



Here to serve you!

November 2010 Executive Report
For Galveston County & Cities

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CEO & Health Authority

Pulse of the District...

A Spotlight on 4C's Clinical Services

One Pager Educates Public about 4C's

Below is a one-page summary requested by 4C's Governing Board member, Jose Boix, as a simple educational tool for the public, officials, and new Board members. The document answers the questions: who we are, where we came from, what we do, and where we are going. Much appreciation to Jose Boix for the idea, and Kurt Koopmann for pulling together the large amount of feedback he received regarding the product.

Who we are:

The 4C's is a Federally Qualified Health Center (FQHC) that provides primary care, counseling, and dental services for Galveston County residents through federal and county funding along with patient fees. Under federal guidelines, an 11 member policy-making board, comprised of a consumer majority, set policies for the clinics. Board policies and fees are located at www.gchd.org/boards/GBIndex.htm. The 4C's operations are executed by the Galveston County Health District which also oversees EMS and other traditional public health services. Having a FQHC in Galveston County leverages County dollars funding indigent primary healthcare.

Where we came from:

4C's clinics were first established in 1970 after the successful submission of a federal grant application to establish the Galveston County Coordinated Community Clinics (4C's). Once staffed by UTMB residents, 4C's now employs medical and dental providers. The clinics' productivity and cost per visit are better than state and national averages. In 2009, with a staff of 112 employees, 4C's provided health services to over 17,800 Galveston County residents with 60,000 clinic visits.

What we do:

At two clinic sites, Galveston County residents may obtain primary care, counseling, and/or basic dental care. Any Galveston county resident, with or without insurance, may seek care in the clinics. 4C's provides excellent quality of care as an accredited Ambulatory Health Care Facility meeting standards established by The Joint Commission. FQHC status provides funding and guidelines that benefit the County by enabling the provision of discounted health services to the indigent and uninsured based on their financial ability to pay.

Where are we going?

Launching of a complete electronic health system is expected to be completed in 2011. In the latter part of 2011, the Texas City site is expected to relocate to the Mid-County Annex (see below) where it will have a larger capacity to serve local residents. 4C's will be monitoring and adapting to any changes in the health care environment associated with the national health care reform agenda. In addition to the new building and new electronic health system in 2011, the 4C's expects to transform its image with a new name and improved public perception.

Phase TWO EMR Planning to Begin!

On December 8th, a kick off meeting with Core Group members is scheduled to get organized and start the ground work for the implementation of electronic health records (EHR) for the 4C's Clinic. Executive Sponsor, Dr. Mark Guidry, will lead a Core Group including Abdul-Aziz Alhassan, MD, 4C's Medical Director; Jason Borillo, Physician Assistant; Luz Scott, Project Manager; Celina Bullock, Lab/X-Ray Supervisor; Pam Jahnke, RN, Strategic Plan Evaluator; and Michelle Robinson, Medical Records Supervisor. The Core Group will discuss major milestones that need to be accomplished prior to implementation of EHR's such as the extraction of selected information from paper medical records that need to be scanned into the system, assure the referral system is organized and ready, that electronic prescriptions are sent directly to various frequent pharmacies, interfaces (EKG, digitalized x-rays, Lab Corp, etc.) are in place to name a few. A tentative Go Live for EHR is midyear 2011.

Status of 4C's Electronic Practice Management System

On October 19th, phase one (practice management) of the new electronic system was implemented. This phase of the system includes new software to make appointments, check in process, financial screening and billing and collections. Since implementation, a weekly memo from Dr. Guidry to staff has been distributed as we refine the system and new staff expectations. Management staffs continue to work with consultants and vendors to fully implement the billing and collections portion of the system. In addition, a daily progress meeting is held with Executive Officers for guidance towards reaching executive goals and for troubleshooting. Much work remains to fully realize the expected outcomes for improving billings and collections.

Eligible for Expanded Services Supplemental Funding

The 4C's is eligible to apply for and receive up to \$397,172 to expand services. At least 2/3 and up to 100% of this funding is to be used for expanding medical services. This grant is due January 6, 2011 and is expected to be awarded by the end of March 2011.

Budget Period Progress Report (BPR) Report Due December 17

This is the new name for the annual 4C's Clinic grant. Annually staff prepares for Board approval the documents necessary to "re-apply" for federal funding to assist in the operation of the clinic. This year we will be applying for \$1,765,442 which is level funding. The grant process this year is suppose to be "easier" this year as only changes/updates to existing documents are to be included in the grant packet. Staff will have the grant documents to the Board for their final review at the December 16th Board meeting. Documents are due to the BCHC on December 17, 2010 with an April 1, 2011 start date.

Pathways for access to 4C's Clinics

The implementation of NextGen is a perfect opportunity to assure 4C's has clear pathways and appropriate process for the various types of insured, sponsored, and uninsured individuals who access services at 4C's. Executive officers have developed a draft guide for the various types of payers with information about requirements for check-in, verifications, financial screening, clinic fees or co-pays, charges, billing, and collections. The tool is being used to assure all pathways are considered to clarify expectations of staff and assure clients are processed appropriately and as efficiently as possible.

Signed RFP's, Grants, Contracts & Agreements:

- **Contract for Water Pollution Control and Abatement Services between the Galveston County Water Control and Improvement District No. 8 and the Galveston County Health District** was signed by COO on September 29, 2010. Agreement will immediately begin following full execution of the agreement and will expire on September 30, 2011. Water Control and Improvement District No. 8 shall pay Galveston County Health District \$5,410.48 based on an annual fee of 0.5033 cents per capita based on the City of Santa Fe's January 2008 population of 10,750.
- **Agreement between Galveston County Community Action Council Head Start Program and the Galveston County Health District** was signed by COO on October 22, 2010. Agreement will be for one year from September 1, 2010 to September 1, 2011.
- **Lawn/ Landscape Maintenance Contract Addendum between Landscape Professionals of Texas and Galveston County Health District** was signed by COO on October 23, 2010. Original contract expired October 9, 2010 and GCHD will continue the contract for one additional year, expiring October 9, 2012.
- **Memorandum of Understanding between the Galveston County Health District, Galveston County Housing Authority and City of Galveston** was signed by CEO on October 27, 2010. Agreement will be for one year from November 11, 2010 to November 1, 2011 and will automatically renew unless terminated. The Agreement was entered into for the purposes of forming a collaboration which will facilitate information to decrease and eliminate the risk of childhood lead poisoning from property sources.
- **Agreement between Texas City Independent School District – Cooperative Project Head Start and Galveston County Health District** was signed by COO on October 27, 2010. Agreement will be for one year from September 1, 2010 to September 1, 2011. Texas City Independent School District wishes to have employees of the Head Start Program receive services by GCHD.
- **Agreement for the Provision of Ambulance Services between the Galveston Area Ambulance Authority and the University of Texas Medical Branch** was signed by COO on November 3, 2010. Agreement will be for one year from January 1, 2011 to December 31, 2011. GAAA will provide ambulance transportation to patients out of UTMB to and from local clinics and hospitals.
- **Agreement for Collection Services of Delinquent Emergency Medical Services Accounts** was signed by COO on November 9, 2010. Agreement will be for one year from November 10, 2010 to November 20, 2012.



4C's Quick Stats:

- **2 locations: Texas City and Galveston**
- **More than 17,000 Medical Patients Served**
- **More than 40,000 actual medical visits**
- **More than 4,000 dental patients served**
- **More than 9,000 actual dental visits**

STOP THE FLU!

Galveston County Health District
409-938-7221
www.gchd.org

• Wash your hands • Stay home if sick
• Cover your cough • Flu Shot

*A Monthly Report of
The Galveston County Health District.
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