

**Coastal Health & Wellness
Governing Board
March 26, 2026**

Board Members:

Sergio Cruz
Elizabeth Williams
Nandan Shaw
Rev. Jones
Thomas Griffiths
Kevin Avery
Kendall Campbell, MD

Staff:

Lane Baker, MHA, Chief Operating Officer
Chris Garcia, MD, Medical Director
Ashley Sciba, RN, Chief Nursing Officer
Tiffany Carlson, RN, Nursing Director
Ruth Cable, Chief Financial Officer
Liz Lentz, Human Resources Director
Gretchen Gray, RN

Taylor Silvas
Debra Howey
Meshelle Sandoval
Maria Rojas
Amanda Wolff
Tikeshia Thompson-Rollins

Excused Absences: Victoria Dougharty, Cynthia Darby, and Flecia Charles

Guest: Pamela Britton

Items#1 Comments from the Public

Pamela Britton, a patient at Coastal Health & Wellness, addressed the board to express her concerns about the clinic and her experience.

Items#2-6 Consent Agenda

A motion was made by Rev. Jones to approve consent agenda items two through six. Kevin Avery seconded the motion, and the Board unanimously approved the consent agenda.

Item#7 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

Operational/Dental/Behavioral Health Updates:

Lane Baker, Chief Operating Officer, provided the Board with the operational updates.

1. NextGen Contract & Technology

- Finalize and implement reconfigured NextGen contract (within ~16 weeks)
- Deploying ambient listening technology for providers
- Launch patient navigation tools (scheduling, communication, access)

2. Patient Communication & Access

- Evaluate and implement technology solutions to reduce phone volume
- Assess staffing needs (hire 3–5 team members if required)
- Improve patient self-service options (online scheduling, messaging)

3. Dental Services Improvements

- Establish workflow for same day/urgent dental visits
- Utilize no-show gaps (20–30%) for acute care patients
- Improve scheduling prioritization for infections and pain cases

4. Pharmacy Services Expansion

- Promote on-site medication pickup program with Hitchcock Hometown Pharmacy
- Increase patient awareness of pharmacy benefits
- Track utilization and expand participation

5. Compliance & Audits

- Prepare for Joint Commission on-site survey (within 90-day window before Dec 2)
- Ensure staff training and regulatory compliance readiness
- Complete current grant reporting (PPS reporting)
- Prepare for upcoming dental audit

6. Behavioral Health Integration

- Continue partnership development with Gulf Coast Center
- Integrate medical and dental services with mental health care
- Deploy telehealth (Agnes system) at crisis center
- Develop care continuity plan post-discharge

7. Budget & Cost Management

- Identify and implement cost-saving measures
- Eliminate high-cost, low-value services (e.g., Phreesia)
- Replace manual processes with efficient technology solutions
- Review and optimize interpreter service expenses

8. Revenue Cycle Management

- Continue optimizing outsourced RCM performance
- Reduce remaining denial rate (currently ~20%)
- Monitor billing, coding, and reimbursement improvements

9. Community & Strategic Partnerships

- Strengthening collaboration with Galveston County leadership
- Explore opportunities to increase insured patient volume
- Build partnerships that support financial sustainability

Medical Updates:

Chris Garcia, Medical Director, presented the medical updates.

Diabetes program with UTMB: we continue to have weekly meetings with community health workers to discuss any problems or issues that come up with patients. We continue to have monthly meetings (on a Saturday) for diabetic education for these patients and families. We have averaged about 30 patients attending these classes. Saturday, March 28 is the next class.

We continue to have discussions with Gulf Coast Center on integrating health care between our organizations. We will be using Galveston clinic as our “test site”. We hope to work out any “kinks”, then hopefully expand this to our Texas City clinic in the future. This will include not only our current mutually shared patients but also patients that might need acute care and/or benefit from care from the other organization. We are working to be able to see patients needing immediate care during the same visit.

We just completed a Hurricane Preparedness tabletop going over our action plans in the event of a hurricane hitting our area. We want to make sure CHW is as prepared as possible should this occur.

We applied for a grant to hopefully expand our substance use disorder clinic. If we get the grant, this will help pay salaries for 1 physician assistant or advanced nurse practitioner, 1 LVN, and 1 medical assistant. This grant would also help increase access for treatments, medications, and services to this patient population. We are waiting for the outcome.

We are exploring new options for charitable organizations to donate and help CHW.

We are finalizing a medication pickup site here at the Texas City clinic. If a patient prefers, prescriptions would be sent to Hitchcock hometown pharmacy, then medications would be delivered here for the patient to pick up. The goal is to make it easier for our patients while increasing use of our contract pharmacy (which benefits us). This is now operational and we are working to streamline this process as we go.

Nursing/Outreach Updates:

Ashley Sciba, Chief Nursing Officer, provided the Board with nursing/outreach updates.

Coastal Health & Wellness Nursing	February 2025	February 2026	2026 YTD
Number of Medical Visits	2093	1583	2976
Provider / Nurse / MA	23/6/13	18/4/12	18/4/12
Nurse Visits	43	48	94
SUD Visits	17	8	21
Patient Education	7	46	68
Durable Medical Equipment	5	11	17
Point of Care Tests	476	277	566
Immunizations Administered	241	190	392
Number of ImmTrac Logins	299	184	386
Patients Reviewed in ImmTrac	550	408	884
Patients Added to ImmTrac	57	14	54
Immunizations Added to ImmTrac	69	40	121
Medication Refills	755	849	1847
Medication Prior Authorizations	61	216	449
Patient Calls	3818	2839	5938

Community Engagement Activities & Events	Date	Engagements
Goodwill – Galveston	02/05	17
DePelchin Partner Collaboration Meeting	02/05	-
La Marque Heart Health & Resource Fair	02/07	37
COM National Black HIV Testing Event	02/10	26
Galveston College Spring Resource Fair	02/11	19
Goodwill – League City	02/12	14
VA Food Drive – Coffee Connection TC	02/18	200
Abundant Life Community Health Fair	02/21	33
St. Vincent’s Health Fair – Central Middle School	02/21	120
Hitchcock Head Start – HEAL	02/23	87
Prairie View A&M Collaboration Meeting	02/23	-
Hitchcock Head Start – HEAL	02/24	73
Sarah Giles Middle School Moms Fair	02/25	11
ADA House – Galveston	02/25	12
Resource & Crisis Center – Galveston	02/25	-
St. Vincent’s House – Galveston	02/25	-
Bay Area Recovery Center – Dickinson	02/25	-
Black Nurses Association Hearth Health & Wellness Fair	02/28	43
Totals	18	692

Human Resources Updates:

Lane Baker, Chief Operating Officer, updated the Board on the HR Updates.



HR Monthly Update

Headcount	Open Positions	New Hires	Separations
71	1	1	1

February Highlights	
Focus Area	Monthly Update
Workforce	+1 Hires In Patient Services
Recruitment	Posting Duration: 11 days, Total Applicants: 10
Turnover Rate	1.40%
Exit Feedback	1 of 1 completed (Higher compensation and workload)

Current Status & Key Projects	
Focus Area	Monthly Update
HR Systems	Improving onboarding materials and checklist for consistency and employee experience
Recruitment	Streamlining recruitment to reduced time-to-fill
Strategic Projects	Town Hall Mid-April
Engagement	Annual Performance Reviews Wrap-Up

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

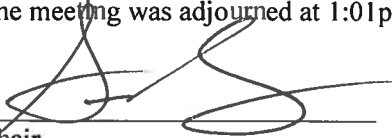
a) February 2026

Ruth Cable, Chief Financial Officer, presented the February 2026 Financial Report. A motion to accept the reports as presented was made by Nandan Shaw and seconded by Kevin Avery. The motion was unanimously approved by the Board.

Item #11 Comments from Board Members

Sergio Cruz informed the Board that the organization remains in need of a secretary, one additional member to serve on the Quality Assurance Committee and one member to serve on the formal committee.


The meeting was adjourned at 1:01p.m.



Chair

4/23/2026

Date



Vice Chair

4/23/2026

Date