

Falls Community Health Governing Board Minutes
Thursday, February 15, 2024, at 12:00 pm

Present: Bill Earley-V, Madeline Shields, Amanda Willard, Angela Landeen, Gwen Fletcher, Moses Pessima, Dr. Bill Schultz-V

Absent: Lee Jensen, Kari Benz,

Staff Present: Amy Richardson, Vanessa Sweeney, Dr. Jen Tinguely, Lisa Stensland, Michelle Jarding, Dr. Susan Olson

Call to Order: Angela Landeen called the meeting to order at 12:03 pm. Roll call: _V__ Bill E, _P__Angela, _P__ Madeline, _A__ Lee, _P__Moses, _A__Kari, _P__Gwen, _P__ Amanda, _V__ Bill S

A motion was made to approve the minutes for Falls Community Health Governing Board dated January 18, 2024, supported by Madeline seconded by Angela, motion carries. Roll call: _Y__ Bill E, _Y__Angela, _Y__ Madeline, _A__ Lee, _Y__Moses _A__Kari _Y__ Gwen _Y__ Amanda _Y__ Bill S

FINANCIALS:

The Falls Community Health reports are through the month ending December 31, 2023. We are 100% through the fiscal year. The last financials presented were through the month of November 30, 2023.

Operating Revenues:

- Net Patient Revenue consists of all patient charges and adjustments. Total Net Patient Revenue for December came in at \$48,094, YTD actuals is 100% compared to annual budget.
- Total Grant Revenue of \$369,780 includes grant drawdowns from the Community Health Center, Community Health Worker, Ryan White Part C, American Rescue Plan Act, HIV Prevention, and Colorectal Cancer grants. Year-end adjustments were made to move revenue to deferred revenue.
- Total Other Revenue for December is \$6,119 which consists mostly of the quarterly Medicaid Health Home Incentive payment and a donation from Delta Dental of SD Foundation.

Total Operating Revenues YTD December is \$9,055,282 which is 106% YTD actuals to annual budget.

Operating Expenses: Operating expenses are classified within 7 categories. Total expenses were \$1,962,278 for the month of December.

- Personnel expenses are 83% of the budget and December had 3 pay periods. 2023 is about \$1.5M favorable to YTD budget.
- Professional Services are 130% of the YTD budget. This category includes payments to the Center for Family Medicine, locum providers, Minnehaha County quarterly shared facility costs, interpreter services, transportation for patients, collection efforts, clinic security, and claims processing.
- Rentals are 113% of the YTD budget. Technology charges occur in March of every year.
- Repair and Maintenance is 83% of the YTD budget.
- Supplies and Materials are 205% of YTD budget. Category includes general medical and dental supplies, immunization & pharmaceuticals as well as the monthly maintenance of the electronic medical and dental software systems.
- Training is 100% of the YTD budget. Most expenses are continuing education expenses and licensure renewals.
- Utilities are at 97% YTD budget. Most of this expense occurs quarterly and the last payment occurred in December 2023.

Total Operating Expenses YTD December is \$13,910,639 which is 99% YTD actuals to annual budget.

Non-operating Revenue (Expense):

- Other Revenue (Expense) is at 74% of the budget and includes payments from USD dental lease payments, recoveries from AAA collections, and interest.

Net Income (Loss):

- December actuals are showing a net loss of (\$1,509,475) and YTD net loss of (\$4,572,360).

A motion was made to accept the financial report as presented, supported by Bill E, seconded by Angela, motion carries. Roll call: Y__ Bill E, _Y_ Angela, _Y__ Madeline, _A__ Lee, _Y__ Moses _A__ Kari _Y__ Gwen __Y__ Amanda __Y__ Bill S

Productivity:

The providers had 1294 visits in January, which puts them at 76% to goal for the year. The nurses had 2 visits and are 19% of the goal. Total medical visits are 76% of the year-to-date goal.

The Dental clinic moved to the new ECW, so the productivity goals were lowered until the software becomes more familiar. The dentists had 187 visits in January and are 20% to the goal. Hygiene had 25 visits and still short one hygienist, leaving them at 16% to goal.

The dietitian had 16 visits and 73% to goal. Mental Health had 80 visits and 26% to goal. CD Counselor had 18 visits and 49% to goal. Case Management/ Social work is at 124 visits and 107% to goal. January totals are 54% to goal. The Clinics still have vacancies in the RN, PST, Hygiene and two Manager positions.

QUALITY:

Patient Satisfaction Survey:

The medical and dental clinics sent out patient satisfaction surveys in December. The medical clinic emailed or sent a text link and dental handed out paper forms for the patient to complete and turn in. Medical had 110 responses. In the Ease of getting care category, most areas ticked down just a bit with “able to get medical advice when the office is closed” was down from 70% in 2022 to 45%. Facility and front desk areas were like last year’s percentages. Parking has always been an issue and continues to be one. Nurses & Providers stayed about the same. A couple of areas to look at include considering personal or family beliefs and involving other providers when needed. Questions about today’s visit were about the same.

Dental had 44 responses returned. Getting appointments when I want them was down 14%, everything else was about the same. Facility and Front desk had all 100%. Dental assistants and providers questions were all 95%.

Follow up action items from the Quality Council, in several areas that address the personal or family beliefs include developing and distribute surveys to patients in other languages, opportunities for staff training on refugee intake process from Dr. Shafer. We have a new language interpreter service for increased ease of use and improved communication with patients.

ACCESS:

Dispensary of Hope:

Dispensary of Hope partners with pharmaceutical manufacturers (**generic companies**) to gain access to medications to be distributed to low income, chronically ill patients. Through our partnership, we can order from a limited formulary of medications to be dispensed to patients within our clinic that qualify. We have partnered with Lewis Drug for our Dispensary of Hope as a licensed pharmacy under the South Dakota Board of Pharmacy. Pharmacist hours are 9:30am-3:00pm Monday-Friday. The pharmacist’s schedule is still available and open to see patients in the clinic.

To qualify to use the Dispensary of Hope they must be an established patient at FCH, uninsured and fall at or below 300% FPL. The patient can also be undocumented.

POLICIES:

A motion was made to accept Credentialing and Privileging for Licensed Independent Practitioners, Other Licensed or Certified Health Care Practitioners, and Other Clinical Staff for Clinical Practice and Third-Party Reimbursement, as presented as presented, supported by Madeline, seconded by Gwen, motion carries. Roll call: Y__ Bill E, _Y_Angela, _Y_Madeline, _A_Lee, _Y_Moses _A_Kari _Y_Gwen __Y_Amanda __Y_Bill S

A motion was made to accept the Billing collections and Sliding Fee policy as presented, supported by Bill E , seconded by Gwen, motion carries. Roll call: Y__ Bill E, _Y_Angela, _Y_Madeline, _A_Lee, _Y_Moses _A_Kari _Y_Gwen __Y_Amanda __Y_Bill S

Operational Site Visit:

The Operational Site Visit will be occurring February 27-29th. A schedule was given to the board members from the federal review team.

PUBLIC INPUT:

Amanda commented on some billing issues that occurred recently. Also, there is some misinformation on some local social media sites regarding the dental clinic.

A motion was made to adjourn, supported by Moses, seconded by Gwen, motion carries. Roll call: Y__ Bill E, _Y_Angela, _Y_Madeline, _A_Lee, _Y_Moses _A_Kari _Y_Gwen __Y_Amanda __Y_Bill S



Kari Benz – Chair March 21, 2024

Upcoming meetings: March 21, 2024.