



COASTAL HEALTH & WELLNESS

GOVERNING BOARD

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

AGENDA

Thursday, December 10, 2020 – 12:00 PM

ON MARCH 16, 2020, GOVERNOR GREG ABBOTT TEMPORARILY SUSPENDED PART OF THE TEXAS OPEN MEETINGS ACT TO HELP MITIGATE THE SPREAD OF COVID-19. SPECIFICALLY, THIS AMENDMENT ALLOWS FOR LOCAL GOVERNMENTS TO CONVENE VIRTUALLY SO LONG AS MEMBERS OF THE PUBLIC ARE PROVIDED A MEANS BY WHICH THEY CAN HEAR AND PROVIDE COMMENT TO THE GOVERNING BODY.

The Coastal Health & Wellness Governing Board will convene for its regularly scheduled December meeting by utilizing Zoom, which will allow for Board members and the public alike to partake in and/or view the meeting either online or over the phone.

CONNECTING VIA INTERNET:

Access the URL: <https://us02web.zoom.us/j/477078265> Meeting Password:442265

1. An automated prompt should appear on your screen; when it does, click “Open Zoom Meetings”
2. If you would prefer to use your computer for audio connection, please do the following:
 - a. When prompted, select “Join Audio”
 - b. Another popup box will appear, select the tab, “Computer Audio”
 - c. Now click the box stating, “Join with Computer Audio.” Your connection to the meeting will be automatically established upon doing so.
3. If you would prefer to utilize a phone for your audio connection, please do the following:
 - a. Mute your computer’s volume;
 - b. When prompted, select “Join Audio”
 - c. Another popup box will appear, select the tab, “Phone Call”
 - d. You will be presented with a Dial-In, Audio Code, and Participant ID. Call the Dial-In number from your phone and follow the subsequent voice prompts. Your connection to the meeting will be automatically established upon doing so.

CONNECTING VIA PHONE (AUDIO ONLY):

1. Dial 346-248-7799
2. You will be prompted to enter the Meeting ID, which is 477 078 265 # Meeting Password:442265
3. Finally, you will be instructed to enter your Participant ID. When this occurs, merely select the pound (hashtag) key without entering any numbers. Your connection to the meeting will be automatically established upon doing so.

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.

REGULARLY SCHEDULED MEETING

Meeting Called to Order

- *Item #1ACTION.....Agenda
- *Item #2ACTION.....Excused Absence(s)
- *Item #3ACTION.....Consider for Approval Minutes from November 9, 2020 Governing Board Special Meeting
- *Item #4ACTION.....Receive and File Informational Report
 - a) Proposed 2021 Board Meeting Dates

- Item #5Executive Reports
 - (a) Executive Director
 - (b) Medical Director
 - (c) Dental Director
- Item #6**ACTION**.....Consider for Approval October 2020 Financial Report
- Item #7**ACTION**.....Consider for Approval Coastal Health & Wellness Fund Balance Reserve as of September 30, 2020
- Item #8**ACTION**.....Consider for Approval Coastal Health & Wellness Risk Management Plan
- Item #9**ACTION**.....Consider for Approval Coastal Health & Wellness Credit Card and Refund Policy
- Item #10**ACTION**.....Consider for Approval Coastal Health & Wellness Charge Capture Policy
- Item #11**ACTION**.....Consider for Approval Coastal Health & Wellness Payment Posting Policy
- Item #12**ACTION**.....Consider for Approval Re-Privileging Rights for Cynthia Ripsin, MD
- Item #13**ACTION**.....Consider for Approval Re-Privileging Rights for UTMB Resident Angela Abouassi, MD
- Item #14**ACTION**.....Consider for Approval Privileging Rights for UTMB Resident
 - a) Yi Liang, MD

Next Regular Scheduled Meeting: January 29, 2021

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.



COASTAL HEALTH & WELLNESS

GOVERNING BOARD

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

**Governing Board
December 2020
Item#2
Excused Absence(s)**

- Dr. Thompson

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COASTAL HEALTH & WELLNESS

GOVERNING BOARD

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

Governing Board

December 2020

Item#3

**Consider for Approval Minutes from November 9, 2020 Governing
Board Special Meeting**

**Coastal Health & Wellness
Governing Board
November 9, 2020**

Board Members

Conference Call:

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

Staff:

Kathy Barroso, Executive Director
Cynthia Ripsin, MD
Mary Orange (phone)
Tikeshia Thompson Rollins
Amanda Wolff

Excused Absence: Barbara Thompson, MD

Unexcused Absence: Miroslava Bustamante and Victoria Dougharty

Items 1-3 Consent Agenda

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

Item #4EXECUTIVE SESSION

The Coastal Health & Wellness Governing Board will enter into Executive Session as permitted under Chapter 551 of the Texas Government Code, pursuant to Section 551.074, *Personnel Matters*, specifically, to facilitate annual board member evaluations; and

Item #5EXECUTIVE SESSION

The Coastal Health & Wellness Governing Board will enter into Executive Session as permitted under Chapter 551 of the Texas Government Code, pursuant to Section 551.074, *Personnel Matters*, specifically, to evaluate the CHW Executive Director.

Item #6 Possible Action from Executive Session

Jay Holland made a motion to accept the Board and Executive Director evaluations as presented. Dorothy Goodman seconded the motion and the Board unanimously approved.

Item #7 Consider for Approval Coastal Health & Wellness Sliding Fee Schedule Policy

Mary Orange, Business Office Manager, presented proposed changes to the Sliding Fee Schedule Policy to the Board. A motion to accept the Sliding Fee Schedule Policy as presented was made by Virginia Valentino. Jay Holland seconded the motion and the Board unanimously approved.

Item #8 Consider for Approval Update to Coastal Health & Wellness No Show Policy

Kathy Barroso, Executive Director, presented proposed changes to the No Show Policy. Due to recent modifications in scheduling due to COVID-19, the policy was amended to issue a warning notice to patients who have no-showed for two consecutive appointments. In addition, Case Management staff will contact the patient about any barriers that may be impacting their ability to keep scheduled appointments. A motion to accept the No Show Policy as presented was made by Dr. Howard. Dorothy Goodman seconded the motion and the Board unanimously approved.

Item #9 Consider for Approval Privileging Rights for UTMB Resident Mohamed Faheid, MD

Dr. Ripsin, Medical Director, asked the Board to consider for approval privileging rights for UTMB resident Mohamed Faheid, MD. A motion to accept privileging rights for UTMB resident Mohamed Faheid, MD was made by Virginia Valentino and seconded by Dr. Howard. The board unanimously approved the motion.

Item #10 Consider for Approval Privileging Rights for UTMB Resident Jessica Johnson, MD

Dr. Ripsin, Medical Director, asked the Board to consider for approval privileging rights for UTMB resident Jessica Johnson, MD. A motion to accept privileging rights for UTMB resident Jessica Johnson, MD was made by Dr. Howard and seconded by Virginia Valentino. The board unanimously approved the motion.

Item #11 Consider for Approval Privileging Rights for UTMB Resident Haris Vakil, MD

Dr. Ripsin, Medical Director, asked the Board to consider for approval privileging rights for UTMB resident Haris Vakil, MD. A motion to accept privileging rights for UTMB resident Haris Vakil, MD was made by Dorothy Goodman and seconded by Flecia Charles. The board unanimously approved the motion.

Item #12 2019 Uniform Data System (UDS) Summary Report

Kathy Barroso, Executive Director, presented the 2019 Uniform Data System (UDS) summary report to the Board. The report summarized HRSA required data for CHW along with comparisons to state and national averages. Kathy informed the Board that the 2020 UDS report is due February 15, 2021.

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

Chair

Date

Secretary/Treasure

Date

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COASTAL HEALTH & WELLNESS

GOVERNING BOARD

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

Governing Board

December 2020

Item#4

Receive and File Informational Report

- a) Proposed 2021 Board Meeting Dates

Governing Board 2021 Meeting Dates

January 28, 2021

February 25, 2021

April 1, 2021 (March Meeting)

April 29, 2021

May 27, 2021

July 1, 2021 (June Meeting)

July 29, 2021

August 26, 2021

September 30, 2021

October 28, 2021

November 18, 2021

December 9, 2021

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**Governing Board
December 2020
Item#5
Executive Reports**

- a) Executive Report
- b) Medical Director
- c) Dental Director



A monthly newsletter about Galveston County's Community Health Center, Coastal Health & Wellness.

2021 Marketplace enrollment underway

CHW offers free application assistance

The deadline to enroll in the 2021 Health Insurance Marketplace is quickly approaching. Those who don't enroll by Dec. 15 cannot get 2021 coverage unless they qualify for a special enrollment period.

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

Plans sold during open enrollment start Jan. 1, 2021.

"There are four plan categories – bronze, silver, gold and platinum. The categories show how you and your plan will share costs," said

Kristina Garcia, CHW patient services manager. "The categories have nothing to do with the quality of care you're signing up for."

All offered plans cover essential health benefits, pre-existing conditions and preventative services including maternity care, mammograms and other preventative care services.

"You cannot be denied health coverage for having pre-existing conditions such as diabetes, hypertension and cancer," Garcia added.

Marketplace page 2

2021 COVERAGE IN THE
HEALTH INSURANCE MARKETPLACE
NOVEMBER 1 - DECEMBER 15
WE CAN HELP YOU!
409.938.2204
Coastal Health & Wellness

Don't miss out on getting your flu vaccine

Protect yourself, others and help reduce strain on health care systems

Getting a flu vaccine this year is more important than ever and offers the best protection for yourself, your family and your community.

This week marks National Influenza Vaccination Week, highlighting the importance of the vaccine.

Residents should get the flu vaccine before the virus begins spreading in the community. It takes about two weeks after vaccination for antibodies that protect against the flu to develop in the body.

Children who need two doses of vaccine to protect against the flu should start the vaccination process sooner as the two doses must be given at least four weeks apart.

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.

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.

Flu vaccines are important this year during the COVID-19 pandemic. The CDC believes it is likely that flu viruses and the virus that causes COVID-19 will both be spreading this winter.

Flu-like symptoms include fever, cough, sore throat, runny or stuffy nose, body aches, headache,

Flu page 2



“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 (CHIP). There is no open enrollment for individuals to apply for Medicaid, CHIP or the Healthy Texas Woman’s 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 does not 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 409-938-2204 or visit the clinic at 9850-C Emmett F. Lowry Expressway in Texas City.

COBERTURA 2021 EN
EL MERCADO DE SEGUROS MÉDICOS

1 DE NOVIEMBRE AL 15 DE DICIEMBRE

¡TE PODEMOS AYUDAR!
409.938.2204

Coastal Health & Wellness

Happy Holidays and New Year from our family to yours!

Coastal Health & Wellness will be closed Dec. 24-26 in observance of Christmas and Jan. 1 for New Year’s Day.

Flu

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 vaccine helps reduce flu illness and flu-related hospitalizations. Flu vaccinations can reduce doctor visits, missed days at work and missed days at school.

Getting a flu vaccine this fall is important, not only to reduce your risk from flu, but also to help conserve potentially scarce health care resources.

When going to get a flu vaccine, practice everyday preventive action and follow CDC recommendations for running essential errands.

Take everyday preventive actions to stop the spread of flu, COVID-19 and other respiratory illnesses.

- Wear a face cover to slow the spread.

- Wash hands often with soap and water. If soap and water are not available, use an alcohol-based hand sanitizer.

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

- Stay home if you are sick.

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

- Clean and disinfect frequently touched surfaces and objects.

- Avoid contact with those who are sick.

The flu is a potentially serious disease that can lead to hospitalization and sometimes even death.

Every flu season is different, and flu infection can affect people differently.

COVID-19 cases on the rise in Galveston County

Galveston County is seeing a concerning increase in current COVID-19 cases reported daily, with the positivity rate nearly doubling in the past two weeks, from 6 percent to 11 percent.

As of Monday, there were 1,954 active cases, more than two times the 873 active cases reported one month ago. There have been a total of 15,776 COVID-19 cases reported since March.

In the past two weeks, the positivity rate has nearly doubled, from 6 percent the week of Nov. 15 to 11.2 percent the week of Nov. 25, based on the date the test was collected.

The seven-day average for daily positives increased to 96.7 Monday, an 11.7 percent increase in cases reported 14 days prior.

There have been 228,170 total tests administered through Monday's report. There are 163 deaths.

It is up to each of us to slow the spread of COVID-19. Remember to follow the 3 W's - wear a face covering when in public, watch your distance by staying at least six feet away from others and wash your hands frequently.

Now is not the time to let down our guard. Please continue to do your part to slow the spread of COVID-19:

- Stay home if you are sick
- Wear a face covering in public spaces
- Stay at least 6 feet from other people
- Frequently wash your hands with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer with at least 60 percent alcohol.
- Avoid touching your eyes, nose or mouth with unwashed hands.
- Cover coughs and sneezes with a tissue and then throw the tissue in the trash. If tissues are not available, cough and sneeze in your elbow. Do not cough and sneeze in your hands.

WHEN YOU'RE OUT IN PUBLIC, REMEMBER THE 3 W'S!



**WEAR
A FACE COVERING**



**WATCH
YOUR DISTANCE**



**WASH
YOUR HANDS**



• Frequently clean and disinfect objects and surfaces using a regular household cleaning spray or wipe.

Epidemiology and Public Health Emergency Preparedness (PHEP) staff continue to investigate cases of COVID-19 and conduct contact tracing.

The school taskforce continues to work with schools offering recommendations and assisting in identifying COVID-19 cases and their close contacts. There were several school COVID-19 outbreaks in the month of October, leading to one school closure. From Aug. 10-Dec. 1, there have been roughly 797 COVID-19 cases tied to students or school district employees.

Testing remains one of our best weapons against COVID-19 and knowing if you are infected or not allows you to take the steps needed to protect your family and friends.

Galveston County continues to partner with UTMB to offer free COVID-19 testing for county residents. Galveston County residents may call 832.632.6731 to make an appointment. A government issued form of identification will be required at the time of testing to verify residency.

Residents are also encouraged to contact their primary care physician for COVID-19 testing if they have come in contact with someone who is COVID-19 positive or are experiencing symptoms including cough, shortness of breath, difficulty breathing or at least two of the following symptoms: fever, chills, repeated shaking with chills, muscle pain, headache, sore throat and new loss of taste or smell.

Those who do not have a primary care provider and want to establish care through Coastal Health & Wellness can call 409.938.2234.

For more information on COVID-19, please visit gchd.org/coronavirus or contact the health district's information line at 409.938.7221, open Monday-Friday, 8 a.m.-5 p.m.

COVID-19 SAFETY TIPS CHRISTMAS

LOW RISK

- Having a small dinner with only people who live in your household
- Preparing traditional family recipes for family and neighbors, especially those at higher risk of severe illness from COVID-19, and delivering them in a way that doesn't involve contact with others
- Having a virtual dinner and sharing recipes with friends and family
- Watching sports events, parades, and movies from home

MODERATE RISK

- Having a small outdoor dinner with family and friends who live in your community
- Attending small outdoor sports events with safety precautions in place

HIGH RISK

- Going shopping in crowded stores just before, on, or after Christmas
- Attending, participating or being a spectator at a crowded race or parade
- Attending large indoor gatherings with people from outside your household
- Using alcohol or drugs that may alter judgment and make it more difficult to practice COVID-19 safety measures



[GCHD.ORG/CORONAVIRUS](https://www.gchd.org/coronavirus)



Flu vaccine especially important this year

**IT'S TIME TO
SCHEDULE YOUR
FLU VACCINE!**



 | GCHD.ORG



get a flu vaccine

Everyone 6 months and older should be vaccinated for the flu before flu starts spreading in your community.

Getting a flu vaccine is especially important for certain high-risk groups including:

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

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.

 | GCHD.ORG



Both **COVID-19** and **flu illness** can result in illness and complications, especially in higher risk populations:

- Older adults
- People with certain underlying medical conditions
- Pregnant people

Protect yourself and those you love with the flu vaccine, continue wearing a face covering and stay away from others if you're sick.

 | GCHD.ORG



Flu season is coming and COVID-19 is still spreading.

Did you know the flu vaccine lowers:

- Your chances of getting the flu
- Your chances of getting very sick with the flu
- Your chances of being hospitalized
- Your chances of spreading flu to those close to you

 | GCHD.ORG



GCHD names Employee of the Month



Sara Maknoja

Congratulations, Sara Maknoja, on being named the November Employee of the Month! Sara, who works in Epidemiology, was nominated for her dedication to her job, GCHD and the residents of Galveston County.

“Sara displays her unprecedented dedication through her care for the quality of work and data released to the public and to all of the effort that she puts in to all of her tasks. She is a wealth of knowledge and insight into all the data related to COVID. She sets a high standard in relation to her quality of work that inspires me to learn more and find ways to expand my own skills,” reads one of her nominations.

“She has dedicated herself in both of her roles as a Community Health Worker and now as Epidemiology Data Specialist,” reads another nomination. “She does it all! She jumped right in – going above and beyond, often works 80 hours a week or more. She does this because she takes pride in a job well done and is a huge asset to the GCHD team.”

Congratulations, Sara, and thank you for going above and beyond to benefit the district.

Dec. 6-12 marks National Handwashing Awareness Week

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.

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

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**.



National Radiologic Technology Week

Coastal Health & Wellness celebrated National Radiologic Technology Week Nov. 8-14 and our fantastic radiology technicians. The week highlighted the important role medical imaging and radiation therapy professionals play in patient care and health care safety. Thank you to our wonderful CHW lab and x-ray team: Virginia Lyle, Luisa Martiniez, Jessica Rodriguez, Cherree Windham and Rose Macicek.



Employee appreciation

Galveston County Health District celebrated employees on November 16-19 by providing Jason's Deli lunch boxes to all staff along with an Essential Worker Hero pin for all the hard work employees have put in during the public health pandemic.

Tips for eating healthier this holiday season

How do you stick to your healthy eating plan this holiday season 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.

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.

Make healthier choices

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

Have a small plate of the foods you like best. 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

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

THANK YOU

FOR YOUR DEDICATED SERVICE TO
GALVESTON COUNTY



CHRISTOPHER ERICKSON
P3 - TEAM CAPTAIN
GAAA FIELD OPERATIONS
5 YEARS



DONTRAE SMITH
ANIMAL CONTROL OFFICER -
ADVANCED
ANIMAL SERVICES
5 YEARS



TYLER TIPTON
MANAGER - PUBLIC HEALTH
EMERGENCY PREPAREDNESS
PUBLIC HEALTH PREPAREDNESS
5 YEARS



KARLA RUIZ
EPIDEMIOLOGIST III
PUBLIC HEALTH PREPAREDNESS
5 YEARS



DANITA DUPREE
PATIENT SERVICES SPECIALIST
TEAM LEADER
CHW PATIENT SERVICES
5 YEARS



KRISTINA GARCIA
MANAGER - PATIENT SERVICES
CHW PATIENT SERVICES
5 YEARS



JEROD UPTON
P3 - TEAM CAPTAIN
GAAA FIELD OPERATIONS
5 YEARS



STEFAN BERG
P3 - TEAM CAPTAIN
GAAA FIELD OPERATIONS
5 YEARS



JOSHUA HALE
P5 - SENIOR TEAM CAPTAIN
GAAA FIELD OPERATIONS
5 YEARS

THANK YOU

FOR YOUR DEDICATED SERVICE TO
GALVESTON COUNTY



JOANN BADEN
ADVANCED EMT
GAAA FIELD OPERATIONS
5 YEARS



WENDI BARGER
GAAA BILLING AND COLLECTION
SPECIALIST
GAAA ADMINISTRATION
5 YEARS



MARIA MARTINEZ
LAB & X-RAY TECHNICIAN II
CHW LAB/X-RAY
5 YEARS



CHRISTINA FLORES
CONTACT CENTER
REPRESENTATIVE II
CHW APPOINTMENTS
5 YEARS



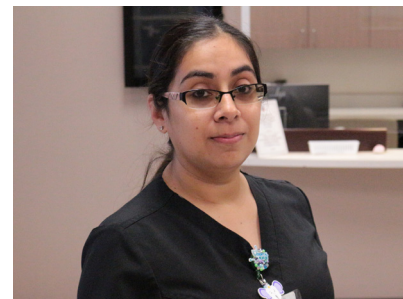
AIDA MARTINEZ
UNIT RECEPTIONIST II - MEDICAL
CHW MEDICAL RECORDS
5 YEARS



SUMA SHETTY
DENTIST III
CHW DENTAL PROVIDERS
5 YEARS



JAMIE TRINH
DENTAL HYGIENIST
CHW DENTAL PROVIDERS
5 YEARS



BEATRIZ SOLIZ
DENTAL ASSISTANT III
CHW DENTAL ASSISTANTS
5 YEARS



PERLA PAREDES
ELECTRONIC RECORDS
SPECIALIST II
CHW MEDICAL RECORDS
5 YEARS

THANK YOU

FOR YOUR DEDICATED SERVICE TO
GALVESTON COUNTY



TIFFANY CARLSON
DIRECTOR - NURSING
CHW NURSING
5 YEARS



JENNIFER BASSETT
BREASTFEEDING COORDINATOR
WIC
5 YEARS



LISA TIGRETT
BEHAVIORAL HEALTH COUNSELOR
CHW PROVIDERS
5 YEARS



TINA WALKER
IMMUNIZATION PROGRAM NURSE
IMMUNIZATIONS
5 YEARS



ANGELA MENDOZA
PATIENT CARE COMMUNITY
HEALTHWORKER
CHW CASE MANAGEMENT
5 YEARS



ADALIRA JARA
PATIENT CARE REFERRAL
SPECIALIST
CHW CASE MANAGEMENT
5 YEARS



MARY ORANGE
MANAGER -CHW BUSINESS OFFICE
CHW MEDICAL ADMIN
5 YEARS



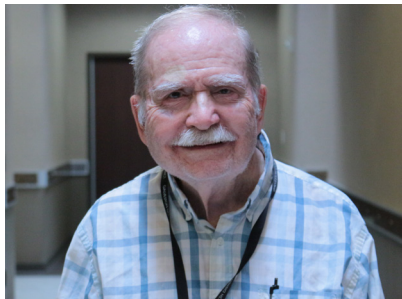
MARIO ACOSTA JR.
INSURANCE CREDENTIALING
COORDINATOR
CHW MEDICAL ADMIN
10 YEARS



LYNITA DUPREE
ELECTRONIC RECORDS
SPECIALIST II
CHW MEDICAL RECORDS
10 YEARS

THANK YOU

FOR YOUR DEDICATED SERVICE TO
GALVESTON COUNTY



CHRISTOPHER ANAGNOTIS
SANITARIAN I
CONSUMER HEALTH
10 YEARS



JAMES DAVIS
CLERK I
WIC
10 YEARS



KATINA SMITH
CLERK I
WIC
10 YEARS



TIKESHIA THOMPSON
EXECUTIVE ASSISTANT III -
CHW MED ADMIN
CHW MEDICAL ADMIN
10 YEARS



PAULA COMPTON
MANAGER - FINANCIAL SERVICES
GENERAL ACCOUNTING
10 YEARS



KENNA PRUITT
MANAGER - BUDGET & GRANT
GENERAL ACCOUNTING
10 YEARS



CYNTHIA FRANKLIN
CHW BILLING & COLLECTION
SPECIALIST
CHW MEDICAL ADMIN
15 YEARS



TIFFANY RICE
MANAGER
WIC
15 YEARS



STACEY BOUSE
SUPERVISOR - EMS NET FIELD
GAAA ADMINISTRATION
15 YEARS

THANK YOU

FOR YOUR DEDICATED SERVICE TO
GALVESTON COUNTY



SHERI JONES
SUPERVISOR – EMS
GAAA FIELD OPERATIONS
15 YEARS



MARCIA GOMEZ-GEORGE
SUPERVISOR - HIV/STD DISEASE
INTERVENTION SPECIALIST
HIV/STD
15 YEARS



LUCERO "ABBY" HERNANDEZ
SPECIALIST - BUSINESS CENTER -
TEAM LEADER
VITALS
15 YEARS



MIKE RING
FLEET & FACILITIES COORDINATOR
EXECUTIVE OFFICE
15 YEARS



NANCY MORECRAFT
SUPERVISOR – PROCUREMENT
AGENT
PURCHASING
20 YEARS



BRIAN BADER
P3 - TEAM CAPTAIN
GAAA FIELD OPERATIONS
20 YEARS



ANTONIO CONTRERAS
SANITARIAN III
CONSUMER HEALTH
30 YEARS



TWYLA ISAAC
SANITARIAN III
CONSUMER HEALTH
30 YEARS



MARTY ENTRINGER
MANAGER – CONSUMER HEALTH
CONSUMER HEALTH
40 YEARS





**LET'S SHOW 2021 WHAT
WE'RE MADE OF**

JANUARY 4 - FEBRUARY 28, 2021

REGISTER NOW AT
ITTCOMMUNITYCHALLENGE.COM

WHAT TO EXPECT THIS YEAR

The Challenge is back for 2021 with some exciting new upgrades. With the pandemic affecting the way we all go about our daily lives, we at It's Time Texas wanted to make sure that you could participate safely and easily in the 2021 Community Challenge.

We are excited to announce our first ever Community Challenge app! Our new app gives you the tools to log healthy activities, set and achieve new healthy goals, find socially distanced events in your area and chances to win even more prizes, all in one place. We recommend wearing a facemask and observing social distance guidelines when competing in the Challenge. Let's safely come together to celebrate healthy living.

Let's do it for our kids. Let's do it for those who love us. Let's do it for each other.

**REGISTER NOW AT
ITTCOMMUNITYCHALLENGE.COM**

Coastal Health & Wellness Updates

Medical

- Monique Swan, NP (Pending Community Health Choice and Superior Health Plan)
- Julio Garza, PA-C (Pending adding to all current accepted insurances)

Pending New/Evaluating Contracts:

- Bright Health – New plan coming 2021. Contract under review.
- Liberty Dental (Texas City) – Sent for approval/signature process
- Evolve Dental – Plan to participate in Medicare and Commercial plans. Awaiting Medicaid fee schedule to determine participation in Medicaid plan as well.
- Memorial Hermann Health Plan- Attested current information awaiting next steps
- Oscar Health Plan – Currently in-network with insurance through Cigna (Cigna+Oscar). Waiting for response on contract language edits to participate in all plans offered by Oscar.

Other Insurance Updates:

- HealthSmart Preferred Care – This plan does not contract with FQHC facilities. Will no longer proceed.
- We are continuing to review insurance contracts and associated HEDIS or quality measures to assure compliance with industry and healthcare standards.

Committees –

Quality Assurance/Risk Management Committee

Monthly meetings of the QA/Risk Management Committee were held on November 4th and December 2nd.

- Standard monthly and quarterly reports were reviewed (access to care; patient satisfaction survey results, insurance and credentialing, case management and lab reports). Updated dental guidelines were presented and approved. Internal audits presented included a Title V Dental Peer Review and Composite and Amalgam Restorations Peer Review Report. All audit results were favorable. Other items discussed included information related to HEDIS and 1115 measures; discussion of process to distribute patient care team folders; and learning assessment requirements for Joint Commission.
- Medical and Dental appointment utilization rates were higher in October in comparison to the prior month; and no-show rates also improved, averaging 18% for medical and 17% for dental in the month of October.
- The weighted average score from all patient satisfaction survey results for the month of October was 4.8, an improvement from 4.7 reported in September. The October results were within the current goal of 4.8.

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 25, 2020. The Joint Commission *Identified Risk Areas and Associated Standards* spreadsheet was presented and reviewed with the group. Infection control audit reports were presented and discussed as well as environmental safety and compliance reports. Next steps regarding the development of a learning assessment tool required by the Joint Commission were also discussed. In addition, it was reported that annual dental sterilization competencies had been conducted.

Patient Centered Medical Home (PCMH) Committee

- A notice of intent to request PCMH accreditation has been submitted to HRSA.
- Staff continue to work on making sure that PCMH requirements are in place in preparation of the next Joint Commission survey.

HRSA Deliverables / Updates –

- Through 10/31/20, we have expended \$18,480 of the \$23,172 awarded to us by HRSA for one-time quality improvement (QI) funds.
- On 4/23/20, a budget was submitted to HRSA in response to funding awarded through the FY2020 Coronavirus Supplemental Funding for Health Centers. The award was issued 3/19/20 in the amount of \$79,990. As of 10/31/20, \$66,476 has been expended.
- On 5/8/20, a budget was submitted to HRSA in response to funding awarded through the Health Center Coronavirus Aid, Relief, and Economic Security (CARES) Act Funding. The award was issued 4/3/20 in the amount of \$971,360. As of 10/31/20, \$536,362 has been expended.
- On 5/4/20, Coastal Health & Wellness received a notice of grant award from HRSA in the amount of \$280,624 for the FY2020 Expanding Capacity for Coronavirus Testing (ECT). As of 10/31/20, \$38,721 has been expended.
- On 8/18/20, HRSA issued a notice of grant award to Coastal Health & Wellness in the amount of \$29,891. The purpose of the FY2020 Health Center Quality Improvement (QI) one-time grant supplement is to support health centers that displayed high levels of clinical quality measure performance in Calendar Year 2019 Uniform Data System reporting to continue to strengthen quality improvement activities, including maintaining or achieving patient centered medical home recognition. As of 10/31/2020, \$1,005 has been expended.
- The HRSA Noncompeting Continuation (NCC) Progress Report, approved by the Board on October 29, 2020 was submitted to HRSA on November 5, 2020.
- Coastal Health & Wellness underwent a HRSA virtual operational site visit (OSV) on Nov. 17-19. An OSV provides an assessment of a health center's compliance with over 90 required program elements. The preliminary report from the exit conference was favorable. The final report was received yesterday from HRSA and it stated that there are seven program elements in which additional information will need to be provided. All responses are due by December 22, 2020.
- Coastal Health & Wellness was recently notified of a supplemental funding opportunity, made available through HRSA, to assist patients with uncontrolled hypertension. *The 2021 National Hypertension Control Initiative: Addressing Disparities among Racial and Ethnic Minority*

Populations application was submitted to HRSA on December 4, 2020. If funded, CHW would receive \$187,080 over a 3-year period (2021-2023).

- HRSA continues to request that health centers fill out a weekly survey to help track health center capacity and the impact of COVID-19 on health center operations, patients, and staff. HRSA will use the information collected to better understand training and technical assistance, funding, and other health center resource needs.

Miscellaneous Updates –

- In addition to the HRSA grant awards recently received for the COVID-19 response, Coastal Health & Wellness has received provider stimulus payments of \$164,871 to assist with future shortfalls or needs. As of 10/31/20, we have used \$61,030 to cover COVID expenses related to supplies, leaving a balance of \$103,841.
- A total of 2,339 patients have registered in the new patient portal system (Medfusion) since July 15, 2020, an increase of 403 patients reported in October. Patients are using the new system to send messages; pay bills online; view or download their patient health summary; complete registration forms; and view messages from their provider.
- In an effort to try and immunize as many CHW patients as possible against the flu this year, several flu immunization clinics were scheduled. On November 3rd, a flu vaccine clinic was held at the Galveston clinic from 2-6 pm and 22 patients were vaccinated. In Texas City, flu vaccine clinics were held on November 4th and November 18th from 2-5 pm, in which a total of 26 patients were vaccinated. Flu shots continue to be made available to patients that come into the clinic for appointments.
- As reported previously, the contract to provide dental services to HIV patients under a Ryan White Grant has been signed and training sessions are currently ongoing. After training has been completed, written procedures will be developed to ensure processes are followed based on Ryan White guidelines. The contract in the amount of \$75,000 will be in effect until 3/31/21.
- The new Express Check-in process and drop-off boxes continue to be utilized by patients at both the Texas City and Galveston clinics.
- The Galveston Housing Authority building is still not yet open to the public, but we are continuing to utilize the side entrance door to the clinic for patients to enter and exit for in-person services.
- TACHC continues to provide many resources to Health Centers in response to COVID-19. Conference calls/webinars have been very helpful in keeping health centers informed of funding and PPE opportunities to assist in our response efforts.
- Content on the CHW website continues to be reviewed as the website refresh progresses. This refresh will allow for increased flexibility in our communication with the public. The new website is planning to rollout sometime during the spring of 2021.

Communications –

- The health district continues to publish its COVID-19 dashboard at noon Monday-Saturday. The new dashboard reporting system provides more in-depth data with filter options. Data can also be viewed by the date a positive COVID-19 test was collected, or the date the test was reported

to the health district. The communications department put together a tutorial video to walk the public through how data is now being reported. This is all shared with communication stakeholders at the county and cities, media and on the health district's website and social media channels.

- Communication staff continues its flu campaign with messaging specific to COVID-19. It is likely that flu viruses and the virus that causes COVID-19 will both be spreading this fall and winter. While the flu vaccine does not protect against COVID-19, it does help reduce flu illness and flu-related hospitalizations.
- Press releases – November
 - Marketplace open enrollment
 - National Diabetes Awareness Month
 - Great American Smokeout
- Videos
 - Marketplace open enrollment
- Non-COVID-19 case update related social media posts include:
 - Daily posts focused on stopping of spread COVID-19 through face coverings, social distancing, hand hygiene, etc.
 - Various COVID-19 testing opportunities in the county
 - Caring for someone with COVID-19
 - What to do if you get COVID-19
 - COVID-19 and stress
 - Marketplace open enrollment
 - World COPD Day
 - World Diabetes Day
 - National Diabetes Awareness Month
 - Great American Smokeout
 - US Antibiotic Awareness Week
 - National Radiologic Technology Week
 - Flu season and COVID-19
 - Flu vaccine awareness
 - Diabetes 101 education
 - Diabetes and eye health
 - Thanksgiving and COVID-19 guidance
 - Thanksgiving celebration risk levels with COVID-19
 - #Take10 – move your body
 - #Take10 – manage stress
 - Vaccine importance and well-child visits
 - Heart disease and family caregivers
 - Stroke symptoms
 - Take an active role in your dental care
 - Oral hygiene care
 - Chew on This series
 - GCHD Employee of the Month
 - GCHD employee service recognition
 - Thank you to GCHD veterans – Veterans Day
 - Veterans Day closure

- Thanksgiving closure
- CHW services counseling
- CHW services dental
- CHW services medical

CHW Career Opportunities:

Oct. 20-Nov. 30, 2020

- **Employee Onboarding** – Human Resources conducted new employee orientation for the following employee(s):
 - None
- **Job Offers** – The following candidate(s) were extended job offers and have future start dates:
 - None
- **Contingent Job offers have been extended for the following positions pending background checks and drug screenings**
 - None
- **Current Vacancies:**
 - CHW Vacancies:
 - Dental Assistant I (Bilingual) full-time

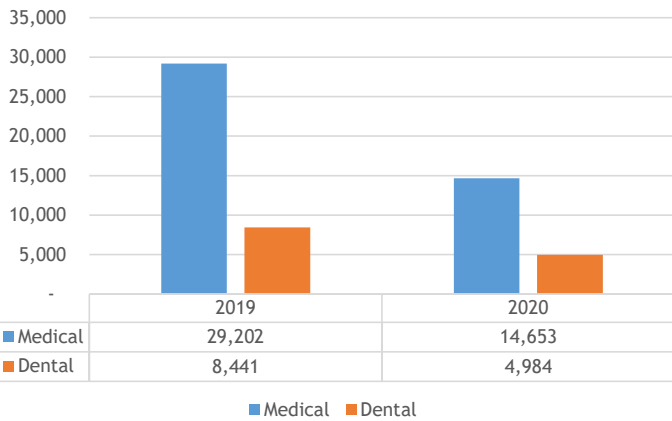
CHW Executive Board Reports November 2020

1. CHW (“CHW”) entered into a service Agreement with Bankole, Okoye & Associates, P.C. for Fiscal Years 2020 and 2021. The contract permits Bankole, Okoye & Associates, P.C. to perform an independent audit of GCHD’s financial statements in accordance with the Government Auditing Standards. The cost for the service is \$37,015.00 and will be split between the Galveston County Health District (“GCHD”) and Coastal Health & Wellness.
2. Coastal Health and Wellness (“CHW”) entered a one (1) month digital advertising Agreement with SignAd Outdoor. The digital advertising contract is for CHW’s Marketplace and will be situated in four (4) separate locations in League City and the City of Galveston. The cost for the digital billboards amounts to \$5,000.00.

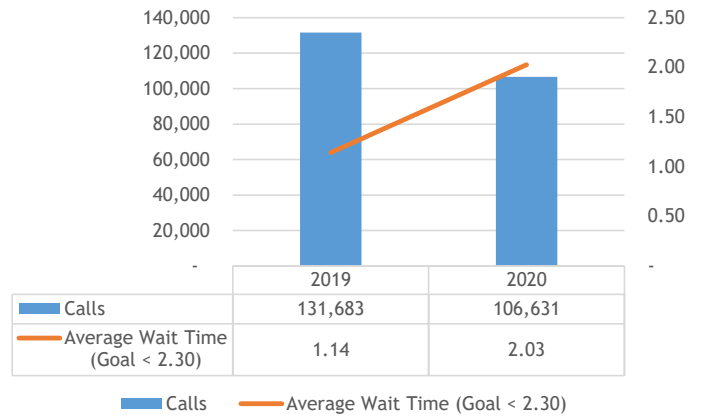
September 2020 Report
YTD Comparison Report (January - November 2020)

Patient Services - Patients Checked-In	2019	2020	% Change
Medical	29,202	14,653	-50%
Dental	8,441	4,984	-41%
Contact Center	2019	2020	% Change
Calls	131,683	106,631	-19.0%
Average Wait Time (Goal < 2.30)	1.14	2.03	77%
Electronic Records	2019	2020	% Change
Record Requests	10,039	9,874	-1.6%
County Indigent Program	2019	2020	% Change
Applied	1462	1149	-21%
Referrals	1972	914	-54%
Avg Total Patients on Program	257	204	-21%
Case Management	2019	2020	% Change
Referrals	8750	4341	-50%

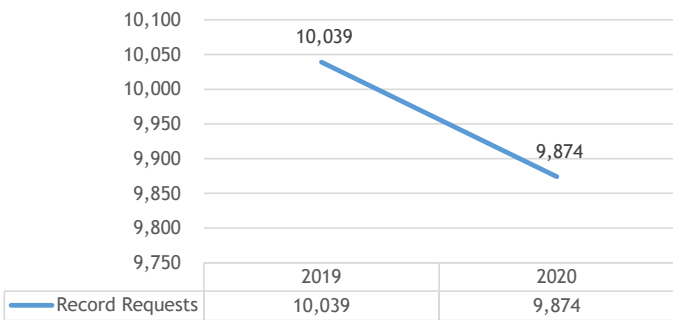
Patient Services-Total Patients Checked-In



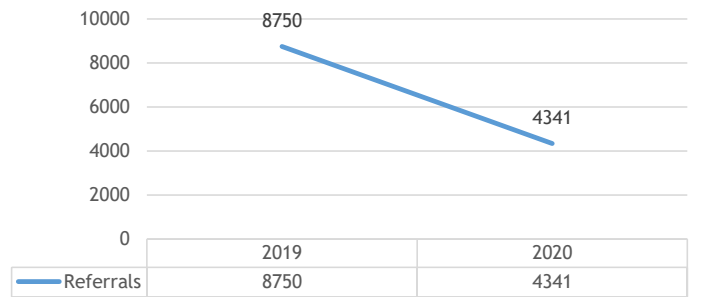
Contact Center - Calls and Wait Time



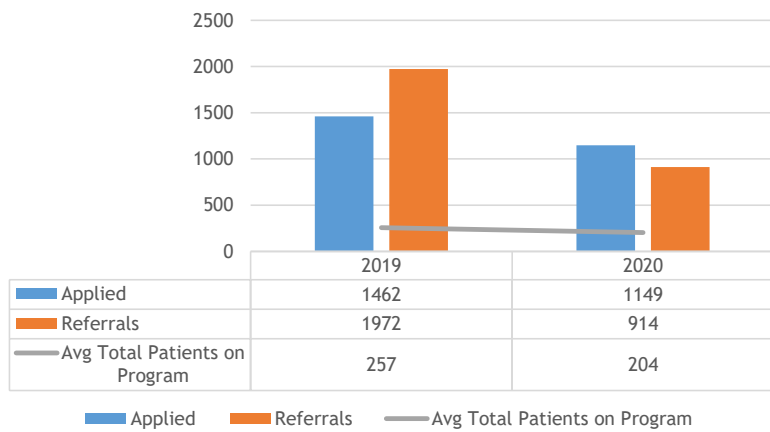
Electronic Record Requests



Case Management Referrals



County Indigent Program



[Back to Agenda](#)



COASTAL HEALTH & WELLNESS

GOVERNING BOARD

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

Governing Board

December 2020

Item#6

Consider for Approval October 2020 Financial Report

COASTAL HEALTH & WELLNESS

Governing Board



FINANCIAL SUMMARY

For the Period Ending

October 31, 2020

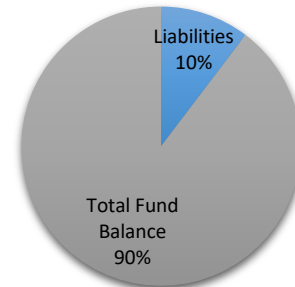
December 10, 2020

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

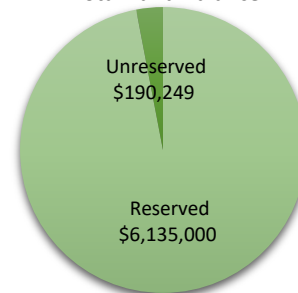
CHW - BALANCE SHEET as of October 31, 2020

	Current Month Oct-20	Prior Month Sep-20	Increase (Decrease)
ASSETS			
Cash & Cash Equivalents	\$6,361,903	\$6,171,614	\$190,289
Accounts Receivable	1,405,712	1,527,383	(121,672)
Allowance For Bad Debt	(949,622)	(924,012)	(25,610)
Pre-Paid Expenses	264,171	112,969	151,201
Due To / From	(27,567)	3,264	(30,832)
Total Assets	\$7,054,595	\$6,891,219	\$163,377
LIABILITIES			
Accounts Payable	\$114,315	\$97,154	\$17,161
Accrued Salaries	396,887	289,023	107,864
Deferred Revenues	218,145	223,348	(5,203)
Total Liabilities	\$729,347	\$609,525	\$119,822
FUND BALANCE			
Fund Balance	\$6,281,694	\$5,628,397	\$0
Current Change	43,555	653,297	(609,742)
Total Fund Balance	\$6,325,249	\$6,281,694	(\$609,742)
TOTAL LIABILITIES & FUND BALANCE	\$7,054,595	\$6,891,219	(\$489,920)

Current Period Assets



Total Fund Balance

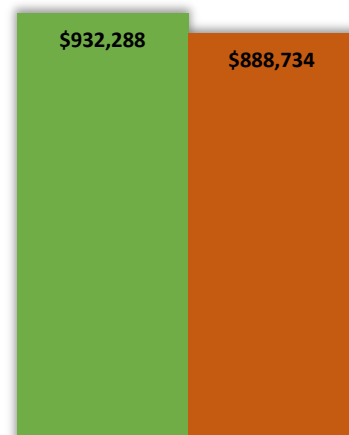


CHW - REVENUE & EXPENSES as of October 31, 2020

	Actual Oct-20	Budgeted Oct-20	PTD Budget Variance	YTD Budget Variance
REVENUE				
County Revenue	\$311,222	\$311,222	\$0	\$0
DSRIP Revenue	0	65,833	(65,833)	322,877
HHS Grant Revenue	366,340	260,617	105,723	775,114
Patient Revenue	244,678	317,112	(72,434)	(837,858)
Other Revenue	10,049	10,827	(778)	71,858
Total Revenue	\$932,288	\$965,611	(\$33,322)	\$331,991
EXPENSES				
Personnel	\$609,810	\$632,211	\$22,401	\$216,304
Contractual	80,027	70,723	(9,304)	119,078
IGT Reimbursement	0	25,747	25,747	(54,863)
Supplies	73,022	104,826	31,803	188,744
Travel	667	4,533	3,866	27,247
Bad Debt Expense	25,610	33,605	7,995	(9,166)
Other	99,597	93,966	(5,631)	(31,646)
Total Expenses	\$888,734	\$965,611	\$76,877	\$455,698
CHANGE IN NET ASSETS	\$43,555	\$0	\$43,555	\$787,688

Current Month Actuals

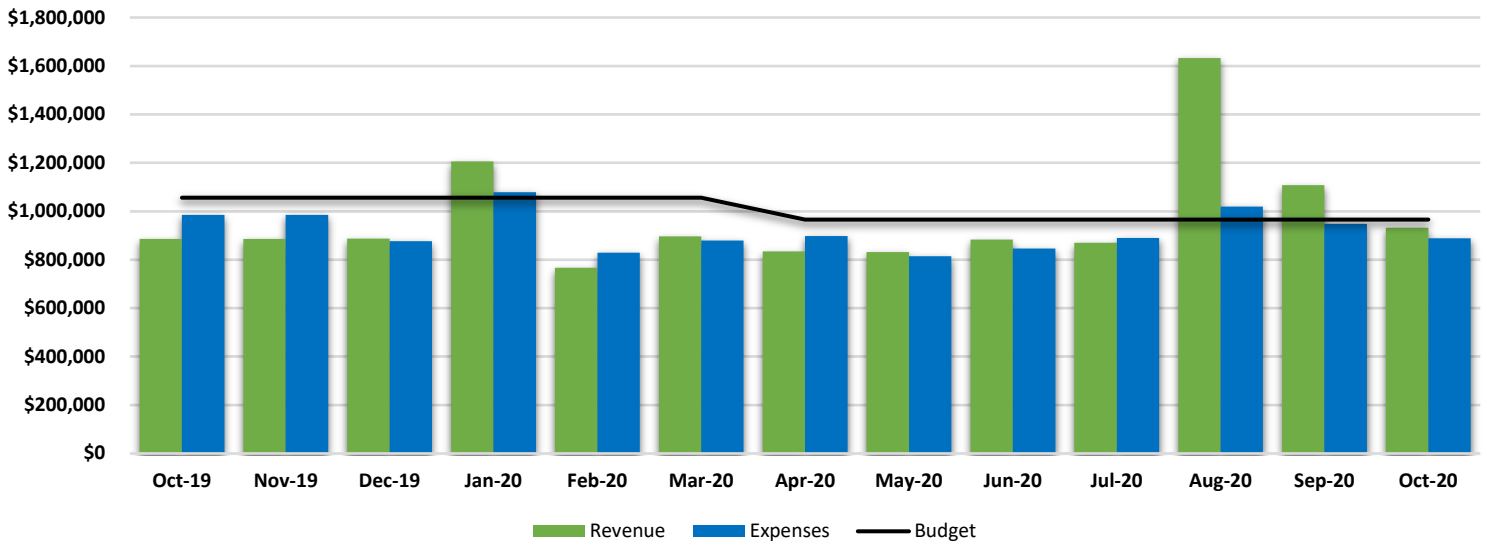
■ Revenue ■ Expenses



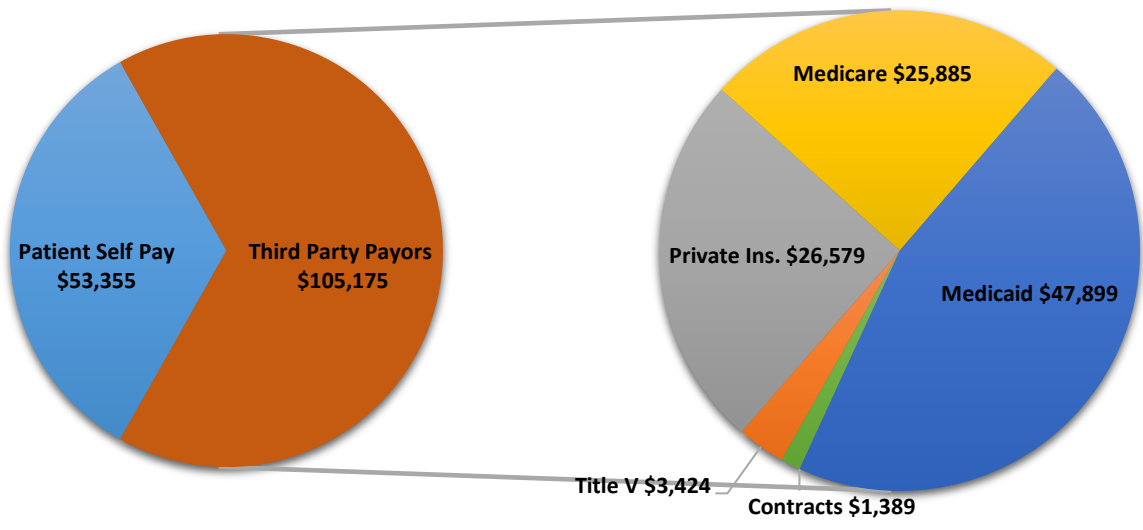
HIGHLIGHTS

- MTD Increase in Fund Balance of \$43,555.
- MTD revenues were (\$33,322) lower than budget. A negative variance in patient revenues of (\$72,434) due to fewer visits is offset by an increase in HHS Grant Revenue of \$105,723. DSRIP revenue budgeted across a 12 month period accounts for the negative variance of (\$65,833) while Other Revenue was close to budget.
- YTD Revenues were \$331,991 higher than budget. Decreases in visits account for (\$837,858) variance, which was offset by higher HHS Grant Revenue variance of \$775,114, Other Revenue variance of \$71,858 for items purchased and covered by Direct Relief funding, and DSRIP revenue variance of \$322,877 for funds received in August.
- MTD expenses were \$76,877 under budget. Savings were realized across Personnel, IGT, Supplies, Travel, and Bad Debt, which offset higher expenses in Contractual (\$9,304) and Other (\$5,631). Contractual expense are higher because of Locum Tenens used in HRSA Grant (\$13,410), and Other category includes expenses for ads for Open Enrollment (\$5,120) as well as payment for HIE subscription for 2019 (\$5,000).
- YTD Expenses were \$455,698 under budget. Savings were realized across all categories except Bad Debt, Other and IGT Reimbursement. IT equipment expenditures and covid-related dental equipment, ads for Open Enrollment, and payment for 2019 HIE contract account for the Other category negative budget variance of (\$31,646). Some of these expenses were offset by Direct Relief funding. IGT Reimbursement variance of (\$54,863) was offset by DSRIP Revenue, and Bad Debt is (\$9,166) over due to mid-year AR adjustment.
- YTD Increase in fund balance of \$43,555. Total Fund Balance of \$6,325,249 as of 10/31/2020.

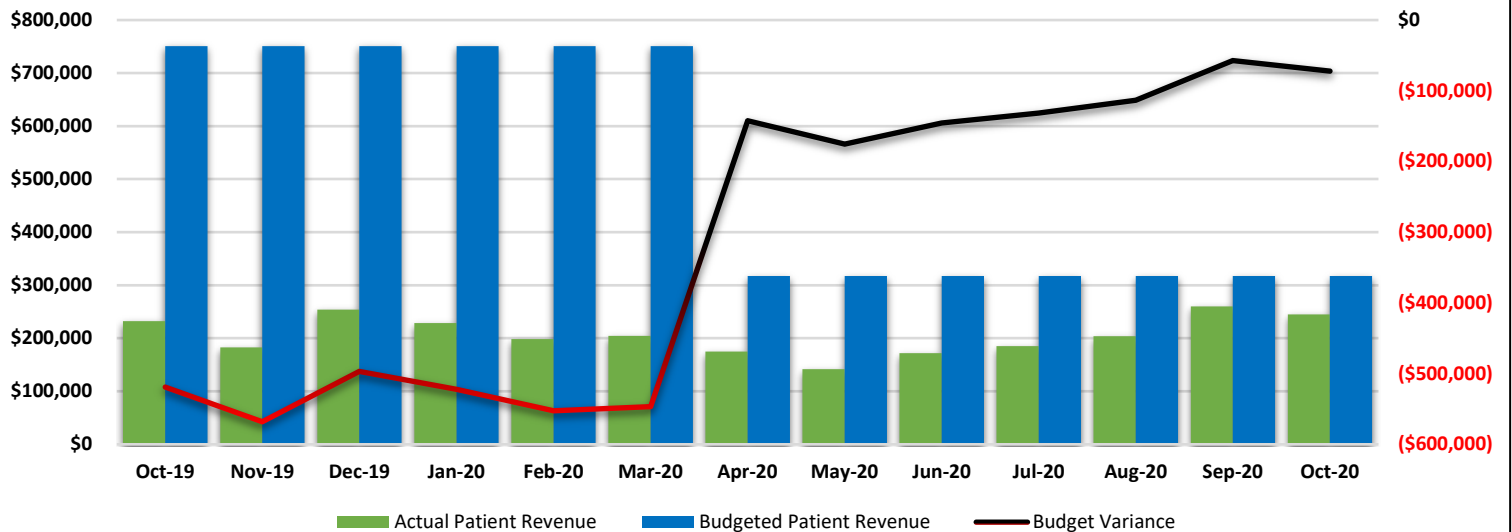
Actual Revenue & Expenses in Comparison to Budget



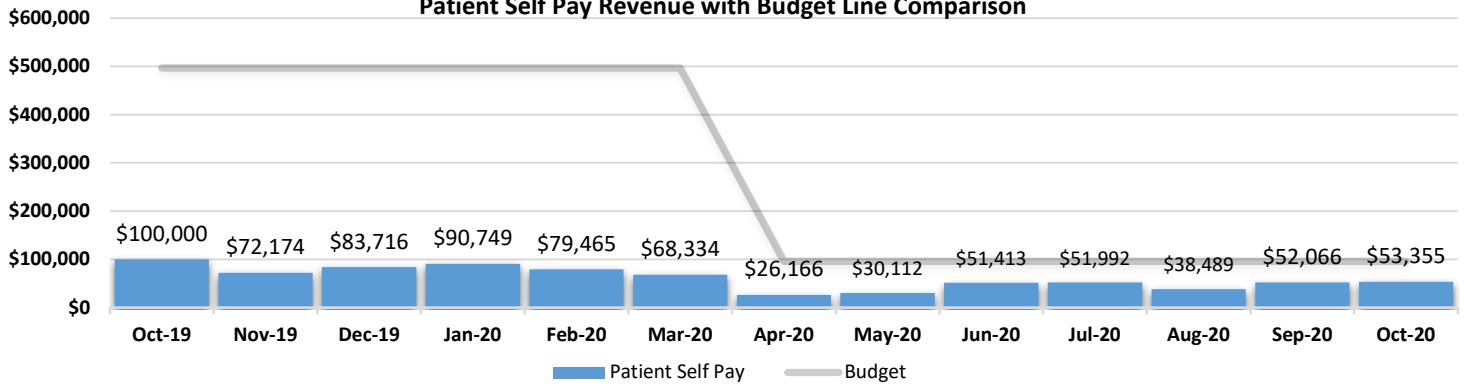
Current Period Patient Revenue with Third Party Payor Contributions Identified



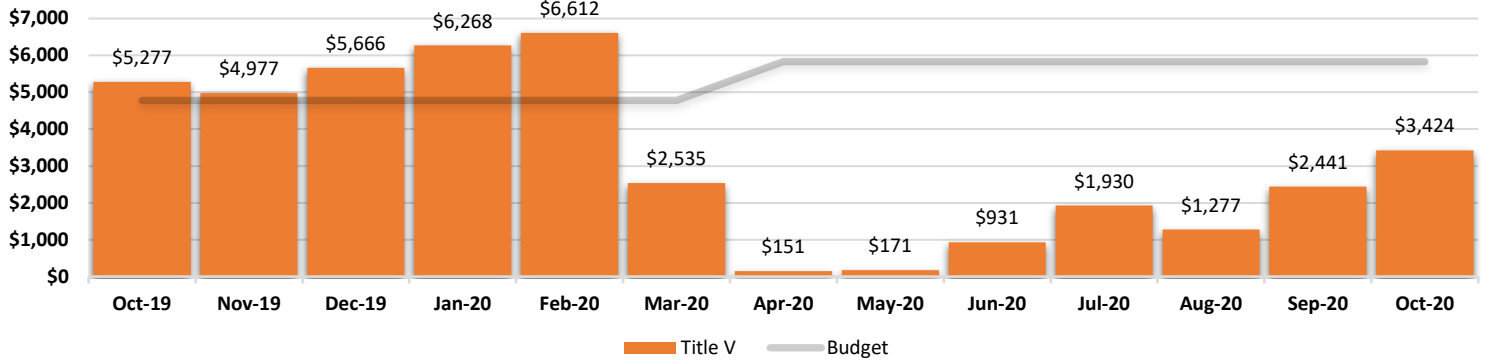
Actual Patient Revenue Rec'd vs Budget with Variance



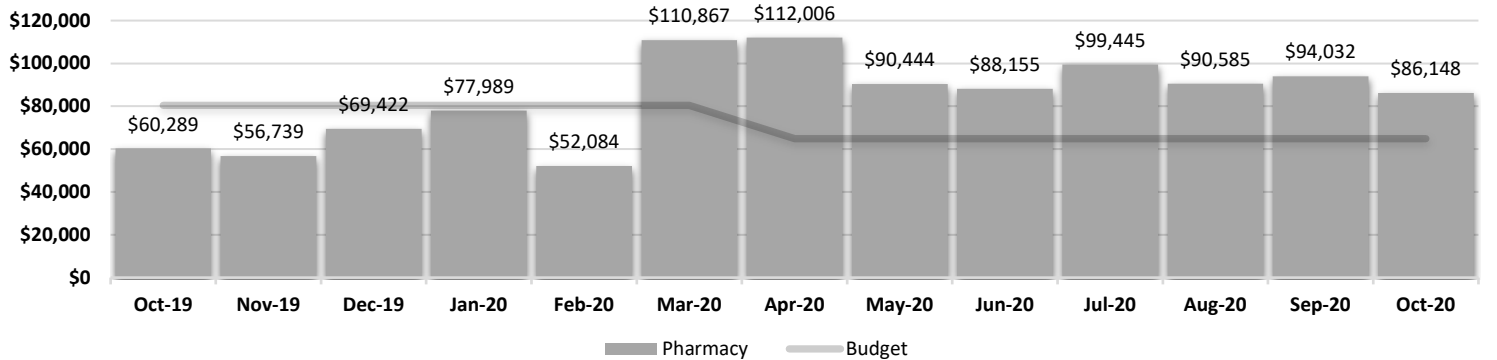
Patient Self Pay Revenue with Budget Line Comparison



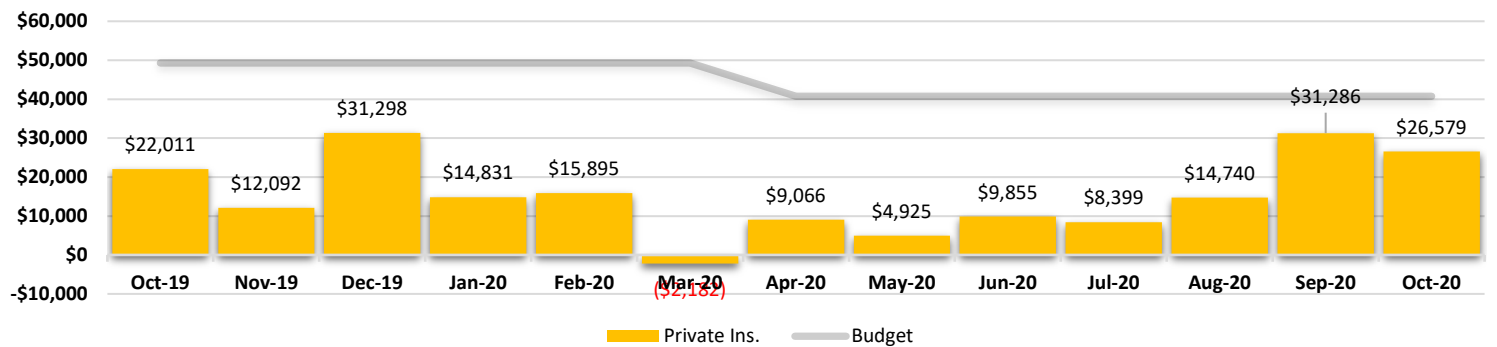
Title V Revenue with Budget Line Comparison



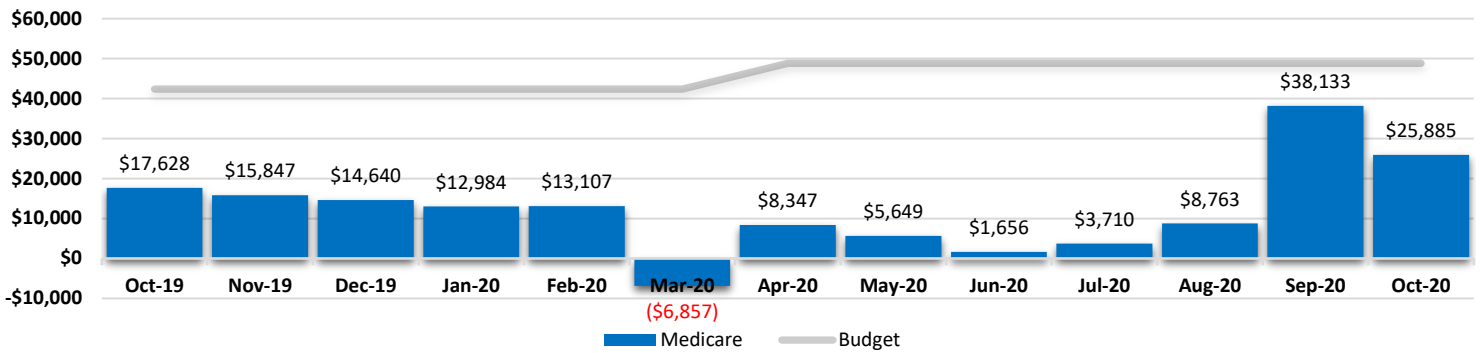
Pharmacy Revenue with Budget Line Comparison



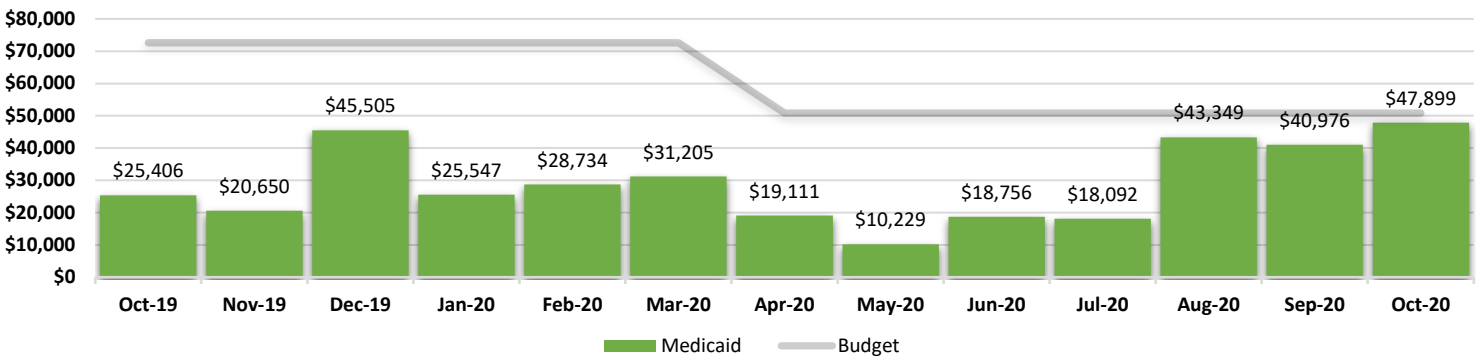
Private Insurance Revenue with Budget Line Comparison



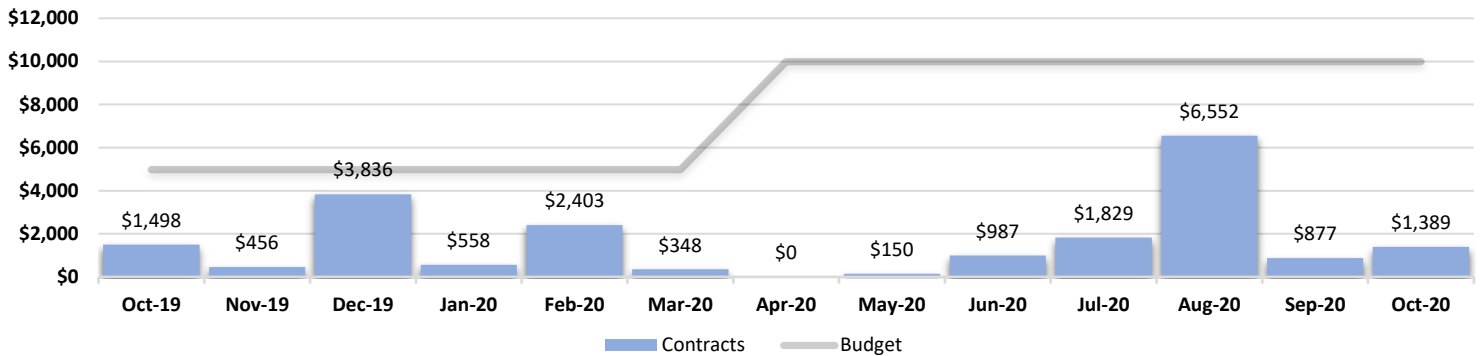
Medicare Revenue with Budget Line Comparison



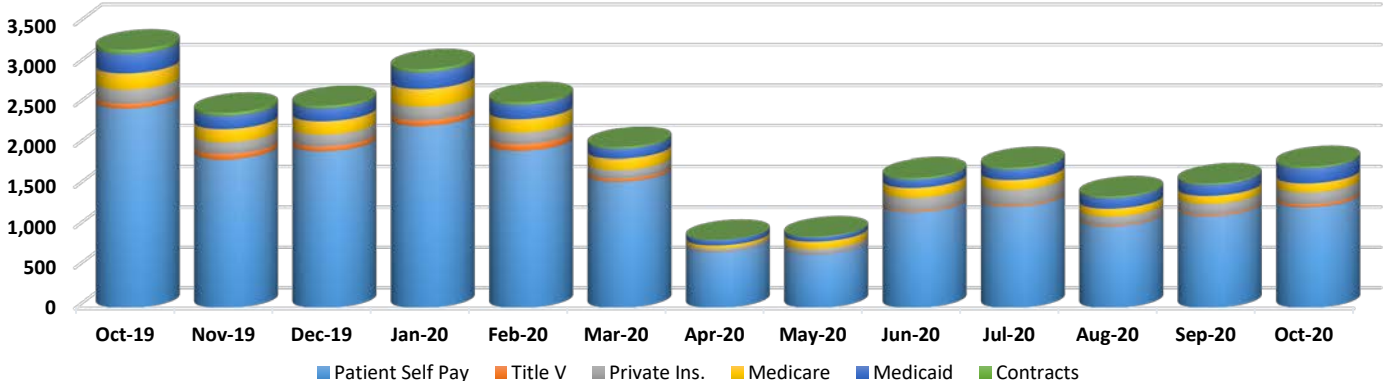
Medicaid Revenue with Budget Line Comparison



Contract Revenue with Budget Line Comparison



Total Number of Patient Visits

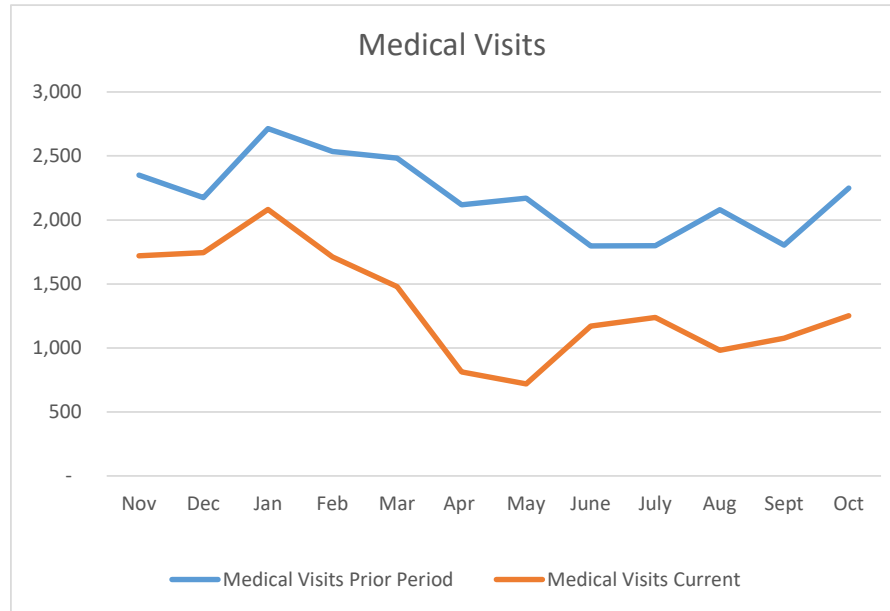


Coastal Health & Wellness								
Statement of Revenue and Expenses for the Period ending Oct 31, 2020								
		Period Ending	MTD	MTD Budget	YTD	YTD	YTD Budget	Annual
	Description	10/31/2020	Budget	Variance	Actual	Budget	Variance	Budget
Grouping	REVENUE							
HRSA	HHS GRANT REVENUE - Federal	\$362,487	\$260,617	\$101,871	\$2,546,549	\$1,824,317	\$722,232	\$3,127,400
	HHS GRANT REVENUE - BASE	\$251,260	\$260,617	(\$9,357)	\$1,783,638	\$1,824,317	(\$40,678)	\$3,127,400
	HHS GRANT REVENUE - SUD-MH	\$14,133	\$0	\$14,133	\$97,131	\$0	\$97,131	\$0
	HHS GRANT REVENUE - Care	\$0	\$0	\$0	\$18,432	\$0	\$18,432	\$0
	HHS GRANT REVENUE - QI 2019	\$2,800	\$0	\$2,800	\$5,788	\$0	\$5,788	\$0
	COVID Supplemental	\$6,487	\$0	\$6,487	\$66,476	\$0	\$66,476	\$0
	CARES ACT	\$69,939	\$0	\$69,939	\$536,362	\$0	\$536,362	\$0
	HHS GRANT REVENUE - ECT	\$17,869	\$0	\$17,869	\$38,721	\$0	\$38,721	\$0
HRSA	HHS Other Grant Revenue	\$3,852	\$0	\$3,852	\$52,882	\$0	\$52,882	\$0
Patient Rev	GRANT REVENUE - Title V	\$3,424	\$5,833	(\$2,409)	\$10,326	\$40,833	(\$30,507)	\$70,000
Patient Rev	PATIENT FEES	\$53,355	\$96,014	(\$42,659)	\$303,594	\$672,096	(\$368,503)	\$1,152,165
Patient Rev	PRIVATE INSURANCE	\$26,579	\$40,750	(\$14,171)	\$104,851	\$285,250	(\$180,399)	\$489,000
Patient Rev	PHARMACY REVENUE - 340b	\$86,148	\$64,874	\$21,274	\$660,815	\$454,118	\$206,697	\$778,488
Patient Rev	MEDICARE	\$25,885	\$48,826	(\$22,941)	\$92,142	\$341,781	(\$249,639)	\$585,910
Patient Rev	MEDICAID	\$47,899	\$50,828	(\$2,929)	\$198,412	\$355,793	(\$157,380)	\$609,930
Other Rev.	LOCAL GRANTS & FOUNDATIONS	\$1,351	\$1,351	\$0	\$121,921	\$9,455	\$112,466	\$16,208
Other Rev.	MEDICAL RECORD REVENUE	\$1,287	\$1,500	(\$214)	\$8,101	\$10,500	(\$2,400)	\$18,000
Other Rev.	MEDICAID INCENTIVE PAYMENTS	\$20	\$0	\$20	\$459	\$0	\$459	\$0
County	COUNTY REVENUE	\$311,222	\$311,222	\$0	\$2,178,556	\$2,178,556	\$0	\$3,734,667
DSRIP	DSRIP REVENUE	\$0	\$65,833	(\$65,833)	\$783,710	\$460,833	\$322,877	\$790,000
Other Rev.	MISCELLANEOUS REVENUE	\$0	\$0	\$0	\$6,691	\$0	\$6,691	\$0
Other Rev.	OTHER REVENUE - SALE OF FIXED ASSET	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Other Rev.	INTEREST INCOME	\$7,075	\$7,500	(\$425)	\$44,544	\$52,500	(\$7,956)	\$90,000
Patient Rev	CONTRACT REVENUE	\$1,389	\$9,987	(\$8,599)	\$11,784	\$69,911	(\$58,127)	\$119,848
Other Rev.	LOCAL FUNDS / OTHER REVENUE	\$317	\$476	(\$159)	\$2,082	\$3,332	(\$1,250)	\$5,712
Other Rev.	CONVENIENCE FEE	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Other Rev.	Fund Balance	\$0	\$0	\$0	\$3,845	\$3,845	\$0	\$0
	Total Revenue	\$932,288	\$965,611	(\$33,321)	\$7,131,264	\$6,763,120	\$368,145	\$11,587,328
	EXPENSES							
Personnel	SALARIES	\$499,112	\$502,875	\$3,763	\$3,453,905	\$3,520,122	\$66,217	\$6,034,494
Personnel	SALARIES, Merit Compensation	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Personnel	SALARIES, PROVIDER INCENTIVES	\$0	\$6,500	\$6,500	\$750	\$45,500	\$44,750	\$78,000
Personnel	SALARIES, supplemental	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Personnel	SALARIES, O/T	\$4,650	\$3,750	(\$900)	\$13,036	\$26,250	\$13,214	\$45,000
Personnel	SALARIES, PART-TIME	\$17,080	\$15,788	(\$1,293)	\$88,559	\$110,513	\$21,954	\$189,451
Personnel	Comp Pay	\$0	\$0	\$0	\$0	\$0	\$0	\$0.00
Personnel	FICA EXPENSE	\$36,911	\$40,460	\$3,550	\$259,163	\$283,223	\$24,060	\$485,525
Personnel	TEXAS UNEMPLOYMENT TAX	\$529	\$1,113	\$584	\$16,390	\$7,792	(\$8,598)	\$13,357
Personnel	LIFE INSURANCE	\$1,422	\$1,285	(\$138)	\$10,315	\$8,994	(\$1,321)	\$15,418
Personnel	LONG TERM DISABILITY INSURANCE	\$1,045	\$1,206	\$161	\$7,564	\$8,445	\$881	\$14,477
Personnel	GROUP HOSPITALIZATION INSURANC	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Personnel	WORKER'S COMP INSURANCE	\$1,451	\$1,586	\$136	\$3,461	\$11,103	\$7,642	\$19,034
Personnel	EMPLOYER PAID HEALTH INSURANCE	\$30,332	\$40,108	\$9,775	\$225,030	\$280,753	\$55,722	\$481,290
Personnel	EMPLOYER SPONSORED HEALTHCARE	\$5,788	\$5,852	\$63	\$46,391	\$40,962	(\$5,429)	\$70,221
Personnel	HRA EXPENSE	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Personnel	PENSION / RETIREMENT	\$11,489	\$11,689	\$199	\$78,366	\$81,821	\$3,455	\$140,264
Contractual	OUTSIDE LAB CONTRACT	\$16,993	\$25,125	\$8,132	\$73,541	\$175,875	\$102,334	\$301,500
Contractual	OUTSIDE X-RAY CONTRACT	\$1,368	\$3,000	\$1,632	\$6,024	\$21,000	\$14,976	\$36,000
Contractual	MISCELLANEOUS CONTRACT SERVICES	\$38,309	\$16,543	(\$21,766)	\$161,814	\$115,801	(\$46,013)	\$198,516
Personnel	TEMPORARY STAFFING	\$0	\$0	\$0	\$6,242	\$0	(\$6,242)	\$0
Contractual	CHW CONTRACT BILLING SERVICE	\$7,622	\$8,000	\$378	\$28,492	\$56,000	\$27,508	\$96,000
IGT	IGT REIMBURSEMENT	\$0	\$25,747	\$25,747	\$235,095	\$180,232	(\$54,863)	\$308,969
Contractual	JANITORIAL CONTRACT	\$14,018	\$14,000	(\$18)	\$91,817	\$98,000	\$6,183	\$168,000
Contractual	PEST CONTROL	\$80	\$80	(\$0)	\$561	\$560	(\$1)	\$960
Contractual	SECURITY	\$1,637	\$3,975	\$2,338	\$13,733	\$27,825	\$14,092	\$47,700
Supplies	OFFICE SUPPLIES	\$7,845	\$6,883	(\$961)	\$36,072	\$48,183	\$12,111	\$82,600
Supplies	OPERATING SUPPLIES	\$18,958	\$21,900	\$2,942	\$201,857	\$153,300	(\$48,557)	\$262,800
Supplies	OUTSIDE DENTAL SUPPLIES	\$2,866	\$3,350	\$485	\$17,846	\$23,450	\$5,604	\$40,200
Supplies	PHARMACEUTICAL SUPPLIES	\$43,130	\$71,992	\$28,862	\$289,018	\$503,945	\$214,927	\$863,906
Supplies	JANITORIAL SUPPLIES	\$224	\$0	(\$224)	\$224	\$0	(\$224)	\$0
Supplies	PRINTING SUPPLIES	\$0	\$465	\$465	\$18	\$3,255	\$3,237	\$5,580
Supplies	UNIFORMS	\$0	\$235	\$235	\$0	\$1,645	\$1,645	\$2,820
Other	POSTAGE	\$651	\$833	\$183	\$4,311	\$5,833	\$1,523	\$10,000
Other	TELEPHONE	\$3,828	\$4,405	\$577	\$25,599	\$30,835	\$5,236	\$52,860
Other	WATER	\$31	\$31	\$1	\$214	\$217	\$4	\$372
Other	ELECTRICITY	\$850	\$2,000	\$1,150	\$7,645	\$14,000	\$6,355	\$24,000
Travel	TRAVEL, LOCAL	\$68	\$383	\$315	\$1,038	\$2,683	\$1,645	\$4,600
Travel	TRAVEL, OUT OF TOWN	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Travel	LOCAL TRAINING	\$599	\$2,933	\$2,334	\$3,448	\$20,533	\$17,085	\$35,200
Travel	TRAINING, OUT OF TOWN	\$0	\$1,217	\$1,217	\$0	\$8,517	\$8,517	\$14,600
Other	RENTALS	\$3,239	\$3,200	(\$39)	\$21,295	\$22,400	\$1,105	\$38,400
Other	LEASES	\$43,121	\$43,122	\$1	\$301,487	\$301,854	\$367	\$517,464
Other	MAINTENANCE / REPAIR, EQUIP.	\$8,472	\$7,120	(\$1,352)	\$45,539	\$49,842	\$4,304	\$85,444
Other	MAINTENANCE / REPAIR, AUTO	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Other	FUEL	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Other	MAINTENANCE / REPAIR, BLDG.	\$28	\$417	\$388	\$1,269	\$2,917	\$1,648	\$5,000
Other	MAINT/REPAIR, IT Equip.	\$0	\$0	\$0	\$46,129	\$0	(\$46,129)	\$0

Coastal Health & Wellness								
Statement of Revenue and Expenses for the Period ending Oct 31, 2020								
		Period Ending	MTD	MTD Budget	YTD	YTD	YTD Budget	Annual
	Description	10/31/2020	Budget	Variance	Actual	Budget	Variance	Budget
Other	MAINTENANCE / Preventative, AUTO	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Other	INSURANCE, AUTO/Truck	\$9	\$12	\$3	\$71	\$84	\$13	\$144
Other	INSURANCE, GENERAL LIABILITY	\$937	\$1,125	\$188	\$6,747	\$7,875	\$1,128	\$13,500
Other	INSURANCE, BLDG. CONTENTS	\$1,452	\$1,535	\$83	\$10,031	\$10,745	\$714	\$18,420
Other	Settlements	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Other	COMPUTER EQUIPMENT	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Other	OPERATING EQUIPMENT	\$0	\$0	\$0	\$6,222	\$0	(\$6,222)	\$0
Other	BUILDING IMPROVEMENTS	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Other	NEWSPAPER ADS	\$6,320	\$1,800	(\$4,520)	\$7,324	\$12,600	\$5,276	\$21,600
Other	SUBSCRIPTIONS, BOOKS, ETC	\$5,210	\$248	(\$4,963)	\$7,354	\$1,733	(\$5,622)	\$2,970
Other	ASSOCIATION DUES	\$3,425	\$2,849	(\$576)	\$20,050	\$19,942	(\$108)	\$34,186
Other	IT SOFTWARE, LICENSES, INTANGIBLES	\$19,859	\$20,979	\$1,120	\$152,387	\$146,851	(\$5,536)	\$251,744
Other	PROF FEES/LICENSE/INSPECTIONS	\$640	\$155	(\$486)	\$3,346	\$1,082	(\$2,264)	\$1,854
Other	PROFESSIONAL SERVICES	\$132	\$2,202	\$2,070	\$7,483	\$15,412	\$7,928	\$26,420
Other	MED/HAZARD WASTE DISPOSAL	\$390	\$550	\$160	\$2,566	\$3,850	\$1,284	\$6,600
Other	TRANSPORTATION CONTRACT	\$0	\$625	\$625	\$777	\$4,375	\$3,598	\$7,500
Other	BOARD MEETING OPERATIONS	\$0	\$29	\$29	\$0	\$204	\$204	\$350
Other	SERVICE CHG - CREDIT CARDS	\$825	\$730	(\$95)	\$4,331	\$5,110	\$779	\$8,760
Other	CASHIER OVER / SHORT	(\$16)	\$0	\$16	(\$16)	\$0	\$16	\$0
Other	LATE CHARGES	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Other	BAD DEBT EXPENSE	\$25,610	\$33,605	\$7,995	\$244,400	\$235,234	(\$9,166)	\$403,258
Other	MISCELLANEOUS EXPENSE	\$195	\$0	(\$195)	\$7,245	\$0	(\$7,245)	\$0
	Total Expenses	\$888,734	\$965,611	\$76,877	\$6,303,577	\$6,759,275	\$455,698	\$11,587,328
	Net Change in Fund Balance	\$43,555	\$0	\$43,556	\$827,686	\$3,845	\$823,842	\$0
		(\$3,845)	Expenses Fund Bal. Reserve		(\$3,845)			
		\$39,710			\$823,842			

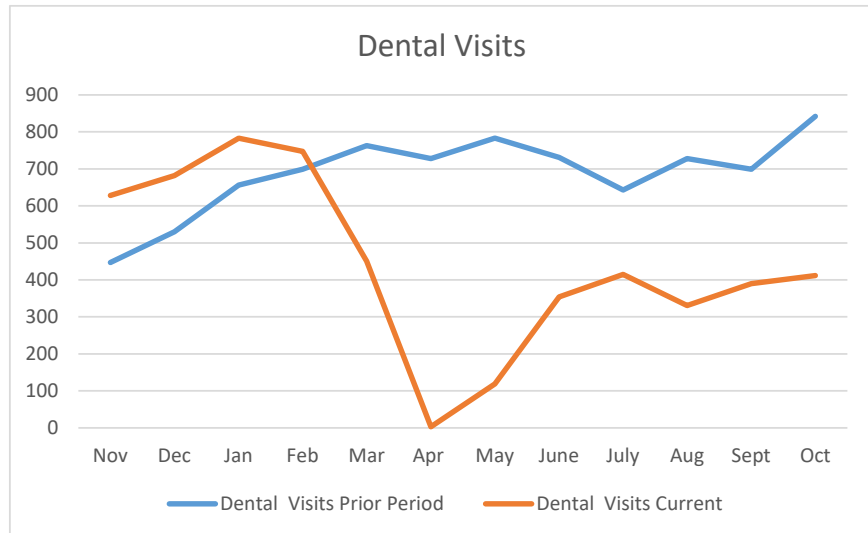
Medical Visits

	<u>Prior Period</u>	<u>Current</u>
Nov	2,351	1,719
Dec	2,175	1,745
Jan	2,714	2,082
Feb	2,534	1,710
Mar	2,484	1,480
Apr	2,119	812
May	2,171	719
June	1,797	1,170
July	1,798	1,238
Aug	2,081	981
Sept	1,804	1,077
Oct	2,250	1,251
	<u>26,278</u>	<u>15,984</u>



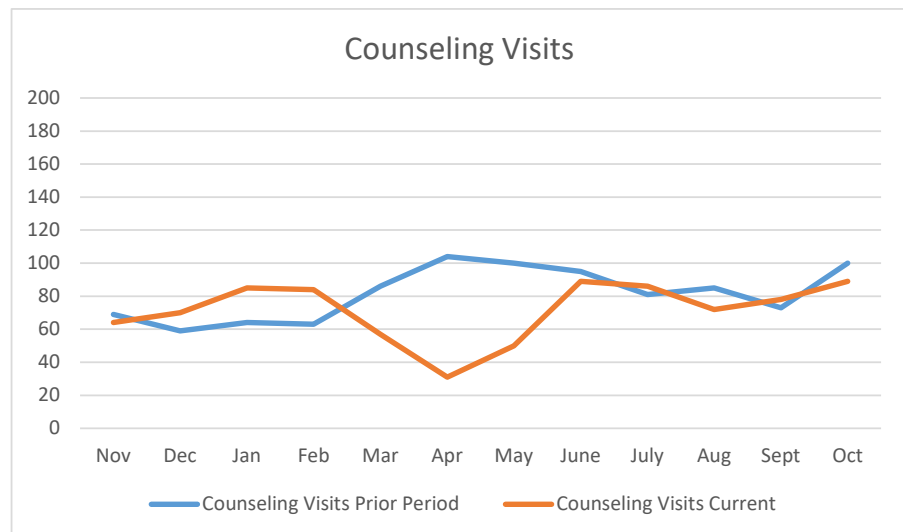
Dental Visits

	<u>Prior Period</u>	<u>Current</u>
Nov	447	628
Dec	530	682
Jan	656	783
Feb	699	747
Mar	763	451
Apr	728	3
May	783	119
June	731	354
July	643	415
Aug	728	331
Sept	699	390
Oct	842	412
	<u>8,249</u>	<u>5,315</u>



Counseling Visits

	<u>Prior Period</u>	<u>Current</u>
Nov	69	64
Dec	59	70
Jan	64	85
Feb	63	84
Mar	86	57
Apr	104	31
May	100	50
June	95	89
July	81	86
Aug	85	72
Sept	73	78
Oct	100	89
	<u>979</u>	<u>855</u>



Vists by Financial Class - Actual vs. Budget
As of October 31, 2020 (Grant Year 4/1/2020-3/31/2021)

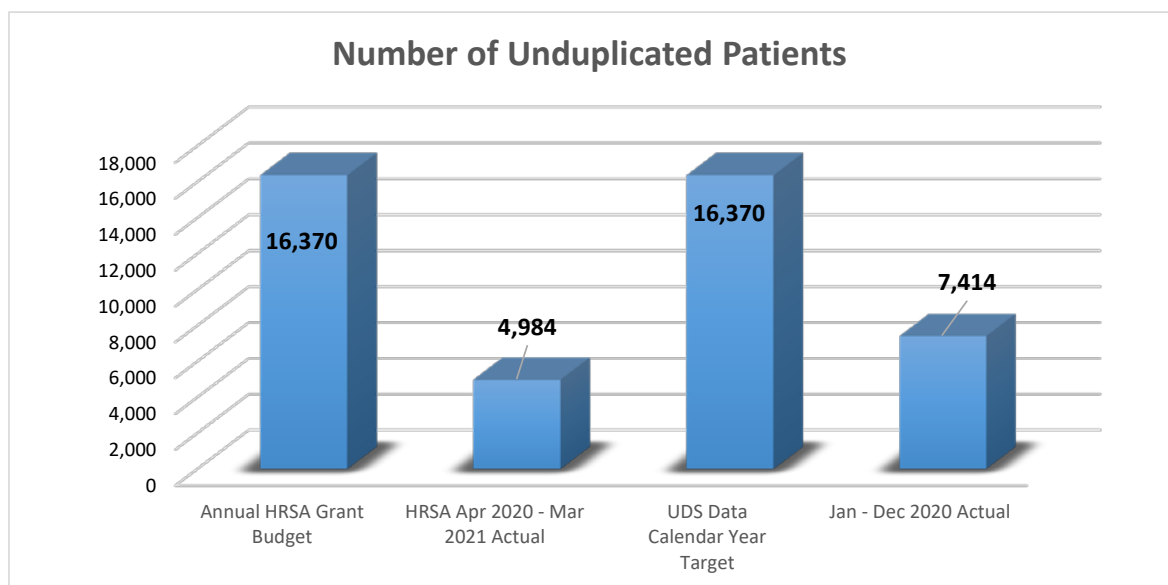
	Annual HRSA		Over/(Under)		YTD	Over/(Under)		% Over/ (Under)
	Grant Budget	MTD Actual	MTD Budget	MTD Budget		YTD Actual	YTD Budget	
Medicaid	4,518	188	377	(189)	981	2,259	(1,278)	-57%
Medicare	4,507	113	376	(263)	774	2,254	(1,480)	-66%
Other Public (Title V, Contract)	2,498	55	208	(153)	227	1,249	(1,022)	-82%
Private Insurance	3,912	147	326	(179)	859	1,956	(1,097)	-56%
Self Pay	32,919	1,249	2,743	(1,494)	7,057	16,460	(9,403)	-57%
	48,354	1,752	4,030	(2,278)	9,898	24,177	(14,279)	-59%

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

	Current Year Annual Target	Jan-Oct 2019 Actual	Jan-Oct 2020 Actual	Increase/ (Decrease) Prior	% of Annual Target
				Year	
Unduplicated Patients	16,370	11,265	7,414	(3,851)	45%

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

	Annual HRSA Grant Budget	Apr 2019 - Mar 2020 Actual	Apr 2020 - Mar 2021 Actual	Increase/ (Decrease) Prior	% of Annual Target
				Year	
Unduplicated Patients	16,370	9,066	4,984	(4,082)	30%



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COASTAL HEALTH & WELLNESS

GOVERNING BOARD

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

Governing Board

December 2020

Item#7

**Consider for Approval Coastal Health & Wellness Fund Balance
Reserve as of September 30, 2020**

**Coastal Health & Wellness - Proposed Annual Board Approved Reserve
FY 2021**

	Board Approved Reserve @ 9/30/2019	Increase / (Decrease)	Reserve Balance @ 9/30/20	Proposed Board Approved Reserves 9/30/2020
IT Expenditures (Equipment, Software & Consultant Services)	\$67,300	(\$3,484)	\$63,816	\$100,000
Medical / Dental Equipment additions/replacements	\$121,206	(\$3,049)	\$118,157	\$125,000
Galveston Clinic Renovations	\$850,000		\$850,000	\$900,000
Texas City Furniture/Fixtures/Remodel	\$0		\$0	\$10,000
Employee One-Time Supplemental Payment	\$52,051	(\$40,750)	\$11,301	\$0
Total Operating Reserve	\$4,400,000	\$0	\$4,400,000	\$4,900,000
Total Board Approved Reserve	\$5,490,557	(\$47,283)	\$5,443,274	\$6,035,000
Unreserved	\$137,840	\$706,587	\$844,427	\$252,701
Total Fund Balance	\$5,628,397	\$659,304	\$6,287,701	\$6,287,701

Operating Reserve	\$4,900,000
Budgeted Expenses ending 3/31/21	\$11,587,328
Months of Reserves available	5.07

COASTAL HEALTH & WELLNESS

Proposed Budget for the fiscal year ending March 31, 2021

Fund Balance

Medical/Dental Additions/Replacements	Total Cost	CHW %	CHW Cost
*Oral Cancer Screening Early Detection (3 x \$1,995)	5,985	100%	<u>5,985</u>
			<u><u>5,985</u></u>

**Purchases could be initiated/completed prior to start of 4/1/21 budget term (shared services)*

**These items were approved in the 2020/2021 Budget for Fund Balance expenditures.*

There are no budgeted Fund Balance expenditures included in the CHW budget for 4/1/2021 - 3/31/2022.

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COASTAL HEALTH & WELLNESS

GOVERNING BOARD

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

Governing Board

December 2020

Item#8

**Consider for Approval Coastal Health & Wellness
Risk Management Plan**



Effective: 10/31/2019

Last Approved: 10/31/2019

Expires: 10/30/2020

Risk Management Plan

1. PURPOSE

The purpose of the Coastal Health & Wellness Risk Management Plan (the “Plan”) is to address visitor, third party, volunteer, and employee safety as well as potential business, operational, and property risks. The Risk Management Plan is the primary tool for outlining Coastal Health & Wellness’ (“CHW”) overall risk management procedures.

The focus of the Risk Management Plan is to provide an ongoing, comprehensive, and systematic approach to reducing exposure to risk. Risk management activities include identifying, investigating, analyzing, and evaluating risks, followed by selecting and implementing the most appropriate methods for correcting, reducing and/or eliminating them.

2. GUIDING PRINCIPLES

This Risk Management Plan supports the Coastal Health & Wellness philosophy that patient safety and risk management are everyone’s responsibility. Teamwork and participation among management, providers, volunteers, and staff are essential for an efficient and effective patient safety and risk management plan. The Plan will be implemented through the coordination of multiple organizational functions and the activities of multiple staff members.

Coastal Health & Wellness supports the establishment of a just culture that emphasizes implementing evidence-based best practices, learning from error analysis, and providing constructive feedback rather than blame and punishment. In a just culture, unsafe conditions and hazards are readily and proactively identified, medical or patient care errors are reported and analyzed, mistakes are openly discussed, and suggestions for systemic improvements are welcomed. Individuals are still held accountable for compliance with patient safety and risk management practices. As such, if evaluation and investigation of an error or event reveal reckless behavior or willful violation of policies, disciplinary actions can be taken.

Principles of this Plan provide the foundation for developing key policies and procedures for risk management activities, including but not limited the following:

- Claims and insurance management;
- Complaint resolution;
- Confidentiality and release of information;
- Compliance efforts;

- Safe and secure use of technology;
- Event investigation, root-cause analysis, and follow-up;
- Provider and staff education, competency validation, credentialing and privileging requirements, and background checks;
- Systems for monitoring and tracking referrals (specialty care, hospital and or emergency department admissions) and diagnostic laboratory values and other tests;
- Reporting and management of adverse events and near misses;
- Trend analysis of events, near misses, and claims; and
- Implementing performance improvement strategies to mitigate risk.

2.1 Leadership

The success of the Coastal Health & Wellness Risk Management Plan requires top-level commitment and support. The Governing Board by majority vote authorizes adoption of this Plan.

The Governing Board and CHW executives, including but not limited to the Executive Director, Medical Director, Dental Director, Chief Nursing Officer and Chief Compliance Officer/Risk Manager are committed to promoting the safety of all patients, visitors, employees, volunteers, and other individuals involved in operations of the organization. The Risk Management Plan is designed to serve as an umbrella policy, in conjunction with the Risk Management Training Plan, aimed at reducing system-related errors and potentially unsafe conditions by implementing continuous improvement strategies to support an organizational culture of safety.

3. PLAN GOALS AND OBJECTIVES

The Risk Management Plan sets forth goals and objectives, which include the following:

- Continuously improving patient safety and minimizing or preventing the occurrence of errors, events, and system breakdowns leading to harm of patients, staff, volunteers, visitors, and others through proactive risk management and patient safety and emergency operations activities.
- Minimizing adverse effects of errors, events, and system breakdowns when they do occur.
- Minimizing losses to the organization by proactively identifying, analyzing, preventing, and controlling potential clinical, business, financial, and operational risks.
- Achieving requirements required by accrediting organizations.
- Protecting human and intangible resources (e.g. reputation).

4. SCOPE AND FUNCTIONS OF THE PLAN

The Coastal Health & Wellness Risk Management Plan interfaces with all operational departments and services offered through the clinic, as well as HRSA.

4.1 Functional Interfaces

Functional interfaces with the Risk Management Plan include areas covered under the Coastal Health & Wellness Environment of Care plans, as well as credentialing and privileging, information technology,

event reporting and investigation, performance assessment and improvement, volunteers, infection control, and administration. All areas work together on risk reduction strategies and methods as defined in this Plan.

4.2 Specific Components

- a) The Risk Management Plan will include the following components: Developing systems for overseeing the reporting of adverse events, near misses, and potentially unsafe conditions.
 - i. Reporting responsibilities may include internal reporting as well as external reporting to regulatory, governmental, or voluntary agencies.
- b) Ensuring the collection and analysis of data to monitor the performance of processes that involve risk or that may result in serious adverse events, near misses, and potentially unsafe conditions; providing feedback to providers and staff; and using this data to facilitate systems improvements to reduce the probability of occurrence of future related events.
- c) Ensuring compliance with data collection and reporting requirements of governmental, regulatory, and accrediting agencies.
- d) Facilitating and ensuring the implementation of patient safety initiatives that include tracking systems for preventive screenings and diagnostic tests, medication safety systems, and emergency management programs.
- e) Facilitating and ensuring provider and staff participation in educational programs on patient safety and risk management.
- f) Facilitating a culture of safety in the organization that embodies an atmosphere of mutual trust in which all providers and staff members can talk freely about safety problems and potential solutions without fear of retribution. This ordinarily involves performing safety culture surveys and assessments.
- g) Proactively advising the organization on strategies to reduce unsafe situations and improve the overall environmental safety of patients, visitors, staff, and volunteers.
- h) Preventing and minimizing the risk of liability to the health center, and protecting the financial, human, and other tangible and intangible assets of the health center.
- i) Decreasing the likelihood of claims and lawsuits by educating patients and their families about proper health practices. This includes communicating and disclosing errors and events that occur in the course of patient care with a plan to manage any adverse effects or complications.
- j) Investigating and assisting in claim resolution to minimize financial exposure.
- k) Reporting claims and potentially compensable events to the appropriate entity, including the U.S. Department of Health and Human Services Federal Tort Claims Act (“FTCA”) claims (as appropriate) and other insurers in accordance with the requirements of the insurance policy/contract and FTCA requirements.
- l) Supporting quality assessment and improvement programs throughout the organization.
- m) Implementing programs that fulfill regulatory, legal, and accreditation requirements.
- n) Establishing an ongoing Quality Assurance and Risk Management Committee composed of representatives from key clinical and administrative departments and services.
- o) Monitoring the effectiveness and performance of risk management actions. Performance monitoring data may include the following:

- i. Claims and claim trends;
- ii. Culture of safety surveys;
- iii. Event trending data;
- iv. Ongoing risk assessment information;
- v. Patient's or family's perceptions of how well the organization meets their needs and expectations (i.e. patient satisfaction survey data); and
- vi. Quality performance data.

p) Completing insurance and deeming applications.

q) Developing and monitoring effective handoff processes for continuity of patient care.

5. ADMINISTRATIVE AND COMMITTEE STRUCTURE AND MECHANISMS FOR COORDINATION

The Risk Management Plan is administered through the Quality Assurance and Risk Management Committee, which is led by the ~~Executive Director and the~~ Chief Nursing Officer, with regular input from the Executive Director, Medical Director, Dental Director and by the Chief Compliance Officer/~~who acts as the~~ Risk Manager. The Risk Manager reports to the Executive Director and interacts with administration, staff, medical providers, and other professionals in order to meet risk related program goals and objectives, many of which are set forth in the Annual Risk Management Training Plan.

The Risk Manager is responsible for overseeing day-to-day monitoring of risk management activities and for investigating and reporting to the applicable insurance carrier actual or potential clinical, operational, or business claims or lawsuits arising out of the organization, according to requirements specified in the insurance policy or contract. The Risk Manager serves as the primary contact between the organization and other external parties on all matters relative to risk identification, prevention, and control, as well as risk retention and risk transfer. The Risk Manager oversees the reporting of events to external organizations, per regulations and contracts, and communicates analysis and feedback of reported Risk Management information to the organization for action.

6. REPORTING REQUIREMENTS, MONITORING, AND CONTINUOUS IMPROVEMENT

The Quality Assurance and Risk Management Committee reviews risk management activities monthly. The Risk Manager reports activities and outcomes (e.g., claims activity, risk and safety assessment results, event report summaries, and trends) to the Governing Board and the Governing Board Quality Assurance and Quality Improvement Committee on a quarterly basis. These reports inform members of the Governing ~~Board of~~ Board of efforts made to identify and reduce risks, reports on the success of these activities, and communicates outstanding issues that require input or support from the Governing Board for action or resolution. Data reporting may include event trends, claims analysis, frequency and severity data, credentialing activity, relevant provider and staff education, and risk management, emergency operation and patient safety activities. In accordance with the organization's bylaws, recommendations from the Quality Assurance and Risk Management Committee that rise to the level of requiring Board approval are submitted as needed. Goals are developed to remain consistent with

established risk management goals and Environment of Care measures as determined by the Quality Assurance and Risk Management Committee and/or the Governing Board.

Documentation is retained in the form of meeting minutes for the applicable body.

7. CONFIDENTIALITY

Any and all documents and records associated with the Risk Management Plan and subjected to legally permissible withholdings shall be privileged and confidential to the extent provided by state and federal law. Confidentiality protections may include attorney/client privilege, attorney work product, Joint Commission survey reports, and peer review protections.

The signatures below represent acceptance of the Risk Management Plan.

Risk Manager Approval: _____

Date: _____

Executive Director Approval: _____

Date: _____

Medical Director Approval: _____

Date: _____

Governing Board Approval: _____

Date: _____

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COASTAL HEALTH & WELLNESS

GOVERNING BOARD

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

Governing Board

December 2020

Item#9

**Consider for Approval Coastal Health & Wellness
Credit Card and Refund Policy**



-Approved 11/01/2018
By: CHW Governing Board
-Effective 11/16/2017

Coastal Health & Wellness Credit and Refund Policy

Purpose

This policy applies to all Coastal Health & Wellness (CHW) employees and/or ~~Outside-outside Billing-billing Agency-agency~~ who identify potential credits and/or refunds due to patients, insurances or third-party payors.

Policy

It is the policy of Coastal Health & Wellness to conduct a thorough review of potential credits and/or refunds to determine the cause and the appropriate course of action.

Responsibilities

~~Business Office~~ CHW Patient Services/Checkout/Other Business Staff – may provide a patient with a Refund Request form to complete should the patient request one. For patient requested refunds, staff will verbally explain the statement on the Refund Request form which reads: “Please note any account credit will first be applied to balances due which may have occurred for ~~dental and/or medical~~ services rendered by Coastal Health & Wellness clinic, with any remaining credit refunded. The refund process may take up to 30 days for completion”.

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CHW Business Office – thoroughly reviews potential credits and/or refunds to determine the cause and the appropriate course of action. Staff gathers necessary back up documentation to process patient, insurance and third-party refund requests. No refunds will be given to patients if outstanding balance due is more than the requested refund.

Outside Billing Agency - thoroughly reviews potential credits and/or refunds to determine the cause and the appropriate course of action. Staff gathers necessary back up documentation to process patient, insurance and third-party refunds and will forward that information to the CHW Business Office if a refund via check or credit card payment is necessary.

Note: Refer to NextGen Training Manuals

- Revenue Cycle NextGen Training Manual

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COASTAL HEALTH & WELLNESS

GOVERNING BOARD

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

Governing Board

December 2020

Item#10

**Consider for Approval Coastal Health & Wellness
Charge Capture Policy**



-Approved 11/01/2018
By: CHW Governing Board
-Effective 11/16/2017

Coastal Health & Wellness Charge Capture Policy

Purpose

This policy applies to all Coastal Health & Wellness (CHW) employees and/or ~~Outside-outside~~ Billing Agency who are responsible for entering clinic charges.

Policy

It is the policy of Coastal Health & Wellness to capture services performed for a patient in an accurate and timely manner. The charges are captured in the electronic record for every patient.

Responsibilities

Patient Services – in the electronic management system, assure all patient demographic and payor (sliding discount, insurance or contract) information is entered accurately and post any charges (e.g., nominal fee, STD/HIV, etc.).

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Dental Assistants (DA) – in the patient’s electronic record, complete reason for patient visit, blood pressure, x-rays, as well as any other documentation required by DA within 72 hours of visit.

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Nursing/MA – in the patient’s electronic record, complete reason for patient visit, vitals, as well as any other documentation required by Nursing/MA, and super bill services provided such as labs, injections, vaccines within 72 hours of visit.

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Providers (Dental & Medical) – in patient’s electronic record, complete patient visit documentation, submit procedure code(s) and diagnosis code(s) within 72 hours of visit.

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Lab - in patient’s electronic record, complete and super bill lab and x-ray services provided ~~–~~within 72 hours.

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Check-Out - in patient’s electronic record, process any charges that populate during the checkout auto flow process and enter charges for any medical record request ~~whether dental or medical.~~

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Outside Billing Agency - bill all encounters no later than 3 days after completion of documentation in electronic record.

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Note: Refer to NextGen Training Manuals

- Patient Services NextGen Training Manual
- Electronic Records NextGen PM Training Manual
- Revenue Cycle NextGen Training Manual

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COASTAL HEALTH & WELLNESS

GOVERNING BOARD

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

Governing Board

December 2020

Item#11

**Consider for Approval Coastal Health & Wellness
Payment Posting Policy**



-Last Approved 11/14/2019
By: CHW Governing Board
-Effective 11/16/2017

Coastal Health & Wellness Payment Posting Policy

Purpose

This policy applies to all Coastal Health & Wellness employees and/or outside billing agency who are responsible for entering clinic payments.

Policy

It is the policy of Coastal Health & Wellness to post payments for a patient encounter in an accurate and timely manner. Once posted, all payments are reflected in the patient's account.

Responsibilities

Contact Center – will take all credit card payment information received during scheduling of appointments and turn information in to Business Office at least twice per day for processing. Payments will be posted to patient's account once the encounter had been created. This usually applies to telehealth visits but can be applicable to face-to-face encounters. Payment information is kept in a secured location until posting.

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Patient Services – posts all payments received as applicable (e.g., nominal fees, deposits, co-pays, payment on accounts, etc.) in the patient's electronic record, during the check-in auto flow process and reconciles posted payments to the daily deposit.

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Check-Out – posts all payments received as applicable (e.g., record fees, payment on accounts, etc.) in the patient's electronic record, during the check-out auto flow process and reconciles posted payments to the daily deposit.

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Business Office - posts all payments received as applicable (e.g., denture contract, budget plan, contracts, etc.) in the patient's electronic record, and reconciles posted payments to the daily deposit. Submit backup information on payments received from patient statements and third-party payers via ACH to the outside billing agency to be posted to the patient's account. Business Office staff will keep records of payments received from the Contact Center in date order, and process and post the payments once the encounter is created for the patient. This usually applies to telehealth visits. Once the payment is posted, the credit card information received from the Contact Center is shredded.

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Outside Billing Agency - in the patient's electronic record, post all ACH payments received in the Business Office related to Medicare, Medicaid, Private Insurance, etc. and reconcile posted payments to daily cash receipt logs and explanation of benefits (EOB's) received from third-party payers.

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Note: Refer to NextGen Training Manuals

- Patient Services NextGen Training Manual
- Electronic Records NextGen PM Training Manual
- Revenue Cycle NextGen Training Manual

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COASTAL HEALTH & WELLNESS

GOVERNING BOARD

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

Governing Board

December 2020

Item#12

**Consider for Approval Re-Privileging Rights for
Cynthia Ripsin, MD**



Date: December 10, 2020

To: CHW Governing Board

From: Kathy Barroso, CPA
Executive Director

Re: Re-Privileging

After review to determine that Cynthia Ripsin, MS, MPH, MD, has an active and unrestricted license to practice medicine in the State of Texas, we are requesting re-credentialing approval by the Governing Board.

In addition, after review by Executive Director Kathy Barroso, CPA of the re-privileging documents submitted by Cynthia Ripsin, MS, MPH, MD, we are requesting re-privileging approval by the Governing Board.

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COASTAL HEALTH & WELLNESS

GOVERNING BOARD

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

Governing Board

December 2020

Item#13

**Consider for Approval Re-Privileging Rights for
UTMB Resident Angela Abouassi, MD**



Date: December 10, 2020

To: CHW Governing Board

Thru: Kathy Barroso, CPA *KB*
Executive Director

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

Re: Re-Privileging

After review to determine that Angela Abouassi, MD, who will work at all times under the direct supervision of a Board-Certified faculty physician from UTMB, we are requesting re-credentialing approval by the Governing Board.

In addition, after review by Medical Director, Cynthia Ripsin, MD, of the re-privileging documents submitted by Dr. Abouassi, we are requesting re-privileging approval by the Governing Board.

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Governing Board

December 2020

Item#14


**Consider for Approval Privileging Rights for
UTMB Resident**


a) Yi Liang, MD



Date: December 10, 2020

To: CHW Governing Board

Thru: Kathy Barroso, CPA
Executive Director 

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

Re: Privileging

After review of the standard credentialing documents by a Coastal Health and Wellness Human Resources representative for resident physician Yi Liang, MD, who will work at all times under the direct supervision of a Board Certified faculty physician from UTMB, we are requesting credentialing approval by the Governing Board.

In addition, after review by Medical Director Cindy Ripsin, MD, of the privileging documents submitted by Dr. Liang, we are requesting privileging approval by the Governing Board.

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