

**Coastal Health & Wellness
Governing Board
April 24, 2025**

Board Members:

Donnie VanAckeren
Rev. Jones
Sharon Hall
Flecia Charles
Victoria Dougharty

Staff:

Philip Keiser, MD, Executive Director
Lane Baker, MHA, Chief Operating Officer
Chris Garcia, MD, Medical Director
Hanna Lindskog, DDS, Dental Director
Ruth Cable, Chief Financial Officer
Liz Lentz, Human Resources Director
Ashley Sciba, RN, Chief Nursing Officer
Tiffany Carlson, RN, Nursing Director

Cindy Wallace
Christina Bates
Lisa Garceau
Wendy Jones
Amanda Wolff
Tikeshia Thompson-Rollins

Excused Absences: Elizabeth Williams, Kevin Avery, Cynthia Darby, Courtni Tello, DDS Sergio Cruz and Kendall Campbell, MD

Items#1 Comments from the Public

There were no comments from the public

Due to not having a quorum at the start of the meeting Donnie VanAckeren, Board Chair, asked the Board to proceed to the nonaction items, Coastal Health & Wellness Updates.

Item#14 Coastal Health & Wellness Updates

- a) Organizational Updates Submitted by Executive Director
- b) Operational Updates Submitted by Chief Operating Officer
- c) Dental Updates Submitted by Dental Director
- d) Medical Updates Submitted by Medical Director
- e) Human Resources Updates Submitted by Human Resources Manager

Organizational Updates:

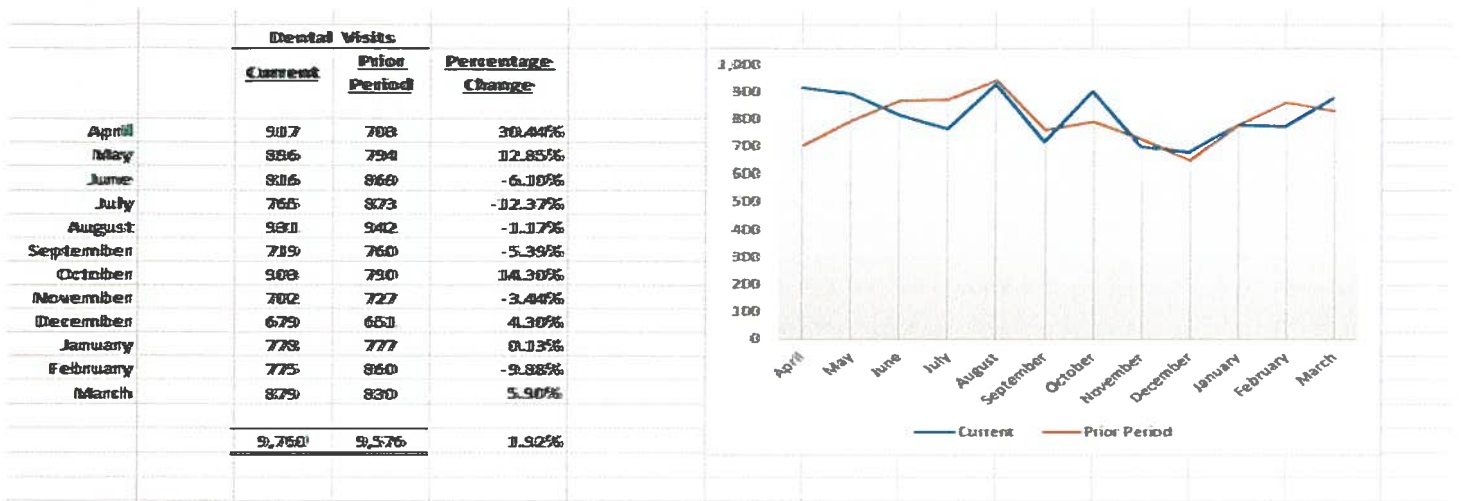
Philip Keiser, MD, Executive Director, presented Organizational Updates to the Governing Board.

Operational Updates:

Lane Baker, Chief Operating Officer, presented Operational Updates to the Governing Board.

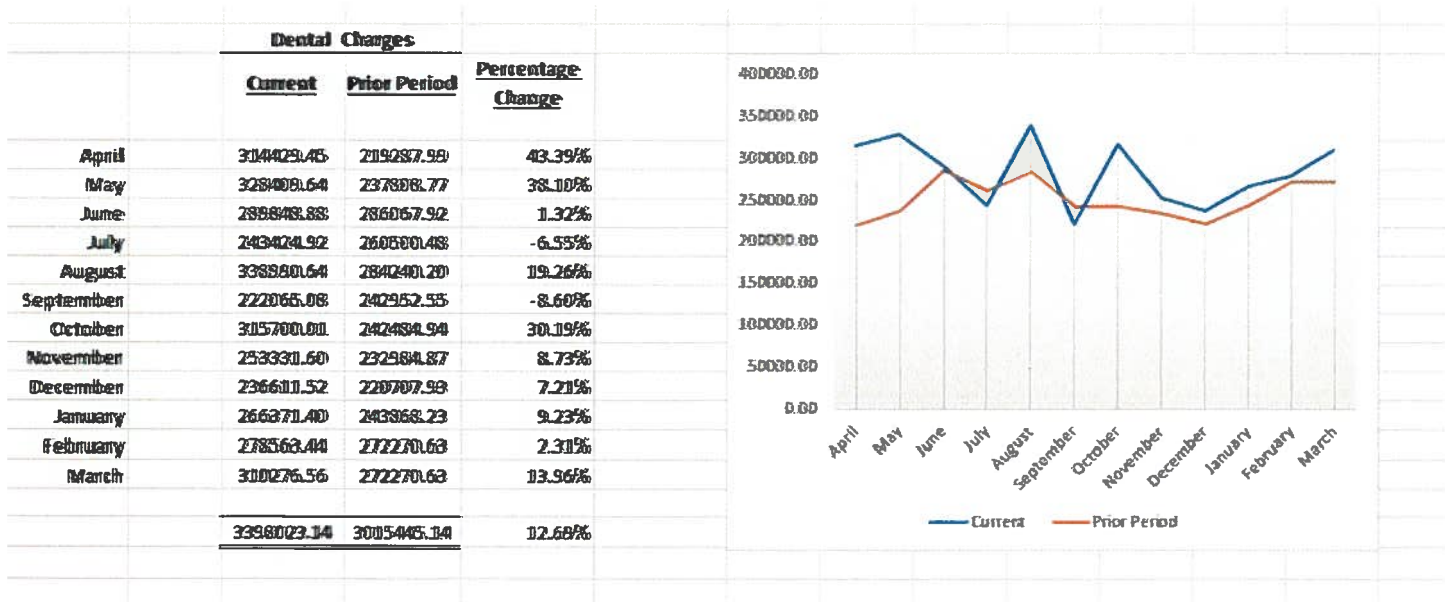
Dental Updates:

- 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 March 2025, the Dental Clinic had an increase of 5.9% in qualifying encounters compared to March 2024.
 - The Dental Clinic had an increase of 1.92% in qualifying encounters when comparing April 1, 2024 – March 31, 2025, with April 1, 2023 – March 31, 2024.



- Dental Charges

- For March 2025, the Dental Clinic had an increase in charges of 13.96% compared to March 2024.
- The Dental Clinic had an increase of 12.69% in charges when comparing April 1, 2024 – March 31, 2025, with April 1, 2023 – March 31, 2024.



- Current projects, plans, department overview for dental

- Dr. Lindsog continues to serve on the COM Hygiene School Advisory Board
 - 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
 - Francine is continuing to work with the school to develop ways to proactively complete packets for the 2025-2026 school year during their registration and Back to School events.

Medical Updates:

School Based Clinic:	February	March
Students:	3	0
Staff:	1	1
Telehealth:	36	44
Total :	40	45

Telehealth/Doxyne:	February visits	March visits
	160	163

CHW Clinic Visits:	February visits	March visits
Kept:	2093	2145
No Shows:	664	667
No show rate:	24.1%	23.7%
Retinal scans	40	23
Total charges:	\$573,375.73	\$618,784.69

Clinic Updates:

We have started an internal orthopedic focused clinic. One of our current providers has extensive experience in orthopedics. This may include injections of knees and shoulders IF appropriate. We are collaborating with chiropractic clinic if clinically indicated

We have had preliminary discussions with the Internal Medicine and Family Medicine departments from UTMB about the possibility of having their residents staffing evening and Saturday clinics. We met internally to discuss potential use of the residents and how this would integrate with CHW. Once we finalize our needs and processes, we will present and discuss further with UTMB faculty

We are in the process of developing a comprehensive weight management clinic including a behavioral health aspect.

Human Resources Updates:

Liz Lentz, Human Resources Director, presented Human Resource Updates to the Board.

- Active EE Count (95)
- Hired EE's for Month -March (0)
- Termed EE's for Month - March (0)
- Active EE Count for Prior Year - March 2024 (124)
- Hired EE's for Month – March 2024 (5)
- Termed EE's for Month - March2024 (7)
- Open Positions (0)

Turnover Rate Calculation

Month	Number of Separated Employees	Average Number of Employees	Monthly Turnover Rates (Percentage)	Quarterly Turnover Rates	Annual Turnover Rate
January	24	95	25.3%	26.3%	26.3%
February	1	95	1.1%		
March	0	95	0.0%		
April	0	95	0.0%		
May	0	95	0.0%		
June	0	95	0.0%		
July	0	95	0.0%		
August	0	95	0.0%		
September	0	95	0.0%		
October	0	95	0.0%		
November	0	95	0.0%		
December	0	95	0.0%		

As of 04/09/25

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

Item #15 Comments from Board Members

Tikeshia Rollins, Executive Assistant, will schedule a special meeting with the Executive Committee to approve all actions items from the April Governing Board meeting.

The meeting was adjourned at 1:08p.m.


Chair

05/22/2025
Date



5/22/2025