

**Coastal Health & Wellness
Governing Board
September 26, 2024**

Board Members:

Donnie VanAckeren
Dr. Tello
Elizabeth Williams
Rev. Jones
Cynthia Darby
Sergio Cruz
Flecia Charles
Ivelissa Caban
Kevin Avery

Staff:

Philip Keiser, Executive Director
Chris Garcia, Medical Director
Hanna Lindskog, Dental Director
William Lewis, Chief Operating Officer
Dianna Oliver
Tiffany Carlson
Ruth Cable
Virginia Lyle
Wendy Jones

Brittany Rivers
Debra Martin
Debra Howey
Tamesha Hampton
Taylor Silva
Laura Norman
Christina Bates
Chris Davis
Tikeshia Thompson-Rollins
Anthony Hernandez

Excused Absence: Victoria Dougharty, Sharon Hall, and Dr. Campbell

Guest: N/A

Items#1 Comments from the Public

There were no comments from the public.

Items#2-6 Consent Agenda

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

Item#7 Consider for Approval Financial Report Submitted by Ruth Cable

- a) July 2024
- b) August 2024

Ruth Cable, Controller, presented the July 2024 and August 2024 financial report. A motion to accept the July and August report as presented was made by Elizabeth Williams. Flecia Charles seconded the motion and the Board unanimously approved.

Item#8 Coastal Health & Wellness Updates

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

Dr. Keiser, Executive Director, presented the organizational updates. Dr. Keiser informed the Board that an offer has been extended to a very good candidate for the Chief Operating Officer position and the candidate has accepted. In the interim Jenn has put a leadership team together (Medical Director, Dental Director, and Nursing Director) which will be meeting with Dr. Keiser on a weekly basis.

Clinical Operations Updates

- August 2023 vs 2024 New vs. Established Patient (17% decrease in New Patients and a 14% decrease in established patients)
- August 2023 vs 2024 Confirmed Appointments (11% decrease, note that scheduled appts are down as well by 13%)
- August 2023 vs 2024 Resource Utilization (13% decrease in available slots and a 8% decrease in booked appointment slots, making utilization lower)
- August 2023 vs 2024 Charges/Payments/Adjustment/Refunds (7% decrease in charges, 94% increase in payment, 924% decrease in adjustments)
- August 2023 vs 2024 Kept/No-Show Comparison (14% decrease in kept appointments, 8% decrease in no-show, 13% decrease in scheduled appointments)
- August 2023 vs 2024 Copay Collection (22% decrease)

Employee Updates

- Chad Johnson, Pharmacy Program Manager, will have oversight over CHW Pharmacy. Chad has 12+ yrs leadership, 20+

yrs analysis & data (pharmacy, 340B, marketing, benchmarking & more), 5+ yrs 340B revenue growth, 10+ yrs 340B program management & compliance and 15+ yrs marketing & IT related projects.

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

Community Outreach:

Community Outreach

Health Screenings:

Bayside-7
Wayne Johnson-21
Dickinson-17

Health/Resource Fairs/Number of Individuals Engaged:

Goodwill (every Tuesday/Thursday)- 79
Veterans Food Drive (CHW)
TCISD Convocation- 150
Hitchcock Head Start Parent Orientation- 100
Santa Fe ISD Convocation- 100
WIC Self-Care Fair- 16
Cafecito con COM-20
Coastal Credit Federal Credit Union Back to School Bash-200
Resource Navigation Expo-31
BINGO Health Event-54
Empower Senior Citizens Resource Fair-110
COM Resource Fair-48

Community Partner Events/Meetings

Attended:
Seaside Senior Expo Planning Committee Meeting (Fridays)
BAHEP Healthcare Committee Meeting
Leadership 101 League City Chamber of Commerce -22
Good Morning Mainland-45
Coffee in the Park League City Chamber- 15

Presentations:

ADA House -9
HEAL at YMCA (healthy eating, active living) classes-2 classes, 51 students
Ignite Community School (Puberty/Hygiene)-30
Ignite Community School (Puberty/Menstruation)- 40

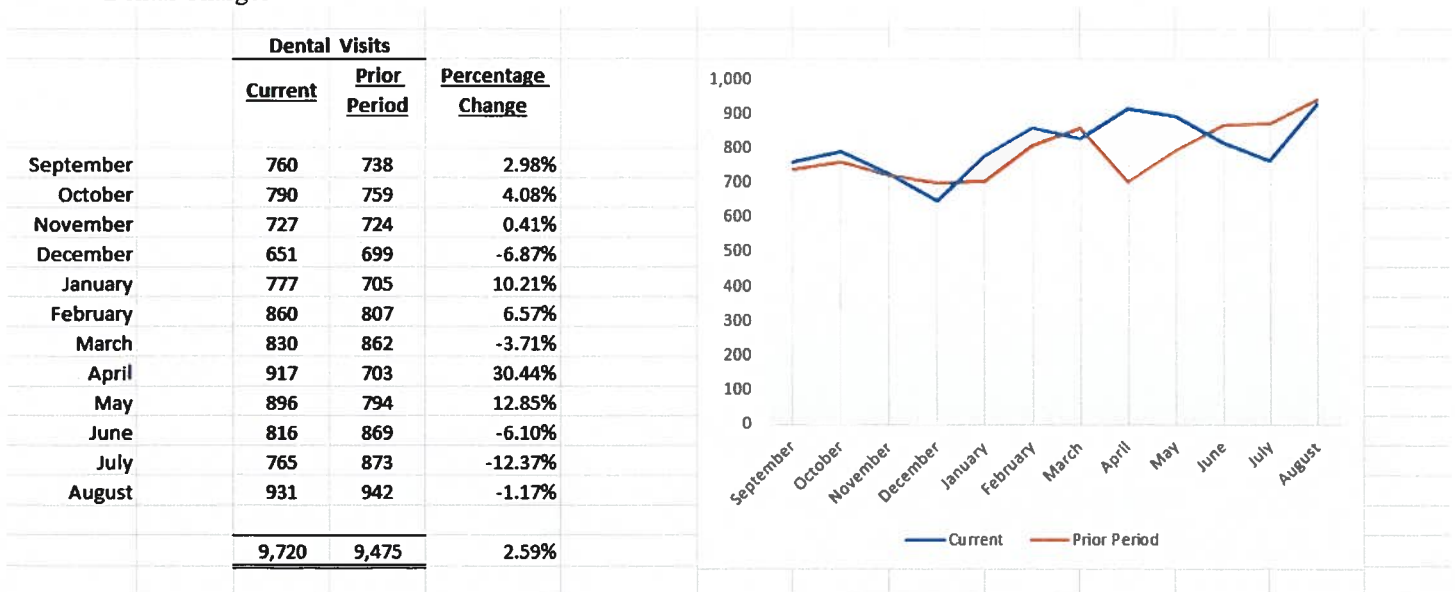
Upcoming Events:

- 10.24.24 Seasoned Saints Resource Fair
- 10.26.24 Fall Festival (trunk or treat)
- 11.16.24 Family Fun Day/Fun Run at Texas City High School

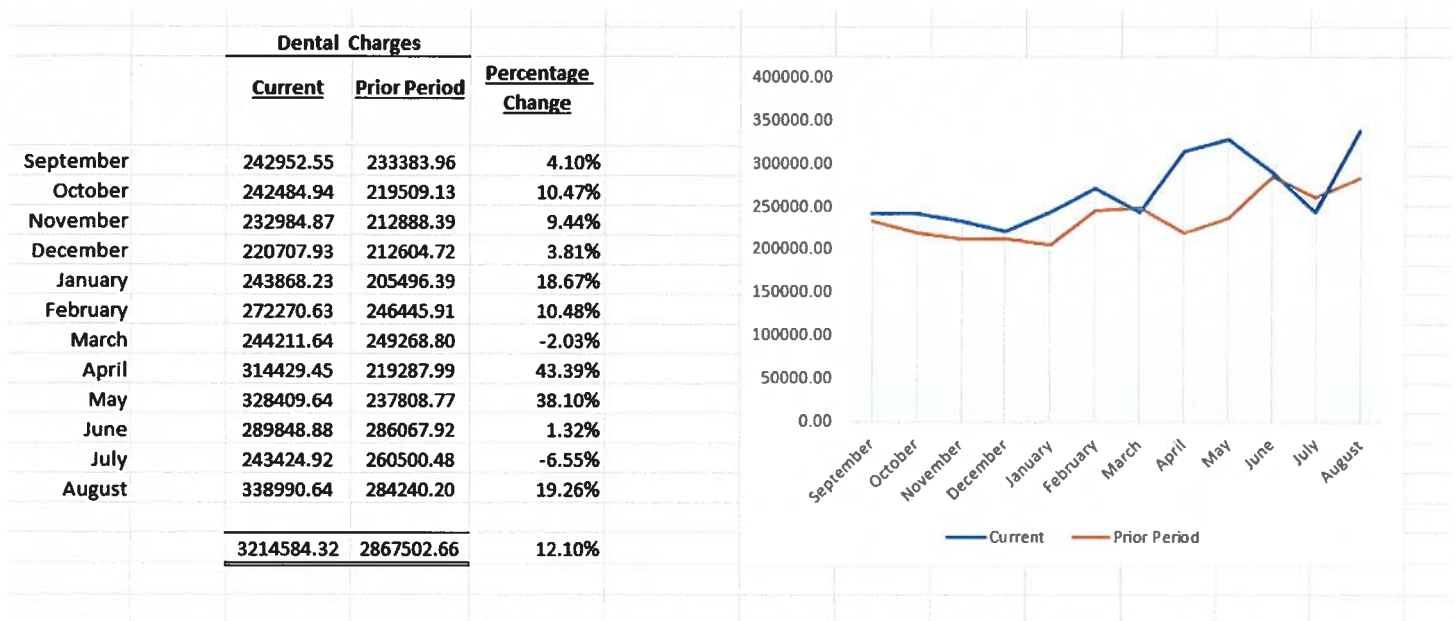
Dental Updates:

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 August 2024, we had a decrease in qualifying encounters of 1.17% compared to August 2023. We had a full-time hygienist out for one week and a part-time hygienist out for three weeks as well as several other providers with one or two days of leave during August.
 - There was an increase of 2.59% in qualifying encounters when comparing September 1, 2023 – August 31, 2024, with September 1, 2022 – August 31, 2023.
- Dental Charges



- For August 2024, we had an increase in charges of 19.26% compared to August 2023, despite a 1.17% decrease in qualified encounters.
- There was an increase of 12.10% in charges when comparing September 1, 2023 – August 31, 2024, with September 1, 2022 – August 31, 2023.



- Current projects, plans, department overview for dental
 - Dr. Linskog continues to serve on the COM Hygiene School Advisory Board. They did start their first class at the end of August.
 - We completed the transition of the dental front desk staff from Patient Services to the Dental Team on August 29th. We are excited about that transition and the improvements that will benefit our patients. We had a full dental team meeting at our In-service session on September 11th and collectively created goals for our department.
 - We are planning days to do dental exams at the School Based Health Center in October to complete the required dental exams for Head Start.
- Outreach Activities
 - Dr. Linskog and Elizabeth Sirju attended the Service Industry Resource Fair at Moody Methodist Church in Galveston on August 23rd.
 - We are currently planning a Sealants with Santa event for December 7th.
- 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 assistant and one part-time dental hygienist.
 - We have a dental access specialist scheduled to start on October 3rd.
 - Angela Salazar joined our team as a full-time bilingual dental assistant on September 12th.

Medical Updates:

School Based Clinic:	Total July Visits: 66	Total August Visits:
Students:	4	44
Staff:	2	1
Other:	60	42
Telehealth:	60	42
In person:	6	45
Telehealth/Doxyme:	Total July Visits: 253	Total August Visits: 282

CHW Clinic Visits	Total July Visits:	Total August Visits:
Kept visits	2004	2215
Scheduled Visits	2781	3009
No Shows	789	794
No Show Rate	28%	26%
Retinal Scans		21
Total Charges:	July	August
	\$526,809.56	\$615,125.42

Clinic News:

We will be losing one provider End of September due to personal reasons

Retinal scans going well, workflow being tweaked, one of the cameras is down, company sending out technician to fix or replace

For the month of August, we averaged about 100 patients seen per day

Item #9 Comments from Board Members

None

The meeting was adjourned at 1:10p.m.


Chair

Secretary/Treasurer

10/24/2024
Date

Date