

**Coastal Health & Wellness  
Governing Board  
September 4, 2025**

**Board Members:**

Sergio Cruz  
Sharon Hall  
Rev. Jones  
Cynthia Darby  
Flecia Charles

**Staff:**

Philip Keiser, MD, Executive Director  
Lane Baker, MHA, Chief Operating Officer  
Chris Garcia, MD, Medical Director  
Ruth Cable, Chief Financial Officer  
Ashley Sciba, RN, Chief Nursing Officer  
Tiffany Carlson, RN, Nursing Director

Liz Lentz, Human Resources Director  
Tomiko Fisher, Chief Operating Officer  
Debra Howey, RN  
Taylor Silvas  
Amanda Wolff  
Tikeshia Thompson-Rollins

**Excused Absences:** Victoria Dougharty, Elizabeth Williams, Kevin Avery, & Kendall Campbell, MD

**Items#1 Comments from the Public**

There were no comments from the public

**Items#2 Consider for Approval Sergio Cruz, Consumer Representative, to Serve as Governing Board Chairperson**

Board Member, Sergio Cruz, asked the Board to serve as the Governing Board Chairperson. A motion to accept Sergio as Governing Board Chairperson was made by Sharon Hall. Cynthia Darby seconded the motion, and the Board unanimously approved.

**Items#3-12 Consent Agenda**

A motion was made by Sharon Hall to approve consent agenda items two through five. Flecia Charles seconded the motion, and the Board unanimously approved the consent agenda.

**Item#13 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 Director

**Organizational Updates:**

Philip Keiser, MD, Executive Director, presented Organizational Updates.

**Financials:**

- Financial are stabilizing, and clinic operations remain strong.

**Clinic Operations:**

- The clinic has been running smoothly, and we continue to provide high-quality services.
- Efforts are underway to improve revenue cycle and other operational processes.

**Board of Directors:**

- We currently have vacancies on board. Although some members have stepped down, we have not missed any meetings.
- Current board membership is at the bare minimum required (bylaws allow 9–15 members).
- The board will prioritize recruiting new members to meet future needs.

**Compliance:**

- Compliance requirements are increasing, and preparation for next year's FTCA process will be essential.

**Grant & Funding:**

- Preparation for the Service Area Competition Grant (September 25, 2025) is on track. Tomiko Fisher, Chief Operating Officer, is leading the effort with strong support from the team.

**Operational Updates:**

Lane Baker, Chief Operating Officer, provided the Board with the operational updates. Lane informed the Board that he is currently working on the following items:

1. Service Area Competition (SAC) Grant – preparation and submission.
2. Revisions to the 340B Policies and Procedure – updating to ensure compliance and operational efficiency.
3. Implementation of the Co-Pay Assistance Program – developing processes to support patient affordability and access to care.
4. Development of a Charity Policy – to be included as part of the broader Charity Care Program initiative.

**Medical Updates**

<b>Telehealth/Doxyme:</b>	June visits	July visits
	170	176
<b>CHW Clinic Visits:</b>	June visits	July visits
Kept:	2076	2164
No Shows:	764	906
No show rate:	26.9%	29.4%
Retinal scans	24	37
Total charges:	\$372,223.89	\$503,083.05

**Clinic Updates:**

We continue to face challenges and are working as a TEAM to find solutions, (lack of manpower is increasingly straining remaining staff). We are trying to be as creative as possible to ensure no drop off in patient care.

Our new RCM company has started; we hope to see improved collections in the coming months.

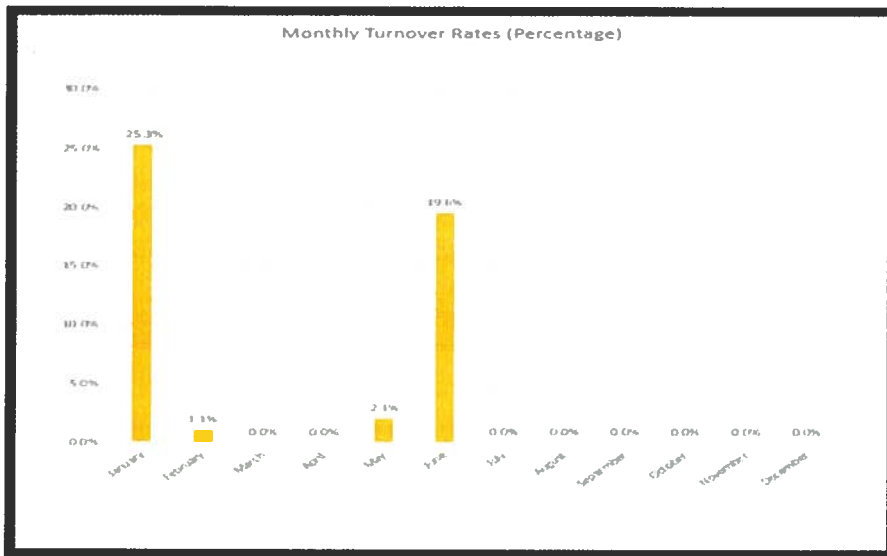
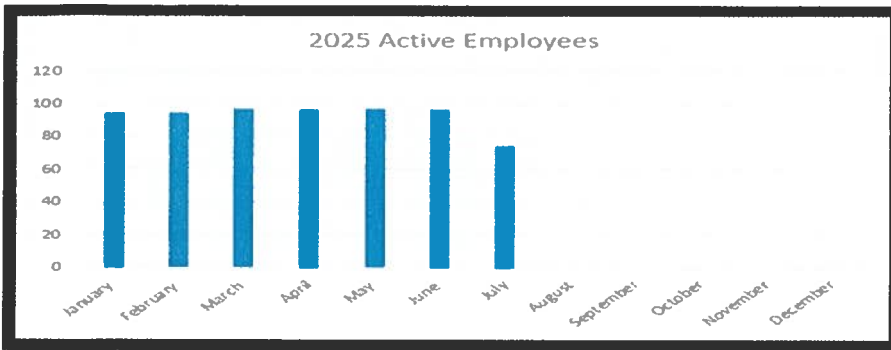
We have paused some initiatives due to lack of manpower

Dr Grumbles will be retiring from the Home-Based Care program at the end of September; the plan is for Pam Cables (Advanced Nurse Practitioner) to continue seeing patients in facilities. As finances improve, we hope to expand this program in the future.

**Human Resources Updates**

Liz Lentz, Human Resources Director, presented the Human Resources Updates.

- Active EE Count (77)
- Hired EE’s for Month -July (0)
- Termed EE’s for Month - July (0)
- 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%	48.0%
February	1	95	1.1%		
March	0	97	0.0%		
April	0	97	0.0%		
May	2	97	2.1%	21.6%	
June	19	97	19.6%		
July	0	75	0.0%		
August	0	75	0.0%	0.0%	
September	0	75	0.0%		
October	0	75	0.0%		
November	0	75	0.0%		
December	0	75	0.0%	0.0%	

Governing Board members requested that Liz Lentz, HR Director, share a presentation on engagement surveys over the past year.

**Item#14 Consider for Approval Financial Report Submitted by Ruth Cables**

- a) June 2025
- b) July 2025

Ruth Cable, Chief Financial Officer, presented the June and July 2025 Financial Report. A motion to accept the reports as presented was made by Rev. Jones and seconded by Sharon Hall. The motion was unanimously approved by the Board.


**Item #15 Consider for Approval Revisions to the Coastal Health & Wellness 340B Policies and Procedures Submitted by Taylor Silvas**

Taylor Silvas, Pharmacy Program Specialist, asked the Board to consider for approval the revisions to the Coastal Health & Wellness 340B Policies and Procedures. A motion to accept the policies and procedures as presented was made by Flecia Charles. Rev. Jones seconded the motion, and the Board unanimously approved.

**Item #16 Comments from Board Members**

1. The Board requested a temporary committee be formed to review the Coastal Health & Wellness Bylaws.
2. Sergio Cruz, Board Chair, requested that Tikesia email all Board members a list of the current committees and note available openings for participation.

The meeting was adjourned at 1:19p.m.

  
\_\_\_\_\_  
Chair  
10/23/2025  
\_\_\_\_\_  
Date