



# Business Development and Corporate Compliance

Brooke Holloway  
Quarterly Report  
September 23, 2019



# HR Update (Metrics)

- Since June 24 (Last Report)
  - 13 New Hires (currently working)
    - 5 Clinical Support Staff
    - 2 Patient Service Representative
    - 2 Customer Service Representative
    - 3 Physicians (1 is PRN)
    - 1 Nurse Practitioner

# HR Update (Metrics)



- Since June 24 (Last Report)
  - 7 Separations
    - 6 Voluntary/1 Involuntary
      - 5 Clinical Support Staff
      - 3 Customer Service Representative
      - 1 OB/Gyn (Dr. Goldstein)

# Activities Around Our Division (Abbreviated Report)

## ● OSV Preparation

- Kacie and Shelley working on Credentialing/Privileging and Recruitment/Retention
- Rachel working on ensuring compliance with staff training requirements
  - Deferring full “safety week” until December due to EPIC conversion

# Activities Around Our Division (Abbreviated Report)

## ⦿ OSV Preparation

- Biweekly Meetings
- Adding documents that must be provided two weeks prior to site visit to the Document Box as they are received
- Time to start collecting and organizing the documents, records, etc. that have to be provided to the reviewers upon their arrival on November 5<sup>th</sup>

# Activities Around Our Division (Abbreviated Report)

## ⦿ Patient Satisfaction (Rachel)

- Final stages of developing survey document
- Survey document being translated into Spanish
- Survey process to be initiated at all sites prior to start of OSV

# Activities Around Our Division (Abbreviated Report)

## ⦿ Recruitment

- Continuing to work on fine-tuning the recruitment process(es) for providers. Monthly meetings held for family medicine and pediatric provider recruitment.

## ⦿ Retention

- Series of meetings being held and conversations being had among all stakeholders to improve the hiring and onboarding processes.
- In process of collecting data on clinical support staff satisfaction via a dedicated survey.

# Special Programs

- ◎ ChooseWell (Pregnancy Intention)
  - ChooseWell funding is going to be extended beyond the original funding period until at least 2022!!
- ◎ SEPTTEP (HIV/AIDS)
  - ~~The grant is over, but work continues~~
  - The grant is not over because we were selected as part of an extension project! We had our first group call this past Friday.