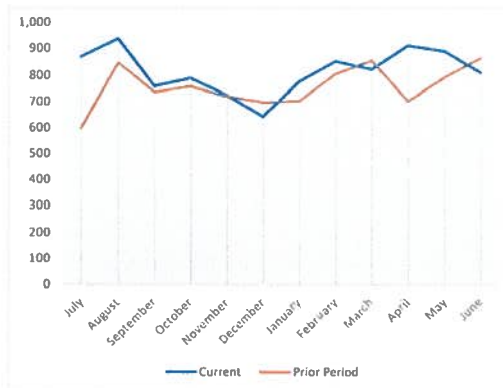
- 08.23.24 Resource Navigation Expo (Hospitality Fair)-Moody Methodist Church
- 10.26.24 Fall Festival (trunk or treat)
- 11.16.24 Family Fun Day/ Fun Run at Texas City High School

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 continue to release comprehensive exams on the 15th of every month.
 - For June 2024, we had a decrease in qualifying encounters of 6.21% compared to June 2023. We had a full-time dentist and part-time hygienist out for one week on vacation as well as several other providers with one or two days of leave during June.
 - All charges for June 2024 had not been processed at the time of this report, so the total qualifying encounters for June 2024 may increase after those have been posted.
 - There was an increase of 7.81% in qualifying encounters when comparing July 1, 2023 – June 30, 2024, with July 1, 2022 – June 30, 2023.

	Dental Visits		
	Current	Prior Period	Percentage Change
July	873	602	45.02%
August	941	850	10.71%
September	760	738	2.98%
October	790	759	4.08%
November	725	724	0.14%
December	646	699	-7.58%
January	777	705	10.21%
February	858	807	6.32%
March	828	862	-3.94%
April	915	703	30.16%
May	896	794	12.85%
June	815	869	-6.21%
	9,824	9,112	7.81%



- Current projects, plans, department overview for dental
 - Dr. Lindskog continues to serve on the COM Hygiene School Advisory Board. They are planning to start this fall 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
 - We have a vacancy for one full-time and one part-time dental assistant

Medical Updates:

School Based Clinic:	Total May Visits: 76	Total June Visits: 63
Students:	3	4
Staff:	0	1
Existing CHW	73	58
In person	3	6
Telehealth	73	57

Telehealth/ Doxyme:	Total May visits	Total June Visits
	294	213

CHW Clinic visits:	Total May Visits:	Total June Visits
	2001	1947
Scheduled visits	2812	2667
No Shows	811	720
No Show Rate	29%	27%

Total Charges	May	June
		\$520,856.11

Current Projects:

We have started using retinal cameras, we will be monitoring usage/gap closures
 Women’s Health program is expanding, we have increased schedule by another half day
 Procedure training for interested providers being done, Hurricane Beryl caused some delays
 We are interviewing candidates for our RN CCM/TCM coordinator, hope to have position filled soon
 We provided 60 free sports physicals at the CHW back to school event

Item #14 Discussion Regarding Governing Board Terms and Governing Board Committees


The Governing Board requested the Board Bylaws be reviewed and added to the August agenda for approval. Donnie VanAckeren, Board Chair, discussed the current terms and after discussion with the entire Board it recommended that the Bylaws be reviewed and updated to reflect the Governing Board Chair will serve a three (3) year term. Once the three (3) terms have expired, the Governing Board Vice Chair will be nominated and voted in as the new Board Chair. The previous Board Chair will be eligible to reapply for position after one year.

Tikeshia Rollins will work on making the recommended changes to the Governing Board Bylaws, send out to the Board members for review and add to the August Board agenda.


Item #15 Comments from Board Members

None


The meeting was adjourned at 1:25p.m.



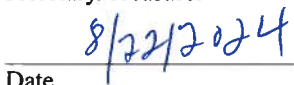
 Chair



 Date



 Secretary/Treasurer



 Date