



Business Development and Corporate Compliance

Brooke Holloway
Quarterly Report
September 28, 2020



HR Update (Metrics)

- ◎ New Hires Since June
 - 6 Patient Service Representatives
 - 4 Customer Service Representatives
 - 2 RN's
 - 2 NP's
 - 1 PA
 - 1 MD

*Some providers are part time/PRN



HR Update (Metrics)

⦿ Separations Since June

- 2 Patient Service Representatives
- 2 RN's
- 1 LPN
- 1 Customer Service Representative
- 1 PA

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

COVID-19 Response

- ① Signage, social media, newspaper articles, and other internal/external communications
- ① Families First Coronavirus Response Act (FFCRA) implementation and administration (along with from Kim from the Finance Department)
- ① Providing virtual interview options and onboarding that is compliant with CDC guidelines

Families First Coronavirus Relief Act Leave

- ⦿ We have had a total of 149 requests from 104 employees
- ⦿ 120 requests have been for COVID-19 testing and/or quarantine
- ⦿ 29 requests have been for consecutive or intermittent childcare

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

Marketing and Development

- Completed the transition to HealthStream which is our new online learning management platform. Rachel has sent information to staff about the availability of CE's and is getting a lot of inquiries.
- Pharmacy Home Delivery promo campaign with Dom
- Telemedicine patient “how-to” info blast
- 340B and other advocacy
- National Health Center Week activities and promotion

Benevolence Fund Update

- 3/10/2020 \$11.67 Meds (CCP@Village)
- 3/13/2020 \$53.61 Meds (CCP@Village)
- 3/31/2020 \$17.00 Meds (CCP@Village)
- 4/15/2020 \$8.95 Meds (CCP@Village)
- 4/15/2020 \$14.00 Meds (CCP@Village)
- \$40.00 Eye Exam
- 7/23/2020 \$54.12 Meds (CCP@Village)
- 7/23/2020 \$5.42 Meds (CCP@Village)
- 8/7/2020 \$15.00 Meds (CCP@Village)
- 8/31/2020 \$6.76 Meds (CCP@Village)

Human Resources and Credentialing/Privileging

- ⦿ Evaluating nursing pay grades and salaries
- ⦿ Monitoring and assisting with staff shortage needs
 - Hiring more PRN employees for PSR and clinical support positions
 - Supporting the search for as many as 15 vacancies at a time

Human Resources and Credentialing/Privileging

- Converted provider contracts to DocuSign and all sent out for signature
- Ongoing provider recruitment, credentialing, and privileging
- Development of a recruitment expenses protocol

Community Health

- ⦿ Both Kathy and Shantate successfully completed the coursework and exam to become Community Health Workers. They are currently doing their preceptorship to complete the certification process.
- ⦿ Continuing Affordable Care Act work with current and new clients
- ⦿ Migrant Clinic continue to run as usual (Kathy)

Community Health

- ① Continued meetings with SCPHCA Migrant Health Advisory Committee and Access Care Saluda (Kathy)
- ① Working on a PrEP access training course (Shantate)
- ① Hosting a virtual PTC intern (Shantate)
- ① Continue to work with identified patients for HIV PrEP with case management, Gilead application, and rapport building (Shantate)
- ① Continue to assist with the Choose Well program and hoping to sustain the program by increasing uninsured patient access to family planning (Shantate)

Grants and Special Projects

- ⦿ Budget Period Renewal (HRSA)
 - Instead of SAC because of COVID-19
 - Starting to work on it now

*Will still be doing needs assessment on schedule
- ⦿ SEPTTEP (HIV/AIDS Prevention and Care)
 - Continuing to work on PrEP access and HIV testing
- ⦿ Choose Well (Contraceptive Care)
 - Working on RFP for 2021. We were allowed to apply for additional funds because of successes shown.

2019 Patient Satisfaction Data

⦿ Family Medicine

- The only noticeable lows were facility-related items at Bethany and wait times at most sites.

(Share Spreadsheet)

⦿ TCC

(Share Spreadsheet)