

Carolina Health Centers, Inc.
Quality Improvement Committee Meeting
10/28/25
Minutes

TEAMS MEETING

Members Present:

x	Locke Simons, CMO, Chair	x	Jason Dahlberg MD, DSS (P)
x	Natasha Johnson, DQPH, Co-Chair	X	Christine Gray, MD-Chief of Peds (P)
x	Jessica Strutton RN, EHR CS	x	Sarah Rudder, FNP, CFFP
x	Nikki Richard, RN, DOCS		Lisa Gilmer, Revenue Cycle Mgr.(P)
x	Derek Bannister, Operations of FM	x	Pam Battle, Lab Coordinator (P)
	Jessica Brock, Operations of Peds		Nicole Calhoun, RN Case Manager
	Parker Edison MD 2025	x	Jeralynn Mills, PSR Coord, VFP
	Sirena McCowan, CMA	x	Shulundia Moore, PSR Coord, LC4 2023
X	Amanda Salter, RN, PFHC		Amairani Correa (QI)
	Jessica Jacobs, MA, DOBH (P)	x	Rosario Marquez, PSR, SFP
X	NaToya Leverette, Pop Health Spec (QI)		FP ask Hunter Casey
X	Lisa Warren, RT(r), CMA, RSFP	x	Mary Cooper, LPN (QI)
x	Jessica Moore 2024	x	Morgan Bowen 2024
	Noelle Lowe 2024		Kesha Houston (QI)
x	Valerie Moore 2024	x	Ana Jaramillo (QI)
x	Brandi Beard 2024	x	Sarah Dorn (QI)
x	Denecka Agnew (QI)	x	Emily Olmstead (QI)
X	Daniel Lapp MD 2024	x	Christy Irons NP, 2024
X	Lance Braye MD 2024 DIR FP (P)		Ashley Smith, 2024
	Clinical staff FP		April Hunt 2024 SFP (Going to TCC 3/3/2025)
x	Bonnie Lee Peds Clinical Director	x	Miriam Ferguson CEO
x	Chris Clem CFO	x	Kayla Kulhanek
x	Becky Milkovitz	X	Emily Young-Rizk

QI Committee Strategic Planning

CHC’s Quality Improvement Plan (QIP) is a comprehensive program used to assess clinical quality and risk issues on a continuous basis. The goal of the QIP is to objectively and systematically monitor and evaluate the health center’s service performance, as well as potential risks incurred in the implementation of all services. This includes resolving problems, addressing deficiencies, and improving clinical care.

- 1) The meeting was called to order by: Natasha Johnson
- 2) Approval of Minutes: Bonnie and Dr. Simons

- 3) Role was taken and is reflected above.

Topics Discussed

Date: October 28, 2025

Decisions

- Nominate Hunter Casey for family practice.
- Remove Laticia and seek replacements.

Open questions

- Standardize medication reconciliation process across offices remains unresolved.
- Increase Behavioral Health and Pediatrics participation and initiatives.

Agenda

Goal: We just go over quality metrics, where we are in certain things, initiatives that we're doing and then we try to get some feedback from other people and see what we can start working on or what people are working on that we don't know about that goes towards quality.

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Meeting notes

SharePoint access

- Natasha reminded everyone that meeting minutes and PowerPoint presentations are available on SharePoint for review at any time.
- Becky Milkovitz has been added to the main group.

Group membership updates

- Natasha confirmed that Latitia will be removed from the group due to their PRN status.

Attendance

- Natasha conducted a roll call to confirm attendance and noted present and absent members.

Committee purpose and process

- Natasha explained that the committee reviews quality metrics, discusses ongoing initiatives, and encourages feedback to identify new quality improvement opportunities.

Quality metrics update

- Natasha went over metrics
- Natasha shared that diabetic eye exam rates have increased due to a shift from point-of-care exams to scheduled clinic days, and now results are uploaded and shared with providers and clinical staff.
- Natasha reported that BMI, exercise, and nutrition documentation rates have increased significantly since the last report, indicating improvement in well child checks.
- Natasha reported a significant increase in diabetic kidney screenings, particularly at Uptown, and noted that insurance companies have recognized this improvement.
- Natasha reported that BMI, exercise, and nutrition documentation rates have increased since the last report, with further improvements expected as these are now included in ADHD follow-ups.
- Natasha shared that well child check visits are up by 204 compared to last year, showing a positive trend after being down 325 two months ago.

Vaccination outreach

- Bonnie shared that Rachel will promote flu shot scheduling on social media, aiming to increase pediatric flu vaccination rates across all sites.
- Natasha announced a flu shot contest with a handmade trophy as the grand prize, and LC4 are the current holders from last year.

Provider capacity and scheduling

- Bonnie shared that provider capacity at TCC will be at full strength by mid-November, which should lead to an increase in well-child checks by year-end.

Chronic care management transition

- Kayla reported that the team plans to transition all chronic care management patients from TimeDoc to in-house within the first year, followed by expanding each provider's patient panel in the second year.

Patient education and support

- A part-time health coach has been hired and will create nutrition sheets at a third grade reading level, as well as support internal referrals for patients needing extra coaching in nutrition and exercise. This will act to support many areas of family practice patient education and a resource for behavioral health when adjusting visit frequency.

Care coordinator pilot

- Natasha shared that the Saluda care coordinator pilot has reached nearly three months, with ongoing data collection and a full report expected by the next meeting.

Patient support initiatives

- Jess and their team will host "Stress Through the Holidays" events at LC4 on November 19th and December 17th, as a response to high stress rates identified in SDOH screenings.

Annual wellness visit process

- Natasha discussed the annual wellness visit end-of-year push, highlighting Village Family Practice's morning huddles to identify and complete due visits efficiently.

Annual wellness visit scheduling

- Natasha explained that last year's annual wellness visit contest caused a large number of visits to be due in November and December and recommended pushing some to January to balance the workload.

Medication reconciliation process

- Lance highlighted that medication reconciliation practices vary between offices, with some relying on nurses and others on providers, leading to inconsistency in how the process is completed.

- Lance emphasized the need to establish a consistent standard for medication reconciliation across all offices, suggesting leadership should set clear expectations.

Chronic care management

- Kayla suggested adding a task in Compass Rose to review medications before patient appointments, aiming to improve efficiency during rooming.

Follow-up tasks

Task	completed
Valerie will add Becky to the group after the meeting.	X
Natasha will ask Hunter Casey to join as a new family practice representative, as discussed with Locke.	X
Christine stated that fill-in providers at Lakelands Peds may be responsible for increased antibiotic prescriptions, and they will address this with the fill-ins.	X
Natasha will schedule a meeting with Lance and Dr. Edison to review documentation changes before starting TCM documentation with Compass Rose.	
Jessica will provide on-site support at Lakeland's on Tuesday and Thursday as the new well child check note goes live with welcome tablets.	
Natasha will complete the billing training page so the team can start the project to update and combine problem list codes for improved specificity.	
Lance suggested that provider, nursing, and pharmacy leadership should collaborate to establish a consistent standard for medication reconciliation across all offices.	
Val will add Laura to the meeting invite as requested by Nikki.	X
Natasha asked Christy to connect with pediatric staff to develop new pediatric initiatives, following up on a previous commitment.	

Meeting adjourned 1:00 pm

Natasha Johnson

Natasha Johnson
Director of Quality and Population Health