

**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	Taylor Silvas
Chris Garcia, MD, Medical Director	Virginia Lyle
Hanna Lindskog, DDS, Dental Director	Judie Olivares
Della Brown, RN, GCHD Chief Operating Officer	Wendy Jones
Ruth Cable, Chief Financial Officer	Francine Anders
Liz Lentz, Human Resources Director	Lacey Venable
Tiffany Carlson, RN	Debra Howey, RN
Ashley Sciba, RN, Chief Nursing Officer	Amanda Wolff
Jason Borillo, PA-C	Megan Fric
Laura Norman	Tikeshia Thompson-Rollin

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.

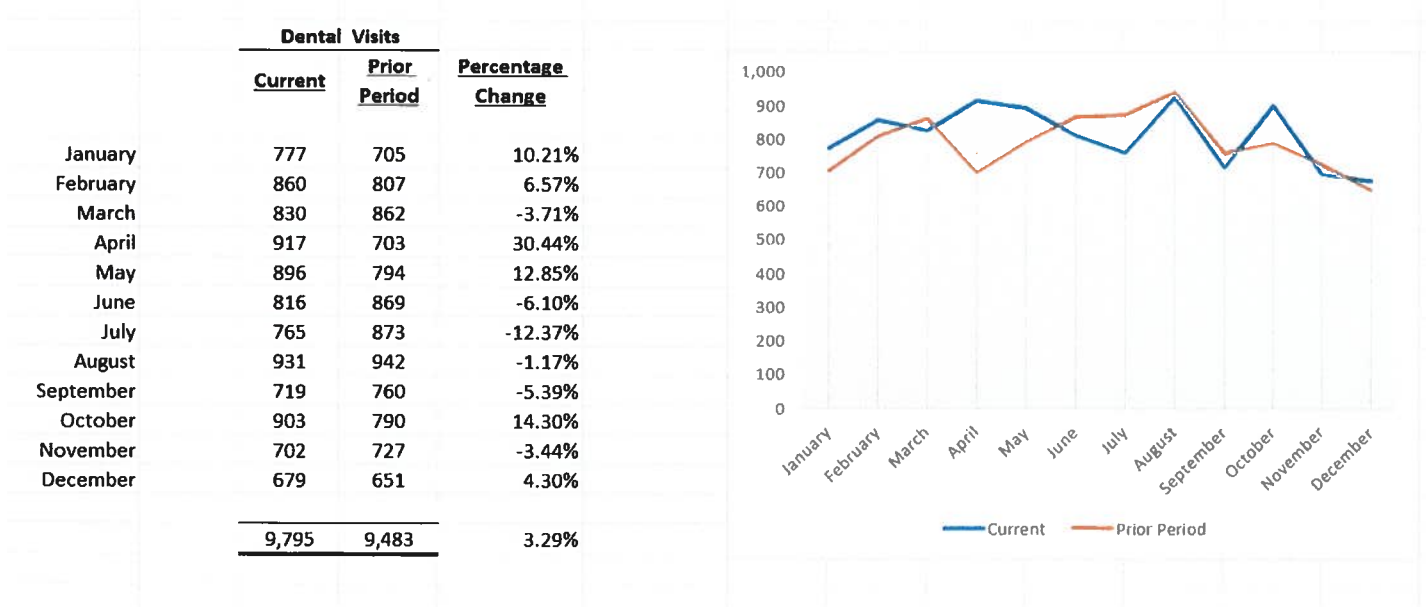
Item#15 Coastal Health & Wellness Updates

- 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

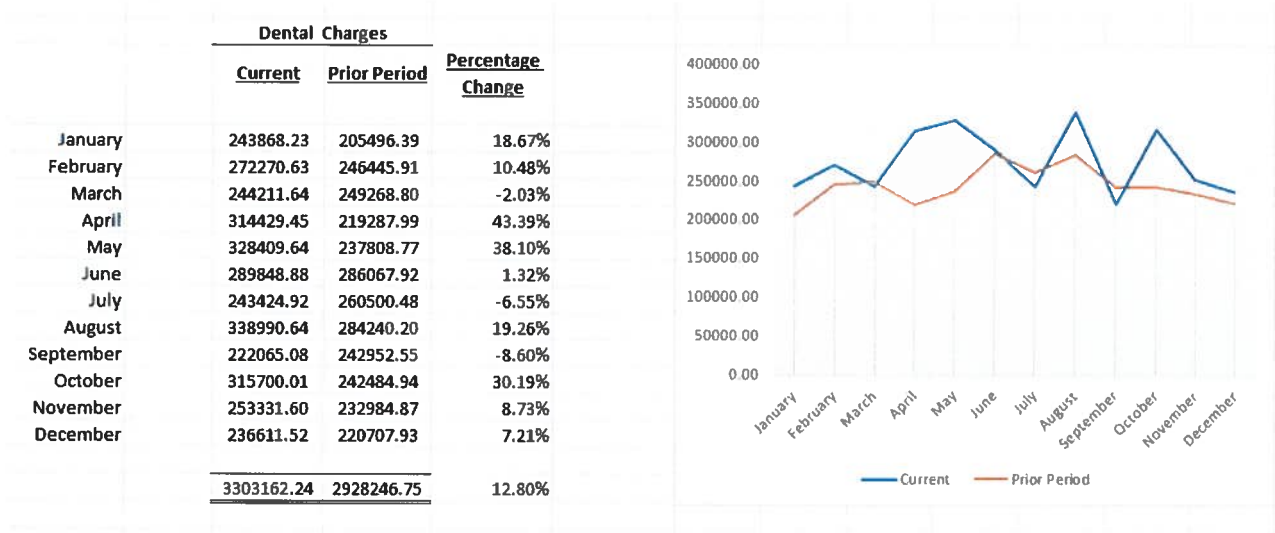
Dental Updates:

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 15th 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 7th
 - 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.

School Based Clinic:	November	December
Students:	5	5
Staff:	1	0
Telehealth:	37	38
Total :	43	43
Telehealth/Doxy.me:	November visits	December visits
	197	155
CHW Clinic Visits:	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%	10.7%	36.2%
February	2	107	1.9%		
March	7	116	6.0%		
April	2	116	1.7%	3.3%	
May	0	123	0.0%		
June	2	126	1.6%	8.8%	
July	6	125	4.8%		
August	1	126	0.8%	13.3%	
September	4	124	3.2%		
October	3	129	2.3%		
November	2	127	1.6%	36.2%	
December	11	117	9.4%		

As of 01/09/24

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

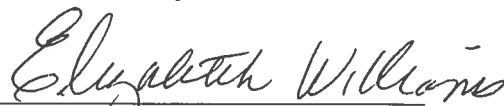
Item #16 Comments from Board Members

None

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


Chair

02/27/2025
Date


Secretary/Treasurer

02/27/2025
Date