



Business Development and Corporate Compliance

Brooke Holloway
Quarterly Report
September 24, 2018



HR Update (Metrics)

- ◎ Since June 25 (Last Report)
 - 11 New Hires
 - 7 Clinical Support Staff
 - 1 Patient Service Representative
 - 1 Early Childhood Services Staff
 - 1 Pharmacy Tech
 - 1 Customer Service Representative
 - 1 New Performance Improvement Plan
 - 2 from last report successfully completed, 1 resulted in termination

HR Update (Metrics)



- Since June 25 (Last Report)
 - 9 Separations
 - 8 Voluntary/1 Involuntary
 - 4 Clinical Support Staff
 - 1 Patient Service Representative
 - 1 Patient Account Representative
 - 1 Executive Assistant
 - 1 PA (Chelsea Castellone)
 - 1 Physician (Dr. Pfeiffer)

HR Update (Metrics)

- ⦿ Current Vacancies (non-provider)
 - LC4: LPN
 - Uptown: LPN
 - Village: CMA
 - Floater: PSR, bilingual

From the Desk of...Rachel

(Marketing and Development Coordinator)

- ◎ Rachel has coordinated and supervised our first annual Safety Month!!!!
 - Rachel worked with the Risk Management Committee and supervisors to put together a training plan.
 - All staff are required to complete 15 safety modules on the MedTrainer system. So far, it is going really well. Of note, both pharmacies are done!

From the Desk of...Rachel

(Marketing and Development Coordinator)

- The 15 Modules are:
 - Active Shooter
 - Airborne and Droplet Disease Transmission
 - Bloodborne Pathogens
 - Ergonomics and Injury
 - Fire Safety- Evacuating Patients
 - Fire Safety and Fire Extinguisher Types
 - General Safety
 - Hand Hygiene
 - Hazardous Communications
 - Hazardous Waste Handling & Cleanup
 - Infection Control and Prevention
 - Personal Protective Equipment
 - TB, Hepatitis, HIV/AIDS Awareness and Prevention
 - Unlawful Harassment
 - Workplace Violence Prevention and Intervention

From the Desk of...Rachel

(Marketing and Development Coordinator)

- ⦿ Development/production of recruitment materials.
- ⦿ Increasing pediatric outreach to the Latino Community in Clinton with bilingual materials.
- ⦿ Coordinating communication for an LPN hiring blitz with ads in nursing publications, on the radio, and on social media.
- ⦿ Synthesis of 2018 Employee Satisfaction Survey.

From the Desk of...Kacie

(Credentialing and Contract Management Specialist)

- Shelley and Kacie have been working on provider and nurse recruitment, working on a “recruit to retain” concept. They have been working with locum tenens and permanent placement firms to staff current vacancies. They are scheduling meetings with schools to develop a proactive recruiting approach.

From the Desk of...Kacie

(Credentialing and Contract Management Specialist)

- It is time to have staff renew credentials, privileging, and various testing. Kacie plans to do this every two years on the even year to ensure consistency.
- We have reviewed our NP protocols and plan to have all of them renewed this year to reflect the recent LLR changes.

From the Desk of...Shelley

(Personnel Coordinator)

- ⦿ Working with Kacie on provider and nurse recruitment and retention.
- ⦿ We have had a lot of clinical support vacancies in the past quarter which has required a lot of time spent sorting candidates, scheduling interviews, making offers, and doing onboarding. Shelley is continuing to work with others in Admin as well as frontline supervisors to refine the hiring processes.

From the Desk of...Shantate

(Community Health Specialist)

- Shantate is in the process of completing recertification with CMS as a Certified Assistance Counselor
- Assisting with day-to-day implementation of the ChooseWell (contraceptive care) and SEPTAP (HIV) grant programs. Scheduling and coordinating all grant-related trainings.

From the Desk of...Kathy

(Community Health Specialist)

- ⦿ Kathy is also working on recertification.
- ⦿ Continuing to coordinate Migrant Clinic and work with the Migrant Health Committee to refine processes, and identify/address areas for improvement.

Benevolence Fund Update (Quarterly)



7/17/2018	\$41.16	Meds (CCP-Village)
7/26/2018	\$4.01	Meds (CCP-Village)
7/26/2018	\$39.80	Meds (CCP-Village)
8/10/2018	\$21.63	Meds (CCP-Village)
8/21/2018	\$11.99	Meds (CCP-Village)
8/27/2018	\$136.11	Meds (CCP-Village)
8/30/2018	\$20.16	Meds (CCP-Village)
9/20/2018	\$138.03	Meds (CCP-Village)

Special Projects Etc. (Development)

⦿ AIMS

- Behavioral Health Specialist hired
- SBIRT Implemented
- 40 Pt's screened "in" so far. 10 pts receiving some level of services. 4 pts in outpatient care, and 1 in inpatient.

⦿ SEPTTEP

- Opt-out HIV testing fully implemented at Uptown

⦿ Choose Well

- Just received notice of approval for 2019 today!

From the Desk of Brooke:

- Getting ready to start work on 2019 Budget Period Renewal.
- Completed Dr. Polanco's Visa Waiver process and soon to begin work on assistance with Green Card.
- Working with Joe, Locke, and Miriam on Emergency Preparedness Program/Plan
- Completed 2019 ChooseWell funding application.