

**Coastal Health & Wellness
Governing Board
October 23, 2025**

Board Members:

Sergio Cruz
Elizabeth Williams
Rev. Jones
Flecia Charles
Victoria Dougharty
Nandan Shaw
Thomas Griffiths
Dr. Campbell

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
Christina Bates
Gretchen Gray, RN
Wendy Jones
Taylor Silvas
Amanda Wolff
Tikeshia Thompson-Rollins

Excused Absences: Cynthia Darby, & Kevin Avery

Items#1 Comments from the Public

There were no comments from the public

Items#2 Introduction of New Board Members Submitted by Lane Baker

- a) Nandan Shaw
- b) Thomas Griffiths

Lane Baker, Chief Operating Officer, introduced new Governing Board members.

Items#3-14 Consent Agenda

A motion was made by Elizabeth Williams to approve consent agenda items three through fourteen. Flecia Charles seconded the motion, and the Board unanimously approved the consent agenda.

Item#15 Coastal Health & Wellness Updates

- a) Executive Updates Submitted by Executive Director
- b) Operational/Dental/Behavioral Health Updates Submitted by Chief Operating Officer
- c) Medical Updates Submitted by Medical Director
- d) Nursing/Outreach Updates Submitted by Chief Nursing Officer
- e) Human Resources Updates Submitted by Human Resources Director

Executive Updates:

Philip Keiser, MD, Executive Director, presented Organizational Updates. Dr. Keiser informed the Board that reason we have not held a meeting is due to not having enough members to make a quorum. Dr. Keiser also stated that a committee can be formed to review the current Governing Board Bylaws.

Operational Updates:

Lane Baker, Chief Operating Officer, provided the Board with the operational updates. Lane reported that the organization recently partnered with a new revenue cycle management group (Cycle Point), along with additional support partners, to improve billing and collection processes.

- **Billing and Collections**
 - Since implementation, the organization has experienced a 131% increase in revenue, directly attributed to the cleanup and efficiency measures introduced by the group
 - The group's compensation is 5% of collections, allowing the organization to retain 95% of total revenue.
 - The team continues to identify additional opportunities for revenue growth and process improvements.
 - Increases are anticipated as contracts are finalized with the billing and operations teams across the medical, dental, and pharmacy departments.
- **Dental**
 - Lane noted that dental encounters decreased from 690 in September 2024 to 479 in September 2025, which has impacted billing volume but reflects a more accurate and efficient process.
 - Continued collaboration with UTMB, Dr. Marwan wrote a grant and was able to secure about 100 dental implant pieces of equipment.

- **Behavioral Health**

- Behavioral Health visits decreased by 50% due to the second provider reduction in force. The remaining provider completed 101 visits in September, compared to 159 visits during the same period last year when two providers were on staff.
- We are restarting the collaboration with Guld Coast Center. Currently, we have an integrated practice model in place at our Galveston Clinic. In Texas City, Gulf Coast Center has the new 21 bed inpatient crisis mental health facility operated by GCC, with whom the organization is already a collaborative partner

Medical Updates:

Telehealth/Doxyme:	August visits 172	September visits 141
CHW Clinic Visits:	August visits	September visits
Kept:	2236	2154
No Shows:	669	660
No show rate:	23%	23.5%
Retinal scans	38	
Total charges:	\$519,360.58	\$468,692.46

Clinic Updates:

We continue to face challenges, but we are finding creative solutions to meet these challenges. We are identifying positions/areas that will have the greatest positive financial impact so that we can be strategic once we are able to add personnel in the future. Our new RCM company has started; we have already seen improved collections and hope to see continued improvement in the coming months.

We have paused some initiatives due to lack of manpower

Dr Grumbles has retired from the Home-Based Care program, the plan is for Pam Cables (Advanced Nurse Practitioner) to continue seeing patients in facilities. I have taken over as her supervising physician. As finances improve, we hope to expand this program in the future. There is tremendous opportunity for growth in this area with the right strategic planning.

We are partnering with UTMB again this year on the Diabetes Control Study. Through UTMB's grant, they are providing 4 community health workers that call and engage with patients (in the program) to discuss their diabetes care. They identify any ongoing issues (getting medications, needing refills, diet, exercise, adverse side effects, appointments, testing, etc.). Once weekly, they communicate those issues with me so they can be addressed. They are also doing monthly group visits to go over diabetes related topics. Results from last year's program showed a drop in HgbA1c of about 1.2 in the patients in the program compared to patients in traditional care.

Nursing/Outreach Updates:

Ashley Sciba, Chief Nursing Officer, presented the Nursing/Outreach Updates.

Coastal Health & Wellness Nursing	September 2024	September 2025
Number of Medical Visits	2168	2154
Provider / Nurse / MA	24 / 6 / 16	25 / 4 / 12
Nurse Visits	57	57
SUD Visits	16	16
Patient Education	1	34
Durable Medical Equipment	2	36
Point of Care Tests	352	295
Immunizations Administered	415	215
Number of ImmTrac Logins	249	188
Patients Reviewed in ImmTrac	683	578
Patients Added to ImmTrac	58	65
Immunizations Added to ImmTrac	237	139
Medication Refills	919	646
Medication Prior Authorizations	76	186
Patient Calls	3731	4080

Community Engagement Activities & Events	Date	Engagements
Ada House presentation	09/03	16
Goodwill – Galveston	09/05	23
Goodwill – League City	09/05	17
League City Chamber Health Fair: Mental Wealth Symposium	09/18	33
College of the Mainland Health Fair and Health Careers	09/20	93
Open House with Fiesta Comunidad event		
Goodwill – League City	09/25	19
Senior Bingo at Wright Cuney – Galveston	09/26	69
4 th Annual Reedy Chapel Breast Cancer Walk at Menard Park – Galveston	09/27	44

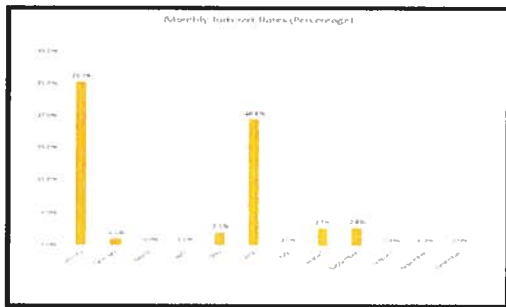
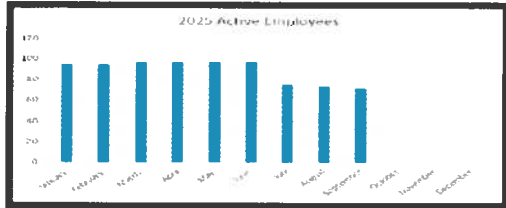
Human Resources Updates:

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

- Active EE Count (72)
- Hired EE's for Month -September (0)
- Termed EE's for Month - September (2)
- Open Positions (0)

	Active EE Count	Hired EE's for Month - Sept.	Termed EE's for Month - Sept.
CHW	72	0	2

	Open Positions
CHW	0



Month	Number of Separated Employees	Average Number of Employees	Monthly Turnover Rates (Percentage)	Quarterly Turnover Rates	Annual Turnover Rate
January	24	95	25.3%		
February	1	95	1.1%		
March	0	97	0.0%	26.3%	
April	0	97	0.0%		
May	2	97	2.1%		
June	19	97	19.6%	21.6%	
July	0	75	0.0%		
August	2	74	2.7%		
September	2	72	2.8%	5.5%	
October	0	75	0.0%		
November	0	75	0.0%		
December	0	75	0.0%	0.0%	53.4%

Item#16 Consider for Approval Financial Report Submitted by Ruth Cables

- a) August 2025
- b) September 2025

Ruth Cable, Chief Financial Officer, presented the August 2025 and September 2025 Financial Report. A motion to accept the reports as presented was made by Rev. Jones and seconded by Victoria Dougharty. The motion was unanimously approved by the Board.

Item #17 Consider for Approval FY2026 Final Budget Submitted by Ruth Cable

Ruth Cable, Chief Financial Officer, presented the FY 2026 Final Budget. A motion to accept the final budget as presented was made by Elizabeth Williams and seconded by Rev. Jones. The motion was unanimously approved by the Board

Item #18 Engagement Survey Summary Submitted by Liz Lentz

Liz Lentz, Human Resources Director, presented the engagement survey summary.

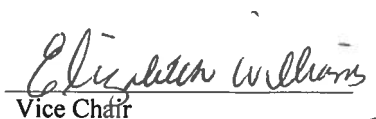
Item #19 Comments from Board Members

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

The meeting was adjourned at 1:36p.m.


Chair

12/10/2025
Date


Vice Chair

12/10/2025
Date