



# COASTAL HEALTH & WELLNESS

## GOVERNING BOARD

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

### AGENDA

Thursday, September 28, 2023 12:30 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 Assistants at 409-949-3406, or via email at [trollins@gchd.org](mailto:trollins@gchd.org) or [ahernandez@gchd.org](mailto:ahernandez@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 Pledge of Allegiance

- Item #1 .....Comments from the Public
- \*Item #2**ACTION**.....Agenda
- \*Item #3**ACTION**.....Excused Absence(s)
- \*Item #4**ACTION**.....Consider for Approval Minutes from August 31, 2023 Governing Board Meeting
- \*Item #5**ACTION**.....Consider for Approval Ratification of the Action from the Executive Committee Meeting Tuesday, September 19, 2023
- \*Item #6 .....Informational Report: Credentialing & Privileging Committee Reviewed and Approved the Following Providers Privileging/Re-Credentialing Rights
  - a) Oyetokundo Ibadapo-Obe, MD
- Item #7**ACTION**.....Consider for Approval August 2023 Financial Report Submitted by Kenna Pruitt
- Item #8**ACTION**.....Consider for Approval Selection of FY23-FY25 Independent Auditor Submitted by Kenna Pruitt
- Item #9.....Coastal Health & Wellness Updates
  - a) Organizational Updates Submitted by Executive Director
  - b) Operational Updates/Coastal Wave Submitted by Chief Operating Officer
  - c) Dental Updates Submitted by Dental Director
  - d) Medical Updates Submitted by Medical Director
- Item #10.....Comments from Board Members

#### Adjournment

*Next Regular Scheduled Meeting: October 26, 2023*

**Appearances before the Coastal Health & Wellness Governing Board**

A speaker whose subject matter as submitted relates to an identifiable item of business on this agenda will be requested by the presiding officer to come to the podium where they will be limited to three minutes (3). A speaker whose subject matter as submitted does not relate to an identifiable item of business on this agenda will be limited to three minutes (3) and will be allowed to speak before the meeting is adjourned. Please arrive prior to the meeting and sign in with Galveston County Health District staff.

**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  
September 2023  
Item#3  
Excused Absence(s)**

[Back to Agenda](#)



# COASTAL HEALTH & WELLNESS

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**GOVERNING BOARD**

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

**Governing Board**

**September 2023**

**Item#4**

**Consider for Approval Minutes from August 31, 2023**

**Governing Board Meeting**

**Coastal Health & Wellness  
Governing Board  
August 31, 2023**

**Board Members:**

Samantha Robinson  
Dr. Tello  
Elizabeth Williams  
Sergio Cruz  
Rev. Walter Jones  
Clay Burton  
Flecia Charles  
Donnie VanAckeren  
Ivelissa Caban  
Cynthia Darby

**Staff:**

Ami Cotharn, Chief Operating Officer  
Jennifer Koch, Director of Operations  
Maryann Choi, Chief Medical Officer  
Hanna Lindskog, Dental Director  
Trish Bailey  
Kenna Pruitt  
Virginia Lyle  
Judie Olivares

Wendy Jones  
Christina Bates  
Terry Chapa  
Debra Howey  
Chris Davis  
Tikeshia Thompson-Rollins  
Anthony Hernandez

**Excused Absence:** Kevin Avery, Sharon Hall, Victoria Dougharty and Dr. Thompson

**Items#1 Comments from the Public**

There were no comments from the public.

**Items#2-8 Consent Agenda**

A motion was made by Ivelissa Caban to approve the consent agenda items two through eight. Cynthia Darby seconded the motion, and the Board unanimously approved the consent agenda.

**Item#9 Consider for Approval July 2023 Financial Report Submitted by Trish Bailey**

Trish Bailey, Chief Finance Officer, presented the July 2023 Financial Report. A motion to accept the financial report as presented was made by Donnie VanAckeren. Clay Burton seconded the motion and the Board unanimously approved.

**Item#10 Consider for Approval Amended 2023-2025 SAC Budget Submitted by Kenna Pruitt**

Ami Cotharn, Chief Operating Officer, asked the Board to consider the amended 2023-2025 SAC budget. Samantha Robinson, Board chair, suggested adding the organizational chart along with the amended SAC budget to the Strategic Health Plan. A motion to accept the amended budget as presented was made by Rev. Jones. Elizabeth Williams seconded the motion and the Board unanimously approved.

**Item#11 Consider for Approval Pharmacy Build in the Amount of \$216,000.00 out of General Funds Submitted by Kenna Pruitt**

Ami Cotharn, Chief Operating Officer, asked the Board to consider for approval pharmacy build in the amount of \$216,000.00 out of general funds. A motion to accept the pharmacy build as presented was made by Clay Burton. Elizabeth Williams seconded the motion and the Board unanimously approved.

**Item#12 Coastal Health & Wellness Updates**

- a) Current Public Health Concerns and Status; COVID/FLU/Monkey Pox Submitted by Executive Director
- b) Operational Updates/Coastal Wave Submitted by Chief Operating Officer
- c) Dental Updates Submitted by Dental Director
- d) Medical Updates Submitted by Medical Director

Ami Cotharn, Chief Operating Officer, presented the August 2023 Coastal Wave.

Ami Cotharn, Chief Operating Officer, updated the Board on clinical operations.

- 

Hanna Lindskog, DDS, updated the Board on Dental services in the Coastal Health & Wellness Clinic:

- Visit Numbers
  - July 2022: 652
  - July 2023: 925
  - 41.87% increase
  - We continue to see walk in patients in pain as we can fit them into our schedule.
  - We are involving all dental staff and leadership in creative thinking and problem solving for our wait list for comprehensive exams.
- Current projects, plans, department overview for dental
  - Sterilization Renovation – We have finalized the plans for redesigning a section of our sterilization area in Texas City, which will allow us to add two more sterilizers to be more efficient and help meet sterilization needs. The dental company who bid on this has agreed to complete it over a weekend so that it will not interrupt patient care.
  - The new dental chairs for Galveston have been installed and are working well.
  - Dr. Lindskog continues to serve on the COM Hygiene School Advisory Board. As previously reported, their application for accreditation has been submitted to CODA and they are hoping to enroll their first class of students for Fall 2024.
  - We continue to partner with the COM Dental Assisting School. We are finalizing our contract, but they plan to come to the dental clinic on 4 Saturdays this fall.
- Provider Education Opportunities
  - All providers continue to select and participate in continuing education of their choice. They also share knowledge from these courses with the other providers during monthly meetings.
- Barriers or Needs (if applicable)
  - Staffing: A new dental assistant started on August 17<sup>th</sup>, so we are fully staffed in that area. We have one vacancy for a full-time dental hygienist. We have not had any applicants since re-posting the position. We are currently in the interview process for a Dental Office Manager. This person will help us streamline our processes related to insurance, pre-authorizations, treatment plan estimates, etc.

### **Employee's Salary**

- Donnie VanAckeren suggested looking at a market analysis for staff salary.
- Samantha Robinson, Board Chair, suggested having HR look at the salary/position policy and bring it back to the September Governing Board meeting.

Maryann Choi, Medical Director, updated the Board on Medical services in the Coastal Health & Wellness Clinic.

#### 1. Provider productivity:

- July provider visits  
Scheduled 3219, no show 807, total visits 2412
- MCO quality measures and performance incentives are improving

#### 2. Software utilization:

- Doxy.me: 253 (telemedicine)
- ConferMed: 37 (e-consult)

#### 3. School-based program: Walk-in clinic combined with telemedicine

- Providers onsite for two full days

4. Home-based care:

- House call program for home-bound patients
- Meeting the goal of 40 patient visits per provider in the month of July

5. Provider Lead Program:

- ID care: Jacklyn Morgan, PA-C, Maria Culangan (HIV PrEP, HepC, STD)
- Women’s Health: Lisa Cashiola, NP

6. Remote care management (Patient engagement center/care coordination)

- Patient engagement, and promoting self-care
- CCM (chronic care management), TCM (transitional care management), AWV (annual wellness visits) meeting target goal

“Strive to deliver high-quality, culturally competent, equitable, and comprehensive primary care with a focus on clinical quality, patient-centered care, and provider and staff well-being.”

**Item #13 Comments from Board Members**

Samantha Robinson, Board Chair, shared a few friendly reminders with the Board members.

- CHW badges will be provided to all Board members (see Tikeshia & Anthony).
- TCISD ribbon cutting t-shirts will be ordered for all Board members (see Tikeshia & Anthony).
- The Governing Board will be kept updated on flu shots/updated covid shots.
- Annual Board Training Tuesday, September 12<sup>th</sup> from 1:00 p.m.-3:00p.m.

The meeting was adjourned at 1:53p.m.

\_\_\_\_\_  
Chair

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

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

[Back to Agenda](#)



# COASTAL HEALTH & WELLNESS

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**GOVERNING BOARD**

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

**Governing Board**

**September 2023**

**Item#5**

**Consider for Approval Ratification of the Action from the Executive  
Committee Meeting Tuesday, September 19, 2023**

**Coastal Health & Wellness  
Governing Board  
September 20, 2023**

**Board Members:**

Samantha Robinson, Board Chair  
Dr. Tello, Vice Chair  
Elizabeth Williams, Secretary/Treasurer

**Staff:**

Jennifer Koch, Director of Operations  
Tiffany Carlson, Nursing Director  
Tikeshia Thompson-Rollins, Executive Assistant III

**Consider for Approval Accuvax System in the amount of \$61,416.00 Submitted by Jennifer Koch**

Samantha Robinson, Board Chair, asked the Board to consider for approval accuvax system in the amount of \$61,416.00. A motion to accept the accuvax system as presented was made by Dr. Tello. Elizabeth Williams seconded the motion and the Executive Committee unanimously approved the motion

**Consider for Approval Retinal Cameras in the Amount of \$19,207.38 out of General Funds Submitted by Jennifer Koch**

Samantha Robinson, Board Chair, asked the Board to consider for approval retinal cameras in the amount of \$19,207.38 out of general funds. A motion to accept the retinal cameras as presented was made by Dr. Tello. Elizabeth Williams seconded the Executive Committee unanimously approved the motion.

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

### Governing Board

September 2023

Item#6

**Informational Report: Credentialing & Privileging Committee  
Reviewed and Approved the Following Providers Privileging/Re-  
Credentialing Rights**

**a)** Oyetokundo Ibadapo-Obe, MD

[Back to Agenda](#)



# COASTAL HEALTH & WELLNESS

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**GOVERNING BOARD**

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

**Governing Board**

**September 2023**

**Item#7**

**Consider for Approval August 2023 Financial  
Report Submitted by Kenna Pruitt**

# COASTAL HEALTH & WELLNESS

Governing Board



## FINANCIAL SUMMARY

For the Period Ending

*August 31, 2023*

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

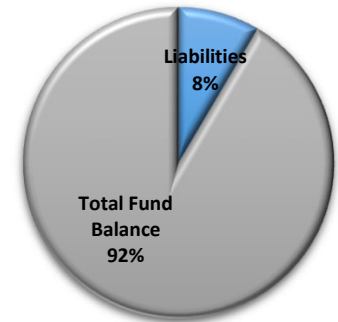
September 28, 2023

**CHW - BALANCE SHEET**

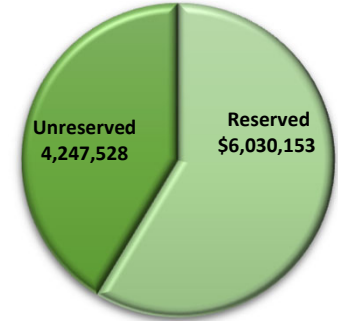
as of August 31, 2023

|   | Current Month<br>Aug-23 | Prior Month<br>Jul-23 | Increase<br>(Decrease) |
|---|-------------------------|-----------------------|------------------------|
| <b>ASSETS</b>                               |                         |                       |                        |
| Cash & Cash Equivalents                     | \$6,170,600             | \$6,443,663           | (\$273,063)            |
| Accounts Receivable                         | 5,824,173               | 5,827,073             | (2,900)                |
| Allowance For Bad Debt                      | (845,244)               | (794,755)             | (50,489)               |
| Pre-Paid Expenses                           | 277,527                 | 146,139               | 131,388                |
| Due To / From                               | (194,942)               | (44,116)              | (150,826)              |
| <b>Total Assets</b>                         | <b>\$11,232,114</b>     | <b>\$11,578,004</b>   | <b>(\$345,890)</b>     |
| <b>LIABILITIES</b>                          |                         |                       |                        |
| Accounts Payable                            | \$190,495               | \$215,390             | (\$24,895)             |
| Accrued Expenses                            | 461,407                 | 381,538               | 79,869                 |
| Deferred Revenues                           | 302,531                 | 580,420               | (277,889)              |
| <b>Total Liabilities</b>                    | <b>\$954,433</b>        | <b>1,177,348</b>      | <b>(\$222,915)</b>     |
| <b>FUND BALANCE</b>                         |                         |                       |                        |
| Fund Balance                                | \$9,562,869             | \$9,562,869           | \$0                    |
| Current Change                              | 714,812                 | 837,786               | (122,975)              |
| <b>Total Fund Balance</b>                   | <b>\$10,277,681</b>     | <b>\$10,400,656</b>   | <b>(\$122,975)</b>     |
| <b>TOTAL LIABILITIES &amp; FUND BALANCE</b> | <b>\$11,232,114</b>     | <b>\$11,578,004</b>   | <b>(\$345,890)</b>     |

Current Period Assets



Total Fund Balance

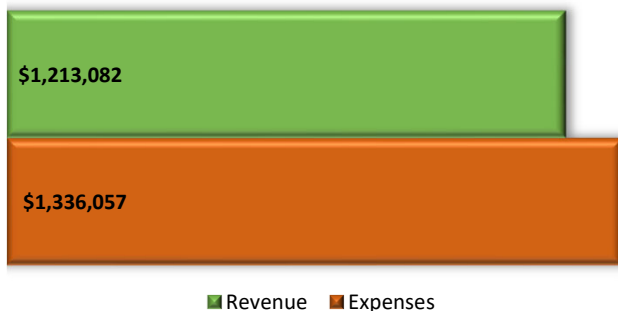


**CHW - REVENUE & EXPENSES**

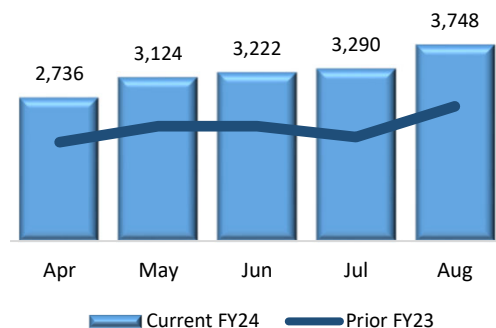
as of August 31, 2023

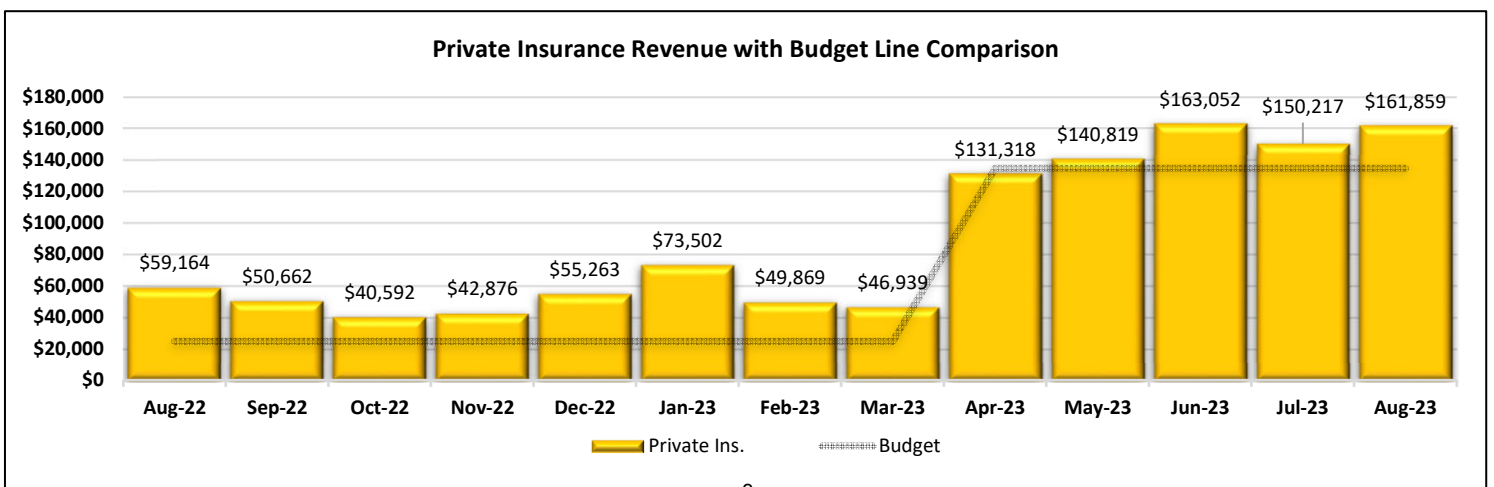
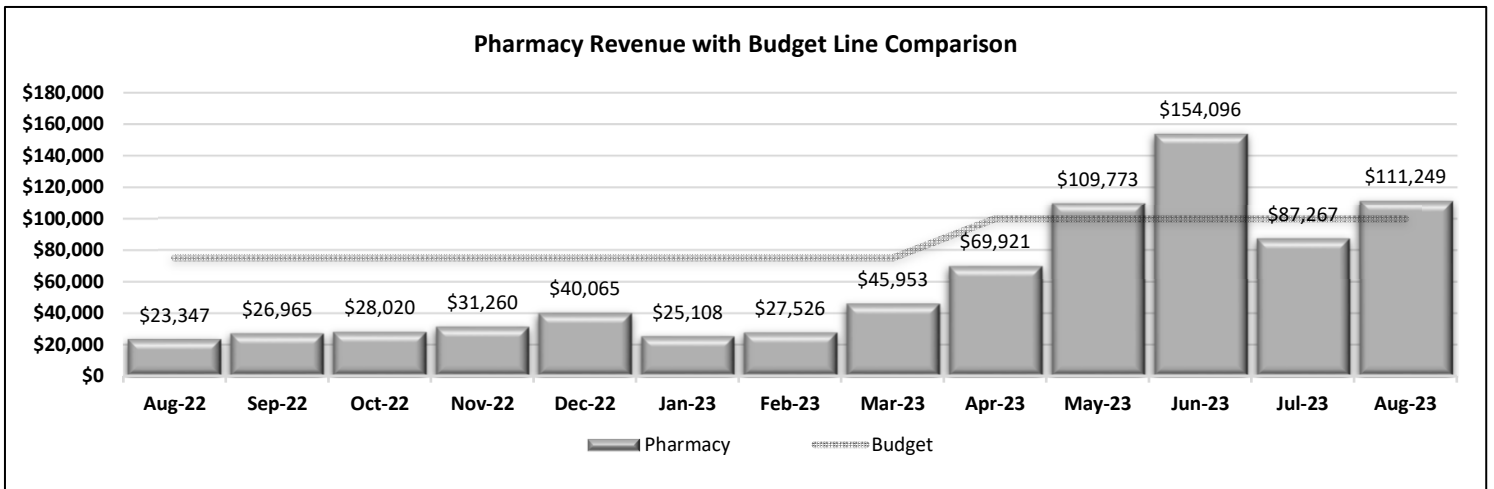
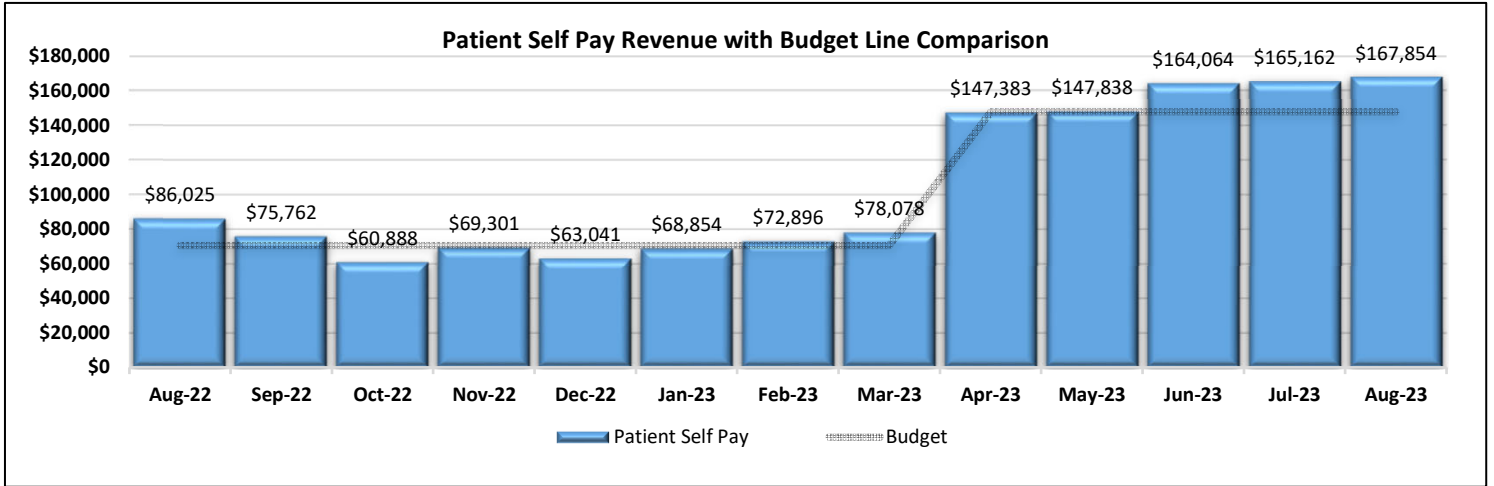
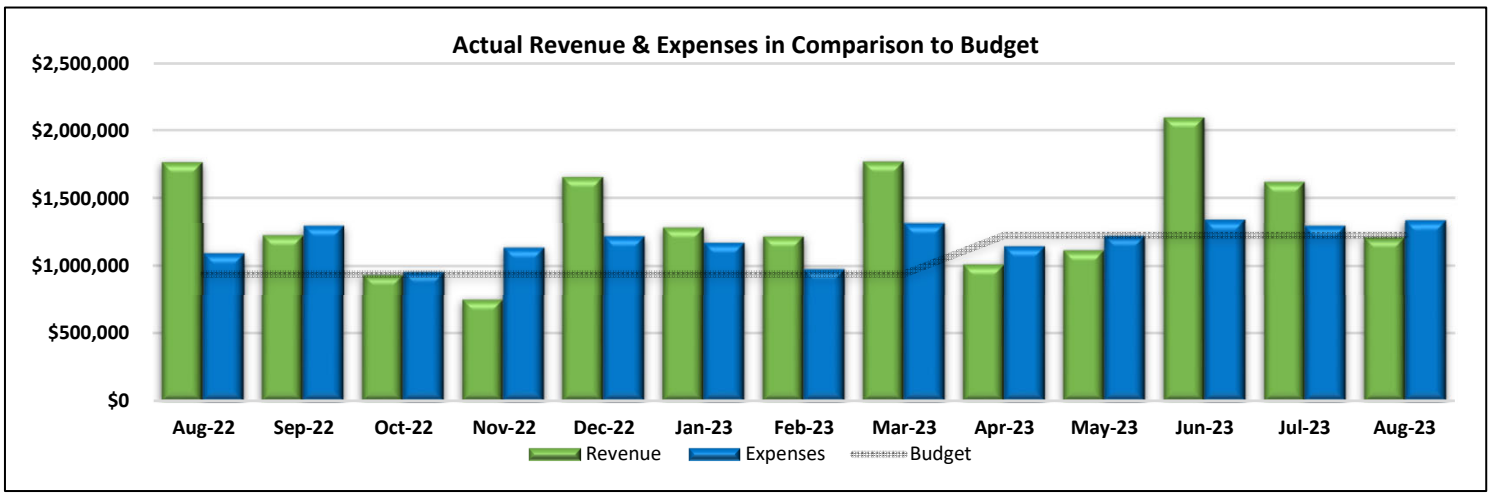
|                             | MTD Actual<br>Aug-23 | MTD Budget<br>Aug-23 | MTD Budget<br>Variance | YTD Actual<br>thru Aug-23 | YTD Budget<br>thru Aug-23 | YTD Budget<br>Variance |
|-----------------------------|----------------------|----------------------|------------------------|---------------------------|---------------------------|------------------------|
| <b>REVENUE</b>              |                      |                      |                        |                           |                           |                        |
| County Revenue              | \$277,889            | \$261,222            | \$16,667               | \$1,389,445               | \$1,306,111               | \$83,333               |
| HHS Grant Revenue           | 224,785              | 358,564              | (133,779)              | 2,397,946                 | 1,792,818                 | 605,128                |
| Patient Revenue             | 690,650              | 592,843              | 97,807                 | 3,177,085                 | 2,964,217                 | 212,869                |
| Other Revenue               | 19,759               | 12,833               | 6,925                  | 97,874                    | 64,167                    | 33,708                 |
| <b>Total Revenue</b>        | <b>\$1,213,082</b>   | <b>\$1,225,463</b>   | <b>(\$12,380)</b>      | <b>\$7,062,350</b>        | <b>\$6,127,313</b>        | <b>\$935,037</b>       |
| <b>EXPENSES</b>             |                      |                      |                        |                           |                           |                        |
| Personnel                   | \$839,886            | \$952,944            | \$113,058              | \$4,061,795               | \$4,764,718               | \$702,923              |
| Contractual                 | 120,773              | 114,626              | (6,147)                | 620,167                   | 573,130                   | (47,037)               |
| Supplies                    | 197,908              | 117,985              | (79,922)               | 751,483                   | 589,927                   | (161,556)              |
| Travel                      | 4,009                | 1,433                | (2,575)                | 16,639                    | 7,167                     | (9,472)                |
| Bad Debt Expense            | 50,489               | 38,318               | (12,171)               | 241,676                   | 191,590                   | (50,086)               |
| Other                       | 122,993              | 136,959              | 13,966                 | 655,779                   | 684,794                   | 29,014                 |
| <b>Total Expenses</b>       | <b>\$1,336,057</b>   | <b>\$1,362,265</b>   | <b>\$26,208</b>        | <b>\$6,347,539</b>        | <b>\$6,811,325</b>        | <b>\$463,787</b>       |
| <b>CHANGE IN NET ASSETS</b> | <b>(\$122,975)</b>   | <b>(\$136,803)</b>   | <b>\$13,828</b>        | <b>\$714,812</b>          | <b>(\$684,012)</b>        | <b>\$1,398,824</b>     |

Current Month Actuals

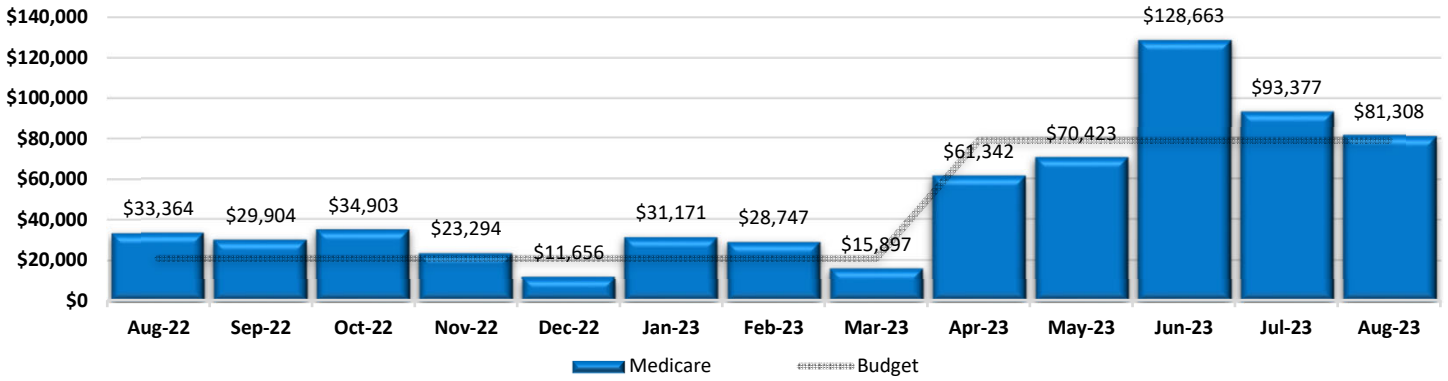


Visits

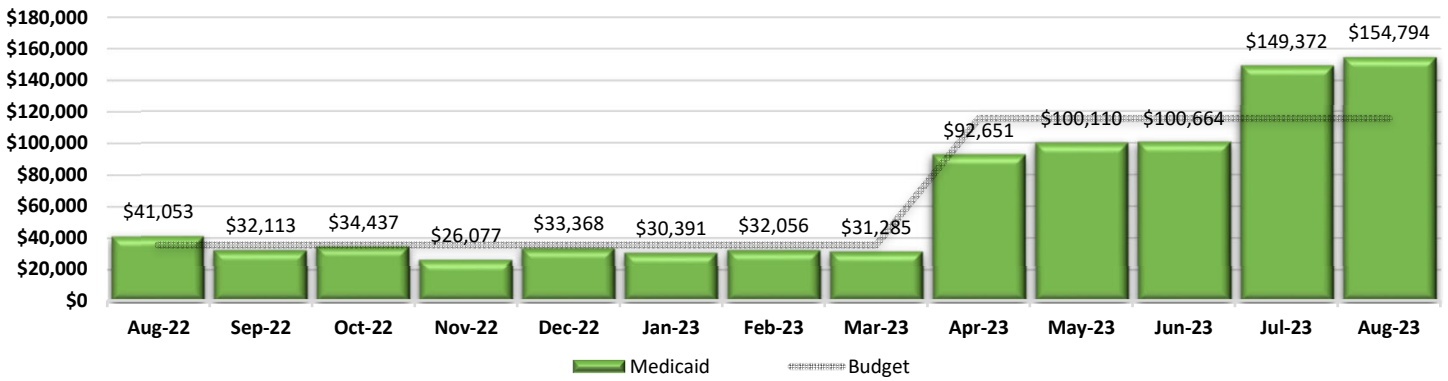




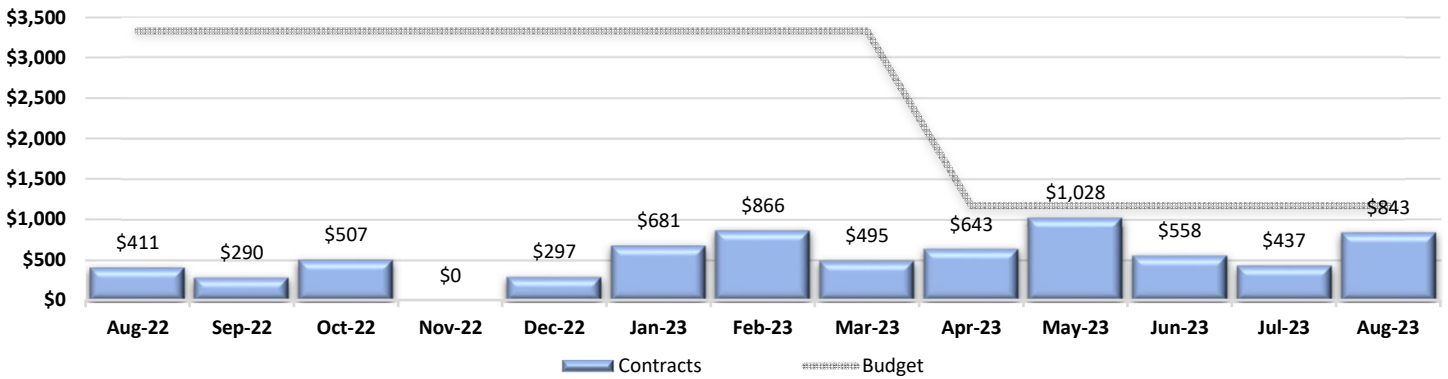
**Medicare Revenue with Budget Line Comparison**



**Medicaid Revenue with Budget Line Comparison**



**Contract Revenue with Budget Line Comparison**



[Back to Agenda](#)



# COASTAL HEALTH & WELLNESS

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**GOVERNING BOARD**

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

**Governing Board**

**September 2023**

**Item#8**

**Consider for Approval Selection of FY23-FY25 Independent Auditor**

**Submitted by Kenna Pruitt**

### Governing Board

September 2023

Item#9

### Coastal Health & Wellness Updates

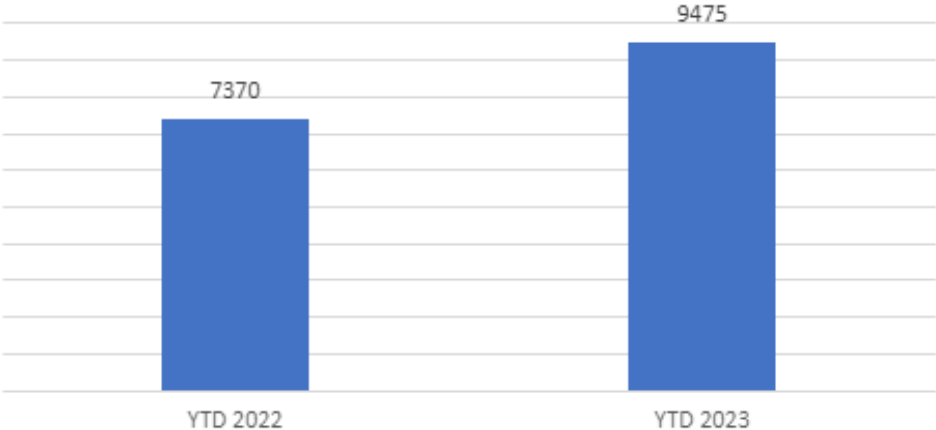
- a) Organizational Updates Submitted by Executive Director
- b) Operational Updates/Coastal Wave Submitted by Chief Operating Officer
- c) Dental Updates Submitted by Dental Director
- d) Medical Updates Submitted by Medical Director

Coastal Health  
& Wellness  
*September*  
2023 Health  
Center Update

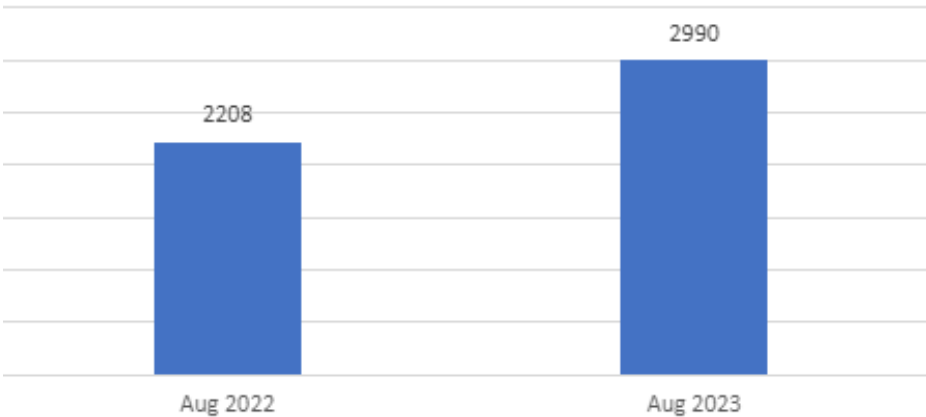


# August 2023 Operational Report –Unduplicated Patients

Unduplicated Patients

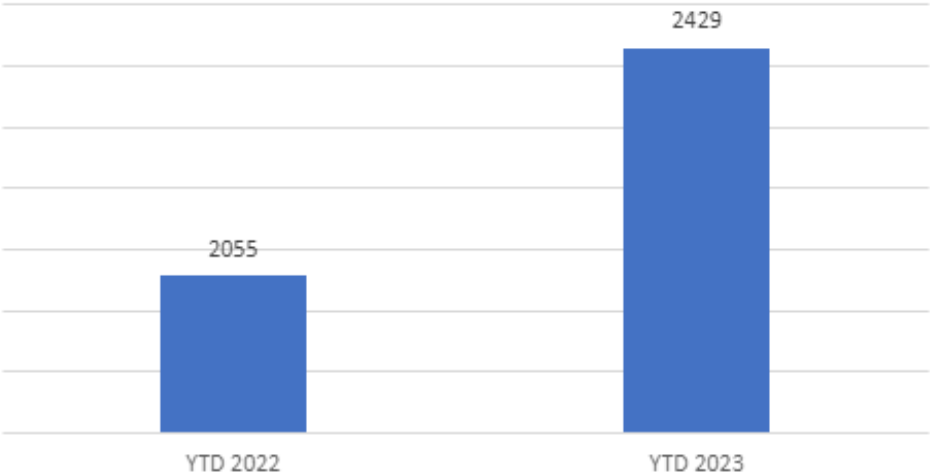


Unduplicated Patients

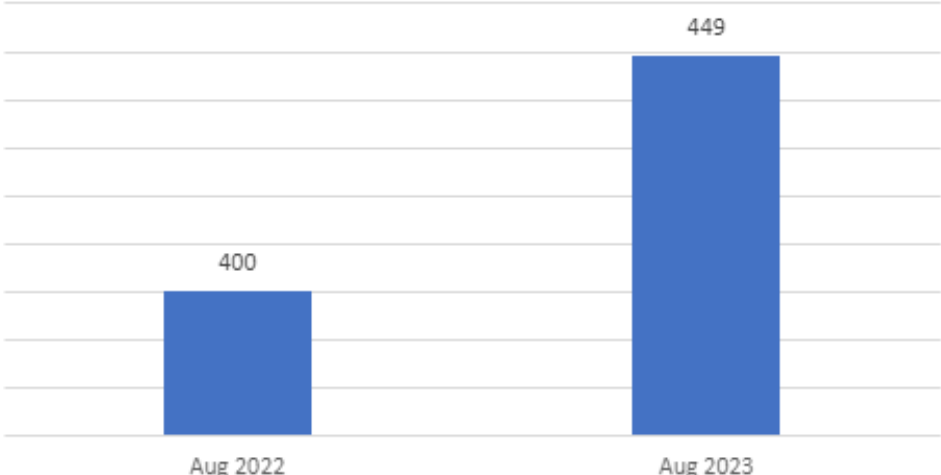


# August 2023 Operational Report – New Patients

New Patients



New Patients



# Community Outreach



The Community Engagement Team “CET” participated and/or hosted,

- The “Understanding Lupus: Train the Trainer” with the Lupus Foundation of America Texas Gulf Coast Chapter held in Galveston.
- A training to 120 Spanish-speaking nutrition staff from TCISD on GCHD/CHW services offered.
- In a presentation at ADA House on services offered at CHW.
- In a "Managing Student Loans" educational event with AMOCO Federal credit Union for our local communities.

# 2023 Project Updates

NextGen Optimization  
*-In progress*

Dental Hygienist salary  
increase – *In process*

Market Analysis –  
*Pending*

Joint Commission  
Survey, BE READY!! – *In  
progress*

Thank you!!!



TEAMWORK

Together Each Achieves More

## Dental Clinic Board Update 9/28/2023

- Visit Numbers
  - August 2022: 898
  - August 2023: 982
  - 9.35% increase
  - We continue to see walk in patients in pain as we can fit them into our schedule.
  - We are involving all dental staff and leadership in creative thinking and problem solving for our wait list for comprehensive exams. We are currently doing a trial with the dental assistants having their own panel on certain days to be the primary provider for patients under 10 years old for their cleaning visit. An assistant certified in coronal polishing brings the patient back, updates medical history, completes the x-rays and coronal polishing and then a dentist comes to complete the exam. Scaling is completed by the dentist or an available hygienist.
- Current projects, plans, department overview for dental
  - Sterilization Renovation – We have ordered the new cabinets for the sterilization area in Texas City. This will allow us to add two more sterilizers to be more efficient and help meet sterilization needs. The dental company who bid on this has agreed to complete it over a weekend so that it will not interrupt patient care.
  - Dr. Lindskog continues to serve on the COM Hygiene School Advisory Board. As previously reported, their application for accreditation has been submitted to CODA and they are hoping to enroll their first class of students for Fall 2024.
  - We continue to partner with the COM Dental Assisting School, but they had to unexpectedly cancel their Fall 2023 program. They have expressed intent to continue the partnership in the spring of 2024.
- Provider Education Opportunities
  - All providers continue to select and participate in continuing education of their choice. They also share knowledge from these courses with the other providers during monthly meetings.
- Barriers or Needs (if applicable)
  - Staffing
    - We have one vacancy for a dental assistant.
    - As of this report submission, the dental hygienist pay increase was approved, but the applicant has not accepted the position. We are hopeful a previous applicant will accept the position by the date of the board meeting.
    - Our dental office manager starts on 9/28/2023. He has extensive knowledge of dental insurance as well as mobile dentistry. We are excited to have him on our team.

**September 28, 2023**

**Governing Board Meeting**

1. Provider productivity:

- August provider visits  
Scheduled 3658, No show 899, Total visits 2759, Total charges \$956,289  
(July provider visits:  
Scheduled 3219, No show 807, Total visits 2412, Total charges \$794,363)  
Challenges, recruiting providers

- MCO quality measures and performance incentives are improving:  
Incentive collected 5/23 to 8/23: \$34,043

2. Software utilization:

- Telemedicine platform:  
Doxy.me:  
The telehealth visit numbers are at an all-time high  
July 252, August 204, and September 9/18, 102  
some patients like the option of telehealth.

- E consult platform:  
ConferMed: 51 (e-consult)

3. School-based program: Walk-in clinic combined with telemedicine

- Providers onsite for two full days weekly  
August 17 visits, September (up till 9/15) 33 visits. 50% kids and 50% adults.

4. Home-based care:

- House call program for home-bound patients  
Dr. Grumbles: 47 visits, Pam: 50 visits in August (July 40 visits)  
6-8 new referrals per month  
(UTMB house call, not meeting demand for home-bound elderly qualified house call programs)  
Challenges, recruiting geriatric providers

5. Provider Lead Program: collaborate with public health services (HIV/STI, WIC)

- ID care: Jacklyn Morgan, PA-C, Maria Culangan (HIV PrEP, HepC, STD)  
HIV screening 1072 (2022) -> 2481(2023)  
HepC screening 1006 (2022) -> 2207(2023)  
Total revenue (PrEP and HepC meds 01-08): \$350,987
- Women's Health: Lisa Cashiola, NP: implementing a best practice and billing process

6. Remote care management (Patient engagement center/care coordination)
  - Patient engagement, and promoting self-care
  - CCM (chronic care management):115, TCM (transitional care management):11
  - AWV (annual wellness visits): setting data-driven target goals
7. BHI (behavioral health integration)
  - Level 4 Behavioral health /primary care integration with GCC: (Q4, 2023)  
Started IDT meeting in August, and continue with ongoing monthly meetings

“Strive to deliver high-quality, culturally competent, equitable, and comprehensive primary care with a focus on clinical quality, patient-centered care, and provider and staff well-being.”

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



# COASTAL HEALTH & WELLNESS

**GOVERNING BOARD**

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

**Governing Board  
September 2023  
Item#10  
Comments from Board Members**

[Back to Agenda](#)