



Business Development and Corporate Compliance

Brooke Holloway
Quarterly Report
June 25, 2018



HR Update (Metrics)

- ◎ Since March 26 (Last Report)
 - 9 New Hires
 - 2 Clinical Support Staff
 - 2 Early Childhood Services Staff
 - 1 Pharmacist
 - 1 Executive Assistant
 - 1 Patient Service Representative
 - 1 Director of Quality and Population Health
 - 1 Behavioral Health Specialist
 - 3 New Performance Improvement Plans

HR Update (Metrics)



- Since March 26 (Last Report)
 - 4 Separations
 - 3 Voluntary/1 Involuntary
 - 2 Clinical Support Staff
 - 1 Patient Service Representative
 - 1 Pediatrician

HR Update (Metrics)

- ◎ Current Vacancies (non-provider)
 - Patient Account Rep (Billing)
 - Pharmacy Tech (CCP Northwest)
 - Pediatrician
 - Bilingual Patient Service Rep (HomeTown)
 - Floater Patient Service Rep (Bilingual Pref.)
 - LPN (Lakelands)

From the Desk of...Rachel

(Marketing and Development Coordinator)

- ◉ In the process of creating the 2018 Employee Satisfaction Survey
- ◉ Adding PCMH information to all CHC printed materials
- ◉ Scripting/Recording a presentation that can be utilized for mini-orientations for students (possible recruitment)
- ◉ Transitioning from Accent Health to Health Media Network for media devices at sites, allowing us to personalize and brand the information
- ◉ Working on the creation of a virtual “company store” for CHC merchandise

From the Desk of...Kacie

(Credentialing and Contract Management Specialist)

- ⦿ FY19 Provider Contracts drawn up and out for signature
 - Because we recently updated our contract language and had it reviewed by an attorney, we are listening to provider feedback during the initial signing period and will incorporate changes as needed/approved.
- ⦿ Continuing to monitor provider and clinical support licensure/certifications
- ⦿ Continuing to monitor and update contract renewals

From the Desk of...Shelley

(Personnel Coordinator)

- ⦿ New partnerships with Anderson University and North Greenville University's clinical programs (looking at PC)
- ⦿ Continuing to refine the process of accepting and onboarding students
 - Working on a remote orientation that will not only allow for EHR training but will also include an intro to FQHC's
- ⦿ Assisting with audits/reviews (internal and external)
- ⦿ Continuing to refine HR processes

From the Desk of...Georgia (Early Childhood Services)

- Recently hired the Parents as Teachers supervisor and the Clinical Supervisor/Family Assessment Worker for Healthy Families

Early Childhood Services Data

	<u>Jan-18</u>	<u>Feb</u>	<u>March</u>	<u>April</u>	<u>May</u>
Caseloads (Current)					
Parents as Teachers	33	37	40	47	56
Nurse Family Partnership	63	52	49	49	50
Healthy Families	33	29	28	28	28
Healthy Steps				103	139
Total	129	118	118	227	273
Home Visits Completed					
Parents as Teachers	46	55	65	79	90
Nurse Family Partnership	81	87	80	76	87
Healthy Families	63	66	70	60	62
Healthy Steps				103	139
Total	190	208	215	318	378

From the Desk of...Shantate

(Community Health Specialist)

- Attended Choose Well training (contraceptive counseling)
- SEPTTEP Update (HIV Grant)
 - Grant requirements completed
 - Piloting opt-out HIV testing at Uptown

From the Desk of...Kathy

(Community Health Specialist)

⦿ Migrant Clinic Update

- Wednesdays averaging 15-17 patients
- Saturdays varying from 13 or so patients to 20+
- Have picked up Costa Layman Farms, Walter P. Rawl, and Amick Farms. Looking at others.

Benevolence Fund Update (Quarterly)



4/2/2018	\$14.56	Meds (CCP-Village)
5/18/2018	\$14.13	Meds (CCP-Village)
5/22/2018	\$43.60	Meds (CCP-Village)
6/15/2018	\$16.32	Meds (CCP-Village)
6/15/2018	\$19.58	Meds (CCP-Village)
6/15/2018	\$44.08	Meds (CCP-Village)

Current Available Balance: \$10,222.57

Special Projects Etc. (Development)

⦿ AIMS

- Behavioral Health Specialist hired
- Working to finalize some details before we start SBIRT

⦿ SEPTTEP

- Piloting opt-out HIV testing

⦿ Choose Well

- Working to finalize details prior to full implementation

On the Drawing Board

- Beginning discussion with dentists in Greenwood area about potential partnership opportunities (Development)
- Evaluating additional funding opportunities for substance abuse/behavioral health/primary health integration
- Working to transfer some additional provider staff-related responsibilities to Kacie's role

Current Compliance Concern

- Scams!!!! So many of them, and they are starting to come through work emails and landlines.