

**Coastal Health & Wellness
Governing Board Meeting
November 16, 2017**

Board Members

Present:

Dr. Howard
Jay Holland
David Delac
Mario Hernandez
Virginia Valentino

Staff:

Mary McClure, Interim Executive Director	Kathy Barroso, GCHD CEO
Dr. Foster	Pisa Ring
Dr. Alhassan	Laura Walker
Andrea Cortinas	Mary Orange
Sandra Cuellar	Kristina Garcia
Lea Williams	Scott Packard
Tikeshia Thompson Rollins	Mario Acosta

Excused Absence: Dorothy Goodman, Miroslava Bustamante, Jose Boix, Victoria Dougharty

Unexcused Absence:

***Approval of Consent Agenda**

Upon a motion by Virginia Valentino, seconded by Mario Hernandez, Consent Agenda items one through three were unanimously approved.

Item #4 EXECUTIVE SESSION

Convene into Executive Session pursuant to Texas Government Code, Section 551.074 (Personnel Matters). The Coastal Health & Wellness Governing Board will convene into Executive Session as Permitted under provisions of the Texas Open Meeting Act, pursuant to Section 551.074 of the Texas Government Code. The purpose of this Executive Session regards a personnel matter, during which the Board will perform the Interim Executive Director's six-month evaluation.

Item #5 Reconvene Regular Meeting

Reconvene to regular meeting at 12:20 p.m.

Item #6 Possible Action from Executive Session

Dr. Howard, Board chair, asked the Board to make a motion from executive session. It has been motion by Virginia Valentino, second by Jay Holland to make Mary McClure the Executive Director with a commensurate salary increase, the consideration was unanimously approved by the Board.

- David Delac, informed the Board he was against the process however, it was nothing against Mary as she's doing a good job and taken over well, he just felt that the process needed to go out to the market and see what was out there and felt she probably would have come to the top.

Item #7 Executive Report

Mary McClure, Interim Executive Director/Business Director, presented the November 2017 Executive Report to the Board.

- Mary McClure, Interim Executive Director, informed the Board it was mention in a previous meeting to track new patients and since then "how did they hear about Coastal Health & Wellness" was added to the system. Mary McClure, stated she will run a report for the numbers.

Item #8 Consider for Approval Spending \$21,250 of the 2016 HRSA Quality Improvement (QI) Summit Radiographic Tables with Elevator.

Mary McClure, Interim Executive Director/Business Director, asked the Board to consider for approval spending \$21,250 of the 2016 HRSA quality improvement (QI) summit radiographic table with elevator. Mary informed the Board that we received some HRSA funds back in 2016 in the amount of \$50,813 and would like to spend \$21,250 on two x-ray tables, one for the Texas City clinic and one for the Galveston clinic. Mary also informed the Board that the x-ray tables has the height adjustments that makes it easy to transfer patients with limited mobility and for Pediatric patient to take x-rays.

- David Delac suggested when bringing to the Board it helps to have the amount stated with, what has been spent, and what's remaining. This helps the Board with remembering what was approved.

Upon a motion made by Jay Holland, seconded by Mario Hernandez, the consideration was unanimously approved by the Board.

Item#9 Consider for Approval Quarterly Access to Care Report

Mary McClure, Interim Executive Director/Business Director, asked the Board to consider for approval quarterly access to care report. Mary pointed out that in July, August and September there were 468 counseling appointments available in Galveston, 71 appointments kept which was 26% of the available appointments scheduled, 42% were no shows. In Texas City counseling there were 726 available appointments, 134 of the appointments scheduled were kept, and were 25% no show. Galveston Dental there were 988 appointments available, 535 kept, and the no show rate was 34%. Texas City Dental there were 4108 appointments available, 2296 kept, and the no show rate was 34%. Medical in Galveston 3511 appointments available, 1882 kept, and the no show rate was 22%. In Texas City Medical there were 11,332 appointments available, 5969 kept, and no show rate 25%. Upon a motion made by Jay Holland, seconded by Virginia Valentino, the consideration was unanimously approved by the Board.

Item#10 Consider for Approval Quarterly Customer Service Report

Mary McClure, Interim Executive Director/Business Director, asked the Board to consider for approval quarterly customer service report. Mary informed the Board that this was brought to the Governing Board Quality Assurance Committee last month and the number of surveys received has decreased. The overall results on the surveys are excellent and the overall satisfied is yes. In Texas City the overall satisfied is 97.87%, Galveston 85.71% and the total between the two total to 93.33%. Mary also informed the Board if there are any fair, poor, or have comments they are given back to the managers of those areas to look into. Upon a motion made by Virginia Valentino, seconded by Mario Hernandez, the consideration was unanimously approved by the Board.

Item#11 Consider for Approval HRSA Noncompeting Continuation (NCC) Progress Report and Budget for Period Covering April 1, 2018 to March 30, 2019

Mary McClure, Interim Executive Director/Business Director, asked the Board to consider for approval HRSA Noncompeting continuation (NCC) program report and budget for period covering April 1, 2018 to March 2019. Mary McClure informed the Board that the budget report is due at the time of the competing grant. There are many parts to this report that consist of the income analysis report, scope of services validating that they are still the same. The report also ask if there are any changes in the environment, key personnel, organizational changes, payor mix, and staffing. The Uniform Data System (UDS) number are automatically populated into it from the UDS report. Mary also stated that report asked if you don't meet your goals what we are doing to try and meet those goals so we have to write an explanation for that. Mary Orange, Business Office Manager informed the Board the proposed budget of the fiscal year ending March 31, 2019.

Summary

- Budget increased \$13,834,474 compared to 2018 budget. HRSA recommendation to follow GAAP reporting for Revenues and A/R. Also includes Bad Debt expense reporting.
- Actual net increase of \$820,871.

Revenues:

- Overall budget revenue has an increase of \$13,834,474.
- Decrease of \$287,035 in cash portion of Patient Services fees compared to 2018 budget due to overstated projections.
- Recording of AR for Patient Services fees are now included in the 2019 budget, as well as the offset of Bad Debt Expense.
- County Revenue increased \$194,090 due to transfer of CIHCP staff to CHW budget.
- DSRIP revenue anticipated to be earned in 2018-2019 was included and is offset by the IGT payment in expenses.
- Revenue of \$52,540 representing proposed Fund Balance expenditure is also included.
- Grant revenue includes Title V grant funds and Crucial Catch.

Expenses:

Personnel

- Net increase in Personnel expenses of \$188,797. Approximately \$123,440 in wages with balance being benefit expense.
- Net increase of 5.6 FTE's (additional details included within document).
 - 13.5 FTE additions: 6.0 new, 0.5 reclassified from part-time to full-time, and 7.0 transferred from GCHD
 - 7.9 FTE reductions: 1.0 transferred to GCHD, 3.5 vacancies eliminated, and 3.4 shared service allocation reduction
- Includes one-time \$500 payout to full-time employees from Fund Balance totaling \$52,540 (\$47,500 wages plus fringe).
- Health Insurance increased approximately 13% from 2018. This includes additional cost for CareHere employee coverage.
- State Unemployment tax decreased from 1.9% to 0.1% of taxable wages.

Contractual

- Increases in Outside Lab contracts of \$54,000, based on estimated actual for 2018, Outside X-ray contracts for \$10,200, and Miscellaneous Contract Services for \$40,306 associated with a Primary Care Services Contract with UTMB.
- Decrease in CHW Billing Contract Service due to termination of Credentialing Contract from prior year of \$18,000.

Other

- Included proposed IGT payment that would be associated with DSRIP Funds for 2019.
- Increase in Pharmaceutical supplies to be in line with expected 2018 expenditures, including ACCT contract expenses.
- Increase in Telecom is offset by decrease in Rentals - moving of Comcast expense from one budget category to another.
- Increase in IT Software, Licenses & Intangibles due to increases in Nextgen licensing and other shared services software.
- Increase in expenses with recording of Bad Debt representing \$13,013,603.

Upon a motion made by David Delac, seconded by Mario Hernandez, the consideration was unanimously approved by the Board.

Item#12 Consider for Approval Coastal Health & Wellness Credit and Refund Policy

Mary McClure, Interim Executive Director/Business Director, asked the Board to consider for approval Coastal Health & Wellness credit and refund policy. Mary informed the Board that part of the HRSA site visit was to put in place some billing and collection policies. This policy outlines how credit and refunds would be handled. Upon a motion made by Virginia Valentino, seconded by Mario Hernandez, the consideration was unanimously approved by the Board.

Item#13 Consider for Approval Coastal Health & Wellness Charge Capture Policy

Mary McClure, Interim Executive Director/Business Director, asked the Board to consider for approval Coastal Health & Wellness charge capture policy. Mary informed the Board that this policy is how we view the charges when they are entered into the system. Patient Services enters some chargers the nominal fees or the STD/HIV. On the contracts the patients are charged \$20, the dental assistants, nurses/MA's, and providers enters some services into the system. This policy also gives the definitions; and procedures for how to enter the information in NextGen are identified. Mary also pointed out charts are locked within three days and billing is responsible for billing no later than three days of services. All charges need to be billed no later than the 5th day of the next month.

- Dr. Howard, Board chair, asked that the providers complete all documentation on patients by the end of each day. Mary McClure, Interim Executive Director/Business Director, stated this will be added to the provider's expectations in the clinic.

Upon a motion made by Mario Hernandez, seconded by Virginia Valentino, the consideration was unanimously approved by the Board.

Item#14 Consider for Approval Coastal Health & Wellness Payment Posting Policy


Mary McClure, Interim Executive Director/Business Director, asked the Board to consider for approval the Coastal Health & Wellness payment posting policy. Mary informed the Board that this policy identifies who's responsible for posting payment and it also references NextGen process training.

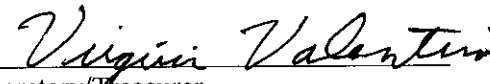
- David Delac, asked what the timely manner for posting is. Mary McClure, Interim Executive Director stated what comes in today will post the next day and everything has to be posted by the 10th of the month.

Upon a motion made by Virginia Valentino, seconded by Jay Holland, the consideration was unanimously approved by the Board.

Adjournment

A motion to adjourn was made by Virginia Valentino, seconded by Jay Holland. The Board adjourned at 1:01 p.m.


 Chair
 12 - 7 - 2017
 Date


 Secretary/Treasurer
 12 - 7 - 2017
 Date