

**Coastal Health & Wellness  
Governing Board  
August 22, 2024**

**Board Members:**

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

**Staff:**

Philip Keiser, Executive Director  
Jennifer Koch, Interim Chief Operating Officer  
Director of Operations  
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:** Ivelissa Caban and Kevin Avery

**Guest:** N/A

**Items#1 Comments from the Public**

There were no comments from the public.

**Items#2-10 Consent Agenda**

A motion was made by Dr. Tello to approve the consent agenda items two through ten Cynthia Darby seconded the motion, and the Board unanimously approved the consent agenda.

**Item#11 Consider for Approval Financial Report Submitted by Kenna Pruitt**

- a) May 2024
- b) June 2024

Ruth Cable, Controller, presented the May 2024 and June 2024 financial report. A motion to accept the May and June report as presented was made by Rev. Jones. Dr. Tello seconded the motion and the Board unanimously approved.

**Item#12 Consider for Approval Cynthia Darby, Consumer Representative, to Serve on the Credentialing and Appointing Committees**

Donnie VanAckeren, Board Chair, asked the Board to consider for approval Cynthia Darby, consumer representative to serve on the credentialing and appointing committee. A motion to accept Cynthia Darby to serve on the credentialing and appointing committee was made by Clay Burton. Sergio Cruz seconded the motion and the Board unanimously approved.

**Item#13 Consider for Approval Turnkey Pharmacy Services for an Entity-Owned FQHC Pharmacy, for Coastal Health & Wellness with the Galveston County Health District Submitted Taylor Silvas**

Taylor Silva, Pharmacy Program Specialist, asked the Board to consider for approval the Turnkey Pharmacy Services for an entity-owned FQHC Pharmacy, for Coastal Health & Wellness with the Galveston County Health District. A motion to accept Turnkey Pharmacy Services as presented was made by Sharon Hall. Sergio Cruz seconded the motion and the Board unanimously approved.

**Item#14 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 of the wonderful HRSA site visit and recognized staff for a job well done.

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

- July 2023 vs 2024 New vs. Established Patient (29% decrease in New Patients and a 18% decrease in established patients)

- July 2023 vs 2024 Confirmed Appointments (9% decrease, note that scheduled appts are down as well by 9%)
- July 2023 vs 2024 Resource Utilization (13% decrease in available slots and a 10% decrease in booked appointment slots, making utilization lower)
- July 2023 vs 2024 Charges/Payments/Adjustment/Refunds (25% decrease in charges, 28% increase in payment, 5% decrease in adjustments)
- July 2023 vs 2024 Kept/No-Show Comparison (19% decrease in kept appointments, **2% decrease in no-show**, 14% decrease in scheduled appointments)
- July 2023 vs 2024 Copay Collection (29% decrease)

### **HRSA**

- HRSA New Access Point Grant-HRSA is expected to award a total of \$50m in FY25 (6/1/2025-5/31/2026) to 77 applicants
- HRSA operational site visit

### **UTMB-CHW-St. Vincent Collaboration**

- 12-month NIH-sponsored project focused on improving health outcomes for uninsured Latino/as with type 2 diabetes utilizing CHW led interventions. Outcomes include baseline to 12-month HbA1c (primary outcome), blood pressure, weight, BMI, and preventive care measures.

### **Employee Updates**

- Dr. Chris Garcia has officially accepted the position of Medical Director for Coastal
- Virginia Lyle has moved from Lab/X-Ray to Galveston Manager. Virginia has been at Coastal 5 yrs but in healthcare 20 yrs.
- Debra Martin, Enabling Services Manager, will have oversight of OEE, Case Management, & CHW. Debra has been in Healthcare 15+ yrs.
- Francine Anders, Special Program Manager, will have oversight of Home-Based Care, SBHC, & Employee Specialty Med Programs. Francine has been in Healthcare 15 yrs.

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

### **Community Outreach:**

## **Community Outreach**

#### **Health Screenings:**

Bayside-10  
Wayne Johnson-11

#### **Health/Resource Fairs/Number of Individuals Engaged:**

Goodwill (every Tuesday/Thursday)-62  
Veterans Food Drive (CHW)

#### **Events CHW/GCHD Hosted:**

Back to School Block Party-638 (434 backpacks distributed)  
Back to School Bash (Trinity Oaks Apartments) (34 backpacks distributed)  
Career Day for GSM Stem Camp-12

#### **Community Partner Events/Meetings**

##### **Attended:**

Seaside Senior Expo Planning Committee Meeting (Fridays)  
BAHEP Healthcare Committee Meeting  
Ignite Enrollment Roundup-27  
Santa Fe ISD Back to School Bash -200  
Good Morning Mainland-40  
TCISD New Teacher Luncheon- 150  
TCLM Chamber Wake up Wednesday- 43  
Young Professionals Lunch and Learn

##### **Presentations:**

ADA House -13  
HEAL at YMCA (healthy eating, active living) classes-8 classes, 255 students

### **Upcoming Events:**

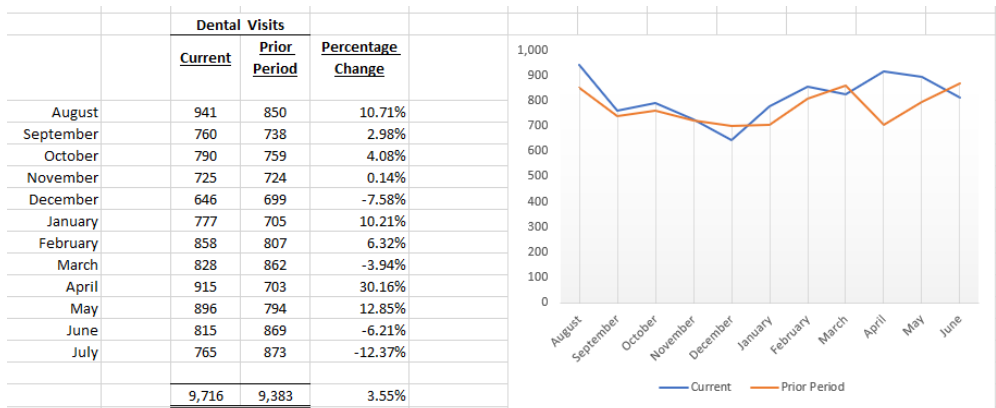
- 08.23.24 Resource Navigation Expo (Hospitality Fair)-Moody Methodist Church
- 10.26.24 Fall Festival (trunk or treat)
- 11.16.24 Family Fun Day/ Fun Run at Texas City High School

### **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 15<sup>th</sup> of every month.
- For July 2024, we had a decrease in qualifying encounters of 12.37% compared to July 2023. In July, we were closed for three days in Texas City and five days in Galveston due to the hurricane. We also saw lower visit numbers on the days following the hurricane due to patient's needing to tend to other priorities. We also had a full-time dentist and part-time dentist out for one week on vacation as well as several other providers with one or two days of leave during July.
- All charges for July 2024 had not been processed at the time of this report, so the total qualifying encounters for July 2024 may increase after those have been posted.
- There was an increase of 3.55% in qualifying encounters when comparing August 1, 2023 – July 31, 2024, with August 1, 2022 – July 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 this fall with their first class.
  - We will be transitioning the dental front desk staff to become part of the dental team on August 29<sup>th</sup>. We are excited about that transition and the improvements that will benefit our patients.
- Outreach Activities
  - Tamesha Hampton attended the Hitchcock Head Start Parent Teacher Orientation on August 5<sup>th</sup>.
  - Dr. Lindskog and Kirsten Saddler attended the CHW Back-to-School Fair on July 13<sup>th</sup>.
  - Beatriz Soliz and Christine Hernandez attended the Back-to-School Event at Blocker Middle School on August 3<sup>rd</sup>.
- 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:	June visits: 63	July visits: 66
Students:	4	4
Staff:	1	2
Other:	58	60

Telehealth:	57	60
In person:	6	6

Telehealth/Doxyne:	Total June visits:	Total July visits:
	213	253

CHW Clinic Visits	Total June visits:	Total July visits:
Kept visits	1947	2004
Scheduled visits	2667	2781
No Shows	720	789
No Show rate	27%	28%

Total Charges:	June	July
	\$520,856.11	\$526,809.56

**Current Projects:**

Retinal cameras are up and running at Texas City and Galveston, (getting good results)

Infectious disease Liaison attended 2024 Ryan White Conference on HIV care and treatment

We have attended several Back-to-School events promoting school-based clinic

We are finishing credentialing with the state to be able to keep and administer vaccines at school-based clinic

**Item #15 Comments from Board Members**

None

The meeting was adjourned at 1:39p.m.

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Chair

\_\_\_\_\_  
Secretary/Treasurer

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date