

**Coastal Health & Wellness  
Governing Board  
June 26, 2025**

**Board Members:**

Sergio Cruz  
Kevin Avery  
Victoria Dougharty  
Rev. Jones  
Flecia Charles  
Cynthia Darby  
Kendall Campbell, MD

**Staff:**

Philip Keiser, MD, Executive Director  
Lane Baker, MHA, Chief Operating Officer  
Ruth Cable, Chief Financial Officer  
Liz Lentz, Human Resources Director  
Ashley Sciba, RN, Chief Nursing Officer  
Tiffany Carlson, RN, Nursing Director

Tomiko Fisher, Chief Operating Officer  
Virginia Lyle  
Taylor Silvas  
Amanda Wolff  
Tikeshia Thompson-Rollins

**Excused Absences:** Courtni Tello, DDS, Elizabeth Williams & Sharon Hall

**Items#1 Comments from the Public**

There were no comments from the public

**Items#2-5 Consent Agenda**

A motion was made by Kevin Avery to approve consent agenda items two through five. Victoria Dougharty seconded the motion, and the Board unanimously approved the consent agenda.

**Item#9 Coastal Health & Wellness Updates**

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

**Organizational Updates:**

Philip Keiser, MD, Executive Director, presented Organizational Updates related to the reduction effective since October 1, 2024.

Summary of Reductions  
Since October 1, 2024

**Employees  
Reduced: 385 →  
249 (+136)**

**Personnel Costs  
Reduced:  
\$31,947,853.56 →  
\$18,992,469.99**

**Total Savings:  
\$12,955,383.57**

District Headcount & Personnel Cost Summary  
(FY25 to Present)

Organization	10/1/2024 (Start of FY25)	01/27/2025 (Post 1st RIF)	06/25/2025 (Current)
Public Health & ARC	144 Staff \$11,640,026.87	117 Staff \$9,211,359.91	98 Staff \$7,727,619.35
GAAA	91 Staff \$7,052,260.41	87 Staff \$6,867,225.24	74 Staff \$4,556,251.67
Coastal Health & Wellness	150 Staff \$13,255,566.28	99 Staff \$8,831,079.69	77 Staff \$6,708,598.97
<b>Total District</b>	<b>385 Staff \$31,947,853.56</b>	<b>303 Staff \$24,909,664.84</b>	<b>249 Staff \$18,992,469.99</b>

GCHD - Consolidated

Description	12/31/2024 (Actual)	01/31/2025 (Actual)	05/31/2025 (Actual)	07/31/2025 (Projection)	Total Variance (05/31 vs. 07/31)
<b>Revenue</b>	\$2,984,011.26	\$4,162,002.91	\$3,992,808.60	\$3,000,000.00	
<b>Expenses</b>					
Payroll	\$1,831,390.40	\$2,763,159.72	\$1,520,031.84	\$1,315,000.00	\$205,031.84
Payroll Taxes & Benefits	\$387,911.32	\$474,235.59	\$324,430.60	\$300,000.00	\$24,480.60
Operating Expenses	\$2,266,138.94	\$806,014.20	\$861,638.26	\$1,385,000.00	
	<b>(\$1,501,429.40)</b>	<b>\$119,383.40</b>	<b>\$1,266,657.90</b>	<b>-</b>	<b>\$229,512.44</b>

**Operational Updates:**

Lane Baker, Chief Operating Officer, provided the Board with an update on the search for a Revenue Cycle Management (RCM) company and shared that the search has been narrowed down to OSIS. Coastal Health & Wellness currently has a contract with OSIS, and the plan is to amend the existing agreement to include RCM services. OSIS is highly familiar with CHW's EHR system and internal processes, making them a strong fit for this role.

Sergio Cruz recommended that Lane provide monthly updates to the Board on the progress of the implementation.

**Medical Updates:**

<b>Telehealth/Doxyme:</b>	April visits	May visits
	194	238 (highest ever)
<b>CHW Clinic Visits:</b>	April visits	May visits
Kept:	2280	2063
No Shows:	783	764
No show rate:	25.6%	27%
Retinal scans	28	23
Total charges:	\$639,713.04	\$426,324.42

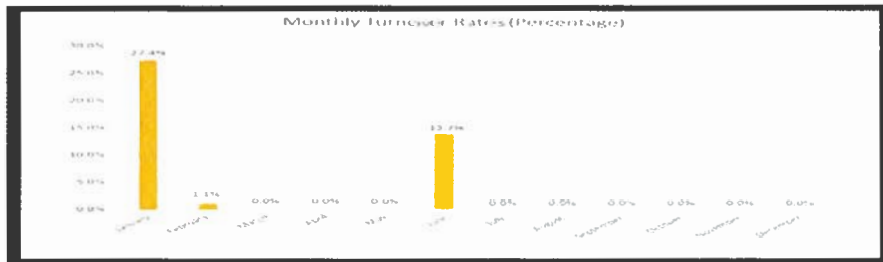
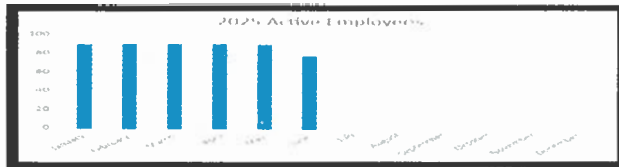
**Clinic Updates:**

We are still in the process of developing a comprehensive weight management clinic including a behavioral health aspect. We have started with a few patients already, working on the details. We continue to bolster our Home-Based Care program with the goal of being able to expand services, we have added two half day clinic days for our Home-Based Care Provider to evaluate patients. We continue to face challenges and are working as a TEAM to find solutions. We continue to focus on providing high level of care for our patients. We will not compromise when it comes to the quality of care.

**Human Resources Updates:**

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

- Active EE Count (77)
- Hired EE’s for Month -June(0)
- Termed EE’s for Month - June (12)
- Open Positions (0)



Human Resources - June 2025

Turnover Rate Calculation					
Month	Number of Separated Employees	Average Number of Employees	Monthly Turnover Rates (Percentage)	Quarterly Turnover Rates	Annual Turnover Rate
January	24	87.5	27.4%		
February	1	87.5	1.1%		
March	0	87.5	0.0%	28.6%	
April	0	87.5	0.0%		
May	0	87.5	0.0%		
June	12	87.5	13.7%	13.7%	
July	0	87.5	0.0%		
August	0	87.5	0.0%		
September	0	87.5	0.0%	0.0%	
October	0	87.5	0.0%		
November	0	87.5	0.0%		
December	0	87.5	0.0%	0.0%	42.3%

**Item#6 Consider for Approval Financial Report Submitted by Ruth Cable**

a) May 2025

Ruth Cable, Chief Financial Officer, presented the May 2025 Financial Report. A motion to accept the report as presented was made by Kevin Avery and seconded by Victoria Dougharty. The motion was unanimously approved by the Board.

**Item#7 Consider Approving the Revenue Cycle Management (RCM) Company Submitted by CHW Chief Operating Officer**

Lane Baker, MHA, Chief Operating Officer, asked the Board to consider approving the Revenue Cycle Management (RCM) Company. Lane informed the Board that three Revenue Cycle Management (RCM) companies were vetted: RCM 360, DAS, and OSIS. Coastal Health & Wellness has narrowed the selection down to OSIS. Notably, CHW already has an existing contract with OSIS, which will be amended to include RCM services. OSIS is highly familiar with CHW’s EHR system and internal workflows, making them a strong fit for this role. A motion to accept the selection of OSIS as the Revenue Cycle Management provider, pending final contract negotiation, was made by Rev. Jones and seconded by Victoria Dougharty. The motion was unanimously approved by the Board.

**Item#8 Consider for Approval Sergio Cruz, Consumer Representative to Serve as Governing Board Chairperson**

Sergio Cruz, Board member, suggested that the decision to accept him as Board Chair be tabled until further communication has been made with Dr. Tello, Vice Chair. A motion to table was made by Rev. Jones and seconded by Victoria Dougharty. The motion was unanimously approved by the Board.

**Item #10 Comments from Board Members**

No comments

The meeting was adjourned at 1:11p.m.

  
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Chair

09-04-2025  
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Date

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