

**Coastal Health & Wellness
Governing Board
May 28, 2020**

Board Members

Conference Call:

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

Staff:

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

Richard Mosquera
Mary Orange (phone)
Amanda Wolff
Anthony Hernandez

Excused Absence: None

Unexcused Absence: Aaron Akins

Items 1-4 Consent Agenda

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

Item #5 Executive Reports

Kathy Barroso, Executive Director, presented the May 2020 Executive Report to the Board. Kathy wanted to acknowledge that Galveston County Health District employees were very appreciative to all the donors in the Community for the beautiful thank you cards, masks, and food during COVID-19 testing. Kathy also informed the Board that Galveston County Health District offered free drive-thru COVID-19 testing April 9th-May 8th. More than 5,000 people were tested at sites in League City, Texas City, Galveston, Bolivar, and Crystal Beach. On Wednesday, May 20th Galveston County began to offer free COVID-19 testing to Galveston County residents with UTMB. Testing is by appointment only and is currently being offered at three different UTMB locations (Galveston, League City, and Texas City). Updates were also provided on recent committee meetings, HRSA deliverables, program initiatives, communications, vacant positions and recently executed contracts.

Dr. Ripsin, Medical Director, updated the Board on Medical services in the Coastal Health & Wellness Clinic regarding the following:

Safety

In-person care is rolling out methodically to allow us to vet and modify our process for safely managing patient flow.

- All patients entering the building have an appointment for either a:
 - Medical or dental visit
 - Lab visit
 - Nurse visit or
 - Prescheduled visit for other health-related issues such as prescription assistance
- As much pre-visit information as possible is collected by phone ahead of the appointment
 - Registration and financial screenings have been managed very well remotely to limit the number of patients in the building and to limit the visit length for each patient
- Patients are greeted at the door by staff wearing masks
- Patients are given a mask if they do not already have one and are asked to sanitize their hands upon arrival
- Coastal staff make sure that all patients are always properly escorted when in the building
- Exam rooms, chairs, and rest rooms are cleaned after any patient contact

Patient care

- Providers are still managing most patients by telephone visits
- Each week, the number of in-person medical visits have increased.
- Within the next two weeks, we expect that 50% of medical visits will be in person and 50% will continue to be managed by phone
 - Patients who have encounters by phone are first scheduled for a lab visit so the results can be discussed at the phone visit
 - This process has worked well, and we plan to continue with scheduled lab visits when appropriate going forward
- SUD patients have been managed using telehealth patched with phone communication. Beginning today, most SUD patients will be seen in person at the clinic and in real time with the tele-psychiatrist.
 - We have started adding new SUD patients again as of last week
- Gynecological procedures will begin again June 1st under the direction of Dr Ibadapo-Obe, family medicine faculty member from UTMB.
 - As soon as feasible, we will begin managing our prenatal patients again here but until that is safe, they are being managed by UTMB OB faculty
- COVID testing
 - Although GCHD mass testing has concluded, we have continued to test Coastal patients when medically necessary. Testing is also offered if patients need to demonstrate a negative result to be able to return to work.
 - Outside of mass testing, we have tested 27 CHW patients and two have been positive.
- We are preparing to begin seeing patients again in the Galveston clinic starting Monday, June 15th.
 - Lab services have been provided in Galveston for the past two weeks and we will continue offering these services as needed.

Dr. Lindskog, Dental Director, updated the Board on dental services in the Coastal Health & Wellness Clinic.

- The Dental Clinic resumed services on May 18th, with a focus on extractions, acute exams, and dental contracts that were in process for root canals, crowns, and dentures. From May 18th- May 26th (6 days), we saw a total of 98 patients. 89 of the patients were seen by the dentists and 9 by the hygienist.
- All dental staff were fit tested by Debra Howey, the infection control nurse. Two assistants and one provider currently are not able to wear N95 respirators. Those staff members are participating in non-aerosol producing procedures where N95s are not required.
- We are utilizing a CDC method for re-use of N95s utilizing a brown bag. Each staff member was issued 5 N95 masks – one for each day of the week
- Additional PPE being utilized includes gowns, full face shields, bouffants and gloves
- We are following all Dental State board requirements including:
 - screening patients prior to and at their appointment including temperature
 - daily screening of staff members including temperature, and
 - scheduling appointments so that a dentist can only see one patient at a time
- We are also strategically scheduling to minimize risk by:
 - Scheduling one patient per hour
 - Staggering appointment times to minimize interaction with other patients in the waiting room
 - Scheduling AM appointments for immunocompromised patients to limit their risk/exposure
 - Scheduling aerosol procedures, if possible, in the afternoon so that the room is not utilized for two hours
- Dental services will resume in Galveston the week of June 8th – starting with two days a week initially
- We are resuming Saturday clinic on May 30th with appointments only in Texas City
- The second dental hygienist will return on June 30th, 2020.
- Dentists are prioritizing treatment that does not produce aerosol. If aerosols are produced, rubber dam isolation and N95 respirators are being utilized.
- Dental Hygienist is prioritizing the use of hand instruments. If the hygienist must use the Cavitron, she has an assistant, wears a N95 respirator and utilizes two high volume suctions.

- Future purchases with grant funding include air purifiers, additional rubber dam equipment, additional digital x-ray sensors, suctioning assistance devices for dental hygienists and enhanced sterilization monitoring supplies for the Bio-Sonic Ultrasonic.

Item #6 Consider for Approval April 2020 Financial Report

Mary Orange, Business Office Manager, presented the April financial report to the Board. A motion to accept the financial report as presented was made by Jay Holland. Miroslava Bustamante seconded the motion and the Board unanimously approved.

Item #7 Consider for Approval Budget Submitted to HRSA for the FY2020 Coronavirus Supplemental Funding Award in the Amount of \$79,900

Kathy Barroso, Executive Director, stated that this item was put on the agenda in error and asked the Board to take no action since it presented and approved by the Board at the April 2020 meeting. No action was taken on this item by the Board.

Item #8 Consider for Approval Quarterly Access to Care Report for the Period Ending March 31, 2020

Kathy Barroso, Executive Director, presented the quarterly access to care report for the period ending March 31, 2020. As expected, due to COVID-19, Kathy informed the Board that the available appointments in comparison to last quarter were down and utilization rates were also down except for counseling appointments in Galveston. Overall, the no-show rates have improved in comparison to the prior quarter, primarily due to the implementation of phone visits during this period. A motion to accept the report as presented was made by Virginia Valentino and seconded by Victoria Dougharty. The Board unanimously approved the motion.

Item #9 Consider for Approval Quarterly Patient Satisfaction Survey Results for the Period Ending March 31, 2020

Kathy Barroso, Executive Director, asked the Board to consider for approval the quarterly patient satisfaction survey results for the period ending March 31, 2020. Kathy reported to the Board that there was a 17% increase in the response rate in comparison to last quarter, resulting in 864 more surveys received in this quarter. The weighted average for all categories in the current and previous quarter was 4.9, which exceeded our goal of 4.8. Most comments received were extremely favorable. A motion to accept the survey results as presented was made by Virginia Valentino and seconded by Victoria Dougharty. The Board unanimously approved the motion.

Item #10 Consider for Approval Quarterly Compliance Report for the Period Ending March 31, 2020

Richard Mosquera, Chief Compliance Officer, presented the quarterly compliance report for the period ending March 31, 2020 to the Board. A motion to accept the report as presented was made by Virginia Valentino and seconded by Victoria Dougharty. The Board unanimously approved the motion.

Item #11 Consider for Approval Coastal Health & Wellness Sliding Fee Schedule Policy

Mary Orange, Business Office Manager, asked the Board to consider for approval the Coastal Health & Wellness Sliding Fee Schedule Policy. Samantha Robinson, Board chair, recommended that the Patient Guide be modified to include policy changes associated with patients who self-declare income. Kathy informed the Board that the patient guide will be reviewed to ensure that all information is clearly stated so that patients can understand the requirements. A motion to accept the policy as presented was made by Virginia Valentino and seconded by Victoria Dougharty. The Board unanimously approved the motion.

Item #12 Consider for Approval Coastal Health & Wellness Billing and Collection Policy

Mary Orange, Business Office Manager, reviewed the Coastal Health & Wellness Billing and Collection Policy and asked the Board to consider the proposed changes for approval. A motion to accept the billing and collection policy as presented was made by Virginia Valentino and seconded by Jay Holland. The Board unanimously approved the motion.

Item #13 Consider for Approval Coastal Health & Wellness Dental Scope of Services Policy

Dr. Lindskog, Dental Director, reviewed the Dental Scope of Services Policy and asked the Board to consider the updates to the policy for approval. A motion to accept the dental scope of services policy as presented was made by Dr. Howard and seconded by Virginia Valentino. The Board unanimously approved the motion.

Item #14 Consider for Approval Coastal Health & Wellness Medical Records Fee Schedule

Richard Mosquera, Chief Compliance Officer, asked the Board to consider the Medical Records Fee Schedule for approval. Mr. Mosquera informed the Board that there were no changes to the policy and that the policy was set in accordance with the Texas Administrative Code. Samantha Robinson, Board Chair, requested that all policies that are up for review and approval be checked against the patient guide to make sure that information is up to date so that patients remain informed. Ms. Robinson also recommended adding telehealth to the patient guide if we are looking to provide this service long term. A motion to accept the fee schedule as presented was made by Virginia Valentino and seconded by Victoria Dougharty. The Board unanimously approved the motion.

Item #15 Consider for Approval Emergency Department/Hospital Admission Care Transition, Tracking and Follow Up Policy

Kathy Barroso, Executive Director, asked the Board to defer this policy until the June Board meeting. A motion to defer the item was made by Virginia Valentino and seconded by Victoria Dougharty. The Board unanimously approved the motion.

Item #16 Consider for Approval Coastal Health & Wellness Title V Child Health & Dental Eligibility Policy

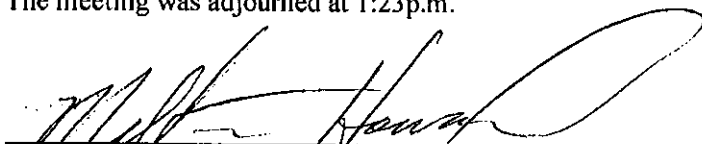
Kathy Barroso, Executive Director, asked the Board to consider for approval the Coastal Health & Wellness Title V Child Health & Dental Policy. Ms. Barroso told the Board that there have been no changes in state guidelines and therefore there are no changes being proposed to the existing policy. A motion to accept the policy as presented was made by Miroslava Bustamante and seconded by Dr. Howard. The Board unanimously approved the motion.

Item #17 Consider for Approval Revisions to Coastal Health & Wellness Governing Board Bylaws

Richard Mosquera, Chief Compliance Officer, reviewed the proposed changes to the board bylaws which included increasing the Executive Director's approval limit for unbudgeted expenses as previously requested by the Board. It was also noted that each board member received a copy of the proposed bylaw changes for consideration 10 days prior to today's meeting as required. Samantha Robinson, Board chair, recommended approving the bylaws as written and sending out an electronic as well as a hard copy to all Board members. A motion to accept the bylaws as presented was made by Jay Holland and seconded by Dr. Howard. The Board unanimously approved the motion.


Samantha Robinson, Board Chair, requested that going forward the Board packets be posted Friday by close of business prior to the Board meeting to allow Board members time to review.

The meeting was adjourned at 1:23p.m.



Vice Chair

Date 6-25-2012



Secretary/Treasure

Date 6-25-2012