

**Coastal Health & Wellness  
Governing Board  
October 31, 2019**

**Board Members**

**Present:**

Samantha Robinson  
Milton Howard, DDS  
Jay Holland  
Virginia Valentino  
Aaron Akins  
Elizabeth Williams  
Dorothy Goodman

**Staff:**

Kathy Barroso, Executive Director	Cynthia Ripsin, MD
Hanna Lindskog, DDS	Eileen Dawley
Cheryl Golla	Andrea Cortinas
Mary Orange	Richard Mosquera
Kristina Garcia	Pisa Ring
Tiffany Carlson	Amanda Wolff
Dina Driskill	Kenna Pruitt
Debra Howey	Tikeshia Thompson Rollins

**Excused Absence:** Victoria Dougharty, Miroslava Bustamante, and Barbara Thompson, MD

**Guest:** Flecia Charles

**Items 1-6 Consent Agenda**

A motion was made by Dr. Howard to approve the consent agenda items one through six. Elizabeth Williams seconded the motion and the Board unanimously approved the consent agenda.

**Item #7 Executive Reports**

Kathy Barroso, Executive Director, presented the October 2019 Executive Report to the Board.

**Item #8 Consider for Approval Preliminary September 2019 Financial Report**

Mary Orange, Business Office Manager, presented the preliminary September 2019 financial report to the Board. A motion to accept the financial report as presented was made by Jay Holland. Elizabeth Williams seconded the motion and the Board unanimously approved.

**Item #9 Consider for Approval Quarterly Visit and Analysis Report Including Breakdown of New Patients by Payor Source**

Mary Orange, Business Office Manager, presented the quarterly visit and analysis report including the breakdown of new patients by payor source to the Board. A motion to accept the quarterly visit and analysis report as presented was made by Virginia Valentino and seconded by Dr. Howard. The Board unanimously approved the motion.

**Item #10 Consider for Approval Quarterly Access to Care Report**

Kathy Barroso, Executive Director, asked the Board to consider for approval the quarterly access to care report. Utilization rates continue to be high. No-show rates were somewhat improved in some areas this quarter but were still higher than the goal. A motion to accept the report as presented was made by Jay Holland and seconded by Virginia Valentino. The Board unanimously approved the motion.

**Item #11 Consider for Approval Quarterly Patient Satisfaction Survey Report**

Kathy Barroso, Executive Director, asked the Board to consider for approval the patient satisfaction survey report. Dr. Howard, Vice Chair, suggested that employees who exceed expectations be recognized not only as individually but also within the group. Kathy informed the Board that Cheryl Golla, Human Resources Director, is currently looking at the employee recognition program, but that some employees that received favorable survey comments in the past had been recognized at the monthly in-service meeting during that survey period. A motion to accept the report as presented was made by Virginia Valentino and seconded by Aaron Akins. The Board unanimously approved the motion.

**Item #12 Consider for Approval Risk Management Plan**

Richard Mosquera, Chief Compliance Officer, asked the Board to consider for approval the risk management plan. A motion to accept the plan as presented was made by Jay Holland and seconded by Elizabeth Williams. The Board unanimously approved the motion.

**Item #13 Consider for Approval Quarterly Compliance and Risk Management Report**

Richard Mosquera, Chief Compliance Officer, asked the Board to consider for approval the quarterly compliance and risk management report. Samantha Robinson, Board Chair, suggested that the incident in the Galveston Clinic where things went off temperature also be documented under emergency management. A motion to accept the quarterly compliance and risk management report as presented was made by Virginia Valentino and seconded by Elizabeth Williams. The Board unanimously approved the motion.

**Item #14 Consider for Approval Coastal Health & Wellness Budget Period Progress Report (BPR) Non-Competing Continuation (NCC) for Submittal to HRSA**

Mary Orange, Business Office Manager, asked the Board to consider for approval the Coastal Health & Wellness Budget Period Progress Report (BPR) Non-Completing Continuation (NCC) for Submittal to HRSA. The entire progress report was reviewed with the Board, including the proposed budget for the 2020/2021 grant term. In reviewing Form 3 (Income Analysis), Mary informed the Board that pharmacy revenue will be moved from other revenue to program income, but this change will not affect the total budget. Performance measures were also reviewed, and updates related to goals were discussed. Jay Holland requested once the recommended changes are made to the application that the Board receive a final copy. A motion to accept the report with recommended changes was made by Jay Holland and seconded by Virginia Valentino. The Board unanimously approved the motion.

**Item #15 Consider for Approval Patient No Show Policy (New Policy)**

Kathy Barroso, Executive Director, asked the Board to consider for approval a new policy addressing patient no shows. Kathy informed the Board that the new no show policy will be shared with patients now but will go into effect January 1, 2020. This will allow patients time to become familiar with the new policy. Dr. Lindskog suggested changing language in the policy to reflect recent changes in how patients confirm appointments to (y) yes to confirm (n) no to cancel. A motion to accept the new patient no show policy with recommended changes were made by Virginia Valentino and seconded by Jay Holland. The Board unanimously approved the motion.

**Item #16 Consider for Approval Re-Privileging Rights for Emily Bailey, MSW, LCSW**

Dr. Ripsin, Medical Director, asked the Board to consider for approval privileging rights for Emily Bailey, MSW, LCSW. A motion to accept privileging rights for Emily Bailey, MSW, LCSW was made by Aaron Akins and seconded by Jay Holland. The Board unanimously approved the motion.

**Item #17 Consider for Approval Privileging Rights for the following UTMB Residents:**

Dr. Ripsin, Medical Director, asked the Board to consider for approval privileging rights for the following UTMB resident:

- Zuleica Santiago Delgado, MD

A motion to accept privileging rights for the UTMB resident was made by Aaron Akins and seconded by Elizabeth Williams. The board unanimously approved the motion.

**Item #18 Consider for Approval the Appointment of Flecia Charles to Complete The Unexpired Term of the Vacant Consumer Representative on the Coastal Health & Wellness Governing Board with a Term Expiring June 2020**

Samantha Robinson, Board Chair, asked the Board to consider for approval the appointment of Flecia Charles, to complete the unexpired term of the vacant consumer representative to the Coastal Health & Wellness Governing Board with a term expiring June 2020. A motion to accept the appointment of Flecia Charles to the Board was made by Jay Holland and seconded by Virginia Valentino. The Board unanimously approved the motion.

**Item #19 Update on Next Steps Regarding Refresh of the Galveston Clinic**

Richard Mosquera, Chief Compliance Officer, updated the Board regarding the planned refresh of the Galveston Clinic. As additional information becomes available, it will be shared with the Board so that next steps can be determined.

**Board Member Comments:**

**Evaluation of Executive Director**

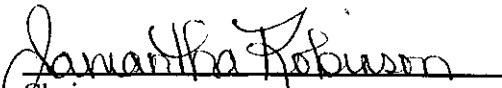
Samantha Robinson, Board Chair, stated that she had attended the UBOH meeting the day before and that the UBOH was drafting a new CEO evaluation form. Samantha requested that the Governing Board form a subcommittee to review the CHW Executive Director annual evaluation form for use in the upcoming evaluation next year.

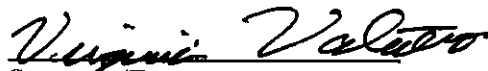
**Executive Director Evaluation Subcommittee Members**

- Samantha Robinson
- Elizabeth Williams
- Virginia Valentino

**Adjournment**

A motion to adjourn was made by Virginia Valentino and seconded by Jay Holland. The Board adjourned at 1:48 p.m.

  
Chair  
11-14-2019  
Date

  
Secretary/Treasurer  
11-14-19  
Date