

AGENDA

Thursday, December 12, 2019 – 12:00 PM

CONSENT AGENDA: ALL ITEMS MARKED WITH A SINGLE ASTERICK (*) ARE PART OF THE CONSENT AGENDA AND REQUIRE NO DELIBERATION BY THE GOVERNING BOARD. ANY BOARD MEMBER MAY REMOVE AN ITEM FROM THIS AGENDA TO BE CONSIDERED SEPARATELY.

PROCEED TO BOTTOM OF THIS DOCUMENT FOR APPEARANCE & EXECUTIVE SESSION GUIDELINES

In accordance with the provisions of the Americans with Disabilities Act (ADA), persons in need of a special accommodation in order to participate in this proceeding should, within two (2) days prior to the proceeding, request necessary accommodations by contacting CHW's Executive Assistant at 409-949-3406, or via email at trollins@gchd.org.

ANY MEMBERS NEEDING TO BE REACHED DURING THE MEETING MAY BE CONTACTED AT 409-938-2288
REGULARLY SCHEDULED MEETING

Meeting Called to Order

- *Item #1 Agenda
- *Item #2 **ACTION** Excused Absence(s)
- *Item #3 **ACTION** Consider for Approval Minutes from November 14, 2019 Governing Board Meeting
- *Item #4 **ACTION** Receive and File Informational Report
 - a) Proposed 2020 Board Meeting Dates
- Item #5 Executive Report
- Item #6 **ACTION** Consider for Approval October 2019 Financial Report
- Item #7 **ACTION** Consider for Approval Coastal Health & Wellness Fund Balance Reserve as of September 30, 2019
- Item #8 **ACTION** Consider for Approval Privileging Rights for the following UTMB Resident:
 - a) Eric Nezerwa, MD
- Item #9 **ACTION** Consider for Approval Privileging Rights for the following Contract Provider Providing Tele-Psychiatry Service:
 - a) Jennifer Schaefer, MD
- Item #10 **ACTION** Update on Proposed Plan for Refresh of the Galveston Clinic
- Item #11 **ACTION** Consider for Approval New Coastal Health & Wellness Welcome Packet for Patients
- Item #12 **ACTION** Review CEO Performance Evaluation Draft
- Item #13 **ACTION** Review of Annual Board Self-Assessment Form

Adjournment

Tentative Next Meeting: January 30, 2020

Appearances before the Coastal Health & Wellness Governing Board

The Coastal Health & Wellness Governing Board meetings are conducted under the provisions of the Texas Open Meetings Act, and members of the public that wish to address the Board about an item presented on the agenda shall be offered three minutes to do so. The Board cordially requests that individuals desiring to make a such a statement notify the Board of their intention by writing their name on the sign-in sheet located at the Boardroom's main entrance.

A citizen desiring to make comment to the Board regarding an item not listed on the agenda shall submit a written request to the Executive Director by noon on the Thursday immediately preceding the Thursday of the Board meeting. A statement of the nature of the matter to be considered shall accompany the request. The Executive Director shall include the requested appearance on the agenda, and the person shall be heard if he or she appears.

Executive Sessions

When listed, an Executive Session may be held by the Governing Board in accordance with the Texas Open Meetings Act. An Executive Session is authorized under the Open Meetings Act pursuant to one or more the following exceptions: Tex. Gov't Code §§ 551.071 (consultation with attorney), 551.072 (deliberation regarding real property), 551.073 (deliberation regarding a prospective gift or donation), 551.074 (personnel matters), 551.0745 (personnel matters affecting Coastal Health & Wellness advisory body), 551.076 (deliberation regarding security devices or security audits), and/or 551.087 (deliberations regarding economic development negotiations). The Presiding Officer of the Governing Board shall announce the basis for the Executive Session prior to recessing into Executive Session. The Governing Board may only enter into Executive Session if such action is specifically noted on the posted agenda.

**Governing Board
December 2019
Item #2
Excused Absence(s)**

[**Back to Agenda**](#)

Governing Board

December 2019

Item #3

Consider for Approval Minutes from November 14, 2019

Governing Board Meeting

**Coastal Health & Wellness
Governing Board
November 14, 2019**

Board Members

Present:

Samantha Robinson
Milton Howard, DDS
Jay Holland
Virginia Valentino
Elizabeth Williams
Dorothy Goodman
Flecia Charles
Miroslava Bustamante

Staff:

Kathy Barroso, Executive Director
Cynthia Ripsin, MD
Hanna Lindskog, DDS
Eileen Dawley
Mary Orange
Kristina Garcia
Tiffany Carlson
Richard Mosquera
Tikeshia Thompson Rollins

Excused Absence: Victoria Dougharty, Aaron Akins, and Barbara Thompson, MD

Items 1-5 Consent Agenda

A motion was made by Virginia Valentino to approve the consent agenda items one through five. Dorothy Goodman seconded the motion and the Board unanimously approved the consent agenda.

Item #6 Executive Reports

Kathy Barroso, Executive Director, presented the November 2019 Executive Report to the Board.

Item #7 Annual Policy/Plan Review

- a) Coastal Health & Wellness Credit Card and Refund Policy
- b) Coastal Health & Wellness Charge Capture Policy
- c) Coastal Health & Wellness Payment Posting Policy

Mary Orange, Business Office Manager, asked the Board to consider for approval updates to the above referenced Coastal Health & Wellness policies. A motion to accept the policies as presented was made by Jay Holland and seconded by Virginia Valentino. The Board unanimously approved the motion.

Item #8 Discussion Regarding Proposed Changes to Coastal Health & Wellness Governing Board Bylaws

Kathy Barroso, Executive Director, informed the Board that at the last Governing Board meeting there was a recommendation that the Governing Board Bylaws be changed to increase the limit the Executive Director can approve which is currently at \$5,000. Ms. Barroso advised the Board that since the United Board of Health is responsible for setting fiscal policies and since the UBOH Bylaws and the Purchasing Policy also have the same \$5,000 limit, a request to increase this limit would need to be approved by the United Board of Health. Jay Holland made a motion to present a request to the United Board of Health to give the Executive Director authority to approve any unbudgeted single item expenditure of less than \$10,000 and that the Governing Board review the current Bylaws for any additional updates needed. Virginia Valentino seconded the motion and the Board unanimously approved.

Item #9 Consider for Approval Consumer Representative Aaron Akins to serve as a Member of the Quality Assurance Board Committee

Samantha Robinson, Board Chair, asked the Board to consider for approval consumer representative Aaron Akins to serve as a member of the Quality Assurance Board Committee. A motion to accept Aaron Akins to serve as a member on the Quality Assurance Board Committee was made by Dr. Howard and seconded by Virginia Valentino. The board unanimously approved the motion

Item #10 Consider for Approval Privileging Rights for the following UTMB Resident:

Dr. Ripsin, Medical Director, asked the Board to consider for approval privileging rights for the following UTMB resident:

- Nadine Abraham, MD

A motion to accept privileging rights for the UTMB resident was made by Jay Holland and seconded by Virginia Valentino. The board unanimously approved the motion.

Item #11 Update on Progress Related to Patient Centered Medical Home Designation

Cynthia Ripsin, MD, presented an update on the progress related to the Patient Centered Medical Home (PCMH) Designation. Dr. Ripsin reviewed the Joint Commission PCMH self-assessment tracking tool with the Board and reported that staff is making good progress on the required elements that need to be in place for the PCMH designation. Once all performance elements are in place, a mock site visit will be scheduled in preparation for the full survey that will determine certification.

Adjournment

A motion to adjourn was made by Virginia Valentino and seconded by Jay Holland. The Board adjourned at 12:40 p.m.

Chair

Date

Secretary/Treasurer

Date

[**Back to Agenda**](#)

Governing Board

December 2019

Item #4

Receive and File Informational Report

a) Proposed 2020 Board Meeting Dates

Governing Board 2020 Meeting Dates

January 30, 2020

February 27, 2020

March 26, 2020

April 30, 2020

May 28, 2020

June 25, 2020

July 30, 2020

August 27, 2020

October 1, 2020 (September Meeting)

October 29, 2020

November 12, 2020

December 10, 2020

**Governing Board
December 2019
Item #5
Executive Report**

Flu season is expected to pick up in coming weeks

Flu vaccine prevents millions of illnesses and flu-related doctor's visits each year. And with the flu season expected to pick up in coming weeks, those who haven't received the vaccine should consider doing so.

Already, 1,166 flu cases have been reported to the Galveston County Health District (GCHD) Oct. 1-Nov. 30.

Flu activity often begins to increase in October, hitting its peak between December and February.

"We encourage everyone to receive their flu vaccine early in the season, often by the end of October, but there is still time to be vaccinated," said Eileen Dawley, RN, GCHD chief nursing officer. "As long as there is flu virus spreading, you and your family are at risk of possibly becoming sick. Vaccination provides the best protection."

The flu vaccine does not cause flu illness. The viruses in the flu vaccine are inactivated, meaning they are dead, so they cannot cause an infection.

Flu cases reported to the health district are expected to pick up in coming weeks. Dec. 2-8 marks National Influenza Vaccination Week, a time to highlight protection offered by the flu vaccine.

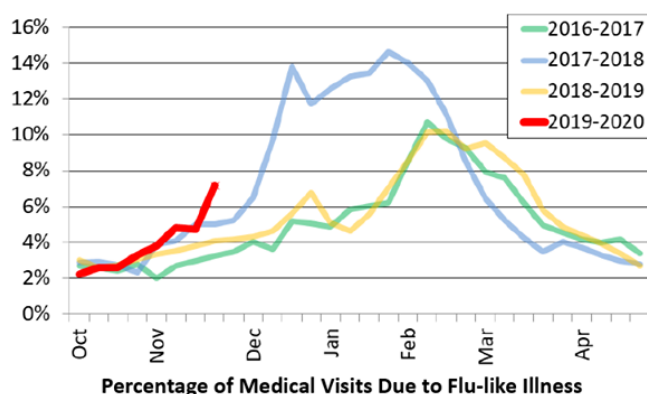
People 6 months and older should be vaccinated for the flu. Vaccination is especially important for certain high-risk

groups including those age 65 and older, pregnant women, young children and those with chronic health conditions, who are at higher risk for complications or even death if they get the flu.



Flu Widespread in Texas

Texas flu activity increases and reaches widespread classification.



Vaccination is also important for health care workers and others who live with or care for high risk people to keep from spreading the flu to them.

The virus is spread mainly by droplets made when someone with the flu coughs, sneezes or talks. Those droplets can then land in the mouths or noses of people nearby. The virus is also spread when a person touches an item that has flu virus on it and then touches their mouth, eyes or nose.

Remember to stop spread of the flu and other illnesses by covering all coughs and sneezes with elbows, washing hands frequently, disinfecting commonly touched surfaces and staying home when sick.

Flu-like symptoms include fever, cough, sore throat, runny or stuffy nose, body aches, headache, chills and fatigue. Some people, especially children, may have vomiting and diarrhea. People may also be infected with flu and have respiratory symptoms without a fever.

"The flu isn't your common cold. Left untreated, and sometimes even treated, the flu can lead to serious health condi-

2020 Marketplace enrollment ends Dec. 15

CHW offers free application assistance through Dec. 13

Open enrollment in the 2020 Health Insurance Marketplace runs through Dec. 15. Those who don't enroll by Dec. 15 cannot get 2020 coverage unless they qualify for a special enrollment period.

Coastal Health & Wellness (CHW) is here to help and offers free open enrollment application assistance.

Depending on an applicant's income, they may qualify for assistance paying monthly health care premiums.

Plans sold during open enrollment start Jan. 1, 2020.

There are three plan categories: Bronze; Silver; and Gold. The categories show how you and your plan share costs. The categories have nothing to do with quality of care.

"All plans cover essential health benefits, pre-existing conditions and preventative services," said Michelle Peacock, CHW patient care nurse case manager. "That includes maternity care, mammograms and other preventative care services."

Applicants cannot be denied health coverage for having pre-existing conditions such as diabetes, hypertension and cancer.

Different plan types are designed to meet different needs.

Some plans restrict provider choices or encourage clients to get care from the plan's network of doctors, hospitals, pharmacies and other medical service providers.

Other plans pay a greater share of costs when clients use providers outside of the plan's network.

"It can be confusing. That's why we're here," Peacock said. "Our staff can help you figure out what all this means for you and your family. What you pay for insurance depends on your income."

Depending on income, applicants may also qualify for an insurance plan with tax credits or for Medicaid/ Children's Health Insurance Program

Marketplace page 8

**THE
CLOCK
STARTS NOW!**

2020 COVERAGE IN
THE HEALTH
INSURANCE
MARKETPLACE

Open enrollment
ends **December 15**
for coverage that starts
January 1, 2020.

We can help you
meet the
deadline.



**EL
TIEMPO SE
ACABA PARA LA**

COBERTURA 2020
EN EL MERCADO DE
SEGUROS DE SALUD

La inscripción abierta
termina **el 15 de Diciembre**
para la cobertura que
inicia **el 1 de Enero**
del 2020.

*Podemos ayudarle a
cumplir con
la fecha límite.*



409-978-4225
COASTALHW.ORG

GCHD, CHW recognizes employees for service



Galveston County Health District (GCHD) was honored to recognize employees in November for their dedicated service to GCHD, Coastal Health & Wellness (CHW), Galveston Area Ambulance Authority and the Galveston County Animal Resource Center.

Service Award recipients included:

5 years: Erick Bailon, Arthur Grijalva, Anthony Hernandez,

Jasmine McMullin, Jacklyn Morgan, Maria Rojas, Rosalee Rosales, Cheryl Rowe, Monique Ryans, Nathan Smith, Carlos Sorto and Sharon Stonum

10 years: Brian Patterson and Cheree Windham

15 years: Maria Guzman and Judie Olivares

20 years: Albertina Sanchez

30 years: Alma Garcia and Robert Maurins

40 years: Tommy Leigh



Thank you to our GCHD United Board of Health and CHW Governing Board members who attended the health district's Employee Appreciation Luncheon in November.



JOIN THE GALVESTON COUNTY
HEALTH DISTRICT FOR ITS

2ND ANNUAL
HEALTHY EATING ACTIVE LIVING
“NEW YEAR, NEW YOU”
— KICK-OFF EVENT —

THIS EVENT IS FREE TO THE PUBLIC!



SATURDAY, JANUARY 25, 2020

10 A.M. - 1 P.M.

Texas City High School
1431 9th Ave. N., Texas City

Enjoy a fun run, healthy living resources, chair massages,
healthy snacks, activity stations, giveaways and more -
ALL FREE!

VENDORS INCLUDE:

Smoothie Strong
Iron Den
YMCA
UTMB
New Teeth
Derm Texas

Salata
Jason's Deli
World's Gym
6 Senses Dermacare & Massage
Galveston County Animal Resource Center



GCHD.ORG/HEAL



GCHD, CHW employees give back



This year, Galveston County Health District (GCHD), Galveston Area Ambulance Authority (GAAA) and Coastal Health & Wellness (CHW) chose charities to benefit from a donation drive at this year's Employee Appreciation Luncheon.

At left, members of the executive office, accounting and human resources donated presents, car seats and diapers to Court Appointed Special Advocates (CASA) of Galveston County.



CHW employees from the county indigent health care program, patient services and dental services donated items to the M. I. Lewis Social Service Center.



CHW employees from case management and billing donated non-perishable food items to the Galveston County Food Bank and toys to the La Marque Police Department.



At left, IT employees delivered presents to the Child Advocacy Center of Galveston County.





Air and water environmental services made donations to The Coffee Connection and UTMB Children's Hospital in Galveston.



Community health services, vitals and CHW electronic records and administration all donated to the Ronald McDonald House of Galveston.



Tips for eating healthier this holiday season

'Tis the season for family, festivity and food - a lot of food. Temptations are everywhere, and parties and travel disrupt daily routines. What's more, it all goes on for weeks!

How do you stick to your meal plan when everyone around you seems to be splurging. Here are five tips that can help.

Holiday-proof your plan

You may not be able to control what food you're served, and you're bound to see other people eating a lot of tempting treats. Meet the challenges armed with a plan:

Eat close to your usual times to keep your blood sugar steady.

If your meal is served later than normal, eat a small snack at your usual mealtime and eat a little less when dinner is served.

Invited to a party? Offer to bring a healthy dish along.

If you have a sweet treat, cut back on other carbs during the meal.

Don't skip meals to save up for a feast. It will be harder to keep your blood sugar in control and you'll be really hungry and more likely to overeat.

If you slip up, get right back to healthy eating with your next meal.

Outsmart the buffet

When you face a spread of delicious holiday food, make healthy choices easier.

Have a small plate of the foods you like best and then move away from the buffet table.

Start with vegetables to take the edge off your appetite. Eat slowly. It takes at least 20 minutes for your brain to realize you're full.

Avoid or limit alcohol. If you do have an alcoholic drink, have it with food. Alcohol can lower blood sugar and interact with diabetes medicines.

Also plan to stay on top of your blood sugar. Check it more often during the holidays and if you take medicine, ask your doctor if the amount needs to be adjusted.

Fit in favorites

No food is on the naughty list. Choose the dishes you really love and can't get any other time of year, like Aunt Edna's pumpkin pie. Slow down and savor a small serving and make sure to count it in your meal.

Keep moving

You've got a lot on your plate this time of the year and physical activity can get crowded out.

But being active is your secret holiday weapon. It can help make up for eating more than usual and reduce stress during this most stressful

Dec. 1-7 marks National Handwashing Awareness Week



WHEN SHOULD I WASH MY HANDS?

- Before, during and after preparing food
- Before eating food
- Before and after caring for someone who is sick
- Before and after treating a cut or wound
- After blowing your nose, coughing or sneezing
- After using the bathroom
- After changing diapers
- After touching an animal, feed or waste
- After touching garbage

WET LATHER SCRUB RINSE

- Wet your hands with clean, running water and apply soap.
- Lather your hands – front, back, between fingers and under nails.
- Scrub your hands for at least 20 seconds.
- Want to pass the time? Sing "Happy Birthday" from beginning to end, twice.
- Rinse your hands under clean, running water.

SOAP VS HAND SANITIZER

- Hand sanitizer** can help when you can't use soap, but it only gets rid of **some germs**, not all types!
- Be sure to rub the hand sanitizer over **both hands**, entirely, until your hands are **dry**.

Healthy eating page 8

tions including pneumonia and can lead to hospitalization and sometimes, even death,” Dawley said.

“The flu vaccine can reduce flu illness and flu-related hospitalizations. Flu vaccinations can reduce doctor visits, missed days at work and missed days at school,” Dawley added. “It is important to get your flu vaccine each year. Your immune protection from vaccination drops over time so yearly vaccines help make sure you have the best protection available against the flu.”

Take every day preventive actions to stop the spread of germs:

- Try to avoid close contact with those who are sick.

- While sick, limit contact with others as much as possible to keep from infecting them.

- If sick with flu-like illness, stay home for at least 24 hours after the fever is gone, except to get medical care or for other necessities.

- Cover the nose and mouth with a tissue when coughing or sneezing. Throw the tissue away after use and wash hands.

- Wash hands often with soap and water. If soap and water are not available,

use an alcohol-based hand rub.

- Avoid touching eyes, nose and mouth. Germs spread this way.

- Clean and disinfect surfaces and objects that may be contaminated with germs like flu.

The flu vaccine is available at the GCHD Immunization Clinic, 9850-B Emmett F. Lowry Expressway in Texas City. The clinic is walk-in and open Monday-Friday 8 a.m.-5 p.m. with extended hours on Tuesday to 7 p.m. Flu shots are \$34 each. Medicare and Blue Cross Blue Shield, cash, check, debit and credit cards are accepted.

“Tell me something good...”

Below are comments from Coastal Health & Wellness patients following their visit at our clinics.

“They are always amazing.” (Medical services)

“(Jacklyn Morgan, PA-C) is always helpful in all my medical needs.” (Medical services)

“(Unsil Keiser, DDS) is very patient with me.” (Dental services)

“The ladies in the lab are very friendly and helpful.” (Lab services)

“This clinic is awesome, clean, fair and I wouldn’t go anywhere else.” (Medical services)

“I love Jamie (Trinh, RDH)! She is the best.” (Dental services)

“(Jason Borillo, PA-C) was excellent - excellent care, explains everything well.” (Medical services)

“Friendly and helpful.” (Counseling services)

Marketplace

(CHIP). There is no open enrollment for individuals to apply for Medicaid, CHIP or the Texas Women’s Health Program.

Health Insurance Marketplace is for those who do not have health coverage through a job, Medicare, Medicaid, CHIP or another source that provides qualifying health coverage.

Those who have job-based insurance may buy a plan through Health Insurance Marketplace but will pay full price unless their employer’s insurance doesn’t meet certain standards. Most job-based plans do meet the required standards.

Those who have Medicare cannot switch to Health Insurance Marketplace, supplement their coverage with a plan or buy a dental plan.

Galveston County residents with questions about the Health Insurance Marketplace can call CHW at 409-978-4225 or visit the clinic at 9850-C Emmett F. Lowry Expressway in Texas City.

Healthy eating

time of year. Get moving with friends and family, such as taking a walk after a holiday meal.

Get your zzz’s

Going out more and staying out later often means cutting back on sleep. Sleep loss can make it harder to control your blood sugar and when you’re sleep deprived you’ll tend to eat more and prefer high-fat, high-sugar food.

Aim for seven-eight hours per night to guard against mindless eating. Most of all, remember what the season is about

Register now for 2020 IT'S TIME TEXAS challenge

The holidays may be just around the corner, but many are already looking to the New Year and their resolutions to get healthy in 2020.

Those resolutions may include drinking more water, moving your body more or making healthier food choices.

Have fun reaching your goals with the IT'S TIME TEXAS Community Challenge.

This fun, eight-week challenge allows individuals, schools and the community to earn points for their cities and towns by simply participating in healthy activities Jan. 6-March 2.

"This challenge is a win-win. You can work towards reaching a healthier lifestyle, along with having access to wonderful resources to help you meet that goal, and you can earn points for the community you live in," said Kathy Barroso, Galveston County Health District (GCHD) CEO.

"So many of us have goals that center on health at the start of a New Year. This challenge is the perfect way to kick off those goals," she added.

Getting started is simple. Visit www.ittcommunitychallenge.com to register.

You'll be prompted to choose a community for which you'll earn points by tracking what you eat, exercising, taking healthy selfies and more. You can do this as an individual or representative of a school, business, municipality or organization.

In the challenge, communities across the state compete for the most points.

Winners earn grant money for health-related improvements in their community, plus bragging rights.

"Who doesn't want to say their community is the best?" Barroso said. "Statewide, communities with similar populations compete in the same category, but we've also had a healthy competition in Galveston County over the past

**TAKE ADVANTAGE OF
EARLY REGISTRATION FOR
IT'S TIME TEXAS
COMMUNITY CHALLENGE
AND EARN**

750 POINTS!

PREREGISTRATION ENDS JANUARY 5, 2020

**SIGN UP AT
ITTCOMMUNITYCHALLENGE.COM**



few years. Texas City has dominated the county competition for the past three years, and has also had a strong showing in the statewide competition finishing second in the mid-size category in 2019 and third in 2017 and 2018."

Pre-registration is currently underway. If you participated last year, you can reactivate your account.

Registering earns you 500 points. Register before Jan. 5 and earn an extra 250 points.

A complete breakdown of points available for each activity is available at www.ittcommunitychallenge.com.

Community leaders play a large role in the Community Challenge. City and school district officials can sign pledges, earning their respective commu-

nity points.

School districts can get in on the action with campus and district pledges and an organized healthy staff activity.

"We encourage you to get behind your city and school and urge them to participate. Making healthier lifestyle choices is something we can learn at a young age," Barroso said. "Signing these pledges takes just a few minutes and it shows a commitment to supporting a healthy community."

Businesses can also take part, earning points for organizing a healthy workplace event, completing the work healthier assessment and signing a work healthier/ nonprofit leader pledge.

"Whether you are participating as an individual or representative of a city, school or business, Galveston County Health District is here to help," Barroso said. "We'll provide weekly totals by community so we can see how each city in the county is stacking up to its neighbors and offer some ideas for friendly competition."

Check out www.gchd.org/challenge for more information on how to participate. Follow GCHD on Facebook, Twitter and Instagram @GCHDinfo.

Out and about: Community outreach



At left, Galveston County Health District (GCHD), Coastal Health & Wellness (CHW) and Galveston County Area Ambulance Authority employees spent the month of October donating comfy, fuzzy socks for the American Cancer Society - Texas. These socks will bring needed joy to cancer patients and survivors this winter.



Happy Holidays and New Year from our family to yours!
Coastal Health & Wellness will be closed Tuesday, Dec. 24 and Wednesday, Dec. 25 in observance of Christmas and Jan. 1 for New Year's Day.



Above, CHW and GCHD's Medical Reserve Corps attended a Veterans health fair and event at The Coffee Connection in Texas City on Nov. 10.

PATIENT PORTAL

Patients can now access the NextGen Patient Portal from the comfort of their cell phones. Download the app today from the App Store or Google Play.

PATIENT PORTAL ALLOWS YOU TO:

- Send a message to your medical provider, nurse or the billing department
- Request and view appointments
- Request a prescription refill
- View a summary of your health record and lab results
- Look up information about health topics
- View and pay your statement online



CHW's dental staff take part in Sealant Improvement Collaborative



CHW Dental Director Dr. Hanna Lindskog and Dental Hygienist Jamie Trinh, RDH, traveled to Chicago in November to attend the first of three learning sessions for the NNOHA Sealant Improvement Collaborative. The aim of the collaborative is to engage health centers in conducting quality improvement in dental programs. It will bring together participants from across the country for a nine-month break through series collaborative through June 2020. Teams will learn and apply the model for improvement and develop measurement processes to report on the following set of measures: caries at recall less than 21 years; risk assessment of all dental patients; sealants 6-9 year olds; sealants 10-14 year-olds; direct cost per visit; and self management goal setting with patients younger than 21 years old.

Coastal Health & Wellness

DENTAL SERVICES

Coastal Health & Wellness offers basic dental services for all ages from cleanings to tooth extractions.

Ask about affordable dentures, root canals and crowns.



SAME DAY APPOINTMENTS AVAILABLE.
(409) 938-2234

LOCATIONS:

Texas City Clinic
Mid-County Annex
9850-C Emmett F. Lowry Expressway
Texas City, Texas 77591

Galveston Clinic
Island Community Center
4700 Broadway, F100
Galveston, Texas 77551

Dial 911 for emergencies.

Coastal Health & Wellness

MEDICAL SERVICES

Coastal Health & Wellness offers **primary care for all ages** including well-child visits, women's health, family planning, early prenatal care for low-risk pregnancies, annual physicals, chronic disease management, sick care and more.

X-ray, laboratory, prescription and referral services are also available at Coastal Health & Wellness.



SAME DAY APPOINTMENTS AVAILABLE.
(409) 938-2234

LOCATIONS:

Texas City Clinic
Mid-County Annex
9850-C Emmett F. Lowry Expressway
Texas City, Texas 77591

Galveston Clinic
Island Community Center
4700 Broadway, F100
Galveston, Texas 77551

Dial 911 for emergencies.

Coastal Health & Wellness Updates

Insurance Contract Updates –

Dental

- MCNA-Currently Shetty, Nguyen, Foreman in network; Pending-Lindskog, Keiser
- Dr. Foreman- (Pending- Connection, Liberty Dental, Guardian, DenteMax, Dentegra)

Behavioral Health

- Texas Children's Health Plan- Pending- Application submitted waiting approval (Tigrett & Bailey)

Medical

- Dr. Ibidabo-Obe (Pending-Superior Health Plan, Community Health Choice)
- Juliet Wiseman, NP (Pending-Superior Health Plan, Community Health Choice)
- Yaa Cheremateng, PA-C (Pending-Superior Health Plan, Community Health Choice)
- Opeyemi Ojo, NP (Pending-Superior Health Plan, Community Health Choice)
- Haley McCabe, PA-C (Pending-Superior Health Plan, Community Health Choice)
- Schaefer – (Pending – currently being added to all insurances)

Pending New/Evaluating Contracts:

- Memorial Hermann Health Plan- CHW has been approved to participate as of 10/21/19. Contract under review – documents have been submitted.
- Patient /Physician and Cooperatives (PPC)- Contract currently under review
- HealthSmart Preferred Care- Pending response from HealthSmart
- Superior Health Plan (Dental Services)-Pending response to contract request
- Oscar Health – Contract currently under review

Other Insurance Updates:

- In an effort to streamline dental insurance verification processes, new procedures have been developed on how treatment plans will be handled and how insurance verifications will be obtained. The goal of this process is to assure that we can obtain information in a timely manner so that we can notify the patient of their payment responsibility promptly.

Committees –

- **Quality Assurance/Risk Management Committee** – The monthly meeting of this committee was held on December 4, 2019. Appointment utilization and no-show rates for November were reviewed. Appointment utilization rates for the month of November for medical and dental appointments were within the goal of 90%. Although counseling utilization rates improved in Texas City, rates continued to remain below the 90% goal in both Texas City and Galveston, reporting 80% and 34% respectively. Overall, no-show rates for the month were higher in comparison to the prior month. No-show rates related to medical visits was 25% for both locations for the month. No-show rates for dental visits were 23% in Texas City and 17% in Galveston. Dental Hygienist no-show rates were 20% in Texas City and 33% in Galveston. Counseling no-show rates improved in Galveston from 40% to 28%, but were higher in Texas City, reporting 46% this month in comparison to 40% last month. On average, medical visits reported a 25% no-show rate for the month while dental visits reported a no-show average of 23%. The average counseling no-show rate was 37%. Patients are currently being informed of the new no-show policy which is effective January 1, 2020.
- Patient satisfaction survey data was also reviewed for the month of November, with a total of 158 responses, down from 350 responses received in the prior month. In comparison to the last month, the weighted average satisfaction score for all categories improved from 4.89 to 4.94.
- Other items discussed included review of case management reports, medical and dental procedures/guidelines, clinical audits, peer review calendars and financial updates.
- **Infection Control / Environment of Care /Joint Commission Committee (IEJ)**– The monthly meeting of the Joint Commission/Infection Control/Environment of Care Committee was held on November 20, 2019. Items discussed included a new Joint Commission standard effective January 1, 2020 addressing Antimicrobial Stewardship. A committee has been formed to review requirements related to this standard in order to set goals and monitor compliance. Although not required, we have also decided to submit an intracycle monitoring profile to Joint Commission this year, which will be submitted after the first of the year. An update on the number of Coastal employees who received the flu vaccine was provided and it was reported that we have exceeded our goal for this year. Data for the Infection Control Risk Assessment was reviewed, and goals are currently being developed for review at the next meeting. Other topics discussed included review of infection control audit reports and safety and compliance reports. The Joint Commission's 12-part Ambulatory Breakfast Briefing series conclude on November 13th. This series was designed to provide an overview of new and revised 2020 standards and assist in preparation for the next Joint Commission site survey.
- **Patient Centered Medical Home (PCMH) Committee** – The Coastal PCMH Team continues to meet to evaluate and develop processes related to this initiative. Progress continues to be made on the PCMH self-assessment tool. Recent activities include finalizing a welcome packet to be distributed to patients that will include useful information related to clinic

services; determining the appropriate provider panel size and length of appointment time slots in order to meet quality of care standards. Once all elements have been finalized, a mock survey with the Joint Commission will be scheduled in preparation of the accreditation survey.

HRSA Deliverables / Updates –

- Substance Use Disorder-Mental Health (SUD-MH) grant – The SUD-MH program is going well and currently a total of 20 patients are enrolled in the program. Initial grant projections for program enrollment were based on a maximum of 50 patients. To provide additional assistance to patients, we are also actively recruiting for a Recovery Coach to add to this program's team.
- We continue to acquire equipment and supplies budgeted through the Capital Assistance for Hurricane Response and Recovery Efforts (CARE) grant. We have currently spent \$305,398 of the \$337,012 initially awarded. All grant funds must be spent by August 31, 2020.
- HRSA has confirmed the operational site visit (OSV) dates for August 25 – August 27, 2020. We will be contacted with additional pre-site visit information at least four weeks prior to the first day of our OSV.
- On 11/26/19, notification was received from HRSA that the budget revision that had been submitted for the 4/1/19 to 3/31/20 budget period was approved.
- The annual UDS report is due 2/15/2020 and NextGen has incorporated the changes for this reporting period into the system.

Miscellaneous Updates –

- We are continuing to monitor the number of patients enrolled in the patient portal and Case Management staff have been assisting patients with enrollment through scheduled events at both clinic locations. Since June 17, 2019, we have enrolled 177 patients in the portal through these scheduled events. We are actively monitoring numbers and staff continue to educate patients daily about the benefits of enrolling in the portal.
- Since the Dental department has started performing crowns and root canals, we have completed 10 crowns and 9 root canals (8 on anterior teeth and 1 on a posterior tooth)
- The new part-time dental hygienist is in place and started seeing patients on October 29, 2019.

Communications –

- **News Releases/ Website News Posts**
 - National Diabetes Awareness Month
 - Great American Smokeout
 - Marketplace Open Enrollment
 - GCHD confirms new cases of lung illness
- **Social Media**
 - National Diabetes Awareness Month
 - World Diabetes Day
 - Diabetes awareness and education
 - Marketplace Open Enrollment

- Great American Smokeout
- HEAL 2nd Annual New Year, New You kick-off event
- World COPD Awareness Day
- Vaping and e-cigarette education and awareness
- Dental services offered
- Medical services offered
- Counseling services offered
- Talk therapy services
- Holiday stress – counseling services offered
- Offices closed for Veterans Day
- Offices closed for Thanksgiving
- Patient Portal registration
- Flu season and handwashing
- Flu and heart disease
- Flu season vaccine, education
- Handwashing importance and education
- #WorkWednesday
- CHW employees donate as part of Employee Appreciation Luncheon
- GCHD, CHW employees donate fuzzy socks to American Cancer Society
- GCHD, ARC offices closed for Employee Appreciation Luncheon
- Veterans Day appreciation for GCHD, ARC, GAAA employees and UBOH board member who served
- Employee recognition for service years
- Children's dental health habits
- Mental illness – facts vs. myths
- Stroke signs and prevention

CHW Career Opportunities:

Oct. 23-Nov. 25, 2019

- **Employee Onboarding** – Human Resources conducted new employee orientation for the following employee(s):
 - Gabriella Lopez – Dental Assistant
- **Current Vacancies:**
 - Provider
 - Physician
 - Nursing
 - LVN (1)
 - Patient Services
 - Patient Services Specialist (1)
 - Electronic Records
 - Unit Receptionist-Medical (bilingual) (1)

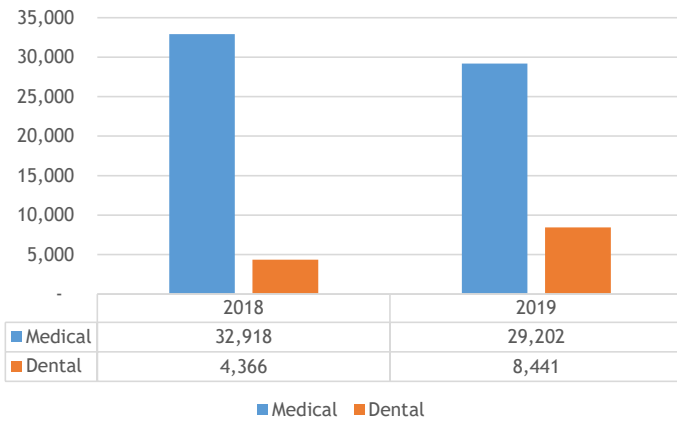
CHW Executive Contract Report: December 2019

1. A Sterile Process Consulting Agreement was signed between Coastal Health & Wellness and Sunny Hays, MS, CST, CRCST/CHL/CIS/CER to provide sterile process training, education and consulting services to Coastal personnel. Consultant provided training and certification for nine (9) Dental Assistants and two (2) Dental Hygienists regarding best practices for sterile processing of dental instruments primarily in accordance with the Association for the Advancement of Medical Instrumentation (AAMI). Consultant was compensated at the rate of \$125 per hour with reimbursement of \$0.58 cents per mile, \$51.00 for meal per diem and reimbursement for hotel room. The training took place on November 6, 2019.
2. A Contract for Digital Advertising was signed between Coastal Health & Wellness and Clear Channel Outdoor for billboard advertising for the Coastal Health & Wellness Marketplace. The contract amount was \$4,500.00 for multiple billboard advertisements that run through December 13, 2019.

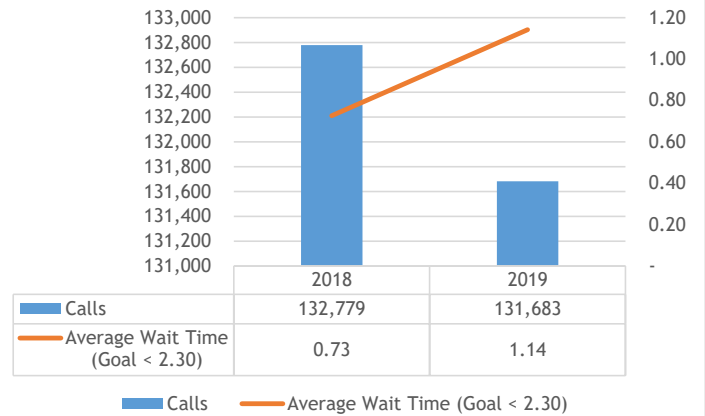
December 2019
YTD Comparison Report (January to November)

Patient Services - Patients Checked-In	2018	2019	% Change
Medical	32,918	29,202	-11%
Dental	4,366	8,441	93%
Contact Center	2018	2019	% Change
Calls	132,779	131,683	-0.8%
Average Wait Time (Goal < 2.30)	0.73	1.14	57%
Electronic Records	2018	2019	% Change
Record Requests	9,412	10,039	6.7%
County Indigent Program	2018	2019	% Change
Applied	1395	1462	5%
Referrals	3964	1972	-50%
Avg Total Patients on Program	251	257	2%
Case Management	2018	2019	% Change
Referrals	10,644	8,750	-18%

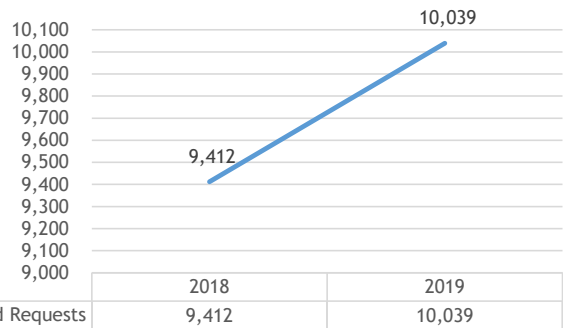
Patient Services-Total Patients Checked-In



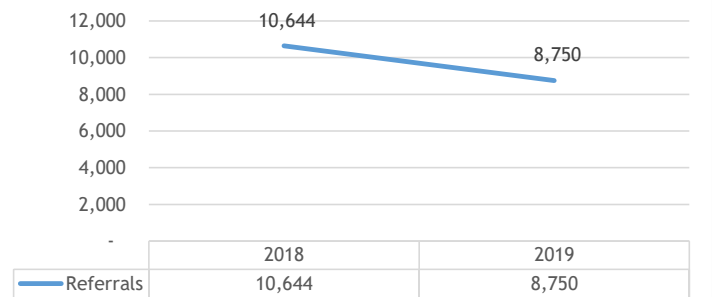
Contact Center - Calls and Wait Time



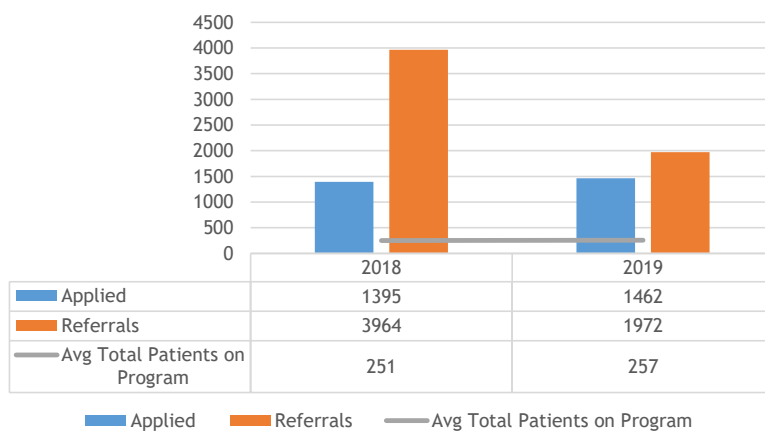
Electronic Record Requests



Case Management Referrals



County Indigent Program



[Back to Agenda](#)

**Governing Board
December 2019
Item #6
Consider for Approval October 2019
Financial Report**

COASTAL HEALTH & WELLNESS

Governing Board



FINANCIAL SUMMARY

For the Period Ending October 31, 2019

December 12, 2019

GCHD Board Room | 9850-A Emmett F. Lowry Expy. | Texas City, TX 77591

CHW - BALANCE SHEET

as of October 31, 2019

ASSETS

	Current Month Oct-19	Prior Month Sep-19	Increase (Decrease)
Cash & Cash Equivalents	\$4,998,983	\$4,885,634	\$113,350
Accounts Receivable	2,007,588	1,696,722	310,866
Allowance For Bad Debt	(963,287)	(914,866)	(48,421)
Pre-Paid Expenses	129,279	88,976	40,303
Due To / From	43,963	334,582	(290,619)
Total Assets	\$6,216,526	\$6,091,047	\$125,479

LIABILITIES

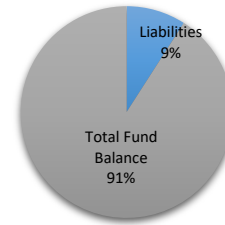
Accounts Payable	\$221,696	\$87,910	\$133,786
Accrued Salaries	336,024	244,023	92,001
Deferred Revenues	6,753	8,104	(1,351)
Total Liabilities	\$564,473	\$340,037	\$224,436

FUND BALANCE

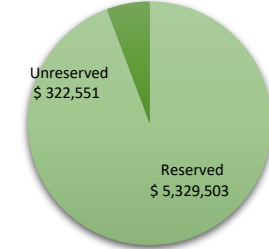
Fund Balance	\$5,751,011	\$5,813,682	(\$62,672)
Current Change	(98,957)	(62,672)	(36,285)
Total Fund Balance	\$5,652,054	\$5,751,011	(\$98,957)

TOTAL LIABILITIES & FUND BALANCE	\$6,216,526	\$6,091,047	\$125,479
---	--------------------	--------------------	------------------

Current Period Assets



Total Fund Balance



CHW - REVENUE & EXPENSES

as of October 31, 2019

REVENUE

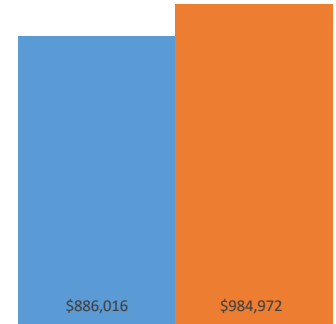
	Actual Oct-19	Budgeted Oct-19	PTD Budget Variance	YTD Budget Variance
County Revenue	\$311,222	\$324,070	(\$12,848)	(\$12,844)
DSRIP Revenue	0	79,167	(79,167)	(554,167)
HHS Grant Revenue	329,666	260,617	69,050	252,265
Patient Revenue	232,109	368,553	(136,444)	(711,613)
Other Revenue	13,018	23,635	(10,617)	(68,325)
Total Revenue	\$886,016	\$1,056,042	(\$170,026)	(\$1,094,683)

EXPENSES

Personnel	\$645,986	\$680,896	\$34,911	\$520,067
Contractual	58,815	85,808	26,993	178,885
IGT Reimbursement	0	37,500	37,500	262,500
Supplies	132,535	121,986	(10,550)	114,980
Travel	8,005	2,519	(5,486)	(10,399)
Bad Debt Expense	48,421	35,045	(13,376)	(56,359)
Other	91,211	92,289	1,078	(119,304)
Total Expenses	\$984,972	\$1,056,042	\$71,070	\$890,369
CHANGE IN NET ASSETS	(\$98,958)	\$0	(\$98,958)	(\$204,313)

Current Month Revenue & Expenses Actual

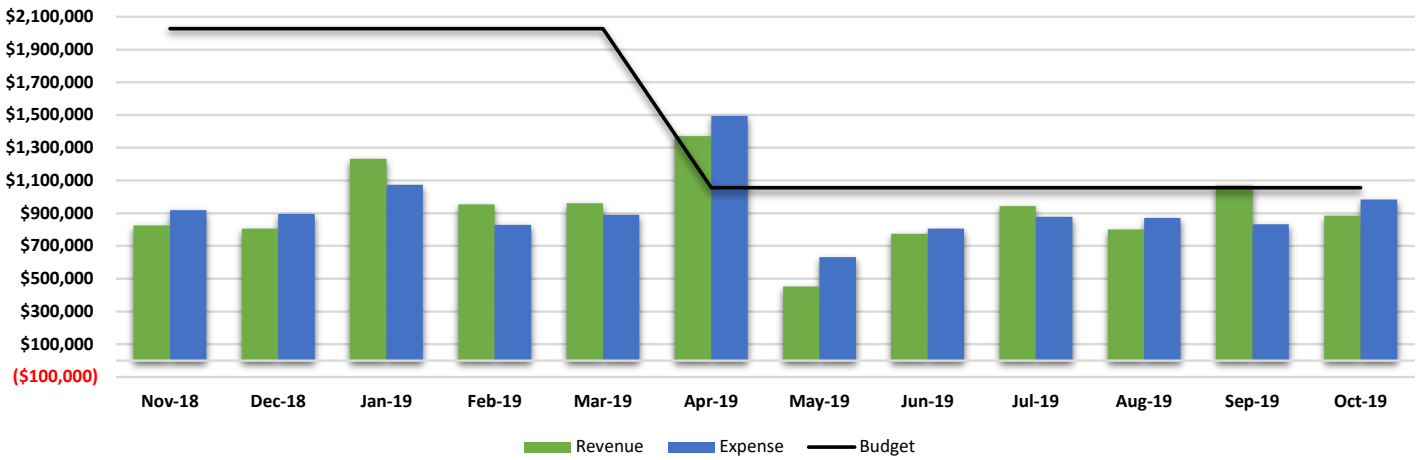
■ Revenue ■ Expenses



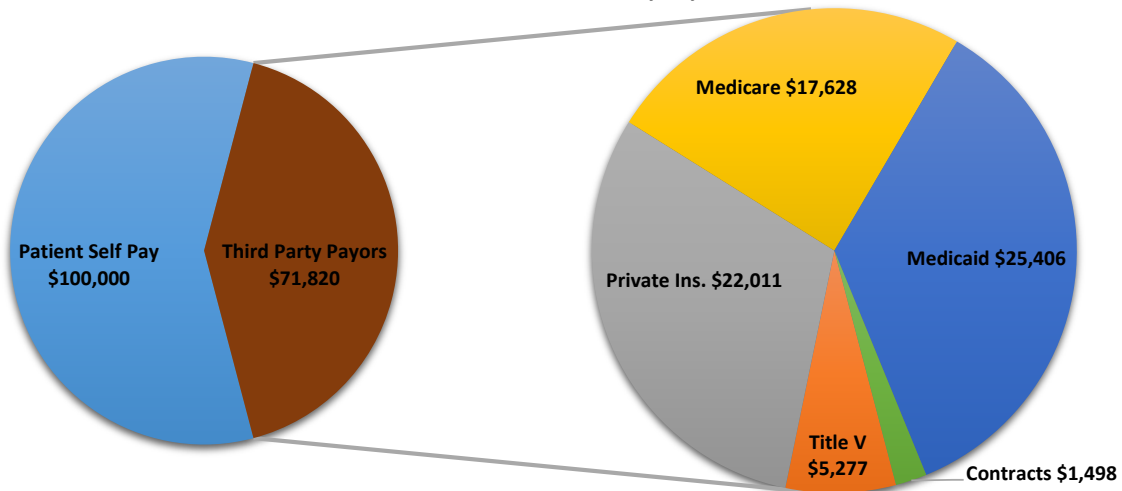
HIGHLIGHTS

- MTD and YTD decrease in Fund Balance of (\$98,958).
- MTD revenues were underbudget by (\$170,026). Patient revenues are lower across all payer categories as visits are lower than actual budget. Title V revenue was higher than budget by \$498. Pharmacy revenue was also underbudget by (\$20,127) because of fewer pRep Rx's (\$12K) and average cost per insured Rx decreased to \$242 in October compared to \$300 in September, resulting in an (\$8K) decrease in revenue.
- County Revenue decreased (\$12,848) in October.
- MTD expenses were \$71,070 underbudget. Supplies was overbudget by \$10,550 for Fund Balance purchases of a Midmark M-11 and a twin vac system for Dental. Travel was slightly overbudget, but was offset by savings in Personnel, Contractual, and Other.
- Bad debt expense is overbudget for the month. Accrual is based on % of Self-Pay Charges less Adjustments.
- Total Fund balance is \$5,652,054 as of 10/31/19.

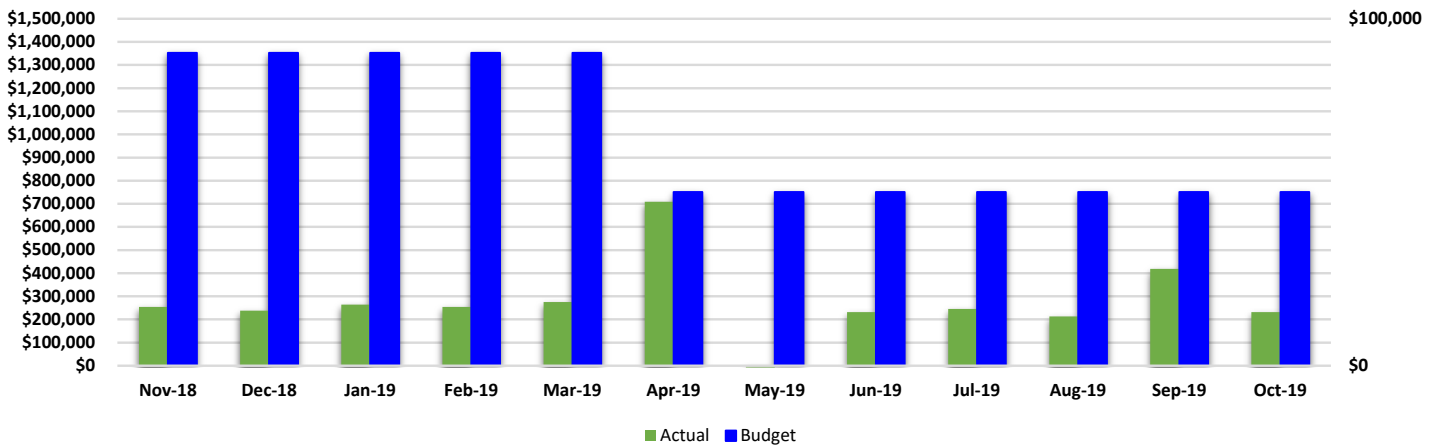
Actual Revenue & Expenses in Comparison to Budget

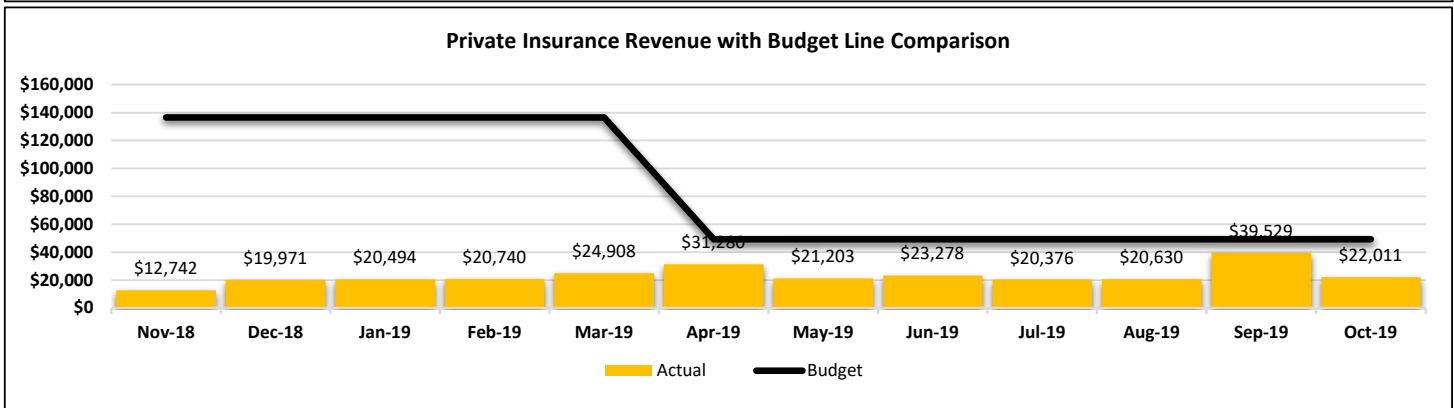
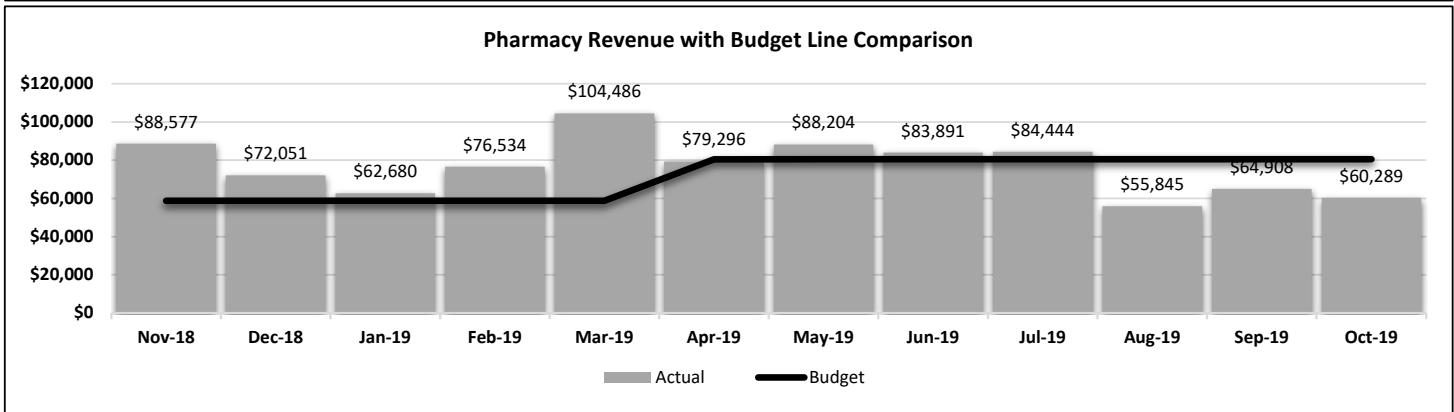
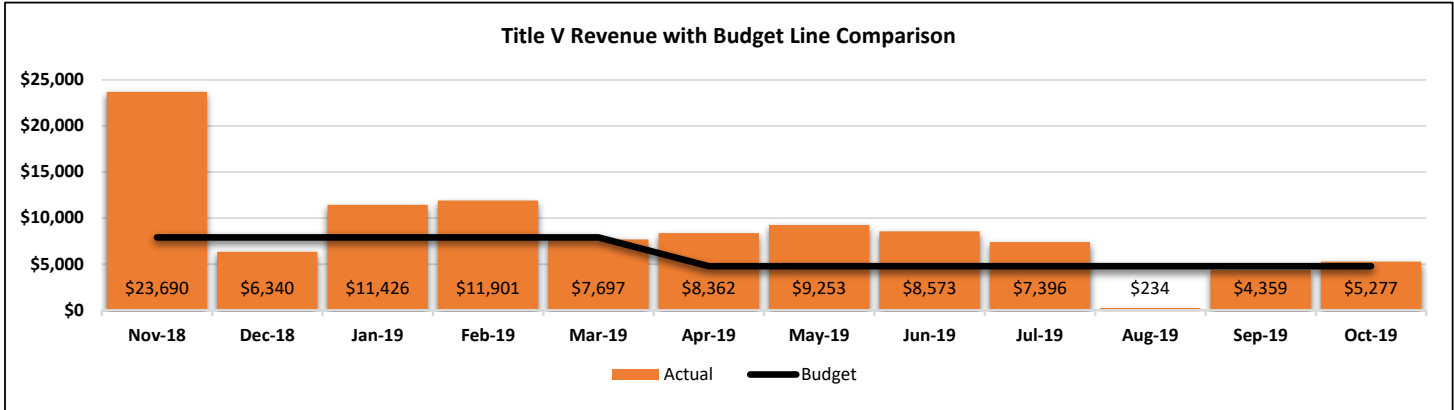
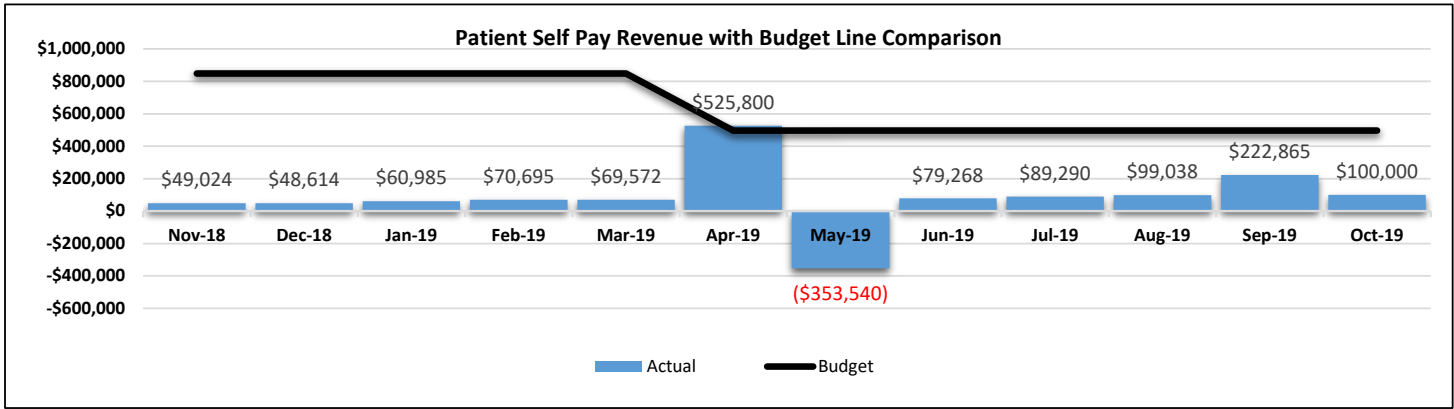


Current Period Patient Revenue with Third Party Payor Contributions Identified

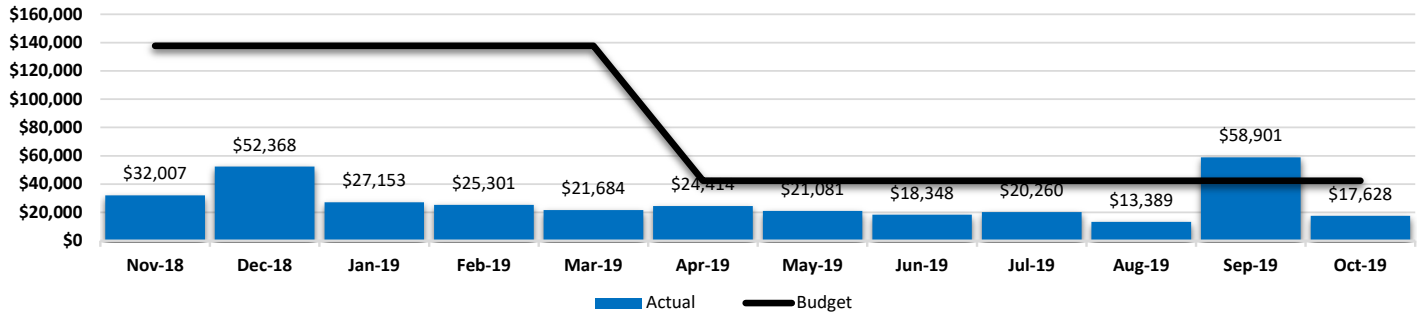


Actual Patient Revenue Rec'd vs Budget

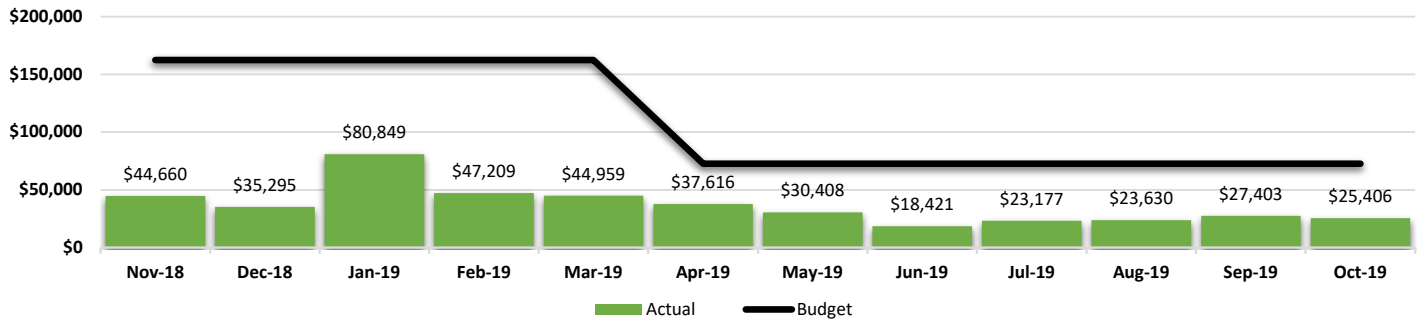




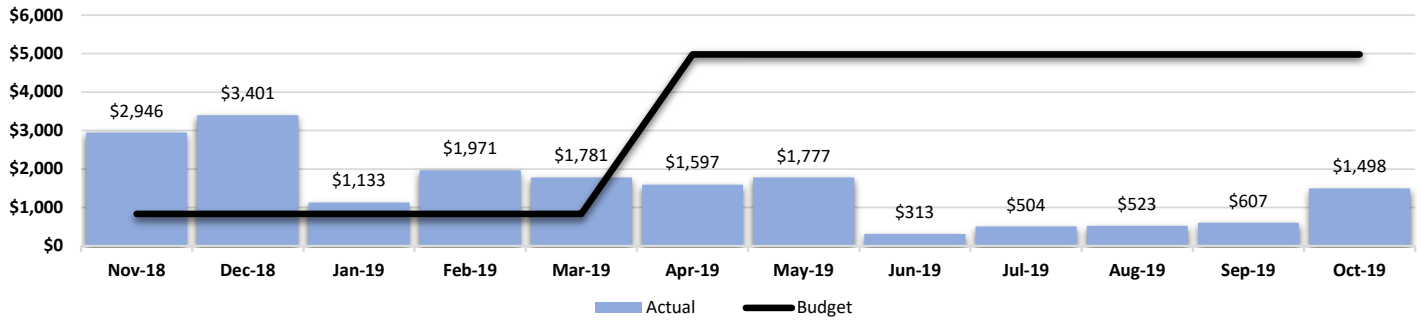
Medicare Revenue with Budget Line Comparison



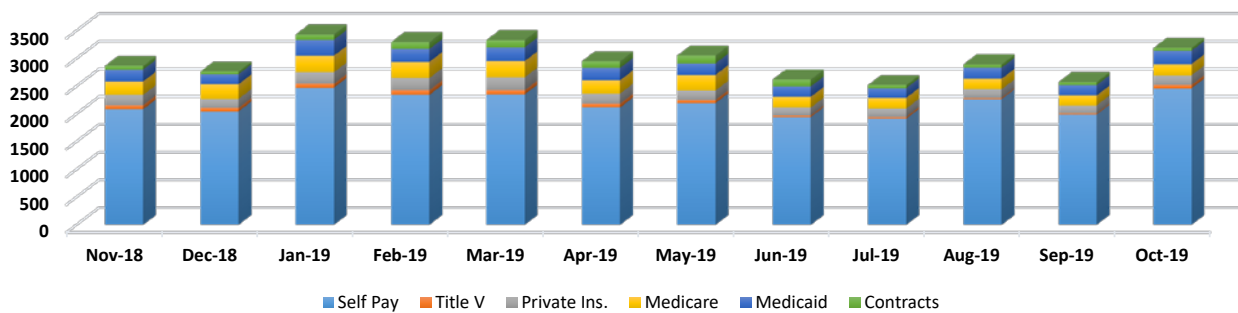
Medicaid Revenue with Budget Line Comparison



Contract Revenue with Budget Line Comparison



Total Number of Patient Visits

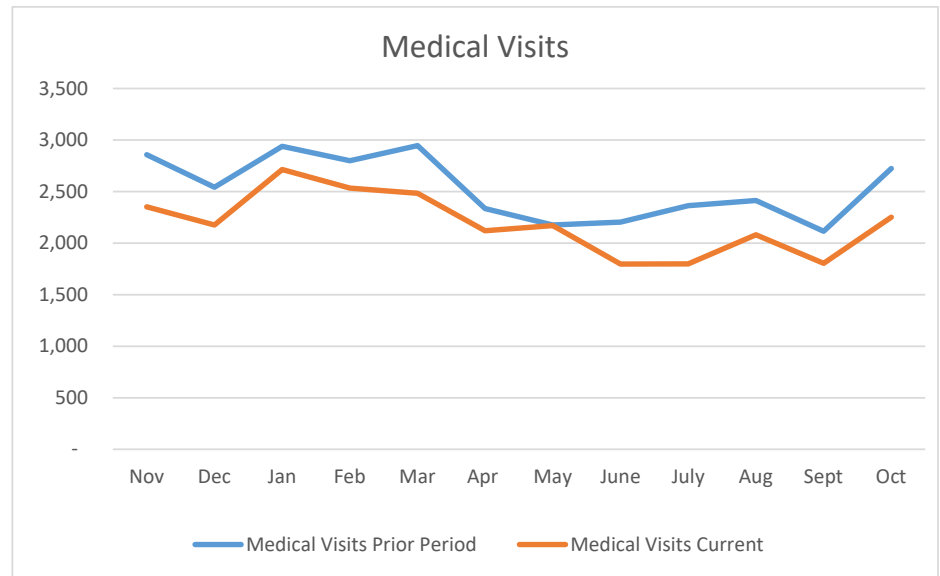


Coastal Health & Wellness								
Statement of Revenue and Expenses for the Period ending October 31, 2019								
	Description	Period Ending 10/31/19	MTD Budget Budget	MTD Budget Variance	YTD Actual	YTD Budget	YTD Budget Variance	Annual Budget
Grouping	REVENUE							
HRSRA	HHS GRANT REVENUE - Federal	\$329,666	\$260,617	\$69,050	\$2,076,582	\$1,824,316.67	\$252,265	\$3,127,400
Patient Rev	GRANT REVENUE - Title V	\$5,277	\$4,780	\$498	\$43,455	\$33,457	\$9,998	\$57,355
Patient Rev	PATIENT FEES	\$100,000	\$114,102	(\$14,102)	\$762,721	\$798,715	(\$35,994)	\$1,369,225
Patient Rev	PRIVATE INSURANCE	\$22,011	\$49,289	(\$27,279)	\$178,307	\$345,025	(\$166,718)	\$591,472
Patient Rev	PHARMACY REVENUE - 340b	\$60,289	\$80,417	(\$20,127)	\$473,542	\$562,917	(\$89,375)	\$965,000
Patient Rev	MEDICARE	\$17,628	\$42,380	(\$24,752)	\$174,021	\$296,659	(\$122,637)	\$508,555
Patient Rev	MEDICAID	\$25,406	\$72,608	(\$47,202)	\$186,060	\$508,256	(\$322,196)	\$871,296
Other Rev.	LOCAL GRANTS & FOUNDATIONS	\$1,351	\$1,351	\$0	\$9,455	\$9,455	\$0	\$16,208
Other Rev.	MEDICAL RECORD REVENUE	\$2,160	\$1,354	\$805	\$12,330	\$9,479	\$2,851	\$16,250
Other Rev.	MEDICAID INCENTIVE PAYMENTS	\$0	\$0	\$0	\$3,070	\$0	\$3,070	\$0
County	COUNTY REVENUE	\$311,222	\$324,070	(\$12,848)	\$2,255,649	\$2,268,493	(\$12,844)	\$3,888,845
DSRIP	DSRIP REVENUE	\$0	\$79,167	(\$79,167)	\$0	\$554,167	(\$554,167)	\$950,000
Other Rev.	MISCELLANEOUS REVENUE	\$1,903	\$0	\$1,903	\$4,962	\$0	\$4,962	\$0
Other Rev.	OTHER REVENUE - SALE OF FIXED ASSET	\$0	\$0	\$0	\$3,875	\$0	\$3,875	\$0
Other Rev.	INTEREST INCOME	\$7,227	\$5,750	\$1,477	\$58,578	\$40,250	\$18,328	\$69,000
Patient Rev	CONTRACT REVENUE	\$1,498	\$4,978	(\$3,480)	\$48,445	\$34,844	\$13,601	\$59,733
Other Rev.	LOCAL FUNDS / OTHER REVENUE	\$378	\$0	\$378	\$3,891	\$0	\$3,891	\$0
Other Rev.	CONVENIENCE FEE	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Other Rev.	Fund Balance	\$10,815	\$10,815	\$0	\$99,710	\$99,710	\$0	\$182,160
	Total Revenue	\$896,831	\$1,051,677	(\$154,846)	\$6,394,653	\$7,385,743	(\$991,090)	\$12,672,502
	EXPENSES							
Personnel	SALARIES	\$529,681	\$526,677	(\$3,004)	\$3,460,412	\$3,686,739	\$226,327	\$6,320,124
Personnel	SALARIES, Merit Compensation	\$0	\$0	\$0	\$0	\$0	\$0	\$0.00
Personnel	SALARIES, PROVIDER INCENTIVES	\$0	\$4,400	\$4,400	\$3,652	\$30,800	\$27,148	\$52,800.00
Personnel	SALARIES, supplemental	\$0	\$0	\$0	\$0	\$0	\$0	\$0.00
Personnel	SALARIES, O/T	\$3,604	\$5,000	\$1,396	\$19,392	\$35,000	\$15,608	\$60,000.00
Personnel	SALARIES, PART-TIME	\$14,872	\$36,141	\$21,269	\$83,283	\$252,988	\$169,706	\$433,694.00
Personnel	Comp Pay	\$0	\$0	\$0	\$189	\$0	(\$189)	\$0.00
Personnel	FICA EXPENSE	\$38,684	\$43,775	\$5,091	\$258,408	\$306,423	\$48,015	\$525,296.33
Personnel	TEXAS UNEMPLOYMENT TAX	\$16	\$1,215	\$1,199	(\$430)	\$8,507	\$8,937	\$14,584.05
Personnel	LIFE INSURANCE	\$1,541	\$1,380	(\$161)	\$10,207	\$9,659	(\$548)	\$16,557.68
Personnel	LONG TERM DISABILITY INSURANCE	\$1,133	\$1,284	\$151	\$7,415	\$8,990	\$1,575	\$15,411.28
Personnel	GROUP HOSPITALIZATION INSURANC	\$0	\$46,032	\$46,032	\$0	\$322,224	\$322,224	\$552,383.31
Personnel	WORKER'S COMP INSURANCE	\$1,480	\$2,861	\$1,382	\$3,773	\$20,028	\$16,254	\$34,333.12
Personnel	EMPLOYER SPONSORED HEALTHCARE	\$39,590	\$0	(\$39,590)	\$280,317	\$0	(\$280,317)	\$0.00
Personnel	HRA EXPENSE	\$0	\$0	\$0	\$0	\$0	\$0	\$0.00
Personnel	PENSION / RETIREMENT	\$11,731	\$12,131	\$400	\$75,732	\$84,917	\$9,186	\$145,572.38
Contractual	OUTSIDE LAB CONTRACT	\$18,009	\$30,475	\$12,466	\$124,134	\$213,325	\$89,191	\$365,700.00
Contractual	OUTSIDE X-RAY CONTRACT	\$1,908	\$4,428	\$2,520	\$13,944	\$30,993	\$17,049	\$53,130.00
Contractual	MISCELLANEOUS CONTRACT SERVICES	\$12,683	\$23,990	\$11,306	\$123,477	\$167,927	\$44,449	\$287,874.00

[illegible][illegible][illegible]

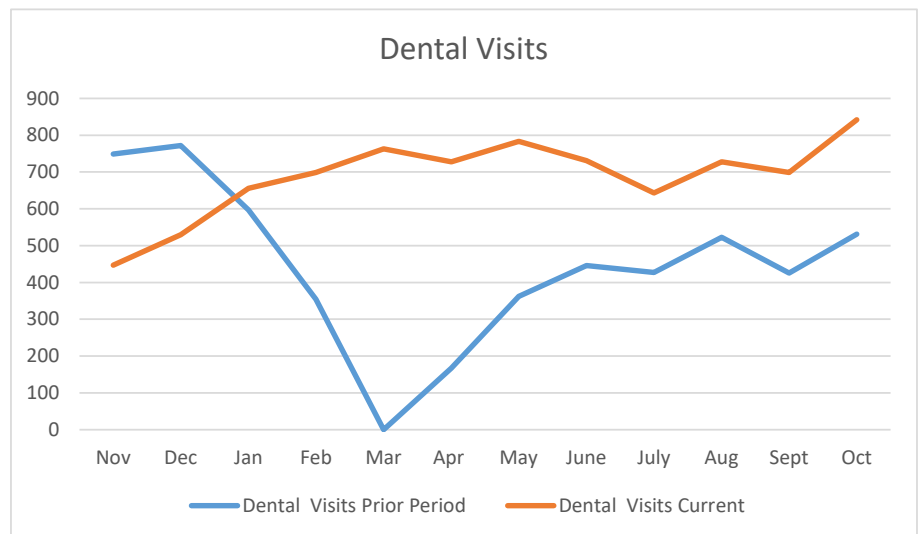
Medical Visits

	<u>Prior Period</u>	<u>Current</u>
Nov	2,857	2,351
Dec	2,542	2,175
Jan	2,939	2,714
Feb	2,798	2,534
Mar	2,946	2,484
Apr	2,334	2,119
May	2,177	2,171
June	2,205	1,797
July	2,363	1,798
Aug	2,413	2,081
Sept	2,115	1,804
Oct	2,725	2,250
	<u>30,414</u>	<u>26,278</u>



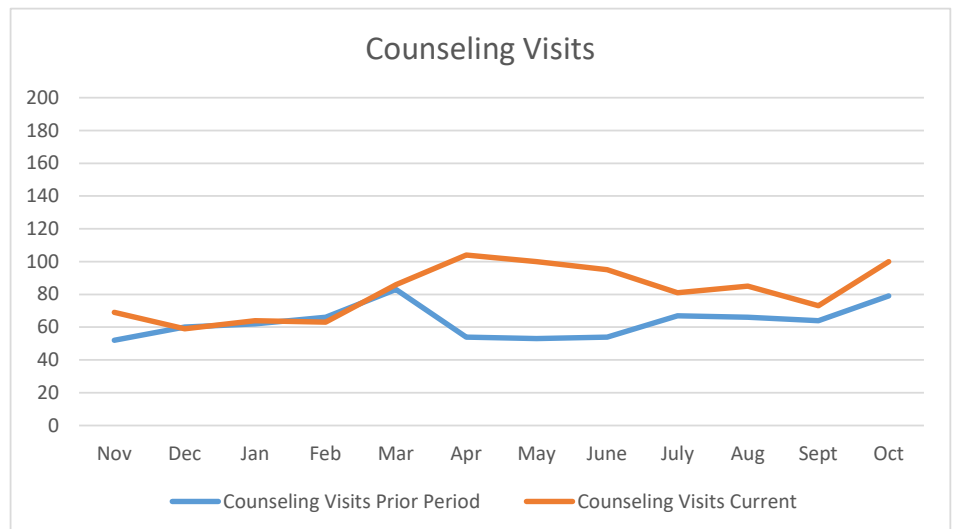
Dental Visits

	<u>Prior Period</u>	<u>Current</u>
Nov	749	447
Dec	772	530
Jan	597	656
Feb	354	699
Mar	0	763
Apr	167	728
May	362	783
June	446	731
July	427	643
Aug	523	728
Sept	426	699
Oct	531	842
	<u>5,354</u>	<u>8,249</u>



Counseling Visits

	<u>Prior Period</u>	<u>Current</u>
Nov	52	69
Dec	60	59
Jan	62	64
Feb	66	63
Mar	83	86
Apr	54	104
May	53	100
June	54	95
July	67	81
Aug	66	85
Sept	64	73
Oct	79	100
	<u>760</u>	<u>979</u>



Vists by Financial Class - Actual vs. Budget
As of October 31, 2019 (Grant Year 4/1/19-3/31/20)

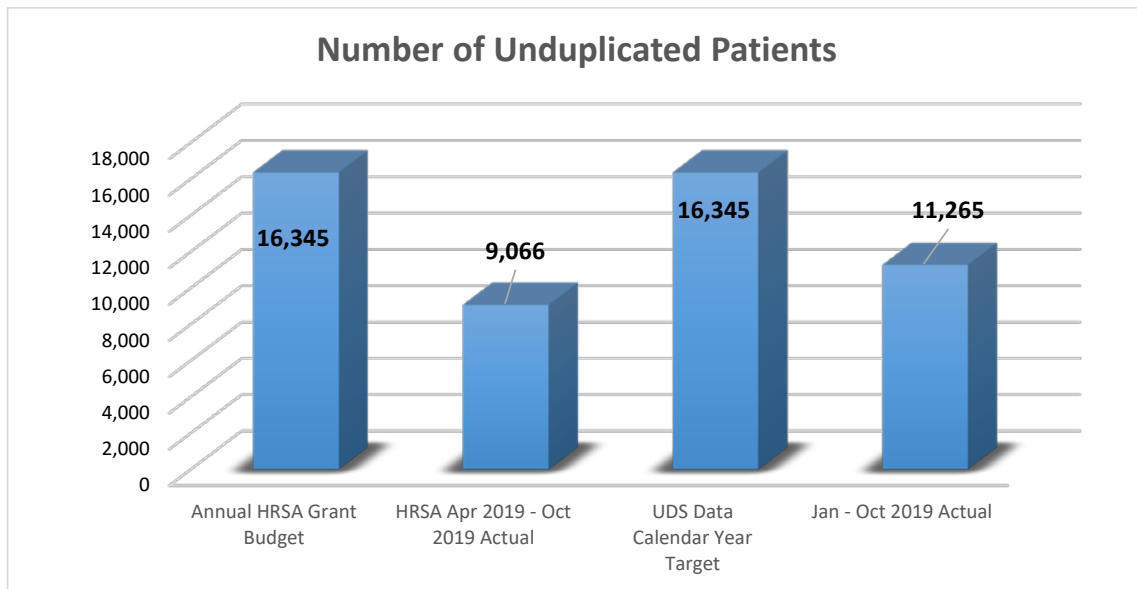
	Annual HRSA			Over/(Under)		YTD	Over/(Under)	%
	Grant Budget	MTD Actual	MTD Budget	MTD Budget	YTD Actual	Budget	YTD Budget	Over/ (Under) YTD Budget
Medicaid	5,442	241	454	(213)	1,433	3,175	(1,742)	-55%
Medicare	3,640	203	303	(100)	1,494	2,123	(629)	-30%
Other Public (Title V, Contract)	1,728	113	144	(31)	642	1,008	(366)	-36%
Private Insurance	4,718	172	393	(221)	1,137	2,752	(1,615)	-59%
Self Pay	31,361	2,463	2,613	(150)	15,158	18,294	(3,136)	-17%
	46,889	3,192	3,907	(715)	19,864	27,352	(7,488)	-27%

Unduplicated Patients - Current vs. Prior Year
UDS Data Calendar Year
January through December

	Current Year	Jan-Oct 2018	Jan-Oct 2019	Increase/ (Decrease) Prior	%
	Annual Target	Actual	Actual	Year	of Annual Target
Unduplicated Patients	16,345	11,571	11,265	(306)	69%

Unduplicated Patients - Current vs. Prior Year
HRSA Grant Year
April through March

	Annual HRSA	Apr 2018 -	Apr 2019 -	Increase/ (Decrease) Prior	%
	Grant Budget	Oct 2018 Actual	Oct 2019 Actual	Year	of Annual Target
Unduplicated Patients	16,345	8,785	9,066	281	55%



[Back to Agenda](#)

Governing Board

December 2019

Item #7

**Consider for Approval Coastal Health & Wellness Fund Balance
Reserve as of September 30, 2019**

**Coastal Health & Wellness - Proposed Annual Board Approved Reserve
FY 2020**

	Board Approved Reserve @ 9/30/2018	Increase / (Decrease)	Reserve Balance @ 9/30/19	Proposed Board Approved Reserves @ 9/30/2019
IT Expenditures (Equipment, Software & Consultant Services)	\$191,318	(\$98,424)	\$92,894	\$67,300
Medical / Dental Equipment additions/replacements	\$275,000	(\$32,063)	\$242,937	\$121,206
Galveston Clinic Renovations	\$850,000	(\$7,150)	\$842,850	\$850,000
Texas City Furniture/Fixtures/Remodel	\$12,750	(\$7,700)	\$5,050	\$0
Employee One-Time Supplemental Payment	\$103,816	(\$45,073)	\$58,743	\$52,051
Total Operating Reserve	\$4,116,561	\$0	\$4,116,561	\$4,400,000
Total Board Approved Reserve	\$5,549,445	(\$190,410)	\$5,359,035	\$5,490,557
Unreserved	\$264,237	\$127,738	\$391,975	\$260,453
Total Fund Balance	\$5,813,682	(\$62,672)	\$5,751,010	\$5,751,010

Operating Reserve
Budgeted Expenses ending 3/31/21

\$4,400,000
\$11,587,328

Months of Reserves available

4.56

COASTAL HEALTH & WELLNESS

Proposed Budget for the fiscal year ending March 31, 2021

Fund Balance

IT Expenditures	Total Cost	CHW %	CHW Cost
*IT Security Penetration Testing Services	15,000	50%	7,500
*ID Security Badge Programming updates and printer replacement	3,600	50%	1,800
*Board Laptop Replacements (18 x \$400)	7,200	50%	3,600
*Maintenance Hardware for Infrastructure Components (Server/Network)	10,000	50%	5,000
Desktop Computer Refresh Replacements, 79 computers (40 CHW, 39 GF)	99,115	49.8%	49,400
			67,300

Medical/Dental Additions/Replacements	Total Cost	CHW %	CHW Cost
Dental Chair Replacements (3 x \$27,495)	82,485	100%	82,485
Adult Digital X-Ray Sensors (4 x \$5,419)	21,676	100%	21,676
Pharmacy Grade Freezer Replacement (1 x \$6,000)	6,000	100%	6,000
Oral Cancer Screening Early Detection (3 x \$1,995)	5,985	100%	5,985
Endo Motor & Handpiece Device for Root Canals (1 x \$2,000)	2,000	100%	2,000
Apex Locator for Root Canals (1 x \$1,060)	1,060	100%	1,060
GuttaCore Oven for Root Canals (1 x \$2,000)	2,000	100%	2,000
			121,206

Employee One-Time Supplemental Payment	Total Cost	CHW %	CHW Cost
One-Time payout of \$500 (full-time) and \$250 (part-time) staff employed 6+ months FY21	52,051	100%	52,051
			52,051
			240,557

**Purchases could be initiated/completed prior to start of 4/1/20 budget term (shared services)
These items were approved in the 2019/2020 Budget for Fund Balance expenditures.*

[Back to Agenda](#)

Governing Board

December 2019

Item #8

**Consider for Approval Privileging Rights for the following UTMB
Resident:**

a) Eric Nezerwa, MD



Date: December 12, 2019

To: CHW Governing Board

Thru: Kathy Barroso, CPA
Executive Director

From: Cynthia Ripsin, MS, MPH, MD
Medical Director

Re: Privileging

KB

A handwritten signature in black ink, appearing to be 'C. Ripsin', written over a horizontal line.

Upon the review of the completed credentialing file of Eric Nezerwa, MD by Judie Olivares, Human Resources Generalist, and myself (Cynthia Ripsin, MD), we would like to recommend that the Coastal Health & Wellness Governing Board approve privileging for Eric Nezerwa, MD based on the following information:

- Eric Nezerwa, MD is a licensed Physician IN TRAINING who will practice and train part-time at the Texas City Coastal Health & Wellness Medical Clinic. Eric Nezerwa, MD graduated from University of Texas Medical Branch 2019. Dr. Eric Nezerwa requests medical privileges on a part-time basis at the Texas City site.

[Back to Agenda](#)

Governing Board

December 2019

Item #9


**Consider for Approval Privileging Rights for the following Contract
Provider Providing Tele-Psychiatry Service:**


a) Jennifer Schaefer, MD



Date: December 12, 2019

To: CHW Governing Board

Thru: Kathy Barroso, CPA 
Executive Director

From: Cynthia Ripsin, MS, MPH, MD 
Medical Director

Re: Privileging

Upon the review of the completed credentialing file of Jennifer Schaefer, MD by Judie Olivares, Human Resources Generalist, and myself (Cynthia Ripsin, MD), we would like to recommend that the Coastal Health & Wellness Governing Board approve privileging for Jennifer Schaefer, MD based on the following information:

- Jennifer Schaefer, MD is a licensed Professional Doctor of Medicine who will practice part-time in Tele-Medicine Clinic. Jennifer Schaefer, MD graduated from the University of Texas Health Science Center, San Antonio in 2014. Dr. Schaefer has completed two years of residency training in general Psychiatry and currently is a Fellow in Child and Adolescent Psychiatry program at UT Austin Dell Medical School. Dr. Jennifer Schaefer is requesting Medical privileges.

[Back to Agenda](#)

Governing Board

December 2019

Item #10

**Update on Proposed Plan for Refresh of
the Galveston Clinic**

[**Back to Agenda**](#)

Governing Board

December 2019

Item #11

**Consider for Approval New Coastal Health & Wellness Welcome
Packet for Patients**

Coastal Health & Wellness



Patient Welcome Packet

CHW website: www.coastalhw.org

Access the Patient Portal: www.NextMD.com

Mailing address: P.O. Box 939, La Marque, Texas 77568

Main contact number: 409-938-2234

WELCOME TO

Coastal Health & Wellness

Welcome.....	1	Rights and Responsibilities.....	5
Our Mission & Values	1	Your Rights.....	5
Our Goal.....	1	Your Responsibilities.....	7
Our Commitment to You	1	Warnings, Suspensions, Terminations	8
Your Care Team.....	1	Right to Appeal	8
Patient Centered Medical Home	1	Potentially Terminable Offenses	8
The Joint Commission	1	Before Your Visit	9
Our Services	2	Scheduling Appointments	9
Adult Primary Care	2	Language Assistance Services	9
Pediatric Services	2	Cancelling Appointments	9
Women’s Health Services	2	No Show Policy	9
Behavioral Health Services	2	Confirming Appointments.....	9
Substance Abuse Program	2	Bring to Your Appointments	9
Dental Services	2	During Your Visit	10
Support Services	2	Arrive 20 Minutes Prior to Appointment..	10
Your Care Team.....	2	Self-Management	10
How to Communicate with us	3	Helpful Tips.....	10
Patient Portal	3	Hours for Lab and Nurse Only visits	10
Contact Center	3	After Your Visit	11
After-Hours/Emergencies.....	3	Schedule Follow-up visits	11
Becoming Our Patient	3	Check-out Services	11
Sliding Fee Discount Program	4	Patient Satisfaction Survey	11
Requirements	4	Support Services.....	11
Medication Discounts.....	4	Specialty Care Referrals.....	11
340B Drug Discount Program.....	4	County Indigent Health Care Program	12
Patient Assistance Program (PAP)	4	Eligibility Process.....	12
Clinic Fees	5	Referrals.....	12
Medical and Dental Fee Schedule	5	Important Patient Information	
Payment Options	5	Lab or X-ray Results.....	12
Billing and Collections	5	Prescription Refills.....	12
Billing Questions.....	5	Electronic Health Records	13
Budget Plan	5	Marketplace Insurance & Medicaid.....	13
High Insurance Deductibles	5	Clinic Locations.....	14
Primary Care Provider (PCP)	5	Hours of Operations	14

Welcome to Coastal Health & Wellness

Thank you for choosing us to be your primary healthcare provider. We are excited to offer you high-quality, coordinated, primary and preventative medical, dental, and behavioral health services. At Coastal Health & Wellness (CHW), you will be at the center of our team approach, and we will encourage and support you to play an active role in your own health care.

Our Mission: To provide access to high-quality primary health care to all that we serve.

Our Values: I CARE

- **Integrity** - We are honest, trustworthy and transparent in all we do.
- **Customer Service** - We are committed to providing exceptional customer service.
- **Accountability** - We hold ourselves to high standards and take responsibility for our actions.
- **Respect** - We uphold a standard of conduct that recognizes and values the contributions of all.
- **Equality** - We equally value and serve all members of the community.

Our Goal is to guide you through the patient experience before your visit, during your visit and after your visit so that you feel well-connected to your provider and care team.

Our Commitment is to provide you and your family with **high quality care** which includes treatment of acute illnesses, chronic health conditions and personalized preventative care. We focus on “best practice” medicine which means our care is based on the best available clinical evidence, research, care concepts, and techniques for optimal care.

Your Care Team

Your care team will listen to you and by getting to know you, your team can help you understand your healthcare needs and provide you with information and assistance to manage your own health.

WE FOLLOW THE PATIENT-CENTERED MEDICAL HOME MODEL

We are striving to be a Patient Centered Medical Home (PCMH), which is an innovative program designed to improve the primary care of our patients. We are focused on organizing care around your needs, working in teams, and coordinating and tracking your care over time. Our goal is to be easily accessible and responsive to your healthcare needs. **You are at the center of our team approach.**

The Joint Commission’s Gold Seal of Approval™.

We pride ourselves on quality services, so we want you to know our state-of-the art clinics are recognized by and have earned **Accreditation by the Joint Commission**. This Accreditation is considered the gold standard in healthcare and is the best measure and validation of processes for health care organizations striving for excellence.



Our Services

Coastal Health & Wellness provides a full range of comprehensive health care services that include:

- **Adult Primary Care** – Diagnosing and treating acute conditions and chronic diseases; wellness exams, screening tests for diabetes and pre-diabetes, high blood pressure, high cholesterol and cancer; promoting healthy lifestyles with education and special programs; and providing immunizations.
- **Pediatric Services** – Primary care from birth through age 21; Well Child visits, acute care, chronic care management; and immunizations.
- **Women’s Health Services** – Well Woman exams; breast and cervical cancer screenings; screening for sexually transmitting infections; contraception, pregnancy tests, family planning, and low-risk prenatal care.
- **Behavioral Health Services** – Licensed counselors provide confidential one-on-one therapy sessions for mild to moderate mental health conditions including depression and anxiety, grief counseling and behavioral management plans to improve health.
- **Substance Use Disorder – Mental Health (SUD-MH) Program** - Care to those who struggle with opioid addiction, alcohol and other substance use disorders.
- **Dental Services** – Preventative services for children and adults such as dental exams, X-rays, dental cleanings, oral hygiene instructions and dental sealants; dental fillings; dental extractions; special contracted services for dental crowns, root canals, and dentures.
- **Support Services** – Laboratory, X-ray, case management, and referrals for specialty care.

Your Care Team

Whatever your need, preventative and wellness care, acute care or chronic care, YOU have a dedicated care team where quality, comprehensive care is provided.

The Coastal Health & Wellness “Care Teams” have several members, each with a different function. The teams are identified by colors (Blue Team, Green Team, and Red Team). You will belong to one of these three care teams.

Your Care Team:

- Consists of healthcare professionals (physicians, physician assistants, nurse practitioners, registered nurses, certified medical assistants and licensed behavior health counselors)
- Focuses on helping you improve and maintain your health and prevent illness.
- Meets regularly to oversee and plan your treatment and check on your progress.
- Works together to provide healthcare based on a trusted partnership with YOU.

Additional CHW staff that play an important role in your access to comprehensive care include dental providers, dental assistants, dental hygienists, unit receptionists, and staff from check-out, Patient Services, Case Management, Referrals, the Galveston County Indigent Health Care Program (CIHCP), Electronic Records and Billing.

How to Communicate with Us

The Patient Portal is the **MOST EFFECTIVE WAY** to communicate with your Care Team and gain convenient access to your medical information. Using the portal, you can:

- Send a message to your medical provider, nurse, or the billing department.
- Request and view appointments.
- Request medication refills.
- Access your lab and X-ray results.
- View a summary of your health record.
- Look up information about health topics.
- Review your billing statement and send secure payments online.

All you need is an email address. Our staff will enroll you in the Patient Portal and assist you with the log in process.

Access the Patient Portal through www.coastalhw.org or go directly to www.NextMD.com. Refer to the Patient Portal Brochure for additional information. <https://www.gchd.org/clinical-services/patient-portal>.

For technical support, call our IT Help Desk at 409-938-2210 or email us at coastalportal@gchd.org.

Call our CHW main number for assistance:

Contact Center 409-938-2234

After Hours / Emergencies

For any EMERGENCY, day or night, call 911 or have someone take you to the nearest emergency room.

For URGENT medical concerns that occur after business hours, call 409-938-2234 and the answering service will contact the on-call provider regarding your issue.

Becoming Our Patient

To become a Coastal Health & Wellness patient,

- 1) Complete the [Coastal Health & Wellness Application](#) (annually) or when there is a change in your insurance status, financial status or household size.
- 2) Provide proof of [photo identification](#) (State ID, Drivers' License, Passport, Foreign Consular, etc.).
- 3) Provide proof of [your current mailing address](#) (Current Driver's License, Utility Bill, Lease, etc.).
- 4) Provide your current [health insurance identification card](#).
- 5) If you DO NOT have health insurance coverage OR your plan is LIMITED, you may request to be [financially screened for our Sliding Fee Discount Program](#). Eligibility is determined by [your family size](#) and [proof of gross household income](#) (before taxes and deductions).

Please review the [Requirements for the Discounted Services Program](#) that lists all the acceptable forms of documentation for proof of your identity, income and address.

- 6) If you DO NOT have health insurance coverage AND you DO NOT wish to provide your household income, you can [WAIVE the financial screening process](#). You would pay for services at the Governing Board approved rates and pay the REQUIRED deposit before each provider visit.

Sliding Fee Discount Program

If you are ***uninsured or under-insured***, Coastal Health & Wellness offers ***reduced clinic fees*** adjusted according to the Sliding Fee Discount Program. For each provider visit, depending on your discount, a ***nominal fee or deposit will be requested*** at the time of service; and any remaining charges, based on your discounted rate, will be billed to you.

Cost of Clinic Services:

The sliding fee discount is determined based on your household income level and the number of members in your household. Using this information, our staff computes the amount of the discount based on Federal Poverty guidelines. **At the time of provider service, the deposit amount will be as follows:**

If your discount is _____%,	You will pay _____% of all charges
0%	100%
20%	80%
40%	60%
60%	40%
80%	20%
100%	0% (only a nominal fee is paid)

How does the Sliding Fee Discount Program work?

Cost of Services: If you qualify for a 60% discount, you will be responsible for paying 40% of the charges, AND at each provider visit, a \$30.00 deposit will be requested.

Example:

If the total charges for medical, dental, counseling and lab services are \$100.00, our clinic will apply the 60% discount (\$60.00).

\$100 charges - \$60 discount = \$40.00 charges

You will be responsible for \$40.00

The \$30.00 deposit collected at the time of service will be applied, and you will receive a bill for the additional \$10.00 owed.

NOTE: No deposit for Lab only or Nurse only visits. These services are billed to you.

Medication Discounts

Under the federal **340B Drug Discount Program**, drug manufacturers are required to provide outpatient drugs to eligible health care organizations at significantly reduced prices. As a benefit to you, Coastal Health & Wellness has contracted with selected Walgreens Pharmacies to offer you certain medications under this program.

Prescription Assistance Program (PAP) enables patients without medical insurance or who have exhausted all other insurance resources to apply for low-cost prescription drugs.

Clinic Fees

The itemized ***Medical and Dental Fee Schedule*** for services performed is available on our website: <https://www.gchd.org/clinical-services/coastal-health-wellness-governing-board/approved-policies>.

PAYMENT OPTIONS - CHW accepts CASH, CHECKS, CREDIT CARDS (Visa, MasterCard, & Discover) and MONEY ORDERS. For your convenience, you can make your payment online using the Patient Portal.

Coastal Health & Wellness collects insurance co-pays, nominal fees, deposits, and payments on outstanding balances at the time of service. Payments can also be made online by logging on to the Patient Portal and visiting www.NextMD.com or by contacting the Business Office at 409-938-2248, Monday through Friday between 8:00 am and 5:00 pm. Payments can be made at both clinic locations during hours of operation.

Please review the [Coastal Health & Wellness Financial Guide](#) for more information.

Billing and Collections

If you have any questions regarding your billing statement, please call 1-888-354-4767 Extension 1.

Budget Payment Plan

If you have an outstanding balance, **please call 409-938-2248**. We will assist you in creating a budget plan. In addition, you can walk into either clinic location during hours of operation to discuss the option of a payment plan.

For Patients with Insurance:

- It is your responsibility to understand the terms of your insurance coverage. Please call the phone number on the back of your health insurance identification card if you have questions about your insurance coverage.
- If you have a **high deductible amount**, CHW will allow you to pay \$50.00 at the time of service until your deductible amount is paid in full.
- If you qualify for the Sliding Fee Discount Program, your patient responsibility portion may be adjusted.

Primary Care Provider (PCP)

If your insurance plan requires a primary care provider (PCP), you must choose Coastal Health & Wellness or a CHW provider as your PCP from the plan's list of in-network PCPs. If you do not, your plan will assign you one. CHW can only provide you with care if we are your PCP.

We will submit claims to your insurance company for you. However, insurance copays and deductibles are due at the time of check-in for provider visits.

Your Rights and Responsibilities

As a Coastal Health & Wellness patient, YOU HAVE THE RIGHT:

- **TO BE HEARD IF PROBLEMS, COMPLAINTS OR CONCERNS ARISE.**

- **TO BE TREATED WITH RESPECT AND DIGNITY** regardless of race, religion, sex, national origin, physical or mental handicap or disability, age, or other grounds as applicable under federal, state and local laws or regulations.
- **TO RECEIVE CARE IN AN ENVIRONMENT COMMITTED TO PATIENT SAFETY.**
- **TO RECEIVE A COPY OF THE PATIENT PRIVACY NOTICE** describing our privacy practices and the ways that we use, disclose and safeguard your patient information. This [Patient Privacy Notice](#) details the various rights granted to you under the Health Insurance Portability and Accountability Act (HIPAA).
- **TO EXPECT THAT ALL COMMUNICATIONS AND RECORDS** pertaining to your health will be treated as confidential and safe guarded.
- **TO DECIDE WHAT MAY BE DONE TO YOUR BODY DURING THE COURSE OF TREATMENT.**
Your provider will discuss with you the nature of your condition, the proposed treatment and any alternate procedures that are available. Your provider will provide you with information about the risks associated with certain medical or dental procedures. This information will be in terms you can understand so you can make an informed decision about the kind of treatment you want to receive.
- **TO HAVE AN ADVANCED DIRECTIVE** which are legal documents that ensure your health care wishes are respected. Please discuss this with your provider.
- **TO REFUSE TREATMENT** to the extent permitted by law, after being informed of the risks and potential consequences of refusing such recommended care. You are responsible for the outcome of refusing treatment.
- **TO HAVE INTERVIEWS, EXAMINATIONS AND TREATMENT CONDUCTED IN PRIVATE.**
- **TO HAVE HEALTH CARE TREATMENT THAT IS REASONABLE FOR YOUR CONDITION AND WITHIN OUR CAPABILITY;** however, CHW is not an emergency care facility. You have a right to be transferred or referred to another facility for services that we cannot provide. Please note, we DO NOT PAY for any services you receive from another healthcare provider.
- **TO HAVE AN APPROPRIATE ASSESSMENT AND MANAGEMENT OF PAIN** within the available clinic resources.
- **TO REQUEST AND BE PROVIDED WITH LANGUAGE ASSISTANCE,** if you are not fluent in English or if you are hearing impaired. To help you actively participate in your care, this service will be provided at no cost.
- **TO REQUEST AND RECEIVE AN EXPLANATION OF YOUR CLINIC BILL.** You must pay or arrange to pay all agreed fees; if you cannot pay right away, please contact our billing office at 409-938-2248 so that we can continue to provide care to you as we work out a budget payment plan.
- **TO ACCESS YOUR HEALTH RECORDS.** Both state and federal law gives you the right to access your medical record and billing information. These laws also allow disclosure of your information to legally authorized representatives.

As Coastal Health & Wellness patient, YOU HAVE A RESPONSIBILITY:

- **TO PROVIDE ACCURATE INFORMATION** including:
 - **CONTACT INFORMATION.** Being able to communicate effectively with you is essential. You must provide current information regarding your phone/cell number, mailing address, email address, and your emergency contact.
 - **HEALTH INSURANCE COVERAGE.** You must provide your current health insurance information and insurance identification card at registration. It is important that CHW be able to verify the details of your health plan for billing purposes.
 - **SLIDING FEE DISCOUNT PROGRAM.** If you are applying for our discount services program, you must be truthful and accurate about your household income and family size. You must report any changes to your financial status within 12-business days.
- **TO CONFIRM YOUR APPOINTMENT.** Our Clinic will send an appointment reminder, to you via text message, phone call, or email, 48-business hours prior to your scheduled appointment. You MUST RESPOND according to the instruction to confirm or cancel.
- **TO KEEP YOUR APPOINTMENT** to improve your health.
- **TO CANCEL YOUR APPOINTMENT.** Give at least a 24-hour notice, if you need to cancel your appointment. Failure to cancel your appointment will have consequences according to our [No Show Policy](#).
- **TO GIVE PRIOR NOTICE TO SCHEDULERS WHEN INTERPRETOR SERVICES ARE NEEDED.**
- **TO ARRIVE 20 MINUTES PRIOR TO YOUR APPOINTMENT** to verify the information we have in your record for billing and communication purposes and to pay your nominal fee or deposit.
- **TO ARRIVE 1 HOUR PRIOR TO YOUR APPOINTMENT IF YOU NEED TO REGISTER** before your appointment. Registration must be completed annually. It is your responsibility to know the date your clinic registration expires.
- **TO BRING A RESPONSIBLE ADULT TO WATCH YOUR CHILDREN.** You are responsible for the safety and protection of your children. **Children are not allowed in the exam room during your visit or during lab services.** Children cannot be left unaccompanied in the waiting room unless they are at least 12 years of age. **Children under 12 years of age,** must have a responsible adult (Age 18 or older) to supervise them in the waiting room during the parent's medical, dental, or counseling visit. When scheduling appointments for your minor children, the **limit is two children per day.** No other children will be allowed in the exam room or lab area.
- **TO PROVIDE YOUR PAST HEALTH HISTORY, MEDICATIONS, AND ALLERGIES.**
- **TO ASK QUESTIONS** regarding your diagnosis or treatment for a clear understanding.
- **TO FOLLOW THE TREATMENT PLAN OR THE PROVIDER'S ADVICE.**
- **TO CALL YOUR PROVIDER** if your symptoms are not improving or if your symptoms worsen.

As Coastal Health & Wellness patient, YOU HAVE A RESPONSIBILITY:

- **TO PAY FOR THE SERVICES RENDERED**, including any charges not covered by your insurance.
- **TO UNDERSTAND YOUR HEALTH INSURANCE BENEFITS, COPAYS AND DEDUCTIBLES.**
- **TO RECOGNIZE THE IMPACT OF YOUR LIFESTYLE CHOICES ON YOUR PERSONAL HEALTH.**
- **TO BE COURTEOUS AND RESPECTFUL TO CLINIC STAFF AND OTHER PATIENTS.**
- **TO REFRAIN FROM USING YOUR CELL PHONE DURING YOUR VISIT.**
- **TO REFRAIN FROM EATING AND DRINKING IN THE CLINICAL AND LAB AREAS.** The only exception allowed is bottled or covered water.

Warnings, Suspensions and Terminations

WARNING LETTER

If you are reported to show inappropriate behavior, you will receive a letter warning you that such behavior will not be tolerated, and you are at risk of being terminated as a Coastal Health & Wellness patient. Examples of inappropriate behavior that are unacceptable in our clinic would be the use of abusive or offensive language (including raising your voice, swearing, cursing, shouting).

SUSPENSION LETTER

If you have an outstanding balance on your account, you will receive a statement. If you are unable to pay your balance in full, you may establish a budget payment plan as outlined above on page 5. If there is no response after 30 days, a first Debt Warning Notice will be issued. After 60 days from the second Debt Warning Notice, if there is no response or if you have failed to initiate or comply with a payment plan, you will be sent a Notice to Suspend Access for services to Coastal Health & Wellness based on non-payment.

TERMINATION LETTER

If you commit a major behavioral infraction, you will receive a letter terminating you as a CHW patient.

RIGHT TO APPEAL

If you are issued a termination letter, you will have a right to appeal the decision to the Coastal Health & Wellness Governing Board by writing the CHW Executive Director at P.O. Box 939, La Marque, TX 77568. You will also be informed whether your termination is for one year (non-criminal infractions) or permanent (criminal infractions). All criminal infractions will be reported to the police.

Potentially Terminable Offenses:

- Failure to follow Coastal Health & Wellness rules and requirements.
- Threatening the safety or well-being of any staff member, patient or visitor.
- Intentional failure to accurately report your financial status or income.
- Intentional failure to report accurate information concerning your health.
- Intentional failure to follow the health care program such as instruction about taking medications, personal health practices, or follow-up appointments, as recommended by your provider.
- Forging or altering a prescription and/or other criminal acts.

Before Your Visit

This information is to help you prepare for your upcoming appointment with Coastal Health & Wellness.

Scheduling Appointments

You can schedule an appointment: (1) Online through the **Patient Portal**, (2) Calling the **Contact Center**, or (3) **In-person** at our two clinics locations. Our Contact Center is available Monday through Friday from 7:30 am to 5:00 pm. In addition, we have extended clinic hours on Mondays and Thursdays until 8 pm. On Saturdays, you can schedule an appointment by phone or in-person at our Texas City clinic location between 8:00 am and noon.

Language Assistance Services

To ensure effective communication during your visit, we provide qualified interpreters for all languages and for Sign Language (ASL) at no cost to you. If you need spoken language interpretation or American Sign Language services, please inform our staff during registration and when scheduling your clinic visit.

Cancelling Your Appointment/No Show Policy

You must call within 24 hours in advance to cancel your appointment.

Please refer to the Clinic's **No Show Policy**. When you do not show up for your scheduled appointment, it creates an unused appointment slot that could have been used for another patient in need of healthcare.

For your convenience, you may cancel/reschedule an appointment online by visiting our Patient Portal at www.NextMD.com

Confirming Appointments

Our clinic will send an **Appointment Reminder**, (via text message, phone call, or email), 48 business hours prior to your scheduled appointment.

You must confirm your appointment using the automated system protocol or it may be cancelled.

- Via-Text – you can confirm by texting “Yes”
- Via-Voice – you must press “1”
- Via -Email – you can select “confirm”
- Opt-out (you must call and confirm or cancel your appointment)

Please bring the following with you to your clinic visit.

- ✓ Photo identification card
- ✓ All medication bottles (prescriptions and over-the-counter bottles, inhalers, ointments, etc.)
- ✓ Health history (current conditions and past surgeries or illnesses).
- ✓ Immunization records.
- ✓ Hospital discharge paperwork, if applicable.
- ✓ A responsible adult to watch your children under 12 years of age.
- ✓ Durable Power of Attorney for Healthcare or Letters of Guardianship.
- ✓ **BRING YOUR INSURANCE CARD**, if you have insurance coverage.

If you are on the Sliding Fee Discount Program:

- ✓ Bring your nominal fee or deposit depending on the financial responsibility percentage.
THE DEPOSIT PAID AT THE TIME OF SERVICE will be applied to the final charges billed to you.

During Your Visit

Arrival time is IMPORTANT: You must arrive 20 minutes prior to your scheduled appointment or 1-hour prior to your appointment if you need to register with our clinic.

Our Check in staff must have enough time prior to your scheduled visit to verify your billing information, your contact information, obtain required signatures, collect your co-pay, nominal fee or deposit and they will need additional time to complete a financial screening or to verify your insurance coverage.

Self-Management

Being an active member in your care team ensures you receive the highest quality of care. Being actively involved in your health means being prepared, asking questions, making informed decisions about your care, following the recommended treatment plan, making well exam visits and engaging in healthy behaviors. Your care team will provide support so you will have the skills and confidence to take charge of your health.

Helpful Tips:

- Be open and honest with your provider and the care team.
- Listen and take notes
- Bring someone to help you take notes
- If you don't understand or you are confused about instructions, ask your provider to explain again.
- Keep your scheduled appointments to ensure good health care.

**YOU ARE NOT ALLOWED TO BRING FOOD OR USE A CELL PHONE
ONCE YOU ARE INSIDE THE CLINIC AREA.**

Hours of Operation

Lab ONLY visits, dropping off specimens, OR Nurse ONLY visits:

(*Indicates Late Clinic hours) (**Wednesday hours) (**Saturday hours)

Texas City Clinic Hours of Operations:			Galveston Clinic Hours of Operations:		
*Monday	8am – 11am	1pm-7pm	Monday	8am – 11am	1pm-4pm
Tuesday	8am – 11am	1pm-4pm	Tuesday	8am – 11am	1pm-4pm
**Wednesday	9am – 11am	1pm-4pm	**Wednesday	9am – 11am	1pm-4pm
Thursday	8am – 11am	1pm-4pm	*Thursday	8am – 11am	1pm-7pm
Friday	8am – 11am	1pm-4pm	Friday	8am – 11am	1pm-4pm
***Saturday	8am – 11am				

Extended Hours available - Late Clinic: Monday, Texas City Clinic and Thursday, Galveston Clinic

Every Wednesday – Clinic visits start at 9:00am, with the exception, every 2nd Wednesday of each Month Clinic doors open at 12:30pm. First appointments start at 1pm.

Saturday Clinic may be closed during holiday weekends.

After Your Visit

Scheduling Follow-up Appointments

Schedule your next appointment with one of our checkout staff before you leave the clinic. Our goal is to provide you with timely access to appointments when you need them.

Check-out Services

At check-out, you will receive an ***After-Visit Summary*** of the services you just received. In addition, Check-out staff will schedule any required ***follow-up appointments*** and give you an ***Appointment Reminder*** which will identify all your future (medical, dental, counseling) appointments. You can obtain a ***Patient Satisfaction Survey***, enroll in the ***Patient Portal***, and make ***Health Records Requests***.

Patient Satisfaction Survey

Your Feedback Is Important to Us

Our goal is to deliver an exceptional patient experience before, during and after your scheduled appointment. We aim to be your medical home of choice that you recommend to your family and friends.

Your feedback is an essential component of successfully achieving this goal. We depend on you to keep us informed on what we are doing well and where we can improve. By sharing your candid thoughts and comments, we are able to either recognize members of our care team for their successes or implement changes in areas where we can improve.

You can respond to the confidential two-minute Patient Satisfaction Survey questions immediately at checkout after your appointment. You will have two options: Electronic Survey on an iPad or a paper survey card. Your feedback will help us continuously improve the quality of our services.

Connecting you to Support Services

Our case management staff will give you guidance on various social service programs and local resources. Many support services including nutrition education, behavioral health counseling, case management, care coordination, and free enrollment assistance to help you with Medicaid and Marketplace insurance coverage.

Specialty Care Referrals

Your CHW Provider may decide that your health condition requires additional care from a specialist. Examples of specialty care are General Surgery, Gastroenterology, Oncology (cancer), Ear, Nose, and Throat (ENT), Cardiology, Orthopedic Surgery, etc.

- Insured patients: Once your provider places the order for a specialist, our referral staff will coordinate with your insurance company to ensure compliance with referral authorization requirements and to locate specialists that are in network with your insurance plan.
- Self-pay patients: If you do not have health insurance, the referral staff will contact the staff of external specialists in our area in order to get pricing for the initial specialist appointment. The referral staff will contact you with the referral details and the initial out of pocket cost to you.

When you need the attention of a specialist, we will help with referrals to qualified local and regional medical and allied health professionals. To discuss the need for a referral, speak with your provider (physician, nurse practitioner or physician assistant).

Galveston County Indigent Health Care Program (CIHCP)

This program provides **medically necessary specialty care and hospitalization** to Galveston County residents who meet the income, resource, residency, and household criteria; and who are ineligible for the Texas Medicaid Program or any other state or federal health care assistance program.

The CIHCP Eligibility Specialists will explain the eligibility requirements and assist you with the program's application. The Eligibility Specialists will inform you of the next steps after receiving notification of program approval or denial. If approved, the Referral Coordinator will contact the specialist's office that is in network with the health plan administered by Boon-Chapman in order to coordinate your specialty care through the CIHCP. If you receive a denial, (for example, due to income or resources), staff will help you understand the steps you need to take to obtain specialty care.

Lab or X-ray Results

When can you expect your lab and X-ray results?

- Please allow your provider one week to review your results.
- Once the results have been reviewed by your provider, the results will be available for you to view on your Patient Portal.
- When medically necessary or if any follow-up is needed (abnormal/out of range results), you will receive a phone call from a clinical care team member in order to discuss your test results.

Patient Portal: Please allow at least one week to be able to request your lab results. Your provider must review and sign off on your labs results for your results to become available. Once you review your results, you are welcome to send your provider any questions you have using the Patient portal. If you have questions you do not want to discuss using the portal, you can make an appointment with your provider to discuss your questions face to face.

Prescription Refills

To request a prescription refill, please contact your pharmacy directly. If you have no refills remaining, the pharmacy will send a request for a new prescription to your care team. If approved by your provider, a refill will be submitted to your local pharmacy. Your local pharmacy will contact you when your prescription is ready for pick up.

Prescription refill requests typically take three business days to fill. If you have requested a refill and it has been more than three business days, please call (409) 938-2234 to learn the status of your prescription refill.

- If your prescription refill is not approved, please contact our clinic 409-938-2234 to schedule an appointment.
- Schedule your next appointment in advance with adequate time to receive a prescription refill.
- Confirm with your care team that your correct local or mail order pharmacy information is on file.

If you are seen at an **acute visit** your routine prescriptions will NOT be filled during this appointment. Schedule a routine visit with your provider to discuss prescription refills.

The Patient Portal is the best way to request your prescription refills. Calling the Contact Center at 409-938-2234 to message your care team is another option.

Electronic Health Records

You are Assured Privacy

Your privacy and the privacy of your health information are very important to us. We will not disclose your medical record information unless you direct us to do so, or unless the law authorizes or compels us to do so. Our staff and providers only access patient information as it is necessary to do their jobs and they are annually trained on the [Health Insurance Portability and Accountability Act \(HIPAA\)](#) to maintain the highest standards of patient privacy. You may read more about [our privacy practices](#). If you ever feel like your privacy has been violated, please contact Compliance at 409-938-2492.

Your Health Information

Having this electronic health record helps both you and your provider keep track of any medical conditions, concerns, medications, etc., which all help you to become partners in improving your overall health.

- YOUR HAVE THE RIGHT to access your health information, request for amendments to be made to it, and to indicate if anyone else may access it. CHW is required by law to maintain the privacy of your health information, provide you with a notice of our legal duties and privacy practices, and follow the information practices described in the [Notice of Privacy Practices \(available in English and Spanish.\)](#)
- YOUR HAVE THE RIGHT to receive a copy of your health information that we maintain, with some limited exceptions. Our staff can help you obtain a copy of your medical record. You may request access to your information in writing or in an electronic format. You also have the right to request that your health information be sent to a specific person or entity.

How to Request Access to Your Health Information

To start the process, you may use the Authorization for Disclosure form below.

[Authorization for Disclosure Form \(English\)](#)

[Authorization for Disclosure Form \(Spanish\)](#)

Where to Send Your Completed Form

Mail or fax your completed Authorization for Disclosure Form to:

P.O. Box 939, La Marque, Texas 77568

Fax: 409-949-3465

Cost: Copies for patients or their representatives may have a reasonable, cost-based fee.

Processing Time: Please allow up to 10 business days for processing.

Marketplace Insurance & Medicaid Enrollment

Galveston County residents with questions about the Federal Health Insurance Marketplace are encouraged to call Coastal Health & Wellness' certified application counselors at 409-978-4225 or visit our Texas City clinic Monday through Friday. We also have a counselor available in our Galveston clinic on Fridays.

You may qualify for a special enrollment period if you experience certain "qualifying life events" like marriage, relocation, income change, or birth, for example, at any time during the year. There is no open enrollment for individuals to apply for Medicaid, Children's Health Insurance Program, or the Healthy Texas Women's Program. Open enrollment period is Nov. 1 through Dec. 15. Depending on your income, you may qualify for assistance with paying the monthly health care premiums.

Clinic Locations and Hours of Operation

Texas City Clinic

Mid-County Annex
9850-C Emmett F. Lowry Expressway
Texas City, TX 77591



Hours of Operations:

Monday: 8:00 am – 8:00 pm
Tuesday - Friday: 8:00am – 5:00pm
Saturday: 8:00 am – 12:00 pm

2nd Wednesday of the Month Clinic doors open at 12:30 pm

Saturday Clinic may be closed during holiday weekends with prior notice provided to the public.

Galveston Clinic

Island Community Center
4700 Broadway F100
Galveston, TX 77551



Hours of Operations:

Monday - Wednesday, Friday: 8:00 am – 5:00pm
Thursday: 8:00 am – 8:00 pm

[Back to Agenda](#)

2nd Wednesday of each month Clinic doors open at 12:30 pm



COASTAL HEALTH & WELLNESS

GOVERNING BOARD

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

Governing Board

December 2019

Item #12

Review CEO Performance Evaluation Draft

CEO Performance Evaluation



Galveston County Health Care District

CEO Performance Evaluation

Galveston County Health Care District

Evaluation period: _____ to _____

Board Member's Name

Each member of the governing body should complete this evaluation form, sign it in the space below and return it to _____. The deadline for submitting this performance evaluation is _____. Evaluations will be summarized and included on the agenda for discussion at the work session on _____.

Board Chairman's Signature

Date

Board Member's Signature

Date Submitted

Galveston County Health Care District

CEO PERFORMANCE EVALUATION PROCEDURES

Purpose of Evaluation

The purpose of the performance evaluation process to be conducted by and between the Galveston County Health Board and the Chief Executive Officer are:

1. To strengthen the relationship between the Board and Chief Executive Officer.
2. To provide a mechanism for regular evaluation.
3. To identify performance objectives for the Chief Executive Officer.
4. To provide feedback to the Chief Executive Officer and identify areas where improvements may be needed.

Frequency

The Board will evaluate the Chief Executive Officer at least annually. The schedule for the evaluation will be established jointly by the Board and Chief Executive Officer.

Evaluation Procedures

The evaluation procedure remains at the will and direction of the Board and may be modified at any time. In general, the evaluation process will include the following steps.

1. The Board will inform the Board Chairman when the time for an annual evaluation has occurred.
2. The Board Chairman will ask Board Members to complete the evaluation form prior to an evaluation session.
3. The Board chairman may ask the Chief Executive Officer to complete a self-assessment, including a report on various Health District operations, issues and matters pertinent to the governance and management of the organization.
4. The Board chairman and Board Members will meet in closed session to discuss the Chief Executive Officer's performance and to assimilate the individual performance evaluations.
5. The Board will conduct a closed session evaluation with the Chief Executive Officer (and all Board Members) to discuss the Chief Executive Officer's performance, future performance goals and objectives for the Chief Executive Officer, as well as the self-assessment and report prepared by the Chief Executive Officer.
6. If warranted, authorize the implementation of a merit increase in accordance with the Health District's Personnel Rules and Regulations and the Employment Agreement with the Chief Executive Officer.
7. Direct that the performance evaluation and any subsequent actions be placed in the Chief Executive Officer's employee personnel file.

Directions for Completing Form

If the individual completing the form wants to hand write responses and comments, the form can be printed in its "blank" state and completed by hand. If desired, this form can be completed by computer. Use the TAB key to move between form fields, click mouse or strike "x" key to mark boxes. Type any comments.

Galveston County Health District

CEO'S PERFORMANCE EVALUATION

Chief Executive Officer:

Date

Evaluation Period

From:

To:

Submitted by:

The following pages define significant areas of responsibility for the Chief Executive Officer position. In each section, examples of performance and responsibility are articulated to better explain each subject heading. Please rate the CEO's performance based on the following categories:

Rating	Performance	Definition
6	Outstanding Far exceeds all expectations	Generally applies to the top 1% of all employees in the workplace. This person's overall skills and abilities far exceed all expectations of the position. Demonstrated strong expertise within key areas of responsibilities. Consistently outstanding results beyond scope of the performance plan over entire period. Anticipates management's needs and executes plans flawlessly
5	Excellent Exceeds all expectations	Generally, applies to the top 5-10% of all employees in the workplace. This person's overall skills and abilities greatly exceed the expectations of the position. Demonstrated strong expertise within key areas of responsibilities. Occasionally receives outstanding results beyond scope of the performance plan in some key areas of responsibility over entire performance period.
4	Very Good Meets all expectations	Generally, applies to the next 20-25% of employees. Occasionally exceeds performance expectations of the position. Performed the most difficult parts of the job competently and thoroughly. Contributed significant results on their own initiative. Worked with a high level of independence, initiative and concern for the quality of the work or service produced by the organization
3	Good Meets all expectations	Generally, applies to 40-50% of employees. Met all expectations of the position and is competent in the performance of responsibilities.
2	Fair Meets most expectations	Generally, applies to 20% of employees. Often failed to meet performance expectations of the position. Performance was generally adequate, but is deficient in one or more key areas, and will require additional training or assistance to fully achieve expectations.
1	Poor Fails to meet most expectations	Generally, applies to the bottom 4% of employees. Performance was well below expectations in most areas of responsibility. Serious performance deficiencies that inhibit adequate performance in the position. Employee should be evaluated for continuation of current position, demotion or termination of employment.
0	Unsatisfactory Fails to meet all expectations	Generally, applies to the bottom 1% of employees. Performance was well below expectations in all areas of responsibility. Serious performance deficiencies that prohibit adequate performance in the position. Employee should be evaluated for continuation of current position, demotion or termination of employment.

I. MANAGEMENT OF THE ORGANIZATION:			
Effectively manages the operations of the organization. Maintains a collaborative, team building environment for staff. Recognizes the accomplishments of staff and other agencies working on behalf of the District. Supports professional growth and opportunity within the organization. Accepts full accountability for staff and the outcome of District projects or decisions. Identifies organizational problems and takes appropriate action.	United Board of Health	Coastal Health & Wellness	CEO
United Board of Health:			
Coastal Health & Wellness:			
CEO:			

II. EXECUTION OF POLICY:			
Understands and complies with policies and procedures governing the District. Implements District policy fairly and consistently based upon Board decisions, goals, and applicable laws and regulations. Works toward accomplishing identified Board goals. Presents matters in a factual, analytical way. Coordinates Board policy decisions to staff, departments, other organizations and the community.	United Board of Health	Coastal Health & Wellness	CEO
United Board of Health:			
Coastal Health & Wellness:			

CEO:

III. FINANCIAL MANAGEMENT:			
Responsible for proper preparation and management of the budget. Demonstrates ingenuity and creativity in approaching budgetary matters, including long-range revenues and expenditures for the organization. Met budget terms within 10% allowable variance for the fiscal year.	United Board of Health	Coastal Health & Wellness	CEO
United Board of Health:			
Coastal Health & Wellness:			
CEO:			

IV. RELATIONS WITH THE BOARD:			
Provides regular updates to the Board, keeping them informed about current and critical issues. Is accessible to Board Members. Handles issues that are brought by the Board in a consistent and timely manner. Maintains an honest, truthful and professional relationship with each Board Member. Keeps a positive attitude and approach to new ideas, issues and complaints raised by Board Members.	United Board of Health	Coastal Health & Wellness	CEO
United Board of Health:			
Coastal Health & Wellness:			
CEO:			

V. COMMUNITY RELATIONS:			
Stays abreast of general community issues and concerns. Is involved and active in the community. Represents the Board in a professional and positive manner. Works proactively with the media and press. Works effectively with community organizations as well as Federal and State Grantors. Educates the community on District goals and services.	United Board of Health	Coastal Health & Wellness	CEO
United Board of Health:			

Coastal Health & Wellness:
CEO:

VI. COMMUNICATIONS:			
Ensures that Board Members receive important information in a timely and effective manner. Prepares and presents the Board and community with clear and accurate written reports and correspondence. Responds to correspondence, requests, and complaints quickly and appropriately. The CEO has shown skills at analyzing and addressing problems, challenges and conflicts, and has been comfortable with ambiguity and complexity. Facilitates open two-way communication and encourages mutual honesty and respect with the community, Board and staff.	United Board of Health	Coastal Health & Wellness	CEO
United Board of Health:			
Coastal Health & Wellness:			
CEO:			

VII. LEADERSHIP:			
Provides the Board and the organization with real solutions and creative alternatives to issues and problems. Anticipates and responds to changing circumstances. Advises the Board to ensure that Board decisions are objective and consistent with past practices and are legal and ethical. Makes use of sound administrative practices. Leads the organization through effective management of people and tasks.	United Board of Health	Coastal Health & Wellness	CEO
United Board of Health:			
Coastal Health & Wellness:			
CEO:			

VIII. CITIZENSHIP (VALUES AND PROFESSIONALISM) PROFESSIONALISM:			
Citizenship entails how the employee demonstrates, through their behavior, the institutional core values. Deals effectively and appropriately with the public and other organizations. Demonstrates high ethical standards. Keeps "politics" and personal perspectives out of the decision-making process. Stays active in professional organizations and abreast of regional issues.	United Board of Health	Coastal Health & Wellness	CEO

United Board of Health:
Coastal Health & Wellness:
CEO:

IX. ACHIEVEMENTS:			
Strategic Health Plan goals for the current rating period were met.	United Board of Health	Coastal Health & Wellness	CEO
United Board of Health:			
Coastal Health & Wellness:			
CEO:			

Additional Comments:

X. RECOMMENDATIONS:	
List two to three performance objectives which you feel are important for the CEO to work on for the upcoming rating period.	Recommendations: 1. — 2. — 3. —
Unified Board Comments Summary	
Coastal Health & Wellness Board Comments	
CEO Comments	

Unified Board Chair Signature: _____ Date: _____

Coastal Health & Wellness Board Chair: _____ Date: _____

CEO Signature: _____ Date: _____



COASTAL HEALTH & WELLNESS

GOVERNING BOARD

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

Governing Board

December 2019

Item #13

Review of Annual Board Self-Assessment Form

Coastal Health & Wellness Governing Board Assessment

Please rate the Board (as a whole) for each item.

	Excellent	Good	Average	Needs Improvements	Poor
1. Understand the history and mission of the CHW clinics.					
2. Participate in planning, adoption, and evaluation of health improvement plans.					
3. Attendance at Board meetings to maintain a quorum.					
4. Focus on policy issues, not day to day management of the clinics.					
5. Open communication with the Executive Director.					
6. Annually evaluate the Executive Director.					
7. Maintains a financial committee to review and approve the budget and compare to actual expenditures.					
8. Respect Board member's opinions and constructively expresses concerns.					
9. Adopt policies and support clinic improvements.					
10. Act as an advocate for the CHW clinics in the community.					
11. Participation in committee meetings, retreats, and other CHW activities.					
12. Representation of health care needs of the community.					
13. Fulfillment of Board responsibilities in the bylaws.					
Comments on any of the above or general comments about how well the Board does its work:					

Completed forms should be turned in no later than **Wednesday March 14, 2018**. It can be faxed to (409) 949-3492, emailed to trollins@gchd.org, ahernandez@gchd.org or mailed to: Coastal Health & Wellness, Attn: Tikeshia Thompson Rollins & Anthony Hernandez, P.O. Box 939, La Marque, Texas 77568

Template
Tool

Board of Directors Annual Assessment

The Board of Directors (Board) or a subcommittee thereof, evaluates the performance of the Board annually to promote compliance and performance improvement. Each of the criteria should be rated by each Board member, with confirmation by the Compliance Performance Improvement (CPI) Officer, and a summary provided back to the Board with recommendations on areas where the effectiveness of the Board could improve.

Rating scale: 1 Excellent 2 Good 3 Fair 4 Poor 5 Unacceptable

Goal	Document to Review	Rating	Comments
Board authority is documented.	Board authority is documented in center formation documents, bylaws, resolutions and policies.	1 2 3 4 5	
Board meets monthly.	Board minutes reflect monthly meetings.	1 2 3 4 5	
Board participates in strategic planning and goal setting annually, or as indicated in center policies.	Mission, Values and Vision Statement, center strategic plan and other goal setting documents are regularly reviewed, discussed and updated.	1 2 3 4 5	
Board considers strategic planning goals in making decisions.	Minutes of Board and committee meeting reflect that Board actions that reflect attention to the established goals and the center strategic plan.	1 2 3 4 5	
Board receives training on the role and functions of Board members.	Training is given to new members and updates regarding Board functions are regularly received by ongoing members.	1 2 3 4 5	

Goal	Document to Review	Rating	Comments
Board supports CPI Program.	Bylaws and policies regarding the CPI Program are up to date and Board minutes reflect regular reviews of CPI reports and actions taken on CPI recommendations.	1 2 3 4 5	
Board committees convene, review assigned issues, and report clear analyses and recommendations to the Board for final decision making.	Minutes of the Board reflect the efficient use of committees. Minutes of committees reflect that committee assignments are handled per bylaws and result in clear, useful reports to the Board.	1 2 3 4 5	
Board included in bylaws the establishment of a CPI Program.	Bylaws reflect this.	1 2 3 4 5	
Board members can state purpose of and how CPI Program functions.	Interview notes by CPI Officer reflect Board knowledge of CPI Program and the role of staff in it.	1 2 3 4 5	
Board allocates resources (staff, time and support) for an effective CPI program.	Board minutes reflect discussion of budget items that concern and support the CPI program.	1 2 3 4 5	
Board approves annual CPI Review Plan.	Board agendas and minutes reflect adequate time taken to review and approve plan.	1 2 3 4 5	
Board receives regular reports to confirm monitors being performed to systematically assess and improve performance.	Summary reports, to Board by CPI and various subcommittees or designated staff, are regularly submitted and clear.	1 2 3 4 5	
Board recognizes CPI coordination and oversight role throughout the center departments and sites.	Board minutes reflect Board members check on coordination among departments and sites for CPI purposes.	1 2 3 4 5	

Goal	Document to Review	Rating	Comments
Board acts on recommendations from CPI.	Minutes reflect actions on CPI recommendations.	1 2 3 4 5	
Board uses tools available to structure its work.	Board packets reflect review of bylaws, policies and procedures, proper use of committees, staff and other resources such as those offered at the Primary Care Association, such as group purchasing opportunities and template documents.	1 2 3 4 5	
Board is knowledgeable of plan to investigate incidents and errors including sentinel events.	Board members are able to correctly respond to interview questions regarding concerning incident investigation and management of potential liability claims.	1 2 3 4 5	
Board confirms that information management system (IMS) is appropriate to support center management and CPI	IMS is relevant to needs of management, providers and CPI Program as well as the Board.	1 2 3 4 5	
Board communicates its requests well to the Executive.	Board minutes reflect clear direction to the executive regarding important areas of oversight, such as responding to community health care needs, and setting a reasonable budget, while allowing the Executive Director to handle the operations of the center.	1 2 3 4 5	
Board completes self evaluation annually	Most recent two dates of self evaluation: / / and / /	1 2 3 4 5	

Comments and specific plan of action to improve performance:

Chairperson, Board of Directors

Date

[Back to Agenda](#)