



COASTAL HEALTH & WELLNESS

GOVERNING BOARD

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

AGENDA

Thursday, December 6, 2018 – 12:00 PM

CONSENT AGENDA: ALL ITEMS MARKED WITH A SINGLE ASTERICK (*) ARE PART OF THE CONSENT AGENDA AND REQUIRE NO DELIBERATION BY THE GOVERNING BOARD. ANY BOARD MEMBER MAY REMOVE AN ITEM FROM THIS AGENDA TO BE CONSIDERED SEPARATELY.

PROCEED TO BOTTOM OF THIS DOCUMENT FOR APPEARANCE & EXECUTIVE SESSION GUIDELINES

In accordance with the provisions of the Americans with Disabilities Act (ADA), persons in need of a special accommodation in order to participate in this proceeding should, within two (2) days prior to the proceeding, request necessary accommodations by contacting CHW’s Executive Assistant at 409-949-3406, or via email at trollins@gchd.org.

ANY MEMBERS NEEDING TO BE REACHED DURING THE MEETING MAY BE CONTACTED AT 409-938-2288

REGULARLY SCHEDULED MEETING

Meeting Called to Order

- *Item #1 Agenda
- *Item #2 **ACTION**..... Excused Absence(s)
- *Item #3 **ACTION**..... Consider for Approval Minutes from November 1, 2018 Governing Board Meeting
- *Item #4 **ACTION**..... Receive and File Informational Reports
 - a) Letter of Support to the St. Hope Foundation
 - b) Proposed 2019 Board Meeting Dates
- Item #5 Executive Report
- Item #6 **ACTION**..... Consider for Approval October 2018 Financial Report
- Item #7 **ACTION**..... Consider for Approval Coastal Health & Wellness Fund Balance Reserve as of September 30, 2018
- Item #8 **ACTION**..... Consider for Approval Privileging Rights for Cynthia M. Ripsin, MS, MPH, MD
- Item #9 **ACTION**..... Consider for Approval Privileging Rights for the following UTMB Residents:
 - a) Angela S. Abouassi, MD
 - b) Bradley A. Henrie, MD
 - c) Ford N. Ben-Okoli, MD
- Item #10 **ACTION**..... Consider for Approval Mid-County Annex Parking Lot Security Guard Proposal
- Item #11 **ACTION**..... Consider for Approval the Appointment of Elizabeth (Betty) Williams as a Community Representative to the Coastal Health & Wellness Governing Board for a 3-year Term Expiring December 2021
- Item #12..... 2018 Employee Engagement Survey Report

Adjournment

Tentative Next Meeting: January 31, 2019

Appearances before Governing Board

A citizen desiring to make comment(s) to the Board, shall submit a written request to the Executive Director by noon on the Thursday preceding the Thursday Board meeting. The written request must include a brief statement identifying the specific topic and matter presented for consideration. The Executive Director shall include the requested appearance on the agenda, and the person shall be heard, so long as he or she appears at the Board Meeting.

Executive Sessions

When listed, an Executive Session may be held by the Governing Board in accordance with the Texas Open Meetings Act. An Executive Session is authorized under the Open Meetings Act pursuant to one or more the following exceptions: Tex. Gov't Code §§ 551.071 (consultation with attorney), 551.072 (deliberation regarding real property), 551.073 (deliberation regarding a prospective gift or donation), 551.074 (personnel matters), 551.0745 (personnel matters affecting Coastal Health & Wellness advisory body), 551.076 (deliberation regarding security devices or security audits), and/or 551.087 (deliberations regarding economic development negotiations). The Presiding Officer of the Governing Board shall announce the basis for the Executive Session prior to recessing into Executive Session. The Governing Board may only enter into Executive Session if such action is specifically noted on the posted agenda.



COASTAL HEALTH & WELLNESS

GOVERNING BOARD

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

**Governing Board
December 2018
Item #2
Excused Absence(s)**

[Back to Agenda](#)



COASTAL HEALTH & WELLNESS

GOVERNING BOARD

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

Governing Board

December 2018

Item #3

**Consider for Approval Minutes from
November 1, 2018 Governing Board Meeting**

**Coastal Health & Wellness
Governing Board
Special Meeting
November 1, 2018**

Board Members

Present:

Dr. Howard
David Delac
Jay Holland
Victoria Dougharty
Virginia Valentino
Dorothy Goodman
Samantha Robinson
Miroslava Bustamante
Aaron Akins

Staff:

Kathy Barroso, Interim Executive Director	Andrea Cortinas
Dr. Nguyen, Interim Dental Director	Eileen Dawley
Sandra Cuellar-Wilson	Richard Mosquera
Kristina Garcia	Tyler Tipton
Tiffany Carlson	Paula Compton
Ashley Tompkins	Dina Driskill
Tina Belmonte	Amanda Wolff
Pisa Ring	Caressa Rendon
	Tikeshia Thompson Rollins

Excused Absence: Mario Hernandez, and Dr. Thompson

Guest: Elizabeth Williams

***Items 1-7 Consent Agenda**

A motion was made by Dorothy Goodman to approve the consent agenda items one through seven. Miroslava Bustamante seconded the motion and the Board unanimously approved the consent agenda.

Item #8 Executive Report

Kathy Barroso, Interim Executive Director, presented the November 2018 Executive Report to the Board.

Item #9 Consider for Approval Preliminary September 2018 Financial Report

Andrea Cortinas, Controller, presented the preliminary September financial report to the Board. A motion to accept the financial report as presented was made by Jay Holland. Virginia Valentino seconded the motion and the Board unanimously approved.

Item #10 Consider for Approval Quarterly Visit and Analysis Report Including Breakdown of New Patient by Payor Source

Andrea Cortinas, Controller, presented the quarterly visit and analysis report including the breakdown of new patients by payor source. A motion to accept the quarterly visit and analysis report as presented was made by Virginia Valentino and seconded by Dorothy Goodman. The Board unanimously approved the motion.

Item #11 Consider for Approval Denture Fee Schedule

Andrea Cortinas, Controller, asked the Board to consider for approval the denture fee schedule. A motion to accept the denture fee schedule as presented was made by Aaron Atkins and seconded by Dorothy Goodman. The Board unanimously approved the motion.

Item #12 Consider for Approval Quarterly Access to Care Report

Kathy Barroso, Interim Executive Director, asked the Board to consider for approval the quarterly access to care report. Ms. Barroso discussed recent changes to the Counselor schedules that involved increasing appointment slots from 20 minutes to 30 minutes per individual session and one hour for a family or group session. Proposed changes also include adding evening counseling sessions, which would be offered one day a week at alternating sites. A motion to accept the quarterly access to care report as presented was made by Miroslava Bustamante seconded by Victoria Dougharty. The Board unanimously approved the motion.

Item #13 Consider for Approval Quarterly Compliance Report

Richard Mosquera, JD, CHC, CPCO Chief Compliance Officer, asked the Board to consider for approval the quarterly compliance report. Richard informed the Board that he had met with a Texas City police department official to discuss security precautions that could be put in place at the mid-county annex in Texas City. In addition, at a recent meeting with the current security company, the cost of providing an armed security guard to patrol the mid-county annex parking lot was discussed. Upon further review of these recommendations, we will bring a proposal to the Board at the December meeting. A motion to accept the quarterly compliance report as presented was made by Jay Holland seconded by Miroslava Bustamante. The Board unanimously approved the motion.

Item #14 Consider for Approval Re-Privileging Rights for Mary Ogundiran, FNP

Kathy Barroso, Interim Executive Director, asked the Board to consider for approval re-privileging rights for Mary Ogundiran, FNP. A motion to accept re-privileging rights for Mary Ogundiran, FNP was made by Virginia Valentino, and second by Victoria Dougharty. The Board unanimously approved the motion.

Item #15 Consider for Approval Privileging Rights for Hanna Lindskog, DDS

Bang Nguyen, DDS, asked the Board to consider for approval privileging rights for Hanna Lindskog, DDS. A motion to accept privileging rights for Hanna Lindskog, DDS was made by Virginia Valentino, and second by Victoria Dougharty. The Board unanimously approved the motion.

Adjournment

A motion to adjourn was made by Dorothy Goodman, seconded by Miroslava Bustamante. The Board adjourned at 12:54 p.m.

Chair

Secretary/Treasurer

Date

Date

[Back to Agenda](#)

Governing Board

December 2018

Item #4

Receive and File Informational Reports

- a) Letter of Support to the St. Hope Foundation
- b) Proposed 2019 Board Meeting Dates



September 13, 2018

Rodney Goodie, MBA
Chief Executive Officer
St. Hope Foundation
6200 Savoy Suite 540
Houston, Texas 77036

Dear Mr. Goodie:

Coastal Health and Wellness is pleased to write this letter of support for St. Hope Foundation (SHF) in its application for HRSA-19-013 Service Area Competition (SAC) funding from the Health Resources and Services Administration, through Section 330 of the Public Health Services Act. Through this SAC funding opportunity, SHF will continue to provide high-quality, affordable healthcare and enabling services to medically underserved residents in the Greater Houston Area. We fully support SHF's efforts to increase access to affordable healthcare.

We recognize St. Hope Foundation's 19-year history, during which time it has evolved from a small neighborhood sexually transmitted disease clinic to a full-service Federally Qualified Health Center (FQHC) focused on providing primary care, dental care, pharmacy services, vision services, behavioral health services, family planning, health promotion and community outreach, and comprehensive HIV/AIDS and Hepatitis C treatment. As an FQHC, St. Hope provides health and wellness services to low-income and medically underserved Texans regardless of their ability to pay. St. Hope has been instrumental in providing a medical home to thousands of families and is an important health care safety net provider in the community.

Coastal Health & Wellness, as a federally qualified health center providing primary health care services within Galveston County, supports St. Hope's efforts to serve the medically underserved in our surrounding communities.

Sincerely,

A handwritten signature in blue ink that reads "Kathy Barroso".

Kathy Barroso
Interim Executive Director
Coastal Health & Health Center

Governing Board 2019 Meeting Dates

January 31, 2019

February 28, 2019

March 28, 2019

April 25, 2019

May 30, 2019

June 27, 2019

August 1, 2019 (July Meeting)

August 29, 2019

September 26, 2019

October 31, 2019

November 14, 2019

December 5, 2019

[Back to Agenda](#)



COASTAL HEALTH & WELLNESS

GOVERNING BOARD

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

**Governing Board
December 2018
Item #5
Executive Report**



COASTAL HEALTH & WELLNESS

GOVERNING BOARD

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

Governing Board

December 2018

Item #6

Consider for Approval October 2018 Financial Report

COASTAL HEALTH & WELLNESS

Governing Board



FINANCIAL SUMMARY

For the Period Ending October 31, 2018

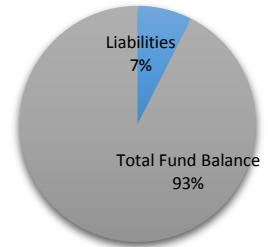
December 6, 2018

GCHD Board Room | 9850-A Emmett F. Lowry Expy. | Texas City, TX 77591

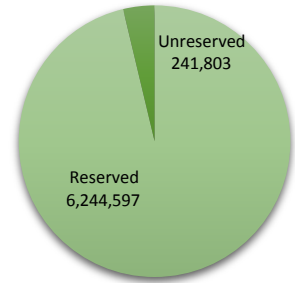
CHW - BALANCE SHEET as of October 31, 2018

	Current Month Oct-18	Prior Month Sep-18	Increase (Decrease)
ASSETS			
Cash & Cash Equivalents	\$5,446,460	\$5,317,550	\$128,910
Accounts Receivable	2,651,354	\$2,726,884	(75,531)
Allowance For Bad Debt	(1,243,343)	(\$1,268,441)	25,098
Pre-Paid Expenses	123,102	\$85,248	37,854
Due To / From	31,598	\$7,905	23,693
Total Assets	\$7,009,171	\$6,869,146	\$140,024
LIABILITIES			
Accounts Payable	\$156,606	\$112,504	\$44,102
Accrued Salaries	338,722	214,993	123,729
Deferred Revenues	27,442	32,815	(5,373)
Total Liabilities	\$522,770	\$360,312	\$162,458
FUND BALANCE			
Fund Balance	6,508,834	5,197,121	1,311,714
Current Change	(22,434)	1,311,714	(1,334,148)
Total Fund Balance	\$6,486,400	\$6,508,834	(\$22,434)
TOTAL LIABILITIES & FUND BALANCE	\$7,009,171	\$6,869,146	\$140,024

Current Period Assets



Total Fund Balance



CHW - REVENUE & EXPENSES as of October 31, 2018

	Actual Oct-18	Budgeted Oct-18	PTD Budget Variance	YTD Budget Variance
REVENUE				
County Revenue	\$324,070	\$324,070	(\$0)	(\$0)
DSRIP Revenue	0	79,167	(79,167)	(364,167)
HHS Grant Revenue	240,688	260,617	(19,928)	(20,626)
Patient Revenue	1,564,587	1,352,449	212,138	1,607,929
Other Revenue	11,235	11,187	48	60,890
Total Revenue	\$2,140,581	\$2,027,490	\$113,091	\$1,284,026
EXPENSES				
Personnel	\$663,189	\$652,685	(\$10,504)	\$417,266
Contractual	83,183	60,260	(22,923)	18,127
IGT Reimbursement	0	37,500	37,500	179,022
Supplies	87,474	106,440	18,965	2,321
Travel	4,676	2,510	(2,166)	(1,039)
Bad Debt Expense	1,243,343	1,084,467	(158,876)	(1,588,615)
Other	81,149	83,628	2,479	(85,221)
Total Expenses	\$2,163,015	\$2,027,490	(\$135,525)	(\$1,058,138)
CHANGE IN NET ASSETS	(\$22,434)	\$0	(\$22,434)	\$225,888

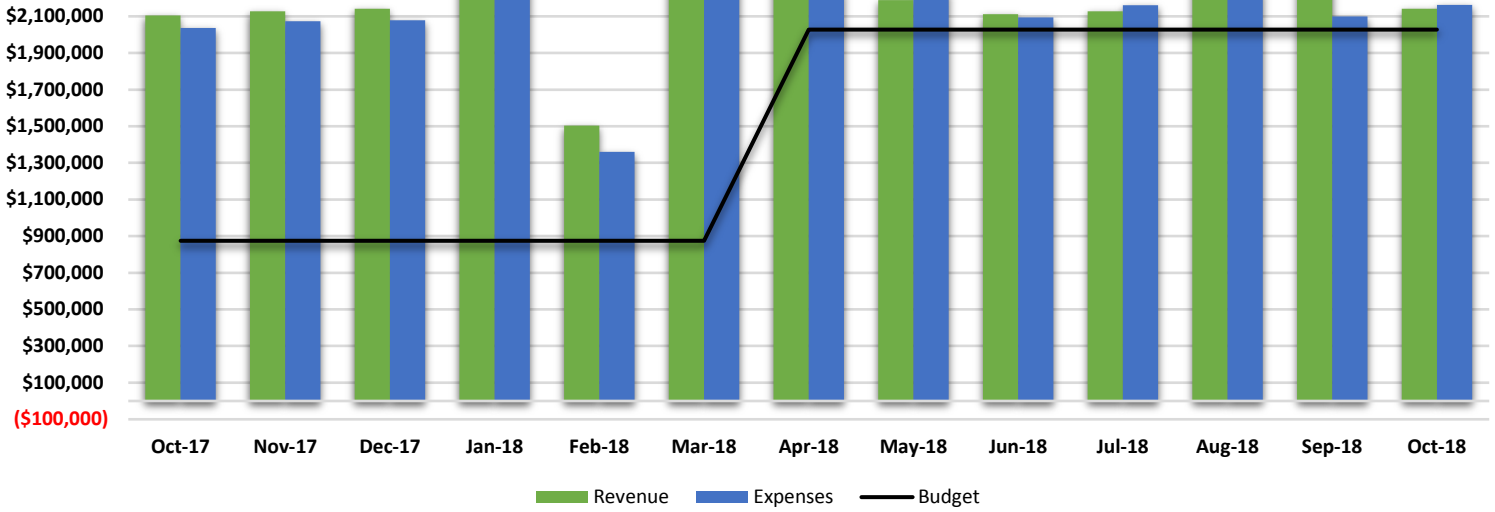
Current Month Revenue & Expenses Actual



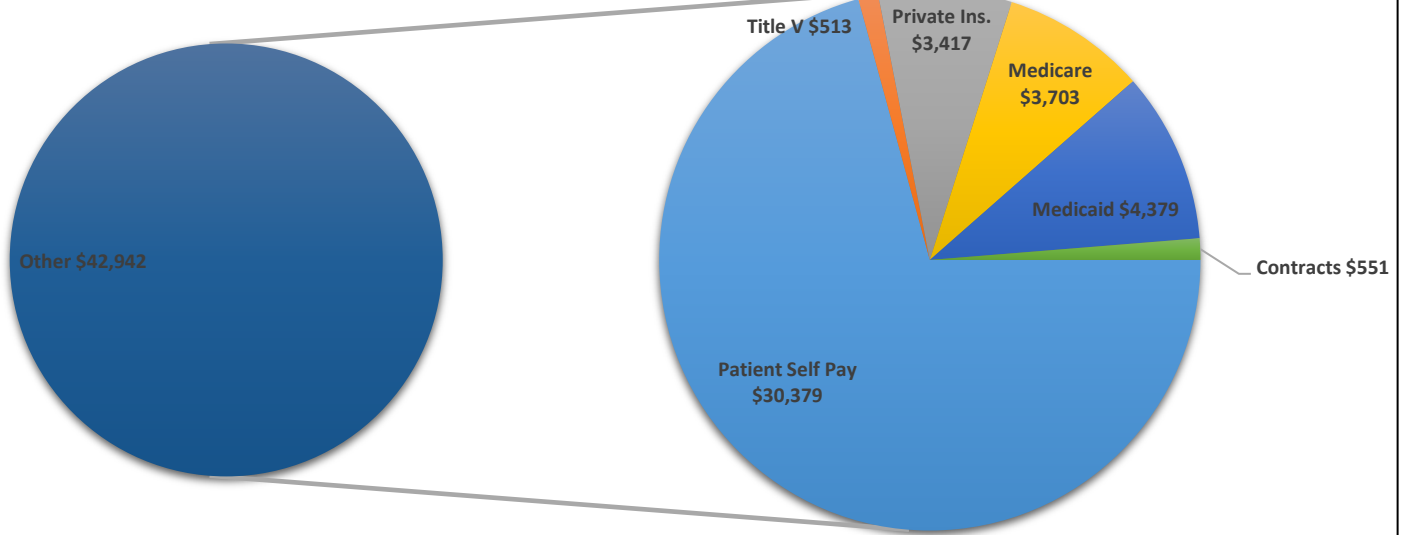
HIGHLIGHTS

- MTD decrease in Fund Balance of (\$22,434).
- Revenues were \$113,091 higher than budgeted this month. YTD revenues related to Medicaid, Medicare and Contract Revenue were all higher than budgeted. YTD Private Insurance is slightly less than budgeted.
- Expenses were (\$135,525) higher MTD than budgeted. Bad Debt expense is recorded higher than budgeted. Expenses included Supplemental Payroll (\$45,073), J2 contract expenses for HRSA Competitive Grant Application (\$13K), Waiting room chairs for Galveston Clinic (\$7,700), and Dental Operating Supplies totaling (\$13,563). A total of \$66,336 was from Fund Balance Reserve.
- YTD increase in fund balance of \$225,888. Total fund balance \$6,486,400 as of 10/31/18.

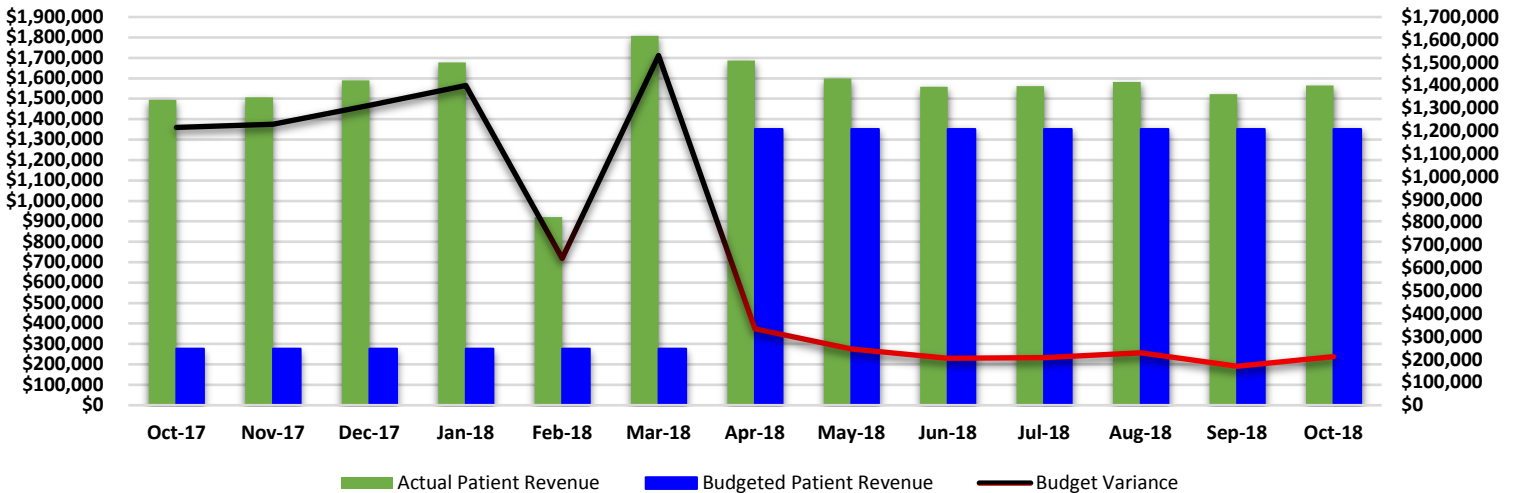
Actual Revenue & Expenses in Comparison to Budget

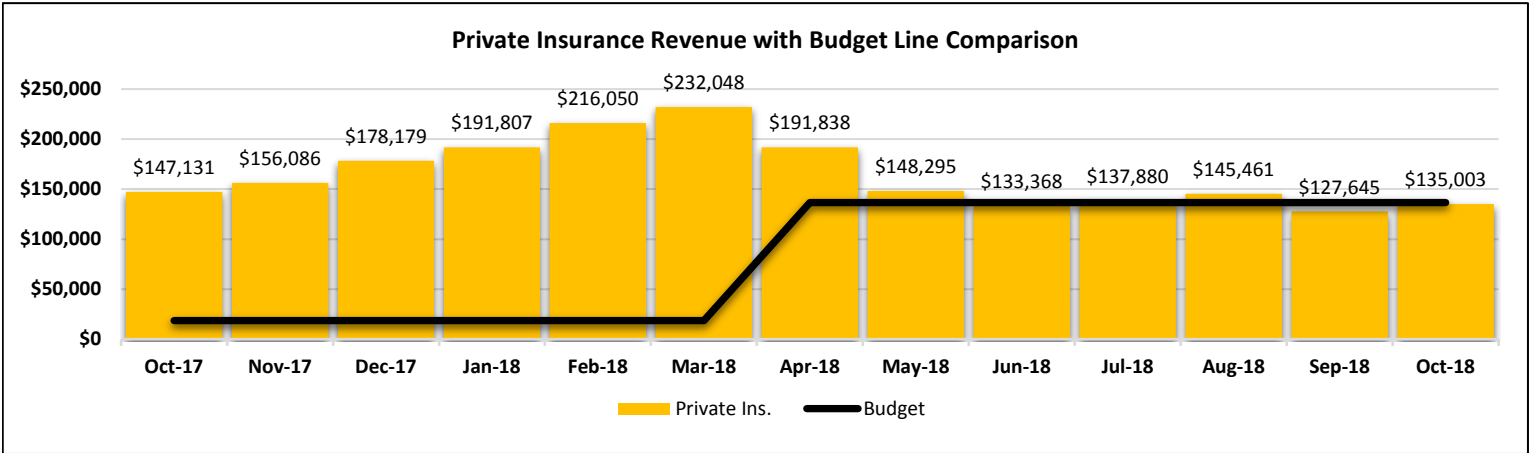
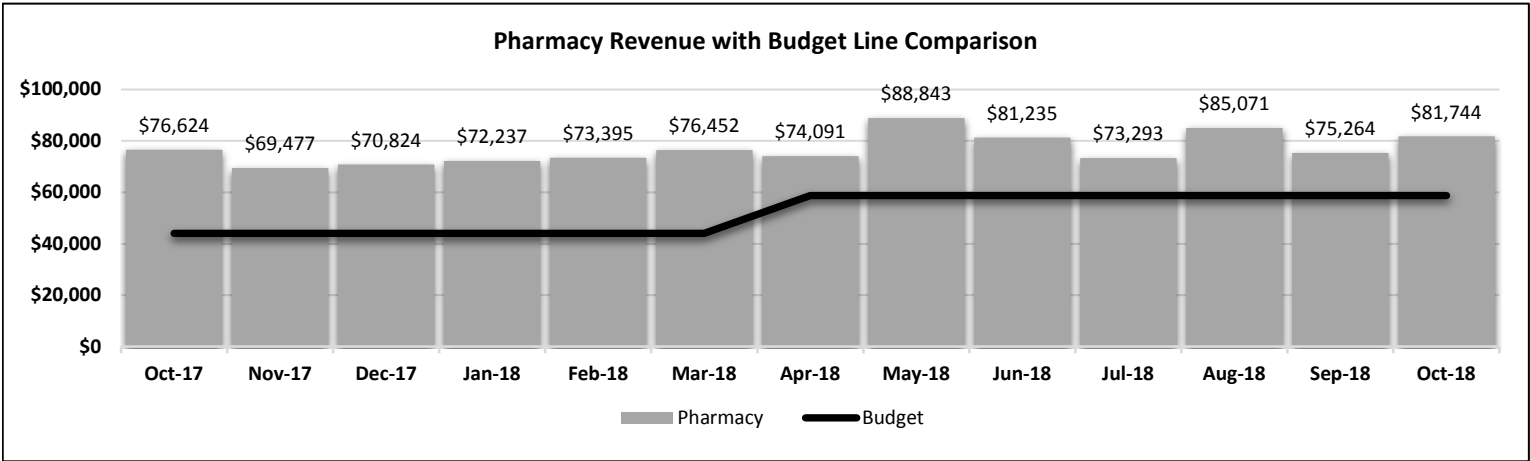
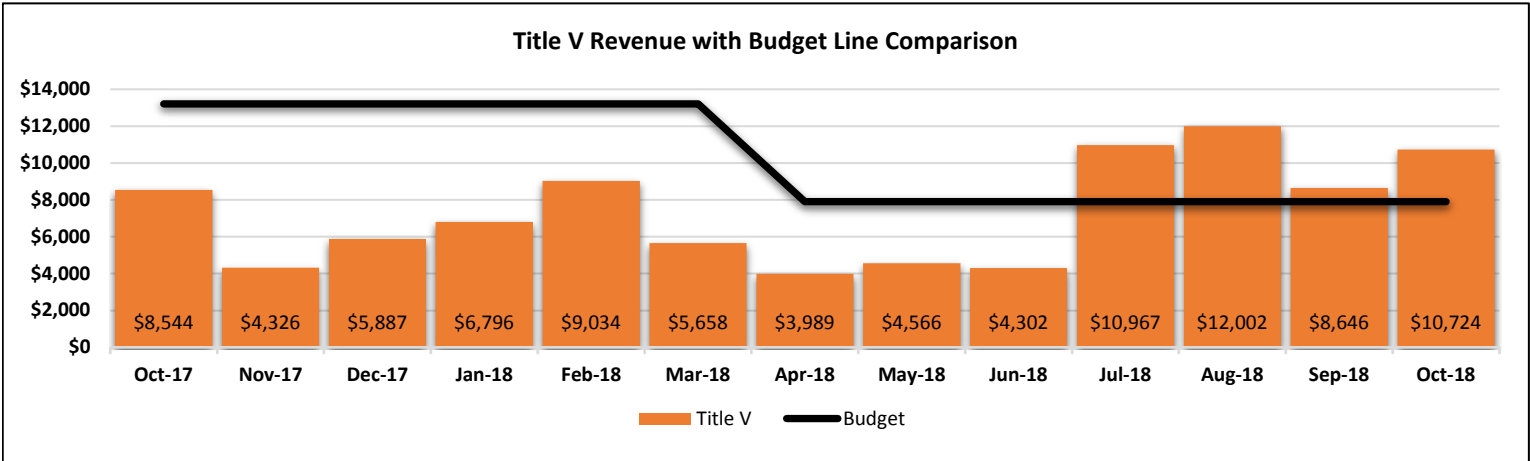
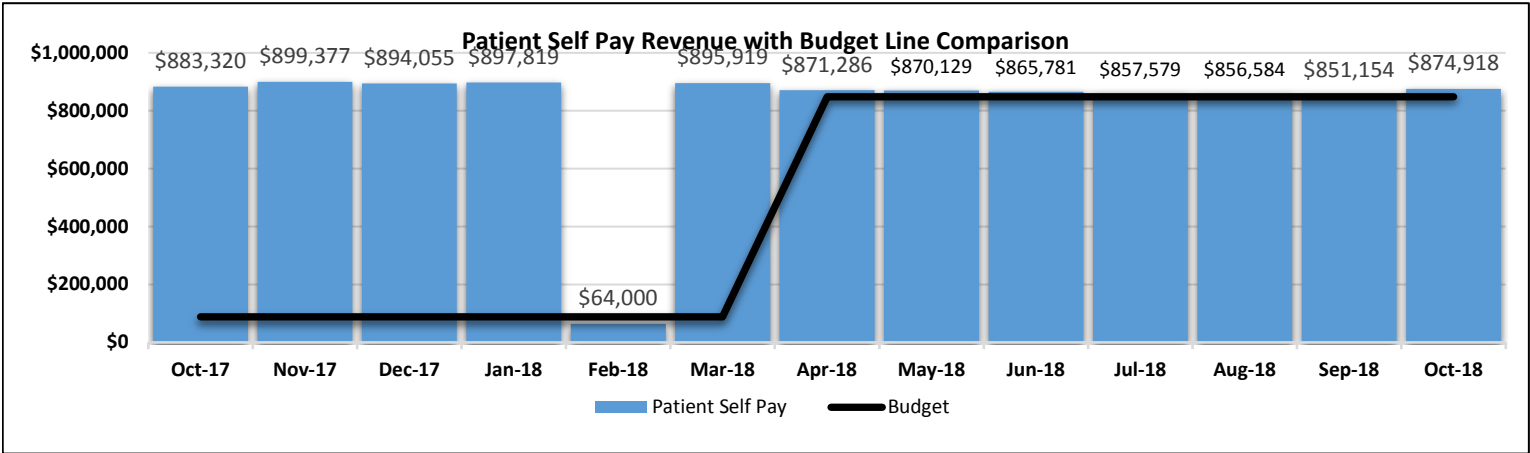


Current Period Patient Revenue with Third Party Payor Contributions Identified

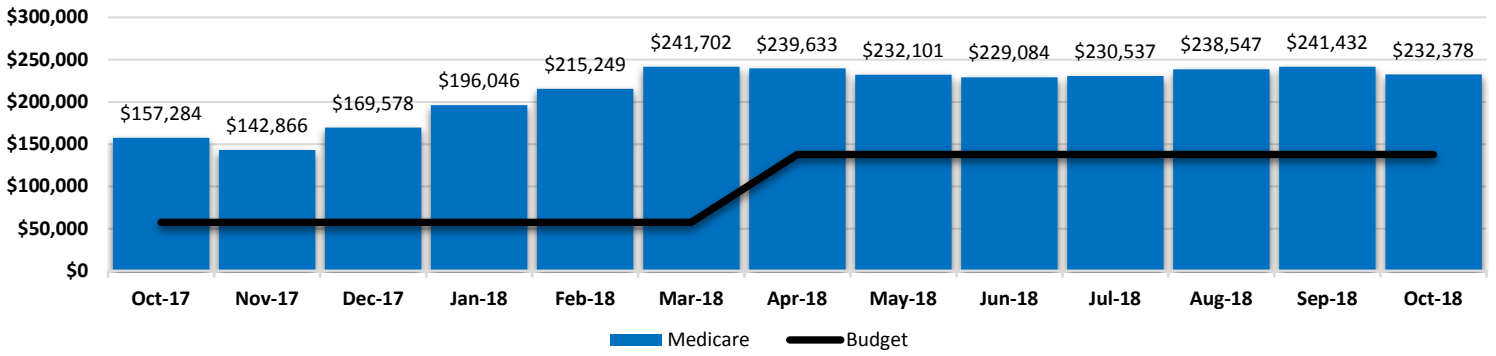


Actual Patient Revenue Rec'd vs Budget with Variance

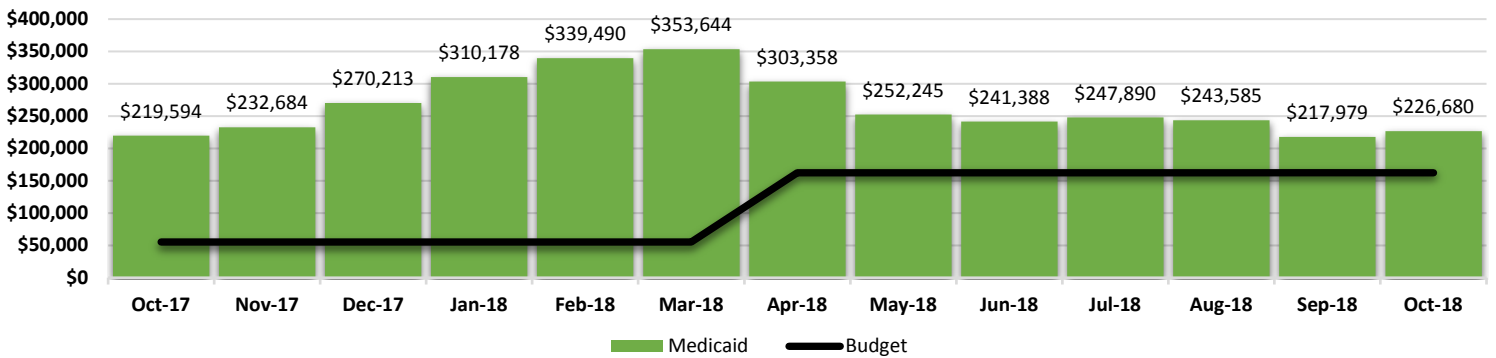




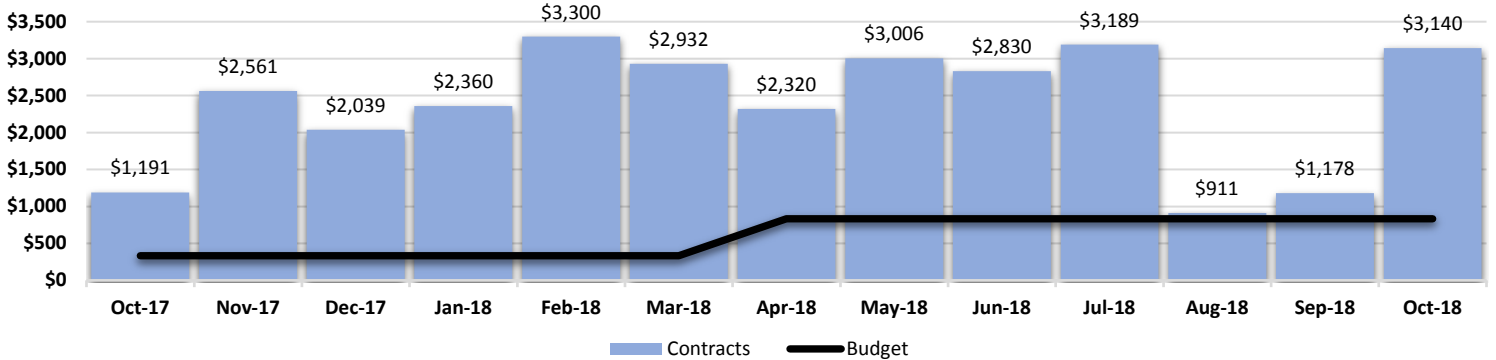
Medicare Revenue with Budget Line Comparison



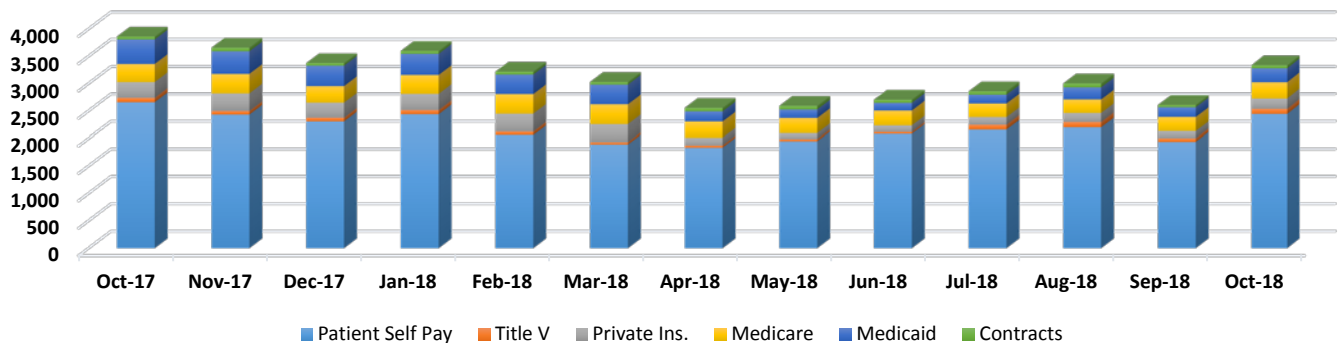
Medicaid Revenue with Budget Line Comparison



Contract Revenue with Budget Line Comparison



Total Number of Patient Visits



Coastal Health & Wellness
Statement of Revenue and Expenses for the Period ending Oct 31, 2018

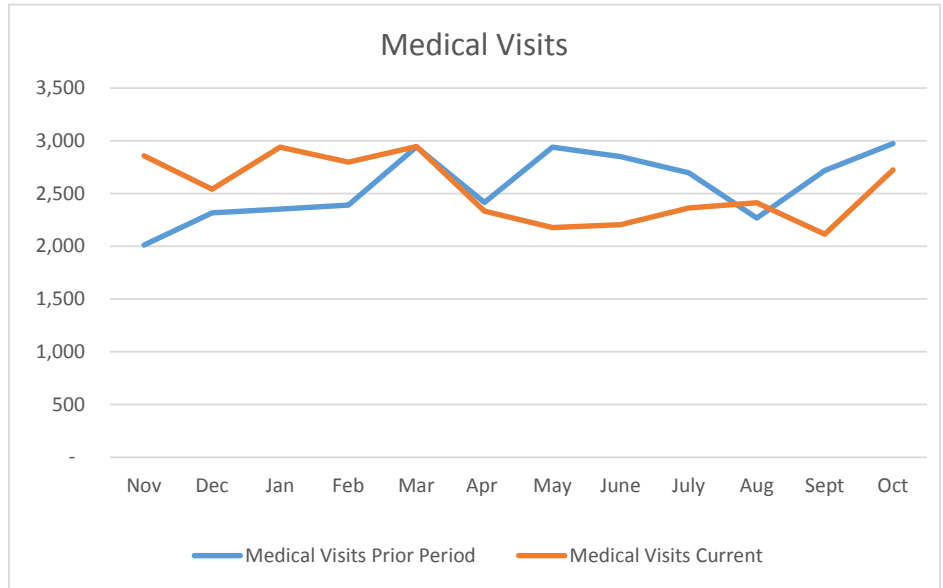
	<i>Description</i>	<i>Period Ending 10/31/18</i>	<i>MTD Budget</i>	<i>MTD Budget Variance</i>	<i>YTD Actual</i>	<i>YTD Budget</i>	<i>YTD Budget Variance</i>	<i>Annual Budget</i>
Grouping	REVENUE							
HRSA	HHS GRANT REVENUE - Federal	\$240,688	\$260,617	(\$19,928)	\$1,803,691	\$1,824,316.67	(\$20,626)	\$3,127,400
Patient Rev	GRANT REVENUE - Title V	\$10,724	\$7,905	\$2,819	\$55,196	\$55,332	(\$136)	\$94,855
Patient Rev	PATIENT FEES	\$874,918	\$848,258	\$26,660	\$6,047,431	\$5,937,804	\$109,628	\$10,179,092
Patient Rev	PRIVATE INSURANCE	\$135,003	\$136,556	(\$1,552)	\$1,019,491	\$955,890	\$63,601	\$1,638,668
Patient Rev	PHARMACY REVENUE - 340b	\$81,744	\$58,750	\$22,994	\$559,541	\$411,250	\$148,291	\$705,000
Patient Rev	MEDICARE	\$232,378	\$137,727	\$94,651	\$1,643,714	\$964,088	\$679,625	\$1,652,723
Patient Rev	MEDICAID	\$226,680	\$162,421	\$64,259	\$1,733,124	\$1,136,945	\$596,179	\$1,949,049
Other Rev.	LOCAL GRANTS & FOUNDATIONS	\$1,351	\$2,701	(\$1,351)	\$74,663	\$18,909	\$55,753	\$32,416
Other Rev.	MEDICAL RECORD REVENUE	\$1,857	\$1,354	\$503	\$15,616	\$9,479	\$6,137	\$16,250
Other Rev.	MEDICAID INCENTIVE PAYMENTS	\$555	\$0	\$555	\$2,425	\$0	\$2,425	\$0
County	COUNTY REVENUE	\$324,071	\$324,070	\$1	\$2,268,493	\$2,268,492	\$1	\$3,888,844
DSRIP	DSRIP REVENUE	\$0	\$79,167	(\$79,167)	\$190,000	\$554,167	(\$364,167)	\$950,000
Other Rev.	MISCELLANEOUS REVENUE	\$0	\$0	\$0	\$362	\$0	\$362	\$0
Other Rev.	OTHER REVENUE - SALE OF FIXED ASSET	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Other Rev.	INTEREST INCOME	\$7,102	\$2,083	\$5,019	\$42,668	\$14,583	\$28,084	\$25,000
Patient Rev	CONTRACT REVENUE	\$3,140	\$833	\$2,307	\$16,574	\$5,833	\$10,741	\$10,000
Other Rev.	LOCAL FUNDS / OTHER REVENUE	\$370	\$0	\$370	\$3,466	\$0	\$3,466	\$0
Other Rev.	CONVENIENCE FEE	\$0	\$670	(\$670)	\$0	\$4,690	(\$4,690)	\$8,040
Other Rev.	Fund Balance	\$0	\$4,378	(\$4,378)	\$0	\$30,648	(\$30,648)	\$52,540
	Total Revenue	\$2,140,581	\$2,027,490	\$113,091	\$15,476,455	\$14,192,428	\$1,284,026	\$24,329,877
	EXPENSES							
Personnel	SALARIES	\$504,217	\$515,172	\$10,954	\$3,297,464	\$3,606,202	\$308,738	\$6,182,060
Personnel	SALARIES, Merit Compensation	\$0	\$0	\$0	\$0	\$0	\$0	\$0.00
Personnel	SALARIES, PROVIDER INCENTIVES	\$0	\$4,400	\$4,400	\$2,000	\$30,800	\$28,800	\$52,800.00
Personnel	SALARIES, supplemental	\$40,750	\$0	(\$40,750)	\$40,750	\$0	(\$40,750)	\$0.00
Personnel	SALARIES, O/T	\$2,536	\$5,000	\$2,464	\$22,168	\$35,000	\$12,832	\$60,000.00
Personnel	SALARIES, PART-TIME	\$9,367	\$19,149	\$9,782	\$62,309	\$134,040	\$71,731	\$229,782.00
Personnel	Comp Pay	\$14	\$0	(\$14)	\$475	\$0	(\$475)	\$0.00
Personnel	FICA EXPENSE	\$37,706	\$41,595	\$3,889	\$245,206	\$291,162	\$45,956	\$499,135.00
Personnel	TEXAS UNEMPLOYMENT TAX	\$1,335	\$92	(\$1,243)	\$9,066	\$646	(\$8,420)	\$1,107.00
Personnel	LIFE INSURANCE	\$1,420	\$1,222	(\$199)	\$9,703	\$8,551	(\$1,152)	\$14,659.00
Personnel	LONG TERM DISABILITY INSURANCE	\$1,031	\$1,125	\$94	\$7,065	\$7,873	\$807	\$13,496.00
Personnel	GROUP HOSPITALIZATION INSURANC	\$32,976	\$48,838	\$15,862	\$212,084	\$341,865	\$129,781	\$586,055.00
Personnel	WORKER'S COMP INSURANCE	\$1,318	\$2,719	\$1,401	\$721	\$19,030	\$18,309	\$32,623.00
Personnel	EMPLOYER SPONSORED HEALTHCARE	\$8,484	\$0	(\$8,484)	\$50,819	\$0	(\$50,819)	\$0.00
Personnel	HRA EXPENSE	\$0	\$0	\$0	\$0	\$0	\$0	\$0.00
Personnel	PENSION / RETIREMENT	\$13,729	\$13,376	(\$353)	\$84,268	\$93,629	\$9,360	\$160,506.00
Contractual	OUTSIDE LAB CONTRACT	\$22,847	\$26,500	\$3,653	\$154,375	\$185,500	\$31,125	\$318,000.00
Contractual	OUTSIDE X-RAY CONTRACT	\$2,868	\$3,850	\$982	\$17,892	\$26,950	\$9,058	\$46,200.00
Contractual	MISCELLANEOUS CONTRACT SERVICES	\$32,577	\$14,720	(\$17,858)	\$110,019	\$103,037	(\$6,983)	\$176,634.00
Personnel	TEMPORARY STAFFING	\$8,306	\$0	(\$8,306)	\$107,433	\$0	(\$107,433)	\$0.00
Contractual	CHW CONTRACT BILLING SERVICE	\$7,429	\$8,400	\$971	\$41,548	\$58,800	\$17,252	\$100,800.00
IGT	IGT REIMBURSEMENT	\$0	\$37,500	\$37,500	\$83,478	\$262,500	\$179,022	\$450,000.00
Contractual	JANITORIAL CONTRACT	\$13,742	\$2,800	(\$10,942)	\$52,410	\$19,600	(\$32,810)	\$33,600.00
Contractual	PEST CONTROL	\$80	\$80	(\$0)	\$561	\$560	(\$1)	\$960.00
Contractual	SECURITY	\$3,639	\$3,910	\$271	\$26,884	\$27,370	\$486	\$46,920.00
Supplies	OFFICE SUPPLIES	\$12,609	\$5,115	(\$7,494)	\$39,531	\$35,803	(\$3,728)	\$61,376.00
Supplies	OPERATING SUPPLIES	\$32,619	\$19,500	(\$13,119)	\$168,852	\$136,500	(\$32,352)	\$234,000.00
Supplies	OUTSIDE DENTAL SUPPLIES	\$175	\$2,000	\$1,825	\$3,945	\$14,000	\$10,055	\$24,000.00
Supplies	PHARMACEUTICAL SUPPLIES	\$41,908	\$78,850	\$36,942	\$526,987	\$551,950	\$24,963	\$946,200.00
Supplies	JANITORIAL SUPPLIES	\$0	\$375	\$375	\$1,202	\$2,625	\$1,423	\$4,500.00
Supplies	PRINTING SUPPLIES	\$75	\$200	\$125	\$88	\$1,400	\$1,312	\$2,400.00
Supplies	UNIFORMS	\$89	\$400	\$311	\$2,151	\$2,800	\$649	\$4,800.00
Other	POSTAGE	\$550	\$667	\$117	\$4,621	\$4,667	\$45	\$8,000.00
Other	TELEPHONE	\$4,012	\$4,055	\$43	\$28,763	\$28,385	(\$378)	\$48,660.00
Other	WATER	\$31	\$31	\$1	\$214	\$217	\$4	\$372.00
Other	ELECTRICITY	\$1,522	\$2,083	\$562	\$13,339	\$14,583	\$1,244	\$25,000.00
Travel	TRAVEL, LOCAL	\$325	\$375	\$50	\$3,052	\$2,626	(\$427)	\$4,501.00
Travel	TRAVEL, OUT OF TOWN	\$0	\$0	\$0	\$0	\$0	\$0	\$0.00
Travel	LOCAL TRAINING	\$0	\$417	\$417	\$5,444	\$2,917	(\$2,528)	\$5,000.00
Travel	TRAINING, OUT OF TOWN	\$4,352	\$1,719	(\$2,633)	\$10,115	\$12,031	\$1,916	\$20,624.00
Other	RENTALS	\$3,270	\$3,044	(\$226)	\$22,011	\$21,308	(\$703)	\$36,528.00
Other	LEASES	\$43,121	\$43,702	\$581	\$305,332	\$305,914	\$582	\$524,424.00
Other	MAINTENANCE / REPAIR, EQUIP.	\$6,396	\$6,609	\$213	\$54,265	\$46,264	(\$8,001)	\$79,310.00
Other	MAINTENANCE / REPAIR, AUTO	\$0	\$42	\$42	\$3,023	\$292	(\$2,731)	\$500.00
Other	FUEL	\$0	\$42	\$42	\$0	\$292	\$292	\$500.00
Other	MAINTENANCE / REPAIR, BLDG.	\$42	\$417	\$375	\$635	\$2,917	\$2,282	\$5,000.00
Other	MAINT/REPAIR, IT Equip.	\$0	\$0	\$0	\$0	\$0	\$0	\$0.00
Other	MAINTENANCE / Preventative, AUTO	\$0	\$42	\$42	\$0	\$292	\$292	\$500.00
Other	INSURANCE, AUTO/Truck	\$298	\$166	(\$132)	\$1,294	\$1,162	(\$132)	\$1,992.00
Other	INSURANCE, GENERAL LIABILITY	\$1,026	\$750	(\$276)	\$5,370	\$5,250	(\$120)	\$9,000.00
Other	INSURANCE, BLDG. CONTENTS	\$1,484	\$1,380	(\$104)	\$10,358	\$9,660	(\$698)	\$16,560.00
Other	COMPUTER EQUIPMENT	\$0	\$0	\$0	\$369	\$0	(\$369)	\$0.00
Other	OPERATING EQUIPMENT	\$0	\$0	\$0	\$0	\$0	\$0	\$0.00
Other	BUILDING IMPROVEMENTS	\$0	\$0	\$0	\$0	\$0	\$0	\$0.00
Other	NEWSPAPER ADS	\$317	\$1,500	\$1,183	\$5,093	\$10,500	\$5,407	\$18,000.00
Other	SUBSCRIPTIONS, BOOKS, ETC	\$97	\$125	\$28	\$90	\$875	\$785	\$1,500.00
Other	ASSOCIATION DUES	\$2,667	\$2,883	\$216	\$19,019	\$20,179	\$1,160	\$34,592.00

Coastal Health & Wellness
Statement of Revenue and Expenses for the Period ending Oct 31, 2018

	<i>Description</i>	<i>Period Ending 10/31/18</i>	<i>MTD Budget</i>	<i>MTD Budget Variance</i>	<i>YTD Actual</i>	<i>YTD Budget</i>	<i>YTD Budget Variance</i>	<i>Annual Budget</i>
Other	IT SOFTWARE, LICENSES, INTANGIBLES	\$13,830	\$12,712	(\$1,119)	\$172,212	\$88,982	(\$83,230)	\$152,540.00
Other	PROF FEES/LICENSE/INSPECTIONS	\$475	\$191	(\$284)	\$1,503	\$1,335	(\$168)	\$2,288.00
Other	PROFESSIONAL SERVICES	\$217	\$1,342	\$1,125	\$12,236	\$9,392	(\$2,845)	\$16,100.00
Other	MED/HAZARD WASTE DISPOSAL	\$520	\$483	(\$37)	\$2,752	\$3,383	\$631	\$5,800.00
Other	TRANSPORTATION CONTRACT	\$631	\$650	\$19	\$3,778	\$4,550	\$772	\$7,800.00
Other	BOARD MEETING OPERATIONS	\$16	\$29	\$14	\$86	\$204	\$118	\$350.00
Other	SERVICE CHG - CREDIT CARDS	\$629	\$685	\$56	\$4,211	\$4,795	\$584	\$8,220.00
Other	CASHIER OVER / SHORT	\$0	\$0	\$0	(\$5)	\$0	\$5	\$0.00
Other	LATE CHARGES	\$0	\$0	\$0	\$0	\$0	\$0	\$0.00
Other	BAD DEBT EXPENSE	\$1,243,343	\$1,084,467	(\$158,876)	\$9,179,884	\$7,591,268	(\$1,588,615)	\$13,013,603.00
Other	MISCELLANEOUS EXPENSE	\$0	\$0	\$0	\$50	\$0	(\$50)	\$0.00
	Total Expenses	\$2,163,015	\$2,027,490	(\$135,525)	\$15,250,569	\$14,192,428	(\$1,058,138)	\$24,329,877
	Net Change in Fund Balance	(\$22,434)	\$0	(\$22,434)	\$225,888	\$0	\$225,888	\$0

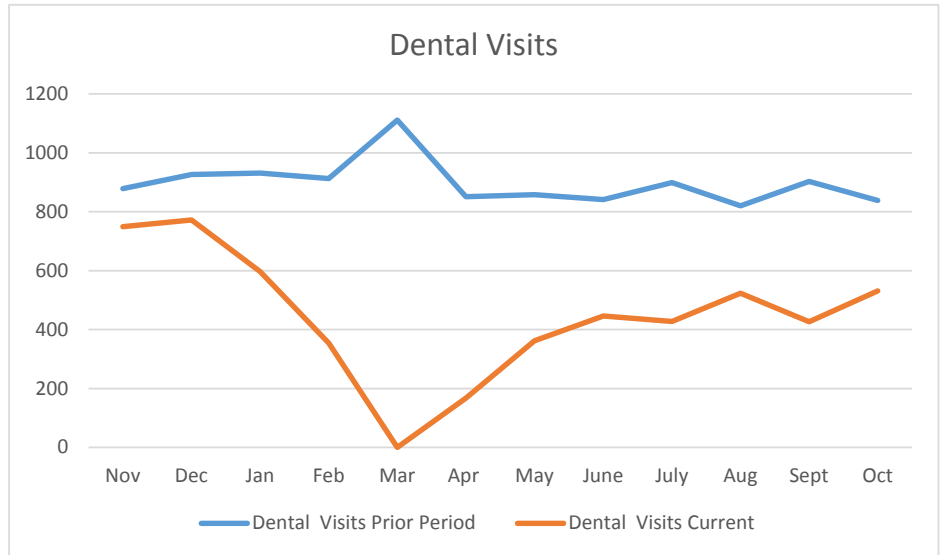
Medical Visits

	<u>Prior Period</u>	<u>Current</u>
Nov	2,012	2,857
Dec	2,316	2,542
Jan	2,353	2,939
Feb	2,390	2,798
Mar	2,943	2,946
Apr	2,417	2,334
May	2,939	2,177
June	2,850	2,205
July	2,696	2,363
Aug	2,267	2,413
Sept	2,720	2,115
Oct	2,974	2,725
	<u>30,877</u>	<u>30,414</u>



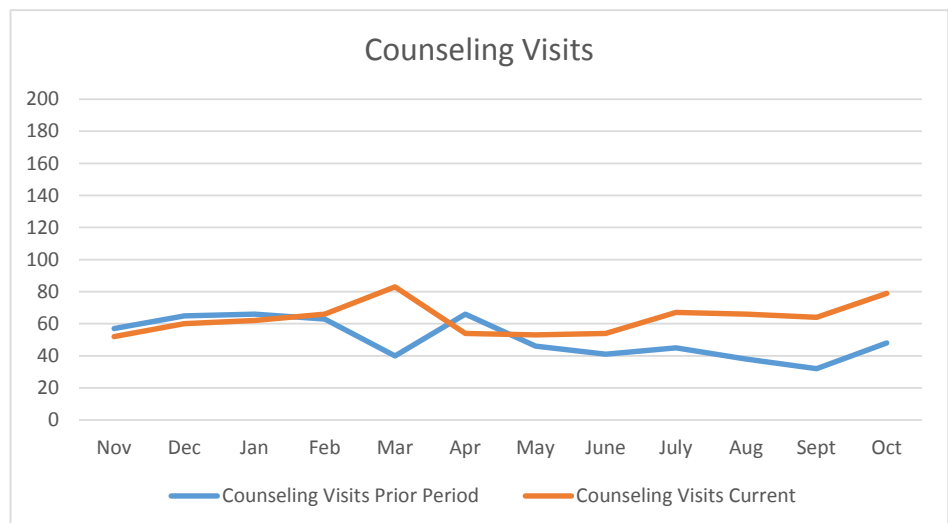
Dental Visits

	<u>Prior Period</u>	<u>Current</u>
Nov	878	749
Dec	926	772
Jan	931	597
Feb	913	354
Mar	1111	0
Apr	851	167
May	858	362
June	841	446
July	899	427
Aug	820	523
Sept	903	426
Oct	838	531
	<u>10,769</u>	<u>5,354</u>



Counseling Visits

	<u>Prior Period</u>	<u>Current</u>
Nov	57	52
Dec	65	60
Jan	66	62
Feb	63	66
Mar	40	83
Apr	66	54
May	46	53
June	41	54
July	45	67
Aug	38	66
Sept	32	64
Oct	48	79
	<u>607</u>	<u>760</u>



Vists by Financial Class - Actual vs. Budget
As of October 31, 2018 (Grant Year 4/1/18-3/31/19)

	Annual HRSA		Over/(Under)		YTD	Over/(Under)		% Over/ (Under)
	Grant Budget	MTD Actual	MTD Budget	MTD Budget		YTD Actual	YTD Budget	
Medicaid	4,379	255	365	(110)	1,317	2,554	(1,237)	-48%
Medicare	3,703	298	309	(11)	1,890	2,160	(270)	-13%
Other Public (Title V, Contract)	1,064	148	89	59	869	621	248	40%
Private Insurance	3,417	189	285	(96)	997	1,993	(996)	-50%
Self Pay	30,379	2,445	2,532	(87)	14,584	17,721	(3,137)	-18%
	42,942	3,335	3,579	(244)	19,657	25,050	(5,393)	-22%

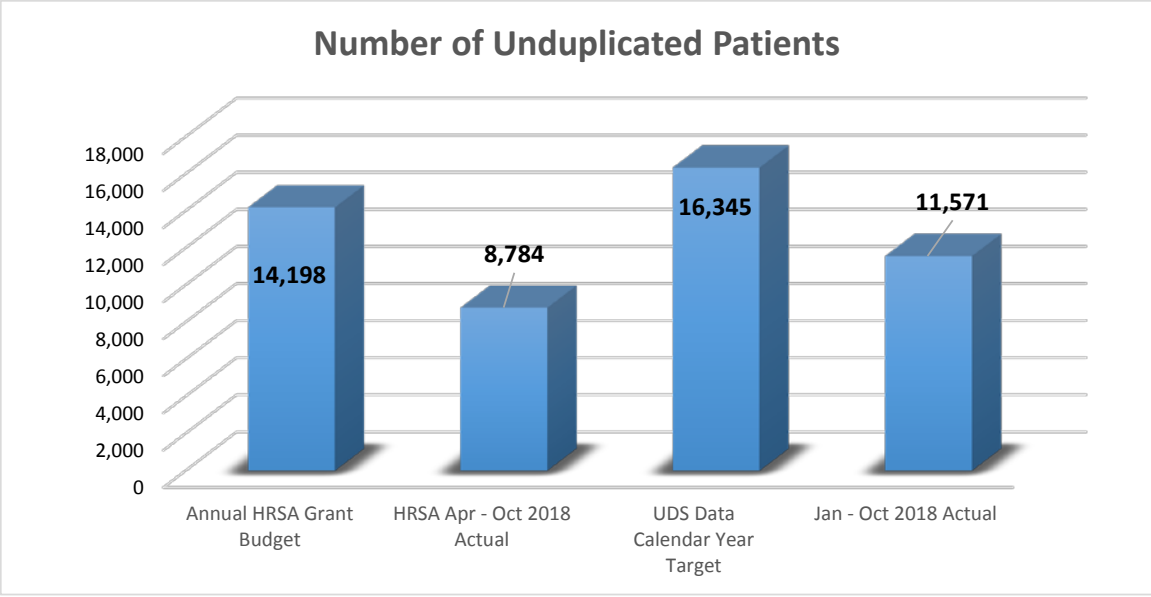
Unduplicated Patients - Current vs. Prior Year
UDS Data Calendar Year
January through December

	Current Year Annual Target	Jan - Oct 2017 Actual	Jan - Oct 2018 Actual	Increase/ (Decrease) Prior	% of Annual Target
				Year	
Unduplicated Patients	16,345	12,526	11,571	(955)	71%

Unduplicated Patients - Current vs. Prior Year
HRSA Grant Year
April through March

	Annual HRSA Grant Budget	Apr - Oct 2017 Actual	Apr -Oct 2018 Actual	Increase/ (Decrease) Prior	% of Annual Target
				Year	
Unduplicated Patients	14,198	10,516	8,784	(1,732)	62%

* The Texas City Dental Clinic reopened on April 16, 2018.



[Back to Agenda](#)



COASTAL HEALTH & WELLNESS

GOVERNING BOARD

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

Governing Board

December 2018

Item #7

**Consider for Approval Coastal Health & Wellness
Fund Balance Reserve as of September 30, 2018**

**Coastal Health & Wellness Fund Reserve
as of September 30, 2018**

	Board Approved Reserve @ 9/30/2017	Increase / (Decrease)	Reserve Balance @ 9/30/18	Proposed Board Approved Reserves 9/30/2018
IT Expenditures (Equipment, Software & Consultant Services)	\$203,097	(\$128,887)	\$74,210	\$191,318
Medical / Dental Equipment additions/replacements	\$240,885	\$0	\$240,885	\$275,000
Galveston Clinic Renovations	\$750,000	\$0	\$750,000	\$850,000
Texas City Furniture/Fixtures/Remodel	\$12,750	\$0	\$12,750	\$12,750
Employee One-Time Supplemental Payment	\$52,540	(\$44,797)	\$7,743	\$103,816
Total Operating Reserve	\$3,160,000	\$0	\$3,160,000	\$4,811,713
Adjustments per audit *	\$490,687		\$490,687	
Total Board Approved Reserve	\$4,909,959	(\$173,684)	\$4,736,275	\$6,244,597
Unreserved	\$287,162	\$1,485,397	\$1,772,559	\$264,237
Total Fund Balance	\$5,197,121	\$1,311,713	\$6,508,834	\$6,508,834

Operating Reserve	\$4,811,713
Budgeted Expenses ending 3/31/20	\$12,251,965
Months of Reserves available	4.71

* \$(14,933) - reduction of CHW A/R for amounts collected prior to FYE 2017
\$505,620 - recognition of DSRIP Revenue that was previously deferred.
\$490,687 Total Adjustment per audit

**Coastal Health & Wellness - Annual Board Approved Reserve
Proposed Fund Balance Reserve Budget for the fiscal year ending September 30, 2018**

Item	FY2019	Total Cost	CHW %
Starpoint - Provisioning (system resource configurations and deployments)	\$19,200	38,400	50%
Penetration testing for compliance (cyber security)	\$7,500	15,000	50%
Fluke Network testing tools	\$600	1,200	50%
Network Upgrades (SFP+ modules, OM4 fiber cables, HP Aruba SFP module)	\$12,375	24,750.00	50%
MCA Datacenter Power Distribution (rack mount PDU) & Backup (rack mount APC)	\$2,900	5,800.00	50%
Computer refreshes 8011	\$30,156	60,312	50%
Microsoft Licensing (does not include any true-up or additions)	\$34,103	68,206	50%
Microsoft Cloud Licensing	\$16,050	32,100	50%
Microsoft Cloud Licensing Uplift to full Enterprise Mobility Suite (EMS)	\$8,000	16,000	50%
Switch Upgrades (ARC, Dickinson WIC, Galveston Clinic)	\$10,084 *		
Bongar Update (conversion to a virtual appliance to replace legacy system)	\$500 *		
Security Badge Machine Programming Upgrades	\$575 *		
8Starpoint - Provisioning (system resource configurations and deployments)	\$300 *		
Replace desktop PC's	\$37,050 *		
Cisco IP Phones (PoE Switches at the desktop to eliminate wiring)	\$4,125 *		
Storage Upgrades	\$7,800 *		
* Indicates Carryover from prior Approved Fund Balance Reserve			
Subtotal - IT Expenditures		\$191,318	
Dental			
3 EVA sensors	\$15,000		
2 Fiber Optic Handpieces	\$2,000		
2 Impact Air Surg Handpiece	\$1,700		
2 Low Speed Handpiece	\$650		
2 Sterilizers	\$10,000		
1 Autoclaves	\$10,000		
1 Compressor	\$5,200		
1 Vacuum	\$4,100		
Medical			
4 Viewsonic screens	\$3,200		
2 Audiometer	\$2,700		
Xray system replacement	\$65,885		
Other new or replacement equipment as needed	\$154,565		
Subtotal - Medical/Dental Equipment additions/replacements		\$275,000	
Galveston Clinic Renovations			
Galveston Clinic Renovations	\$850,000		
Subtotal - Galveston Clinic Renovations		\$850,000	
Texas City Furniture/Fixtures/Remodel			
Conference Room chairs - CHW Admin area - 12	\$4,200		
TV, including installation for Conference Room in CHW Admin area	\$1,000		
Storage cabinets - 4 - CHW Admin area	\$1,800		
Wiring and wall mounting for computers in CHW waiting areas	\$750		
Installation of two doors in Patient Services are for CICHIP and wall behind receptionist desk in Medical Clinic	\$5,000		
Subtotal - Texas City Furniture/Fixtures/Remodel		\$12,750	
Employee One-Time Supplemental Payment			
Employee One-Time Supplemental Payment 2018	\$52,540		
Employee One-Time Supplemental Payment 2019	\$51,276		
Subtotal - Employee One-Time Supplemental Payment		\$103,816	
Total Fund Balance Reserve Expenditures		\$1,432,884	
Total Operating Reserve		\$4,811,713	
Unreserved		\$264,237	
Proposed Board Approved Reserve		\$6,508,834	

[Back to Agenda](#)



COASTAL HEALTH & WELLNESS

GOVERNING BOARD

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

Governing Board

December 2018

Item #8

**Consider for Approval Privileging Rights for
Cynthia M. Ripsin, MS, MPH, MD**



Date: December 6, 2018

To: CHW Governing Board

Thru: Kathy Barroso, CPA
Interim Executive Director

KB

From: Abdul-Aziz Alhassan, MD
Medical Director

A. Alhassan, MD

Re: Privileging

Upon the review of the completed credentialing file of Cynthia M. Ripsin, MS, MPH, MD, by Sandra Cuellar-Wilson, HR Director, and myself (Abdul-Aziz Alhassan, MD), we would like to recommend that the Coastal Health & Wellness Governing Board approve privileging for Dr. Cynthia M. Ripsin based on the following information:

- Cynthia M. Ripsin, MS, MPH, MD is a licensed Medical Physician who will practice full-time at both the Texas City and Galveston Coastal Health & Wellness Medical Clinics. Dr. Ripsin graduated from Eastern Virginia Medical School in Norfolk, Virginia in 1997 with a Doctor of Medicine degree. She completed a Family Medicine residency program at Eastern Virginia Medical School of Medicine. She also holds an active board certification in Family Medicine from the American Board of Family Medicine. Dr. Ripsin requests medical privileges on a full-time basis at both clinic sites.

[Back to Agenda](#)

Governing Board

December 2018

Item #9

**Consider for Approval Privileging Rights
for the following UTMB Residents**

- a) **Angela S. Abouassi, MD**
- b) **Bradley A. Henrie, MD**
- c) **Ford N. Ben-Okoli, MD**



Date: December 6, 2018
To: CHW Governing Board
Thru: Kathy Barroso, CPA
Interim Executive Director *KB*
From: Abdul-Aziz Alhassan, MD
Medical Director *AAA*
Re: Privileging

Upon the review of the completed credentialing file of Angela S. Abouassi, MD by Sandra Cuellar-Wilson, HR Director, and myself (Abdul-Aziz Alhassan, MD), we would like to recommend that the Coastal Health & Wellness Governing Board approve privileging for UTMB resident Dr. Angela S. Abouassi based on the following information:

- Angela S. Abouassi, MD is a licensed Physician IN TRAINING who will practice and train part-time at the Texas City Coastal Health & Wellness Medical Clinic. Dr. Abouassi graduated from St. George's University in Grenada, West Indies in 2014 with a Doctor of Medicine degree. Dr. Abouassi requests medical privileges on a part-time basis at the Texas City clinic site.



Date: December 6, 2018

To: CHW Governing Board

Thru: Kathy Barroso, CPA
Interim Executive Director *KB*

From: Abdul-Aziz Alhassan, MD
Medical Director *AAA*

Re: Privileging

Upon the review of the completed credentialing file of Bradley A. Henrie, MD by Sandra Cuellar-Wilson, HR Director, and myself (Abdul-Aziz Alhassan, MD), we would like to recommend that the Coastal Health & Wellness Governing Board approve privileging for UTMB resident Dr. Bradley A. Henrie based on the following information:

- Bradley A. Henrie, MD is a licensed Physician IN TRAINING who will practice and train part-time at the Texas City Coastal Health & Wellness Medical Clinic. Dr. Henrie graduated from Ross University School of Medicine in Portsmouth, Dominica West Indies in 2017 with a Doctor of Medicine degree. Dr. Henrie requests medical privileges on a part-time basis at the Texas City clinic site.



Date: December 6, 2018

To: CHW Governing Board

Thru: Kathy Barroso, CPA *KB*
Interim Executive Director

From: Abdul-Aziz Alhassan, MD *AAA*
Medical Director

Re: Privileging

Upon the review of the completed credentialing file of Ford N. Ben-Okoli, MD by Sandra Cuellar-Wilson, HR Director, and myself (Abdul-Aziz Alhassan, MD), we would like to recommend that the Coastal Health & Wellness Governing Board approve privileging for UTMB resident Dr. Ford N. Ben-Okoli based on the following information:

- Ford N. Ben-Okoli, MD is a licensed Physician IN TRAINING who will practice and train part-time at the Texas City Coastal Health & Wellness Medical Clinic. Dr. Ben-Okoli graduated from University of Texas Medical Branch in Galveston, Texas in 2016 with a Doctor of Medicine degree. Dr. Ben-Okoli requests medical privileges on a part-time basis at the Texas City clinic site.

[Back to Agenda](#)



COASTAL HEALTH & WELLNESS

GOVERNING BOARD

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

Governing Board

December 2018

Item #10

**Consider for Approval Mid-County Annex
Parking Lot Security Guard Proposal**



Consider for Approval Mid-County Annex Parking Lot Security Guard Proposal

Ranger Guard and Investigations Parking Lot Security Proposal

- For \$25.00/hour, Ranger will provide a commissioned and armed security guard, as well as a patrol car, to make constant rounds in the parking lot between the hours of 8:00 am and 8:00 pm on Mondays, 8:00 am and 5:30 from Tuesday through Friday, and from 8:00 am until 12:00 pm on Saturdays.
- Taking into account weekends and holidays, it is estimated the guard will be needed for 2,683 hours annually, totaling to an amount of \$67,075.00 for the year.
- Cost for the guard will be split amongst the Central Appraisal District, GCHD, and Coastal Health & Wellness, with each group paying their pro-rata share of the annual expense, which breaks down as follows:
 - CAD: \$19,712.50/annually
 - GCHD: \$19,712.50/annually
 - CHW: **\$27,650.00/annually**
 - CHW will incur an extra \$7,937.50 cost since it's the only entity of the three requiring the need for security on Saturdays and additional hours (5:30 pm – 8:00 pm on Mondays).
- Compliance will work jointly with the Fleet and Facilities Coordinator to ensure all contractual obligations are being fulfilled, and will retain a monthly log denoting daily activities or encounters.
- If approved by both boards, services shall begin Saturday, January 5th, 2019.

[Back to Agenda](#)



COASTAL HEALTH & WELLNESS

GOVERNING BOARD

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

Governing Board

December 2018

Item #11

**Consider for Approval the Appointment of Elizabeth (Betty) Williams
as a Community Representative to the Coastal Health & Wellness
Governing Board for a 3-year Term Expiring December 2021**

Attorney Elizabeth (Betty) Williams

Born: Beaumont, Texas

Elizabeth (also called Betty), completed her early education in Lake Charles, Louisiana after spending time in the San Francisco and Houston Independent School Districts.

She received her Bachelors in Business Management and her MBA in International Business at Our Lady of the Lake University.

After working over 28 years in the telecommunications industry in primarily sales/ sales support/and ultimately attaining the position of Global Account Manager, she moved to her earlier goal of training new sales people. She later retired from the corporate world and returned to the classroom to complete her law degree where she would achieve another goal of hers, and where she felt she could better help the most vulnerable of us navigate the legal system.

Elizabeth received her Juris Doctorate from South Texas College of Law, Houston: She holds licenses to practice in the State Courts, the U.S Federal Courts Southern District and the Northern District of Texas.

She is a certified Civil Mediator, a Notary Public, and is accredited to prepare and present claims for Veteran's Benefits before the Department of Veteran Affairs (VA).

She is employed as a managing attorney with Lone Star Legal Aid, managing the Galveston, TX branch, which includes Galveston and Chamber's Counties. Lone Star is a law firm that provides civil legal service to the low-income, elderly and disabled, Veterans and active military, and abuse survivors.

Prior to accepting the position with Lone Star Legal Aid Attorney Williams managed her own solo law general practice.

She is affiliated with: The State Bar of Texas – Where she is a member of the Family and Poverty Law Sections, College of the State Bar, and a past member of the Juvenile and Criminal Law Sections.
Member of the Galveston County Bar Association
National Black MBA Association
Phi Alpha Delta Law Fraternity
She's also a life member of the Associates of Vietnam Veterans of America, chapter Affiliate 685, Dickinson.

Personal: She is married to Jerry, a Vietnam Veteran and Sec't of the Vietnam Veterans of America's Dickinson Chapter. She's a mother of 3, grandmother of 7, and a great-grandmother of 6.

When she's not participating in community activities she enjoys spending time with and cooking her special seafood gumbo and shrimp creole for her family, reading, traveling and watching the 'Walking Dead' on Sunday nights.

[Back to Agenda](#)



COASTAL HEALTH & WELLNESS

GOVERNING BOARD

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

**Governing Board
December 2018
Item #12
2018 Employee Engagement Survey Report**

Employee Engagement Survey 2018

Sandra Cuellar-Wilson, HR Director

Summary

- Survey was opened to all CHW employees from 09/20/18 – 09/28/18
- Results are for CHW
- Rating Scale and free form answers
- 29 survey responses received out of 99 employees
 - 29% Completion Rate
 - Decreased since last year - 51%

1. Name two things you like about working at CHW:

2017

- Co-workers/Department
- Patients/Serving the Community/Mission
- Schedule/Flexibility
- Atmosphere/Work Environment
- Leadership/Management
- Location/Commute
- Benefits
- Job / Job duties
- Pay/Steady Paycheck
- Ability for OT/Consistent OT
- Facility/Building/Parking
- More Employee Activities/Ability to Meet people

2018

- Co-workers
- Patients/Serving the Community/Mission
- Schedule / Flexibility
- ↑ Benefits
- **Teamwork**
- Location / Commute
- **Recognition/ Feeling Appreciated**
- ↓ Atmosphere/Work Environment
- ↓ Leadership / Management
- Ability for OT/Consistent OT

2. What do you think are the most important factors in retaining staff?

2017

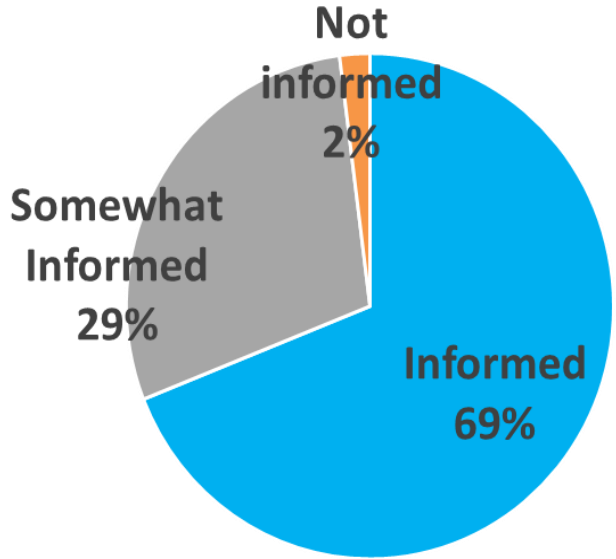
- Competitive salary/proper pay
- Show Appreciation for Employees/
Encouragement/Recognition
- Positive Work Environment/ Morale/
Employee Engagement
- Good Benefits
- Raises/ Salary Incentives
- Fair & Respectful Treatment of Employees
- Competent, Consistent and Caring
Management and Leadership
- Consistency and Fairness of Policies

2018

- Competitive salary/proper pay
- ↑ Positive Work Environment/ Morale/
Employee Engagement
- Good Benefits
- Raises/ Salary Incentives
- ↓ Show Appreciation for Employees/
Encouragement/Recognition
- Fair & Respectful Treatment of Employees
- ↑ Better leave policy/ Paid Holidays
- Competent, Consistent and Caring
Management and Leadership
- **Safe Environment/Safe Parking**
- ↑ Being Available to Staff/ Open Door policy

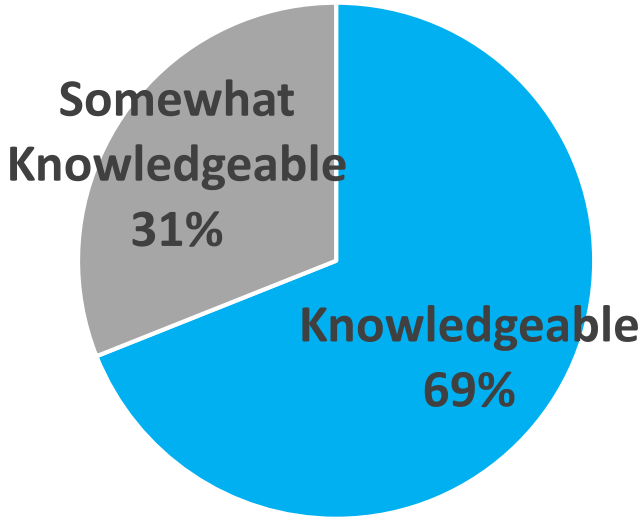
3. Rate your knowledge about CHW's mission, programs, and the Strategic Health Plan:

2017



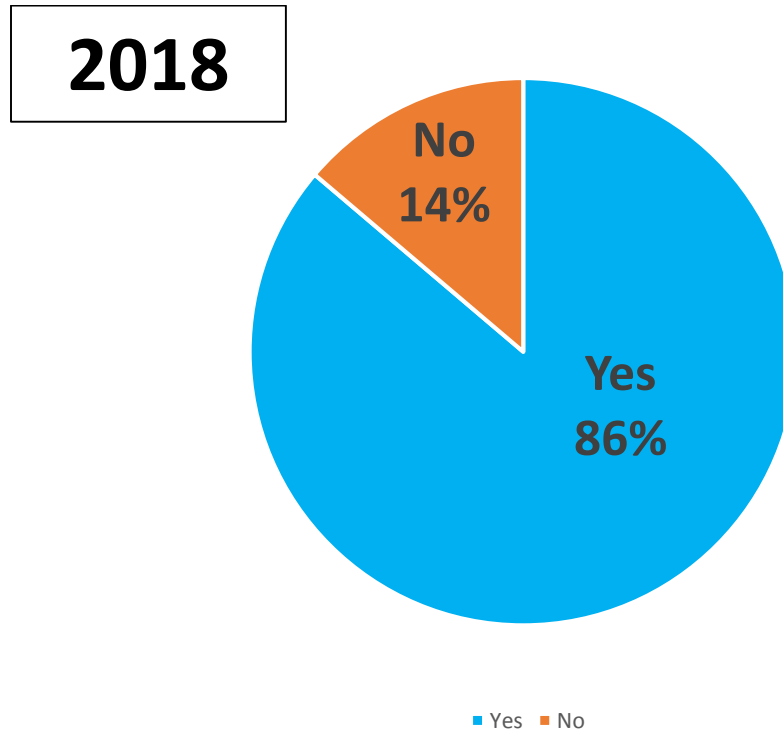
■ Informed ■ Somewhat Informed ■ Not informed

2018



■ Knowledgeable ■ Somewhat Knowledgeable

4. Do you think we are fulfilling our mission at CHW?



4a. Please explain

Yes

- CH&W provides high quality care to residents in and out of Galveston county where as surrounding counties do not provide all the services a person can get with this clinic.
- I believe a lot of our staff and providers go above and beyond to take care of patients and their needs.
- I think we are but I think there is a lot of room for improvement
- I think we are doing what we could by providing care to the community and those that walked through that door.
- Most providers have a true passion for their patients and will help their patients as much as possible knowing the limitations of each patient, knowing that a patient cannot afford to see a specialist so they push their-selves to their maximum limits and capability's to assist our patients. Others just pass the buck and don't care.
- New patients. We have more medical staff.
- Provide access to high-quality primary care to any GALVESTON COUNTY RESIDENTS. We are helping those in most need receive quality care, but our focus should remain on those within our County and/or limiting out of county Patients.
- Treat all Pt's the same, help them to the best of my ability
- We are all concerned about our pt. care, we give them respect and we treat them as we want to be treated.
- We are providing high quality healthcare to the community
- We are serving a large population of the community , have very accessible hours.
- Wish there was a sometimes, I don't feel it is always a yes or no

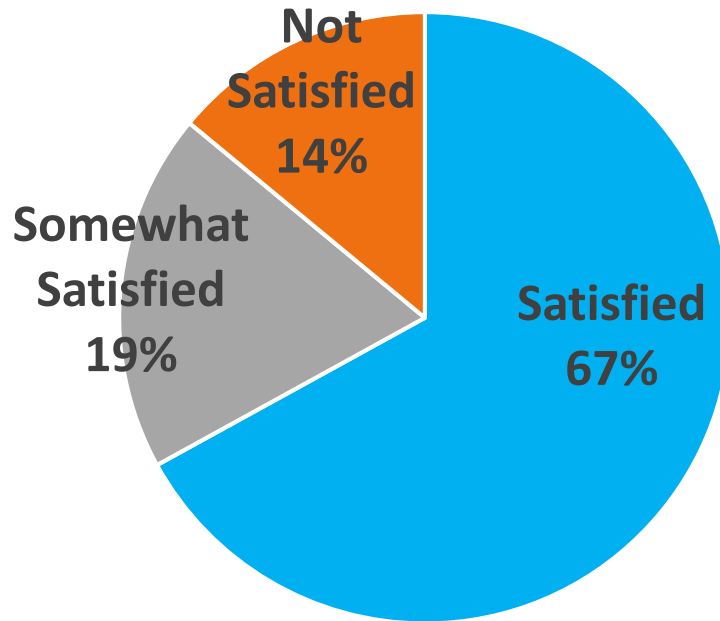
4a. Please explain continued

No

- Although a program is in place to improve access, I feel there is a disconnect and no engagement with providers
- Patients do not take responsibilities for their own health
- We just went through the Improper sterilization media hiccup, had to treat people too scared to return to the clinic. CHW reputation is hurt.
- We need more disabled parking and automatic door accessibility. Improve water in fountains, kitchenettes, and restrooms (no more discolored). Provide benches outside for patients waiting on the bus, or waiting for clinic to open. Extend clinic hours to 6:00 to better serve patients needing to come after work. Extend Saturday clinic to 2:00 to accommodate more patients.

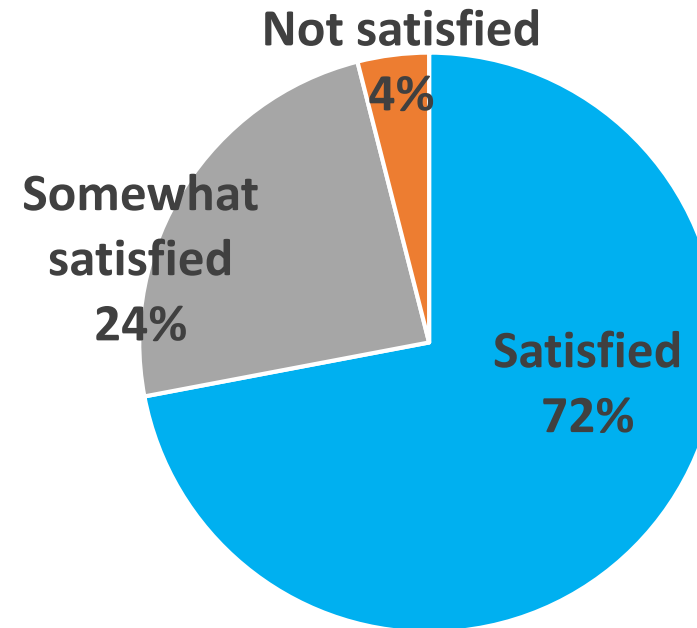
5. Rate satisfaction with the Coaching & Mentoring you receive by your immediate supervisor to help meet your job expectations:

2017



■ Satisfied ■ Somewhat Satisfied ■ Not Satisfied

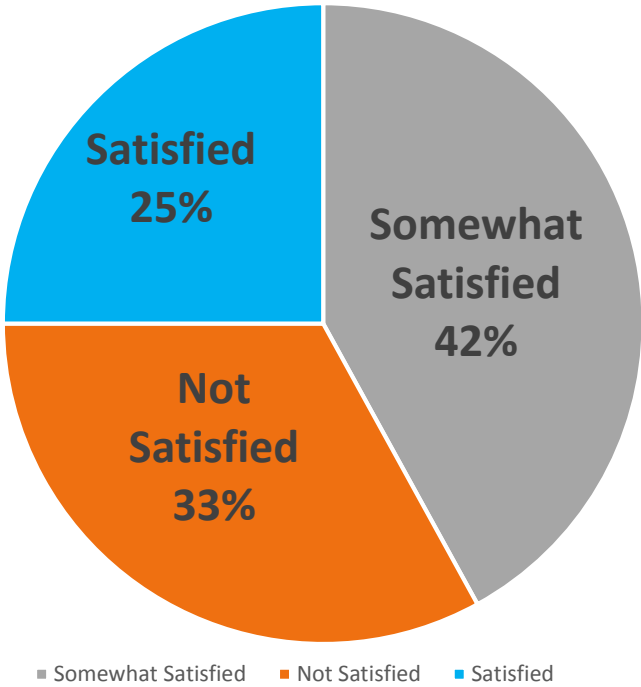
2018



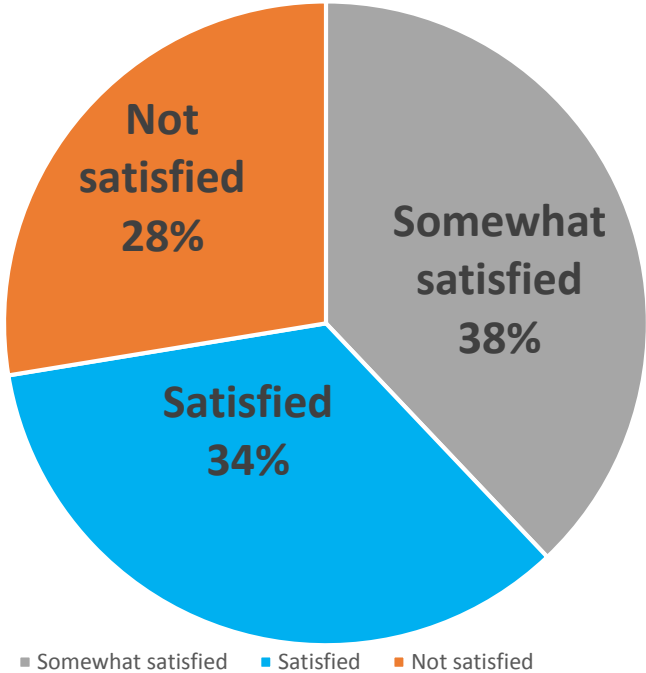
■ Satisfied ■ Somewhat satisfied ■ Not satisfied

6. Rate satisfaction with Employee Health benefits package provided by the organization (i.e. Carehere, TML, etc.):

2017

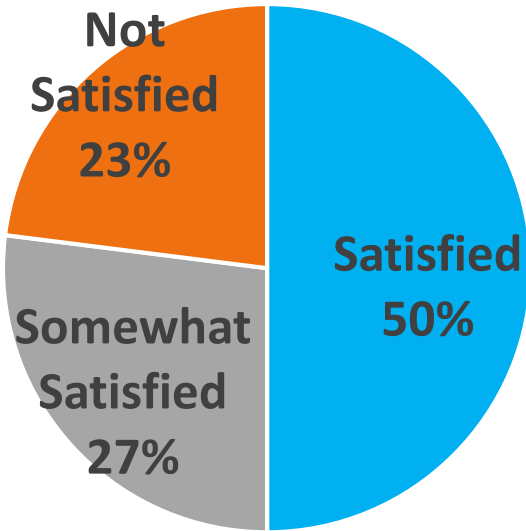


2018



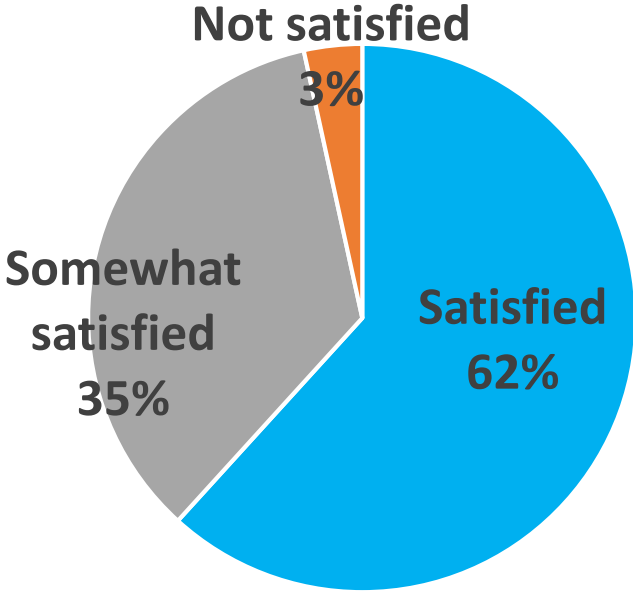
7. Rate satisfaction with Employee non-health benefits package provided by the organization (i.e. retirement, life insurance, on-site workout room, cell phone discounts, betterment, wellness activities, etc.):

2017



■ Satisfied ■ Somewhat Satisfied ■ Not Satisfied

2018



■ Satisfied ■ Somewhat satisfied ■ Not satisfied

7a. Suggestions for enhancing the non-health benefits

Satisfied

- Betterment/Wellness activities should be a little more advertised. Include the Galveston Clinic for activities that are only offered in Texas city. For example "Popcorn Fridays, Breakfast Tacos, etc"
- Tai Chi Yoga class, Gym membership discount, health program discount
- I would like to have personal time back and to be able to carry over more than just 80-hours of vacation especially for those whom has been employed for 15 plus years.
- The deductible is crippling high. As a single parent the monthly coverage is too high would need 2nd job to have benefits and roof over their head and a 3rd job to feed them all.
- Strong effort is being made by HR and ED

Somewhat Satisfied

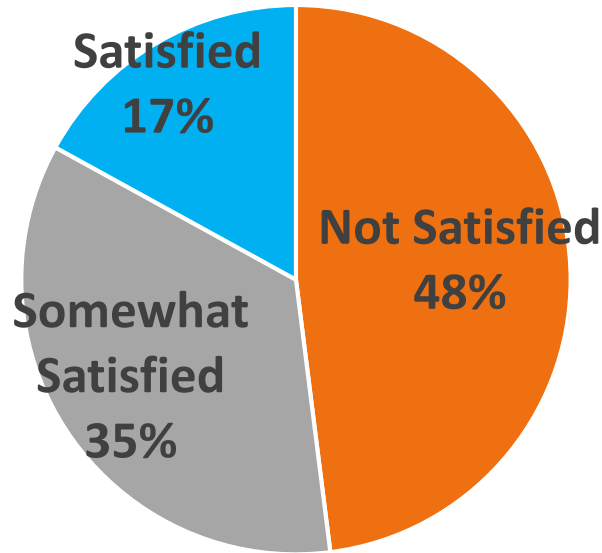
- Better Retirement; get better group ins. plan
- employees should not have to contribute for the employee appreciation festivities
- Have a lounge area -- not cafeteria style
- Maybe offer more discounts: UTMB gets a discount at certain child care centers.

Not Satisfied -

- None of these apply to me

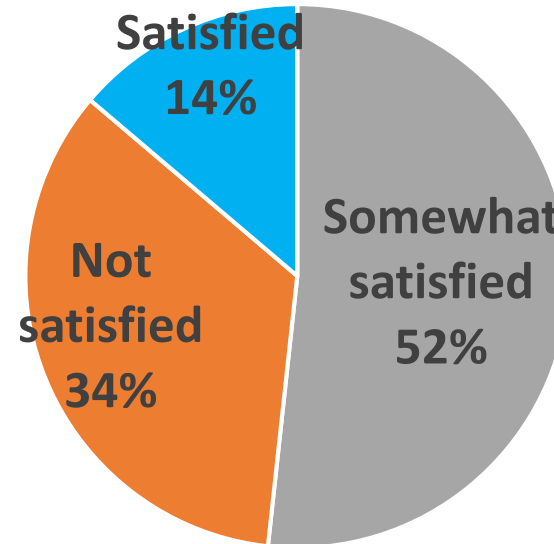
8. Rate satisfaction with salary based on your job description:

2017



■ Not Satisfied ■ Somewhat Satisfied ■ Satisfied

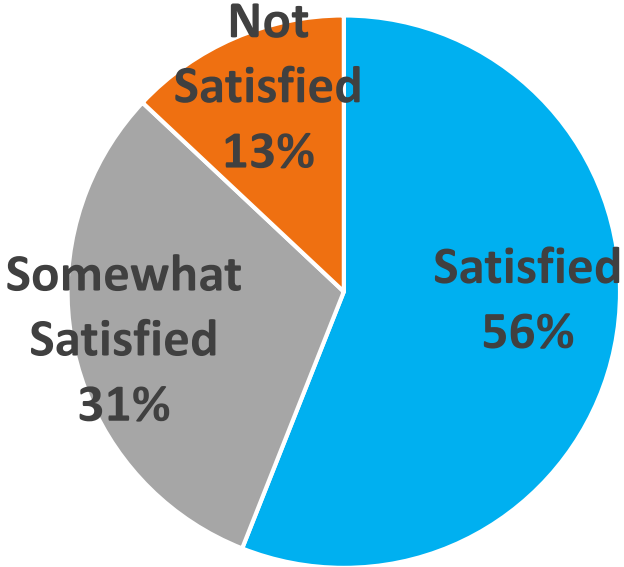
2018



■ Somewhat satisfied ■ Not satisfied ■ Satisfied

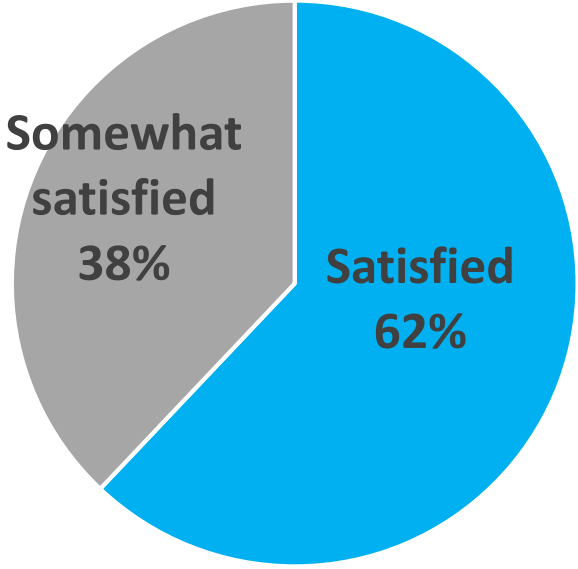
9. Rate satisfaction of training you receive for your job:

2017



■ Satisfied ■ Somewhat Satisfied ■ Not Satisfied

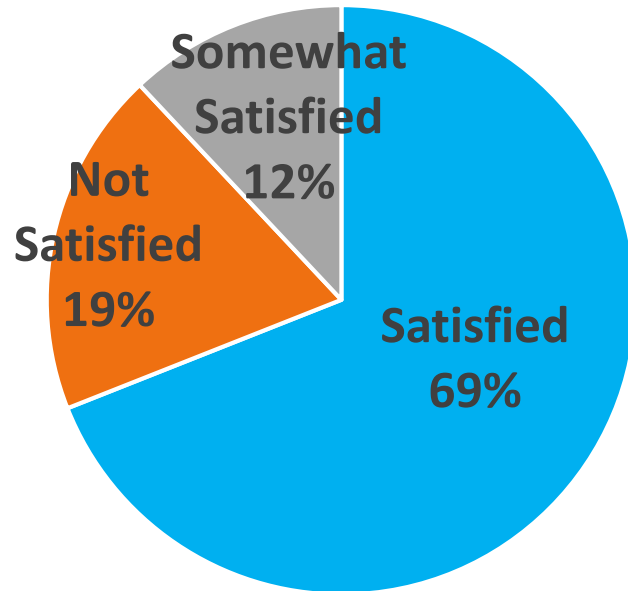
2018



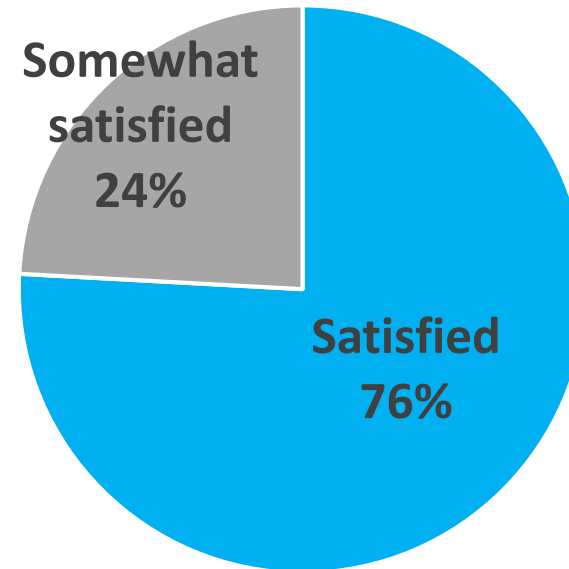
■ Satisfied ■ Somewhat satisfied

10. Rate satisfaction of communication between yourself and your immediate supervisor:

2017



2018

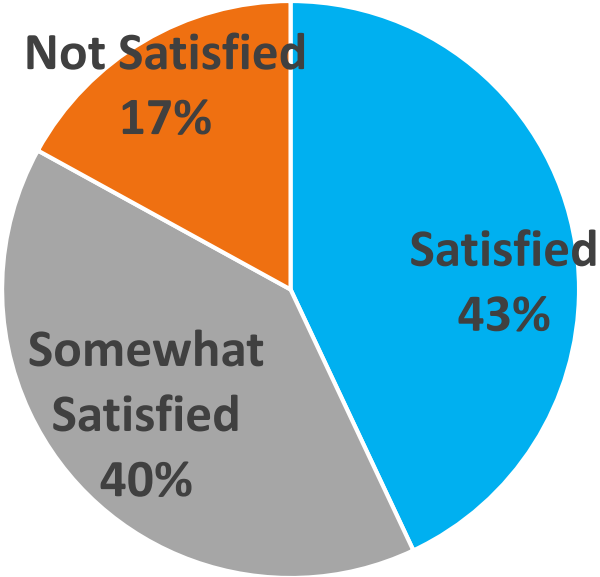


■ Satisfied ■ Not Satisfied ■ Somewhat Satisfied

■ Satisfied ■ Somewhat satisfied

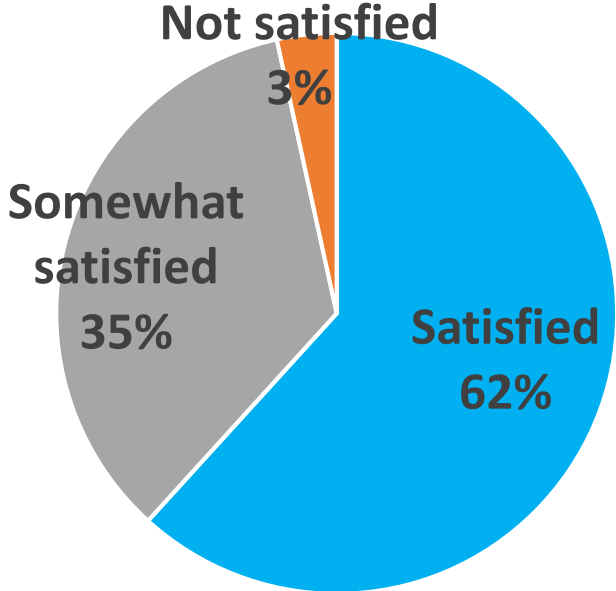
11. Rate satisfaction of teamwork and communication between yourself, co-workers and other internal departments:

2017



■ Satisfied ■ Somewhat Satisfied ■ Not Satisfied

2018



■ Satisfied ■ Somewhat satisfied ■ Not satisfied

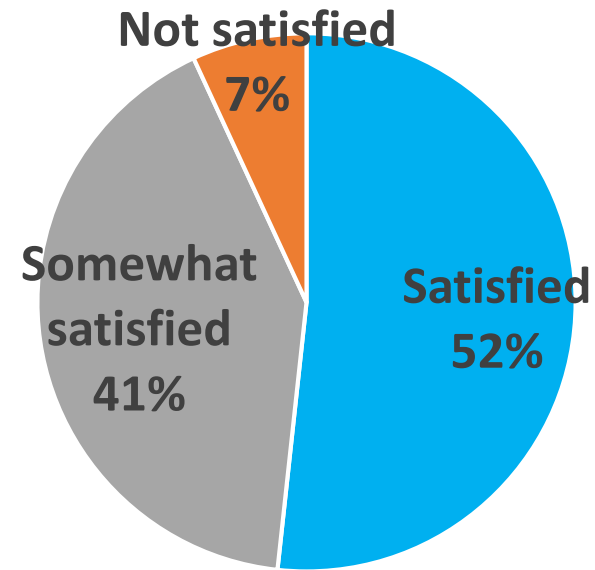
12. Rate satisfaction of your working conditions and work environment:

2017



■ Satisfied ■ Somewhat Satisfied ■ Not Satisfied

2018



■ Satisfied ■ Somewhat satisfied ■ Not satisfied

12.a. Suggestions for enhancing the working conditions and/or work environment

Satisfied

- Lite meditation ,soft music in dental clinic
- Faster internet service, better charting system, larger computer screens, new computers
- Keep monthly meeting going so everyone is knowledgeable on what is going on with CHW so no-one gets blind sided
- More in house training on Joint Commission, Best Practices, and Measuring performance with comparisons monthly, annually, state, nation.
- Put work groups in the optimal physical location
- We need better security inside the building and out in the parking lot.
- Very happy in my work area.

Somewhat Satisfied

- Deep cleaning, clearly marked and accessible pull stations, active shooter drill, drill to enhance safety, for confidently safe work environment
- More secure area to discuss information with patients and employee only secure parking area
- Would like to have more private secure area to meet with patient and safety parking area.
- Improve teamwork and attitude.
- More truthful communications

12.a. Suggestions continued

Somewhat Satisfied continued

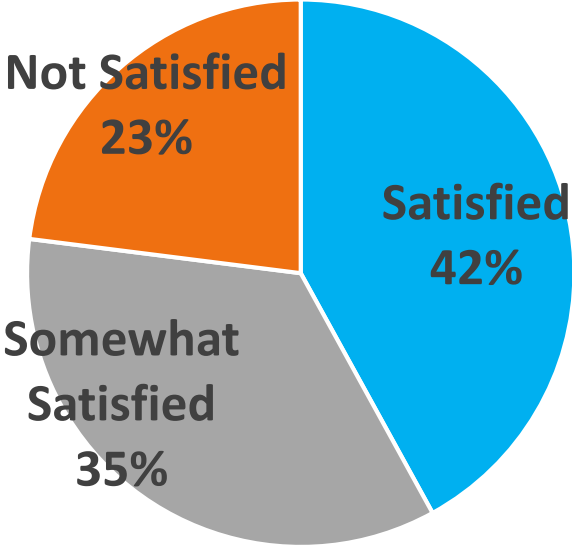
- Parking lot safety needs improvement, communication in all dept need improvement
- Some kind of parking lot security.
- Need more help, too much stress is put on one person, working too many unpaid extra hours for the pay and stress
- Replace outdated equipment. Provide equipment where none currently in place. Purchase better quality supplies, ie staplers. New computers are needed.

Not Satisfied

- Parking is not safe and too far. Not able to know what's going on even if there's a break in until it's too late
- Since there is a chain of command, it is very difficult to speak with our immediate supervisor when the same employee is always in her office. Also, it would be more beneficial to the patient and the employee if their confidential information wasn't spoken of in the desks in the Welcome Center, we should be provided with a more discreet location. Employees should be allowed to park where ever they feel it safe enough to leave their vehicle. A supervisor should be able to perform EVERY job she manages.

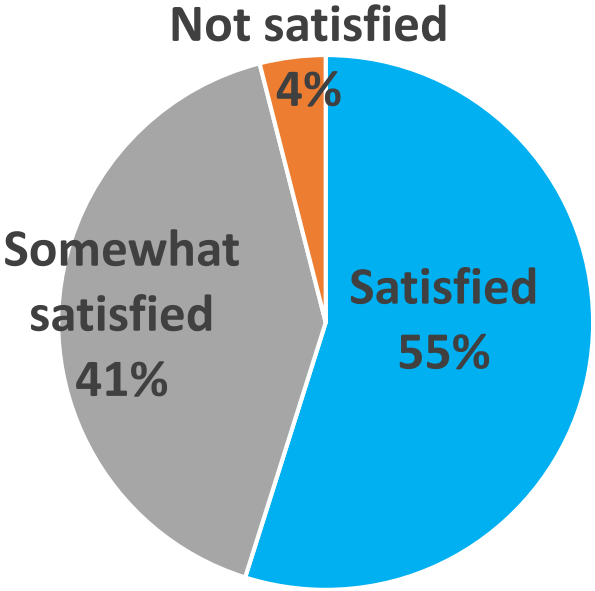
13. Rate satisfaction with acknowledgement and recognition for doing a good job:

2017



■ Satisfied ■ Somewhat Satisfied ■ Not Satisfied

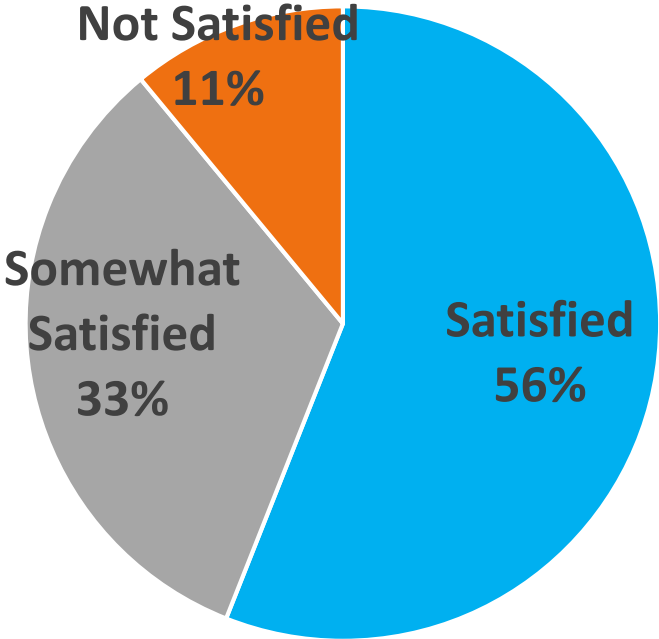
2018



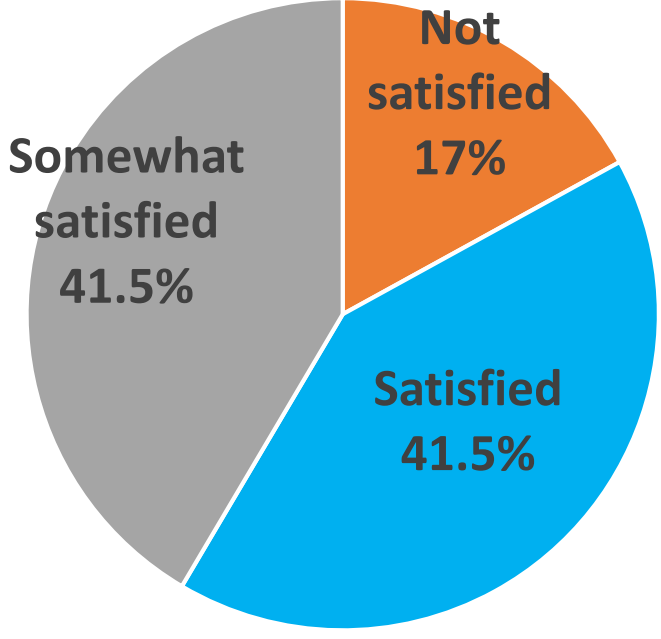
■ Satisfied ■ Somewhat satisfied ■ Not satisfied

14. Rate satisfaction with new modified performance review form and process:

2017



2018



14.a. Suggestions for enhancing the performance evaluation process

Satisfied

- Have not experienced a performance review at this time.
- Have one area that employees can report , do something extra to improve their skills to become a better person
- I think it covers everything needed
- It would be nice to have a list of things they are looking for prior to being evaluated. This way before the evaluation employees try to excel and think of ways they can meet the elevated standards. Give people periodic goals to reach verses grading on what you're already doing and just hope it is good enough.
- Performance review needs to be tied to compensation

14.a. Suggestions continued

Somewhat Satisfied

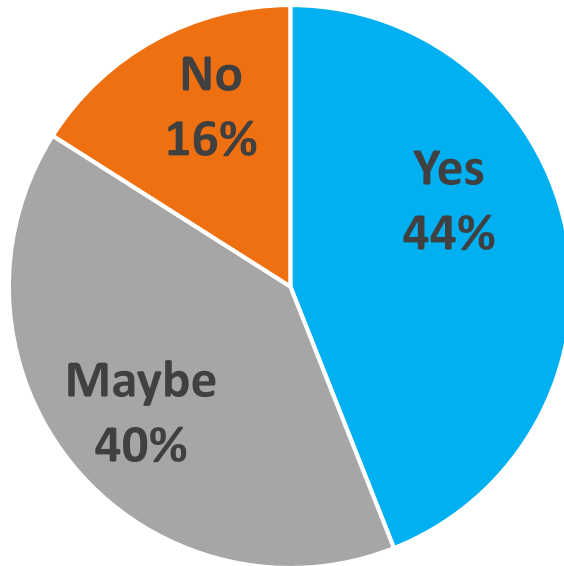
- I don't like self evaluations. Give pay incentives for performance.
- Not sure how this affects anyone, it is just numbers
- Pay Raise or Bonuses
- Receive merit increases based on the performance reviews - in addition to the cost of living increase currently provided
- Simplify it a little more.
- Supervisor give more feed back

Not Satisfied

- Annual pay increase
- I have not seen it

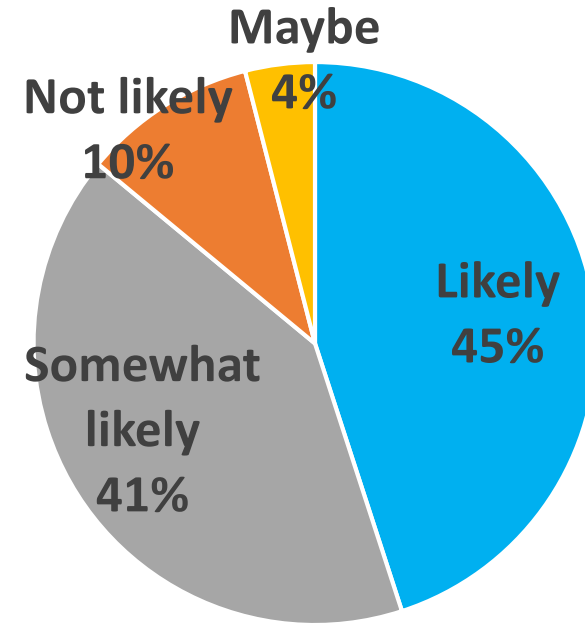
15. How likely are you to recommend working at GCHD to others:

2017



■ Yes ■ Maybe ■ No

2018



■ Likely ■ Somewhat likely ■ Not likely ■ Maybe

16. Any additional comments

Recommendations

- Paint walls, add pictures on walls (give place some color - make it look and feel alive, not so depressingly boring as it is now),
- Please Give us an Employee ATM- Most activities here at CHW/GCHD require one to have cash on hand.
- There needs to be a position for an individual to do all of the CHW ordering.
- I would expect some members of the team to act like adults and not spoiled brats
- Major changes with the new ED leadership
- I love working at CH&W I have a passion for helping people in need, unfortunately it's sad when you need to work a second job to meet your monthly responsibilities. The reason we lose so many employees to other clinic facilities is because they pay a little more than what is offered here.
- I feel like the constant changes that are being made are setting us up for failure. New staff coming in making as much or more than dedicated long-term employees. These committed employees should be recognized financially for their efforts in executing CHW mission
- If you want to retain your nurses, an increase in pay is needed.
- Need a pay increase; Yearly pay raises based on our evaluations
- Yearly pay raises and or longevity raises based on job evaluations and years of employment

16. Any additional comments continued

Positive Feedback

- Happy working here CHW.
- I am in a state of satisfactory - at the end of the day, I love my job.
- I love what I do and hope to continue for many years to come with some improvement
- Take one day, one moment at a time because that is all you have . Do a great job with it .
- Thank you for blessing myself and family each day for my job /benefits
- Thank you for your interest in CHW employee input.
- We have a lot to overcome and a lot of room for improvement. But I feel we are making forward progress. Some things would be easy fixes, others will take a little more time and planning. Overall optimistic.

Questions?



[Back to Agenda](#)