



# COASTAL HEALTH & WELLNESS

## GOVERNING BOARD

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

### AGENDA

Thursday, February 27, 2025 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**.....Excused Absence(s)
- \*Item #3**ACTION**.....Consider for Approval Minutes from February 6, 2025 Governing Board Meeting
- \*Item #4**ACTION**.....Informational Report: Resignation of Governing Board Consumer Member Ivelisse Caban
- \*Item #5**ACTION**.....Informational Report: Credentialing & Privileging Committee Reviewed and Approved the Following Providers Privileging Rights  
Re-Credentialing  
a) Suma Shetty, DDS
- \*Item #6**ACTION**.....Consider for Approval Care Transitions, Tracking, and Follow-Up of Hospital Admission Policy
- \*Item #7**ACTION**.....Consider for Approval 2024 Annual Risk Management Report
- \*Item #8**ACTION**.....Consider for Approval Coastal Health & Wellness 2022-2025 Strategic Health Plan Closeout Report
- Item #9**ACTION**.....Consider for Approval Financial Report Submitted by Ruth Cable  
a) January 2025
- Item #10.....Coastal Health & Wellness Updates  
a) Organizational Updates Submitted by Executive Director  
b) Dental Updates Submitted by Dental Director  
c) Medical Updates Submitted by Medical Director  
d) Human Resources Updates Submitted by Human Resource Manager

Item #11.....Comments from Board Members

**Adjournment**

*Next Regular Scheduled Meeting: March27, 2025*

**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  
February 6, 2025**

**Board Members:**

Donnie VanAckeren  
Courtnei Tello, DDS  
Rev. Jones  
Sergio Cruz  
Cynthia Darby  
Flecia Charles  
Victoria Dougharty

**Staff:**

Lane Baker, MHA, Chief Operating Officer  
Chris Garcia, MD, Medical Director  
Hanna Lindskog, DDS, Dental Director  
Della Brown, RN, GCHD Chief Operating Officer  
Ruth Cable, Chief Financial Officer  
Liz Lentz, Human Resources Director  
Tiffany Carlson, RN  
Ashley Sciba, RN, Chief Nursing Officer  
Jason Borillo, PA-C  
Laura Norman

Taylor Silvas  
Virginia Lyle  
Judie Olivares  
Wendy Jones  
Francine Anders  
Lacey Venable  
Debra Howey, RN  
Amanda Wolff  
Megan Fric  
Tikeshia Thompson-Rollins

**Excused Absences:** Elizabeth Williams, Sharon Hall, Ivelissa Caban, Kendall Campbell, MD, and Kevin Avery

**Items#1 Comments from the Public**

There were no comments from the public

**Items#2-10 Consent Agenda**

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

**Item#11 State of Organization Submitted by Liz Lentz and Ruth Cables**

Liz Lentz, Human Resources Director, updated the Board on the State of the Organization. Liz informed the Board of the next steps/three-month plan. Ruth Cable, Chief Finance Officer, updated the Board on Financial Performance.

**Month 1**

- Evaluate and reassign responsibilities
- Re-establish core processes

**Month 2**

- Reassess roles and responsibilities
- Enhance team collaboration
- Process refinement

**Month 3**

- Focus on strategic growth
- Launch leadership and skill development programs
- Strengthen external partnerships

**Key deliverables over three months**

- Updated organizational charts and SOPs.
- Defined KPI's (Key Performance Indicators) to monitor performance.
- Refined workflows for critical processes.
- Long-term staffing and recruitment plans.
- Short-term wins in efficiency and collaboration.
- Comprehensive strategic growth plan for the next year.

**Item#12 Consider for Approval Financial Report Submitted by Ruth Cable**

- a) November 2024
- b) December 2024

Ruth Cable, Chief Financial Officer, presented the November and December financial report. Sergio Cruz requested that Ruth email the bad debt policy to the Finance Committee for review. A motion to accept the November and December report as presented was made by Rev. Jones. Sergio Cruz seconded the motion, and the Board unanimously approved.

**Item#13 Consider for Approval Coastal Health & Wellness 340B Program Policies and Procedures Submitted by Taylor Silvas**

Taylor Silvas, Pharmacy Program Specialist, asked the Board to consider for approval the Coastal Health & Wellness 340B program policies and procedures. A motion to accept the policies and procedure as presented was made by Sergio Cruz. Cynthia Darby seconded the motion, and the Board unanimously approved.

**Item#14 Consider for Approval Coastal Health & Wellness 2025-2026 Risk Management Plan Submitted by Wendy Jones**

Wendy Jones, Compliance and Risk Management Officer, asked the Board to consider for approval the Coastal Health & Wellness 2025-2026 Risk Management Plan. A motion to accept the plan as presented was made by Dr. Tello. Cynthia Darby seconded the motion, and the Board unanimously approved.

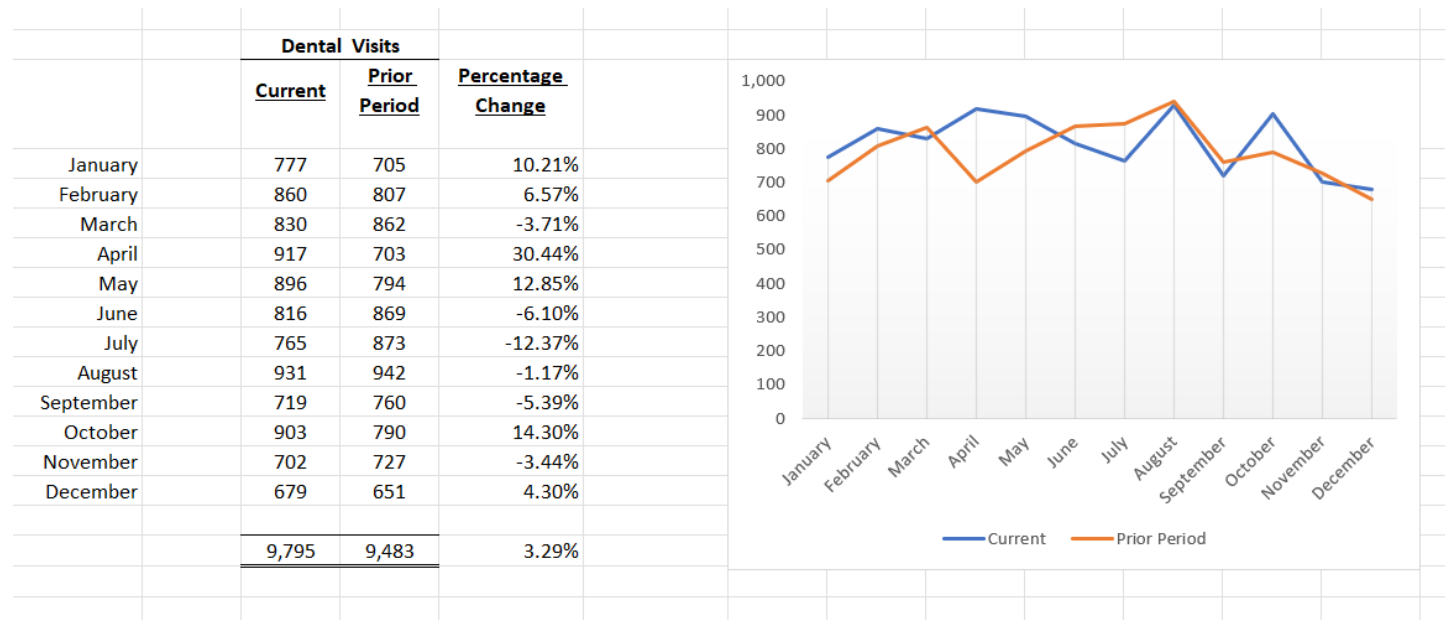
**Item#15 Coastal Health & Wellness Updates**

- a) Organizational Updates Submitted by Executive Director
- b) Community Engagement Updates Submitted by Director of Community Engagement
- c) Dental Updates Submitted by Dental Director
- d) Medical Updates Submitted by Medical Director
- e) Human Resources Updates Submitted by Human Resource Manager

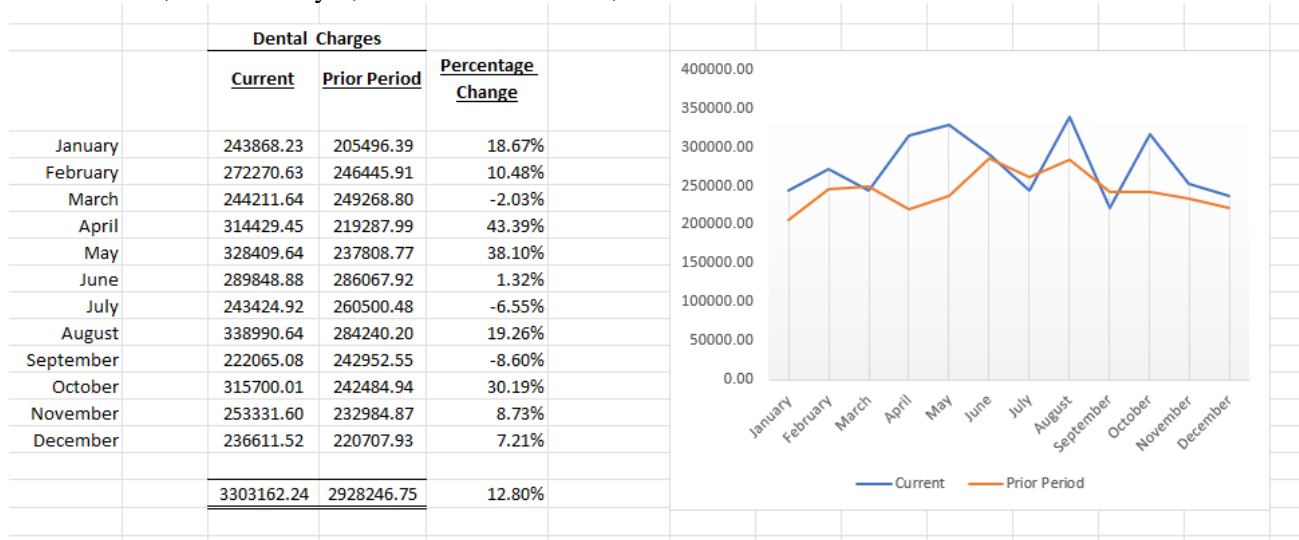
**Dental Updates:**

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

- Visit Numbers – Based on “FQHC Qual Enc” in NextGen
  - We continue to see walk in patients in pain as we can fit them into our schedule.
  - We continue to release comprehensive exams on the 15<sup>th</sup> of every month.
  - For November 2024, the Dental Clinic had a decrease in qualifying encounters of 3.44% compared to November 2023.
  - For December 2024, the Dental Clinic had an increase in qualifying encounters of 4.30% compared to December 2023.
  - The Dental Clinic had an increase of 3.29% in qualifying encounters when comparing January 1, 2024 – December 31, 2024, with January 1, 2023 – December 31, 2023.



- Dental Charges
  - For November 2024, we had an increase in charges of 8.73% compared to November 2023.
  - For December 2024, we had an increase in charges of 7.21% compared to December 2023.
  - The Dental Clinic had an increase of 12.80% in charges when comparing January 1, 2024 – December 31, 2024, with January 1, 2023 – December 31, 2023.



- Current projects, plans, department overview for dental
  - Dr. Lindskog continues to serve on the COM Hygiene School Advisory Board.
  - Head Start
    - Continuing to work with Calvin Vincent to set up another dental exam day
- Outreach Activities
  - Sealants with Santa – December 7<sup>th</sup>
    - Ten dental screenings completed
    - Eight dental sealants completed
    - Approximately \$900 in free treatment
    - Completed SWOT Analysis with Dental Team Leaders and plan to grow the event next year

**Medical Updates:**

Chris Garcia, MD, updated the Board on Medical services in the Coastal Health & Wellness Clinic.

<b>School Based Clinic:</b>	November	December
Students:	5	5
Staff:	1	0
Telehealth:	37	38
Total :	43	43
<b>Telehealth/Doxyme:</b>	November visits	December visits
	197	155
<b>CHW Clinic Visits:</b>	November visits	December visits
Kept:	1834	1987
No Shows:	619	679
No show rate:	25%	25.5%

Total charges: \$377,774.89 \$518,888.32  
 Comments: Charges back up despite some providers taking vacations and Holidays

**Clinic Updates:**

Physician Assistant Jordyn has started and is doing well. She appears to be a good addition to our staff and is fitting in well.

We continue to partner with UTMB and St Vincent on study to improve diabetic control. We continue with our weekly meetings to go over results from patients enrolled in study from CHW

We are now including billing and coding in our PEER review process. We are providing more education on billing and coding to help maximize revenue

We will be instituting standing orders for screening mammograms and FIT tests to allow easier access to patients for these screening procedures

**Human Resources Updates:**

Judie Oliveras, Human Recourses Manager, presented Human Recourse Updates to the Board.

- Active EE Count -December 2024 (117)
- Hired EE’s -December 2024 (2)
- Termed EE’s -December 2024 (11)
- Active EE count for prior year -December 2023 (122)
- Hired EE’s -December 2023 (1)
- Termed EE’s -December 2023 (2)
- Open Positions -January 2025 (3)
- Turnover Rate

Month	Number of Separated Employees	Average Number of Employees	Monthly Turnover Rates (Percentage)	Quarterly Turnover Rates	Annual Turnover Rate
January	3	106	2.8%	<b>10.7%</b>	<b>36.2%</b>
February	2	107	1.9%		
March	7	116	6.0%		
April	2	116	1.7%	<b>3.3%</b>	
May	0	123	0.0%		
June	2	126	1.6%	<b>8.8%</b>	
July	6	125	4.8%		
August	1	126	0.8%	<b>13.3%</b>	
September	4	124	3.2%		
October	3	129	2.3%	<b>36.2%</b>	
November	2	127	1.6%		
December	11	117	9.4%		

*As of 01/09/24*

- 2024 New Hires & Upcoming
- 2025 New Hires & Upcoming

**Item #16 Comments from Board Members**

None

The meeting was adjourned at 1:34p.m.

\_\_\_\_\_  
Chair

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

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

[Back to Agenda](#)

Governing Board Members,

I will no longer be able to attend the Board meetings as it conflicts with my clinic work schedule. Therefore, I am sending you this email as my official resignation letter to inform the Board of my request to resign as Board member. It has been my pleasure to serve on the Board and get to know everyone.

Thank you,  
Ivelisse Caban

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

### Governing Board

February 2025

Item #5

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

#### **Re-Credentialing**

- a) Suma Shetty, DDS

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



-Approved: 02/22/2024  
By: CHW Governing Board  
-Effective: 05/18/2016

## **POLICY & PROCEDURE**

### Care transitions, Tracking, and Follow-Up of **Hospital Admissions**

**PURPOSE:** The purpose of this document is to provide a consistent, orderly process for the tracking of patients known to have had a recent emergency department (ED) visit and/or hospital admission.

### **DEFINITIONS:**

- A. Established patient:** A patient that has been seen by at least one provider at Coastal Health & Wellness (CHW) clinics within the last three years.
  
- B. New patient:** A patient who has never received services from a CHW medical or counseling professional within the last three years.
  
- C. CareLink:** an Epic read-only feature (UTMB's EHR) accessible to all CHW medical providers, nurses, case management, and other CHW staff that summarizes all care provided within the UTMB system including emergency and urgent care visits, hospital admissions, ambulatory subspecialty care, and all diagnostic results.

**POLICY:** It is the policy of CHW to provide appropriate continuity of care for CHW patients incurring emergency department visits or hospital admissions.

### **PROCEDURE:**

#### **A. Hospital Admissions**

1. When a CHW provider from any of our CHW clinics ascertains that a patient requires admission to the hospital, the patient is sent to the nearest emergency department for stabilization and determination of level of care required.
2. CHW providers will contact the UTMB Patient Placement Center/Transfer Center at 1-800-962-3648 or Mainland Hospital ED at 1-409-938-5112 if appropriate for direct admission.
3. CHW providers will assist the patient in selecting the best and safest method of transport (i.e., private vehicle with non-patient driver or ambulance) to the ED, and/or call 9-1-1 if necessary.
4. Patients calling CHW on-call providers will be directed to the nearest ED if they suspect or have determined that the patient is experiencing an emergency.
5. On-call providers will then assist the patient in selecting the best and safest method of transport (i.e., private vehicle with non-patient driver or ambulance) to the ED, and/or call 9-1-1 if necessary.

## **B. Hospital Tracking**

1. When CHW sends a patient to the hospital/emergency room, CHW staff take the following steps:
  - a. CHW medical providers instruct patients to identify themselves as CHW patients anywhere they receive care to maintain ongoing communication between all care providers.
  - b. The patient's information is added by CHW clinical staff to the Hospital/ ED Tracking Log located in the medication rooms in both Texas City and Galveston clinics and emailed daily to the CHW Community Health Workers.
  - c. CHW clinical staff will notify the CHW Community Health Workers when a patient is sent to the hospital via EMS or personal vehicle for proper followup care coordination which may include tracking, obtaining discharge documents, and scheduling follow-up appointments.
2. When hospital staff request clinical information about the CHW patient, the requested information is transmitted by the CHW Electronic Records staff.

## **C. Sharing Clinical Information with Hospitals and Emergency Departments**

1. Pertinent information is sent with the patient or given to the Emergency Medical Services personnel (i.e., ambulance staff) which may include EKGs, lab results such as glucose and urinalysis/pregnancy confirmation, an updated medication list, and a summary of care provided in the clinic.
2. Upon hospital discharge, the hospitalist team details the items necessary for followup by the CHW providers for the related follow-up visit.
  - a. UTMB will notify CHW via Epic's CareLink when a CHW patient has had any urgent care, ER visits, and/or hospitalizations.
  - b. HCA hospitals will notify CHW via Health Information Exchange (HIE), if the patient consents, when a CHW patient has had any urgent care, ER visits, and/or hospitalizations.

## **CI. Discharge Summaries/ED Report**

1. CHW clinical team will request all records not obtained from CareLink or HIE on CHW patients who have had an ED visit or hospital admission.
2. Any discharge/ED visit summary sent to CHW will be scanned into the patient's chart for review by the patient's primary care provider (PCP).

## **CII. Post Discharge Visit**

1. CHW referred patients are instructed to report back to CHW and/or are contacted by the CHW Community Health Workers for follow-up.
2. Patients discharged from the hospital or those seen in the ED are contacted within 24-48 hours of a known discharge if the patient has not already contacted the clinic for a follow-up visit.
3. Follow-up appointments for patients admitted to the hospital for at least an overnight stay will be scheduled within 14 days of discharge.
  - a. The provider may designate a shorter timeframe as medically appropriate.

- b. Appointments for follow-up of ED visits with low acuity, lower risk levels will be scheduled at provider discretion.
- 4. During the post discharge visit, providers will determine if additional referrals are needed to link the patient with community resources such as disease or case management, and/or to self-management support groups.

**CIII. Other Follow-up Tracking and Appointment Scheduling**

- 1. UTMB and HCA hospitals also provide limited information about other visits to their respective emergency departments.
  - a. UTMB sends weekly reports and HCA Hospitals reports are acquired via their portal for all CHW and/or uninsured patients, with no medical home, seen through their ED Departments.
  - b. This information is documented in the CHW Hospital/ED Tracking Log.
- 2. The CHW Community Health Workers will contact these patients to extend ED followup care and other CHW services.
  - a. The Community Health Workers will print out the reports sent from UTMB and HCA.
  - b. Sorting the service dates from oldest to new, the Community Health Workers will check if the patient has an existing CHW record.
  - c. The Community Health Workers will also check for any pending follow-up appointments.
  - d. If the patient is a prior CHW patient or a new patient with no known upcoming appointment, then the Community Health Workers will:
    - i. Call patient and schedule an ED follow-up appointment.
    - ii. If a patient with a CHW record denies to follow-up their ED visit, the EMR is documented of their refusal.
    - iii. If a patient has not been seen in the last three years or is not a patient of CHW and agrees to follow-up, they are transferred to the Contact Center to (re)register and make an appointment.

[Back to Agenda](#)



**2024**

**Annual Risk Management Report to the  
Coastal Health & Wellness Governing Board**

**Quality Assurance /Performance Improvement Report**

This report will provide an overview of Coastal Health & Wellness' risk management activities with the focus of risk management working concurrently with and as a component of Quality Assurance & Performance Improvement activities that intersect with many of CHW's Environment of Care and Infection Control initiatives as required by the Joint Commission.

Coastal Health & Wellness' Quality Assurance Performance Improvement ensures the collection and interpretation of data directly related to the effectiveness of services afforded to Coastal patients. Furthermore, this data is used and relied upon by key personnel and Governing Board members to make informed decisions related to improving work performed at Coastal Health & Wellness and ensuring an optimal environment of safety for both patients and employees.

Over the course of the year, the Quality Assurance Performance Improvement Committee systematically compiled relevant data to assess the effectiveness of health care delivery rendered at Coastal.

The sources of information for this data include but are not limited to:

- Quality assessments conducted on a monthly or quarterly basis (depending upon the metric);
- Review of patient complaints/grievances;
- Patient satisfaction survey material;
- Review of patient safety incidents and near misses;
- Provider driven peer reviews; and
- Performance measure data.

**Quality Assessments**

Quality Assessments are completed on at least a quarterly basis. Quality Assessments evaluate provider adherence to current evidence based clinical guidelines, standards of care, and standards of practice in the provision of services, and identification of any patient safety and adverse events and implementation of follow-up.

Coastal Health & Wellness medical and dental providers conduct peer reviews monthly at which time they assess provider adherence to clinical guidelines, standards of care and standards of practice.

Results of peer reviews are analyzed and shared with providers during Coastal Health & Wellness' monthly in-service sessions. Please note that in accordance with Section 161 et seq. of the *Texas Health and Safety Code*, peer review notes are deemed privileged and confidential under state law and are therefore not presented to the Governing Board.

## **Risk Management Activities**

### **Infection Control**

As mentioned, infection control and environment of care are major focuses for Coastal Health & Wellness. The Coastal Health & Wellness QAPI (Quality Assurance Performance Improvement) Committee, led by the Director of Innovation and Clinical Quality, met monthly to discuss prominent risk and safety measures paramount to Joint Commission accreditation – notably infection control and environment of care. Infection control initiatives and activities undertaken by Coastal Health & Wellness during this time included, but were not limited, to the following:

- The Infection Control Plan was updated and approved by the Governing Board in February of 2024 as part of the CHW Infection Prevention and Control Program (the “ICP”). The ICP provides guidelines, procedures, and practices to reduce the risk of spreading infection, promoting safe work practices, and assisting staff in conforming to standards, evidence-based rules to minimize the spread of infectious disease.
- Training on hand hygiene, bloodborne pathogens and personal protective equipment is conducted for all employees at the time of hire and annually thereafter.
- Infection control surveys and hand hygiene audits are conducted monthly, with results being shared and reviewed by staff during monthly Compliance Committee meetings to identify both strengths and weaknesses.
- Ongoing assessments performed by the CHW Infection Control Nurse, with input from other members of Coastal' s leadership team, were also reviewed monthly.
- Continued N95 fit testing to ensure staff can operate effectively in any potential infectious environment.
- Dental procedures and sterilization protocols continued to be reviewed to ensure they remained consistent with guidelines set forth by the Association for the Advancement of Medical Instrumentation (“AAMI”), and staff training on the use of PRIME SCAN, an intraoral scanner, that expands the digital impressions capabilities enabling better patient care and clinical outcomes.

### **Claims Management**

There are currently no pending cases.

### **Patient Management - Access to Care and “No Shows”**

Coastal Health & Wellness tracks on a quarterly basis, patient access to care and “no show” rates (patients who fail to present for a scheduled appointment), in order to maximize appointments made available to the community. The information tracked includes the number of available appointments during the quarter in question, percentage of appointments kept, scheduled and unfilled, and the percentage of “no-shows” by clinical department and site. A cumulative “no-show” rate of 20% or less was established as an organizational goal. the cumulative “no show” rate average was 25% - and Coastal fell short of meeting its goal for this measure.

### **Patient Satisfaction**

Coastal Health & Wellness utilizes a patient satisfaction survey to determine the level of consummation with the services provided. Patient satisfaction survey results are reported to the Board on a quarterly basis. The patient satisfaction survey questions, offered in both English and Spanish, through a 3<sup>rd</sup> Party vendor were modified to capture additional data Coastal set a goal of achieving a cumulative patient satisfaction score of at least 90%. Over the course of this reporting period, Coastal Health & Wellness received 1,044 survey responses, with an average score for the year of 91% satisfaction. The majority of survey comments were overwhelmingly favorable, and 59% of the respondents rated services received as “excellent.” Patients requesting follow-up after their visit were contacted and concerns were favorably addressed to the patient's satisfaction. Unfavorable comments issued during the period stemmed from virtual visit directions being difficult to follow and waiting time in the virtual room being long. Clinic services are continually improving in areas patients identify as having problems with accessing services.

Enrollment in the patient portal continues to be promoted as a way for patients to communicate with Coastal staff more efficiently. Patient portal enrollment numbers continue to increase and during 2024 there were a total of 2268 activated enrollments in the patient portal.

### **Patient Grievances**

During the calendar year of 2024, Coastal Health & Wellness received no formal complaints. Below is a table that outlines grievances/complaints that were received per departmental services. All were rectified and the issues were resolved by respective department heads and/or managers.

Grievance / Complaints	Jan – Mar 2024	Apr. - June 2024	July – Sept. 2024	Oct. - Dec. 2024	Total
Medical	4		2		6
Dental		1			1
Lab					0
Patient Services					0
Medical Records					0
Billing					0
Engagement Services			1		1
<b>Total</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>0</b>	<b>7</b>

## **PATIENT GRIEVANCE/COMPLAINTS**

Clinical complaints are handled by their respective department heads, and by the Nursing or Dental Director if the claim is of a clinical nature. After investigation of the complaint and when appropriate, staff are retrained on the execution of the applicable policy for patient care. Grievances are reviewed during the CHW Administration Quality Assurance and Performance Improvement Session to help better identify risk management needs. The proposed risk management goal for 2024 was to continue stressing to staff a better patient experience through improved customer service in order to further decrease complaints/grievances and to increase CHW patient population. Coastal Health & Wellness achieved Patient Centered Medical Home (PCMH) accreditation in 2021, and in 2024 the clinic continued demonstrating a focus on team-based care, communication and coordination of services to improve *the entirety* of the patient experience.

### **Summary of Trainings**

- Risk management training is determined upon review of incidents, grievances, regulatory or other requirements, the nature of the services provided, and inherent risk involved in provided services.
- The Risk Management Training Plan outlines required trainings.
- Staff undergo risk management training pertinent to all aspects of their duties upon hire and at least annually thereafter in accordance with the Coastal Health & Wellness' Risk Management Training Plan, which covers topics including, but not limited to, HIPAA and patient confidentiality; infection control (including hand hygiene and eye wash procedures); OSHA requirements relevant to acute care settings; and fire, safety, and emergency operations plans. Coastal Health & Wellness also provides specific training for groups of providers that perform various services which may lead to potential malpractice risks.
- Training is also resourced from outside Federal and Health Centered agencies like ECRI and DSHS to help educate and keep staff current with changes in Health Care provision services. Completion of training is monitored by Risk Management and through the training platform in MedTrainer.

### **Risk Management Quarterly Assessments**

Risk management is a component of the CHW Administration Compliance Committee and the QAPI Committee. On a monthly basis, risk management issues were discussed with each of these committees, and quarterly during Governing Board Quality Assurance Committee meetings. Risk management activities and areas are assessed for the purpose of evaluating effectiveness of risk mitigation plans, how effectively defined procedures are reducing the risk of adverse outcomes, and any incidents or trends occurring which merit investigation. The risk management quarterly assessments, facilitated by the Compliance Officer, provide detailed information about the organization's risk and safety plan to the Governing Board's Quality Assurance Committee.

### **Additional Risk Management Activities Completed**

In addition to the information provided herein, the following risk management activities were completed during the 2024 reporting period:

- Financial screening audits were performed monthly to ensure accurate completion of financial applications/documentation.
- Peer reviews were conducted monthly by the Medical Director to ensure services were provided that met current evidence-based guidelines, standards of care and standards of practice.
- The Dental Director coordinated monthly peer review chart audits for the dental providers focusing on all types of procedures, Title V and Ryan White requirements to ensure services were provided that met current evidence-based guidelines and standards of care.
- The Medical Director leads monthly Grand Rounds. Grand Rounds are presented at each month's in-service gatherings, at which time a different specialty provider offers education to all providers on their respective specialty. Providers then educate colleagues about updated standards and best practices for treating the respective condition.
- The Medical Director or Assistant Medical Director also coordinated peer reviews for medical providers focusing on patient care, treatment plans and follow up care.
- Medication audits were conducted monthly, including 340B and sample medication audits which are reviewed by the Nursing Director for appropriate logging and to ensure billing accuracy.
- Environmental, Risk and Safety Compliance Assessment was performed at the three clinic site locations monthly by the Healthcare Compliance Specialist. Each assessment reviews sixty-four (64) different elements derived from the Joint Commission's Environment of Care standards to determine potential safety issues and/or security threats.
- A fifty-six (56) point infection control audit which highlights organizational adherence to infection control guidelines including, but not limited to, sterilization processes, handling of infectious and hazard waste, and hand hygiene was performed monthly at both clinic locations by the Infection Control Nurse, who reports results to both the CHW Administration Compliance and Governing Board Quality Assurance Committees.
- All clinical staff are educated about identifying, treating, and reporting patients suspected of being trafficked, abused, or neglected.
- All staff complete an annual HIPAA and privacy training, which reviewed administrative, technical, and physical safeguards implemented by Coastal Health & Wellness for protection of patient data and other proprietary information.
- Know Be 4, a HHS state approved web-based security training platform is used by the Health District to educate and train staff on how to mitigate the chances of a systems breach. All staff watched a brief tutorial weekly and are subsequently trained about cybersecurity attacks and how to prevent them.
- In accordance with Section 2054.5192, Government Code, staff completed a mandatory Texas Department of Information Resources (DIR) certified cybersecurity course to be in compliance with the governing body of a local government.
- During each monthly in-service session, the Public Health Preparedness and Emergency Operations Manager reviewed with staff how they should respond to different plausible emergency situations such as hurricanes and adverse weather threats, refinery/plant explosions, and active shooter scenarios.
- Through the Public Health Preparedness and Emergency Operations department, An active shooter training was also established to train and educate staff on procedural actions to take should such an even occur.
- CHW also partnered with Gulf Coast Center to provide training sessions for clinic staff to understand

- and rightly interact with patients with mental health challenges.
- Additionally, CHW management worked steadily towards building and improving innovative services to the community by incorporating a 340B Pharmacy into clinic services to offer Coastal patient's the ability to obtain cost effective pharmaceuticals.
  - An EHR System Administrator was also brought on board to assist with maximizing and helping to integrate a additional programs into the NextGen system to enable the clinic to streamline and build the EHR system to contain and support the clinics growth. These positions bring talent and skills that are helping to promote health management and risk management services for an increase in healthcare services for the community.

## **Status of Coastal Health & Wellness' Performance Relative to its Established 2024 Risk Management**

### **Goals**

The following risk management goals were approved by the Governing Board Quality Assurance Committee and results were measured at the conclusion of the calendar year

**Goal:** Promote positive patient service experience with all staff, with a particular emphasis on treating patients in a courteous manner.

**Performance Measure (PM):** Reduce grievances by 30% from the previous year.

**Result:** **MET** – Complaint reduction of 34% from the prior year.

**Goal:** Offer optimal care for all patients throughout the entirety of their visit.

**PM:** Increase weighted results of patient satisfaction survey to 90%

**Result:** **MET** – 91% cumulative score.

**Goal:** Promote patient appointment confirmations.

**PM:** Reduce the cumulative patient no-show rate to 20%.

**Result:** **MET** – Cumulative total of 24.00%.

**Goal:** For safety and customer service purposes, ensure staff always wear their Coastal Health & Wellness issued identification cards in a readily visible manner.

**PM:** Biennial audits should yield at least 95% of identification cards being worn appropriately.

**Result:** **MET** – 100% of audited staff wore badges.

**Goal:** Minimize preventable injuries to all staff, patients and visitors.

**PM:** Incur zero preventable injuries at all CHW locations.

**Result:** **NOT MET** – Six preventable needlestick injuries occurred during the year.

**Goal:** Train staff on appropriate responses for different emergency scenarios.

**PM:** Facilitate at least six non-required emergency preparedness drills during the year.

**Result:** **MET** – Twelve (12) non-required emergency preparedness drills were facilitated through tabletop exercises.

**Goal:** Staff are trained on Hazardous Chemical handling, storage and safe usage according to critical equipment usage and applicable (SDS) material pertinent to his/her work area and responsibilities upon hire and annually thereafter.

**PM:** Ensure documented training rate of 100% within 30 days of hire.

**Result:** **MET** – 100% of staff received training upon hire and during the reporting period were trained on critical equipment and applicable SDS materials within thirty (30) days of new-hire.

**Goal:** Train staff regarding detection of and follow-up actions for suspected human trafficking victims.  
**PM:** Provide training to 100% of employees about how to report suspected human trafficking.  
**Result:** **MET** – 100%. All employees hired by Coastal during the reporting quarter completed the new-hire human trafficking training. Annual all-staff training is being conducted in November 2024

**Goal:** Staff receive safety and incident reporting training.  
**PM:** Documentation exhibiting 100% of staff received risk management and safety training.  
**Result:** **MET** – 100%. All employees hired by Coastal during the reporting quarter completed the new-hire safety and incident reporting training. Annual all-staff training is being conducted in October 2024.

**Goal:** Continue to promote staff knowledge of hand-hygiene practices and policies.  
**PM:** Maintain cumulative hand-hygiene score of at least 95%  
**Result:** **MET** – 95%. Data captured by Infection Control Nurse, who performs hand hygiene audits monthly.

***DATA FOR NEXT SEVEN CATEGORIES WERE CAPTURED MONTHLY BY THE HEALTHCARE COMPLIANCE SPECIALIST DURING MONTHLY ENVIRONMENTAL, RISK, SAFETY AND COMPLIANCE AUDITS.***

**Goal:** Protect patients and staff by ensuring incidents and adverse events are promptly reported.  
**PM:** 100% of incident reports should be made within two business days of the incident's occurrence.  
**Result:** **MET** – 100%.

**Goal:** Protect staff and patients by promptly reporting issues requiring landlord attention.  
**PM:** Report 100% of building and/or maintenance related issues to applicable landlord within 24 business hours of discovery.  
**Result:** **MET** – 100%.

**Goal:** Maintain staff and patient safety by keeping equipment properly tested and maintained.  
**PM:** 95% of equipment (100% of critical equipment) documented in Equipment Inventory Log should be inspected and calibrated in accordance with manufacturer's recommendations.  
**Result:** **MET** – 100%.

**Goal:** Continue to promote staff knowledge of hand-hygiene practices and policies.  
**PM:** SDS binders were complete and up to date in Medical and Lab.  
**Result:** **MET** – 95%. SDS audits were performed in the second and fourth quarters of each year.

**Proposed Risk Management Activities for the next 12-month period**

Coastal Health & Wellness has implemented a robust and effective Risk Management Plan. Coastal Health & Wellness performs and will continue to perform risk management activities, including but not limited to the following during the next 12-month period:

- Increase staff trainings through 'Info Bites' sent quarterly to maximize preventable injuries/exposures through awareness from the risks of sharps/instruments and to keep staff's awareness of the importance of safety preparations in their work environment.
- Continued monitoring of incidents and near misses to determine whether there are issues and/or trends that need to be addressed through system improvements to reduce the

probability of future related events.

- Ensure training requirements are maintained and additional training opportunities provided via our MedTrainer platform as well as in-person training during department meetings. Risk Analysis is conducted with managerial and front-line staff input to find areas of improvement as identified by staff and to make changes as needed.
- Continue stringent infection control training, auditing, and monitoring.
- Ensure patient management activities are implemented, including, but not limited to, continuing to assess whether there is appropriate access to same day appointments and to address the rate of no shows; whether staff appropriately triages patients; whether staff remains in accordance with Infection Control Plan when applicable; that PCMH standards are established; and that medical records be maintained in a confidential manner.

### **2025 Risk Management Goals**

Coastal Health & Wellness risk management goals for 2025 will focus on improving the clinics no show ratings and continued improvements to staffs' ability to perform work safely while conducting quality and safe services to patients. Risk analysis and surveys will be used to help to determine the need for additional training, safer practices and better equipment for patient care. Continued monitoring and reporting will continue quarterly to the Governing Board's Quality Assurance Committee to inform and share findings from audits and required reporting. Risk Management and managerial staff will continue to be abreast of requirements based on trends and identified areas of improvement as deemed needed by the QA Board Committee and/or by the QAPI committee.

[Back to agenda](#)

# COASTAL HEALTH & WELLNESS

Governing Board



## FINANCIAL SUMMARY

For the Period Ending

*January 31, 2025*

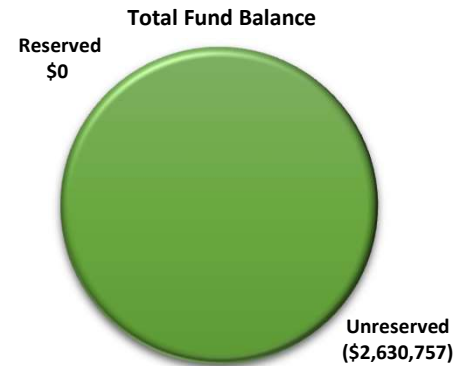
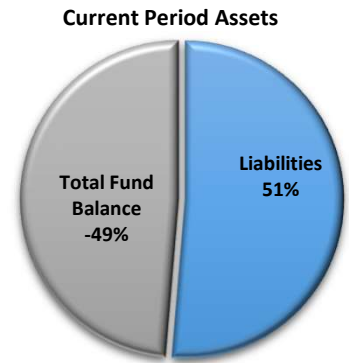
GCHD Board Room | 9850-A Emmett F. Lowry Expy. | Texas City, TX 77591

February 20, 2025

**CHW - BALANCE SHEET**

as of January 31, 2025

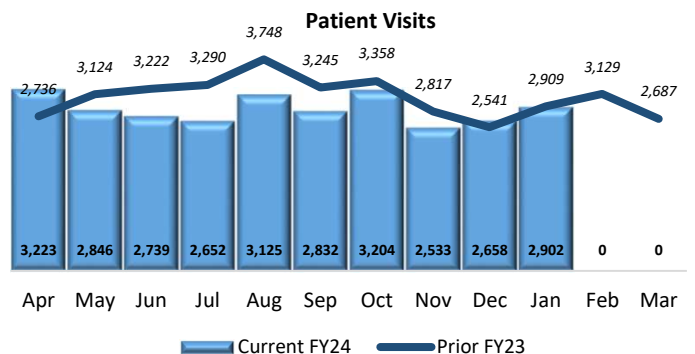
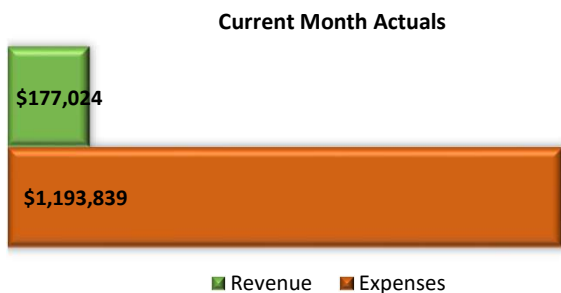
	Current Month Jan-25	Prior Month Dec-24	Increase (Decrease)
<b>ASSETS</b>			
Cash & Cash Equivalents	\$190,859	\$793,831	(\$602,973)
Accounts Receivable	1,851,952	1,920,828	(68,875)
Allowance For Bad Debt	(544,041)	(537,829)	(6,212)
Pre-Paid Expenses	583,985	1,373,613	(789,629)
Due To / From	(1,938,439)	(2,618,740)	680,300
<b>Total Assets</b>	<b>\$144,316</b>	<b>\$931,704</b>	<b>(\$787,389)</b>
<b>LIABILITIES</b>			
Accounts Payable	\$831,135	\$846,379	(\$15,243)
Accrued Expenses	1,699,382	1,210,072	489,310
Deferred Revenues	244,556	489,111	(244,556)
<b>Total Liabilities</b>	<b>\$2,775,073</b>	<b>2,545,562</b>	<b>\$229,511</b>
<b>FUND BALANCE</b>			
Fund Balance	\$8,847,772	\$8,847,772	\$0
Current Change	(11,478,529)	(10,461,630)	(1,016,899)
<b>Total Fund Balance</b>	<b>(\$2,630,757)</b>	<b>(\$1,613,858)</b>	<b>(\$1,016,899)</b>
<b>TOTAL LIABILITIES &amp; FUND BALANCE</b>	<b>\$144,316</b>	<b>\$931,704</b>	<b>(\$787,389)</b>



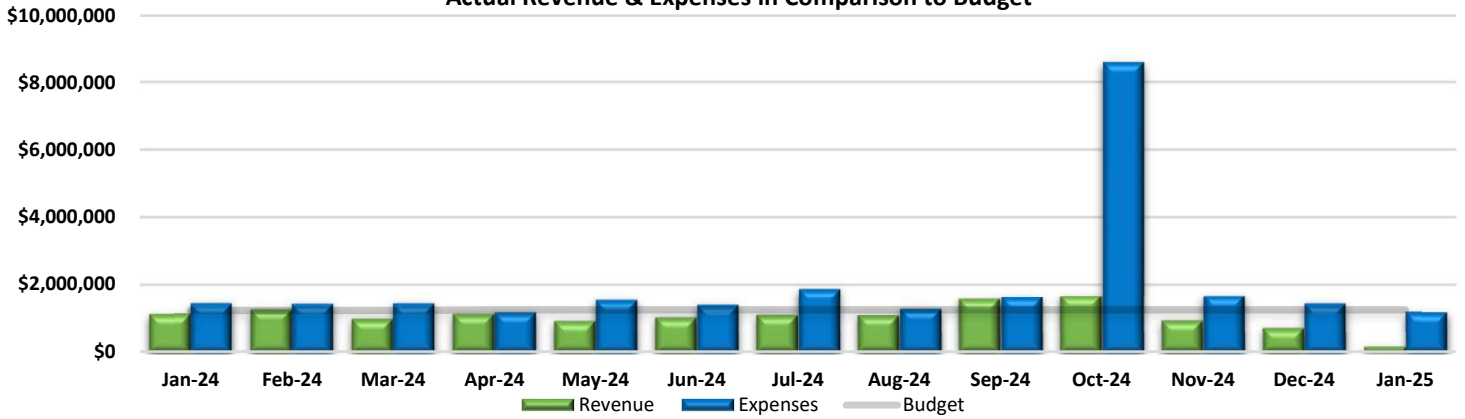
**CHW - REVENUE & EXPENSES**

as of January 31, 2025

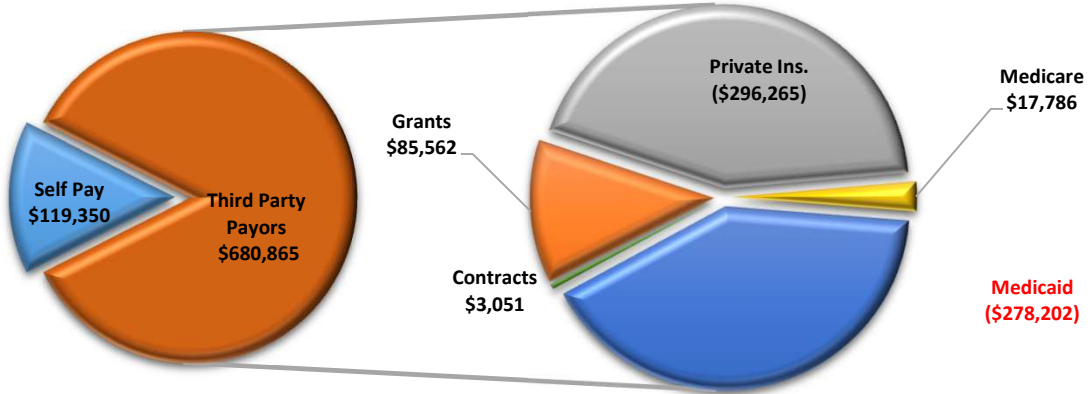
	MTD Actual Jan-25	MTD Budget Jan-25	MTD Budget Variance	YTD Actual thru Jan-25	YTD Budget thru Jan-25	YTD Budget Variance
<b>REVENUE</b>						
County Revenue	\$244,556	\$244,556	(\$0)	\$3,375,253	\$2,445,556	\$929,697
HHS Grant Revenue	228,724	269,783	(41,060)	2,515,626	2,697,833	(182,207)
Patient Revenue	(330,443)	701,772	(1,032,215)	4,161,485	7,017,719	(2,856,234)
Other Revenue	34,188	29,500	4,688	298,427	295,000	3,427
<b>Total Revenue</b>	<b>\$177,024</b>	<b>\$1,245,611</b>	<b>(\$1,068,587)</b>	<b>\$10,350,792</b>	<b>\$12,456,108</b>	<b>(\$2,105,317)</b>
<b>EXPENSES</b>						
Personnel	\$1,551,477	\$1,017,304	(\$534,174)	\$10,109,394	\$10,173,036	\$63,641
Contractual	119,020	99,740	(19,280)	2,245,358	997,395	(1,247,963)
Supplies	84,127	140,969	56,842	1,535,477	1,409,687	(125,790)
Travel	0	2,017	2,017	15,203	20,167	4,964
Equipment/Capital	0	0	0	358,466	0	(358,466)
Bad Debt Expense	(592,125)	57,536	649,661	6,655,942	575,360	(6,080,582)
Other	31,340	141,845	110,504	909,481	1,418,447	508,965
<b>Total Expenses</b>	<b>\$1,193,839</b>	<b>\$1,459,409</b>	<b>\$265,570</b>	<b>\$21,829,321</b>	<b>\$14,594,091</b>	<b>(\$7,235,230)</b>
<b>CHANGE IN NET ASSETS</b>	<b>(\$1,016,815)</b>	<b>(\$213,798)</b>	<b>(\$803,016)</b>	<b>(\$11,478,529)</b>	<b>(\$2,137,983)</b>	<b>(\$9,340,547)</b>



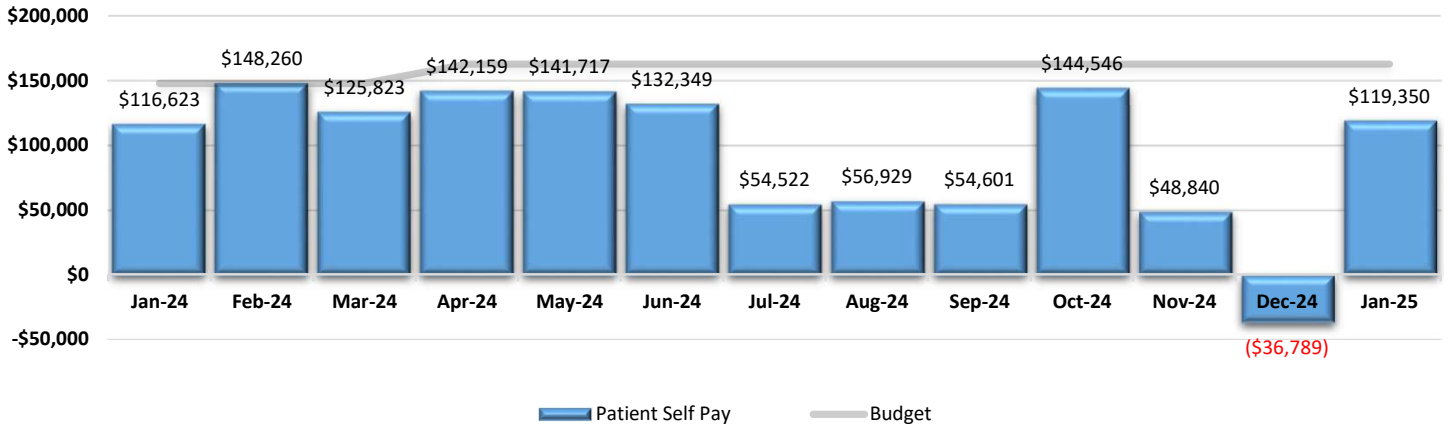
### Actual Revenue & Expenses in Comparison to Budget



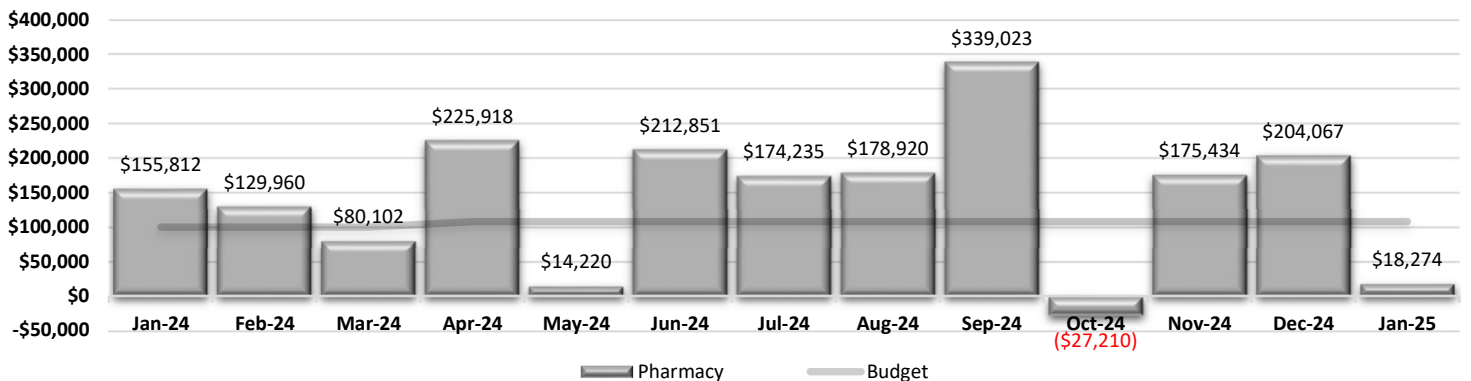
### Current Period Patient Revenue with Third Party Payor Contributions Identified



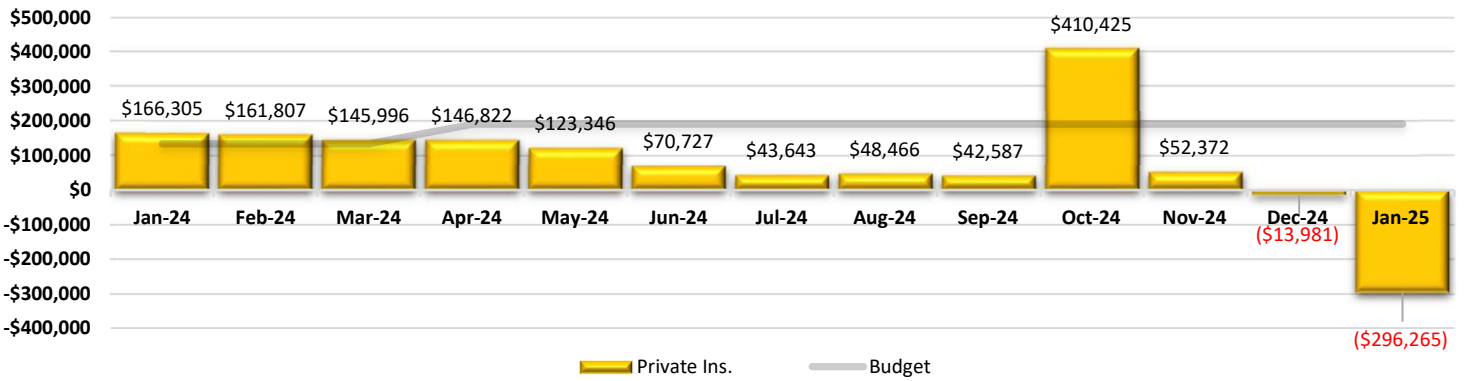
### Patient Self Pay Revenue with Budget Line Comparison



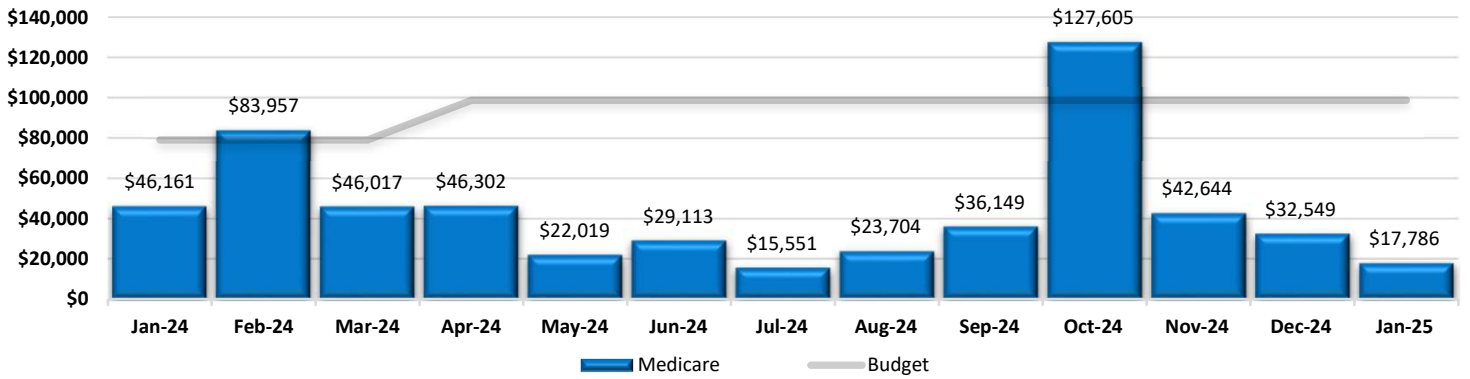
### Pharmacy Revenue with Budget Line Comparison



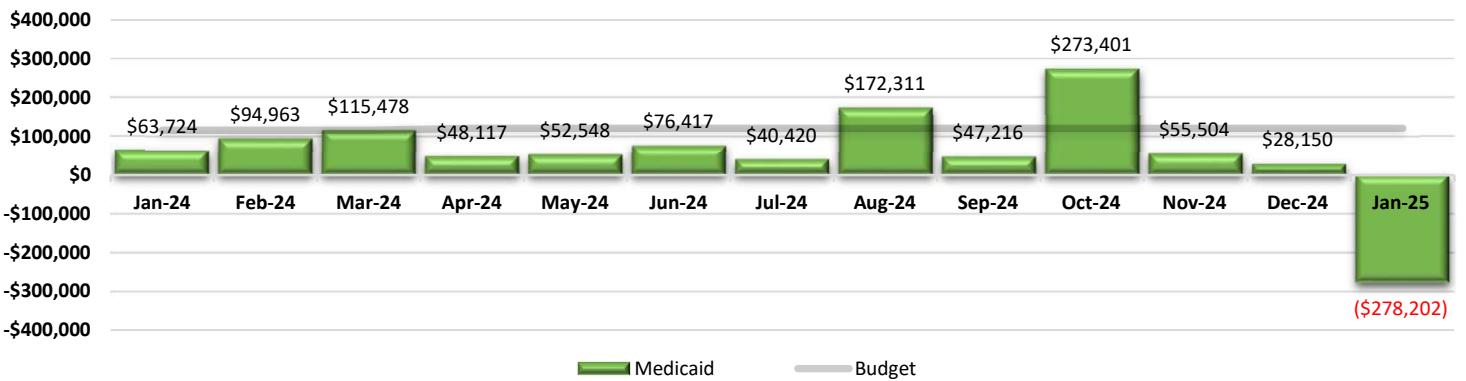
### Private Insurance Revenue with Budget Line Comparison



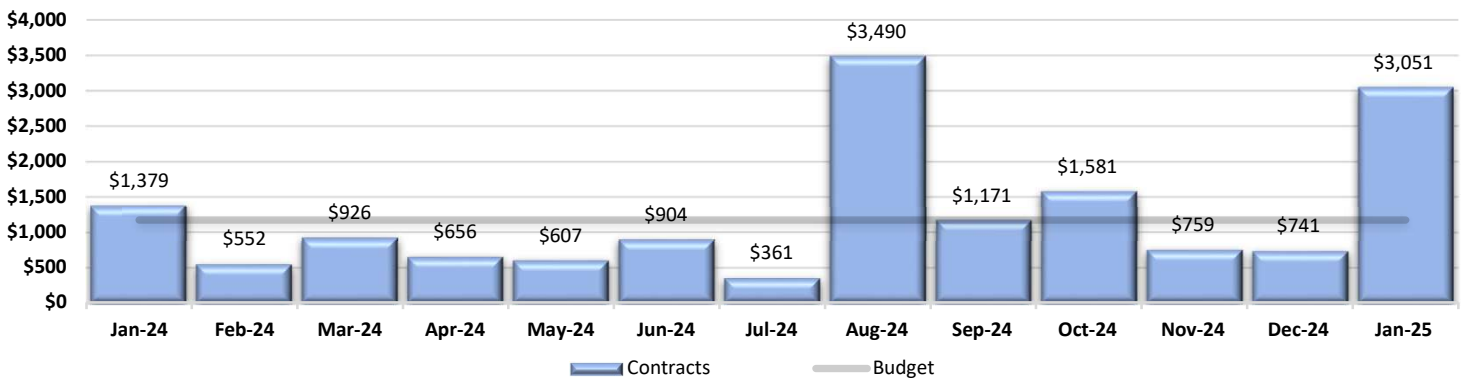
### Medicare Revenue with Budget Line Comparison



### Medicaid Revenue with Budget Line Comparison



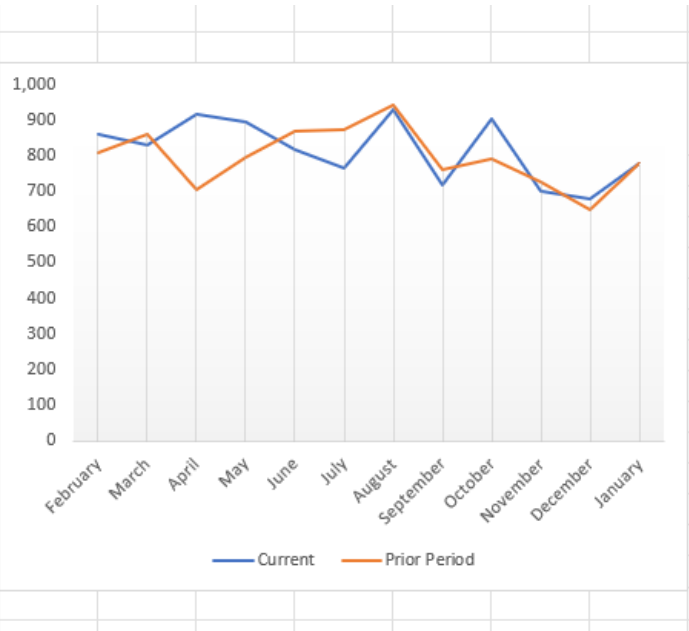
### Contract Revenue with Budget Line Comparison



Dental Clinic Board Update – February 27, 2025

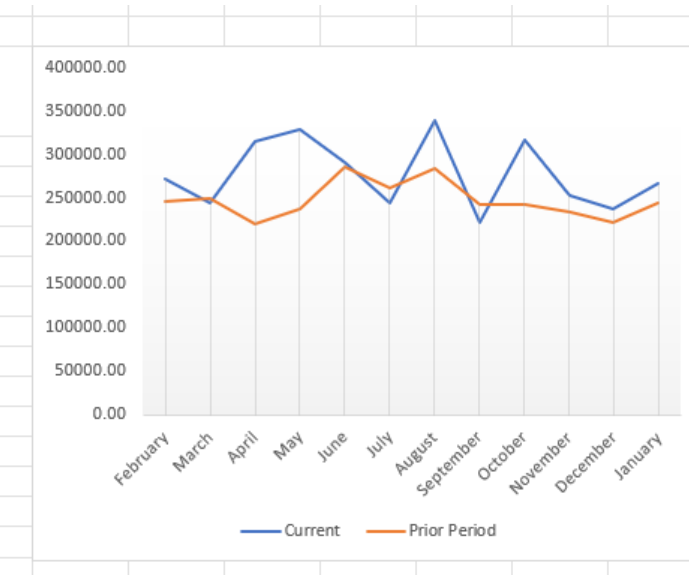
- Visit Numbers – Based on “FQHC Qual Enc” in NextGen
  - We continue to see walk in patients in pain as we can fit them into our schedule.
  - We continue to release comprehensive exams on the 15<sup>th</sup> of every month.
  - For January 2025, the Dental Clinic had a very slight increase of 0.13% in qualifying encounters compared to January 2024.
  - The Dental Clinic had an increase of 2.52% in qualifying encounters when comparing February 1, 2024 – January 31, 2025, with February 1, 2023 – January 31, 2024.

	Dental Visits		
	Current	Prior Period	Percentage Change
February	860	807	6.57%
March	830	862	-3.71%
April	917	703	30.44%
May	896	794	12.85%
June	816	869	-6.10%
July	765	873	-12.37%
August	931	942	-1.17%
September	719	760	-5.39%
October	903	790	14.30%
November	702	727	-3.44%
December	679	651	4.30%
January	778	777	0.13%
	<b>9,796</b>	<b>9,555</b>	<b>2.52%</b>



- Dental Charges
  - For January 2025, the Dental Clinic had an increase in charges of 9.23% compared to January 2024.
  - The Dental Clinic had an increase of 12.10% in charges when comparing February 1, 2024 – January 31, 2025, with February 1, 2023 – January 31, 2024.

	Dental Charges		
	Current	Prior Period	Percentage Change
February	272270.63	246445.91	10.48%
March	244211.64	249268.80	-2.03%
April	314429.45	219287.99	43.39%
May	328409.64	237808.77	38.10%
June	289848.88	286067.92	1.32%
July	243424.92	260500.48	-6.55%
August	338990.64	284240.20	19.26%
September	222065.08	242952.55	-8.60%
October	315700.01	242484.94	30.19%
November	253331.60	232984.87	8.73%
December	236611.52	220707.93	7.21%
January	266371.40	243868.23	9.23%
	<b>3325665.41</b>	<b>2966618.59</b>	<b>12.10%</b>



- Current projects, plans, department overview for dental
  - Dr. Lindskog continues to serve on the COM Hygiene School Advisory Board
    - Attended COM Advisory Board Joint Meeting on 2/25/2026
    - Exploring opportunities for rotations at CHW for dental hygiene students
  - UT Health School of Dentistry (Houston)
    - Exploring opportunities for rotations at CHW for dental students and residents
  - Head Start
    - February 21 Clinic Blitz was cancelled by the school due to low participation
    - Francine is working with the school to proactively complete packets for the 2025-2026 school year during their registration and Back to School events

## Governing Board February Meeting

<b>School Based Clinic:</b>	December	January
Students:	5	5
Staff:	0	0
Telehealth:	38	38
Total :	43	43
<b>Telehealth/Doxyme:</b>	December visits	January visits
	155	229
<b>CHW Clinic Visits:</b>	December visits	January visits
Kept:	1987	2127
No Shows:	679	686
No show rate:	25.5%	24.4%
Retinal scans		39
Total charges:	\$518,888.32	\$577,725.20

### Clinic Updates:

We continue to partner with UTMB and St Vincent on study to improve diabetic control. We continue with our weekly meetings to go over results from patients enrolled in study from CHW. This year's program is winding down. UTMB submitting grant applications for a continuation of the program

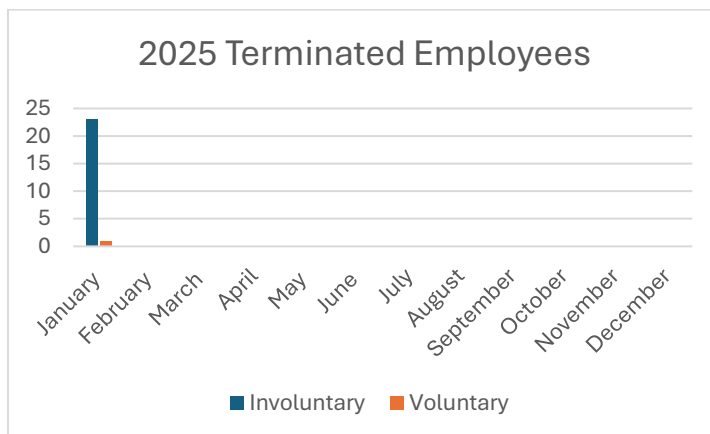
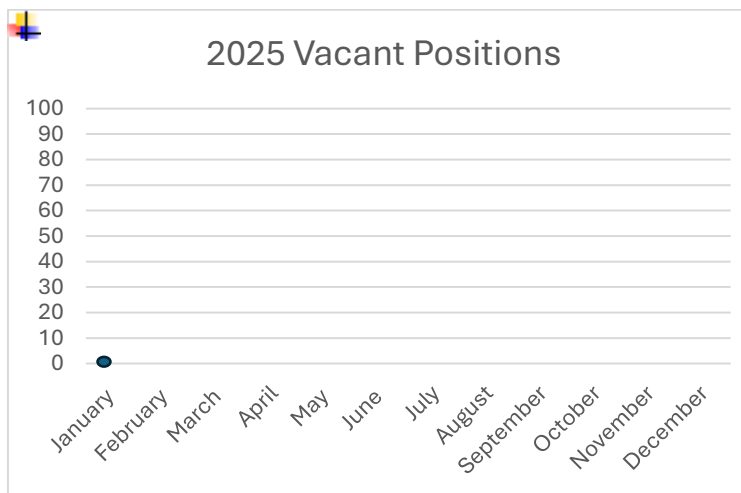
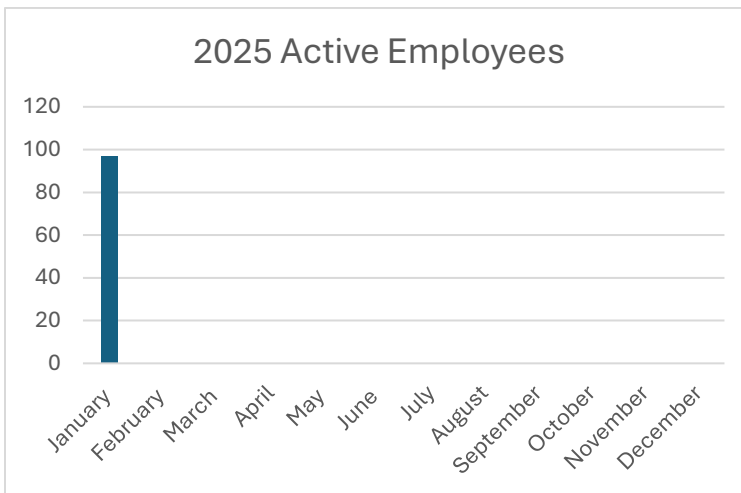
We are working to institute standing orders for screening mammograms and FIT tests to allow easier access to patients for these screening procedures

We are in preliminary discussions with the Internal Medicine and Family Medicine departments from UTMB about the possibility of having their residents staffing evening and Saturday clinics

### Human Resources – January 2025

	Active EE Count	Hired EE's for Month – January	Termed EE's for Month – January	Active EE Count for Prior Year January 2024	Hired EE's for Month – January 2024	Termed EE's for Month – January 2024
<b>CHW</b>	97	1	24	126	7	3

<b>Open Positions</b>	
<b>CHW</b>	0



Turnover Rate							
Month	Number of Separated Employees	Average Number of Employees	Monthly Turnover Rates (Percentage)	2025 Quarterly Turnover Rates	2025 Annual Turnover Rate	2024 Quarterly Turnover Rates	2024 Annual Turnover Rate
January	24	97	24.7%	24.7%	24.7%	10.7%	36.2%
February	0	97	0.0%				
March	0	97	0.0%				
April	0	97	0.0%				
May	0	97	0.0%				
June	0	97	0.0%				
July	0	97	0.0%				
August	0	97	0.0%				
September	0	97	0.0%				
October	0	97	0.0%				
November	0	97	0.0%				
December	0	97	0.0%				

As of 02/24/24

2025 New Hires & Upcoming

Hire Date	Department	Job Title	Position #
01/23/25	CHW RCM	RCM Billing Specialist	CHW-RCM-003
02/03/25	CHW Administration	CHW Chief Operating Officer	CHW-ADM-001

[Back to Agenda](#)



A Community Health Center under the Galveston County Health District

409.938.2234

COASTALHW.ORG

## Meet the Team: Employee Shout Outs

Meet the team! Every week an employee from the Galveston County Health District, including Coastal Health & Wellness (CHW), Animal Resource Center, and Galveston Area Ambulance Authority, is highlighted on all platforms. Below is the highlighted CHW employee for the month.



### Meet Tabetha Breaux!

Tabetha is a Certified Medical Assistant III for Coastal Health & Wellness, a Community Health Center under GCHD. She joined us twenty-seven years ago and has been in her field since then.

Where are you from?

"La Marque, Texas"

What is your favorite part of your job?

"Having direct interaction with patients and providing comfort and support."

What is one fun fact about you?

"I have two sets of twin grandkids."

What's your favorite way to unwind after a long day, and do you have any unusual rituals or habits?

"Crafting."

We asked Tabetha what is something you would like everyone to know about your job or department they may not know. She replied, "We work as a team and provide great customer service."

## Coastal Health & Wellness Welcomes New Chief Operating Officer, Lane Baker



Coastal Health & Wellness is excited to announce the appointment of Lane Baker, MHA, as our new Chief Operating Officer. Lane brings over 20 years of experience in both private and public healthcare sectors, offering a unique perspective on community-based health services.

Lane received his Master of Health Administration degree from Texas A&M University, School of Rural Public Health in 2010 and has since dedicated his life to public health service. His driving philosophy is to do the right thing for the patient and be a good steward of healthcare resources.

Lane has many years of experience specific to FQHC leadership and enjoys working in a collaborative way to improve efficiencies, increase operational revenues, identify and obtain funding sources, build community relationships, and foster cultures of professionalism and comradery. He brings an optimistic and positive attitude and encourages transparency and communication. You can expect honesty, trustworthiness, and a mission-driven approach from Lane.

When he's not focused on improving healthcare, Lane enjoys spending time with his family, fishing, hunting, hiking, reading, and staying active through exercise.

Please join us in welcoming Lane to the Coastal Health & Wellness team!

## February is American Heart Month: Take Charge of Your Heart Health

Did you know that heart disease is the leading cause of death in the U.S.? That's why February is dedicated to raising awareness about heart health and the importance of taking proactive steps to protect your heart.

Heart disease doesn't happen overnight. It's the result of lifestyle choices and risk factors that build up over time—things like poor diet, lack of exercise, smoking, and stress. But the good news is, heart disease is preventable. Simple habits like eating more fruits and vegetables, staying active, managing stress, and getting regular check-ups can have a profound impact on your heart health.

At Coastal Health & Wellness, we're committed to helping you live a heart-healthy life. Our team of expert providers is here to guide you through the essential steps to prevent heart disease, detect early warning signs, and manage existing conditions. Regular heart screenings, blood pressure monitoring, and personalized advice are just a few of the ways we help our patients stay heart-healthy.

This American Heart Month, take a moment to think about your heart. Are you doing everything you can to protect it? If not, we invite you to make your heart health a priority—and we're here to help.

Become a patient at Coastal Health & Wellness today, and let us work with you to keep your heart strong for years to come. Your heart deserves it!

Schedule your appointment today by calling 409.938.2234 and take the first step toward a happier, healthier heart.

 #OurHearts

## February is American Heart Month

When we take care of our hearts as part of our self-care, we set an example for others.



NIH National Heart, Lung, and Blood Institute



## Coastal Health & Wellness Celebrates National Wear Red Day

On National Wear Red Day, our team at Coastal Health & Wellness proudly wore red to show support for the fight against heart disease. The day was a powerful reminder of the importance of heart health, and it was inspiring to see our staff come together in solidarity to raise awareness about cardiovascular health, particularly in women.

Wearing red was just one small way we could help bring attention to the fact that heart disease is the leading cause of death for both men and women in the United States. We're grateful to have participated in such an impactful day and are committed to continuing the conversation about prevention, early detection, and heart-healthy living.

At Coastal Health & Wellness, we offer comprehensive care to support your heart health and overall well-being. As a patient, you'll receive personalized health plans, access to expert providers, and a commitment to your long-term wellness. We welcome new patients to join us and start their journey to a healthier heart today.



## Coastal Health & Wellness Staff Complete CPR Certification Refresher

We're committed to providing the highest standard of care to our patients, and that includes being prepared for any emergency. This month, our dedicated team completed a CPR certification refresher course to ensure we're ready to act swiftly and confidently in case of a medical emergency.

We're proud of our staff's ongoing commitment to professional development and patient care. Your safety is always our top priority, and having a team equipped with the latest life-saving skills ensures we're ready to handle any situation with care and confidence.

At Coastal Health & Wellness, we're always here to keep you healthy and safe!



## February is National Children's Dental Health Month: The Foundation for a Lifetime of Healthy Smiles

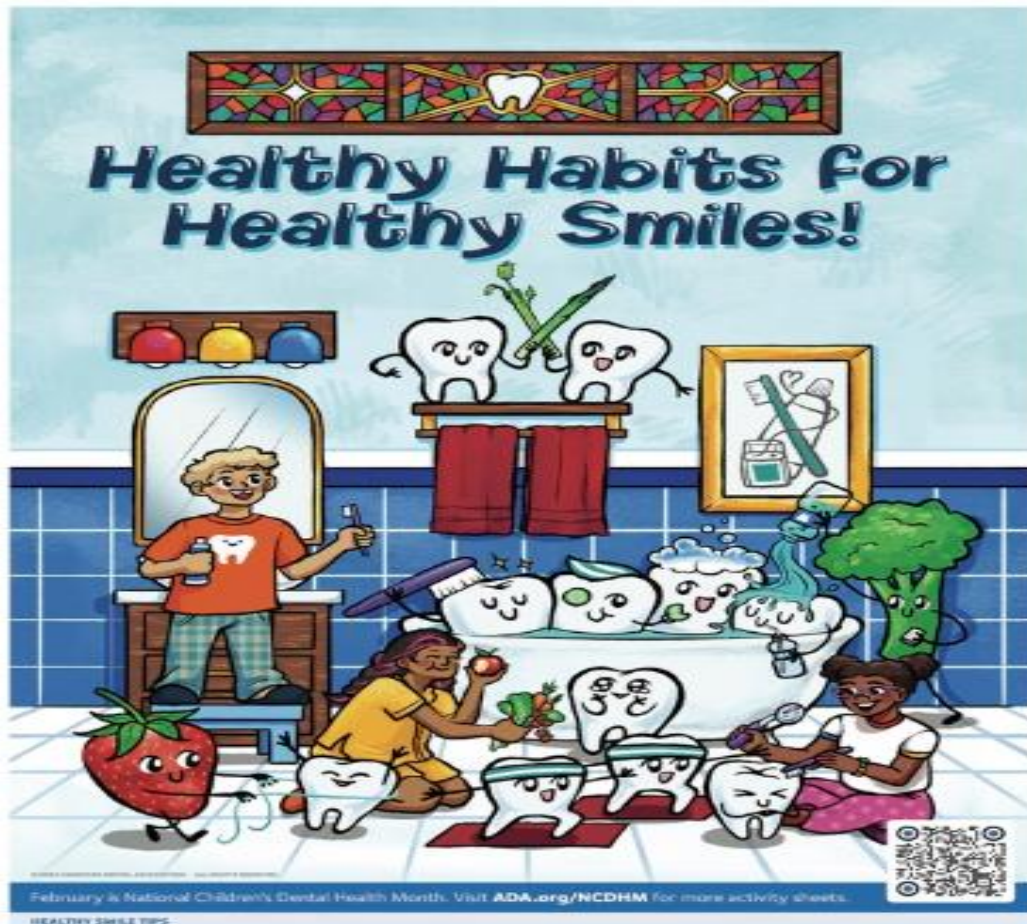
February is National Children's Dental Health Month—a time to shine a spotlight on the importance of dental care for kids. Taking care of your child's teeth from an early age is one of the best investments you can make in their overall health. Good dental hygiene not only helps prevent cavities and gum disease but also sets the foundation for lifelong oral health.

Starting good habits early, like brushing twice a day, flossing, and regular dental checkups, can lead to healthier teeth and gums as they grow. Establishing a solid routine also helps children become more comfortable with dental visits, which can set the tone for their future experiences with oral health.

At Coastal Health & Wellness, we understand that dental health is an important part of your child's overall well-being. Our compassionate team offers pediatric dental care designed to be both educational and stress-free. We believe in making dental visits fun and engaging, so kids feel comfortable and empowered to take care of their teeth. From routine check-ups and cleanings to early cavity prevention, we're here to support your child's healthy smile every step of the way.

If you're looking for a dental home for your child, we invite you to become a patient at Coastal Health & Wellness. Let us help ensure that your little one's smile stays bright and healthy for years to come!

For more information on National Children's Dental Health Month, visit the American Dental Association website.



February is National Children's Dental Health Month. Visit [ADA.org/NCDHM](https://www.ada.org/NCDHM) for more activity sheets.

HEALTHY SMILE TIPS



BRUSH YOUR TEETH 2X/DAY WITH FLUORIDE TOOTHPASTE.



CLEAN BETWEEN YOUR TEETH DAILY.



EAT HEALTHY FOODS AND LIMIT SUGARY BEVERAGES.



SEE YOUR DENTIST AT LEAST TWICE A YEAR.

ADA American Dental Association®

## **Prioritize Your Health with Early Screenings and Prevention**

February is National Cancer Prevention Month, a time to raise awareness about the steps we can all take to reduce our risk of cancer. While some factors like genetics can't be controlled, many cancers can be prevented or detected early through proactive care. Healthy lifestyle choices, such as eating well, exercising, and avoiding tobacco, can significantly lower your risk, but regular screenings are one of the most important tools in early detection.

Early detection saves lives. By identifying potential issues before they develop into more serious conditions, screenings can make all the difference in successful treatment. Whether it's a routine mammogram, colonoscopy, or skin check, staying on top of regular screenings is one of the best ways to protect your long-term health.

As the primary care source for our community, Coastal Health & Wellness plays a vital role in helping detect cancers at earlier stages. Early identification of cancer through primary care has the potential to significantly improve patient outcomes, including survival rates. We encourage all patients to prioritize their health with regular cancer screenings. Our caring team is here to guide you through the process, ensuring you're up to date on all necessary tests based on your age, gender, and health history.

This National Cancer Prevention Month, take action for your health. Schedule your screenings today and empower yourself to make informed, preventative choices that can help protect you and your loved ones from cancer.



## Connect with us on social media!

Stay connected! Follow Coastal Health & Wellness on Facebook and LinkedIn for updates, resources, and support.

Facebook: @CoastalHealthWellness

LinkedIn: @coastal-health-wellness

*Connect with us  
on social media!*



 @CoastalHealthWellness  
 @coastal-health-wellness

### Telehealth visits offer convenient care

Did you know Coastal Health & Wellness offers Telehealth patient visits to better serve you?

As your trusted Primary Care Medical Home, we strive to do all we can to ensure the health and safety of our patients and providers.

Telehealth visits are an easy, convenient way for you to talk with your provider without having to leave your house or travel to the clinic. It is a secure, internet application that allows you to privately discuss your concerns with your provider.

Learn more about our telehealth visit service or call us at 409.938.2234 if you have any questions.

### Coastal Health & Wellness is committed to providing high quality healthcare to all

**Medical Care:** Primary care including well-child visits, women's health, family planning, annual physicals, chronic disease management and more.

**Dental Care:** Basic dental services including cleanings and tooth extractions. Ask us about affordable dentures, root canals and crowns.

**Counseling:** Confidential one-on-one therapy for mild to moderate mental health conditions, including depression and anxiety.

[Click here to learn more about CHW services.](#)

[Click here to learn more about becoming a patient.](#)

[Click here to meet our CHW providers.](#)

[Back to Agenda](#)



# COASTAL HEALTH & WELLNESS

---

**GOVERNING BOARD**

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

**Governing Board  
February 2025  
Item #11  
Comments from Board Members**

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