



# Business Development and Corporate Compliance

Brooke Holloway  
Quarterly Report  
March 22, 2021



# HR Update (Metrics)

- ◎ New Hires Since October 1
  - 8 CMA's
  - 5 Custodial Technicians
  - 4 LPN's
  - 2 RN's
  - 2 Pharmacy Techs
  - 2 Patient Service Representatives
  - 1 Nurse Manager
  - 1 Customer Service Representative
  - 1 Pediatrician
  - 1 Physician Assistant

\*Some may be Part-Time/PRN



# HR Update (Metrics)

- ◎ Separations Since October 1 (5 Involuntary)
  - 4 Patient Service Representatives
  - 3 LPN's
  - 3 Custodial Technicians
  - 2 CMA's
  - 2 Pediatricians
  - 2 Physician Assistants
  - 1 Customer Service Representative
  - 1 Home Visit Translator
  - 1 Pharmacy Tech
  - 1 Medical Records Clerk

\*Some may be Part-Time/PRN

\*Does not include employees who made internal transfers or converted to PRN status

# COVID-19 Response

- ⦿ Signage, social media, newspaper articles, and other internal/external communications
- ⦿ Families First Coronavirus Response Act (FFCRA) implementation and administration (along with Kim from the Finance Department)
- ⦿ Participation in COVID-19 testing and vaccine clinics
- ⦿ Facilitating the (planned) hiring of temporary staff to support COVID-19 vaccination clinics

# Families First Coronavirus Relief Act Leave

- ⦿ We have had a total of 274 requests from 161 employees
- ⦿ 207 requests have been for COVID-19 testing and/or quarantine
- ⦿ 67 requests have been for consecutive or intermittent childcare

\*May not include employees who were tested and continued to work from home, etc.

# Marketing and Development

- ⦿ Vaccine promotion and education:
  - Signage, radio, flyers/handouts, print media, social media, responding to media inquiries, stickers!!
- ⦿ Advocacy:
  - All policy papers from NACHC P&I will be posted to the Board Portal
- ⦿ Staff Development:
  - Working toward 2021 training requirements for staff using HealthStream platform

# Marketing and Development

## ⦿ Patient Experience Surveys

- An ongoing online survey is now available and has been in use since December 2020
  - The link pushes through on the MyChart app after a patient's appointment
- We have had great and consistent participation, allowing us to really keep a finger on the pulse of what our patients are experiencing.
  - 550 surveys completed so far

# Marketing and Development

## ⦿ Patient Experience Surveys

- Current organizational stats (1-5 scale with 5 being the best)

- How would you rate your

- Overall Visit 4.8%
- Check-in Process 4.8%
- Check-out Process 4.9%
- Experience With Your Provider 4.9%



# Benevolence Fund Update

- ◎ 2020 Total:
  - 22 Patients Assisted
  - \$913.18 Spent
- ◎ 2021 YTD:
  - 5 Patients Assisted
  - \$407.54 Spent

# Human Resources and Credentialing/Privileging

- Conducted market research and facilitated pay grade adjustments for Customer Service Representatives
- Completed 2021 Benefits Open Enrollment
- Credentialing/Privileging/Contracts/  
Onboarding Preparation for providers:
  - Dr. Bowen, Pediatrician
  - Dr. Groot, Pediatrician
  - Amanda Chapman, APP

# Credentialing and Privileging

- Completion of 2021 APP Practice Agreements
- Updating proof of malpractice for provider staff who moonlight
- Updating licensures and certifications
- Preparing for annual Provider Contracts Meeting (hopefully in April) to review contracts prior to distribution
- Preparing FY22 provider Payroll Action Forms

# Miscellaneous

- ⦿ Ongoing provider recruitment
- ⦿ Completion of 2021 NACHC Salary and Benefits Survey
- ⦿ Division role inventory
- ⦿ Ongoing policy review and revision
- ⦿ Submission of Budget Period Renewal

# Community Health

- Open Enrollment for the Health Insurance Marketplace was 11/1-12/15. Extended to include 2/14-5/15.
- Migrant workers continue coming and going. Working with farms toward facilitation of COVID-19 vaccination.
- Migrant Clinic continues and will be expanding for the season

# Grants and Special Projects

- ◎ SEPTTEP (HIV/AIDS Prevention and Care)
  - Continuing to work on PrEP access and HIV testing
- ◎ Choose Well (Contraceptive Care)
  - Coverage for 2021 has been expanded to include oral contraceptives and a few other options for women who qualify. Collaboration with our pharmacies will allow for increased efficiency.

# 2020 Incident Reports

Site	2020 Total
Uptown FP	37
CCP NW	23
CCP V	22
LC4	9
Saluda FP	2
TCC	2
Bethany	2
McCormick FP	2
Village FP	2
Lakelands FP	2
HomeTown	1
Admin Svcs	1
Calhoun Falls FP	0
Pendergrass FP	0
Ridge Spring FP	0
Admin	0

# 2020 Incident Reports

Rx Error (Pharmacist)	22
Fall/Episode	20
Rx Error (Customer Svc Rep)	17
Agitated Patient	11
Vaccine Error	4
Agitated Patient (Rx-Related)	3
Lab Error	3
Agitated Patient (Family Member)	2
Code Blue	2
Privacy Breach	2
Patient Hit Head	2
Needlestick (Employee)	1
Needlestick (Patient)	1
Exposure	1
Disoriented Patient at Wrong Site	1
Injury (Rx Customer)	1
Patient Left AMA	1
Med Count Off	1

Clinical Error	1
Drugs Found in Exam Room	1
911 Called to Patient's Home	1
Patient Spraying Ammonia	1
Car Ran Into Building	1
Patient Attempting to Flea	1
Incorrect Patient Contacted	1
Dog Charged Employee	1
Patient Threat via Phone	1
Patient Parent Causing Disturbance	1