

**Coastal Health & Wellness
Governing Board Meeting
March 1, 2018
(February Meeting)**

Board Members

Present:

Dr. Howard
Jay Holland
David Delac
Mario Hernandez
Victoria Dougharty
Virginia Valentino
Jose Boix
Miroslava Bustamante

Staff:

Mary McClure, Executive Director	Kathy Barroso, GCHD CEO
Dr. Foster	Dr. Keiser
Dr. Alhassan	Pisa Ring
Andrea Cortinas	Kristina Garcia
Sandra Cuellar	Tiffany Carlson
Lea Williams	Kenna Pruitt
Mary Orange	Sal Bonaccorso
Eileen Dawley	Randy Valcin
Tikeshia Thompson Rollins	Mario Acosta
Anthony Hernandez	Amanda Wolff

Excused Absence: Dorothy Goodman

Unexcused Absence:

Guest: Jansen Otterness, and Lisa Dougharty

***Approval of Consent Agenda**

Upon a motion by Virginia Valentino, seconded by Jay Holland, Consent Agenda items one through four and six were unanimously approved.

*Dr. Howard Board Chair, asked that item #5 the annual policy/plan review be tabled.

Item #7 Consider for Approval 2017 Audit Financial Report

Jansen Otterness, Senior Manager, with BKD presented the Financial Statement Audit Year Ended September 30, 2017. Audit results showed the Balance Sheet Total Liabilities and Net Assets at \$5,575,000. The Statement of Revenues, Expenditures and Changes in Fund Balance should and Increase in Fund Balance of \$830,000. Key Performance indicators showed the cost per visit was down in 2017 from 2016 by \$12.03 and the cost per patient was down by \$ 18.41. One finding related to compliance. An annual Uniform Data System (UDS) is required to be submitted for each calendar, an annual Federal Financial Report (FFR) for each grant year and quarterly Federal Cash Transaction Reports for each grant budget period. One report of each type listed above was selected for testing with specific data. The UDS report finding showed a data reporting error not a repeat finding. Recommendation modify the UDS review procedures to ensure the reported data is consistent with actual results and should consider reconciling UDS data to the grant application. The FFR did not include contract pharmacy revenue in the total program income reported. The FFR program income calculation had not been updated to capture contract pharmacy charges and adjustments. The recommendation FFR reporting model should be modified to capture all sources

of program income that relate to the grants. Upon a motion made by Jose Boix, seconded by Mario Hernandez the consideration was unanimously approved by the Board.

Item #8 Executive Report

Mary McClure, Executive Director, presented the February 2018 Executive Report to the Board

Item #9 Consider for Approval Financial Committee Report January 2018

Mary Orange, Business Office Manager, asked the Board to consider for approval financial committee report January 2018. Mary informed the Board that the MTD increase in Fund Balance of \$333,470. Revenues were \$1,956,837 higher than budgeted this month. MTD revenues related to Self Pay, Private Insurance, Medicaid, Medicare and Contract Revenue were all higher than budgeted due to recording Receivables. Mary also stated the YTD revenues are \$9,089,812 higher than budgeted due to recording of AR balances as well as DSRIP Payment received in January. Private insurance, Self Pay, Medicaid, Medicare and Contract Revenue are higher than budgeted, while Title V is on target. Expenses were (\$1,623,367) higher MTD than budgeted due to Bad Debt Expense, and are (\$8,078,171) higher YTD than budgeted, but are offset by savings in personnel. Expenses also includes the IGT offset payment of \$258,720 related to DSRIP payment of \$600K. YTD increase in fund balance of \$1,033,207. Total fund balance \$5,212,889 as of 1/31/18. Upon a motion made by David Delac, seconded by Jay Holland the consideration was unanimously approved by the Board.

Item #10 Consider for Approval Bad Debt Write-off and Adjustment Report for 2017

Mary Orange, Business Office Manager, asked the Board to consider for approval bad debt write-off and adjustment report 2017. Mary informed the Board that this is the bad debt write-off that accrues in NextGen. Total for deceased patients adjustments \$421.00, total for non-covered services \$8,230.00, and for bad debt \$313,318.42 for a total of \$321,969.42. Mary also informed the Board of the bad debt write-off for the last four years.

<u>Bad Debt Write-offs</u>	<u>Amount</u>
2014	243,219
2015	252,219
2016	1,007,748
2017	313,318
4 year average	454,126

Upon a motion made by Virginia Valentino, seconded by Mario Hernandez the consideration was unanimously approved by the Board.

Item #11 Consider for Approval Request to Purchase Microsoft Cloud

Sal Bonaccorso, Director of Information Technology, asked the Board to consider for approval request to purchase Microsoft Cloud. Sal informed the Board that GCHD entered in to a purchasing the Microsoft Enterprise Agreement (EA) from April 1st, 2017 to March 31st, 2020 (3 year term) for the amount of \$62,748.01. On each anniversary date (April 1st, 2018 & April 1st 2019) Microsoft instructs us to perform a "True Up" task to ensure we have purchased the proper amount of licenses. If we have additional licenses to purchase this is done on a separate purchase order

and added to a future anniversary dates of our agreement. Currently 325 Microsoft licenses are owned which are installed locally on PCs, these are not Microsoft Cloud licenses. This is an upgrade to those licenses will allow us to store information in Microsoft Cloud, instead of here locally on our servers and maintaining and managing those servers. Sal stated this will be very effective should there be an event, disaster, or power outages in the area. Not having them located here at GCHD allows us to access them anywhere in the world should this area be damaged or destroyed in any way. Sal also informed the Board that with this upgrade with Microsoft Cloud will have the advance features to screen all patient health information as well as credit card numbers. The system will automatically prevent that information from being sent outside of District employee's communications and also inform the user why it was declined. Coastal Health & Wellness portion for the upgrade will be \$16,302. Sal stated if the upgrade is done we will have a budgeted cost savings. Sal stated he can cancel various agreements that are coming up for renewal and those are Cisco IronPort which is used to block spam, Symantec Antivirus used to prevent viruses, and VMWare License Support used to run servers Barracuda Email Archiver used to archive all email and Malwarebytes used to block Malware. If all are cancelled it will only be an impact cost of \$2,248 to CHW this year. Next year CHW will see a saving of \$1,175 a year. All Coastal Health & Wellness employees will be able to communicate via instant messenger, live from their cell phones, and computers. Upon a motion made by Jay Holland, seconded by Jose Boix the consideration was unanimously approved by the Board.

Item #12 Consider for Approval Request to Purchase Microsoft Datacenter License-\$25,901

Sal Bonaccorso, Director of Information Technology, asked the Board to consider for approval request to purchase Microsoft datacenter license-\$25,901. Sal informed the Board that money was extended to purchase some new hardware for the server and varies storage items. Those servers were purchased without licenses therefore they cannot be used. Sal is requesting to purchase the licenses so that the hardware can be used. Sal also informed the Board that it was budgeted at \$51,802, \$25,901 coming from Coastal Health & Wellness. A budgeted cost savings from negotiations of \$17,865 brings the cost down by \$8933 for CHW. Sal is requesting approval for \$16,968 for Coastal Health & Wellness portion to purchase the Microsoft Windows Server Datacenter Licenses. Upon a motion made by Virginia Valentino, seconded by Jay Holland the consideration was unanimously approved by the Board.

Item #13 Consider for Approval Billing and Collection Policy

Mary McClure, Executive Director, asked the Board to consider for approval the revised Billing and Collection policy. Upon a motion made by Mario Hernandez, second by Virginia Valentino, the consideration was unanimously approved by the Board.

Item #14 Consider for Approval Quarterly Access to Care Report

Mary McClure, Executive Director, asked the Board to consider Quarterly Access to Care Report. Mary informed the Board of the no show for the different areas.

Counselors

The no show for counselors in Galveston were down at 34% but up in Texas City by 52% however we do have the part time counselor so the appointments are going up a little.

Dental

The dental visits for this quarter remained the same for appointments kept and the no show rates remain in the some 30% range.

Medical

The medical appointments remain the same in Galveston at 12% and Texas City at 24% for the number of patients that keeps there appointments and no shows.

Mary also informed that Board that the patients are called to see what their reasons are for no shows are. Upon a motion made by Mario Hernandez, second by Virginia Valentino, the consideration was unanimously approved by the Board.

Item #15 Consider for Approval Customer Service Survey Report

Mary McClure, Executive Director, asked the Board to consider for approval Customer Service Survey Report. Mary informed the Board that we only received 8 surveys back this quarter however they do remain on the positive side of things. 62% stated they were overall satisfied, 25% stated they were not satisfied. Any that are not satisfied gets routed back to the supervisor if there are comments on them so that they can investigate them. Mary stated to the Board that we do have a group looking at various surveys and reaching out to other organizations to see what their survey questions are and how they view their surveys. Upon a motion made by Jay Holland, second by Jose Boix, the consideration was unanimously approved by the Board.

Item #16 Consider for Approval Privileging Rights for Richland Mosley, DDS

Dr. Beverly Foster, Dental Director, asked the Board to consider for approval privileging for Dr. Richland Mosley. Upon a motion made by Miroslava Bustamante, second by Virginia Valentino, the consideration was unanimously approved by the Board.

Item #17 Review Process to Evaluate Governing Board


Dr. Howard, Board Chair, reviewed the process to evaluate the Governing Board and informed the Board that all evaluations are due to Admin on March 14, 2018.

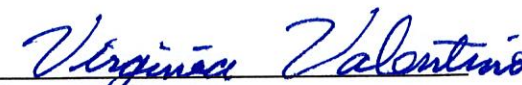
Item #18 Review Joint Commission Accreditation Report

Mary McClure, Executive Director, gave an update on the Joint Commission Accreditation Report. There were some findings that need to be addressed. We're working on the Plan of Correction to address items and submit plan to Joint Commission.

Adjournment

A motion to adjourn was made by Jay Holland, seconded by Jose Boix. The Board adjourned at 1:43 p.m.


Chair
Date 3-29-2018


Secretary/Treasurer
Date 3-29-2018