



Business Development and Corporate Compliance

Brooke Holloway
Quarterly Report
June 24, 2019



HR Update (Metrics)

- Since March 25 (Last Report)
 - 5 New Hires (currently working)
 - 2 Clinical Support Staff
 - 1 Patient Service Representative
 - 1 Customer Service Representative
 - 1 Physician Assistant

HR Update (Metrics)



- Since March 25 (Last Report)
 - 8 Separations
 - 4 Voluntary/2 Involuntary/2 Exhausted Leave
 - 3 Clinical Support Staff
 - 3 Patient Service Representatives
 - 1 Rx Tech
 - 1 Behavioral Health Specialist

Activities Around Our Division (Abbreviated Report)

- Old/Ongoing Business:
 - OSV Preparation
 - Brooke holding meetings and managing document box
 - Rachel working on training components
 - Shelley/Kacie working on credentialing/privileging components
 - Provider Recruitment
 - Ongoing. Always. All hands on deck.
 - Staff Training/Education
 - Under Rachel's direction, we continue to evaluate the best modalities

New Business

- ⦿ Submitted IBHS (Integrated Behavioral Health Services) Grant to HRSA
- ⦿ Patient Experience
 - Data collection/tracking for patient complaints, grievances, and satisfaction
- ⦿ Reviewing HIPAA/Compliance FAQ's from staff

Special Programs

- ⦿ ChooseWell (Pregnancy Intention)
 - Looking at enrolling eligible patients in Medicaid as a sustainability model
 - Shantate is certified in and doing contraceptive counseling
- ⦿ SEPTTEP (HIV/AIDS)
 - The grant is over, but work continues
 - Working with Upper Savannah Care Services and CHC staff to identify and connect those eligible for PrEP