



Business Development and Corporate Compliance

Brooke Holloway
Quarterly Report
March 25, 2019



HR Update (Metrics)

- ⦿ Since September 24 (Last Report)
 - 26 New Hires
 - 8 Clinical Support Staff
 - 4 Patient Service Representatives
 - 4 Physician Assistants
 - 3 Customer Service Representative
 - 1 Pharmacy Tech
 - 1 QI Specialist
 - 1 Pharmacist
 - 1 Pediatrician
 - 1 Maintenance Technician

HR Update (Metrics)



- ⦿ Since September 24 (Last Report)
 - 23 Separations
 - 15 Voluntary/8 Involuntary
 - 9 Clinical Support Staff
 - 3 Patient Service Representatives
 - 3 Customer Service Representatives
 - 3 Physicians
 - 1 Care Coordinator
 - 1 Care Coordination Specialist
 - 1 Site Coordinator
 - 1 Nurse Practitioner
 - 1 Physician Assistant

From the Desk of...Rachel

(Marketing and Development Coordinator)

- HomeTown Hispanic outreach campaign materials
- Evaluating budget and expenses as part of CHC PIP
- Researching/maintaining/improving search engine optimization
- Creating robust cross-advertising content for Health Media Network devices in waiting areas
- Rolling out internal Pharmacy marketing/awareness campaign
- Continuing to work on facilitating internal training via MedTrainer
- Continued management of CHC website and social media presence

From the Desk of...Kacie

(Credentialing and Contract Management Specialist)

◎ Credentialing

- Updating all clinical and pharmacy staff files to be up-to-date as of 2018
- Identifying staff who need BLS recertification this year
- Scheduling meeting to initiate revamping of credentialing/privileging processes following NAMSS Credentialing 101 Conference
- Continuing to update credentialing/privileging processes as needed

From the Desk of...Kacie

(Credentialing and Contract Management Specialist)

⦿ Recruiting:

- Working w/ Elevate to recruit for LC4
- Worked w/ Shelley and Rachel to create and distribute Provider Opportunity Flyers
- Working on pediatric provider recruitment, specifically via Pedsjobs.com
- Attending job fairs

⦿ Contracts

- Facilitating timely renewals
- Provider contracts-working on attestation form for FY20

From the Desk of...Shelley

(Personnel Coordinator)

- ⦿ Working with Kacie on provider and nurse recruitment and retention
 - Convening monthly pediatric and family medicine provider recruitment meetings
- ⦿ Working with supervisors/managers to expand onboarding process
- ⦿ Working on revision of evaluation tools/process
- ⦿ Beginning process of preparation for SHRM certification

From the Desk of...Shantate

(Community Health Specialist)

- ⦿ Working on development of PrEP Clinic w/ CHC, Upper Savannah, etc.
- ⦿ Continued coordination of ChooseWell
- ⦿ Continued assistance with enrollment for clients who qualify for special enrollment in a healthcare plan through the Marketplace

From the Desk of...Kathy

(Community Health Specialist)

- ⦿ Continued coordination of Migrant Health Services/Clinic
- ⦿ Continued assistance with enrollment for clients who qualify for special enrollment in a healthcare plan through the marketplace

Benevolence Fund Update (Quarterly)



Current balance - \$13,200.63

11/1/2018	\$62.95	Meds (CCP-Village)
11/9/2018	\$8.14	Meds (CCP-Village)
11/13/2018	\$14.27	Meds (CCP-Village)
11/20/2018	\$80.08	Meds (CCP-Village)
11/21/2018	\$26.33	Meds (CCP-Village)
12/4/2018	\$35.00	Meds (CCP-Village)
1/8/2019	\$5.49	Meds (CCP@ Village)
1/18/2019	\$12.00	Meds (CCP@ Village)
1/23/2019	\$55.35	Meds (CCP@ Village)
2/12/2019	\$16.57	Meds (CCP@ Village)
2/12/2019	\$12.99	Meds (CCP@ Village)
2/15/2019	\$4.98	Meds (CCP@ Village)
2/15/2019	\$39.03	Meds (CCP@ Village)
3/25/2019	\$4.68	Meds (CCP@ Village)
	Total: 377.86	

From the Desk of Brooke:

- OSV Prep
- Short Term Disability change to EE-pay
- CEO Evaluation Redesign
- Open Enrollment complete
- BPR (Grant) submitted