



Business Development and Corporate Compliance

Brooke Holloway
Quarterly Report
April 22, 2024

Recruitment and Retention Data

- 14 New Hires Since January 22, 2024
 - 6 RNs
 - 2 LPNs
 - 2 Patient Services Representatives
 - 2 CMAs
 - 1 Infectious Disease Coordinator
 - 1 Infectious Diseases Behavioral Health Counselor

Recruitment and Retention Data

- ◎ 9 Separations Since January 22, 2024
(Does not include employees converting to PRN status)
 - 3 LPNs
 - 3 RNs
 - 1 X-Ray Tech/MA
 - 1 Nurse Practitioner
 - 1 Pediatrician

Human Resources

- Continuing to work on Paylocity transition/implementation
- Working with the SCORH to develop a Health Education and Training (HP-ET) plan for CHC. This HRSA initiative is designed to bolster the capabilities of health centers in recruiting, developing, and retaining their workforce by providing exposure to education and training programs.
 - An HP-ET Program encompasses any formal organized education or training undertaken to acquire the knowledge and skills necessary for practicing a specific health profession or role in a healthcare setting. This includes various HP-ET programs such as shadowing, rotations, affiliation agreements, accredited or accreditation-eligible programs, across all educational levels and clinical disciplines.

Credentialing and Contracts Management

- ⦿ Provider recruitment
- ⦿ Finalizing provider contract documents for annual renewal

Communications and Development



- Website Redesign Finished (complete with provider photos!)
- Redesigning CHC literature to be cohesive with new website coloring/branding
- Reader's Choice Winner for Best Pharmacy (11 years running!) AND NOW... Best Family Practice/Primary Care!

Communications and Development

- Beginning phase of planning grand re-opening (with staff) for TCC and LFPPC
- New CCP commercial will begin airing on WSPA soon.
- May is Mental Health Awareness Month. Employees will be able to wear this branded button!



Patient Experience Survey (2024 1st Qtr)

Overall Visit: 4.8/5

Check-in Process: 4.9/5

Check-out Process: 4.9/5

Provider Experience: 4.9/5

Benevolence Fund Update

- ◎ (2024 1st Qtr) \$988.50
 - Predominantly to cover prescription costs

ACA/Marketplace

- ⦿ Special Enrollment Period (SEP) has been extended due to Medicaid Unwinding. So, for those who lose their health insurance, they will have the chance to sign up with the Healthcare Marketplace in order to get insurance coverage.

Agricultural Worker Health

- ⦿ The Migrant Clinic is in full swing. It is open every Saturday until the end of September. We have completed a couple hundred physicals with the farmworkers as we are treating patients for other reasons at the same time.
- ⦿ Continuing to explore opportunities for onsite outreach clinic days at farms.

Special Programs/Projects

- ◎ ChooseWell:
 - Julie (EC) is available for distribution at all sites.
 - Partnered with Lander on referring students for birth control and medical home. We've already had several referrals.
- ◎ Q4T:
 - Shantate has reached out to providers about this NACHC initiative for adolescent sexual reproductive health.
- ◎ VotER:
 - We've received a grant to facilitate non-partisan voter registration, so that will start around mid-May.

Other Projects

- ④ Staff and leadership development projects with Uptown Family Practice
- ④ Development of morale-boosting plan for sites
- ④ Working toward a skills assessment for bilingual new hires that would make them eligible for a higher rate of pay
- ④ Working with Behavioral Health and Pediatrics (and hopefully DSS) to better provide guidance to staff and families regarding consent to medical and behavioral health services, HIPAA, etc. related to DSS-involved children.