Clinic Relations Committee Minutes April 13, 2022 1:00 PM

Present: Wendy Noble, Tom Langland, Kerry Barnes, Jeni Johnson,

Guest: Michelle Krell, Clinical Director VYFS

1. Clinic Updates – Kerry Barnes

- a. Covid concern:
- Patients are denying possible Covid symptoms when being screened, but report them when they get into the exam room. This is a concern for potential exposure of staff and other patients.
- Plan: Improve signage regarding reporting symptoms and remind patients that they can still be seen, but in a safe area
- b. Staffing:
- Clinic still running without adequate MA coverage.
- ARNP Brigette Chandler will be starting to see patients on a MTW schedule. She will be working
 at Sea Mar's White Center Clinic on Thursdays and Fridays. She has worked as a school nurse in
 the past and also has extensive experience in palliative care.
 - She is familiar with Vashon from her past experience at Camp Sealth.
- c. Covid Vaccinations:
 - There is not enough staffing to be able to provide Covid vaccinations at this time. The clinic was providing them from 10-2 on a walk-in basis. However 30 people showed up at the same time one day, so the clinic is now referring people to the pharmacy site.
- d. Lab coverage
 - There will be full-time lab coverage starting on May 2 at the clinic M-F 8:00-4:00. Still using Quest Lab.

Action:

Kerry will be trying to recruit CNA's to undergo Registered MA training. Sea Mar will be advertising for CNAs for Vashon. They may place an ad in the Beachcomber.

2. Behavioral Health Needs--Jeni Johnson, Kerry Barnes, Michelle Krell

- a. The Psychiatric ARNP sees patients by Zoom on Fridays at the clinic. All patients must be referred by their Sea Mar PCP. She does not see patients under age 18. Medicaid covers these visits but Medicare does not.
- b. VYFS contracts for the services of another island psychiatric ARNP who sees patients though her private practice.
- c. The Primary Care doctors and ARNP's will see patients who are stable on their psychiatric medications for continuous prescribing, but will not be diagnosing, starting or adjusting medications for patients who are not stable.
- d. There is a need for a provider who will diagnose ADHD. At this time nobody in Sea Mar is providing that care. Current patients with ADHD may have their medications monitored at the clinic, sometimes with urine screens.
- e. There is a provider at White Center who sees children with Behavioral Health needs.

Action:

Kerry will set up a meeting with Dr. Erdmann, Jeni and Michelle to discuss collaboration to better meet the behavioral health needs of the island.

3. Same day visits---Kerry, Tom, Wendy

Kerry shared the impact of patients who insist on being seen the same day.

- Each provider has 2-4 open lots in the morning, but those fill fast, and the rest are scheduled
- Having more 30-minute appointments means there is less time for other visits.
- The scheduled patients who may have waited for 3 weeks to be seen now have their care delayed or visit shortened.
- Staff are pressured to room and set up an extra visit when rooms and time are already short.
- Last week there were 5 walk-in patients. None were established patients. If the patient is not already an established Sea Mar patient so there are no prior records to review, and a chart has to be created.
- Patients who now have longer waits feel that they are not receiving optimal care.

Action:

Urgent conditions that <u>need same</u> day care will continue to be addressed when at all possible. Jennifer and Kerry will work with Dr. Erdmann on a plan to develop triage guidelines for phone callers wanting same day care.

Tom and Wendy offered to assist in any way helpful, and will meet on April 20th for discussion of ways the District can provide support.

Respectfully submitted, Wendy Noble

Next Meeting: May 17, 2022 1:00 PM On Zoom

Current Month Prior Month Variance VTD VTD Variance VTS VARIance VTS VARIance VTS VARIance VTS VARIANCE VTS	Sincel Besied				0	Di-	V
Clinic Days per Month 1	Fiscal Period	11 Current Month	10 Prior Month	Variance	Current YTD	Prior YTD	Yr to Yr Variance
Visits per Collinated Day 38 49 (11) 46 15 30 Annualized Productivity 2,899 3,880 (881) 3,824 3,380 (215) Personnel Cost per Visit 174 156 18 144 144 142 12 22 24 (2 193 17 17 140 12 12 22 24 (2 193 17 17 12 18 44 210 193 17 17 140 18 22 23 19 17 17 17 18 4 20 19 19 18 2 23 11 17 18 4 2.2 2.8 3.0 5.7 7.7 18 4 2.2 2.8 3.0 5.7 7.8 4 4.2 7.8 3.6 5.2 2.2 3.1 1.0 3.0 2.2 3.1 1.0 3.0 7.2 1.2 3.0 3.0 2.2 <td></td> <td>20</td> <td>19</td> <td>1</td> <td>228</td> <td>232</td> <td>(4)</td>		20	19	1	228	232	(4)
Amunalized Productivity 2,899 3,800 (981) 3,824 3,839 (215 Previous Corper Visit 174 155 (18 144 144 144 175 Simple per Visit 242 189 24 22 24 26 175 Total Cost per Visit 222 189 34 220 75 Total Cost per Visit 222 189 34 220 75 Total Cost per Visit 222 189 34 220 75 Total Cost per Visit 222 189 34 220 75 Total Cost per Visit 222 189 34 220 75 Total Cost per Visit 222 189 34 320 320 320 320 320 320 320 320 320 320							6,842
Personnel Cost per Visit							
Supplies per Visit 14	Annualized Froductivity	2,033	3,000	(301)	3,024	3,033	(213)
Direct Cost per Visit							1
Total Cost per Visit 271 218 52 234 229 5							(2)
Provider to Staff Ratio							
Provider 3.26 3.16 0.10 3.12 0.96 2.15 Support Staff Ratio 2.79 3.14 0.85 2.28 3.16 5.72 Provider to Staff Ratio 2.79 3.14 0.35 2.22 3.17 0.35 Current Month Prior Worth Variance VTD							_
Support Staff 9.09		2.00	2.40	0.40	2.42	0.00	0.45
Provider to Staff Ratio 2.79							
Current Month	oupport oran						7.88
Current Month	Provider to Staff Patio	2.79	3 14	(0.35)	2 82	3 17	(0.35)
Private Pay	r Tovider to Stair Ratio			` '	Current	Prior	Yr to Yr
Medicaler FFS		Current Month	Prior Month	Variance	YTD	YTD	Variance
Medicare FFS 136.892 136.197 605 1.253.82 329.288 896.094 Medicare Advantage FFS 86.202 78.852 7.349 1.140.457 1140.4	Private Pay	5,740	8,567	(2,826)	134,853	59,277	75,576
Medicare Advantage FFS							(1,889)
Commercial Ins							
Other FFS							
Managed Care FFS 45,440 50,040 4,700 547,292 123,326 423,966 170 104 150,041 12,841 13,941 13							
Total Encounter Rate Allocation Costs 77,007 374,718 2,288 4,191,737 11,08,442 3,083,091 17,071A,TEF EOR SERVICES 377,007 374,718 2,288 4,191,737 11,08,442 3,083,091 17,071 17,071 18,0442 3,083,091 17,071 18,0442 3,083,091 17,071 18,0442 3,083,091 17,071 18,0442 3,083,091 17,071 18,0442 3,083,091 17,071 18,041 18,045 18,083 18,041 19,041 19,041 18,041 19,04							
TOTAL NATE FEE FOR SERVICES 377,007 374,718 2,288 4,191,737 1,108,642 3,083,095							
Bad Debt Allowances							3,083,095
Uncompensated Care (2.875) (1.524) (1.351) (105.895) (55.165) (69.730) (1.0514) (1.05.895) (5.165) (6.97.30) (1.0514) (1.05.895) (5.165) (6.97.30) (1.0514) (1.05.895) (1.05.165) (6.97.30) (2.456.884) (2.450.884							
Contractual Allowances (317.432) (301.049) (16.383) (3.077.226) (626.342) (2.450.842) (2.4							
DEDUCTIONS FROM REVENUES							
TOTAL NET FEE FOR SERVICES					_ , , , ,		
Managed Care Capitation 598 738 (140) 12.864 4.161 8.703 FOHC Enhancement 47,162 42,122 5,040 416,091 58,822 357,270 TOTAL MANAGED CARE 47,760 42,860 4,900 428,955 62,962 365,972 BPHC 0 0 0 0 0 78 (78 Misc Grants Rev 0 0 0 0 2,218 78 2,140 County Contracts 125,000 125,000 0 1,375,000 500,000 875,000 0 1,375,000 500,000 875,000 0 1,377,388 500,000 877,388 CONTRACTS 125,000 125,000 0 1,377,388 500,000 877,388 CONTRACTS 125,000 125,000 0 1,377,388 500,000 877,388 CONTRACTS 125,000 12,500 0 1,377,388 500,000 877,388 CONTRACTS 1,331,763 (14,101) 1,165,849 391,873 773,976 Fringe Benef	DEDUCTIONS I NOW REVERSES	(322,007)		(17,237)	(0,009,000)	(042,703)	(2,430,032)
FOHÉ Enhancement 47,162 42,122 5,040 416,091 58,822 357,270 TOTAL MANAGED CARE 47,760 42,860 4,900 428,955 62,982 365,972 Miss Grants Rev 0 0 0 0 0 2,218 0 2,218 0 2,218 (RANTS 0 0 0 0 0 2,218 0 2,218 0 2,218 (RANTS 0 0 0 0 0 1,375,000 500,000 875,000 0 0 0 2,218 0 0 2,388 0 0 2,388 (COUNTRACTS 125,000 125,000 0 1,375,000 500,000 875,000 0 0 0 2,388 0 0 2,388 (CONTRACTS 125,000 125,000 0 1,377,388 500,000 877,388 (CONTRACTS 125,000 125,000 0 1,377,37,388 500,000 877,388 (CONTRACTS 125,000 125,000 0 1,377,37,388 500,000 877,388 (CONTRACTS 125,000 125,000 0 1,377,37,37,37,37,37,37,37,37,37,37,37,37	TOTAL NET FEE FOR SERVICES	54,120	69,089	(14,969)	852,199	265,937	586,263
TOTAL MANAGED CARE	Managed Care Capitation	598	738	(140)	12,864	4,161	8,703
BPHC 0 0 0 0 78 (78 Misc Grants Rev 0 0 0 0 2,218 0 2,218 GRANTS 0 0 0 0 2,218 0 2,218 County Contracts 125,000 125,000 0 1,375,000 500,000 875,000 Other Contracts & Funding 0 0 0 2,388 500,000 877,388 CONTRACTS 125,000 125,000 0 1,377,388 500,000 877,388 TOTAL NET REVENUE 226,879 236,948 (10,069) 2,660,760 828,997 1,831,763 TOTAL NET REVENUE 226,879 236,948 (10,069) 2,660,760 828,997 1,831,763 TOTAL NET REVENUE 226,879 236,948 (10,069) 2,660,760 828,997 1,831,763 TOTAL PERSONNEL 313,953 31,424 (29) 306,476 99,182 207,285 Pofessional Services - Providers 0 0						58,822	357,270
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Professional Services - Providers 0 0 0 6,726 0 6,726 TOTAL PERSONNEL 130,861 144,991 (14,130) 1,479,042 491,055 987,988 Operating Supplies 31,086 19,266 11,821 227,663 82,886 144,777 Depre & Amortization 980 980 (0) 10,782 3,363 7,419 Building & Equipment Rental 7,634 7,660 (26) 82,947 35,919 47,028 Repair and Maintenance 2,109 4,525 (2,417) 27,487 8,891 18,596 Utilities 1,771 3,370 (1,599) 14,382 5,666 8,716 Telephone 0 0 0 1,979 39 1,944 Telephone 0 0 0 1,979 39 1,948 Telephone 7 0 0 0 2,240 17,440 (15,200 Office Supplies 722 1,018 (296) 6,243	Fringe Benefits						
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Technology 0 0 0 2,240 17,440 (15,200 Office Supplies 722 1,018 (296) 6,243 922 5,322 Other Contractual Services 3,638 69 3,568 274,831 6,309 288,523 Travel & Meeting 1,417 1,007 410 15,693 2,965 12,728 Training 1,076 0 1,076 2,082 0 2,082 Taxes, Due & Licenses 0 0 0 560 2,698 (2,138 Miscellaneous 0 26 (26) 26 0 26 Interest Expense 800 794 5 6,800 2,524 4,276 TOTAL EXPENSES 182,093 183,707 (1,615) 2,152,758 660,677 1,492,081 NET CONTRIBUTION 44,787 53,241 (8,454) 508,002 168,320 339,682 Total Allocated Indirect Costs 21,755 18,989 2,766 252,524 122,579							8,716
Office Supplies 722 1,018 (296) 6,243 922 5,322 Other Contractual Services 3,638 69 3,568 274,831 6,309 268,523 Travel & Meeting 1,417 1,007 410 15,693 2,965 12,728 Training 1,076 0 1,076 2,082 0 2,082 Taxes, Due & Licenses 0 0 0 560 2,698 (2,138 Miscellaneous 0 26 (26) 26 0 26 Interest Expense 800 794 5 6,800 2,524 4,276 TOTAL EXPENSES 182,093 183,707 (1,615) 2,152,758 660,677 1,492,081 NET CONTRIBUTION 44,787 53,241 (8,454) 508,002 168,320 339,682 Total Allocated Indirect Costs 21,755 18,989 2,766 252,524 122,579 129,945 TOTAL EXPENSES 203,848 202,696 1,151 2,405,281							1,940
Other Contractual Services 3,638 69 3,568 274,831 6,309 268,523 Travel & Meeting 1,417 1,007 410 15,693 2,965 12,728 Training 1,076 0 1,076 2,082 0 2,082 Taxes, Due & Licenses 0 0 0 560 2,698 (2,138 Miscellaneous 0 26 (26) 26 0 26 Interest Expense 800 794 5 6,800 2,524 4,276 TOTAL EXPENSES 182,093 183,707 (1,615) 2,152,758 660,677 1,492,081 NET CONTRIBUTION 44,787 53,241 (8,454) 508,002 168,320 339,682 Total Allocated Indirect Costs 21,755 18,989 2,766 252,524 122,579 129,945 TOTAL EXPENSES 203,848 202,696 1,151 2,405,281 783,256 1,622,026							(15,200)
Travel & Meeting 1,417 1,007 410 15,693 2,965 12,728 Training 1,076 0 1,076 2,082 0 2,082 Taxes, Due & Licenses 0 0 0 560 2,698 (2,138 Miscellaneous 0 26 (26) 26 0 26 Interest Expense 800 794 5 6,800 2,524 4,276 TOTAL EXPENSES 182,093 183,707 (1,615) 2,152,758 660,677 1,492,081 NET CONTRIBUTION 44,787 53,241 (8,454) 508,002 168,320 339,682 Total Allocated Indirect Costs 21,755 18,989 2,766 252,524 122,579 129,945 TOTAL EXPENSES 203,848 202,696 1,151 2,405,281 783,256 1,622,026							
Training 1,076 0 1,076 2,082 0 2,082 Taxes, Due & Licenses 0 0 0 560 2,698 (2,138 Miscellaneous 0 26 (26) 26 0 26 Interest Expense 800 794 5 6,800 2,524 4,276 TOTAL EXPENSES 182,093 183,707 (1,615) 2,152,758 660,677 1,492,081 NET CONTRIBUTION 44,787 53,241 (8,454) 508,002 168,320 339,682 Total Allocated Indirect Costs 21,755 18,989 2,766 252,524 122,579 129,945 TOTAL EXPENSES 203,848 202,696 1,151 2,405,281 783,256 1,622,026							
Taxes Due & Licenses 0 0 0 560 2,698 (2,138 Miscellaneous 0 26 (26) 26 0 26 Interest Expense 800 794 5 6,800 2,524 4,276 TOTAL EXPENSES 182,093 183,707 (1,615) 2,152,758 660,677 1,492,081 NET CONTRIBUTION 44,787 53,241 (8,454) 508,002 168,320 339,682 Total Allocated Indirect Costs 21,755 18,989 2,766 252,524 122,579 129,945 TOTAL EXPENSES 203,848 202,696 1,151 2,405,281 783,256 1,622,026							
Miscellaneous 0 26 (26) 26 0 26 Interest Expense 800 794 5 6,800 2,524 4,276 TOTAL EXPENSES 182,093 183,707 (1,615) 2,152,758 660,677 1,492,081 NET CONTRIBUTION 44,787 53,241 (8,454) 508,002 168,320 339,682 Total Allocated Indirect Costs 21,755 18,989 2,766 252,524 122,579 129,945 TOTAL EXPENSES 203,848 202,696 1,151 2,405,281 783,256 1,622,026							
Interest Expense 800 794 5 6,800 2,524 4,276 TOTAL EXPENSES 182,093 183,707 (1,615) 2,152,758 660,677 1,492,081 NET CONTRIBUTION 44,787 53,241 (8,454) 508,002 168,320 339,682 Total Allocated Indirect Costs 21,755 18,989 2,766 252,524 122,579 129,945 TOTAL EXPENSES 203,848 202,696 1,151 2,405,281 783,256 1,622,026							26
TOTAL EXPENSES 182,093 183,707 (1,615) 2,152,758 660,677 1,492,081 NET CONTRIBUTION 44,787 53,241 (8,454) 508,002 168,320 339,682 Total Allocated Indirect Costs 21,755 18,989 2,766 252,524 122,579 129,945 TOTAL EXPENSES 203,848 202,696 1,151 2,405,281 783,256 1,622,026		800				2,524	4,276
NET CONTRIBUTION 44,787 53,241 (8,454) 508,002 168,320 339,682 Total Allocated Indirect Costs 21,755 18,989 2,766 252,524 122,579 129,945 TOTAL EXPENSES 203,848 202,696 1,151 2,405,281 783,256 1,622,026	TOTAL EXPENSES	182,093	183,707	(1,615)			1,492,081
Total Allocated Indirect Costs 21,755 18,989 2,766 252,524 122,579 129,945 TOTAL EXPENSES 203,848 202,696 1,151 2,405,281 783,256 1,622,026							
TOTAL EXPENSES 203,848 202,696 1,151 2,405,281 783,256 1,622,026	NET CONTRIBUTION	44,787	53,241	(8,454)	508,002	168,320	339,682
	Total Allocated Indirect Costs				252,524	122,579	129,945
NET GAIN / (LOSS) 23,032 34,252 (11,220) 255,478 45,742 209,737	TOTAL EXPENSES	203,848	202,696	1,151	2,405,281	783,256	1,622,026
	NET GAIN / (LOSS)	23,032	34,252	(11,220)	255,478	45,742	209,737