



# COASTAL HEALTH & WELLNESS

## GOVERNING BOARD

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

### AGENDA

Thursday, January 30, 2020 – 12:00 PM

**CONSENT AGENDA:** ALL ITEMS MARKED WITH A SINGLE ASTERICK (\*) ARE PART OF THE CONSENT AGENDA AND REQUIRE NO DELIBERATION BY THE GOVERNING BOARD. ANY BOARD MEMBER MAY REMOVE AN ITEM FROM THIS AGENDA TO BE CONSIDERED SEPARATELY.

#### *PROCEED TO BOTTOM OF THIS DOCUMENT FOR APPEARANCE & EXECUTIVE SESSION GUIDELINES*

In accordance with the provisions of the Americans with Disabilities Act (ADA), persons in need of a special accommodation in order to participate in this proceeding should, within two (2) days prior to the proceeding, request necessary accommodations by contacting CHW’s Executive Assistant at 409-949-3406, or via email at [CHWExecAssist@gchd.org](mailto:CHWExecAssist@gchd.org).

ANY MEMBERS NEEDING TO BE REACHED DURING THE MEETING MAY BE CONTACTED AT 409-938-2288  
**REGULARLY SCHEDULED MEETING**

#### **Meeting Called to Order**

- \*Item #1**ACTION**..... Agenda
- \*Item #2**ACTION**..... Excused Absence(s)
- \*Item #3**ACTION**..... Consider for Approval Minutes from December 12, 2019 Governing Board Meeting
- \*Item #4**ACTION**..... Consider for Approval Minutes from January 16, 2020 Governing Board QA Meeting
- \*Item #5**ACTION**..... Consider for Approval Quarterly Investment Report for the Period Ending 12/31/19
- \*Item #6**ACTION**..... Information Items
  - a) Letter from BKD Regarding Scope of FY2019 Audit
- Item #7 ..... Executive Report
- Item #8**ACTION**..... Consider for Approval Financial Report
  - a) November 2019
  - b) December 2019
- Item #9**ACTION**..... Annual Policy/Plan Review
  - a) Consider for Approval Annual Report on Infection Control Goals
- Item #10**ACTION**..... Consider for Approval Quarterly Visit and Collection Report Including a Breakdown of New Patients by Payor Source for the Period Ending 12/31/19
- Item #11**ACTION**..... Consider for Approval Quarterly Access to Care Report for the Period Ending 12/31/19
- Item #12**ACTION**..... Consider for Approval Patient Satisfaction Survey Results for the Period Ending 12/31/19
- Item #13**ACTION**..... Consider for Approval Quarterly Compliance Report for the Period Ending 12/31/19

- Item #14**ACTION**.....Consider for Approval Purchase of MedTrainer Learning Management System to be split Between GCHD & CHW in the Amount of \$5994 From Each Fund
- Item #15**ACTION**.....Consider for Approval Re-Privileging Rights for Unsil Keiser, DDS
- Item #16**ACTION**.....Consider for Approval Re-Privileging Rights for Bang Nguyen, DDS
- Item #17**ACTION**.....Consider for Approval New CEO Evaluation Form
- Item #18.....Discussion Regarding Galveston Clinic Lease Agreement

**Adjournment**

*Tentative Next Meeting: February 27, 2020*

**Appearances before the Coastal Health & Wellness Governing Board**

The Coastal Health & Wellness Governing Board meetings are conducted under the provisions of the Texas Open Meetings Act, and members of the public that wish to address the Board about an item presented on the agenda shall be offered three minutes to do so. The Board cordially requests that individuals desiring to make a such a statement notify the Board of their intention by writing their name on the sign-in sheet located at the Boardroom’s main entrance.

A citizen desiring to make comment to the Board regarding an item not listed on the agenda shall submit a written request to the Executive Director by noon on the Thursday immediately preceding the Thursday of the Board meeting. A statement of the nature of the matter to be considered shall accompany the request. The Executive Director shall include the requested appearance on the agenda, and the person shall be heard if he or she appears.

**Executive Sessions**

When listed, an Executive Session may be held by the Governing Board in accordance with the Texas Open Meetings Act. An Executive Session is authorized under the Open Meetings Act pursuant to one or more the following exceptions: Tex. Gov’t Code §§ 551.071 (consultation with attorney), 551.072 (deliberation regarding real property), 551.073 (deliberation regarding a prospective gift or donation), 551.074 (personnel matters), 551.0745 (personnel matters affecting Coastal Health & Wellness advisory body), 551.076 (deliberation regarding security devices or security audits), and/or 551.087 (deliberations regarding economic development negotiations). The Presiding Officer of the Governing Board shall announce the basis for the Executive Session prior to recessing into Executive Session. The Governing Board may only enter into Executive Session if such action is specifically noted on the posted agenda.



# COASTAL HEALTH & WELLNESS

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**GOVERNING BOARD**

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

**Governing Board  
January 2020  
Item #2  
Excused Absence(s)**

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# **COASTAL HEALTH & WELLNESS**

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**GOVERNING BOARD**

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

**Governing Board**

**January 2020**

**Item #3**

**Consider for Approval Minutes from December 12, 2019**

**Governing Board Meeting**



**Coastal Health & Wellness  
Governing Board  
December 12, 2019**

**Board Members**

**Present:**

Samantha Robinson  
Milton Howard, DDS  
Jay Holland  
Virginia Valentino  
Elizabeth Williams  
Dorothy Goodman  
Flecia Charles  
Victoria Dougharty  
Miroslava Bustamante

**Staff:**

Kathy Barroso, Executive Director  
Cynthia Ripsin, MD  
Hanna Lindskog, DDS  
Eileen Dawley  
Andrea Cortinas  
Richard Mosquera

Kristina Garcia  
Tiffany Carlson  
Cheryl Golla  
Ashley Tompkins  
Amanda Wolff  
Lacey Venable  
Tikeshia Thompson Rollins

**Excused Absence:** Aaron Akins, Miroslava Bustamante, and Barbara Thompson, MD

**Items 1-4 Consent Agenda**

A motion was made by Dr. Howard to approve the consent agenda items one through four. Virginia Valentino seconded the motion and the Board unanimously approved the consent agenda.

**Item #5 Executive Reports**

Kathy Barroso, Executive Director, presented the December 2019 Executive Report to the Board. Kathy informed the Board that the data pertaining to no-show rates from October, November and December 2019 will be brought to the next QA Board Committee meeting January 2020 and then to the entire Board at the end of the month.

**Item #6 Consider for Approval October 2019 Financial Report**

Andrea Cortinas, Chief Financial Officer, presented the October 2019 Financial Report to the Board. A motion to accept the financial report as presented was made by Jay Holland. Virginia Valentino seconded the motion and the Board unanimously approved.

**Item #7 Consider for Approval Coastal Health & Wellness Fund Balance Reserve as of September 30, 2019**

Andrea Cortinas, Chief Financial Officer, asked the Board to consider for approval the Coastal Health & Wellness Fund Balance Reserves as of September 30, 2019. A motion to accept the report as presented was made by Virginia Valentino and seconded by Elizabeth Williams. The Board unanimously approved the motion.

**Item #8 Consider for Approval Privileging Rights for the following UTMB Resident:**

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

- Eric Nezerwa, MD

A motion to accept privileging rights for the UTMB resident was made by Virginia Valentino and seconded by Dorothy Goodman. The board unanimously approved the motion.

**Item #9 Consider for Approval Privileging Rights for the following Contract Provider Providing Tele-Psychiatry Service:**

Dr. Ripsin, Medical Director, asked the Board to consider for approval privileging rights for the following contract provider providing Tele-Psychiatry.

- Jennifer Schaefer, MD

Dr. Ripsin stated there was an error on the document presented to the Board. Dr. Ripsin informed the Board that Jennifer Schaefer, MD is a Board-certified psychiatrist with a second Board certification in addiction psychiatry. Dr. Schaefer will provide Tele-Psychiatry services at the Coastal Health & Wellness Clinic in Texas City.

A motion to accept privileging rights for Dr. Jennifer Schaefer with corrections to document presented was made by Dr. Howard and seconded by Virginia Valentino. The board unanimously approved the motion.

**Item #10 Update on Proposed Plan for Refresh of the Galveston Clinic**

Kathy Barroso, Executive Director, updated the Board on proposed plan for refresh of the Galveston Clinic. A motion to accept as presented was made by Dr. Howard and seconded by Victoria Dougharty. The Board unanimously approved the motion.

**Item #11 Consider for Approval New Coastal Health & Wellness Welcome Packet for Patients**

Kristina Garcia, Patient Service Manager, asked the Board to consider for approval the new Coastal Health & Wellness Welcome Packet. Samantha Robinson, Board Chair, recommended that the packet be put in Spanish as well as bold the contact number on the cover page so that it stands out for patients. Samantha would like the Board to accept the packet as written and request that the packet comes back to the Board once completed along with the process. A motion to accept the welcome packet as presented along with recommended changes from the Board was made by Dorothy Goodman and seconded by Jay Holland. The Board unanimously approved the motion.

**Item #12 Review CEO Performance Evaluation Draft**

Samantha Robinson, Board Chair, informed the Board that she attended the United Board of Health Board meeting December 11, 2019 and requested that a copy of the draft evaluation be shared with the Governing Board. Samantha informed the Board that there will be a draft evaluation to present to the Board in January for approval and in the month of February the Board will go into Executive Session to complete the CEO Evaluation as well as the Governing Board Evaluations. A motion to table item was made by Dr. Howard and seconded by Virginia Valentino. The Board unanimously approved the motion.

**Item #13 Review of Annual Board Self-Assessment Form**

Samantha Robinson, Board Chair, recommended that the annual Board evaluation be completed at the February Governing Board Meeting using the standard form. A motion to keep the same Board self-assessment for previously used was made by Dr. Howard and seconded by Virginia Valentino. The Board unanimously approved the motion.

Adjournment

A motion to adjourn was made by Dorothy Goodman and seconded by Elizabeth Williams. The Board adjourned at 1:03 p.m.

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Chair

\_\_\_\_\_

Secretary/Treasurer

\_\_\_\_\_

Date

\_\_\_\_\_

Date

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# **COASTAL HEALTH & WELLNESS**

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**GOVERNING BOARD**

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

**Governing Board**

**January 2020**

**Item #4**

**Consider for Approval Minutes from January 16, 2020**

**Governing Board QA Meeting**

**Coastal Health & Wellness Governing Board**  
**Quality Assurance Committee**  
**Meeting**  
**January 16, 2020**

**BOARD QA COMMITTEE MEMBERS PRESENT:**

Samantha Robinson, BSN – Chair  
 Aaron Adkins

**BOARD QA COMMITTEE MEMBERS ABSENT:**

Milton Howard, DDS – Vice Chair

**EMPLOYEES PRESENT:**

Kathy Barroso (Executive Director), Eileen Dawley (Chief Nursing Officer), Cynthia Ripsin (Medical Director), Hanna Lindskog (Dental Director), Jason Borillo (Lead Midlevel), Debra Howey (Infection Control Nurse), Tiffany Carlson (Nursing Director), Andrea Cortinas (Chief Financial Officer), Pisa Ring (Patient Information Manager) Tyler Tipton (Public Health Emergency Preparedness Manger) & Tikeshia Thompson Rollins (Executive Assistant III)

(Minutes recorded by Tikeshia Thompson Rollins)

ITEM	ACTION
<p><b>Patient Access / Satisfaction Reports</b></p> <p>a) Quarterly Access to Care Report</p> <p>b) Quarterly Patient Satisfaction Report</p>	<p><b><u>Quarterly Access to Care Report</u></b></p> <ul style="list-style-type: none"> <li>• Kathy reviewed the quarterly access to care report. In comparison to last quarter, utilization rates were lower; however, the number of available appointments increased. Overall, utilization rates exceeded the goal of 90% with the exception of counseling services. No-show rates also improved in several areas this quarter and the QA Board Committee was reminded that the new no-show policy became effective January 2020.</li> </ul> <p><b><u>Quarterly Patient Satisfaction Report</u></b></p> <ul style="list-style-type: none"> <li>• Kathy reviewed the October, November and December Patient Satisfaction Survey and the QA Committee was informed of the total weighted average score of 4.90 out of a 5. This score is up from 4.75 reported last quarter. The committee was also provided with patient comments which were overwhelmingly favorable.</li> </ul>
<p><b>Clinical Measures</b></p> <p>a) Quarterly Report on UDS Medical Measures in Comparison to Goals</p> <p>b) Update on UDS Dental Sealant Measure</p> <p>c) Update on Medical Quality Review Measures</p>	<p><b><u>Quarterly Report on UDS Medical Measures in Comparison to Goals</u></b></p> <ul style="list-style-type: none"> <li>• Jason Borillo reviewed the quarterly report on UDS Medical measures in comparison to 2020 goals and discussed changes in rates related to prior periods.</li> <li>• Will continue to monitor and provide updates to the Committee quarterly.</li> </ul> <p><b><u>Update on UDS Dental Sealant Measure</u></b></p> <ul style="list-style-type: none"> <li>• Dr. Lindskog informed the QA Board Committee that the UDS Sealant measure is currently at 76.92%, well exceeding the HRSA goal.</li> </ul> <p><b><u>Update on Medical Quality Review Measures</u></b></p> <ul style="list-style-type: none"> <li>• Dr. Ripsin reviewed the Medical Quality review Measures and Peer to Peer education plan.</li> </ul>

<p><b>Quality Assurance/Risk Management/ Emergency Management Reports</b></p> <p>a) Quarterly Risk Management Report (October November &amp; December)</p> <p>b) Culture of Safety Update</p> <p>c) Dental Water Quality Reports and Assessment</p> <p>d) Quarterly Emergency Management Report</p> <p>e) Annual Report on Infection Control Goals from 2019</p>	<p><b><u>Quarterly Risk Management Report (October November &amp; December)</u></b></p> <ul style="list-style-type: none"> <li>Quarterly Risk Management report was presented and reviewed in comparison to current goals.</li> </ul> <p><b><u>Culture of Safety Update</u></b></p> <ul style="list-style-type: none"> <li>Eileen Dawley informed the QA Committee that the Culture of Safety Survey has been emailed to staff. Eileen will present results of the survey at the next committee meeting scheduled for April 16, 2020.</li> </ul> <p><b><u>Dental Water Quality Report and Assessment</u></b></p> <ul style="list-style-type: none"> <li>Dr. Lindskog informed the QA Board Committee that all chairs were tested as part of the quarterly testing procedure on 12/30/19. Currently all chairs in Galveston and Texas City passed the quarterly water testing.</li> </ul> <p><b><u>Quarterly Emergency Management Report</u></b></p> <ul style="list-style-type: none"> <li>Tyler reviewed the Emergency Management Report and gave an update on trainings and drills that had occurred during the quarter.</li> </ul> <p><b><u>Annual Report on Infection Control Goals from 2019</u></b></p> <ul style="list-style-type: none"> <li>Debra reviewed the annual report of infection control measures in comparison to goals for 2019.</li> </ul> <p><b><u>Infection Control Goals for 2020</u></b></p> <p>A draft of the Infection Prevention and Control Program Goals and Responsibilities for 2020 was reviewed with the Committee. The final document will be shared with the Board once objectives and interventions have been established.</p>
<p><b>Plans and Policies</b></p> <p>a) Draft Infection Control Plan for 2020</p>	<p><b><u>Draft Infection Control Plan for 2020</u></b></p> <ul style="list-style-type: none"> <li>Debra reviewed the draft infection control plan for 2020.</li> </ul>
<p>Open Discussion</p>	<ul style="list-style-type: none"> <li>No additional comments</li> </ul>

**Next Meeting: April 16, 2020**

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# COASTAL HEALTH & WELLNESS

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**GOVERNING BOARD**

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

**Governing Board**

**January 2020**

**Item #5**

**Consider for Approval Quarterly Investment Report for the Period  
Ending 12/31/19**

**Coastal Health & Wellness  
Investment Report  
For the period ending December 31, 2019**

Coastal Health & Wellness	Money Market Account		
	October	November	December
Beginning Balance	\$1,097,339	\$1,135,325	\$1,179,587
Deposits	487,000	193,000	591,000
Withdrawals	(450,000)	(150,000)	(350,000)
Interest Earned	986	1,261	1,477
Ending Balance	\$1,135,325	\$1,179,587	\$1,422,064
Current Annual Yield	1.41%	1.41%	1.41%
Previous Quarter Yield (7/2019 - 9/2019)	1.41%	1.41%	1.41%

Tex Pool Investments		
October	November	December
\$3,618,765	\$3,624,640	\$3,629,638
5,875	4,997	5,002
\$3,624,640	\$3,629,637	\$3,634,640
1.91%	1.68%	1.62%
2.39%	2.17%	2.16%

Summary	Interest Earned	Avg Balance	Yield
October 1, 2019 to December 31, 2019	\$19,599	\$4,680,267	0.40%
January 1, 2020 to March 31, 2020	\$0	\$0	
April 1, 2020 to June 30, 2020	\$0	\$0	
July 1, 2020 to September 30, 2020	\$0	\$0	
YTD Totals	\$19,599	\$4,680,267	0.40%

Coastal Health & Wellness	Q1	Q2	Q3	Q4	YTD Comparison
Interest Yield Year to Year Comparison	Oct 1-Dec 31	Jan 1-Mar 31	Apr 1-June 30	Jul 1-Sept 30	Total as of 9/30
FY2017	0.13%	0.12%	0.12%	0.13%	0.50%
FY2018	0.14%	0.20%	0.30%	0.38%	1.02%
FY2019	0.43%	0.47%	0.47%	0.46%	1.83%
FY2020 (Current year)	0.40%				0.40%

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# COASTAL HEALTH & WELLNESS

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**GOVERNING BOARD**

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

**Governing Board  
January 2020  
Item #6  
Information Items**

- a.** Letter from BKD Regarding Scope of FY2019 Audit



December 17, 2019

Galveston County United Board of Health  
Coastal Health & Wellness Governing Board  
Galveston County Health District  
Mid-County Annex  
9850 Emmett F. Lowry Expressway  
Texas City, Texas 77591

The purpose of this communication is to summarize various matters related to the planned scope and timing for the September 30, 2019, audits of the financial statements of **Galveston County Health District** and of its compliance with specified requirements applicable to its major federal award programs.

Please refer to our engagement letter dated August 22, 2019, for additional information and the terms of our engagement.

## **OVERVIEW**

We will conduct our audits in accordance with auditing standards generally accepted in the United States of America, the standards for financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States, and Title 2 U.S. *Code of Federal Regulations* (CFR) Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* (Uniform Guidance). Those standards require that we plan and perform:

- The audit of the financial statements to obtain reasonable rather than absolute assurance about whether the financial statements are free of material misstatement, whether caused by error or fraud. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.
- The audit of compliance with the types of compliance requirements described in the *U.S. Office of Management and Budget Compliance Supplement* that are applicable to each major federal award program to obtain reasonable rather than absolute assurance about whether noncompliance having a direct and material effect on a major federal award program occurred.

**PLANNED SCOPE AND TIMING**

We have preliminarily identified the following areas of significant risks of material misstatement due to error or fraud and of material noncompliance and propose to address these areas as described:

<b>Risk Area</b>	<b>Audit Approach</b>
Risk of management override of controls	✓ Review of journal entries; review of estimates for management bias; and review of significant/unusual terms for business purpose.
Revenue Recognition	✓ Analytically review revenue; review of subsequent collections; and analysis of the estimate of allowance for uncollectible accounts.
Compliance with federal grant rules and regulations under Uniform Guidance	✓ Review expenditures of federal awards to determine which programs required testing and perform compliance testing federal programs, as necessary.

We welcome any input you may have regarding the risk areas identified above, any other significant risk areas in your opinion or other matters you believe warrant particular attention.

We propose the following timeline:

- Drafts of the financial statements and management letter, together with our letter regarding auditor responsibilities, will be furnished by January 31, 2019.
- Final reports will be issued once approved by the District.

**CONTACTS**

We understand the appropriate person in the governance structure with whom to communicate is Mrs. Kathy Barroso, CEO.

If for any reason any member of the Board of Directors would need to contact us, please call Amanda Eaves, at 713.499.4600.

### **ACCOUNTING AND AUDITING MATTERS**

The following matters are, in our judgment, relevant to the planned scope of the audit as well as your responsibilities in overseeing the financial reporting process.

In governmental agencies and community health centers, accounting estimates play a significant role in preparing financial statements in accordance with generally accepted accounting principles. The accuracy of accounting estimates during the year is key to making informed decisions.

### **CONSIDERATION OF ERROR OR FRAUD**

One of the most common questions we receive from audit committees is, “How do you address fraud in a financial statement audit?” Our responsibility, as it relates to fraud, in an audit of financial statements is addressed in auditing standards generally accepted in the United States of America.

Our audit approach includes such procedures as:

- Engagement Team Brainstorming
  - Discussions include how and where we believe the entity’s financial statements might be susceptible to material misstatement due to error or fraud, how management could perpetrate and conceal fraudulent financial reporting and how assets of the entity could be misappropriated.
  - An emphasis is placed on the importance of maintaining the proper state of mind throughout the audit regarding the potential for material misstatement due to error or fraud.
- Inquiries of Management and Others
  - Personnel interviewed include the Audit Committee Chair, the Chief Executive Officer, the Chief Financial Officer, the Chief Compliance Officer, and others.

- Inquiries are directed towards the risks of error or fraud and whether personnel have knowledge of any fraud or suspected fraud affecting the entity.
- Reviewing Accounting Estimates for Bias
- Evaluating Business Rationale for Significant Unusual Transactions
- Incorporating an Element of Unpredictability into the Audit Each Year

This communication is intended solely for the information and use of those charged with governance, Board of Directors and management, and is not intended to be, and should not be used by anyone other than these parties.



Amanda Eaves, CPA  
Director

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# COASTAL HEALTH & WELLNESS

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**GOVERNING BOARD**

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

**Governing Board  
January 2020  
Item #7  
Executive Report**



A monthly newsletter about Galveston County's Community Health Center, Coastal Health & Wellness.

# Tooth decay common chronic childhood dental problem

Roughly one in five children ages 5-11 have at least one untreated decayed tooth and one in seven adolescents ages 12-19 have the same problem, making tooth decay one of the most common chronic childhood conditions in the United States.

If left untreated, tooth decay can cause pain, infections and lead to future problems.

February marks National Children's Dental Health Month and Coastal Health & Wellness (CHW) is taking this opportunity to highlight what families can do to fight tooth decay. This year celebrates water fluoridation with 2020 marking the 75th anniversary of community water fluoridation.

"Tooth decay, also known as cavities, is preventable," said CHW Dental Director Hanna Lindskog, DDS. "Fluoride in water helps prevent cavities."

Fluoride is a mineral found in natural water – from oceans to lakes and ponds. For the past 70 years, fluoride has been added to city tap water. Fluoride can also be found in toothpaste and mouth rinse. It helps prevent cavities in children by making tooth enamel more resistant to tooth decay. It can even repair weakened tooth enamel.

"Babies and toddlers who don't receive enough fluoride may be at an increased risk for tooth decay," Lindskog said.

Fluoride taken in from foods, beverages and dietary supplements make tooth enamel stronger before teeth even break through the gums, according to the American Dental Association (ADA). Once teeth break through, fluoride helps to rebuild weakened tooth enamel and reverses signs of tooth decay. Fluoride taken in from foods and beverages continues to provide a topical benefit because it becomes part of your saliva, constantly bathing the teeth in tiny amounts of fluoride that also helps rebuild weakened tooth enamel.

If you have a baby or toddler, you may have questions about

thumb sucking, your child's first dental visit or how and when to clean your child's teeth.

Teeth typically begin appearing in infants at 6 months of age.

Developing good habits now may help children develop good habits for a lifetime of healthy teeth and gums.

Parents can begin cleaning their baby's mouth within the



## BUILD A HEALTHY SMILE

Develop good habits now to have a lifetime of healthy teeth and gums.

TO SCHEDULE A DENTIST APPOINTMENT,  
CALL 409-938-2234

Oral health page 9

# Healthy lifestyle helps lower risk of heart disease

Some might believe heart disease is only a problem for older adults. But, that's not the case. In fact, conditions that lead to heart disease are developing at a younger age.

February marks American Heart Month, the perfect time to learn about risk factors and steps to take care of your heart.

Americans, ages 35-64, are at risk for heart disease earlier in life due to high rates in obesity and high blood pressure, according to the Centers for Disease Control and Prevention (CDC).

"The top three risk factors for heart disease are high blood pressure, high cholesterol and smoking or tobacco use and half of all Americans have at least one of those risk factors," said Dr. Philip Keiser, Galveston County Health District (GCHD) local health authority. "Heart disease is the leading cause of death for both men and women."

Millions of Americans suffer from high blood pressure – one of the biggest risks for heart disease and stroke – and roughly half of those don't have it under control. High cholesterol may also increase the risk for heart disease.

Smoking is the leading cause of preventable death in the United States, according to the CDC. More than 37 million U.S. adults are current smokers and thousands

of young people start smoking each day. Smoking also damages blood vessels and can cause heart disease.

"The good news is you're in control. You're in charge of your health and healthy lifestyle changes can help lower your risk for developing heart disease," Keiser said.

Controlling and preventing risk factors is also important for people who already have heart disease.

### **Adopt healthy eating habits**

Healthy meals and snack options can help you avoid heart disease, and its complications. Fresh

fruits, vegetables and foods low in saturated fats, trans fats, carbohydrates and cholesterol can help in the fight against heart disease. Most Americans eat far too much salt, which increases blood pressure. Reduce the amount of salt you consume by choosing low sodium options. Limit sugar, which can increase blood sugar levels by replacing sugary drinks like soda and juices with water or low-sugar alternatives.

### **Get active**

Only one in five adults meets the Surgeon General's physical guidelines of getting at least 150 minutes of moderate-intensity activity a week. Aim for 30 minutes each day. You can even break up those 30 minutes into 10-minute blocks to better fit movement in your schedule.





# IT'S TIME TEXAS Community Challenge kicks off healthy start to new year

Galveston County cities have collectively earned more than 1 million points three weeks into the IT'S TIME TEXAS Community Challenge.

If you're looking to get healthier in 2020, the Community Challenge is for you. Reach your goals while also earning points for the city you live or work in.

The Community Challenge allows individuals, schools and community leaders to earn points for their cities and towns by participating in healthy activities now through March 1.

"Many of us have goals focused on getting healthy," said Kathy Barroso, Galveston County Health District (GCHD)

CEO. "This eight-week Community Challenge is a great way to kick-start that healthy lifestyle and have fun with family and friends as you compete against one another."

As of Jan. 27, Texas City leads Galveston County communities with 933,150 points, followed by Clear Lake Shores with 47,350 points and Santa Fe with 34,200 points.

Special thanks to the following mayors and council members for supporting the Community Challenge with pledges: Texas City Mayor Matthew T. Doyle and commission members Phil Roberts, Bruce Clawson, Earl Alexander, Abel Garza, Dorthea Jones and Jami Clark; Santa Fe Mayor Jason Tabor and council members IV Hoke, Jason O'Brien, Corey Jannett, Fidencio Leija and Bill Pittman; and Clear Lake Shores Mayor Kurt Otten and council members Angie Terrell, Jan Bailey, Amanda Fenwick, Christy Lyons and Mark Thompson.

It's not too late to join in on the fun. Register and earn 500 points. Did you participate last year? If so, you can simply reactivate your profile. Answer a few more questions while setting up your profile and you've earned an additional 250 points. That's 1,000 points for just a few minutes of work. Watch the Living Healthier video and add another 500. A breakdown of points available for each activity is

Community Challenge page 7

## IT'S TIME TEXAS COMMUNITY CHALLENGE SCORES | AS OF JANUARY 27, 2020

### LARGE CITY CATEGORY

14th place in category | League City - 29,750

### MID SIZE CATEGORY

★ 3rd place in category | Texas City - 933,150

14th place in category | Galveston - 30,300

### SMALL CATEGORY

15th place in category | Santa Fe - 34,200

26th place in category | Dickinson - 14,300

30th place in category | Friendswood - 12,750

63rd place in category | La Marque - 3,750

### EXTRA SMALL CATEGORY

8th place in category | Clear Lake Shores - 47,350

51st place in category | Bayou Vista - 1,700

62nd place in category | Kemah - 950



# Public health officials monitor Novel Coronavirus outbreak

Galveston County Health District continues to work with the Texas Department of State Health Services (DSHS) and Centers for Disease Control and Prevention (CDC) to closely monitor an outbreak of respiratory illness caused by a 2019 Novel (new) Coronavirus (named

“2019-nCoV”) that was first detected in Wuhan City, Hubei Province, China and which continues to expand. Infections with 2019-nCoV, most of them associated with travel from Wuhan, also are being reported in a growing number of international locations, including the United States.

CDC and DSHS stress while 2019-nCoV is a new respiratory virus, following simple steps - like you do with the flu - can offer protection.

- Wash hands often with soap and water for at least 20 seconds.
- Avoid touching your eyes, nose or mouth with

unwashed hands.

- Avoid close contact with people who are sick.
- Stay home if you're sick.
- Cover coughs and sneezes, and then wash your hands.
- Frequently clean and disinfect objects and surfaces.

## Novel Coronavirus Outbreak (2019-nCoV)

### Symptoms\* of Novel Coronavirus

Patients with 2019-nCoV have reportedly had mild to severe respiratory illness with symptoms of:

- Fever
- Cough
- Shortness of breath

**\* Symptoms may appear 2-14 days after exposure. If you have been in China within the past 2 weeks and develop symptoms, call your doctor.**



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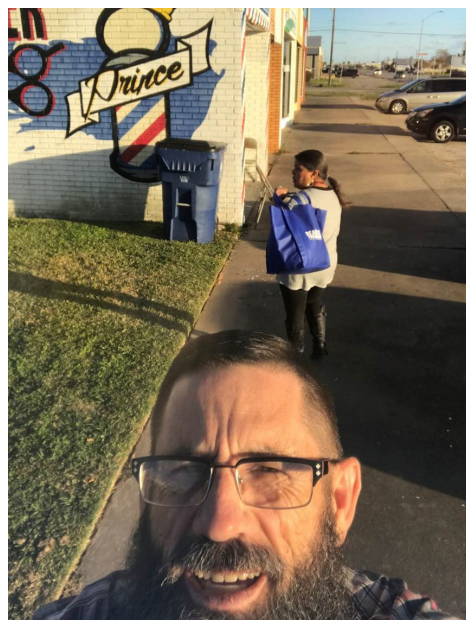
[www.cdc.gov/nCoV](http://www.cdc.gov/nCoV)



# Out and about: Community outreach



Staff from Coastal Health & Wellness, pictured at left, Galveston County WIC, pictured bottom left, and Galveston County Medical Reserve Corps, pictured bottom right, and Galveston Area Ambulance Authority all attended Galveston County Health District's (GCHD) 2nd Annual Healthy Eating Active Living New Year, New You Fun Run and Health Fair on Jan. 25, offering resources to the public on how to live a healthier life.



GCHD's HIV/ STD prevention staff was busy in December and January, providing outreach in Brazoria County. Staff visited Brazos Place, Prince Barber Shop, Ultimate Kutz Barber Shop and the Community Health Network for free testing, free condom distribution and education.



# “Tell me something good...”

Below are comments from Coastal Health & Wellness patients following their visit at our clinics.

*“Very professional and friendly and kind.”*

*“Excellent care, I love it. What a pleasant experience.”  
(Hanna Lindskog, DDS)*

*“The whole staff from check-in to check-out was exceptional.”*

*“Everyone was helpful and kind. All explained what and where I needed to be or do. Kept a smile, very friendly.”*

*“Doctor was very thorough and showed genuine concern. Mrs. Dupree is always excellent with scheduling and extremely nice.” (Jason Borillo, PA-C and Danita Dupree, patient services specialist - team leader)*

*“They were very helpful. Cheryl gave me very informative info and Yaa rocks!” (Cheryl Rowe, medical aide II and Yaa Cheremateng, PA-C)*

*“First class treatment. I have the highest respect and appreciation for Coastal Health & Wellness.”*



## WHEN SHOULD I WASH MY HANDS?

- Before, during and after preparing food
- Before eating food
- Before and after caring for someone who is sick
- Before and after treating a cut or wound
- After blowing your nose, coughing or sneezing
- After using the bathroom
- After changing diapers
- After touching an animal, feed or waste
- After touching garbage



## WET LATHER SCRUB RINSE

- Wet your hands with clean, running water and apply soap.
- Lather your hands – front, back, between fingers and under nails.
- Scrub your hands for at least 20 seconds.
- Want to pass the time? Sing “Happy Birthday” from beginning to end, twice.
- Rinse your hands under clean, running water.



## SOAP VS HAND SANITIZER

- Hand sanitizer** can help when you can't use soap, but it only gets rid of **some germs**, not all types!
- Be sure to rub the hand sanitizer over **both hands**, entirely, until your hands are **dry**.



# NEED TO TALK?

LET OUR LICENSED PROFESSIONALS HELP YOU COPE WITH YOUR DEPRESSION, ANXIETY AND LIFE STRESSORS

## COUNSELING AVAILABLE FOR ADULTS AND CHILDREN

For appointments call:  
**(409) 938-2330**  
OR **(409) 978-4216**

Coastal Health & Wellness  
Cameron C. Long, MD, PhD  
Cameron C. Long, MD, PhD  
Cameron C. Long, MD, PhD

A 10-minute walk can promote heart health, improve brain function, ease depression and help you breathe easier. Plus, a shot of endorphins can help you get through your day.

Staying active helps you keep your heart and blood vessels healthy, maintain a healthy weight and lower your blood pressure, cholesterol and sugar levels. More than one in three Americans – and one in six children ages 2-19 – are considered obese. Extra weight puts stress on your heart.

**Take charge**

Take charge of your health. Work with your doctor and health care team to manage conditions that could contribute to a higher risk of heart disease. This includes high blood pressure and high cholesterol. Take medicines as prescribed and learn more about preventing and managing high blood pressure and high cholesterol.

If you don't smoke, keep it that way. If you do, speak to your doctor about the best way to quit.

**Community Challenge**

available at [www.ittcommunitychallenge.com](http://www.ittcommunitychallenge.com).

Don't have time for a 30-minute walk or workout session? Join us as we #Take10.

Break it down into three 10-minute sessions and work those into your daily routine.

Link your fitness tracker when you register to automatically record your daily activity.

Winners earn grant money for health-related improvements in their community, plus bragging rights.

Statewide, communities with similar populations compete, but we've also had a healthy competition in Galveston County.

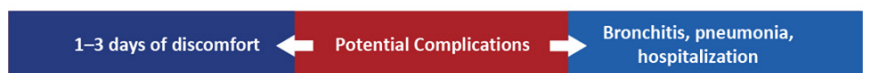
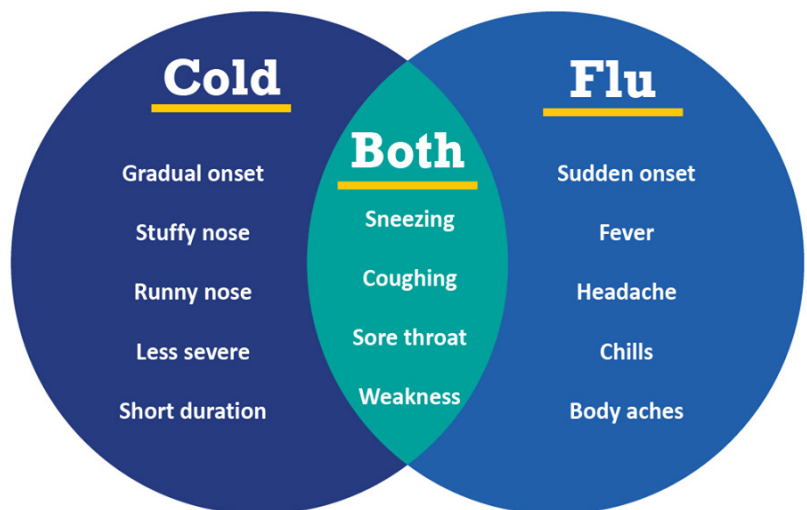
"We're here to help you along the way," Barroso. "We'll offer Motivation Monday tips, healthy living resources and ideas plus weekly totals by community so we can see how each city in the county is stacking up to its neighbors."

Check out [www.gchd.org/challenge](http://www.gchd.org/challenge) for more information on how to participate.

Follow us @GCHDinfo on Facebook, Twitter and Instagram for weekly totals and motivation.

DID YOU KNOW?  
**WE'RE ON INSTAGRAM.**   
 Follow us.  
**@gchdinfo**

**Cold vs. Flu**  
 KNOW THE DIFFERENCE  
 Are you coming down with a cold, or is it the flu?





# Hundreds kick off 2020 with New Year, New You event



Galveston County Health District hosted its 2nd Annual Healthy Eating Active Living (HEAL) New Year, New You event on Jan. 25.

Hundreds took part in the free 1 Mile Fun Run/5K and health fair that featured local businesses offering healthy lifestyle resources including free snacks, chair massages, activity stations, giveaways and more.

Those attending even got to meet KC the carrot, HEAL's mascot, who took a turn around the Fun Run track and cheered on runners and walkers.

To learn more about the health district's HEAL initiative, visit [gchd.org/HEAL](http://gchd.org/HEAL).





first few days after birth. Just wipe the gums with a clean, moist gauze or washcloth. Don't wait to visit the doctor. Schedule a dental visit as soon as the child's first tooth appears.

The ADA recommends first trips to the dentist take place within six months after the first tooth appears, but no later than the first birthday.

As children get older, they can take a more active role in their tooth care.

"Always watch your children brushing their teeth to make sure they're brushing all their teeth, brushing the right amount of time and don't swallow the toothpaste," Lindskog said. "Children should brush their teeth for at least two minutes, twice a day."

Use toothpaste the size of a grain of rice for infants and toddlers ages 0-3 and the size of a pea for children 3 years old or older.

If you're drinking water that is not fluoridated, ask your dentist, family doctor or pediatrician if your child needs oral fluoride supplements like drops, tablets or lozenges. Also, talk to your child's pediatrician or dentist about whether fluoride varnish is the right choice for your child.

CHW provides dental services for all ages. For more information on services or to schedule an appointment, call 409-938-2234, 281-309-0255 or visit [www.coastalhw.org](http://www.coastalhw.org).

# HOURS OF OPERATION

## Same Day Appointments Available.

Call (409) 938-2234  
for more information.

### TEXAS CITY

**Monday**  
8 AM - 8 PM

**Tuesday - Friday**  
8 AM - 5 PM

**Saturday**  
8 AM - Noon

### GALVESTON

**Monday, Tuesday, Wednesday and Friday**  
8 AM - 5 PM

**Thursday**  
8 AM - 8 PM

NOW YOU CAN ACCESS THE  
**NEXTGEN  
PATIENT PORTAL**  
FROM  
**ANYWHERE**  
BY USING YOUR PHONE.  
DOWNLOAD THE APP TODAY!

Available on the  
**App Store**

GET IT ON  
**Google Play**



TAKE 3 ACTIONS TO

# FIGHT FLU

Influenza (flu) is a contagious disease that can be serious. Every year, millions of people get sick, hundreds of thousands are hospitalized, and thousands to tens of thousands of people die from flu. CDC urges you to take the following actions to protect yourself and others from flu.

## GET YOURSELF AND YOUR FAMILY VACCINATED!

A yearly flu vaccine is the first and most important step in protecting against flu viruses.

Everyone 6 months or older should get an annual flu vaccine. Protect Yourself. Protect Your Family. Get Vaccinated. #FightFlu

## STOP THE SPREAD

Take everyday preventive actions to help stop the spread of flu viruses!

Avoid close contact with sick people, avoid touching your eyes, nose, and mouth, cover your coughs and sneezes, wash your hands often (with soap and water).



## ASK YOUR DOCTOR ABOUT FLU ANTIVIRALS

Take antiviral drugs if your doctor prescribes them!

Antiviral drugs can be used to treat flu illness and can make illness milder and shorten the time you are sick.



[WWW.CDC.GOV/FLU](http://www.cdc.gov/flu)

#FIGHT FLU



## **Coastal Health & Wellness Updates**

### **Insurance Contract Updates –**

#### **Dental**

- MCNA- (Pending-Lindskog & Keiser)
- Dr. Foreman- (Pending- Guardian, Dentegra)

#### **Behavioral Health**

- Texas Children’s Health Plan- Pending- Application submitted waiting approval (Tigrett & Bailey)

#### **Medical**

- Dr. Ibidabo-Obe (Pending-Community Health Choice)
- Yaa Cheremateng, PA-C (Pending- Community Health Choice)
- Dr. Schaefer (Pending- currently being added to all insurances)

#### **Pending New/Evaluating Contracts:**

- Memorial Hermann Health Plan- Contract under review – documents have been submitted.
- Patient /Physician and Cooperatives (PPC)- Contract currently under review
- Oscar Health – Contract currently under review
- HealthSmart Preferred Care- Pending response from HealthSmart

#### **Other Insurance Updates:**

- A Provider Quality Incentive Program (PQIP) Letter of Agreement was signed with Amerigroup for calendar year 2020. The PQIP structure rewards providers for the quality of care they provide to Amerigroup members. The program encourages efficient, preventive and cost-efficient health care practices by using a system of scorecard measures to employ pay-for-performance principles. Program objectives include the following: improve access to care for members; improve member quality outcomes; increase focus on prevention and primary care; reward providers for improved results.
- A review of all insurance contracts and associated HEDIS or quality measures is currently in progress to assure compliance with industry and healthcare standards.



**Committees –**

- **Quality Assurance/Risk Management Committee** – The monthly meeting of this committee was held on January 15, 2020. Appointment utilization and no-show rates for October through December 2019 were reviewed. Medical and Dental appointment utilization rates were well within the goal of 90% for this period; however, counseling utilization continued to remain below the goal at both the Texas City and Galveston locations, which reported utilization rates of 69% and 37% respectively. Overall, the average no-show rate remained consistent with the prior period at 25%. The new no-show policy became effective January 1, 2020 and patients are signing receipt of notification.
- Patient satisfaction survey data was also reviewed for the quarter ending December 31, 2019. A total of 864 responses were received, an increase of 372 from the last quarter. In comparison to last quarter, the weighted average satisfaction score for all categories improved from 4.75 to 4.90.
- Other items discussed included review of case management reports, medical and dental procedures/guidelines, clinical audits, peer review results, financial updates and incident reports.
- **Infection Control / Environment of Care /Joint Commission Committee (IEJ)**– The monthly meeting of the Joint Commission/Infection Control/Environment of Care Committee was held on January 22, 2020. An update on the number of Coastal employees who received the flu vaccine was provided and it was reported that we have exceeded our goal for this year. New Infectious disease guidelines that will be used to screen patients coming into the clinic were reviewed and will be implemented. A report on the 2019 infection control program rates in comparison to goals was presented as well as the proposed 2020 infection control plan and associated goals. Other topics discussed included review of infection control audit reports and safety and compliance reports. The annual Culture of Safety survey has been distributed to staff and results will be presented to the Board at a future meeting. In addition, the quarterly Board QA meeting was held on January 16<sup>th</sup> and staff presented quarterly reports on Patient Access/Satisfaction; Clinical Measures; Quality Assurance/Risk Management/Emergency Management; as well as an outline of the Draft Infection Control Plan for 2020.
- **Patient Centered Medical Home (PCMH) Committee** – The Coastal PCMH Team continues to meet to evaluate and develop processes related to this initiative. Progress continues to be made on the PCMH self-assessment tool. Recent activities include finalizing a welcome packet to be distributed to patients that will include useful information related to clinic services; determining the appropriate provider panel size and length of appointment slots in order to meet quality of care standards; development of a self-management tool and a review of the current referral process. Once all elements have been finalized, a mock survey with the Joint Commission will be scheduled in preparation of the accreditation survey.

**HRSA Deliverables / Updates –**

- Substance Use Disorder-Mental Health (SUD-MH) grant – The SUD-MH program has been very successful and currently has approximately 21 patients enrolled in the program. Initial grant projections for program enrollment were based on a maximum of 50 patients. Barbara Cochran joined CHW on January 23rd as a Recovery Coach. This position will engage in recovery related activities with patients while in the SUD-MH program.
- We continue to acquire equipment and supplies budgeted through the Capital Assistance for Hurricane Response and Recovery Efforts (CARE) grant. We have currently spent \$319,152 of the \$337,012 initially awarded. All grant funds must be spent by August 31, 2020.
- The Capital Grant Semi – Annual Progress Report (SAPR) for the CARE grant due January 17, 2020 was submitted 1/15/20.
- The Financial Report (FFR) for the CARE grant covering the reporting period from 09/01/2018 - 08/31/2019 is due to be submitted to HRSA by 01/30/2020.
- Annual recertification of the HRSA 340b program due 2/24/20 was completed and submitted 1/29/20.
- Staff is currently working on compiling data for the annual UDS report which is due to be submitted to HRSA by 2/15/2020.
- HRSA has confirmed the operational site visit (OSV) dates for August 25 – August 27, 2020. We will be contacted with additional pre-site visit information at least four weeks prior to the first day of our OSV.

**Miscellaneous Updates –**

- Coastal Health & Wellness has been selected to receive HRSA sponsored technical assistance, Intracycle Monitoring (ICM) from the Joint Commission. These resources are provided at no cost and are aimed to help accredited organizations maintain peak performance throughout the three-year cycle of accreditation. The site visit is scheduled for Thursday, March 12<sup>th</sup>.
- We have been notified that NextGen has agreed to acquire Medfusion to give its clients a better patient engagement platform. Medfusion will take the place of NextGen's existing patient portal and will provide patients with increased functionality related to clinical services.
- We are continuing to monitor the number of patients enrolled in the patient portal and Case Management staff have been assisting patients with enrollment through scheduled events at both clinic locations.
- Appointment reminders via text, email and voice continue to be sent to patients 48 hours prior to their appointment date. Effective 11/6/19, reminders sent 24 hours prior to an appointment were discontinued based on a recent analysis which indicated low response rates in comparison to cost.
- A new emergency mass notification systems (Informacast) is currently being setup and will be implemented within the coming months. This system was purchased through funds provided by Direct Relief and will allow the capability to send critical messages to on-premises devices and mobile users to assist in keeping people safe and informed.
- Regular meetings are being conducted to review HRSA compliance criteria in preparation of the HRSA site review.

**Communications –**

- **News Releases/ Website News Posts – December 2019**
  - Marketplace Open Enrollment
  - National Influenza Vaccination Week press release
  - National Influenza Vaccination Week guest column
- **Social Media – December 2019**
  - Marketplace Open Enrollment
  - National Influenza Vaccination Week press release
  - National Influenza Vaccination Week guest column
  - Handwashing importance and education
  - Dental services offered
  - Medical services offered
  - Counseling services offered
  - Talk therapy services
  - Flu season vaccine, education
  - Patient Portal registration
  - Holiday stress – counseling services offered
  - Flu season and handwashing
  - HEAL 2<sup>nd</sup> Annual New Year, New You kick-off event
  - Flu and heart disease
  - #WorkWednesday
  - Hanna and Jamie
  - Making healthy choices during holiday season
  - HEAL #Take10
  - Holiday closures – Christmas and New Year
  - Oral health tips
  - Cholesterol levels education
  - We're on Instagram!
  - Breast cancer prevention education and checklist
  - Diabetes awareness and education
  - Children's dental health habits
  - Mental illness – facts vs. myths

**CHW Career Opportunities:**

Dec. 10, 2019-Jan. 23, 2020

- **Employee Onboarding** – Human Resources conducted new employee orientation for the following employee(s):
  - Brandy Rocha – Patient Service Specialist I 12/12/19
  - Crystal Luna – Unit Receptionist I – Medical (Bilingual) 1/9/20
  - Barbara Cochran – Recovery Coach (part-time) 1/23/20
  - Timberly Humphrey – LVN 1/23/20
- **Current Vacancies:**
  - CHW Vacancies:
    - Provider

- Physician – candidate in credentialing process
- Midlevel
- Nursing
  - LVN (1)
  - Medical Aide I (Bilingual) – (2)
- Patient Services
  - Patient Services Specialist (1)

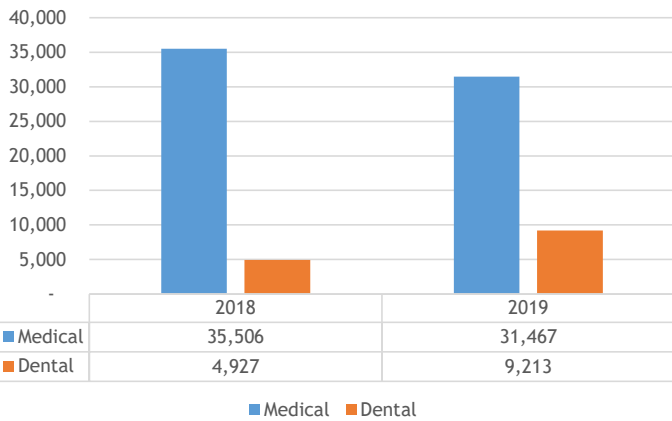
**CHW Executive Contract Report: January 2020**

1. A Memorandum of Understanding was renewed between Galveston County Health District, Coastal Health and Wellness and Central Appraisal District to share the expense of a security guard to patrol the parking lot located outside of 9850 Emmett F Lowry Expressway in order to deter vehicle theft, loss or damage from criminal and/or other prohibited acts. A month-to-month Agreement for Security Services was renewed with Ranger Guard and Investigations offices located at 2912 Shaver in Pasadena, Texas for no additional increase in cost.
2. A subscription to UpToDate, a medical condition and treatment research resource, was renewed that allows providers to stay abreast of the most recent information pertaining to medical conditions and their treatment. The new subscription price is \$5,225 which amounts to a \$25 increase in price per license for 11 licenses. The price increase is due to added features and services provided by UpToDate.
3. A Second Amendment to the Cardinal Member Certification was executed on December 12, 2019 with an updated list of facility locations of members under contract.

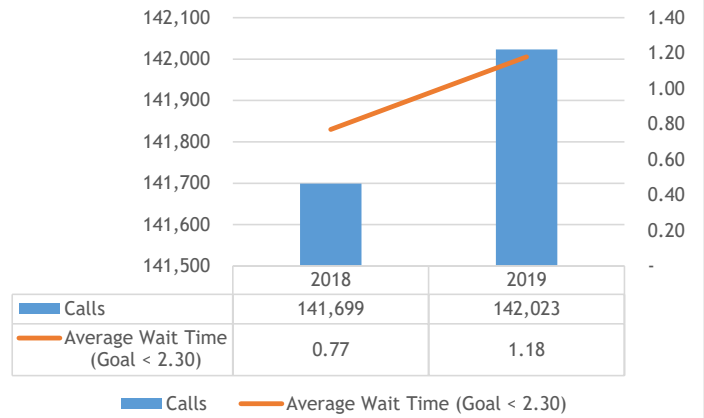
January 2020 Report  
 YTD Comparison Report (January 2019 to December 2019)

<b>Patient Services - Patients Checked-In</b>	<b>2018</b>	<b>2019</b>	<b>% Change</b>
Medical	35,506	31,467	-11%
Dental	4,927	9,213	87%
<b>Contact Center</b>	<b>2018</b>	<b>2019</b>	<b>% Change</b>
Calls	141,699	142,023	0.2%
Average Wait Time (Goal < 2.30)	0.77	1.18	53%
<b>Electronic Records</b>	<b>2018</b>	<b>2019</b>	<b>% Change</b>
Record Requests	10,286	10,923	6.2%
<b>County Indigent Program</b>	<b>2018</b>	<b>2019</b>	<b>% Change</b>
Applied	1528	1578	3%
Referrals	4124	2093	-49%
Avg Total Patients on Program	249	256	3%
<b>Case Management</b>	<b>2018</b>	<b>2019</b>	<b>% Change</b>
Referrals	11,412	9,279	-19%

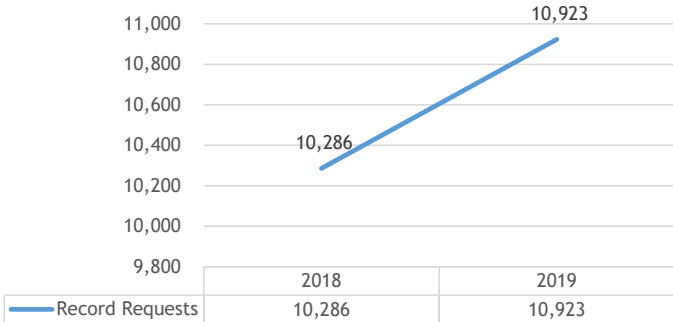
### Patient Services-Total Patients Checked-In



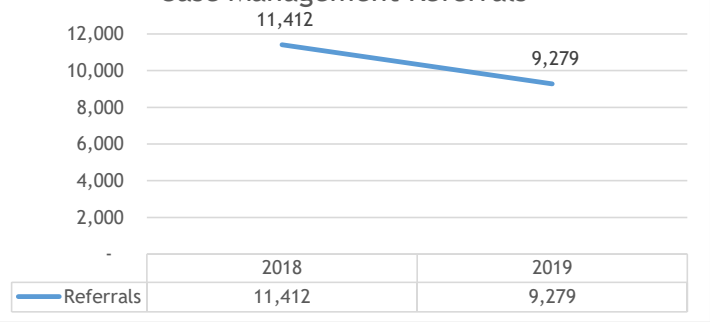
### Contact Center - Calls and Wait Time



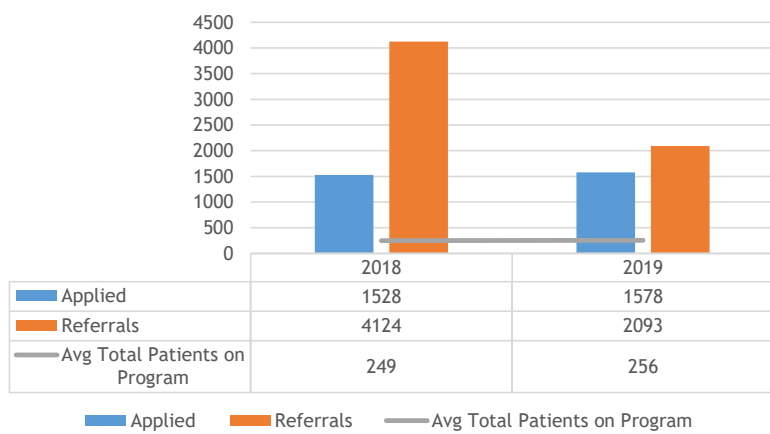
### Electronic Record Requests



### Case Management Referrals



### County Indigent Program



[Back to Agenda](#)

### **Governing Board**

**January 2020**

**Item #8**

### **Consider for Approval Financial Report**

- a. November 2019
- b. December 2019

# COASTAL HEALTH & WELLNESS

Governing Board



## FINANCIAL SUMMARY

For the Period Ending November 30, 2019

January 30, 2019

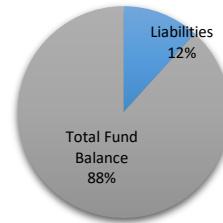
GCHD Board Room | 9850-A Emmett F. Lowry Expy. | Texas City, TX 77591



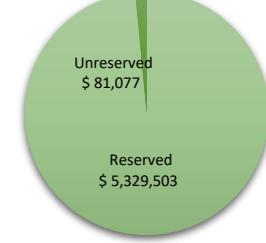
**CHW - BALANCE SHEET** as of November 30, 2019

	Current Month Nov-19	Prior Month Oct-19	Increase (Decrease)
<b>ASSETS</b>			
Cash & Cash Equivalents	\$5,406,708	\$4,998,983	\$407,725
Accounts Receivable	1,430,848	1,793,078	(362,230)
Allowance For Bad Debt	(906,175)	(871,390)	(34,785)
Pre-Paid Expenses	217,638	129,279	88,359
Due To / From	(20,992)	43,963	(64,955)
<b>Total Assets</b>	<b>\$6,128,027</b>	<b>\$6,093,913</b>	<b>\$34,114</b>
<b>LIABILITIES</b>			
Accounts Payable	\$173,879	\$221,696	(\$47,816)
Accrued Salaries	392,025	336,024	56,001
Deferred Revenues	151,543	6,753	144,789
<b>Total Liabilities</b>	<b>\$717,447</b>	<b>\$564,473</b>	<b>\$152,974</b>
<b>FUND BALANCE</b>			
Fund Balance	\$5,628,397	\$5,628,397	\$0
Current Change	(217,817)	(98,957)	(118,860)
<b>Total Fund Balance</b>	<b>\$5,410,580</b>	<b>\$5,529,440</b>	<b>(\$118,860)</b>
<b>TOTAL LIABILITIES &amp; FUND BALANCE</b>	<b>\$6,128,027</b>	<b>\$6,093,913</b>	<b>\$34,114</b>

Current Period Assets



Total Fund Balance



**CHW - REVENUE & EXPENSES** as of November 30, 2019

	Actual Nov-19	Budgeted Nov-19	PTD Budget Variance	YTD Budget Variance
<b>REVENUE</b>				
County Revenue	\$311,222	\$324,070	(\$12,848)	(\$25,692)
DSRIP Revenue	0	79,167	(79,167)	(633,333)
HHS Grant Revenue	271,390	260,617	10,773	263,039
Patient Revenue	182,936	368,553	(185,617)	(897,230)
Other Revenue	15,730	23,635	(7,905)	(76,230)
<b>Total Revenue</b>	<b>\$781,278</b>	<b>\$1,056,042</b>	<b>(\$274,764)</b>	<b>(\$1,369,447)</b>
<b>EXPENSES</b>				
Personnel	\$626,722	\$680,896	\$54,174	\$574,241
Contractual	67,092	85,808	18,716	197,600
IGT Reimbursement	0	37,500	37,500	300,000
Supplies	76,718	121,986	45,268	160,248
Travel	6,657	2,519	(4,139)	(14,538)
Bad Debt Expense	34,785	35,045	259	(56,100)
Other	88,163	92,289	4,125	(115,179)
<b>Total Expenses</b>	<b>\$900,138</b>	<b>\$1,056,042</b>	<b>\$155,904</b>	<b>\$1,046,273</b>
<b>CHANGE IN NET ASSETS</b>	<b>(118,860)</b>	<b>\$0</b>	<b>(\$118,861)</b>	<b>(\$323,174)</b>

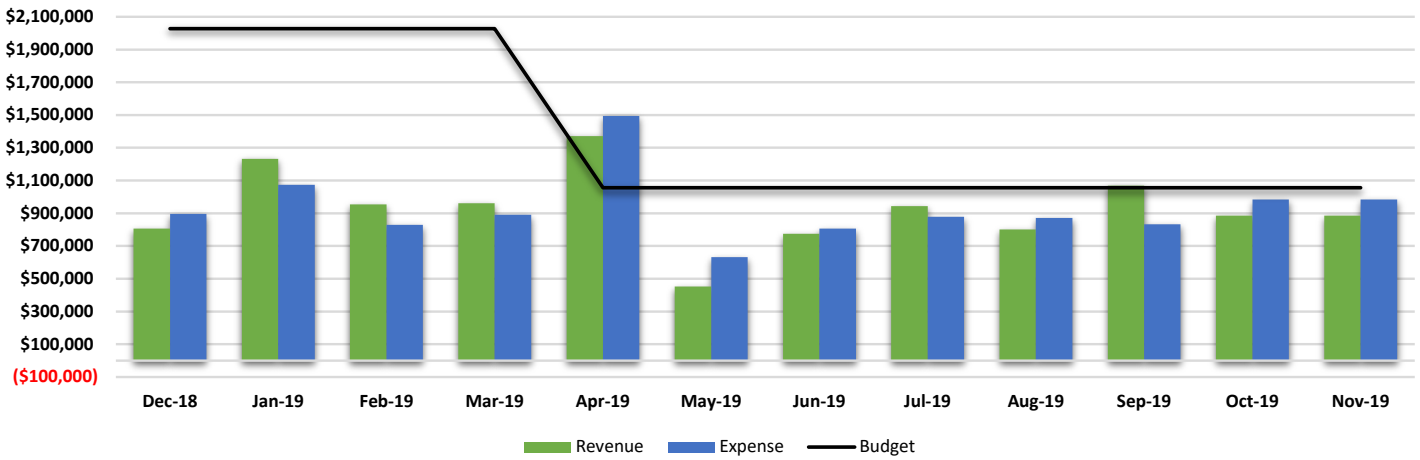
Current Month Revenue & Expenses Actual



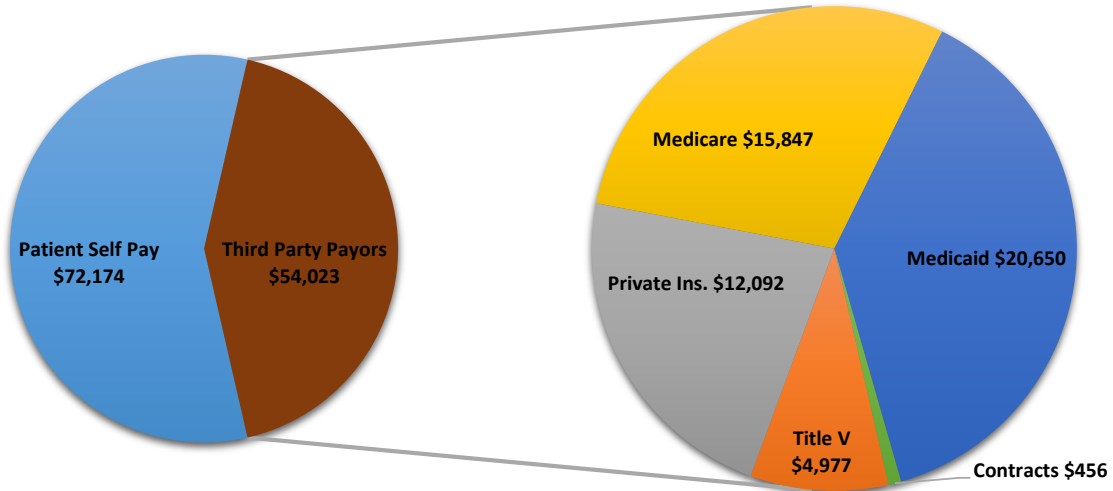
**HIGHLIGHTS**

- MTD decrease in Fund Balance of (\$118,860) and YTD decrease of (\$217,817).
- MTD revenues were underbudget by (\$274,764). Patient revenues are lower across all payer categories as visits are lower than actual budget. Title V revenue was higher than budget by \$198. Pharmacy revenue was also underbudget by (\$23,678) because of fewer pRep Rx's (\$12K) and average cost per insured Rx decreased to \$242 in October compared to \$300 in September, resulting in an (\$8K) decrease in revenue.
- County Revenue decreased (\$12,848) monthly beginning in October based on new budget.
- MTD expenses were \$155,904 underbudget. Supplies were overbudget by (\$14,004) for Fund Balance purchases of CARE grant expenditures. Travel was overbudget (\$4,544) for travel covered by SUD and QI funding. Operating Equipment was overbudget (\$6,222) for handheld Dental X-Ray machine covered by CARE grant Funding. All of these were covered by draw down from HRSA funding.
- Bad debt expense is underbudget for the month. Accrual is based on % of Self-Pay Charges less Adjustments.
- Total Fund balance is \$5,410,580 as of 11/30/19.

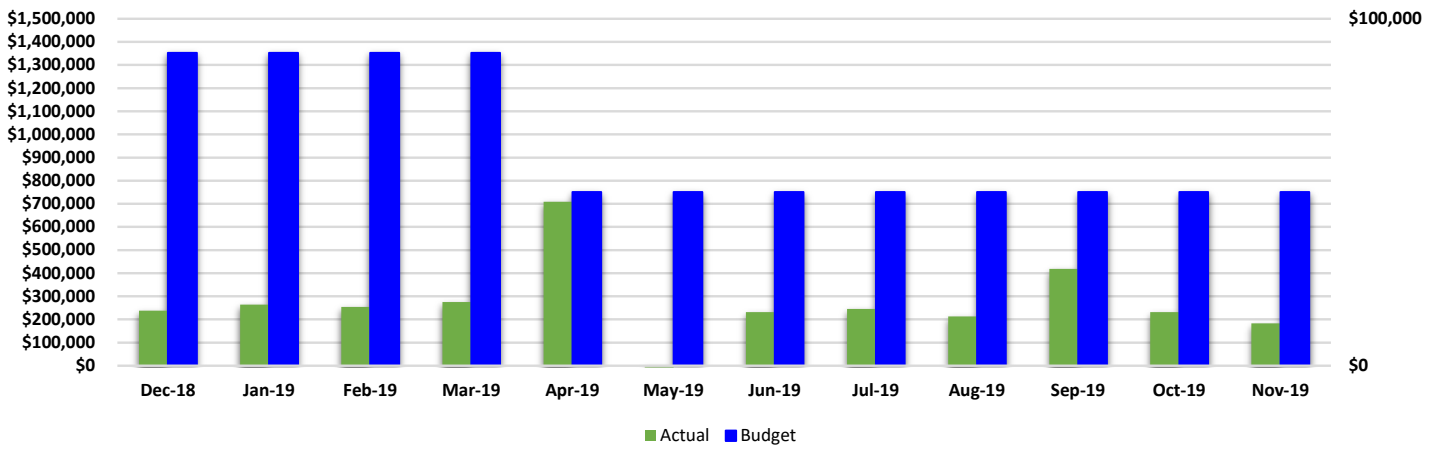
Actual Revenue & Expenses in Comparison to Budget

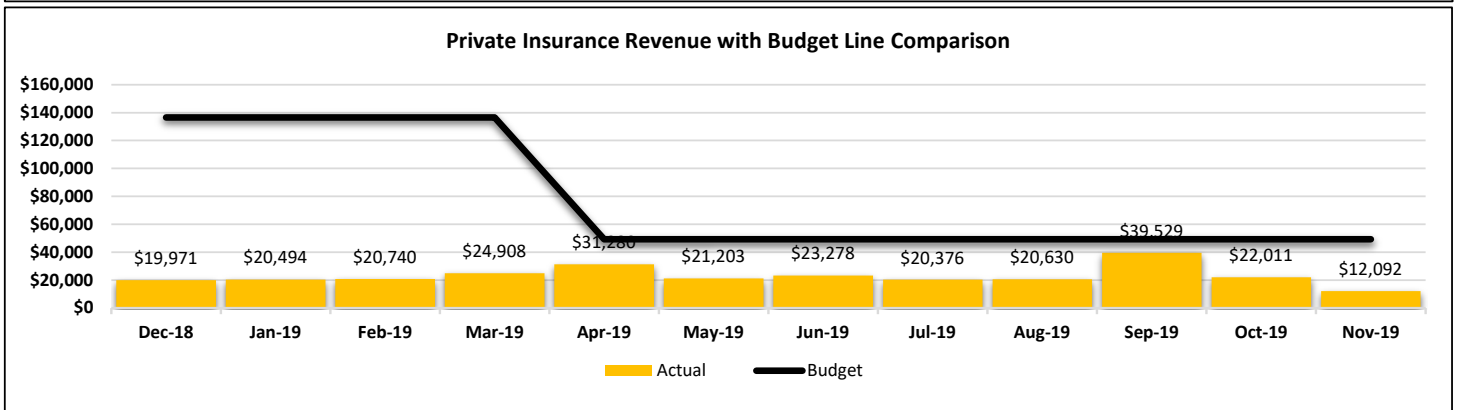
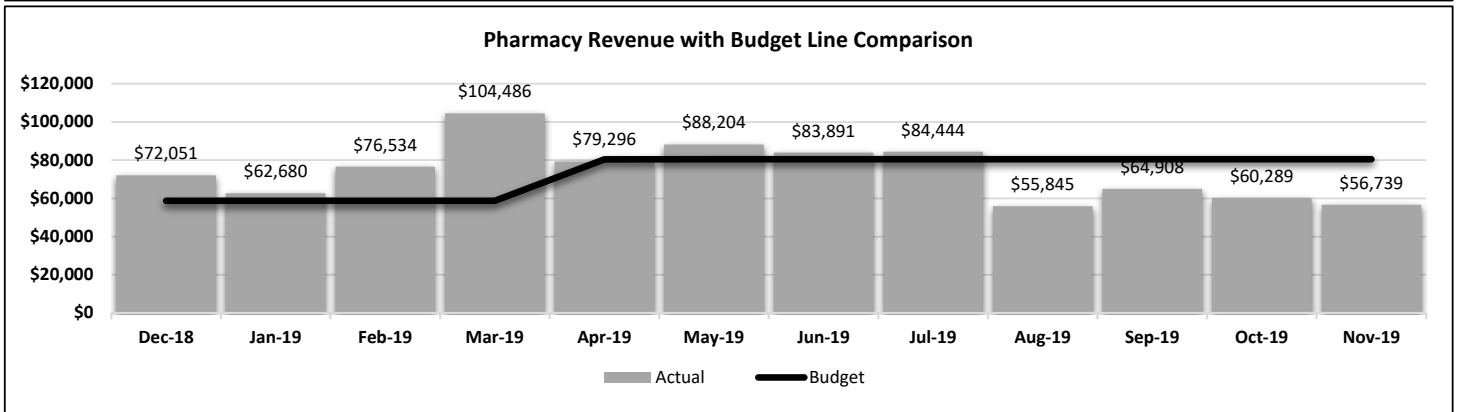
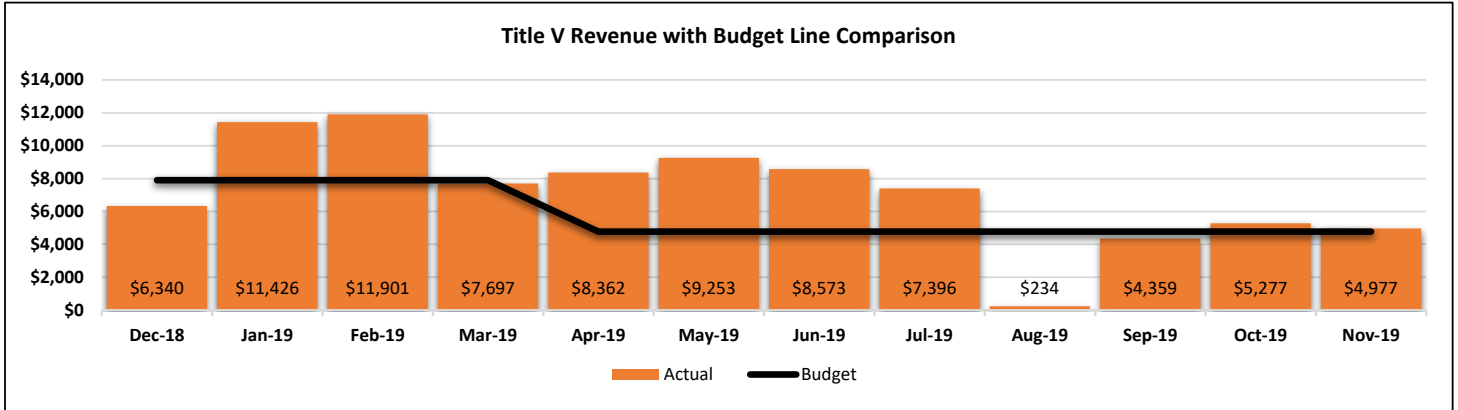
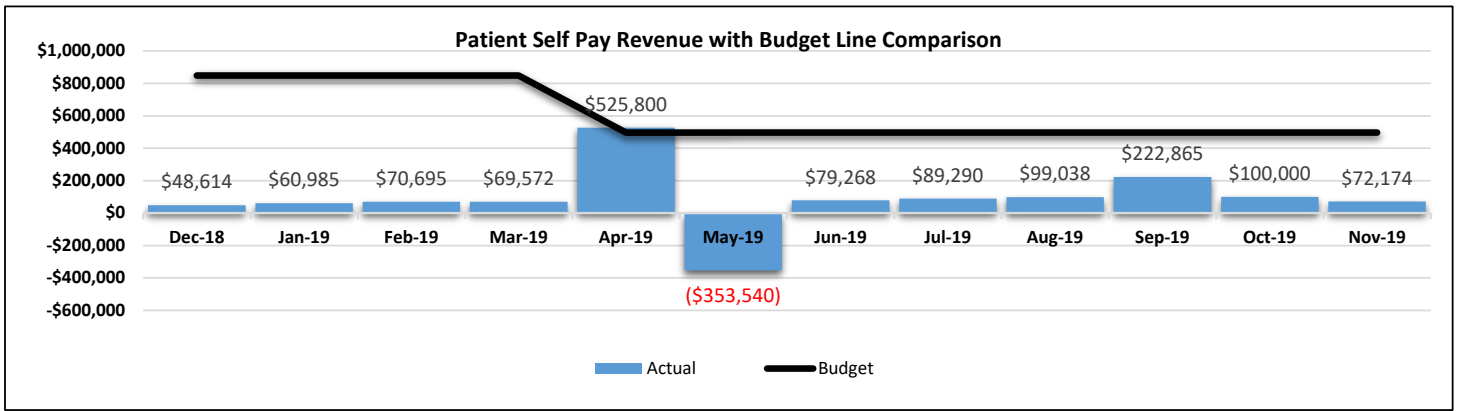


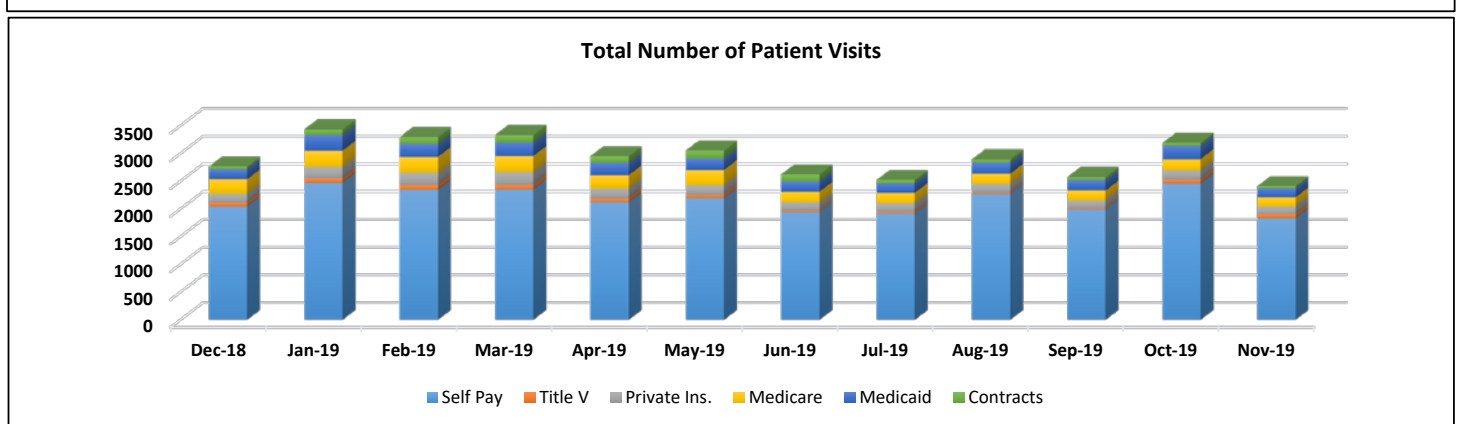
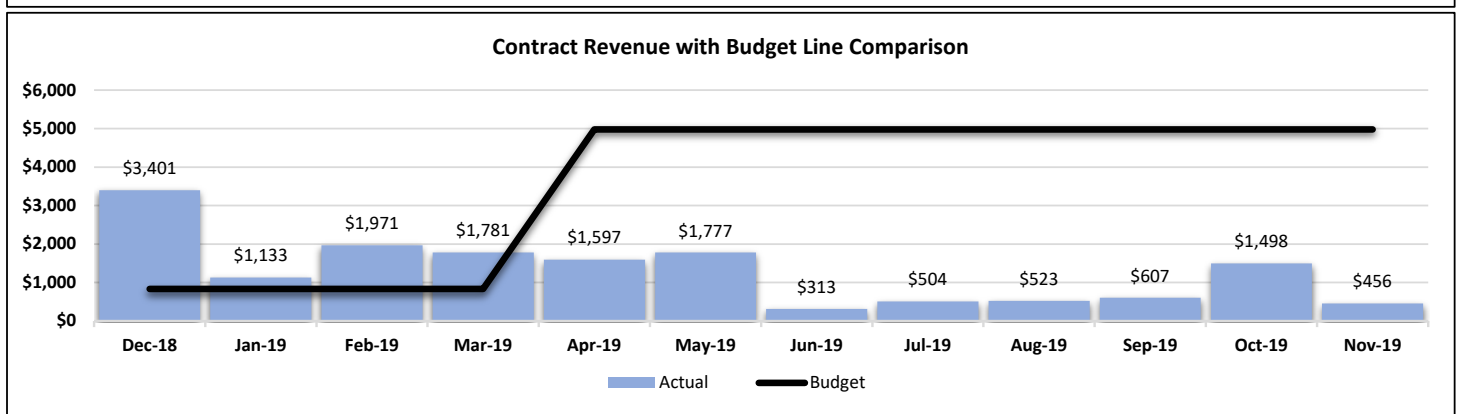
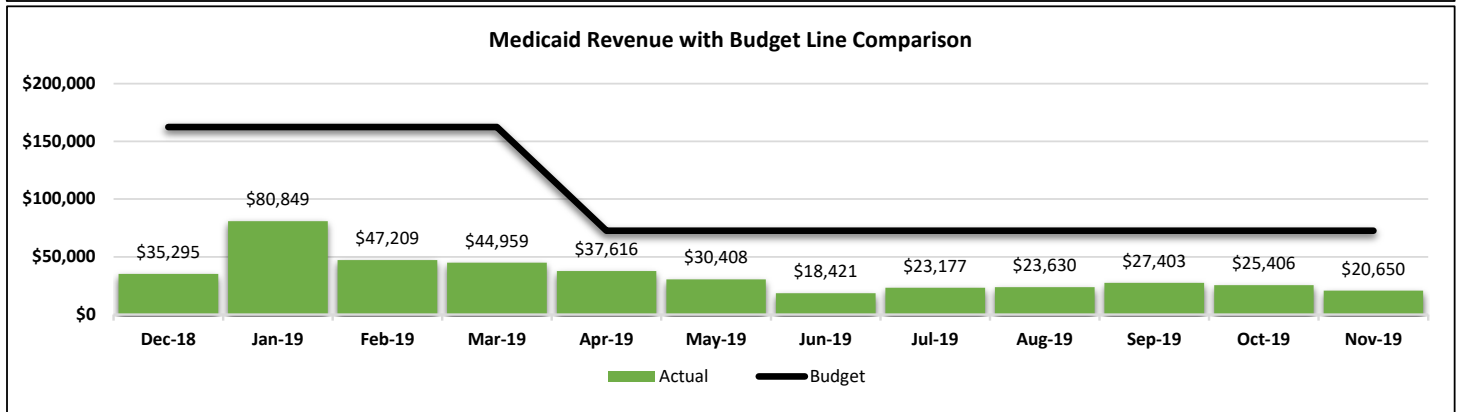
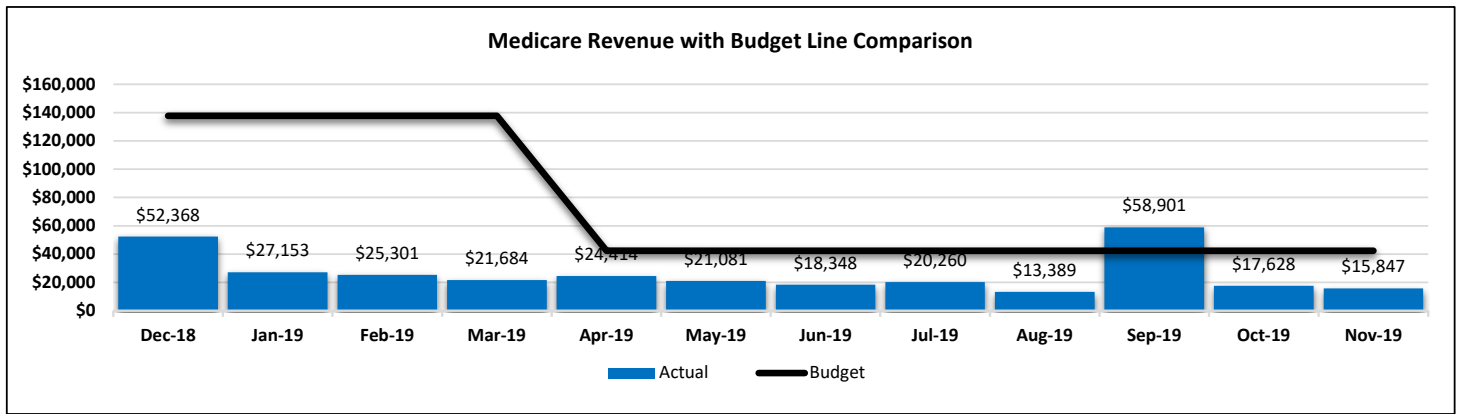
Current Period Patient Revenue with Third Party Payor Contributions Identified



Actual Patient Revenue Rec'd vs Budget







Coastal Health & Wellness								
Statement of Revenue and Expenses for the Period ending November 30, 2019								
		Period Ending	MTD	MTD Budget	YTD	YTD	YTD Budget	Annual
	Description	11/30/2019	Budget	Variance	Actual	Budget	Variance	Budget
<b>Grouping</b>	<b>REVENUE</b>							
HRSA	HHS GRANT REVENUE - Federal	\$271,390	\$260,617	\$10,773	\$2,347,972	\$2,084,933.33	\$263,039	\$3,127,400
Patient Rev	GRANT REVENUE - Title V	\$4,977	\$4,780	\$198	\$48,432	\$38,237	\$10,195	\$57,355
Patient Rev	PATIENT FEES	\$72,174	\$114,102	(\$41,928)	\$834,895	\$912,817	(\$77,922)	\$1,369,225
Patient Rev	PRIVATE INSURANCE	\$12,092	\$49,289	(\$37,197)	\$190,400	\$394,315	(\$203,915)	\$591,472
Patient Rev	PHARMACY REVENUE - 340b	\$56,739	\$80,417	(\$23,678)	\$530,281	\$643,333	(\$113,053)	\$965,000
Patient Rev	MEDICARE	\$15,847	\$42,380	(\$26,533)	\$189,868	\$339,039	(\$149,170)	\$508,558
Patient Rev	MEDICAID	\$20,650	\$72,608	(\$51,958)	\$206,710	\$580,864	(\$374,154)	\$871,296
Other Rev.	LOCAL GRANTS & FOUNDATIONS	\$1,351	\$1,351	\$0	\$10,806	\$10,805	\$0	\$16,208
Other Rev.	MEDICAL RECORD REVENUE	\$1,192	\$1,354	(\$163)	\$13,521	\$10,833	\$2,688	\$16,250
Other Rev.	MEDICAID INCENTIVE PAYMENTS	\$0	\$0	\$0	\$3,070	\$0	\$3,070	\$0
County	COUNTY REVENUE	\$311,222	\$324,070	(\$12,848)	\$2,566,872	\$2,592,563	(\$25,692)	\$3,888,845
DSRIP	DSRIP REVENUE		\$79,167	(\$79,167)	\$0	\$633,333	(\$633,333)	\$950,000
Other Rev.	MISCELLANEOUS REVENUE	\$3,193	\$0	\$3,193	\$8,155	\$0	\$8,155	\$0
Other Rev.	OTHER REVENUE - SALE OF FIXED ASSET	\$3,089	\$0	\$3,089	\$6,964	\$0	\$6,964	\$0
Other Rev.	INTEREST INCOME	\$6,668	\$5,750	\$918	\$65,247	\$46,000	\$19,247	\$69,000
Patient Rev	CONTRACT REVENUE	\$456	\$4,978	(\$4,522)	\$48,901	\$39,822	\$9,079	\$59,733
Other Rev.	LOCAL FUNDS / OTHER REVENUE	\$237	\$0	\$237	\$4,128	\$0	\$4,128	\$0
Other Rev.	CONVENIENCE FEE	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Other Rev.	Fund Balance	\$44,890	\$44,890	\$0	\$144,600	\$144,600	\$0	\$182,160
	<b>Total Revenue</b>	<b>\$826,168</b>	<b>\$1,085,752</b>	<b>(\$259,584)</b>	<b>\$7,220,821</b>	<b>\$8,471,495</b>	<b>(\$1,250,674)</b>	<b>\$12,672,502</b>
	<b>EXPENSES</b>							
Personnel	SALARIES	\$477,059	\$526,677	\$49,618	\$3,937,471	\$4,213,416	\$275,945	\$6,320,124
Personnel	SALARIES, Merit Compensation	\$0	\$0	\$0	\$0	\$0	\$0	\$0.00
Personnel	SALARIES, PROVIDER INCENTIVES	\$0	\$4,400	\$4,400	\$3,652	\$35,200	\$31,548	\$52,800.00
Personnel	SALARIES, supplemental	\$40,750	\$0	(\$40,750)	\$40,750	\$0	(\$40,750)	\$0.00
Personnel	SALARIES, O/T	\$3,156	\$5,000	\$1,844	\$22,548	\$40,000	\$17,452	\$60,000.00
Personnel	SALARIES, PART-TIME	\$9,466	\$36,141	\$26,675	\$92,749	\$289,129	\$196,380	\$433,694.00
Personnel	Comp Pay	\$0	\$0	\$0	\$189	\$0	(\$189)	\$0.00
Personnel	FICA EXPENSE	\$36,658	\$43,775	\$7,117	\$295,065	\$350,198	\$55,132	\$525,296.33
Personnel	TEXAS UNEMPLOYMENT TAX	\$18	\$1,215	\$1,197	(\$412)	\$9,723	\$10,135	\$14,584.05
Personnel	LIFE INSURANCE	\$1,500	\$1,380	(\$120)	\$11,706	\$11,038	(\$668)	\$16,557.68
Personnel	LONG TERM DISABILITY INSURANCE	\$1,102	\$1,284	\$183	\$8,516	\$10,274	\$1,758	\$15,411.28
Personnel	GROUP HOSPITALIZATION INSURANC	\$0	\$0	\$0	\$0	\$0	\$0	\$0.00
Personnel	WORKER'S COMP INSURANCE	\$1,554	\$2,861	\$1,307	\$5,327	\$22,889	\$17,562	\$34,333.12
Personnel	EMPLOYER PAID HEALTH INSURANCE	\$31,989	\$46,032	\$14,043	\$262,339	\$368,256	\$105,916	\$552,383.31
Personnel	EMPLOYER SPONSORED HEALTHCARE	\$4,873	\$0	(\$4,873)	\$88,947	\$0	(\$88,947)	\$0.00
Personnel	HRA EXPENSE	\$0	\$0	\$0	\$0	\$0	\$0	\$0.00
Personnel	PENSION / RETIREMENT	\$11,147	\$12,131	\$984	\$86,879	\$97,048	\$10,170	\$145,572.38
Contractual	OUTSIDE LAB CONTRACT	\$15,908	\$30,475	\$14,567	\$140,042	\$243,800	\$103,758	\$365,700.00
Contractual	OUTSIDE X-RAY CONTRACT	\$1,536	\$4,428	\$2,892	\$15,480	\$35,420	\$19,940	\$53,130.00
Contractual	MISCELLANEOUS CONTRACT SERVICES	\$27,929	\$23,990	(\$3,940)	\$151,407	\$191,916	\$40,509	\$287,874.00
Personnel	TEMPORARY STAFFING	\$7,451	\$0	(\$7,451)	\$51,311	\$0	(\$51,311)	\$0.00
Contractual	CHW CONTRACT BILLING SERVICE	\$5,519	\$9,000	\$3,481	\$52,152	\$72,000	\$19,848	\$108,000.00
IGT	IGT REIMBURSEMENT	\$0	\$37,500	\$37,500	\$0	\$300,000	\$300,000	\$450,000.00
Contractual	JANITORIAL CONTRACT	\$13,926	\$13,926	\$0	\$110,183	\$111,406	\$1,223	\$167,109.24
Contractual	PEST CONTROL	\$80	\$80	(\$0)	\$641	\$640	(\$1)	\$960.00
Contractual	SECURITY	\$2,194	\$3,910	\$1,716	\$22,148	\$31,280	\$9,132	\$46,920.00
Supplies	OFFICE SUPPLIES	\$19,118	\$5,115	(\$14,004)	\$227,945	\$40,917	(\$187,028)	\$61,376.00
Supplies	OPERATING SUPPLIES	\$23,018	\$24,032	\$1,014	\$257,288	\$192,255	(\$65,033)	\$288,382.00
Supplies	OUTSIDE DENTAL SUPPLIES	\$4,781	\$2,000	(\$2,781)	\$28,215	\$16,000	(\$12,215)	\$24,000.00
Supplies	PHARMACEUTICAL SUPPLIES	\$29,783	\$89,889	\$60,106	\$298,587	\$719,112	\$420,525	\$1,078,668.00
Supplies	JANITORIAL SUPPLIES	\$0	\$333	\$333	\$0	\$2,667	\$2,667	\$4,000.00
Supplies	PRINTING SUPPLIES	\$18	\$200	\$182	\$2,404	\$1,600	(\$804)	\$2,400.00
Supplies	UNIFORMS	\$0	\$417	\$417	\$1,198	\$3,333	\$2,136	\$5,000.00
Other	POSTAGE	\$640	\$667	\$27	\$6,563	\$5,333	(\$1,229)	\$8,000.00
Other	TELEPHONE	\$3,456	\$4,066	\$610	\$26,391	\$32,527	\$6,135	\$48,790.00
Other	WATER	\$31	\$31	\$1	\$244	\$250	\$6	\$375.00
Other	ELECTRICITY	\$1,004	\$2,083	\$1,079	\$11,126	\$16,667	\$5,541	\$25,000.00
Travel	TRAVEL, LOCAL	\$168	\$383	\$215	\$2,826	\$3,067	\$241	\$4,600.00
Travel	TRAVEL, OUT OF TOWN	\$0	\$0	\$0	\$0	\$0	\$0	\$0.00
Travel	LOCAL TRAINING	\$227	\$417	\$190	\$6,315	\$3,333	(\$2,982)	\$5,000.00
Travel	TRAINING, OUT OF TOWN	\$6,262	\$1,719	(\$4,544)	\$25,586	\$13,749	(\$11,836)	\$20,624.00
Other	RENTALS	\$2,947	\$3,290	\$343	\$25,069	\$26,320	\$1,251	\$39,480.00
Other	LEASES	\$43,121	\$43,702	\$581	\$344,965	\$349,616	\$4,651	\$524,424.00
Other	MAINTENANCE / REPAIR, EQUIP.	\$6,620	\$6,977	\$357	\$56,956	\$55,813	(\$1,143)	\$83,720.00
Other	MAINTENANCE / REPAIR, AUTO	\$0	\$42	\$42	\$0	\$333	\$333	\$500.00
Other	FUEL	\$0	\$42	\$42	\$0	\$333	\$333	\$500.00
Other	MAINTENANCE / REPAIR, BLDG.	\$66	\$417	\$351	\$3,691	\$3,333	(\$357)	\$5,000.00
Other	MAINT/REPAIR, IT Equip.	\$604	\$1,273	\$669	\$3,772	\$10,183	\$6,411	\$15,275.00
Other	MAINTENANCE / Preventative, AUTO	\$10	\$42	\$31	\$10	\$333	\$323	\$500.00
Other	INSURANCE, AUTO/Truck	\$0	\$208	\$208	(\$1,189)	\$1,667	\$2,855	\$2,500.00
Other	INSURANCE, GENERAL LIABILITY	\$1,097	\$1,029	(\$68)	\$8,351	\$8,233	(\$118)	\$12,350.00
Other	INSURANCE, BLDG. CONTENTS	\$1,468	\$1,633	\$165	\$11,644	\$13,063	\$1,420	\$19,595.00

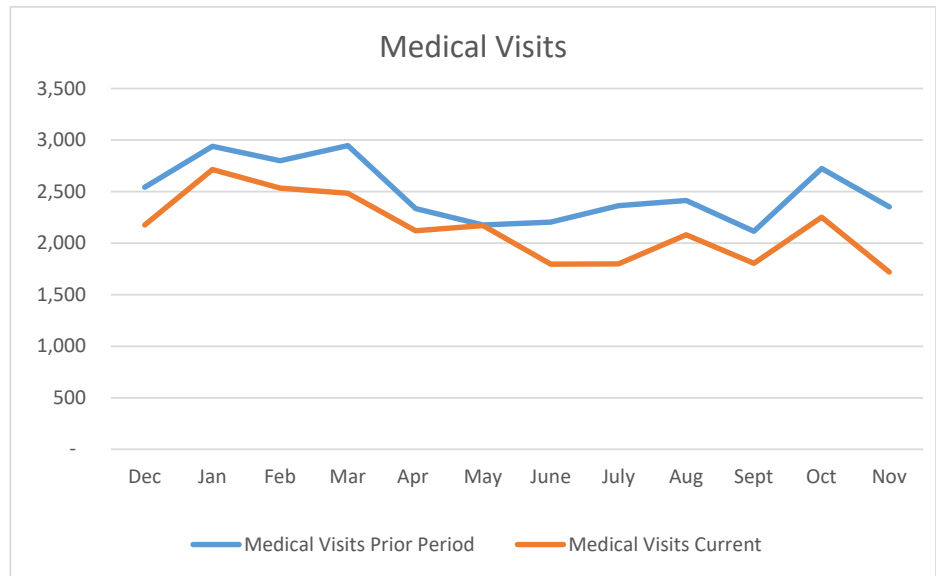
**Coastal Health & Wellness**

**Statement of Revenue and Expenses for the Period ending November 30, 2019**

		<b>Period Ending</b>	<b>MTD</b>	<b>MTD Budget</b>	<b>YTD</b>	<b>YTD</b>	<b>YTD Budget</b>	<b>Annual</b>	
	<b>Description</b>	<b>11/30/2019</b>	<b>Budget</b>	<b>Variance</b>	<b>Actual</b>	<b>Budget</b>	<b>Variance</b>	<b>Budget</b>	<b>Budget</b>
Other	Settlements	\$0	\$0	\$0	\$87,500	\$0	(\$87,500)	\$0.00	\$0.00
Other	COMPUTER EQUIPMENT	\$0	\$0	\$0	\$0	\$0	\$0	\$0.00	\$0.00
Other	OPERATING EQUIPMENT	\$6,222	\$0	(\$6,222)	\$35,537	\$0	(\$35,537)	\$0.00	\$0.00
Other	BUILDING IMPROVEMENTS	\$0	\$0	\$0	\$0	\$0	\$0	\$0.00	\$0.00
Other	NEWSPAPER ADS	\$30	\$1,500	\$1,470	\$5,944	\$12,000	\$6,056	\$18,000.00	\$18,000.00
Other	SUBSCRIPTIONS, BOOKS, ETC	\$210	\$125	(\$85)	\$1,054	\$1,000	(\$54)	\$1,500.00	\$1,500.00
Other	ASSOCIATION DUES	\$2,667	\$2,883	\$216	\$21,496	\$23,061	\$1,565	\$34,592.00	\$34,592.00
Other	IT SOFTWARE, LICENSES, INTANGIBLES	\$15,224	\$18,355	\$3,131	\$166,632	\$146,843	(\$19,789)	\$220,265.00	\$220,265.00
Other	PROF FEES/LICENSE/INSPECTIONS	\$142	\$203	\$61	\$859	\$1,620	\$761	\$2,430.00	\$2,430.00
Other	PROFESSIONAL SERVICES	\$84	\$1,875	\$1,791	\$37,479	\$15,000	(\$22,479)	\$22,500.00	\$22,500.00
Other	MED/HAZARD WASTE DISPOSAL	\$568	\$483	(\$85)	\$3,838	\$3,867	\$28	\$5,800.00	\$5,800.00
Other	TRANSPORTATION CONTRACT	\$607	\$650	\$43	\$3,897	\$5,200	\$1,303	\$7,800.00	\$7,800.00
Other	BOARD MEETING OPERATIONS	\$180	\$29	(\$150)	\$2,237	\$233	(\$2,004)	\$350.00	\$350.00
Other	SERVICE CHG - CREDIT CARDS	\$778	\$685	(\$93)	\$5,674	\$5,480	(\$194)	\$8,220.00	\$8,220.00
Other	CASHIER OVER / SHORT	\$0	\$0	\$0	\$25	\$0	(\$25)	\$0.00	\$0.00
Other	LATE CHARGES	\$0	\$0	\$0	\$0	\$0	\$0	\$0.00	\$0.00
Other	BAD DEBT EXPENSE	\$34,785	\$35,045	\$259	\$336,473	\$280,358	(\$56,115)	\$420,537.00	\$420,537.00
Other	MISCELLANEOUS EXPENSE	\$390	\$0	(\$390)	\$2,394	\$0	(\$2,394)	\$0.00	\$0.00
	<b>Total Expenses</b>	<b>\$900,138</b>	<b>\$1,056,042</b>	<b>\$155,904</b>	<b>\$7,458,084</b>	<b>\$8,448,335</b>	<b>\$990,251</b>	<b>\$12,672,502</b>	
	<b>Net Change in Fund Balance</b>	<b>(\$73,970)</b>	<b>\$29,710</b>	<b>(\$103,680)</b>	<b>(\$237,264)</b>	<b>\$23,160</b>	<b>(\$260,424)</b>	<b>(\$0)</b>	
		(\$44,890)	Expenses Fund Bal. Reserve		(\$144,600)				
		(\$118,860)			(\$381,864)				

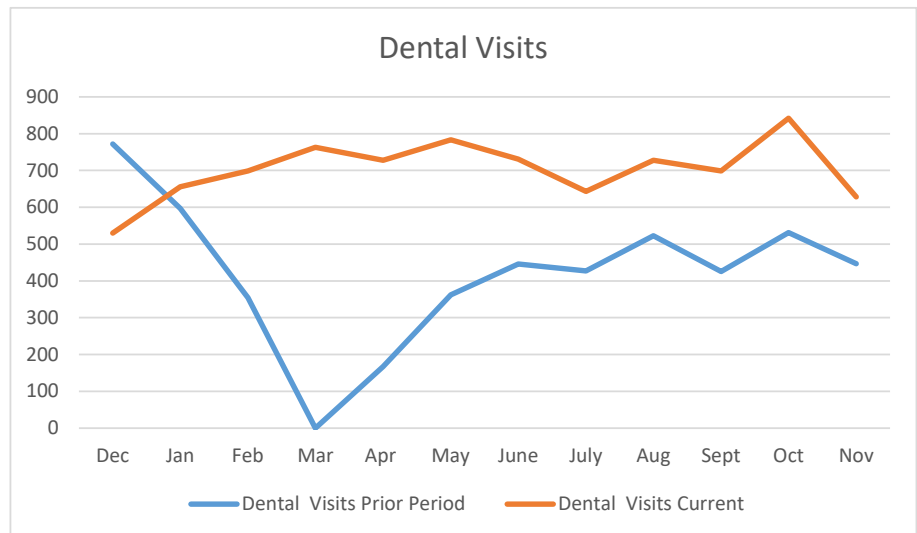
### Medical Visits

	<u>Prior Period</u>	<u>Current</u>
Dec	2,542	2,175
Jan	2,939	2,714
Feb	2,798	2,534
Mar	2,946	2,484
Apr	2,334	2,119
May	2,177	2,171
June	2,205	1,797
July	2,363	1,798
Aug	2,413	2,081
Sept	2,115	1,804
Oct	2,725	2,250
Nov	2,351	1,719
	<u>29,908</u>	<u>25,646</u>



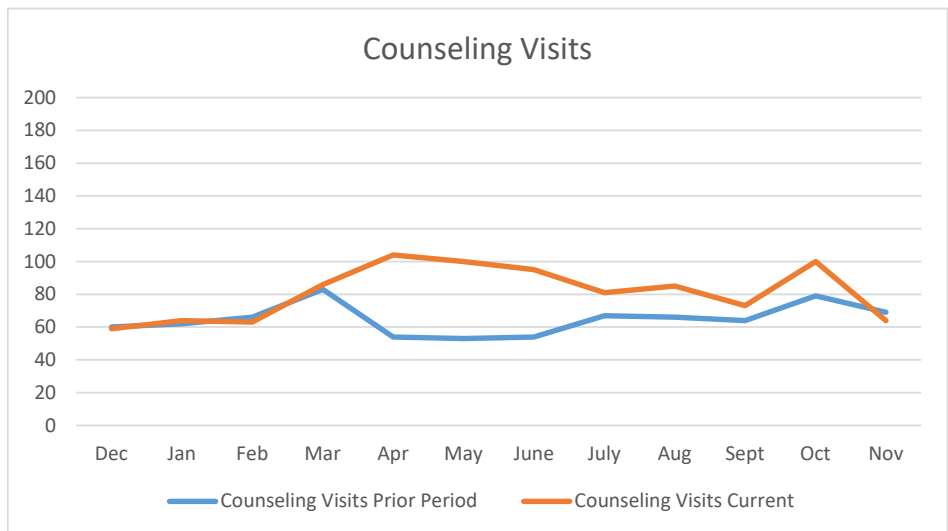
### Dental Visits

	<u>Prior Period</u>	<u>Current</u>
Dec	772	530
Jan	597	656
Feb	354	699
Mar	0	763
Apr	167	728
May	362	783
June	446	731
July	427	643
Aug	523	728
Sept	426	699
Oct	531	842
Nov	447	628
	<u>5,052</u>	<u>8,430</u>



### Counseling Visits

	<u>Prior Period</u>	<u>Current</u>
Dec	60	59
Jan	62	64
Feb	66	63
Mar	83	86
Apr	54	104
May	53	100
June	54	95
July	67	81
Aug	66	85
Sept	64	73
Oct	79	100
Nov	69	64
	<u>777</u>	<u>974</u>



**Vists by Financial Class - Actual vs. Budget**  
**As of November 30, 2019 (Grant Year 4/1/19-3/31/20)**

	Annual HRSA		Over/(Under)		YTD Actual	YTD Budget	Over/(Under) YTD Budget	% Over/ (Under) YTD Budget
	Grant Budget	MTD Actual	MTD Budget	MTD Budget				
Medicaid	5,442	165	454	(289)	1,605	3,628	(2,023)	-56%
Medicare	3,640	163	303	(140)	1,660	2,427	(767)	-32%
Other Public (Title V, Contract)	1,728	105	144	(39)	747	1,152	(405)	-35%
Private Insurance	4,718	142	393	(251)	1,281	3,145	(1,864)	-59%
Self Pay	31,361	1,836	2,613	(777)	16,982	20,907	(3,925)	-19%
	<b>46,889</b>	<b>2,411</b>	<b>3,907</b>	<b>(1,496)</b>	<b>22,275</b>	<b>31,259</b>	<b>(8,984)</b>	<b>-29%</b>

**Unduplicated Patients - Current vs. Prior Year**  
**UDS Data Calendar Year**  
**January through December**

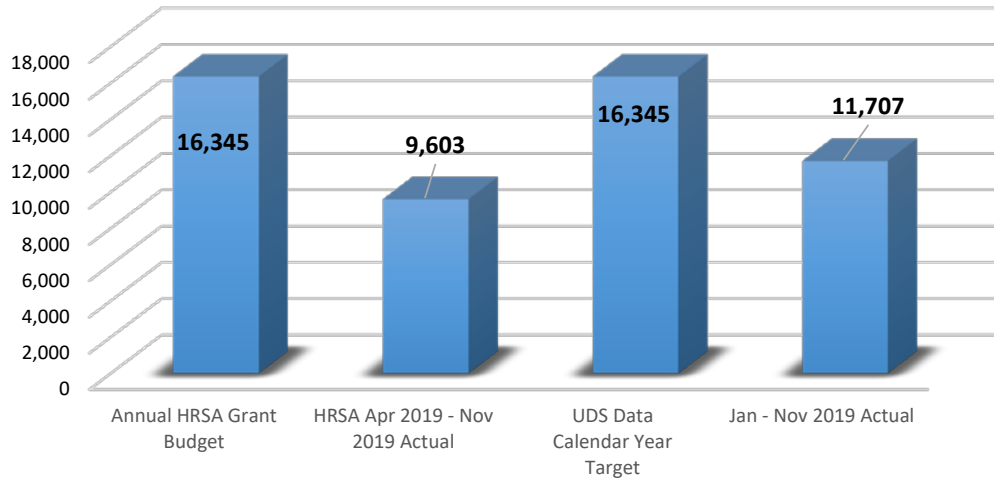
	Current Year Annual Target	Jan-Nov 2018 Actual	Jan-Nov 2019 Actual	Increase/ (Decrease) Prior Year	% of Annual Target

**Unduplicated Patients - Current vs. Prior Year**  
**HRSA Grant Year**  
**April through March**

	Annual HRSA Grant Budget	Apr 2018 - Nov 2018 Actual	Apr 2019 - Nov 2019 Actual	Increase/ (Decrease) Prior Year	% of Annual Target



### Number of Unduplicated Patients



# COASTAL HEALTH & WELLNESS

Governing Board



## FINANCIAL SUMMARY

For the Period Ending December 31, 2019

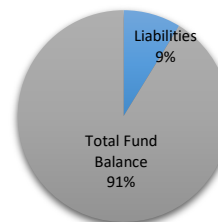
January 30, 2019

GCHD Board Room | 9850-A Emmett F. Lowry Expy. | Texas City, TX 77591

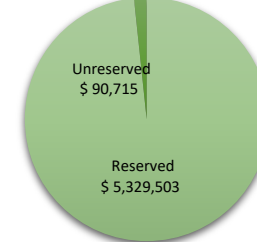
**CHW - BALANCE SHEET** as of December 31, 2019

	Current Month Dec-19	Prior Month Nov-19	Increase (Decrease)
<b>ASSETS</b>			
Cash & Cash Equivalents	\$5,271,184	\$5,406,708	(\$135,524)
Accounts Receivable	1,483,639	1,430,848	52,792
Allowance For Bad Debt	(946,654)	(906,175)	(40,479)
Pre-Paid Expenses	85,798	217,638	(131,840)
Due To / From	47,779	(20,992)	68,771
<b>Total Assets</b>	<b>\$5,941,746</b>	<b>\$6,128,027</b>	<b>(\$186,280)</b>
<b>LIABILITIES</b>			
Accounts Payable	\$227,522	\$173,879	\$53,642
Accrued Salaries	165,049	392,025	(226,975)
Deferred Revenues	128,957	151,543	(22,586)
<b>Total Liabilities</b>	<b>\$521,528</b>	<b>\$717,447</b>	<b>(\$195,919)</b>
<b>FUND BALANCE</b>			
Fund Balance	\$5,628,397	\$5,628,397	\$0
Current Change	(208,179)	(217,817)	9,638
<b>Total Fund Balance</b>	<b>\$5,420,218</b>	<b>\$5,410,580</b>	<b>\$9,638</b>
<b>TOTAL LIABILITIES &amp; FUND BALANCE</b>	<b>\$5,941,746</b>	<b>\$6,128,027</b>	<b>(\$186,280)</b>

Current Period Assets



Total Fund Balance



**CHW - REVENUE & EXPENSES** as of December 31, 2019

	Actual Dec-19	Budgeted Dec-19	PTD Budget Variance	YTD Budget Variance
<b>REVENUE</b>				
County Revenue	\$311,222	\$324,070	(\$12,848)	(\$38,540)
DSRIP Revenue	0	79,167	(79,167)	(712,500)
HHS Grant Revenue	287,246	260,617	26,629	289,668
Patient Revenue	254,083	368,553	(114,470)	(1,011,700)
Other Revenue	33,919	23,635	10,284	(65,946)
<b>Total Revenue</b>	<b>\$886,470</b>	<b>\$1,056,042</b>	<b>(\$169,572)</b>	<b>(\$1,539,019)</b>
<b>EXPENSES</b>				
Personnel	\$608,537	\$680,896	\$72,359	\$646,600
Contractual	50,782	85,808	35,026	232,626
IGT Reimbursement	0	37,500	37,500	337,500
Supplies	64,711	121,986	57,274	217,522
Travel	767	2,519	1,752	(12,786)
Bad Debt Expense	40,479	35,045	(5,434)	(61,534)
Other	111,556	92,289	(19,267)	(134,446)
<b>Total Expenses</b>	<b>\$876,832</b>	<b>\$1,056,042</b>	<b>\$179,210</b>	<b>\$1,225,483</b>
<b>CHANGE IN NET ASSETS</b>	<b>9,638</b>	<b>\$0</b>	<b>\$9,637</b>	<b>(\$313,535)</b>

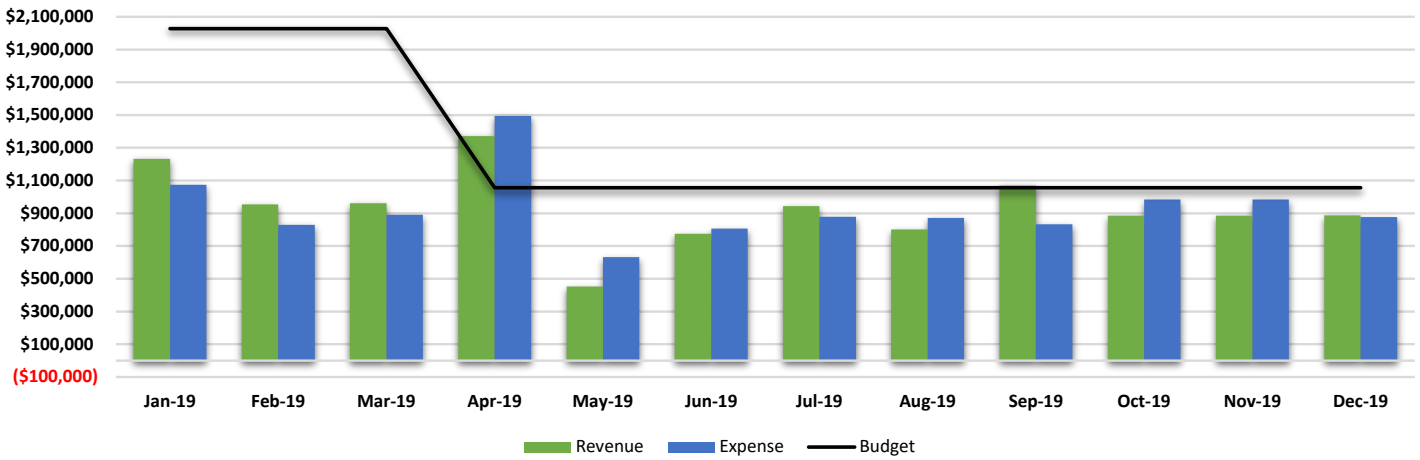
Current Month Revenue & Expenses Actual



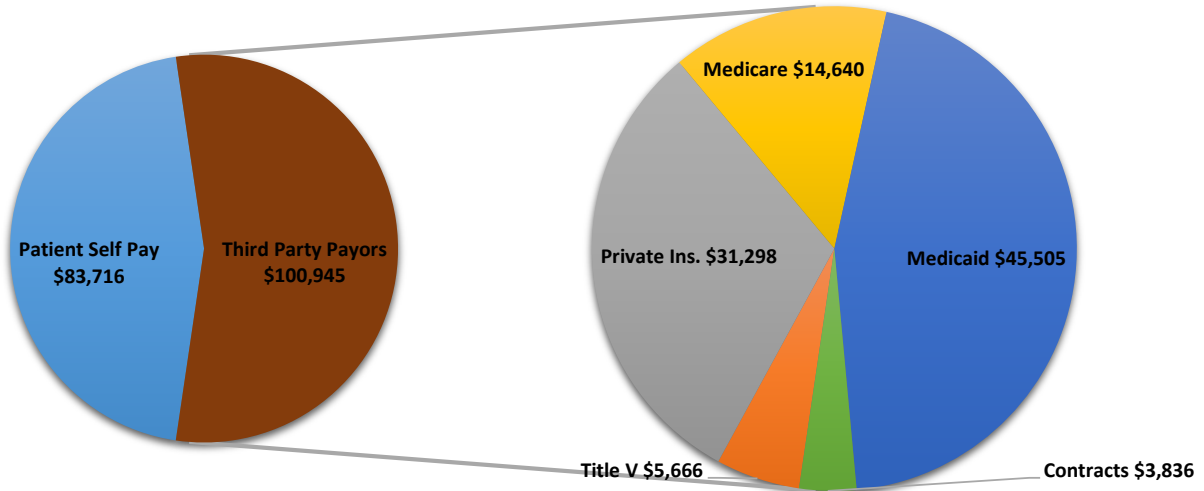
**HIGHLIGHTS**

- MTD increase in Fund Balance of \$9,638 and YTD decrease of (\$208,179).
- MTD revenues were underbudget by (\$169,572). Patient revenues are lower across all payer categories as visits are lower than actual budget. A true-up of expenses for the quarter October-December 2019 was done for HRSA grant expenditures.
- MTD expenses were \$179,210 underbudget. Newspaper ads were overbudget (\$4,670) for annual marketplace advertising. IT Software, Licenses, Intangibles was overbudget (\$16,952) for purchase of Informacast which totaled \$21,235.14. This expense was covered thru the Direct Relief Grant.
- Bad debt expense is overbudget for the month. Accrual is based on % of Self-Pay Charges less Adjustments.
- Total Fund balance is \$5,420,218 as of 12/31/19.

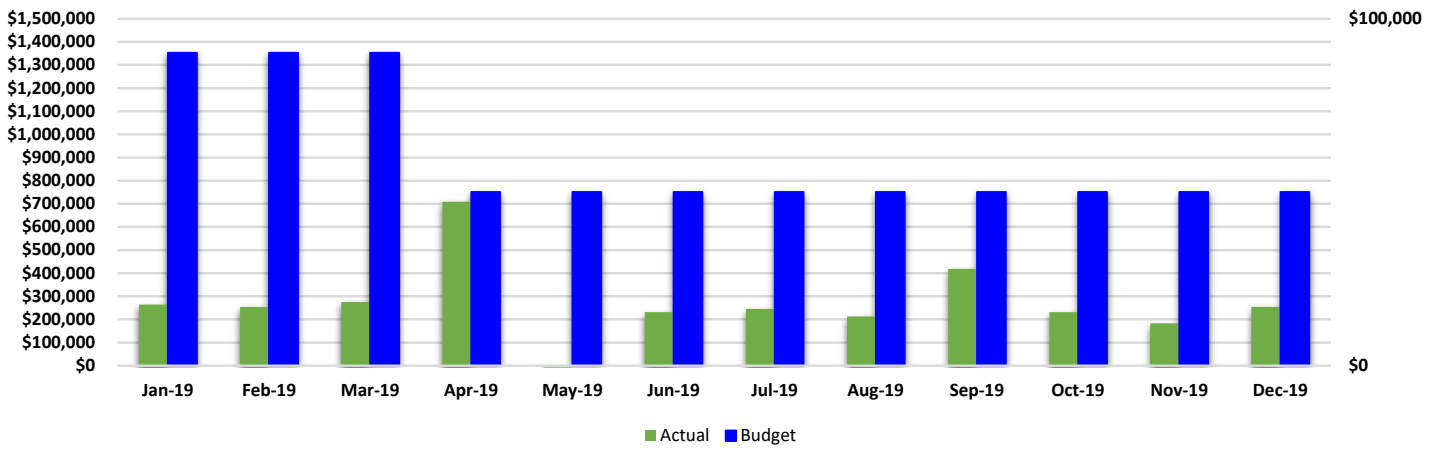
Actual Revenue & Expenses in Comparison to Budget

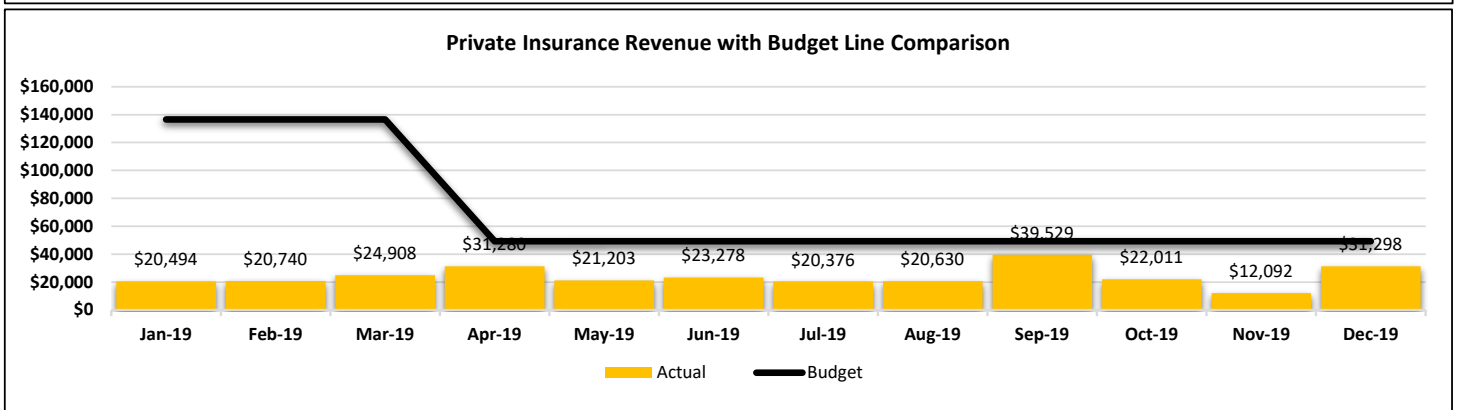
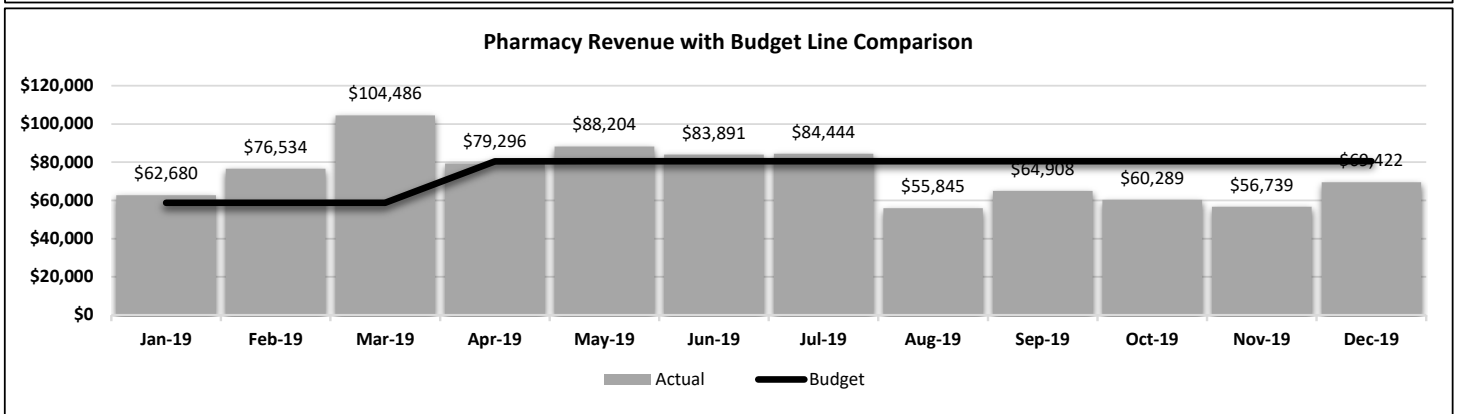
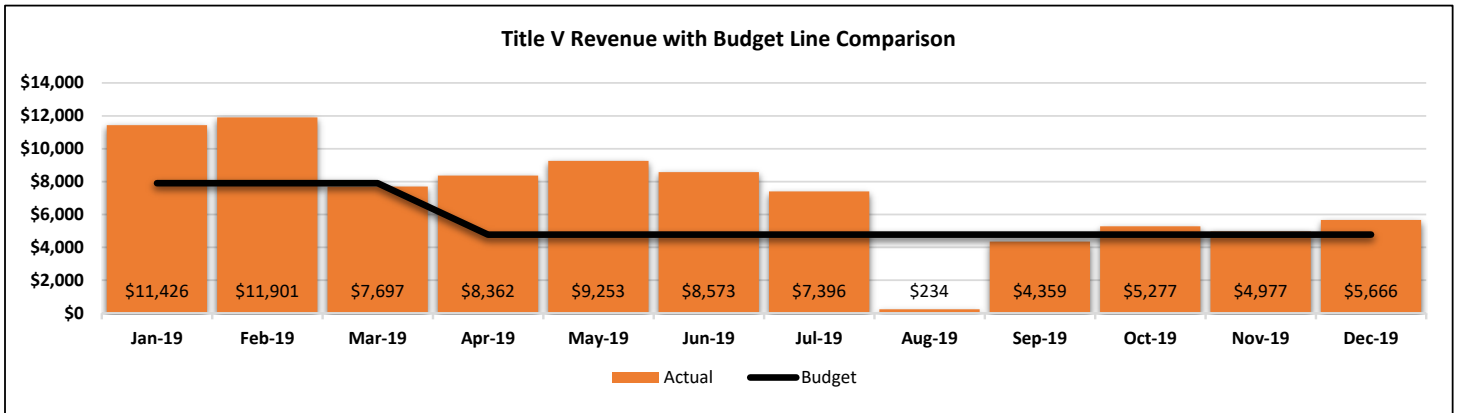
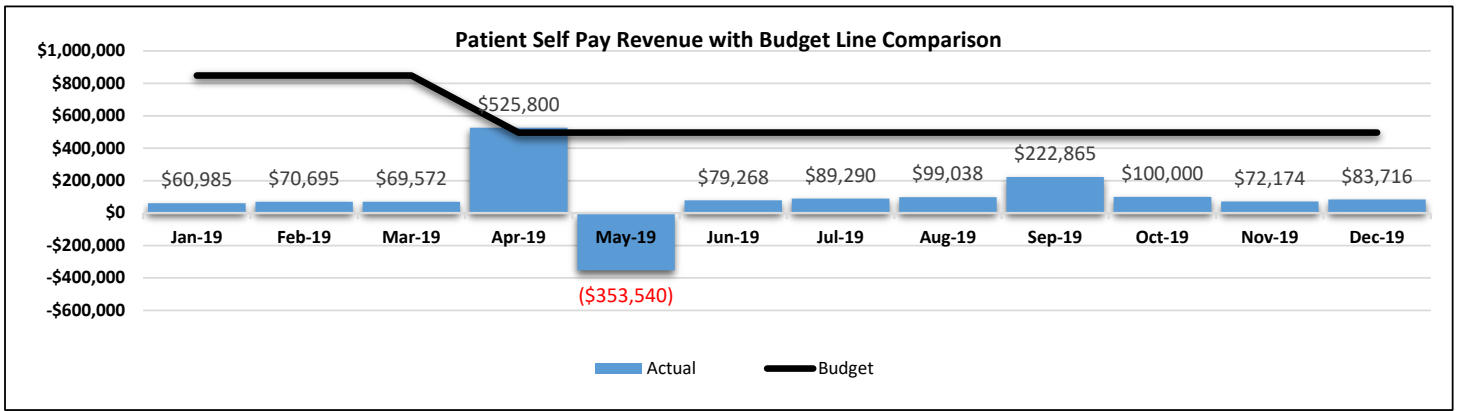


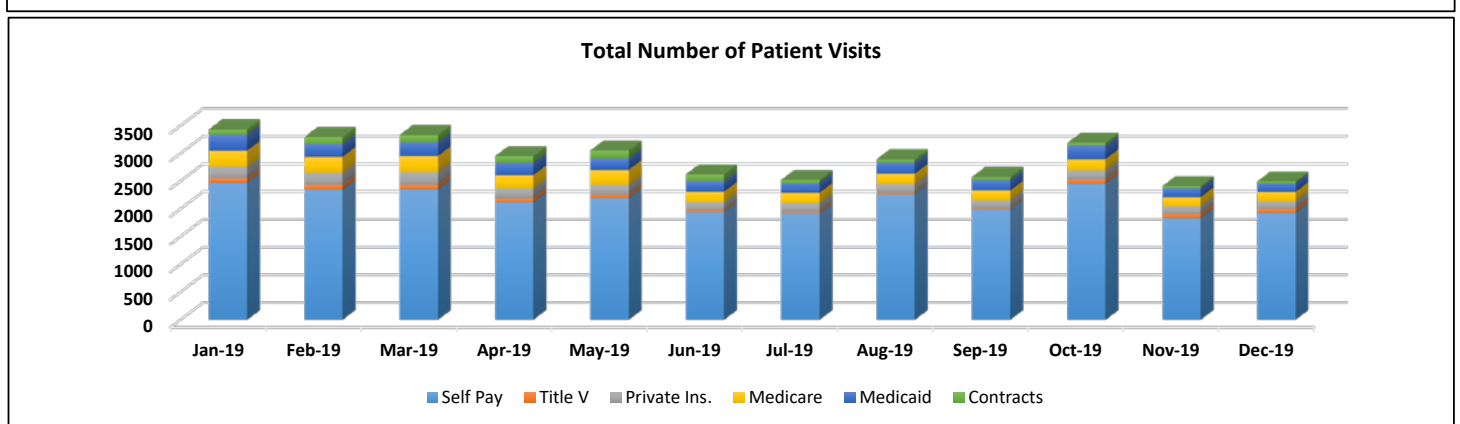
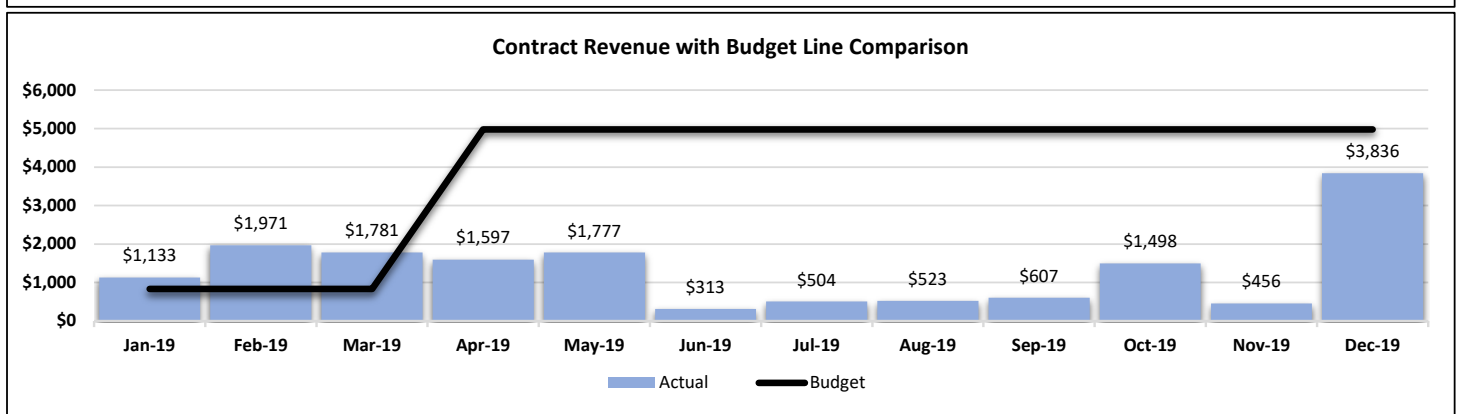
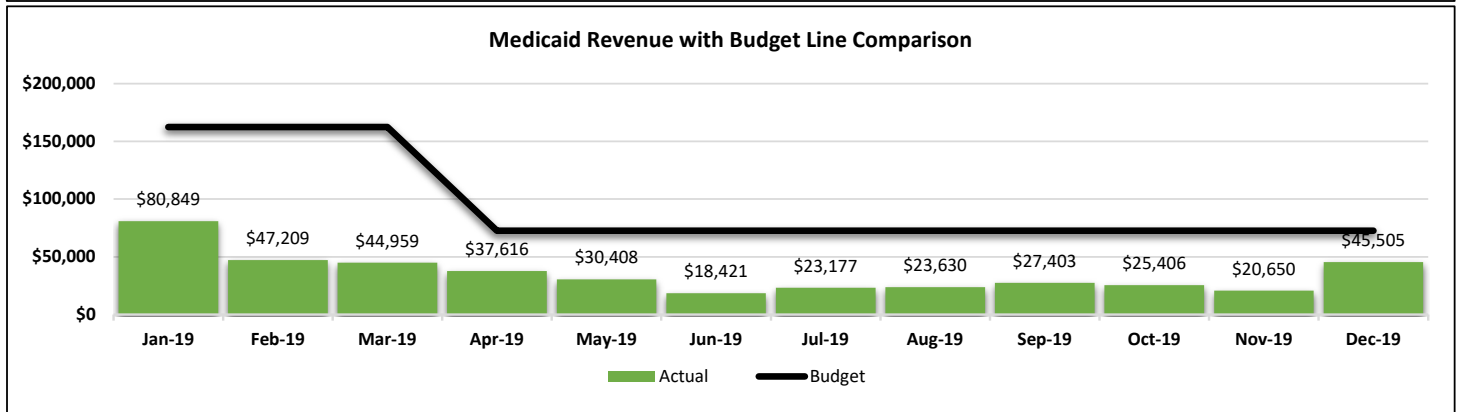
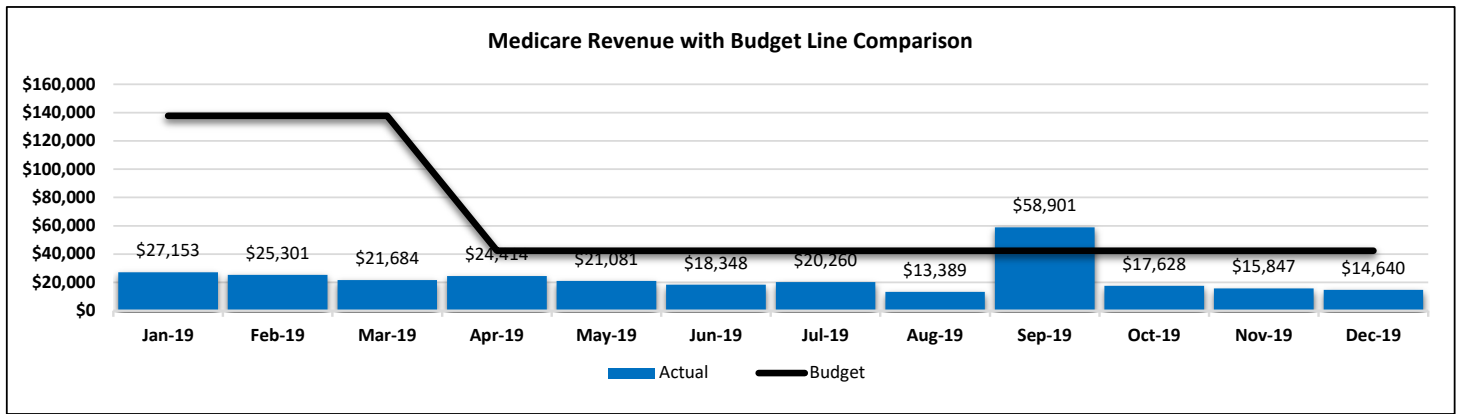
Current Period Patient Revenue with Third Party Payor Contributions Identified



Actual Patient Revenue Rec'd vs Budget







**Coastal Health & Wellness**  
**Statement of Revenue and Expenses for the Period ending December 31, 2019**

		<i>Period Ending</i>	<i>MTD</i>	<i>MTD Budget</i>	<i>YTD</i>	<i>YTD</i>	<i>YTD Budget</i>	<i>Annual</i>	
	<i>Description</i>	<i>12/31/2019</i>	<i>Budget</i>	<i>Variance</i>	<i>Actual</i>	<i>Budget</i>	<i>Variance</i>	<i>Budget</i>	<i>Budget</i>
<b>Grouping</b>	<b>REVENUE</b>								
HRSA	HHS GRANT REVENUE - Federal	\$287,246	\$260,617	\$26,629	\$2,635,218	\$2,345,550.00	\$289,668	\$3,127,400	
Patient Rev	GRANT REVENUE - Title V	\$5,666	\$4,780	\$886	\$54,098	\$43,016	\$11,081	\$57,355	
Patient Rev	PATIENT FEES	\$83,716	\$114,102	(\$30,386)	\$918,611	\$1,026,919	(\$108,308)	\$1,369,225	
Patient Rev	PRIVATE INSURANCE	\$31,298	\$49,289	(\$17,991)	\$221,697	\$443,604	(\$221,907)	\$591,472	
Patient Rev	PHARMACY REVENUE - 340b	\$69,422	\$80,417	(\$10,994)	\$599,703	\$723,750	(\$124,047)	\$965,000	
Patient Rev	MEDICARE	\$14,640	\$42,380	(\$27,740)	\$204,508	\$381,419	(\$176,910)	\$508,558	
Patient Rev	MEDICAID	\$45,505	\$72,608	(\$27,103)	\$252,215	\$653,472	(\$401,257)	\$871,296	
Other Rev.	LOCAL GRANTS & FOUNDATIONS	\$22,586	\$1,351	\$21,235	\$33,392	\$12,156	\$21,236	\$16,208	
Other Rev.	MEDICAL RECORD REVENUE	\$699	\$1,354	(\$655)	\$14,220	\$12,188	\$2,033	\$16,250	
Other Rev.	MEDICAID INCENTIVE PAYMENTS	\$310	\$0	\$310	\$3,380	\$0	\$3,380	\$0	
County	COUNTY REVENUE	\$311,222	\$324,070	(\$12,848)	\$2,878,094	\$2,916,634	(\$38,540)	\$3,888,845	
DSRIP	DSRIP REVENUE		\$79,167	(\$79,167)	\$0	\$712,500	(\$712,500)	\$950,000	
Other Rev.	MISCELLANEOUS REVENUE	\$3,173	\$0	\$3,173	\$11,329	\$0	\$11,329	\$0	
Other Rev.	OTHER REVENUE - SALE OF FIXED ASSET	\$0	\$0	\$0	\$6,964	\$0	\$6,964	\$0	
Other Rev.	INTEREST INCOME	\$6,820	\$5,750	\$1,070	\$72,066	\$51,750	\$20,316	\$69,000	
Patient Rev	CONTRACT REVENUE	\$3,836	\$4,978	(\$1,141)	\$52,737	\$44,800	\$7,938	\$59,733	
Other Rev.	LOCAL FUNDS / OTHER REVENUE	\$331	\$0	\$331	\$4,459	\$0	\$4,459	\$0	
Other Rev.	CONVENIENCE FEE	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
Other Rev.	Fund Balance	\$0	\$0	\$0	\$144,600	\$144,600	\$0	\$182,160	
	<b>Total Revenue</b>	<b>\$886,470</b>	<b>\$1,040,862</b>	<b>(\$154,392)</b>	<b>\$8,107,291</b>	<b>\$9,512,357</b>	<b>(\$1,405,066)</b>	<b>\$12,672,502</b>	
	<b>EXPENSES</b>								
Personnel	SALARIES	\$501,633	\$526,677	\$25,044	\$4,439,103	\$4,740,093	\$300,990	\$6,320,124	
Personnel	SALARIES, Merit Compensation	\$0	\$0	\$0	\$0	\$0	\$0	\$0.00	
Personnel	SALARIES, PROVIDER INCENTIVES	\$0	\$4,400	\$4,400	\$3,652	\$39,600	\$35,948	\$52,800.00	
Personnel	SALARIES, supplemental	\$0	\$0	\$0	\$40,750	\$0	(\$40,750)	\$0.00	
Personnel	SALARIES, O/T	\$1,764	\$5,000	\$3,236	\$24,312	\$45,000	\$20,688	\$60,000.00	
Personnel	SALARIES, PART-TIME	\$10,903	\$36,141	\$25,238	\$103,652	\$325,271	\$221,619	\$433,694.00	
Personnel	Comp Pay	\$0	\$0	\$0	\$189	\$0	(\$189)	\$0.00	
Personnel	FICA EXPENSE	\$35,061	\$43,775	\$8,713	\$330,127	\$393,972	\$63,846	\$525,296.33	
Personnel	TEXAS UNEMPLOYMENT TAX	\$106	\$1,215	\$1,109	(\$306)	\$10,938	\$11,244	\$14,584.05	
Personnel	LIFE INSURANCE	\$1,532	\$1,380	(\$153)	\$13,239	\$12,418	(\$821)	\$16,557.68	
Personnel	LONG TERM DISABILITY INSURANCE	\$1,123	\$1,284	\$161	\$9,640	\$11,558	\$1,919	\$15,411.28	
Personnel	GROUP HOSPITALIZATION INSURANC	\$0	\$0	\$0	\$0	\$0	\$0	\$0.00	
Personnel	WORKER'S COMP INSURANCE	\$1,396	\$2,861	\$1,465	\$6,723	\$25,750	\$19,027	\$34,333.12	
Personnel	EMPLOYER PAID HEALTH INSURANCE	\$33,106	\$46,032	\$12,926	\$295,446	\$414,287	\$118,842	\$552,383.31	
Personnel	EMPLOYER SPONSORED HEALTHCARE	\$4,573	\$0	(\$4,573)	\$93,519	\$0	(\$93,519)	\$0.00	
Personnel	HRA EXPENSE	\$0	\$0	\$0	\$0	\$0	\$0	\$0.00	
Personnel	PENSION / RETIREMENT	\$10,992	\$12,131	\$1,139	\$97,871	\$109,179	\$11,308	\$145,572.38	
Contractual	OUTSIDE LAB CONTRACT	\$13,386	\$30,475	\$17,089	\$153,428	\$274,275	\$120,847	\$365,700.00	
Contractual	OUTSIDE X-RAY CONTRACT	\$1,476	\$4,428	\$2,952	\$16,956	\$39,848	\$22,892	\$53,130.00	
Contractual	MISCELLANEOUS CONTRACT SERVICES	\$11,406	\$23,990	\$12,584	\$162,812	\$215,906	\$53,093	\$287,874.00	
Personnel	TEMPORARY STAFFING	\$6,347	\$0	(\$6,347)	\$57,658	\$0	(\$57,658)	\$0.00	
Contractual	CHW CONTRACT BILLING SERVICE	\$7,759	\$9,000	\$1,241	\$59,912	\$81,000	\$21,088	\$108,000.00	
IGT	IGT REIMBURSEMENT	\$0	\$37,500	\$37,500	\$0	\$337,500	\$337,500	\$450,000.00	
Contractual	JANITORIAL CONTRACT	\$13,926	\$13,926	\$0	\$124,109	\$125,332	\$1,223	\$167,109.24	
Contractual	PEST CONTROL	\$80	\$80	(\$0)	\$721	\$720	(\$1)	\$960.00	
Contractual	SECURITY	\$2,749	\$3,910	\$1,161	\$24,897	\$35,190	\$10,293	\$46,920.00	
Supplies	OFFICE SUPPLIES	\$5,644	\$5,115	(\$529)	\$233,589	\$46,032	(\$187,557)	\$61,376.00	
Supplies	OPERATING SUPPLIES	\$22,474	\$24,032	\$1,558	\$279,762	\$216,287	(\$63,476)	\$288,382.00	
Supplies	OUTSIDE DENTAL SUPPLIES	\$4,833	\$2,000	(\$2,833)	\$33,048	\$18,000	(\$15,048)	\$24,000.00	
Supplies	PHARMACEUTICAL SUPPLIES	\$31,761	\$89,889	\$58,128	\$330,347	\$809,001	\$478,654	\$1,078,668.00	
Supplies	JANITORIAL SUPPLIES	\$0	\$333	\$333	\$0	\$3,000	\$3,000	\$4,000.00	
Supplies	PRINTING SUPPLIES	\$0	\$200	\$200	\$2,404	\$1,800	(\$604)	\$2,400.00	
Supplies	UNIFORMS	\$0	\$417	\$417	\$1,198	\$3,750	\$2,553	\$5,000.00	
Other	POSTAGE	\$541	\$667	\$126	\$7,104	\$6,000	(\$1,104)	\$8,000.00	
Other	TELEPHONE	\$3,455	\$4,066	\$611	\$29,846	\$36,593	\$6,747	\$48,790.00	
Other	WATER	\$31	\$31	\$1	\$275	\$281	\$7	\$375.00	
Other	ELECTRICITY	\$1,267	\$2,083	\$817	\$12,392	\$18,750	\$6,358	\$25,000.00	
Travel	TRAVEL, LOCAL	\$484	\$383	(\$101)	\$3,310	\$3,450	\$140	\$4,600.00	
Travel	TRAVEL, OUT OF TOWN	\$0	\$0	\$0	\$0	\$0	\$0	\$0.00	
Travel	LOCAL TRAINING	\$796	\$417	(\$379)	\$7,111	\$3,750	(\$3,361)	\$5,000.00	
Travel	TRAINING, OUT OF TOWN	(\$513)	\$1,719	\$2,232	\$25,072	\$15,468	(\$9,604)	\$20,624.00	
Other	RENTALS	\$3,034	\$3,290	\$256	\$28,103	\$29,610	\$1,507	\$39,480.00	
Other	LEASES	\$43,121	\$43,702	\$581	\$388,086	\$393,318	\$5,232	\$524,424.00	
Other	MAINTENANCE / REPAIR, EQUIP.	\$8,632	\$6,977	(\$1,655)	\$65,588	\$62,790	(\$2,798)	\$83,720.00	
Other	MAINTENANCE / REPAIR, AUTO	\$0	\$42	\$42	\$0	\$375	\$375	\$500.00	
Other	FUEL	\$0	\$42	\$42	\$0	\$375	\$375	\$500.00	
Other	MAINTENANCE / REPAIR, BLDG.	\$950	\$417	(\$533)	\$4,641	\$3,750	(\$891)	\$5,000.00	
Other	MAINT/REPAIR, IT Equip.	\$0	\$1,273	\$1,273	\$3,772	\$11,456	\$7,684	\$15,275.00	
Other	MAINTENANCE / Preventative, AUTO	\$0	\$42	\$42	\$10	\$375	\$365	\$500.00	
Other	INSURANCE, AUTO/Truck	\$10	\$208	\$198	(\$1,178)	\$1,875	\$3,053	\$2,500.00	
Other	INSURANCE, GENERAL LIABILITY	\$1,097	\$1,029	(\$68)	\$9,448	\$9,263	(\$186)	\$12,350.00	
Other	INSURANCE, BLDG. CONTENTS	\$1,468	\$1,633	\$165	\$13,111	\$14,696	\$1,585	\$19,595.00	

**Coastal Health & Wellness**

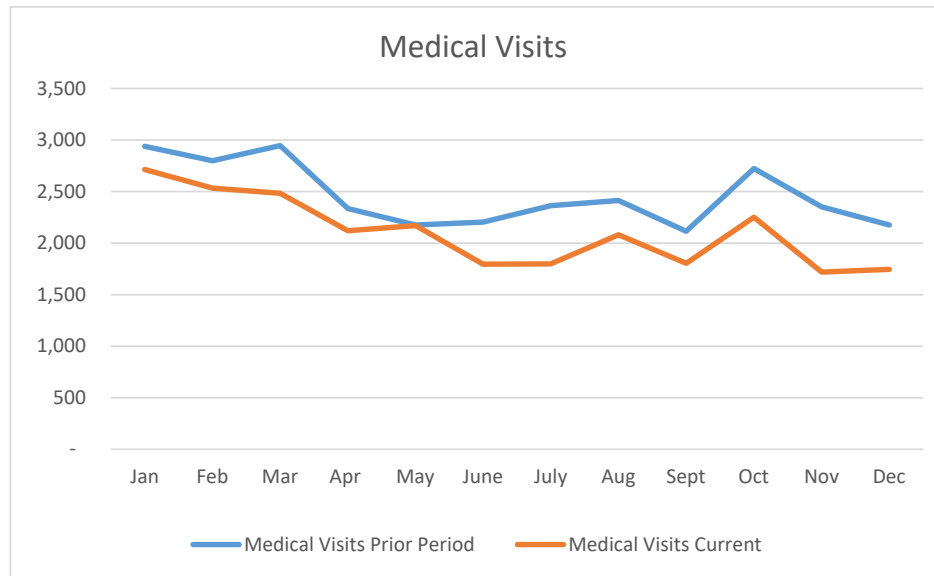
**Statement of Revenue and Expenses for the Period ending December 31, 2019**

		<b>Period Ending</b>	<b>MTD</b>	<b>MTD Budget</b>	<b>YTD</b>	<b>YTD</b>	<b>YTD Budget</b>	<b>Annual</b>	
	<b>Description</b>	<b>12/31/2019</b>	<b>Budget</b>	<b>Variance</b>	<b>Actual</b>	<b>Budget</b>	<b>Variance</b>	<b>Budget</b>	<b>Budget</b>
Other	Settlements	\$0	\$0	\$0	\$87,500	\$0	(\$87,500)	\$0.00	\$0.00
Other	COMPUTER EQUIPMENT	\$0	\$0	\$0	\$0	\$0	\$0	\$0.00	\$0.00
Other	OPERATING EQUIPMENT	\$0	\$0	\$0	\$35,537	\$0	(\$35,537)	\$0.00	\$0.00
Other	BUILDING IMPROVEMENTS	\$0	\$0	\$0	\$0	\$0	\$0	\$0.00	\$0.00
Other	NEWSPAPER ADS	\$6,170	\$1,500	(\$4,670)	\$12,114	\$13,500	\$1,386	\$18,000.00	\$18,000.00
Other	SUBSCRIPTIONS, BOOKS, ETC	\$210	\$125	(\$85)	\$1,264	\$1,125	(\$139)	\$1,500.00	\$1,500.00
Other	ASSOCIATION DUES	\$4,589	\$2,883	(\$1,706)	\$26,085	\$25,944	(\$141)	\$34,592.00	\$34,592.00
Other	IT SOFTWARE, LICENSES, INTANGIBLES	\$35,308	\$18,355	(\$16,952)	\$201,940	\$165,199	(\$36,742)	\$220,265.00	\$220,265.00
Other	PROF FEES/LICENSE/INSPECTIONS	\$27	\$203	\$176	\$886	\$1,823	\$937	\$2,430.00	\$2,430.00
Other	PROFESSIONAL SERVICES	\$76	\$1,875	\$1,799	\$37,555	\$16,875	(\$20,680)	\$22,500.00	\$22,500.00
Other	MED/HAZARD WASTE DISPOSAL	\$372	\$483	\$112	\$4,210	\$4,350	\$140	\$5,800.00	\$5,800.00
Other	TRANSPORTATION CONTRACT	\$466	\$650	\$184	\$4,362	\$5,850	\$1,488	\$7,800.00	\$7,800.00
Other	BOARD MEETING OPERATIONS	\$120	\$29	(\$91)	\$2,357	\$263	(\$2,095)	\$350.00	\$350.00
Other	SERVICE CHG - CREDIT CARDS	\$640	\$685	\$45	\$6,314	\$6,165	(\$149)	\$8,220.00	\$8,220.00
Other	CASHIER OVER / SHORT	(\$25)	\$0	\$25	(\$0)	\$0	\$0	\$0.00	\$0.00
Other	LATE CHARGES	\$0	\$0	\$0	\$0	\$0	\$0	\$0.00	\$0.00
Other	BAD DEBT EXPENSE	\$40,479	\$35,045	(\$5,434)	\$376,951	\$315,403	(\$61,549)	\$420,537.00	\$420,537.00
Other	MISCELLANEOUS EXPENSE	\$0	\$0	\$0	\$2,394	\$0	(\$2,394)	\$0.00	\$0.00
	<b>Total Expenses</b>	<b>\$876,832</b>	<b>\$1,056,042</b>	<b>\$179,210</b>	<b>\$8,334,916</b>	<b>\$9,504,377</b>	<b>\$1,169,461</b>	<b>\$12,672,502</b>	
	<b>Net Change in Fund Balance</b>	<b>\$9,638</b>	<b>(\$15,180)</b>	<b>\$24,818</b>	<b>(\$227,625)</b>	<b>\$7,980</b>	<b>(\$235,605)</b>	<b>(\$0)</b>	
					Expenses Fund Bal. Reserve				



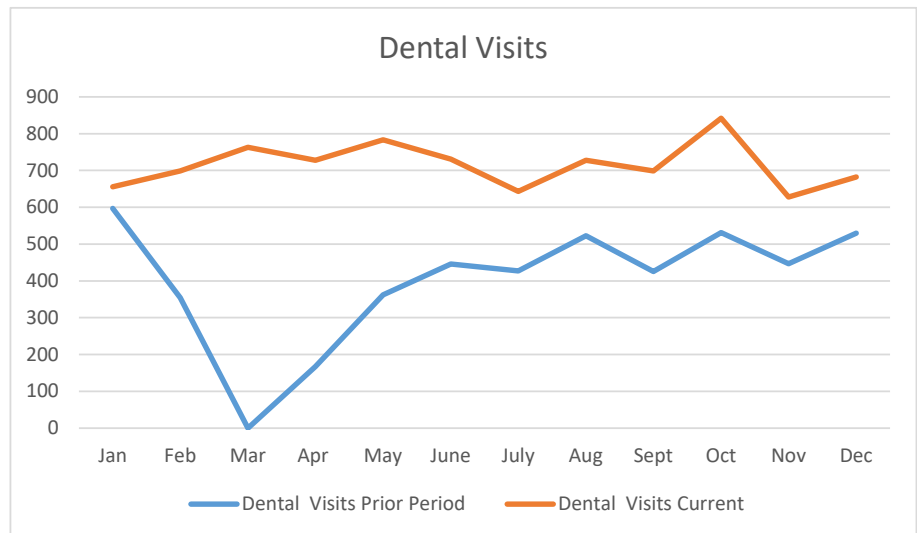
### Medical Visits

	<u>Prior Period</u>	<u>Current</u>
Jan	2,939	2,714
Feb	2,798	2,534
Mar	2,946	2,484
Apr	2,334	2,119
May	2,177	2,171
June	2,205	1,797
July	2,363	1,798
Aug	2,413	2,081
Sept	2,115	1,804
Oct	2,725	2,250
Nov	2,351	1,719
Dec	2,175	1,745
	<u>27,366</u>	<u>25,216</u>



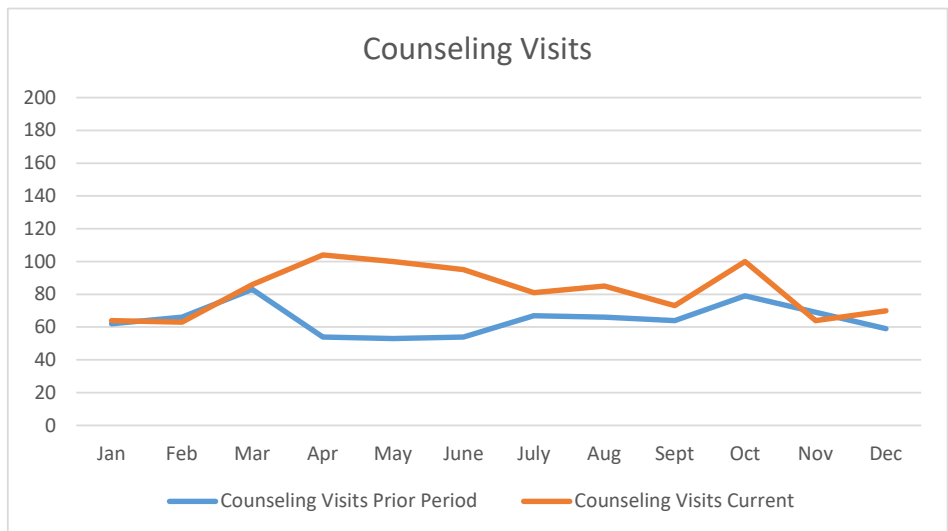
### Dental Visits

	<u>Prior Period</u>	<u>Current</u>
Jan	597	656
Feb	354	699
Mar	0	763
Apr	167	728
May	362	783
June	446	731
July	427	643
Aug	523	728
Sept	426	699
Oct	531	842
Nov	447	628
Dec	530	682
	<u>4,280</u>	<u>8,582</u>



### Counseling Visits

	<u>Prior Period</u>	<u>Current</u>
Jan	62	64
Feb	66	63
Mar	83	86
Apr	54	104
May	53	100
June	54	95
July	67	81
Aug	66	85
Sept	64	73
Oct	79	100
Nov	69	64
Dec	59	70
	<u>717</u>	<u>985</u>



**Vists by Financial Class - Actual vs. Budget**  
**As of December 31, 2019 (Grant Year 4/1/19-3/31/20)**

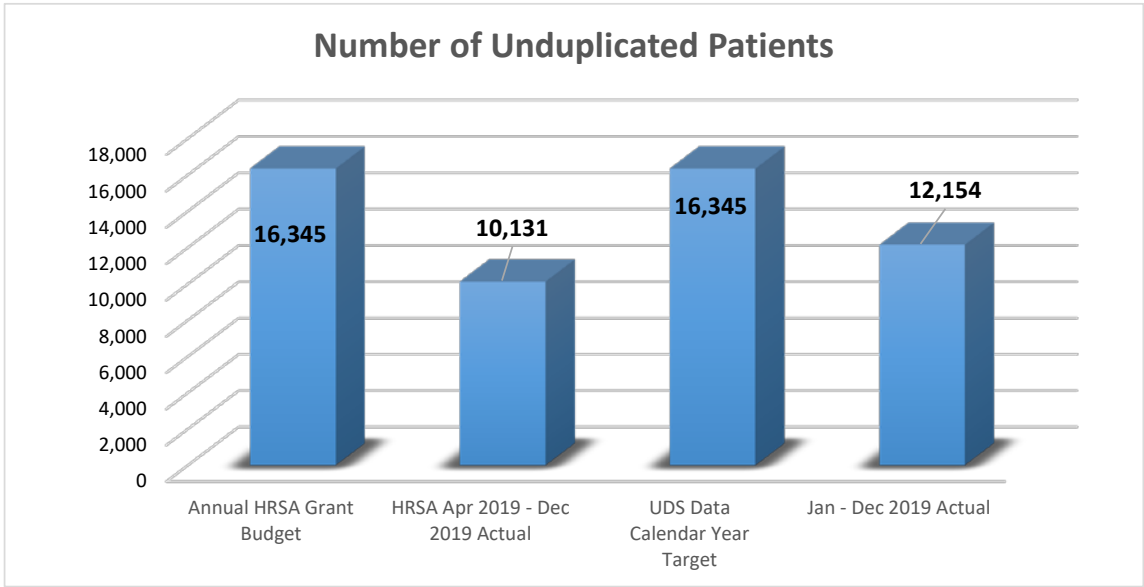
	Annual HRSA		Over/(Under)		YTD	Over/(Under)		% Over/ (Under)
	Grant Budget	MTD Actual	MTD Budget	MTD Budget		YTD Actual	Budget	
Medicaid	5,442	161	454	(293)	1,777	4,082	(2,305)	-56%
Medicare	3,640	166	303	(137)	1,828	2,730	(902)	-33%
Other Public (Title V, Contract)	1,728	94	144	(50)	841	1,296	(455)	-35%
Private Insurance	4,718	142	393	(251)	1,425	3,539	(2,114)	-60%
Self Pay	31,361	1,934	2,613	(679)	18,901	23,521	(4,620)	-20%
	<b>46,889</b>	<b>2,497</b>	<b>3,907</b>	<b>(1,410)</b>	<b>24,772</b>	<b>35,167</b>	<b>(10,395)</b>	<b>-30%</b>

**Unduplicated Patients - Current vs. Prior Year**  
**UDS Data Calendar Year**  
**January through December**

	Current Year Annual Target	Jan-Dec 2018 Actual	Jan-Dec 2019 Actual	Increase/ (Decrease) Prior	% of Annual Target
				Year	
Unduplicated Patients	16,345	12,674	12,154	(520)	74%

**Unduplicated Patients - Current vs. Prior Year**  
**HRSA Grant Year**  
**April through March**

	Annual HRSA Grant Budget	Apr 2018 - Dec 2018 Actual	Apr 2019 - Dec 2019 Actual	Increase/ (Decrease) Prior	% of Annual Target
				Year	
Unduplicated Patients	16,345	10,133	10,131	(2)	62%



[Back to Agenda](#)



# **COASTAL HEALTH & WELLNESS**

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**GOVERNING BOARD**

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

**Governing Board  
January 2020  
Item #9  
Annual Report on Infection Control Goals**



**COASTAL HEALTH & WELLNESS CLINIC  
ANNUAL ASSESSMENT  
INFECTION CONTROL PROGRAM GOALS AND RESPONSIBILITIES 2019**

<b>Goal</b>	<b>Met/Unmet</b>	<b>Comments</b>
Prevent transmission of infection through direct contact by good hand hygiene and appropriate use of personal protective equipment. Monitor compliance with Infection Control guidelines through monthly surveys of medical, dental and lab staff activities. Goal is 95% compliance with surveyed criteria.	<b>Unmet</b> <b>Overall yearly for all departments 83%*</b> <b>*significant Increase 3<sup>rd</sup> and 4<sup>th</sup> quarter of 2019 combined 91%</b>	Monthly surveillance in all clinical areas by direct observation. Hand Hygiene training: <ul style="list-style-type: none"> <li>• Orientation</li> <li>• Yearly July 10,2019</li> </ul> PPE training: <ul style="list-style-type: none"> <li>• Orientation</li> <li>• Yearly 9/11/2019</li> <li>• <b>2020 plan for improvement</b></li> </ul>
Prevent transmission of infection through medical equipment by use of disposable supplies whenever possible, adequate cleaning of equipment, correct handling of infectious materials and correct disposal of hazardous waste. Monitor compliance with Infection Control guidelines through monthly surveys of medical, dental and lab staff activities. Goal is 95% compliance with surveyed criteria.	<b>Met 95%</b>	Monthly surveillance in all clinical areas by direct observation. Minimum weekly surveillance of Biohazard room/all hazard waste management. Bloodborne Pathogen training: OSHA's Standard Title 29 Code of Federal Regs: 1910.1030: Training: <ul style="list-style-type: none"> <li>• Orientation</li> <li>• Yearly 9/11/2019</li> </ul> <b>2020 Plan for improvement/high impact for non-compliance, Goal 100%</b>
Prevent transmission of infection when using sterilizable equipment by carrying out standard procedures for cleaning and sterilization processes in the dental area. Monitor compliance with Infection Control guidelines through monthly surveys of dental staff activities. Goal is 95% compliance with surveyed criteria.	<b>Met 95%</b>	Monthly Sterilization Monitoring Surveillance in dental clinic: <ul style="list-style-type: none"> <li>• Direct observation</li> <li>• Review sterilization equipment logs</li> <li>• Spore testing daily</li> <li>• Trace sterilization pouches</li> <li>• Sterilization monitoring surveillance 10 criteria</li> </ul>
Prevent transmission of infection to employees and patients through effective vaccination of employees for flu. Goal is 90% compliance	<b>Met 96%</b>	Flu vaccine administration: 94 of 98 Declination of flu vaccine: 4 of 98 (mask/flu season)

Prevent transmission of infection through effective management of employee immunizations per the Employee/Volunteer Immunizations policy. Goal is 90% compliance on an annual basis.	<b>Met 100%</b>	Employee and Pre-hire, condition of employment: Immunizations and Screenings <ul style="list-style-type: none"> <li>• Proof of meeting minimal requirements: MMR Tdap, varicella .Hep B/cat A</li> </ul>
Prevent transmission or excessive morbidity through effective, evidence-based education and training of medical, dental and lab staff. Goal is to provide and document infection control orientation on hire and at least annually for clinic staff to include exposure control plan and effective management of workplace exposures.	<b>Met 100%</b>	Bloodborne Pathogen training: OSHA’s Standard Title 29 Code of Federal Regs: 1910.1030: Training: <ul style="list-style-type: none"> <li>• Orientation</li> <li>• Yearly 9/11/2019 in-service or make up.</li> <li>• HH, Standard Precautions, PPE, BBP</li> <li>• Written and observed competency</li> </ul>

**Infection Control Program Documents and Guidelines:**

The CHW Infection Control Plan has been developed and applies to all CHW staff. Departments have specific guidelines and procedures as well.

This document was reviewed by the CHW Quality Assurance Committee:

# COASTAL HEALTH AND WELLNESS CLINIC

## Infection Prevention and Control Program

### Goals and Responsibilities-2020

GOAL	COMPLIANCE	MEASURABLE OBJECTIVES	INTERVENTIONS	EVALUATION/COMMENT
1. Compliance with: <ul style="list-style-type: none"> <li>• HRSA/FQHC requirements</li> <li>• DSHS Annual TB Risk Assessment/Exposure Plan</li> <li>• Risk Management Annual Assessment</li> <li>• Infection Control Plan/Changes and Updates</li> </ul>	100%			
2. Prevent Surgical Site/Procedural Infections	95%			
3. Increase Hand Hygiene Compliance	95%			
4. Increase Compliance: <ul style="list-style-type: none"> <li>• Standard Precautions</li> <li>• Personal Protective Equipment</li> <li>• ID Transmission Precautions</li> </ul>	90%			
5. Appropriate Prophylactic/Antimicrobial Stewardship: <ul style="list-style-type: none"> <li>• Medical</li> <li>• Dental</li> <li>•</li> </ul>	?			
6. Compliance with Safe Injection, Sharps, Practices/Point of Care Testing/Medication Administration	100%			

# COASTAL HEALTH AND WELLNESS CLINIC

## Infection Prevention and Control Program

### Goals and Responsibilities-2020

<p>7. Compliance Bloodborne Pathogens Plan:</p> <ul style="list-style-type: none"> <li>• Regulated Medical Waste</li> <li>• Exposure Control Plan</li> <li>• DOT</li> <li>• OSHA's Standard Title 29 Code of Fed Regs: 1910.1030</li> </ul>	100%			
<p>8. Maintain Compliance with Sterilization:</p> <ul style="list-style-type: none"> <li>• Cleaning/Decontamination</li> <li>• Monitoring</li> <li>• Packaging/Storage</li> <li>• Following IFU's</li> <li>• Room Temperature/Humidity</li> </ul>	95%			
<p>9. Maintain Consistent Cleaning of Reusable Patient Equipment</p> <ul style="list-style-type: none"> <li>• Low Level/Intermediate</li> <li>• High-level disinfection</li> </ul>	95%			
<p>10. Maintain Clean Environment</p>	90%			
<p>11. Infection Control Notify Staff about Construction/Renovation/or Alteration in Facility before beginning work.</p> <ul style="list-style-type: none"> <li>• ICRA</li> </ul>	100%			
<p>12. Maintain Medication/Vaccine Storage logs/Refrigerator/Freezer</p> <ul style="list-style-type: none"> <li>• Mitigation Plan</li> </ul>	100%			



# COASTAL HEALTH AND WELLNESS CLINIC

## Infection Prevention and Control Program

### Goals and Responsibilities-2020

GOAL				
13. Maintain Dental Water Quality/Testing.	100%			
14. Increase/Maintain Immunizations in Organization: <ul style="list-style-type: none"> <li>• Influenza</li> <li>• Employee/Volunteer/Pre-hire Minimal Immunizations/Screenings.</li> </ul>	90%			
15. Prevent Transmission of Infectious Diseases in the Organization.	95%			
16. Prepare for the Response: <ul style="list-style-type: none"> <li>• Influx or Risk of Influx of Infectious Patients</li> <li>• Community Outbreak Infectious Patients</li> <li>• Bioterrorism Agents</li> <li>• County Emergency Disaster Plan</li> </ul>	100%			

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# **COASTAL HEALTH & WELLNESS**

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**GOVERNING BOARD**

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

**Governing Board**

**January 2020**

**Item #10**

**Consider for Approval Quarterly Visit and Collection Report Including  
a Breakdown of New Patients by Payor Source for the Period Ending 12/31/19**

**Coastal Health & Wellness - Quarterly Visit & Analysis Report  
for the period ending December 31, 2019**

\*based on UDS Reporting period (January 1 to December 31)

Total Visits by Financial Class	December 2019	December 2018	% Change	* YTD Average		% Change		* YTD Payor Mix		% Change
				2019	2018			2019	2018	
Self Pay	1,934	2,047	-6%	2,189	2,092	5%		75.4%	71.4%	4%
Medicare	166	266	-38%	226	290	-22%		7.8%	9.9%	-2%
Medicaid	161	181	-11%	215	236	-9%		7.4%	8.0%	-1%
Contract	31	47	-34%	34	58	-41%		1.2%	2.0%	-1%
Private Insurance	142	161	-12%	175	191	-9%		6.0%	6.5%	-1%
Title V	63	62	2%	64	64	0%		2.2%	2.2%	0%
<b>Total</b>	<b>2,497</b>	<b>2,764</b>	<b>-10%</b>	<b>2,903</b>	<b>2,930</b>	<b>-1%</b>		<b>100%</b>	<b>100%</b>	<b>0%</b>

Department	* YTD Total Visits		% Change
	2019	2018	
Medical	25,268	29,514	-14%
Dental	8,583	4,870	76%
Counseling	982	776	27%
<b>Total</b>	<b>34,833</b>	<b>35,160</b>	<b>-1%</b>

Unduplicated Visits	* YTD Total Users		% Change
	2019	2018	
Medical	9,489	10,888	-13%
Dental	2,510	1,659	51%
Counseling	155	127	22%
<b>Total</b>	<b>12,154</b>	<b>12,674</b>	<b>-4%</b>

NextGen / Crystal Reports - Summary Aging by Financial Class for the period ending December 31, 2019 (based on encounter date)										Goal is 45-75 days	
										Days in A/R	
	0-30	31-60	61-90	91-120	121-150	151-180	181-up	Total	%	Current Period	Last Qtr
Self Pay	21,234	52,468	50,192	59,443	52,960	47,163	599,929	\$883,390	81%	298	287
Medicare	28,064	14,399	6,019	6,917	5,034	2,444	17,125	\$80,000	7%	72	57
Medicaid	23,563	9,308	6,922	7,250	5,140	4,303	(12,004)	\$44,483	4%	39	34
Contract	10,165	4,123	6,132	3,917	3,297	1,265	41,778	\$70,678	6%	214	336
Private Insurance	21,594	13,203	5,352	3,548	3,421	1,391	4,570	\$53,079	5%	65	68
Title V	6,420	9,094	8,029	5,968	4,016	3,381	1,445	\$38,353	4%	197	113
Unapplied	(81,410)							(\$81,410)	-7%	-----	-----
<b>Totals</b>	<b>\$29,630</b>	<b>\$102,595</b>	<b>\$82,646</b>	<b>\$87,043</b>	<b>\$73,868</b>	<b>\$59,947</b>	<b>\$652,843</b>	<b>\$1,088,572</b>	<b>100%</b>	<b>147</b>	<b>149</b>

Previous Quarter Balances	(81,410)	\$123,462	\$90,535	\$77,578	\$69,461	\$70,606	\$698,551	\$1,112,027
% Change	-263%	-17%	-9%	12%	6%	-15%	-7%	-2%

Charges & Collections	December 2019	December 2018	% Change	* YTD 2019	YTD 2018	% Change
Billed	\$726,236	\$698,557	4%	\$9,699,392	\$8,703,798	11%
Adjusted	(524,289)	(501,123)	5%	(7,339,235)	(6,392,307)	15%
Net Billed	\$201,946	\$197,434	2%	\$2,360,156	\$2,311,491	2%
Collected	\$163,912	\$148,174	11%	\$1,855,062	\$1,697,469	9%
% Net Charges collected	81%	75%	8%	79%	73%	7%

Payor	YTD Current Period				YTD Prior Year			
	Visits	Payor Mix	Net Revenue per Visit	(Net Billed) Net Revenue	Visits	Payor Mix	Net Revenue per Visit	(Net Billed) Net Revenue
Self Pay	30,460	73.4%	\$35.07	\$1,068,155	25,100	71.4%	\$36.75	\$922,356
Medicare	3,162	7.6%	\$126.70	400,637	3,479	9.9%	\$155.52	541,067
Medicaid	3,012	7.3%	\$135.40	407,816	2,829	8.0%	\$135.15	382,342
Contract	1,416	3.4%	\$83.82	118,686	691	2.0%	\$150.32	103,868
Private Insurance	2,533	6.1%	\$116.35	294,719	2,292	6.5%	\$128.67	294,906
Title V	908	2.2%	\$77.26	70,153	769	2.2%	\$87.06	66,952
<b>Total</b>	<b>41,491</b>	<b>100%</b>	<b>\$56.88</b>	<b>\$2,360,166</b>	<b>35,160</b>	<b>100%</b>	<b>\$65.74</b>	<b>\$2,311,491</b>

Item	2019	2018
Self Pay - Gross Charges	\$6,695,996	\$5,736,485
Self Pay - Collections	\$796,363	\$640,931
% Gross Self Pay Charges Collected	11.9%	11.2%
% Net Self Pay Charges Collected	74.6%	69.5%

**Coastal Health & Wellness**  
**New Patients By Financial Class**  
**From 1/1/2019 to 12/31/19**

<b>Summary</b>	<b>Current Period</b>		<b>Prior Period 2018</b>	
	<b>New Patients</b>	<b>Current %</b>	<b>New Patients</b>	<b>%</b>
Self Pay	2,736	78.9%	2,609	76.7%
Medicaid	235	6.8%	203	6.0%
Medicare	96	2.8%	135	4.0%
Private Insurance	228	6.6%	303	8.9%
Title V	103	3.0%	63	1.9%
Contracts	71	2.0%	89	2.6%
<b>Total</b>	<b>3,469</b>	<b>100.0%</b>	<b>3,402</b>	<b>100.0%</b>

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# COASTAL HEALTH & WELLNESS

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**GOVERNING BOARD**

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

**Governing Board**

**January 2020**

**Item#11**

**Consider for Approval Quarterly Access to Care Report for the Period  
Ending 12/31/19**

**Coastal Health & Wellness – Access to Care Report  
October, November, December 2019 (4<sup>th</sup> Quarter)**

**Goals: Utilization % = 90% (minus Counseling); No Show % = 20%**

	Available Appts	# Appts Scheduled	% Utilization	# Appts Kept	% Appts Kept	# No Shows	% No Shows
Medical	6,131	5,610	92%	4,322	77%	1,288	23%
Dental	2,155	2016	94%	1,593	79%	423	21%
Dental Hygienist	404	376	93%	303	81%	73	19%
Counseling	731	381(501)	69%	250	66%	131	34%
Galveston	Available Appts	# Appts Scheduled	% Utilization	# Appts Kept	% Appts Kept	# No Shows	% No Shows
Medical	2,093	1887	90%	1,404	74%	483	26%
Dental	635	565(572)	90%*	429	76%	136	24%
Dental Hygienist	71	70	99%	57	81%	13	19%
Counseling	404	103(148)	37%*	69	67%	34	33%

\*Appointment slots / Available Appointments

**July, August, September 2019 (3<sup>rd</sup> Quarter)**

	Available Appts	# Appts Scheduled	% Utilization	# Appts Kept	% Appts Kept	# No Shows	% No Shows
Medical	4,458	4,478	100.5%	3,468	77%	1,010	23%
Dental	2,099	2023	96%	1,501	74%	522	26%
Dental Hygienist	370	350	95%	291	83%	59	17%
Counseling	826	388(534)	65%	256	66%	132	34%
Galveston	Available Appts	# Appts Scheduled	% Utilization	# Appts Kept	% Appts Kept	# No Shows	% No Shows
Medical	1,864	1,822	98%	1,331	73%	491	27%
Dental	591	550(561)	95%*	400	73%	150	28%
Dental Hygienist	84	76	90%	65	86%	11	14%
Counseling	416	109(161)	39%*	78	72%	31	28%

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# **COASTAL HEALTH & WELLNESS**

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**GOVERNING BOARD**

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

**Governing Board**

**January 2020**

**Item#12**

**Consider for Approval Patient Satisfaction Survey Results for the  
Period Ending 12/31/19**



**Patient Satisfaction Survey Responses**  
**October 1 - December 31, 2019**

<b>Total Responses</b>	<b>864</b>	<-----	<b>An increase of 43% from last quarter</b>
Galveston	562	65%	
Texas City	302	35%	

<b>Type of Visit</b>		
Medical	667	77%
Dental	161	19%
Counseling	36	4%

<b>Appointment Time Based on Need</b>	<b>Very Poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Excellent</b>	<b>Weighted Avg</b>
Medical	0.3%	1.1%	2.0%	10.1%	86.6%	4.82
Dental	0.6%	0.0%	1.2%	9.9%	88.2%	4.85
Counseling	0.0%	0.0%	2.8%	11.1%	86.1%	4.83

<b>The Appointment Check-in Process</b>	<b>Very Poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Excellent</b>	<b>Weighted Avg</b>
Medical	0.0%	0.5%	2.3%	11.4%	85.8%	4.83
Dental	0.6%	0.6%	3.1%	7.5%	88.2%	4.82
Counseling	0.0%	0.0%	2.8%	5.6%	91.7%	4.89

<b>The Staff on Being Friendly &amp; Helpful</b>	<b>Very Poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Excellent</b>	<b>Weighted Avg</b>
Medical	0.2%	0.6%	1.2%	5.3%	92.7%	4.9
Dental	0.6%	0.0%	0.0%	6.2%	93.2%	4.91
Counseling	0.0%	0.0%	0.0%	2.8%	97.2%	4.97

<b>How Well Did Staff Explain Things to You So You Could Understand</b>	<b>Very Poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Excellent</b>	<b>Weighted Avg</b>
Medical	0.2%	0.3%	0.6%	5.9%	93.0%	4.91
Dental	0.6%	0.0%	0.0%	6.8%	92.6%	4.91
Counseling	0.0%	0.0%	0.0%	2.8%	97.2%	4.97

<b>The Quality of Care you Received Today</b>	<b>Very Poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Excellent</b>	<b>Weighted Avg</b>
Medical	0.0%	0.5%	0.5%	6.1%	93.0%	4.92
Dental	0.6%	0.0%	0.0%	5.6%	93.8%	4.92
Counseling	0.0%	0.0%	0.0%	2.8%	97.2%	4.97

<b>The Clinic on Being Clean &amp; Sanitary</b>	<b>Very Poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Excellent</b>	<b>Weighted Avg</b>
Medical	0.2%	0.3%	1.5%	8.1%	90.0%	4.87
Dental	0.6%	0.0%	1.2%	6.8%	91.3%	4.88
Counseling	0.0%	0.0%	2.8%	2.8%	94.4%	4.92

<b>What is the Likelihood that you Would Recommend Coastal Health &amp; Wellness to a Friend or Family Member</b>	<b>Very Poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Excellent</b>	<b>Weighted Avg</b>
Medical	0.3%	0.2%	0.9%	6.4%	92.2%	4.9
Dental	0.6%	0.0%	0.6%	8.1%	90.7%	4.88
Counseling	0.0%	0.0%	0.0%	2.8%	97.2%	4.97

Average All Categories - Current Quarter	0%	0%	1%	6%	92%	4.90
Average All Categories - Previous Quarter	0%	1%	3%	13%	82%	4.75

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# **COASTAL HEALTH & WELLNESS**

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**GOVERNING BOARD**

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

**Governing Board**

**January 2020**

**Item#13**

**Consider for Approval Quarterly Compliance Report for the Period  
Ending 12/31/19**

**Coastal Health & Wellness Governing Board**  
**Quarter 3, FY20 – Compliance Report & Risk Management Goal Tracking**

<b>Internal Audits</b>		
<i>AUDITOR- DATE CONDUCTED</i>	<i>TYPE OF AUDIT &amp; FINDINGS</i>	<i>ACTION TAKEN</i>
<b>Patient Services Manager -</b> October 1, 2019 – December 31, 2019	<b>Financial Screening Audit:</b> <ul style="list-style-type: none"> <li>• Financial screening audits were performed by randomly pulling ten applications monthly to establish the accuracy and completeness of said applications.</li> <li>• An inclusive application requires the CHW Patient Service Specialists to ensure the accurate completion of eleven different fields within each application, all of which are reviewed during the audit.</li> <li>• Among the 30 applications reviewed, which collectively encompass 330 individual fields, there were no cited errors – yielding a 100% rate of accuracy.</li> </ul>	<ul style="list-style-type: none"> <li>• Continue operating under current protocol.</li> </ul>
<b>Patient Services Manager -</b> October 1, 2019 – December 31, 2019	<b>Title V Audit:</b> <ul style="list-style-type: none"> <li>• Title V audits were performed by randomly pulling Title V patient applications and charts during April and May to determine accuracy and inclusiveness of the documentation.</li> <li>• An inclusive Title V application and chart requires Patient Service Specialists to ensure the accurate completion of nine different fields contained within the documents, all of which are reviewed during the audit.</li> <li>• Amongst the 108 applications and charts reviewed, which collectively encompass 972 individual fields, there were 15 cited flaws – yielding a 98.4% rate of accuracy.</li> </ul>	<ul style="list-style-type: none"> <li>• The majority of errors, all of which have been corrected, were attributable to either fields being left blank or to NextGen inputting mistakes.</li> <li>• Brief retraining will be facilitated by the Patient Services Manager during each in-service over the next several months.</li> </ul>

**Coastal Health & Wellness Governing Board**  
**Quarter 3, FY20 – Compliance Report & Risk Management Goal Tracking**

<p><b>Nursing Director/ Business Office Manager -</b> October 1, 2019 – December 31, 2019</p>	<p><b>340B Medication Audit:</b></p> <ul style="list-style-type: none"> <li>• The Nursing Director and Business Office Manager jointly performed a 340B medication audit to determine the comprehensiveness of charting 340B ordered meds, which requires documentation reflecting consistency in medication logs, NextGen and billing activities.</li> <li>• Of the 20 charts analyzed (ten at each of the two sites), no errors were identified, yielding a 100% compliance rate.</li> </ul>	<ul style="list-style-type: none"> <li>• Continue operating under current protocol.</li> </ul>
<p><b>Nursing Director –</b> December 19, 2019</p>	<p><b>Title V/Texas Health Steps Well-Child Audit:</b></p> <ul style="list-style-type: none"> <li>• The audit, required by Texas Health &amp; Human Services to be performed biannually, reviewed provider documentation criteria for ten well-child visits.</li> <li>• The cumulative audit score was 91%, with the most common error being a lack of follow-up instructions regarding the patient’s next preventative visit.</li> </ul>	<ul style="list-style-type: none"> <li>• The Medical Director addressed the issue with all providers at the January in-service session.</li> <li>• The next audit is scheduled to take place in June 2020.</li> </ul>

**Coastal Health & Wellness Governing Board**  
**Quarter 3, FY20 – Compliance Report & Risk Management Goal Tracking**

<b>External Audits</b>		
<i>AUDITOR – DATE OCCURRED</i>	<i>TYPE OF AUDIT &amp; FINDINGS</i>	<i>ACTION TAKEN</i>
<b>MCNA Dental</b> December 3, 2019	<ul style="list-style-type: none"> <li>• MCNA Dental, a benefits administrator that provides service to state agencies and managed care organizations for Medicaid, CHIP, and Medicare patients, performed an unannounced audit at the Galveston dental clinic.</li> <li>• The audit, which included 28 different fields, explored facility safety, infection control procedures, malpractice policies, and record keeping practices.</li> <li>• The audit was entirely clean, yielding a 100% compliance rate.</li> </ul>	<ul style="list-style-type: none"> <li>• Continue operating under current protocol.</li> </ul>
<b>HIPAA Breach Reports</b>		
<i>DEPARTMENT – DATE OCCURRED</i>	<i>SUMMARY</i>	<i>FOLLOW-UP</i>
<b>Patient Services</b> October 4, 2019	<ul style="list-style-type: none"> <li>• A patient services representative inadvertently provided an appointment reminder printout to the incorrect patient. The incorrect patient presented to the clinic at the time and date indicated on the reminder, at which time it was discovered the reminder had been intended for another patient.</li> </ul>	<ul style="list-style-type: none"> <li>• The staff member was issued a formal verbal warning and counseled about the matter by the Patient Services Director, and all members of the Patient Services staff were reminded to always double-check documentation containing PHI before handing it to patients.</li> <li>• Per 45 C.F.R. § 164.408, a breach notification detailing the disclosure was submitted to the Secretary of Health &amp; Human Services.</li> </ul>

**Coastal Health & Wellness Governing Board**  
**Quarter 3, FY20 – Compliance Report & Risk Management Goal Tracking**

<b>Incident Reports</b>		
<p><b>Contact Center – (MCA)</b> November 19, 2019</p>	<p>A patient seeking X-ray results from an appointment earlier that morning called the Contact Center and became irate at the representative when she notified the patient that results generally take between five and seven days to be produced. The patient responded by telling the Contact Center representative in a very vulgar manner that she was on her way to the facility to beat-up the Contact Center representative, who the patient demanded “meet her outside.”</p> <ul style="list-style-type: none"> <li>• <b>Non-Preventable Incident</b></li> </ul>	<ul style="list-style-type: none"> <li>• In accordance with the Patient Rights and Responsibilities form, the patient’s clinical privileges were revoked for one-year, specifically for “Creating a threat to the safety of staff and/or other clients.”</li> </ul>
<p><b>Lab (MCA) –</b> November 7, 2019</p>	<p>The lab failed to receive X-ray results sent via fax from Mainland Radiology. Upon investigation, it was discovered that a recently installed printer/fax machine was converting the faxes into emails and sending them to an email inbox which lab staff hadn’t yet been provided access to.</p> <ul style="list-style-type: none"> <li>• <b>Preventable Incident</b></li> </ul>	<ul style="list-style-type: none"> <li>• IT promptly provided the Lab Director with direct access to the inbox, and was instructed to ensure faxes and emails were being successfully received upon installation of any new machines.</li> <li>• None of the correspondences identified critical results, and the Lab Director proceeded to transfer the results to the applicable providers.</li> </ul>
<b>Warning and Termination Letters</b>		
<i>REASON</i>	<i>TYPE OF LETTER</i>	
Debt Collection Policy	Suspensions: 253; Reinstatements: 117	
Behavioral Letters Issued	Terminations: 1; Warnings: 3	

**NOTE: Various issues were discussed in peer review.**

**Coastal Health & Wellness Governing Board**  
**Quarter 3, FY20 – Compliance Report & Risk Management Goal Tracking**

*Incidents involving quality of care issues, In accordance with Section 161 et seq., Health and Safety Code, are reviewed such that proceedings and records of the quality program and committee reviews are privileged and confidential.*

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# COASTAL HEALTH & WELLNESS

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**GOVERNING BOARD**

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

**Governing Board**

**January 2020**

**Item#14**

**Consider for Approval Purchase of MedTrainer Learning Management  
System to be split Between GCHD & CHW in the Amount of \$5994  
From Each Fund**



**Consider for Approval Purchase Authorization of  
MedTrainer Learning Management System**

The Galveston County Health District and Coastal Health & Wellness are both facing heightened scrutiny by numerous regulatory agencies including, but not limited to, the Department of State Health Services, the Joint Commission, the Health Resources and Services Administration, and the Department of Health & Human Services to provide and produce records of trainings mandatory of health facilities. Current Health District trainings are facilitated either in-person or via PowerPoint and/or YouTube presentations emailed to employees, and proof of training is retained either through attendance logs or individual attestations, after which time these records are manually uploaded onto a Microsoft Excel file. MedTrainer will streamline these training processes by allowing for training, tracking and documentation to be enabled through a singular platform. Additionally, this learning management system offers professionally produced courses at no additional expense which can be used to supplement in-house created trainings currently being presented.

While the system was selected due its comparatively inexpensive cost (\$11,988.00/annually), the least of the six different learning management systems reviewed, and its specific functionalities, it also offers additional elements, including a contract management system that should eventually allow for the Health District to discontinue its subscription with its current contract management vendor, MediTract, which costs \$15,000.00/annually.

**General Fund**                      \$5,994.00/annually

**Coastal Health & Wellness** \$5,994.00/annually

We are requesting authorization to remit payment of these amounts from unreserved fund balance for FY20 and additionally FY21 for CHW. Going forward, these expenses will be included in the annual operating budgets.

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# COASTAL HEALTH & WELLNESS

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**GOVERNING BOARD**

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

**Governing Board**

**January 2020**

**Item#15**

**Consider for Approval Re-Privileging Rights for  
Unsil Keiser, DDS**



Date: January 30, 2020

To: CHW Governing Board

Thru: Kathy Barroso, CPA  
Executive Director

*KB*

From: Hanna Lindskog, DDS  
Dental Director

*Hanna Lindskog DDS*

Re: Re-Privileging

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After preparation of the credentialing file, the Coastal Health & Wellness Dental Director Hanna Lindskog, DDS, has reviewed the completed file and recommends that the Governing Board approve re-privileging as follow:

- Unsil Keiser, DDS, is a general dentist who will practice part-time at both the Texas City and Galveston Coastal Health & Wellness Dental Clinic. Dr. Keiser graduated from University of Maryland School of Dentistry. Dr. Keiser is requesting general dentistry privileges.

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# COASTAL HEALTH & WELLNESS

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GOVERNING BOARD

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

**Governing Board**

**January 2020**

**Item#16**

**Consider for Approval Re-Privileging Rights for  
Bang Nguyen, DDS**



Date: January 30, 2020

To: CHW Governing Board

Thru: Kathy Barroso, CPA  
Executive Director

From: Hanna Lindskog, DDS  
Dental Director

Re: Re-Privileging

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After preparation of the credentialing file, the Coastal Health & Wellness Dental Director Hanna Lindskog, DDS, has reviewed the completed file and recommends that the Governing Board approve re-privileging as follow:

- Bang Nguyen, DDS, is a general dentist who will practice full-time at both the Texas City and Galveston Coastal Health & Wellness Dental Clinic. Dr. Nguyen graduated from UT Dental School in Houston, Texas. Dr. Nguyen is requesting general dentistry privileges.

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# COASTAL HEALTH & WELLNESS

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**GOVERNING BOARD**

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

**Governing Board**

**January 2020**

**Item#17**

**Consider for Approval New CEO Evaluation Form**

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# CEO Performance Evaluation

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**Galveston County Health District**



CEO Performance Evaluation

Galveston County Health District

Evaluation period: \_\_\_\_\_ to \_\_\_\_\_

\_\_\_\_\_  
Board Member's Name

Each member of the governing body should complete this evaluation form, sign it in the space below and return it to \_\_\_\_\_. The deadline for submitting this performance evaluation is \_\_\_\_\_. Evaluations will be summarized and included on the agenda for discussion at the work session on \_\_\_\_\_.

\_\_\_\_\_  
Board Chairman's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Board Member's Signature

\_\_\_\_\_  
Date Submitted

# Galveston County Health Care District

## CEO PERFORMANCE EVALUATION PROCEDURES

### Purpose of Evaluation

The purpose of the performance evaluation process to be conducted by and between the Galveston County United Board of Health and the Chief Executive Officer are:

1. To strengthen the relationship between the Board and Chief Executive Officer.
2. To provide a mechanism for regular evaluation.
3. To identify performance objectives for the Chief Executive Officer.
4. To provide feedback to the Chief Executive Officer and identify areas where improvements may be needed.

### Frequency

The Board will evaluate the Chief Executive Officer at least annually. The schedule for the evaluation will be established jointly by the Board and Chief Executive Officer.

### Evaluation Procedures

The evaluation procedure remains at the will and direction of the Board and may be modified at any time. In general, the evaluation process will include the following steps.

1. The Board will inform the Board Chairman when the time for an annual evaluation has occurred.
2. The Board Chairman will ask Board Members to complete the evaluation form prior to an evaluation session.
3. The Board chairman may ask the Chief Executive Officer to complete a self-assessment, including a report on various Health District operations, issues and matters pertinent to the governance and management of the organization.
4. The Board chairman and Board Members will meet in closed session to discuss the Chief Executive Officer's performance and to assimilate the individual performance evaluations.
5. The Board will conduct a closed session evaluation with the Chief Executive Officer (and all Board Members) to discuss the Chief Executive Officer's performance, future performance goals and objectives for the Chief Executive Officer, as well as the self-assessment and report prepared by the Chief Executive Officer.
6. If warranted, authorize the implementation of a merit increase in accordance with The District's Personnel Rules and Regulations and the Employment Agreement with the Chief Executive Officer.
7. Direct that the performance evaluation and any subsequent actions be placed in the Chief Executive Officer's employee personnel file.

### **Directions for Completing Form**

If the individual completing the form wants to hand write responses and comments, the form can be printed in its "blank" state and completed by hand. If desired, this form can be completed by computer. Use the TAB key to move between form fields, click mouse or strike "x" key to mark boxes. Type any comments.

# Galveston County Health District

## CEO'S PERFORMANCE EVALUATION

*Chief Executive Officer:*

*Date:*

*Evaluation Period*

*From:*

*To:*

*Submitted by:*

The following pages define significant areas of responsibility for the Chief Executive Officer position. In each section, examples of performance and responsibility are articulated to better explain each subject heading. Please rate the CEO's performance based on the following categories:

Rating	Performance	Definition
5	<b>Excellent</b> Exceeds all expectations	Generally applies to the top 5-10% of all employees in the workplace. This person's overall skills and abilities greatly exceed the expectations of the position. Demonstrated strong expertise within key areas of responsibilities. Occasionally receives outstanding results beyond scope of the performance plan in some key areas of responsibility over entire performance period.
4	<b>Exceeds Expectations</b> Meets all expectations	Generally applies to the next 20-25% of employees. Occasionally exceeds performance expectations of the position. Performed the most difficult parts of the job competently and thoroughly. Contributed significant results on their own initiative. Worked with a high level of independence, initiative and concern for the quality of the work or service produced by the organization
3	<b>Meets Expectations</b> Meets all expectations	Generally applies to 40-50% of employees. Met all expectations of the position, and is competent in the performance of responsibilities.
2	<b>Needs Improvement</b> Meets most expectations	Generally applies to 20% of employees. Often failed to meet performance expectations of the position. Performance was generally adequate, but is deficient in one or more key areas, and will require additional training or assistance to fully achieve expectations.
1	<b>Unsatisfactory</b> Fails to meet most expectations	Generally applies to the bottom 4% of employees. Performance was well below expectations in most areas of responsibility. Serious performance deficiencies that inhibit adequate performance in the position. Employee should be evaluated for continuation of current position, demotion or termination of employment.

<b>I. MANAGEMENT OF THE ORGANIZATION:</b>	<b>UBOH</b>	<b>CHW</b>	<b>CEO</b>
Effectively manages the operations of the organization.			
Maintains a collaborative, team building environment for staff.			
Recognizes the accomplishments of staff and other agencies working on behalf of the District.			
Supports professional growth and opportunity within the organization.			
Accepts full accountability for staff and the outcome of District projects or decisions.			
Identifies organizational problems and takes appropriate action.			
<b>Total:</b>			
<b>Average:</b>			
<b>United Board of Health:</b>			
<b>Coastal Health &amp; Wellness:</b>			
<b>CEO:</b>			

<b>II. EXECUTION OF POLICY:</b>	<b>UBOH</b>	<b>CHW</b>	<b>CEO</b>
Understands and complies with policies and procedures governing the District.			
Implements District policy fairly and consistently based upon Board decisions, goals, and applicable laws and regulations.			
Works toward accomplishing identified Board goals.			
Presents matters in a factual, analytical way.			
Coordinates Board policy decisions to staff, departments, other organizations and the community.			
<b>Total:</b>			
<b>Average:</b>			
<b>United Board of Health:</b>			
<b>Coastal Health &amp; Wellness:</b>			
<b>CEO:</b>			

<b>III. FINANCIAL MANAGEMENT:</b>	<b>UBOH</b>	<b>CHW</b>	<b>CEO</b>
Responsible for proper preparation and management of the budget.			
Demonstrates ingenuity and creativity in approaching budgetary matters, including long-range revenues and expenditures for the organization.			
Met budget terms within 10% allowable variance for the fiscal year.			
<b>Total:</b>			
<b>Average:</b>			
<b>United Board of Health:</b>			
<b>Coastal Health &amp; Wellness:</b>			
<b>CEO:</b>			

<b>IV. RELATIONS WITH THE BOARD:</b>	<b>UBOH</b>	<b>CHW</b>	<b>CEO</b>
Provides regular updates to the Board, keeping them informed about current and critical issues.			
Is accessible to Board Members.			
Handles issues that are brought by the Board in a consistent and timely manner.			
Maintains an honest, truthful and professional relationship with you as a Board Member.			
Keeps a positive attitude and approach to new ideas, issues and complaints raised by Board Members.			
<b>Total:</b>			
<b>Average:</b>			
<b>United Board of Health:</b>			
<b>Coastal Health &amp; Wellness:</b>			
<b>CEO:</b>			

<b>V. COMMUNITY RELATIONS:</b>	<b>UBOH</b>	<b>CHW</b>	<b>CEO</b>
Stays abreast of general community issues and concerns.			
Is involved and active in the community.			
Represents the Board in a professional and positive manner.			
Works proactively with the media and press.			
Works effectively with community organizations as well as Federal and State Grantors			
Educates the community on District goals and services.			
<b>Total:</b>			
<b>Average:</b>			
<b>United Board of Health:</b>			
<b>Coastal Health &amp; Wellness:</b>			
<b>CEO:</b>			

<b>VI. COMMUNICATIONS:</b>	<b>UBOH</b>	<b>CHW</b>	<b>CEO</b>
Ensures that Board Members receive important information in a timely and effective manner.			
Prepares and presents the Board and community with clear and accurate written reports and correspondence.			
The CEO has shown skills at analyzing and addressing problems, challenges and conflicts.			
Facilitates open two-way communication and encourages mutual honesty and respect with the community, Board and staff.			
<b>Total:</b>			
<b>Average:</b>			
<b>United Board of Health:</b>			
<b>Coastal Health &amp; Wellness:</b>			
<b>CEO:</b>			

<b>VII. LEADERSHIP:</b>	<b>UBOH</b>	<b>CHW</b>	<b>CEO</b>
Provides the Board and the organization with real solutions and creative alternatives to issues and problems.			
Anticipates and responds to changing circumstances.			
Advises the Board to ensure that Board decisions are objective and consistent with past practices and are legal and ethical.			
Makes use of sound administrative practices.			
Leads the organization through effective management of people and tasks.			
<b>Total:</b>			
<b>Average:</b>			
<b>United Board of Health:</b>			
<b>Coastal Health &amp; Wellness:</b>			
<b>CEO:</b>			

<b>VIII. PROFESSIONALISM:</b>	<b>UBOH</b>	<b>CHW</b>	<b>CEO</b>
Deals effectively and appropriately with the public and other organizations.			
Demonstrates high ethical standards.			
Keeps "politics" and personal perspectives out of the decision-making process.			
Stays active in professional organizations and abreast of regional issues.			
<b>Total:</b>			
<b>Average:</b>			
<b>United Board of Health:</b>			
<b>Coastal Health &amp; Wellness:</b>			
<b>CEO:</b>			



IX. & X. ACHIEVEMENTS (rate 1-10):	UBOH	CHW	CEO
Strategic Health Plan goals for the current rating period were met.			
<b>Total:</b>			
<b>Average:</b>			
<b>United Board of Health:</b>			
<b>Coastal Health &amp; Wellness:</b>			
<b>CEO:</b>			

RECOMMENDATIONS:
List two to three performance objectives which you feel are important for the CEO to work on for the upcoming rating period.
<b>United Board of Health:</b>
<b>Coastal Health &amp; Wellness:</b>
<b>CEO:</b>

**ADDITIONAL COMMENTS:**

**United Board of Health:**

**Coastal Health & Wellness:**

**CEO:**

Name of Rater: \_\_\_\_\_ Date: \_\_\_\_\_

UBOH Chair Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Coastal Health & Wellness Board Chair: \_\_\_\_\_ Date: \_\_\_\_\_

CEO Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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# COASTAL HEALTH & WELLNESS

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GOVERNING BOARD

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

**Governing Board**

**January 2020**

**Item#18**

**Discussion Regarding Galveston Clinic Lease Agreement**

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