

**Coastal Health & Wellness
Governing Board
May 22, 2025**

Board Members:

Donnie VanAckeren
Courtnei Tello, DDS
Elizabeth Williams
Kevin Avery
Sergio Cruz
Sharon Hall
Flecia Charles
Kendall Campbell, MD
Cynthia Darby

Staff:

Lane Baker, MHA, Chief Operating Officer
Chris Garcia, MD, Medical Director
Hanna Lindskog, DDS, Dental Director
Cindy Wallace, Controller
Liz Lentz, Human Resources Director
Ashley Sciba, RN, Chief Nursing Officer
Tiffany Carlson, RN, Nursing Director
Tomiko Fisher, Chief Operating Officer

Christina Bates
Debra Martin
Debra Howey, RN
Laura Norman
Tikeshia Thompson-Rollins

Unexcused Absences: Victoria Dougharty Rev. Jones

Items#1 Comments from the Public

There were no comments from the public

Items#2-7 Consent Agenda

A motion was made by Dr. Tello to approve consent agenda items two through seven. Sharon Hall seconded the motion, and the Board unanimously approved the consent agenda.

Item#8 Consider for Approval Financial Report Submitted by Ruth Cable

a) April 2025

Ruth Cable, Chief Financial Officer, presented the April 2025 financial report. A motion to accept the April 2025 finance report as presented was made by Kevin Avery. Elizabeth Williams seconded the motion, and the Board unanimously approved.

Item#9 Consider for Approval Coastal Health & Wellness Medical Referral Tracking and Management Policy Submitted by Debra Martin

Debra Martin, Enabling Service Manager, presented the medical referral tracking and management policy. A motion to accept the policy as presented was made by Kevin Avery. Sergio Cruz seconded the motion, Sharon Hall abstained, and the Board unanimously approved.

Item#10 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

Operational Updates:

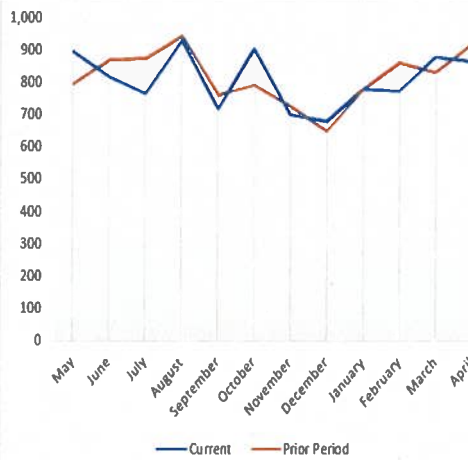
Lane Baker, Chief Operating Officer, presented Operational Updates to the Governing Board.

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 April 2025, the Dental Clinic had a decrease of 5.56% in qualifying encounters compared to April 2024.
 - The Dental Clinic had a very slight decrease of less than 1% in qualifying encounters when comparing May 1, 2024 – April 30, 2025, with May 1, 2023 – April 30, 2024.

- We do expect a decrease in visits for both May and June as we have two dentists that are taking 2-3 weeks of leave. Our part-time dentists have agreed to increase their time and will be helping to cover some of that time in the clinic. Dr. Lindskog also increased her clinical time during this period.

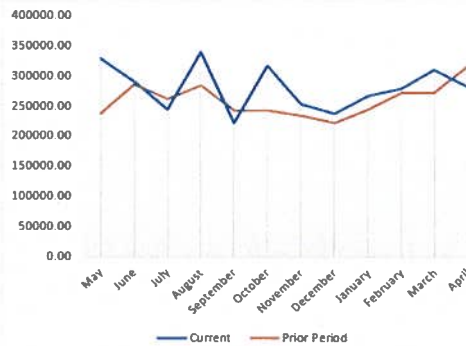
Dental Visits			
	Current	Prior Period	Percentage Change
May	896	794	12.85%
June	816	869	-6.10%
July	765	873	-12.37%
August	931	942	-1.17%
September	719	760	-5.39%
October	903	790	14.30%
November	702	727	-3.44%
December	679	651	4.30%
January	778	777	0.13%
February	775	860	-9.88%
March	879	830	5.90%
April	866	917	-5.56%
Total	9,709	9,790	-0.83%



- **Dental Charges**

- For April 2025, the Dental Clinic had a decrease in charges of 10.26% compared to April 2024.
- The Dental Clinic had an increase of 8.20% in charges when comparing May 1, 2024 – April 30, 2025, with May 1, 2023 – April 30, 2024.

Dental Charges			
	Current	Prior Period	Percentage Change
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%
February	278563.44	272270.63	2.31%
March	310276.56	272270.63	13.96%
April	282173.54	314429.45	-10.26%
Total	3365767.23	3110586.60	8.20%



- **Current projects, plans, department overview for dental**

- Dr. Lindskog 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
- UTMB Oral Surgery Collaboration
 - Lane Baker and Dr. Lindskog met with UTMB Oral Surgery and UTMB Head and Neck Oncology on May 13th
 - Initial collaborative efforts include improved access of care at UTMB for our Ryan White and County Indigent patients who need specialized oral surgery treatment. UTMB will also start referring to Coastal Health and Wellness for dental clearance/dental treatment for their head and neck oncology patients. We look forward to continued growth with this collaboration.

Medical Updates:

School Based Clinic:	March	April
Students:	0	4
Staff:	1	3
Telehealth:	44	38
Total :	45	45
Telehealth/Doxyme:	February visits	March visits
	160	163
CHW Clinic Visits:	March visits	April
Kept:	2145	2280
No Shows:	667	783
No show rate:	23.7%	25.6%
Retinal scans	23	28
Total charges:	\$618,784.69	\$639,713.04

Clinic Updates:

We have started an internal orthopedic focused clinic. This is operational now. Services offered include evaluation and some treatment of joint pain and may include injections of knees and shoulders IF appropriate. We are collaborating with chiropractic clinic if clinically indicated as well.

We are in discussions with UTMB Family Medicine Department about residents rotating through our clinic. Goal would be to expose them to FQHC's, the populations we serve, as well as the unique challenges we face. Hopefully encouraging them to pursue opportunities after completion of their residencies.

We are in the process of developing a comprehensive weight management clinic including a behavioral health aspect. We are continuing to bolster our Home-Based Care program with goal of being able to expand services

Human Resources Updates:

Liz Lentz, Human Recourses Director, presented Human Recourse Updates to the Board.

- Active EE Count (96)
- Hired EE's for Month -March (0)
- Termed EE's for Month - March (0)
- Active EE Count for Prior Year - March 2024 (128)
- Hired EE's for Month – March 2024 (5)
- Termed EE's for Month - March2024 (1)
- 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	96	25.0%	26.0%		
February	1	96	1.0%			
March	0	96	0.0%			
April	0	96	0.0%			
May	0	96	0.0%			
June	0	96	0.0%			0.0%
July	0	96	0.0%			
August	0	96	0.0%			
September	0	96	0.0%			0.0%
October	0	96	0.0%			
November	0	96	0.0%			
December	0	96	0.0%			0.0%

As of 05/09/25

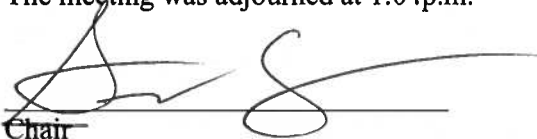
2025 New Hires & Upcoming

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

No comments

The meeting was adjourned at 1:04p.m.


Chair

06/26/2025
Date