



Operations, Information Technology, and Facilities

Miriam Ferguson, COO
Quarterly Report
May 19 2025

IT department

- Tim Anderson is the Chief Information Officer
- Five people report to Tim.
- Projects
 - Implementing a system to help manage faxes and scanned documents. Two sites are running. Expanding soon.
 - Tablets for new patient questionnaires and check in will be tested soon.
 - Scanner for immunizations and other meds being implemented.

Facilities

- Joe Eiland is the Facility Manager.
- Two direct reports
- Projects
 - Generators going in at Lakelands, Saluda, and Ridge Spring.
 - Calhoun Fall updates are almost complete.
 - Village flood
 - Admin/Uptown elevator replacement

Operations

- Family Medicine – 10 sites – 7 counties
 - Derek Bannister – Family Medicine Practice Manager – over 30 employees
 - Nikki Richard – Director of Clinical Support Services – around 60 employees
- Pediatrics – 3 sites – 2 counties
 - Jessica Brock – Pediatric Practice Manager – around 22 employees
 - Bonnie Lee – Director of Clinical Support Services for Pediatrics – more than 25
- Early Childhood Services - around 15 people
 - Shelly Nicholson 4 programs that relate to pediatrics – around 20 people

Operations

- Monthly meetings have been setup with Dr. Braye and operations.
- New late/no show policy is being implemented.
- Working with Dr. Braye to implement procedures across the Family Medicine offices to bring consistency.
- Looking at capacity across Family Medicine offices.
- Pediatric provider shortage at TCC... down 3 providers.

ECS

- Shelly is back from maternity leave.
- Detailed report will be given next quarter.

Compliance

- Bonnie is assisting with compliance.
- New incident tracking software coming soon.
- Progress is being made on policy and procedure platform. Our goal is to have this complete by the end of the year.

Finance

- Working with Kim with various projects which includes the Laurens building.
- Project tracker is being developed.
- New graphs on leave trends and vacancies being developed to figure out staff shortages.