



# Business Development and Corporate Compliance

Brooke Holloway  
Quarterly Report  
January 27, 2025

# Recruitment and Retention Data

- 16 New Hires Since October 28, 2024
  - 5 CMAs
  - 3 Patient Svc Reps
  - 2 Customer Svc Reps
  - 2 MH Counselors
  - 1 LPN
  - 1 Maintenance Person
  - 1 GCOR Coordinator
  - 1 PC Technician
- 16 New Hires Since July 27, 2024
  - 4 CMAs
  - 2 Physician Assistants
  - 2 Patient Service Reps
  - 1 Nurse Practitioner
  - 1 Pediatric Director of Clinical Support Svcs
  - 1 LPN
  - 1 RN
  - 1 Infectious Disease Coordinator
  - 1 Customer Service Rep

# Recruitment and Retention Data

- 7 Separations Since October 28, 2024  
(Does not include employees converting to PRN status)

- 2 CMAs
- 1 Employee Health Coordinator
- 1 LPN
- 1 RN
- 1 Customer Svc Rep
- 1 Pediatric Care Coordinator

- 8 Separations Since July 27, 2024 (Does not include employees converting to PRN status)

- 3 RNs
- 2 CMAs
- 1 LPN
- 1 FM Physician
- 1 Physician Assistant

# Human Resources

- ⦿ Continuing to build out sections of Paylocity
  - Job Descriptions
  - Performance Improvement
- ⦿ Working to convert more forms and processes to fillable and/or paperless formats
- ⦿ Working on Supervisor Manual
- ⦿ Beginning to offer exit interviews through Paylocity
- ⦿ Open Enrolment

# Communications and Development

- ⦿ New position: Marketing and Media Associate
  - Currently screening candidates
- ⦿ CHC CREW Kickoff Meeting
  - Coordinating outreach and education efforts
- ⦿ Planning an Emotional Intelligence initiative for CHC in 2025
- ⦿ Attended SCPHCA P&I
- ⦿ Coordinated and hosted a visit with Senator Danny Verdin
- ⦿ Attending NACHC P&I next month

# Communications and Development

- ⦿ Benevolence Fund Total for 2024:  
\$4740.66.
- ⦿ Patient Experience Ratings for 2024:
  - Overall Visit: 4.9/5
  - Check-in: 4.9/5
  - Check-out: 4.9/5
  - Experience w/ Provider: 4.9/5

# Community Health Specialists

- Assisting with FEMA applications
- Hosted the Costa Women's Clinic on November 8<sup>th</sup> serving more than 80 women. We offered PAP smears, blood draws, flu shots, HIV testing, patient oriented health checkups, and other screenings. Signed up for mammograms using BCN if they qualified.
- ACA Enrollment: 110
- Community Health Worker conference in October (planning member)
- Participating in the Think Tank (QI project focused on Women's Health)
- Nexplanon training for new Providers (13)
- Choose Well Partner Advisory Committee
- Clinical Network Retreat committee member

# Credentialing and Contracts Management

- ⦿ Provider Recruitment
- ⦿ Wrapped up employee wellness evals and enrollment on 1/24/2025.
  - NEW YMCA Members: 12
  - New EWP Members: 46

# Other Updates

- ① We moved!!!
- ① SAC Submitted
- ① Working with Facktor (consultants) on Risk Management program
- ① Working with HealthStream to implement their Policy Management platform