

**Coastal Health & Wellness
Governing Board
February 27, 2025**

Board Members:

Donnie VanAckeren
Elizabeth Williams
Rev. Jones
Sergio Cruz
Flecia Charles
Victoria Dougharty
Kevin Avery
Kendall Campbell, MD

Staff:

Philip Keiser, MD, Executive Director	Christina Bates
Lane Baker, MHA, Chief Operating Officer	Judie Olivares
Chris Garcia, MD, Medical Director	Wendy Jones
Hanna Lindskog, DDS, Dental Director	Debra Martin
Della Brown, RN, GCHD Chief Operating Officer	Amanda Wolff
Ruth Cable, Chief Financial Officer	Chloe Murray
Liz Lentz, Human Resources Director	Tikeshia Thompson-Rollins
Tiffany Carlson, RN, Nursing Director	
Ashley Sciba, RN, Chief Nursing Officer	
Laura Norman	
Debra Howey, RN	

Excused Absences: Sharon Hall, Courtni Tello, DDS, and Cynthia Darby

Items#1 Comments from the Public

There were no comments from the public

Items#2-8 Consent Agenda

A motion was made by Elizabeth Williams to approve consent agenda items two through seven and defer item eight. Kevin Avery seconded the motion, and the Board unanimously approved the consent agenda.

Item#9 Consider for Approval Financial Report Submitted by Ruth Cable

a) January 2025

Ruth Cable, Chief Financial Officer, presented the January 2025 financial report. A motion to accept the January 2025 finance report as presented was made by Sergio Cruz. Elizabeth Williams seconded the motion, and the Board unanimously approved.

Item#10 Coastal Health & Wellness Updates

- a) Organizational Updates Submitted by Executive Director
- b) Dental Updates Submitted by Dental Director
- c) Medical Updates Submitted by Medical Director
- d) Human Resources Updates Submitted by Human Resource Manager

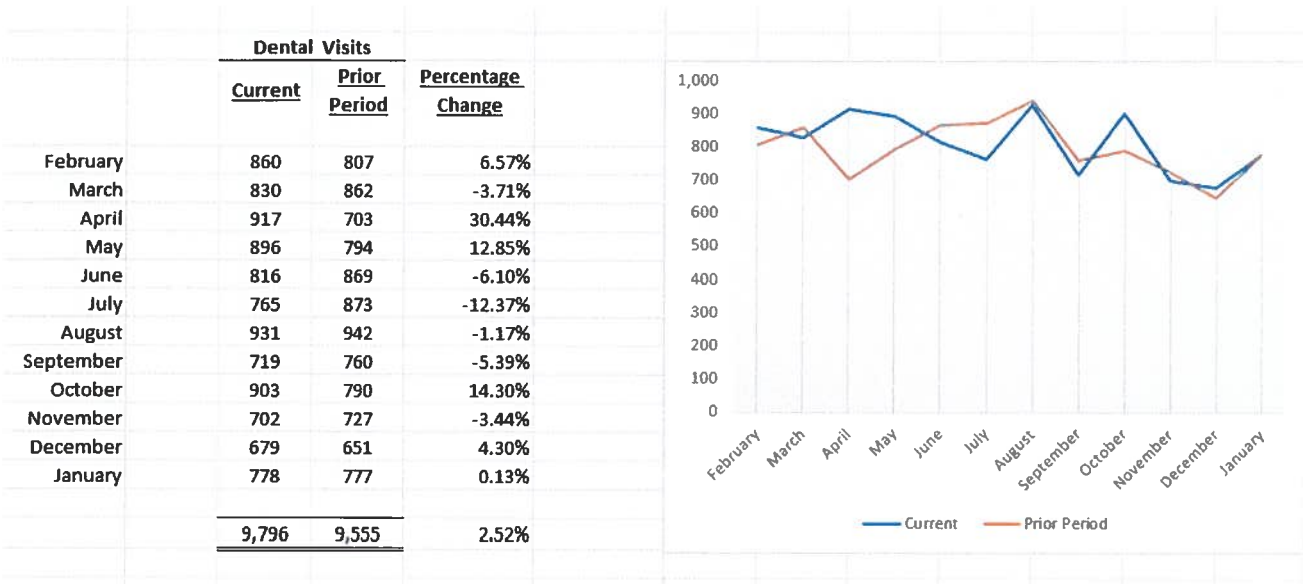
Organizational Updates:

Philip Keiser, MD, presented the Coastal Health & Wellness Organizational Updates to the Governing Board.

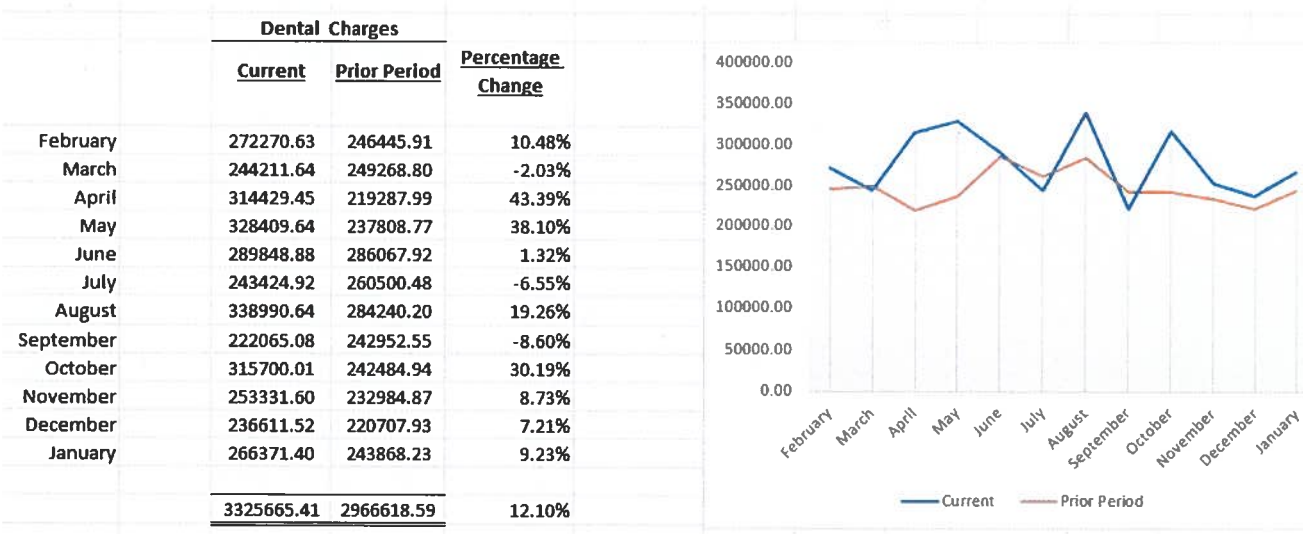
Dental Updates:

Hanna Lindskog, DDS, updated the Board on Dental services in the Coastal Health & Wellness Clinic.

- Visit Numbers – Based on “FQHC Qual Enc” in NextGen
 - We continue to see walk-in patients in pain as we can fit them into our schedule.
 - We continue to release comprehensive exams on the 15th of every month.
 - For January 2025, the Dental Clinic had a very slight increase of 0.13% in qualifying encounters compared to January 2024.
 - The Dental Clinic had an increase of 2.52% in qualifying encounters when comparing February 1, 2024 – January 31, 2025, with February 1, 2023 – January 31, 2024.



- Dental Charges
 - For January 2025, the Dental Clinic had an increase in charges of 9.23% compared to January 2024.
 - The Dental Clinic had an increase of 12.10% in charges when comparing February 1, 2024 – January 31, 2025, with February 1, 2023 – January 31, 2024.



- Current projects, plans, department overview for dental
 - Dr. Lindskog continues to serve on the COM Hygiene School Advisory Board
 - Attended COM Advisory Board Joint Meeting on 2/25/2026
 - Exploring opportunities for rotations at CHW for dental hygiene students
 - UT Health School of Dentistry (Houston)
 - Exploring opportunities for rotations at CHW for dental students and residents
 - Head Start
 - February 21 Clinic Blitz was cancelled by the school due to low participation
 - Francine is working with the school to proactively complete packets for the 2025-2026 school year during their registration and Back to School events

Medical Updates:

School Based Clinic:	December	January
Students:	5	5
Staff:	0	0
Telehealth:	38	38
Total :	43	43
Telehealth/Doxyme:	December visits	January visits
	155	229
CHW Clinic Visits:	December visits	January visits
Kept:	1987	2127
No Shows:	679	686
No show rate:	25.5%	24.4%
Retinal scans		39
Total charges:	\$518,888.32	\$577,725.20

Clinic Updates:

We continue to partner with UTMB and St Vincent on study to improve diabetic control. We continue with our weekly meetings to go over results from patients enrolled in study from CHW. This year’s program is winding down. UTMB submitting grant applications for a continuation of the program

We are working to institute standing orders for screening mammograms and FIT tests to allow easier access to patients for these screening procedures

We are in preliminary discussions with the Internal Medicine and Family Medicine departments from UTMB about the possibility of having their residents staffing evening and Saturday clinics

Human Resources Updates:

Liz Lentz, Human Recourses Director, presented Human Recourse Updates to the Board.

- Active EE Count (97)
- Hired EE’s for Month -January (1)
- Termed EE’s for Month -January (24)
- Active EE Count for Prior Year -January 2024 (126)
- Hired EE’s for Month -January 2024 (7)
- Termed EE’s for Month -January 2024 (3)
- Open Positions (0)

Turnover Rate

Month	Number of Separated Employees	Average Number of Employees	Monthly Turnover Rates (Percentage)	2025 Quarterly Turnover Rates	2025 Annual Turnover Rate	2024 Quarterly Turnover Rates	2024 Annual Turnover Rate
January	24	97	24.7%				
February	0	97	0.0%				
March	0	97	0.0%	24.7%		10.7%	
April	0	97	0.0%				
May	0	97	0.0%				
June	0	97	0.0%	0.0%		3.3%	
July	0	97	0.0%				
August	0	97	0.0%				
September	0	97	0.0%	0.0%		8.8%	
October	0	97	0.0%				
November	0	97	0.0%				
December	0	97	0.0%	0.0%	24.7%	13.3%	36.2%

As of 02/24/24


2025 New Hires & Upcoming

Hire Date	Department	Job Title	Position #
01/23/25	CHW RCM	RCM Billing Specialist	CHW-RCM-003
02/03/25	CHW Administration	CHW Chief Operating Officer	CHW-ADM-001

Item #11 Comments from Board Members

None

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



 Chair

03/27/2025

 Date