



COMMUNITY HEALTH CENTER

BOARD OF DIRECTORS

December 18, 2024

12:30 P.M.

Meeting Location

**Health Care District Palm Beach County
1515 N. Flagler Drive, Suite 101
West Palm Beach, FL 33401**

If a person decides to appeal any decision made by the board, with respect to any matter at such meeting or hearing, he will need a record of the proceedings, and that, for such purpose, he may need to ensure that a verbatim record of the proceedings made, which record includes the testimony and evidence upon which the appeal is to be based.



BOARD OF DIRECTORS MEETING

AGENDA

December 18, 2024

**Health Care District Palm Beach County
1515 N. Flagler Drive, Suite 101, West Palm Beach, FL 33401**

Remote Participation Link: <https://zoom.us/j/5507895592?pwd=REZ4TWtYUXowQWNpWTBaVXRzZldDQT09>

Telephone Dial-in Access: (646) 558-8656 / Meeting ID: 550 789 5592 / Password: 94650

1. Call to Order – Joseph Gibbons, Chair

- A. Roll Call
- B. Affirmation of Mission: To provide compassionate, comprehensive health services to all Palm Beach County residents, through collaboration and partnership, in a culturally sensitive environment.

2. Agenda Approval

- A. Additions/Deletions/Substitutions
- B. **MOTION TO APPROVE: Agenda**

3. Awards, Introductions and Presentations

None.

4. Disclosure of Voting Conflict

5. Public Comment

6. Meeting Minutes

- A. **MOTION TO APPROVE:**
Board Meeting Minutes of November 20, 2024 [Pages 1-5]



7. CONSENT AGENDA:

MOTION TO APPROVE: Consent Agenda Items

A. ADMINISTRATION

7A-1 RECEIVE AND FILE:

December 2024 Internet Posting of District Public Meeting
<https://www.hcdpbc.org/resources/public-meetings>

7A-2 RECEIVE AND FILE:

Attendance Tracking [Page 6]

7A-3 RECEIVE AND FILE:

HRSA Digest [Pages 7-11]

B. FINANCE

7B-1 MOTION TO APPROVE:

District Clinic Holdings, Inc. Financial Report
(Jessica Cafarelli) [Pages 12-30]

8. REGULAR AGENDA:

A. ADMINISTRATION

8A-1 MOTION TO APPROVE:

Patient Satisfaction Survey
(Joe Ann Reynolds) [Pages 31-48]

B. EXECUTIVE

8B-1 RECEIVE AND FILE:

Executive Director Informational Update
(Dr. Joshua Adametz) [Pages 49-50]

C. CREDENTIALING

8C-1 MOTION TO APPROVE:

Licensed Independent Practitioner Re-credentialing and Privileging
(Dr. Ana Ferwerda) [Pages 51-52]



D. QUALITY

8D-1 MOTION TO APPROVE:

Quality Report

(Dr. Ana Ferwerda) [Pages 53-78]

E. OPERATIONS

8E-1 MOTION TO APPROVE:

Operations Report

(Angela Santos) [Pages 79-82]

**9. Dr. Joshua Adametz, AVP & Executive Director of Community Health Center
Comments**

10. Board Member Comments

11. Establishment of Upcoming Meetings

January 22, 2025 (HCD Board Room)

12:30 p.m.

February 26, 2025 (HCD Board Room)

12:30 p.m.

March 26, 2025 (HCD Board Room)

12:30 p.m.

April 23, 2025 (HCD Board Room)

12:30 p.m.

May 28, 2025 (HCD Board Room)

12:30 p.m.

June 25, 2025 (HCD Board Room)

12:30 p.m.



July 23, 2025 (HCD Board Room)

12:30 p.m.

August 27, 2025 (HCD Board Room)

12:30 p.m.

September 24, 2025 (HCD Board Room)

12:30 p.m.

October 22, 2025 (HCD Board Room)

12:30 p.m.

November 19, 2025 (HCD Board Room)

12:30 p.m.

December 17, 2025 (HCD Board Room)

12:30 p.m.

12. Motion to Adjourn Public Meeting



District Clinic Holdings, Inc.; d.b.a. Health Care District Community Health Center
Board of Directors Meeting
Healthcare District Palm Beach County, 1515 N. Flagler Drive, Suite 101, WPB, FL 33401
Summary Minutes
11/20/2024

Present: Joseph Gibbons-Chair; William Johnson-Vice Chair; Michael Smith – Treasurer; Julia Bullard – Secretary; Cathleen Ward (ZOOM); Boris Seymore; Crystal Gonzalez (ZOOM); Alcolya St. Juste (ZOOM)

Absent: None.

Excused: Melissa Tascone

Staff: Bernabe Icaza; Candice Abbott; Dr. Joshua Adametz; Jessica Cafarelli; Heather Bokor (ZOOM); Geoff Washburn; Dr. Ana Ferwerda; Angela Santos; Jesenia Montalvo; Gina Kenyon; Maxine Sonnenschein (ZOOM);

Minutes Transcribed By: Gina Kenyon

The meeting is scheduled for 12:30pm.

Meeting Began at 12:31pm.

AGENDA ITEM	DISCUSSION	ACTION
1. Call to Order 1A. Roll Call 1B. Affirmation of Mission	Joseph Gibbons called the meeting to order. Roll call was taken and a quorum was established. Mr. Gibbons read the affirmation of mission.	The meeting was called to order at 12:31 p.m.
2. Agenda Approval 2A. Additions/Deletions/ Substitutions 2B: Motion to Approve Agenda Items	None.	VOTE TAKEN: Mr. Bill Johnson made a motion to approve the agenda. Mr. Michael Smith duly seconded the motion. A vote was called and the motion passed unanimously.



3. Awards, Introductions & Presentations	Google Review Initiative (Karen Hockensmith)	No action necessary.
4. Disclosure of Voting Conflict	None.	No action necessary.
5. Public Comment	None.	No action necessary.
6. Meeting Minutes A. MOTION TO APPROVE: Board Meeting Minutes	There were no changes or comments to the minutes dated October 23, 2024.	VOTE TAKEN: As presented, Ms. Julia Bullard made a motion to approve the Board meeting minutes Mr. Boris Seymore duly seconded the motion. A vote was called, and the motion passed unanimously.
7. Consent Agenda – Motion to Approve Consent Agenda Items		VOTE TAKEN: Mr. Bill Johnson motioned to approve the Consent Agenda. Ms. Julia Bullard duly seconded the motion. A vote was called, & the motion passed unanimously.
A. ADMINISTRATION 7A-1. RECEIVE & FILE: Internet Posting of District Public Meeting	The November 2024 meeting notice was posted.	Received & Filed. No further action is necessary.
7A-2. RECEIVE & FILE: Attendance Tracking	Attendance tracking was updated.	Received & Filed. No further action is necessary.



7A-3. RECEIVE & FILE: HRSA Digest	Per the request of the clinic Board, the latest HRSA Digest was provided.	Received & Filed. No further action is necessary.
B. FINANCE 7B-1. MOTION TO APPROVE: DCH, Inc. Financial Report	This agenda item recommends the Board approve the September 2024 Financials which were provided in the Board packet.	Motion approved unanimously.
8. REGULAR AGENDA		
A. ADMINISTRATION: 8A-1 MOTION TO APPROVE: Change in Scope Hours – Lewis Center	Dr. Adametz presented the Lewis Center hours of operation: Monday – Friday 8:00am – 5:00pm.	VOTE TAKEN: Mr. Bill Johnson motioned to approve the Change in Scope Hours – Lewis Center. Ms. Cathleen Ward duly seconded the motion. A vote was called, & the motion passed unanimously.
8A-2 RECEIVE & FILE: Community Health Improvement Plan & Community Health Assessment Update	Dr. Adametz presented the Board with the 2024 Palm Beach County Community Health Improvement Plan, our current service area, and confirmation of operating hours.	Received & Filed. No further action is necessary.
B. EXECUTIVE 8B-1 RECEIVE AND FILE: Executive Director Informational Update	Dr. Adametz presented his Executive Director Informational Update. <ul style="list-style-type: none"> • BOD Self Eval Follow ups • Training Opportunities • Board Packet Review 	Received & Filed. No further action is necessary.
C. CREDENTIALING 8C-1 MOTION TO APPROVE: LIP Credentialing and Privileging	Dr. Ferwerda presented the Licensed Independent Practitioner Credentialing and Privileging Report: <ul style="list-style-type: none"> • Mahala Louse Batto, APRN – Initial Credentialing • Sharon Burrowes, APRN – Recredentialing • Angela Mitchell, LCSW – Recredentialing • Jeremy Brown, LMHC – Recredentialing 	VOTE TAKEN: Mr. Mike Smith made a motion to approve the LIP Credentialing and Privileging item as presented. Ms. Julia Bullard duly seconded the motion. A vote was called, and the motion passed unanimously.



<p>D.QUALITY</p> <p>8D-1. MOTION TO APPROVE: Quality Reports</p>	<p>This agenda item presents the updated Quality Improvement & Quality Updates:</p> <ul style="list-style-type: none"> • Quality Council Meeting Minutes – November 2024 • UDS Report – YTD <p>Dr. Ferwerda presented the above topics and reviewed the UDS Report Dashboard.</p>	<p>VOTE TAKEN: Mr. Boris Seymore made a motion to approve the Quality Reports as presented. Ms. Julia Bullard duly seconded the motion. A vote was called, and the motion passed unanimously.</p>
<p>E. OPERATIONS</p> <p>8E-1 MOTION TO APPROVE: Operations Report</p>	<p>Angela Santos presented the Operations Report for October 2024</p> <ul style="list-style-type: none"> • Clinic Productivity, Demographics, Payor Mix, Walk-In Dashboard, and No-Show Dashboard. 	<p>VOTE TAKEN: Mr. Mike Smith made a motion to approve the Quality Reports as presented. Mr. Bill Johnson duly seconded the motion. A vote was called, and the motion passed unanimously.</p>
<p>9. Executive Director of FQHC Services Comments</p>	<p>Dr. Adametz played the CBS Story regarding housing the homeless and the need for affordable housing.</p>	<p>No action necessary.</p>
<p>10: Board Member Comments</p>	<p>Mr. Mike Smith asked if it would be beneficial to do our own lab services. Ms. Abbott stated that at this time, it is not cost effective as we receive FQHC pricing from Quest and Lab Corp.</p> <p>Mr. Boris Seymore asked about utilization of our Warrior Mobile unit and why only two schools participate. Ms. Abbott informed him that the Community Partnership Schools Program assigned Lake Worth High School and JFK Middle School based on need.</p>	<p>No action necessary.</p>



11. Establishment of Upcoming Meetings	<u>December 18, 2024 (TBD)</u> 12:30 p.m. Board of Directors	No action necessary.
12. Motion to Adjourn	Mr. Mike Smith motioned to adjourn the public meeting at 1:26 pm.	VOTE TAKEN: Mr. Mike Smith made a motion to adjourn the public meeting. Mr. Bill Johnson duly seconded the motion. A vote was called, and the motion passed unanimously.

Minutes Reviewed by: _____

SignatureDate



Community Health Center Board of Directors Attendance Tracking 2024

	01/24/24	02/28/24	03/27/24	04/24/24	05/22/24	06/26/24	07/24/24	08/28/24	09/25/24	10/23/24	11/20/24	12/18/24
Mike Smith	X	X	X	X	X	X	X	E	X	X	X	
Melissa Tascone	X	X	X	E	E	X	X (ZOOM)	X (ZOOM)	X (ZOOM)	X	E	
Julia Bullard	X	X	A	X (ZOOM)	X	E	A	X	X	X	X	
Joseph Gibbons	E	X	E	X	E	X	X	X	X	X	X	
Alcoyla St. Juste	X (Zoom)	A	X (Zoom)	X (ZOOM)	X (ZOOM)	X (ZOOM)	E	X	X (ZOOM)	E	X (ZOOM)	
Robert Glass	X	E	-	-	-	-	-	-	-	-	-	-
William (Bill) Johnson	X	X	X	X	E	X	X (ZOOM)	X	E	X	X	
Boris Seymore	X (Zoom)	X	X (Zoom)	X (ZOOM)	X (ZOOM)	A	X (ZOOM)	A	X	X	X	
Tammy Jackson-Moore	X (Zoom)	A	-	-	-	-	-	-	-	-	-	-
Crystal Gonzalez	-	X (ZOOM)	X (Zoom)	E	X (ZOOM)	X (ZOOM)	X (ZOOM)	X (ZOOM)	E	X (ZOOM)	X (ZOOM)	
Cathleen Ward	-	-	X (Zoom)	X (ZOOM)	X (ZOOM)	E	E	X (ZOOM)	X (ZOOM)	X (ZOOM)	X (ZOOM)	
Quorum Established	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	

X= Present **A= Absent**
C= Cancel **Q= Quorum**
E= Excused



DISTRICT CLINIC HOLDINGS, INC.
BOARD OF DIRECTORS
December 18, 2024

1. Description: HRSA Digest

2. Summary:

Per the request of the Clinic Board, we will include the latest HRSA Digest updates as available.

3. Substantive Analysis:

The December HRSA Digest highlighted Today with Macrae Health Center Program Updates, Revenue Cycle Best Practices, and Fast Track Tips to Successfully Closing Out American Rescue Plan Capital Awards (C8E).

4. Fiscal Analysis & Economic Impact Statement:

	Current FY Amounts	Total Amounts (Current + Future)	Budget
Capital Requirements	N/A		Yes <input type="checkbox"/> No <input type="checkbox"/>
Net Operating Impact	N/A		Yes <input type="checkbox"/> No <input type="checkbox"/>

*Non-budgeted expenditures in excess of \$250,000 require Finance and Audit Committee review and Board approval. Reviewed for financial accuracy and compliance with purchasing procedure:

N/A

 Jessica Cafarelli
 VP & Chief Financial Officer

5. Reviewed/Approved by Committee:

N/A

 Committee Name

N/A

 Date Approved

6. Recommendation:

Staff recommends the Board Receive and File the HRSA Digest.

Approved for Legal sufficiency:

DocuSigned by:

Bernabe Icaza

0CF6F7DB6706434... Bernabe Icaza

SVP & General Counsel

DocuSigned by:

Jesenia Montalvo

D31F5A902D3B446... Jesenia Montalvo

Manager, Regulatory & Accreditation

Signed by:

Joshua Adametz

2B48234508784453... Joshua Adametz, DMD, MPH, MA

AVP & Executive Director of Community Health Centers

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Today with Macrae Thursday, Revenue Cycle Best Practices Training

HRSA sent this bulletin at 12/03/2024 09:26 AM EST

Email Address

e.g. name@e

Subscribe

Share Bulletin



December 3, 2024

SHARE

THURSDAY: Today with Macrae: Health Center Program Updates

Join Jim and special guests as we observe World AIDS Day and discuss the latest funding and program updates.

Thursday, December 5
1:30-2:45 p.m. ET
[Join the day of the session](#)
Join by phone: 833-568-8864
Webinar ID: 161 971 2539



TOMORROW: Revenue Cycle Best Practices

We're partnering with the National Association of Community Health Centers (NACHC) on a webinar for your financial team.

Wednesday, December 4
Noon-1:30 p.m. ET
[Registration page](#)



Speakers will share essential strategies to improve financial performance and address coding and documentation challenges and the impact of Medicaid redetermination on patient coverage and revenue.

Did You Miss It?

Here are a few of our most popular items from November:

- We invite your feedback on **proposed changes to the Uniform Data System (UDS) instrument** by Tuesday, January 21, 2025; visit the [Federal Register Notice website](#).
- We introduced our **Health Center Performance Improvement Toolkit**. Visit [our website](#) for the toolkit and more.
- We announced the **fiscal year (FY) 2025 Quality Improvement Fund – Transitions in Care for Justice-Involved Populations (QIF-TJI) Awards** in a [bulletin](#).
- **Health Centers Week of Action** for Marketplace Open Enrollment is December 8-14. [CMS' health center-focused toolkit](#) (PDF) can help your efforts to get the word out.

Check out the [online archive](#) for recent Digest issues and bulletins.



Jump To: [Behavioral Health](#) | [HIV](#) | [Hypertension](#) | [Workforce](#) | [Oral Health](#) | [Additional Resources](#) | [Training Calendar](#)

HRSA-funded [National Training and Technical Assistance Partners](#) (NTTAPs) host or developed many of these events and resources. For more from the NTTAPs, visit the [Health Center Resource Clearinghouse](#).

What's New

TODAY: Fast-track Tips to Successfully Closing Out Your American Rescue Plan Capital Awards (C8E)

Join our webinar on completing the federal grants closeout process. Speakers will specify the documents you will need for each submission. They will also provide guidance and tips for successfully meeting closeout requirements for FY 2021 American Rescue Plan – Health Center Construction and Capital Improvements (ARP-Capital) funding (C8E awards). Bring your questions!

ARP Post-Award Webinar for Health Center Awardees
2:00-3:00 p.m. ET

[Registration page](#)

HRSA Celebrates National Rural Health Day

If you missed any of the National Rural Health Day events, visit [HRSA's website](#) for recordings, data, and more. Take a look at HRSA's [Rural Health Fact Sheet](#) (PDF) to see how our work expands access to health care and supports the health care workforce in rural communities.

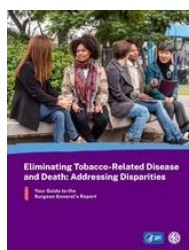
Behavioral Health

DUE THURSDAY: Model Behavioral Health Crisis Services Definitions Public Comments

SAMHSA developed the draft Model Behavioral Health Crisis Services Definitions document for stakeholders (including help seekers and their supporters) to clarify and distinguish the different types of crisis services for people across the nation. Visit [SAMHSA's site](#) to learn more and provide feedback.

New Surgeon General Report Highlights Tobacco-Related Disparities

Surgeon General Murthy's new report, [Eliminating Tobacco-Related Disease and Death: Addressing Disparities](#) (PDF), finds that, despite substantial progress in reducing cigarette smoking and secondhand smoke exposure in the overall population, progress has not been equal. These factors continue to cause nearly half a million deaths a year — nearly one in five of all deaths in the U.S. Visit the [CDC's website](#) for related resources.



HIV

Ryan White HIV/AIDS Program Achieves Record-Breaking 90.6% Viral Suppression Rate among Its More than 576,000 Clients

HRSA announced this record-breaking milestone in a [press release](#) yesterday. We also issued a [bulletin](#) highlighting (in English and Spanish) HRSA's work to End the HIV Epidemic.

Join HRSA to hear more from HRSA leadership and commemorate World AIDS Day. The event will include an engaging panel discussion with HIV community leaders and people with lived experience.

Thursday, December 5
11:00 a.m.-noon ET

[Registration page](#)

Presidential Advisory Council on HIV/AIDS Meeting Next Week

The 83rd full council meeting of the Presidential Advisory Council on HIV/AIDS (PACHA) will convene on Wednesday, December 11, and Thursday, December 12, in Montgomery, Alabama. You can watch the live stream on [HHS.gov/live](#). Visit the [HIV.gov website](#) for more details.

Hypertension

Webinar Recording: Preventing Cardiac Events through Cardiac Rehab Referral

Our recent webinar featured speakers from CDC and others, including our own Dr. Asad Bandey. They discussed Million Hearts' strategies for increasing participation in cardiac rehab, physicians' role in referrals, and approaches primary care teams can take to facilitate program enrollment. If you missed it, watch the [recording](#).

Workforce

NTTAP Learning Collaboratives

See the application pages for dates, times, and more information about these opportunities:

- **Teledentistry for Access**
The National Network for Oral Health Access (NNOHA) is seeking

Training Calendar



Visit our [online calendar](#) for details on these and all scheduled events.

Through December 10

Supporting Community Health Workers (CHWs) with Technology to Achieve Value Series

Hosted by the Health Information Technology, Evaluation and Quality (HITEQ) Center

Session 1: Ensuring CHWs are a Strategic Team Member in Value-Based Care

Tuesday, December 3

Noon-1:00 p.m. ET

[Registration page](#)

Session 2: Hearing from CHWs on Challenges and Successes of Joining the Team

Tuesday, December 17

Noon-1:00 p.m. ET

[Registration page](#)

ARP Post-Award Webinar for Health Center Awardees

Tuesday, December 3

2:00-3:00 p.m. ET

[Registration page](#)

Revenue Cycle Best Practices

Co-hosted with NACHC

Wednesday, December 4

Noon-1:30 p.m. ET

[Registration page](#)

The Rising Incidence of Maternal Syphilis and What We Need to Do About It

Hosted by Renaye James

Healthcare Advisors

Wednesday, December 4

Noon-1:00 p.m. ET

[Registration page](#)

****1.0 CE credit available****

Promising Practices: A Panel Discussion with American Heart Association and Food Rx Programs

Hosted by the National Center for Farmworker Health (NCFH)

Wednesday, December 4

1:00-2:00 p.m. ET

[Registration page](#)

Communicating Compensation and Benefits to Support Employee Satisfaction Workshop

Wednesday, December 4

2:00-3:00 p.m. ET

[Registration page](#)

Housing 101 for Health Centers

Hosted by the Corporation for Supportive Housing (CSH)

Wednesday, December 4

2:00-3:30 p.m. ET

[Registration page](#)

Today with Macrae: Health Center Program Updates

Thursday, December 5

1:30-2:45 p.m. ET

[Join the day of the session](#)

Join by phone: 833-568-8864

Webinar ID: 161 971 2539

Optimizing Nurse Practitioners (NPs): Increasing Access to Primary Care and Enhancing Hypertension Control Series

The National Network for Oral Health Needs (NNOHN) is seeking interested health centers to participate in a virtual learning collaborative focused on teledentistry. The program aims to increase access to oral health services through synchronous (real-time) teledentistry by using more efficient practice systems, engaging patients, supporting provider recruitment and retention, and fostering clinical improvements. Visit the [application page](#) to apply by Friday, December 13.

- **Toward Better Housing Partnerships: How Health Centers and Medical Respite Programs Can Build Capacity to Address Housing-Related Needs**
Join NHCHC to explore how you can build capacity for addressing housing-related needs through strong partnerships with community organizations (e.g., Continuums of Care and other local homelessness entities, shelter systems, housing case management). You will identify steps to initiate or strengthen existing health and housing partnerships. Visit the [application page](#) to apply by Tuesday, December 31.
- **Trauma-Informed Motivational Interviewing**
Health Outreach Partners invites you to boost your ability to have difficult conversations about health behavior change with patients. You will learn the basics of motivational interviewing, why a trauma-informed approach is important, and strategies for applying what you have learned. Visit the [application page](#).
- **Health Professions Student Training**
Join Community Health Center, Inc. (CHC) for a roadmap, resources, and coaching support on implementing an effective and sustainable health professions student training program. Sessions leaders will provide guidance and support as you create a playbook for your program and present models to train the next generation. Visit [CHC's website](#) to download the syllabus or apply.
- **Emergency Preparedness and Access to Care for LGBTQIA+ Communities**
Join this focus on health care to meet the needs of diverse LGBTQIA+ communities. Emergency management experts will share how you can develop inclusive emergency preparedness plans and how to implement and evaluate these plans for continual resilience in a changing climate. The National LGBTQIA+ Health Education Center invites you to apply on their [application page](#).

New Training Opportunity for Emergency Personnel

The HHS Office of Minority Health offers a free, accredited e-learning program for emergency personnel and health professionals. The Cultural Competency Program for Disaster and Emergency Management offers free continuing education credits and a flexible, self-paced learning experience. It will equip you with essential skills to deliver equitable, respectful, patient-centered disaster and emergency mitigation, preparedness, response, and recovery. Learn more and enroll on HHS' [Think Cultural Health website](#).

Oral Health

Teledentistry for Access Learning Collaborative

[See the announcement above.](#)

Additional Resources

Cultural Considerations for Diabetes Management in South Asian Communities

This self-paced learning series features modules that outline various case studies for interventions to support health centers serving Asian American, Native Hawaiian, and Pacific Islander patients with chronic disease management. This latest module features a speaker from Asian Health Coalition discussing their All One Community program, a culturally and linguistically tailored diabetes education initiative for South Asian communities. Visit the [Association of Asian Pacific Community Health Organizations' website](#) for the series.

Do you forward the Digest to others?

Encourage them to [subscribe](#).

Hosted by the National Nurse-led Care Consortium
Thursdays, December 5, 12, and 19
3:00-4:00 p.m. ET
[Registration page](#)

Session 1: The Role of NPs in Advancing Health and Access in Public Housing Primary Care and other Health Center Populations

Session 2: Strategies for Hypertension Control: NP-Led Patient-Centered Care in Public Housing Primary Care

Session 3: Building Access Programs in Health Centers

Culturally and Linguistically Appropriate Screening for Perinatal Mental Health and SUD Roundtable
Thursday, December 5
3:00-4:30 p.m.
[Registration page](#)

Empowering Tobacco Cessation: How Motivational Interviewing Supports Every Stage of Change
Hosted by NCFH
Tuesday, December 10
1:00-2:00 p.m. ET
[Registration page](#)

Increasing Staff Engagement through Recognition and Celebration
Tuesday, December 10
2:00-2:30 p.m. ET
[Registration page](#)

HITEQ Highlights: AI and Health Insurance Prior Authorization for Health Centers
Hosted by the HITEQ Center
Tuesday, December 10
2:00-3:00 p.m. ET
[Registration page](#)

Health and Housing Partnerships to Support Individuals Living With or At-Risk for HIV/AIDS
Hosted by CSH
Tuesday, December 10
2:00-3:30 p.m. ET
[Registration page](#)

Upcoming

Homelessness and Access to Care: Best Practices for Health Centers
Hosted by CSH
Wednesday, December 11
1:00-2:00 p.m. ET
[Registration page](#)

AI: Understanding and Mitigating the Harms to Low-income Communities
Hosted by the National Center for Medical-Legal Partnership
Wednesday, December 11
4:00-5:00 p.m. ET
[Registration page](#)

Long-Acting Injectable PrEP for LGBTQIA+ Communities: Implementation in Health Centers
Hosted by the National LGBTQIA+ Health Education Center and CHC
Thursday, December 12
Noon-1:00 p.m. ET
[Registration page](#)

****CE credits available****

**The Early Project Planning
Phases of a Capital
Development Project**

Hosted by Capital Link
Thursday, December 12
2:00-3:00 p.m. ET
[Registration page](#)

**2024 Annual Update on the
UDS Sealant Measure**

Hosted by NNOHA
Thursday, December 12
3:00-4:00 p.m. ET
[Registration page](#)

****1.0 CDE credit available****

**Current and Emerging Health
Issues Affecting Public Housing
and HUD-Assisted Residents:
Addressing Vaccine
Preventable Diseases**

Hosted by the National Center for
Health in Public Housing (NCHPH),
HUD, and CDC
Tuesday, December 17
1:00-2:00 p.m. ET
[Registration page](#)

**Health Center Preparedness
and Response Forum: Patients
with Access and Functional
Needs**

Hosted by multiple NTTAPs
Wednesday, December 18
2:00-3:00 p.m. ET
[Registration page](#)

**Low-barrier Models for SUD
Treatment Among LGBTQIA+
Populations**

Hosted by the National LGBTQIA+
Health Education Center and
NHCHC
Wednesday, December 18
2:00-3:00 p.m. ET
[Registration page](#)

**Colorectal Cancer Screening
Interventions: Webinar on CHW
Engagement**

Hosted by NCHPH
Thursday, December 19
1:00-2:00 p.m. ET
[Registration page](#)

**Improving Depression Care for
LGBTQIA+ Older Adults at
Health Centers**

Hosted by the
National LGBTQIA+ Health
Education Center and NCECE
Thursday, December 19
2:00-3:00 p.m. ET
[Registration page](#)

*Webinars are hosted by HRSA
unless otherwise noted.*



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DISTRICT CLINIC HOLDINGS, INC.

BOARD OF DIRECTORS

December 18, 2024

1. Description: District Clinic Holdings, Inc. Financial Report October 2024

2. Summary:

The October 2024 financial statements for the District Clinic Holdings, Inc. are presented for Board review.

3. Substantive Analysis:

Management has provided the income statements and key statistical information for District Clinic Holdings, Inc. Additional Management discussion and analysis is incorporated into the financial statement presentation.

4. Fiscal Analysis & Economic Impact Statement:

	Current FY Amounts	Total Amounts (Current + Future)	Budget	
Capital Requirements	N/A		Yes <input type="checkbox"/>	No <input type="checkbox"/>
Net Operating Impact	N/A		Yes <input type="checkbox"/>	No <input type="checkbox"/>

*Non-budgeted expenditures in excess of \$250,000 require Finance and Audit Committee review and Board approval. Reviewed for financial accuracy and compliance with purchasing procedure:

N/A

Jessica Cafarelli

VP & Chief Financial Officer

5. Reviewed/Approved by Committee:

N/A

Committee Name

N/A

Date Approved



DISTRICT CLINIC HOLDINGS, INC.
BOARD OF DIRECTORS
December 18, 2024

6. Recommendation:

Staff recommends the Board approve the October 2024 District Clinic Holdings, Inc. financial statements.

Approved for Legal sufficiency:

DocuSigned by:

Bernabe Icaza

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SVP & General Counsel

Signed by:

Jessica Cafarelli

CA6A21FF2E09481...Jessica Cafarelli

VP & Chief Financial Officer

Signed by:

Joshua Adametz

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AVP & Executive Director of Community
Health Centers



MEMO

To: Finance Committee

From: Jessica Cafarelli
VP, Chief Financial Officer

Date: December 18, 2024

Subject: Management Discussion and Analysis as of October 2024 C.L. Brumback Primary Care Clinic Financial Statements.

The October financial statements represent the financial performance through the first month of the 2025 fiscal year for the C.L. Brumback Primary Care Clinics. On the Comparative Statement of Net Position, cash decreased (\$309k) due to normal business operations. Due from Other Governments increased \$671k due to HRSA and AHCA revenue accruals.

On the Statement of Revenues and Expenses, net patient revenue YTD was unfavorable to budget by (\$353k) or (28.3%) primarily due to unanticipated increases in contractual adjustments and bad debt. Gross patient revenue YTD was favorable to budget by \$485k. Total YTD revenues were unfavorable to budget by (\$713k) or (33.2%). Operational expenses before depreciation were favorable to budget by \$908k due to timing differences in expenses and staffing. Positive variances YTD in salaries, wages, and benefits were \$778k. YTD net margin was a loss of (\$2.4M) compared to the budgeted loss of (\$2.7M) resulting in a favorable variance of \$298k or (10.9%).

Net patient revenue YTD for the Medical clinics was unfavorable to budget by (\$280k). The Medical clinics YTD gross patient revenue was favorable to budget by \$295k. The Medical clinics total YTD revenue was unfavorable to budget by (\$547k) due primarily to a decrease in grant accruals and increase bad debt allowance. Grant revenue recognition had a negative impact on overall revenue of (\$286k). Total operating expenses of \$2.2M were favorable to budget of \$2.6M by \$355k or 13.7%. The positive variance is mostly due to salaries, wages, and benefits of \$247k. Timing differences in expenses and staffing are driving these favorable YTD variances. Total YTD net margin was close in line with budget resulting in an unfavorable variance of (\$105k) or 5.7%

Net patient revenue YTD for the Dental clinics was unfavorable to budget by (\$106k). The Dental clinics total YTD gross patient revenue was unfavorable to budget by (\$60k). Total YTD operating expenses of \$426k were favorable to budget by \$86k, with timing differences in staffing primarily accounting for this favorable variance. Total YTD net margin was unfavorable to budget by (\$42k) or 16.5%.

District Clinic Holdings, Inc.
Comparative Statement of Net Position

	October 31, 2024	September 30, 2024	Increase (Decrease)
Assets			
Cash and Cash Equivalents	\$ 837,833	\$ 1,146,633	\$ (308,799)
Accounts Receivable, net	1,832,466	2,493,497	(661,031)
Due From Other Governments	2,736,154	2,065,091	671,063
Other Current Assets	258,625	295,532	(36,908)
Net Investment in Capital Assets	5,466,004	5,497,746	(31,742)
Right Of Use Assets	3,981,326	4,036,749	(55,423)
Total Assets	\$ 15,112,408	\$ 15,535,248	\$ (422,839)
Liabilities			
Accounts Payable	357,866	911,582	(553,716)
Deferred Revenue-	1,670	2,503	(833)
Accrued Interest	16,511	16,674	(163)
Other Current Liabilities	3,662,642	3,562,004	100,637
Lease Liability	3,745,441	3,794,791	(49,351)
Non-Current Liabilities	1,036,818	1,267,895	(231,078)
Total Liabilities	8,820,946	9,555,450	(734,504)
Deferred Inflows of Resources			
Deferred Inflows	\$ 30,757	\$ 30,757	\$ 0
Net Position			
Net Investment in Capital Assets	5,466,004	5,497,746	(31,742)
Unrestricted	794,702	451,295	343,406
Total Net Position	6,260,705	5,949,041	311,664
Total Liabilities, Deferred Inflows of Resources and Net Position	\$ 15,112,408	\$ 15,535,248	\$ (422,839)

Note: Amounts may not foot due to rounding.

Current Month							Fiscal Year To Date						
Actual	Budget	Variance	%	Prior Year	Variance	%	Actual	Budget	Variance	%	Prior Year	Variance	%
\$ 3,463,909	\$ 2,978,639	\$ 485,270	16.3%	\$ 3,208,530	\$ 255,379	8.0%	\$ 3,463,909	\$ 2,978,639	\$ 485,270	16.3%	\$ 3,208,530	\$ 255,379	8.0%
1,230,872	976,503	254,368	26.0%	1,059,426	171,446	16.2%	1,230,872	976,503	254,368	26.0%	1,059,426	171,446	16.2%
1,196,335	1,036,530	159,805	15.4%	1,188,343	7,992	0.7%	1,196,335	1,036,530	159,805	15.4%	1,188,343	7,992	0.7%
704,322	396,070	308,252	77.8%	325,374	378,948	116.5%	704,322	396,070	308,252	77.8%	325,374	378,948	116.5%
3,131,528	2,409,103	722,425	30.0%	2,573,143	558,385	21.7%	3,131,528	2,409,103	722,425	30.0%	2,573,143	558,385	21.7%
561,333	677,435	(116,102)	(17.1%)	566,684	(5,351)	(0.9%)	561,333	677,435	(116,102)	(17.1%)	566,684	(5,351)	(0.9%)
893,713	1,246,970	(353,257)	(28.3%)	1,202,071	(308,358)	(25.7%)	893,713	1,246,970	(353,257)	(28.3%)	1,202,071	(308,358)	(25.7%)
25.80%	41.86%			37.46%			25.80%	41.86%			37.46%		
514,544	892,624	(378,080)	(42.4%)	550,122	(35,578)	(6.5%)	514,544	892,624	(378,080)	(42.4%)	550,122	(35,578)	(6.5%)
-	-	-	-	1,943	(1,943)	-	-	-	-	-	1,943	(1,943)	-
25,544	6,757	18,787	278.0%	1,437	24,108	1,677.7%	25,544	6,757	18,787	278.0%	1,437	24,108	1,677.7%
\$ 1,433,801	\$ 2,146,351	\$ (712,550)	(33.2%)	\$ 1,755,573	\$ (321,771)	(18.3%)	\$ 1,433,801	\$ 2,146,351	\$ (712,550)	(33.2%)	\$ 1,755,573	\$ (321,771)	(18.3%)
							Direct Operating Expenses:						
1,777,415	2,335,081	557,665	23.9%	1,872,309	94,894	5.1%	1,777,415	2,335,081	557,665	23.9%	1,872,309	94,894	5.1%
432,027	652,834	220,807	33.8%	471,718	39,691	8.4%	432,027	652,834	220,807	33.8%	471,718	39,691	8.4%
12,929	40,384	27,455	68.0%	3,780	(9,149)	(242.0%)	12,929	40,384	27,455	68.0%	3,780	(9,149)	(242.0%)
68,475	128,048	59,573	46.5%	31,086	(37,388)	(120.3%)	68,475	128,048	59,573	46.5%	31,086	(37,388)	(120.3%)
6,167	40,922	34,754	84.9%	5,859	(309)	(5.3%)	6,167	40,922	34,754	84.9%	5,859	(309)	(5.3%)
103,925	77,899	(26,026)	(33.4%)	37,749	(66,176)	(175.3%)	103,925	77,899	(26,026)	(33.4%)	37,749	(66,176)	(175.3%)
61,289	63,362	2,073	3.3%	74,182	12,893	17.4%	61,289	63,362	2,073	3.3%	74,182	12,893	17.4%
52,025	62,324	10,299	16.5%	34,302	(17,722)	(51.7%)	52,025	62,324	10,299	16.5%	34,302	(17,722)	(51.7%)
180,498	130,991	(49,507)	(37.8%)	191,910	11,412	5.9%	180,498	130,991	(49,507)	(37.8%)	191,910	11,412	5.9%
3,195	15,476	12,281	79.4%	5,558	2,363	42.5%	3,195	15,476	12,281	79.4%	5,558	2,363	42.5%
44,142	105,523	61,381	58.2%	86,265	42,123	48.8%	44,142	105,523	61,381	58.2%	86,265	42,123	48.8%
16,511	15,649	(861)	(5.5%)	-	(16,511)	-	16,511	15,649	(861)	(5.5%)	-	(16,511)	-
1,606	-	(1,606)	-	-	(1,606)	-	1,606	-	(1,606)	-	-	(1,606)	-
6,635	6,599	(37)	(0.6%)	4,947	(1,688)	(34.1%)	6,635	6,599	(37)	(0.6%)	4,947	(1,688)	(34.1%)
2,766,839	3,675,092	908,252	24.7%	2,819,665	52,825	1.9%	2,766,839	3,675,092	908,252	24.7%	2,819,665	52,825	1.9%
\$ (1,333,038)	\$ (1,528,740)	\$ 195,702	(12.8%)	\$ (1,064,092)	\$ (268,946)	25.3%	\$ (1,333,038)	\$ (1,528,740)	\$ 195,702	(12.8%)	\$ (1,064,092)	\$ (268,946)	25.3%
87,165	116,870	29,705	25.4%	30,892	(56,273)	(182.2%)	87,165	116,870	29,705	25.4%	30,892	(56,273)	(182.2%)
							Overhead Allocations:						
12,674	13,995	1,321	9.4%	11,508	(1,166)	(10.1%)	12,674	13,995	1,321	9.4%	11,508	(1,166)	(10.1%)
76,173	89,828	13,655	15.2%	81,046	4,873	6.0%	76,173	89,828	13,655	15.2%	81,046	4,873	6.0%
3,844	3,723	(121)	(3.3%)	3,588	(256)	(7.1%)	3,844	3,723	(121)	(3.3%)	3,588	(256)	(7.1%)
28,469	23,419	(5,050)	(21.6%)	26,450	(2,019)	(7.6%)	28,469	23,419	(5,050)	(21.6%)	26,450	(2,019)	(7.6%)
19,054	15,137	(3,917)	(25.9%)	2,283	(16,771)	(734.6%)	19,054	15,137	(3,917)	(25.9%)	2,283	(16,771)	(734.6%)
122,937	130,323	7,386	5.7%	85,592	(37,345)	(43.6%)	122,937	130,323	7,386	5.7%	85,592	(37,345)	(43.6%)
55,244	42,791	(12,453)	(29.1%)	22,394	(32,850)	(146.7%)	55,244	42,791	(12,453)	(29.1%)	22,394	(32,850)	(146.7%)
4,254	5,154	900	17.5%	3,633	(621)	(17.1%)	4,254	5,154	900	17.5%	3,633	(621)	(17.1%)
14,592	17,343	2,751	15.9%	13,667	(925)	(6.8%)	14,592	17,343	2,751	15.9%	13,667	(925)	(6.8%)
22,627	71,621	48,994	68.4%	42,187	19,560	46.4%	22,627	71,621	48,994	68.4%	42,187	19,560	46.4%
17,676	24,864	7,188	28.9%	11,440	(6,236)	(54.5%)	17,676	24,864	7,188	28.9%	11,440	(6,236)	(54.5%)
48,235	47,680	(555)	(1.2%)	34,202	(14,033)	(41.0%)	48,235	47,680	(555)	(1.2%)	34,202	(14,033)	(41.0%)
16,284	20,807	4,523	21.7%	18,203	1,919	10.5%	16,284	20,807	4,523	21.7%	18,203	1,919	10.5%
24,675	28,311	3,636	12.8%	24,790	115	0.5%	24,675	28,311	3,636	12.8%	24,790	115	0.5%

Primary Care Clinics Statement of Revenues and Expenses
For The First Month Ended October 31, 2024

Current Month							
Actual	Budget	Variance	%	Prior Year	Variance	%	
264,361	242,117	(22,244)	(9.2%)	111,456	(152,905)	(137.2%)	IT Applications
56,523	51,288	(5,235)	(10.2%)	41,803	(14,720)	(35.2%)	IT Service Center
-	18,643	18,643	-	24,133	24,133	-	OH Performance Excellence
22,066	22,239	173	0.8%	13,253	(8,813)	(66.5%)	Corporate Quality
61,071	57,690	(3,381)	(5.9%)	40,055	(21,016)	(52.5%)	OH Security Services
22,217	23,428	1,211	5.2%	20,666	(1,551)	(7.5%)	OH Supply Chain
12,735	13,459	724	5.4%	13,556	821	6.1%	HIM Department
24,741	29,159	4,418	15.2%	25,327	586	2.3%	OH Coding
953	2,626	1,673	63.7%	1,908	955	50.1%	OH Reimbursement
13,086	12,405	(681)	(5.5%)	2,245	(10,841)	(482.9%)	OH Clinical Labor Pool
29,065	41,818	12,753	30.5%	20,342	(8,723)	(42.9%)	District Nursing Admin
24,854	14,415	(10,439)	(72.4%)	11,946	(12,908)	(108.1%)	District Operations Admin
3,566	5,025	1,459	29.0%	3,893	327	8.4%	OH Mail Room
-	5,774	5,774	-	-	-	-	OH Patient Experience
4,618	3,852	(766)	(19.9%)	-	(4,618)	-	OH External Affairs
1,006,594	1,078,934	72,340	6.7%	711,568	(295,026)	(41.5%)	Total Overhead Allocations-
3,860,598	4,870,895	1,010,297	20.7%	3,562,125	(298,474)	(8.4%)	Total Expenses
\$ (2,426,797)	\$ (2,724,544)	\$ 297,747	(10.9%)	\$ (1,806,552)	\$ (620,245)	34.3%	Net Margin
-	31,140	(31,140)	-	204,850	(204,850)	-	Capital Contributions.
-	\$ 3,583,333	\$ (3,583,333)	-	-	-	-	Transfer In/(Out)

Fiscal Year To Date							
Actual	Budget	Variance	%	Prior Year	Variance	%	
264,361	242,117	(22,244)	(9.2%)	111,456	(152,905)	(137.2%)	IT Applications
56,523	51,288	(5,235)	(10.2%)	41,803	(14,720)	(35.2%)	IT Service Center
-	18,643	18,643	-	24,133	24,133	-	OH Performance Excellence
22,066	22,239	173	0.8%	13,253	(8,813)	(66.5%)	Corporate Quality
61,071	57,690	(3,381)	(5.9%)	40,055	(21,016)	(52.5%)	OH Security Services
22,217	23,428	1,211	5.2%	20,666	(1,551)	(7.5%)	OH Supply Chain
12,735	13,459	724	5.4%	13,556	821	6.1%	HIM Department
24,741	29,159	4,418	15.2%	25,327	586	2.3%	OH Coding
953	2,626	1,673	63.7%	1,908	955	50.1%	OH Reimbursement
13,086	12,405	(681)	(5.5%)	2,245	(10,841)	(482.9%)	OH Clinical Labor Pool
29,065	41,818	12,753	30.5%	20,342	(8,723)	(42.9%)	District Nursing Admin
24,854	14,415	(10,439)	(72.4%)	11,946	(12,908)	(108.1%)	District Operations Admin
3,566	5,025	1,459	29.0%	3,893	327	8.4%	OH Mail Room
-	5,774	5,774	-	-	-	-	OH Patient Experience
4,618	3,852	(766)	(19.9%)	-	(4,618)	-	OH External Affairs
1,006,594	1,078,934	72,340	6.7%	711,568	(295,026)	(41.5%)	Total Overhead Allocations-
3,860,598	4,870,895	1,010,297	20.7%	3,562,125	(298,474)	(8.4%)	Total Expenses
\$ (2,426,797)	\$ (2,724,544)	\$ 297,747	(10.9%)	\$ (1,806,552)	\$ (620,245)	34.3%	Net Margin
-	31,140	(31,140)	-	204,850	(204,850)	-	Capital Contributions.
-	\$ 3,583,333	\$ (3,583,333)	-	-	-	-	Transfer In/(Out)

Clinics Statement of Revenues and Expenses by Month

	Oct-24	Year to Date
Gross Patient Revenue	\$ 3,463,909	\$ 3,463,909
Contractual Allowance	1,230,872	1,230,872
Charity Care	1,196,335	1,196,335
Bad Debt	704,322	704,322
Total Contractuals and Bad Debt	3,131,528	3,131,528
Other Patient Revenue	561,333	561,333
Net Patient Service Revenue	893,713	893,713
Collection %	25.80%	25.80%
Non-Operating Revenues		
Grants	514,544	514,544
Other Revenue	25,544	25,544
Total Other Revenues	\$ 540,088	\$ 540,088
Total Non-Operating Revenues	\$ 1,433,801	\$ 1,433,801
Direct Operating Expenses:		
Salaries and Wages	1,777,415	1,777,415
Benefits	432,027	432,027
Purchased Services	12,929	12,929
Medical Supplies	68,475	68,475
Other Supplies	6,167	6,167
Medical Services	103,925	103,925
Drugs	61,289	61,289
Repairs and Maintenance	52,025	52,025
Lease and Rental	180,498	180,498

ire Clinics Statement of Revenues and Expenses by Month

	Oct-24	Year to Date
Utilities	3,195	3,195
Other Expense	44,142	44,142
Interest Expense	16,511	16,511
Principal And Interest	1,606	1,606
Insurance	6,635	6,635
Total Operating Expenses	2,766,839	2,766,839
 Net Performance before Depreciation & Overhead Allocations	 \$ (1,333,038)	 \$ (1,333,038)
 Depreciation	 87,165	 87,165
 <i>Overhead Allocations:</i>		
OH Risk Management	12,674	12,674
OH Revenue Cycle	76,173	76,173
OH Internal Audit	3,844	3,844
Home Office Facilities	28,469	28,469
OH Administration	19,054	19,054
OH Human Resources	122,937	122,937
Legal	55,244	55,244
Records	4,254	4,254
OH Compliance	14,592	14,592
IT Operations	22,627	22,627
IT Security	17,676	17,676
OH Finance	48,235	48,235
Corporate Communications	16,284	16,284
OH Information Technology	24,675	24,675

inics Statement of Revenues and Expenses by Month

	Oct-24	Year to Date
IT Applications	264,361	264,361
IT Service Center	56,523	56,523
Corporate Quality	22,066	22,066
OH Security Services	61,071	61,071
OH Supply Chain	22,217	22,217
HIM Department	12,735	12,735
OH Coding	24,741	24,741
OH Reimbursement	953	953
OH Clinical Labor Pool	13,086	13,086
District Nursing Admin	29,065	29,065
District Operations Admin	24,854	24,854
OH Mail Room	3,566	3,566
OH External Affairs	4,618	4,618
Total Overhead Allocations	1,006,594	1,006,594
Total Expenses	3,860,598	3,860,598
Net Margin	\$ (2,426,797)	\$ (2,426,797)

	Clinic Administration	Belle Glade Medical Clinic	Delray Medical Clinic	Lantana Medical Clinic	Mangonia Park Medical Clinic	West Palm Beach Medical Clinic	Jupiter Medical Clinic	Lake Worth Medical Clinic	Lewis Center Medical Clinic	West Boca Medical Clinic	St Ann Place Medical Clinic	Mobile Warrior	Mobile Van Scout	Mobile Van Hero	Atlantis Medical Clinic	Port Medical Clinic	Total
Gross Patient Revenue	\$ 7,982	\$ 189,344	\$ 239,060	\$ 448,245	\$ 290,161	\$ 410,933	\$ 123,445	\$ 242,842	\$ 12,192	\$ 67,807	\$ 11,410	\$ 25,031	-	\$ 16,027	-	-	\$ 2,084,480
Contractual Allowance	(79)	73,739	73,049	112,353	189,607	98,087	29,124	81,838	8,458	30,854	1,377	2,091	4	11,177	-	2,277	713,955
Charity Care	(20)	51,817	78,101	171,152	44,270	146,275	53,723	102,190	3,358	25,196	2,584	13,257	-	4,004	-	(1,051)	694,855
Bad Debt	240	50,630	52,027	104,894	103,134	99,659	22,256	35,393	2,333	8,399	1,488	5,375	-	2,325	-	50	488,204
Total Contractual Allowances and Bad Debt	141	176,186	203,177	388,399	337,010	344,021	105,103	219,421	14,149	64,449	5,449	20,723	4	17,506	-	1,277	1,897,014
Other Patient Revenue	-	40,301	32,589	70,566	18,291	78,070	19,631	32,225	5,835	23,895	993	3,237	-	3,120	49,482	-	378,234
Net Patient Revenue	7,841	53,459	68,472	130,413	(28,558)	144,982	37,973	55,646	3,878	27,253	6,954	7,545	(4)	1,641	49,482	(1,277)	565,700
Collection %	98.24%	28.23%	28.64%	29.09%	(9.84%)	35.28%	30.76%	22.91%	31.81%	40.19%	60.95%	30.14%	-	10.24%	-	-	27.14%
Grants	31,455	48,933	35,569	54,479	84,170	40,297	17,326	37,659	3,494	8,361	4,690	5,159	-	9,185	1,670	-	382,447
Other Revenue	24,746	498	-	-	-	-	-	-	-	-	-	-	-	-	-	-	25,244
Total Other Revenues	56,201	49,431	35,569	54,479	84,170	40,297	17,326	37,659	3,494	8,361	4,690	5,159	-	9,185	1,670	-	407,690
Total Revenues	\$ 64,042	\$ 102,890	\$ 104,041	\$ 184,892	\$ 55,612	\$ 185,279	\$ 55,299	\$ 93,305	\$ 7,372	\$ 35,614	\$ 11,644	\$ 12,704	\$ (4)	\$ 10,826	\$ 51,152	\$ (1,277)	\$ 973,391
Direct Operational Expenses:																	
Salaries and Wages	124,555	155,377	119,977	181,294	147,415	167,624	64,057	115,796	11,121	49,991	16,715	21,626	-	35,312	11,116	-	1,221,976
Benefits	38,329	36,782	33,713	47,324	40,239	30,793	12,728	32,047	-	7,467	2,712	6,678	-	9,589	2,123	-	300,525
Purchased Services	5,251	2,085	292	-	150	-	-	1,954	349	1,882	-	-	-	-	-	-	11,963
Medical Supplies	-	1,593	5,385	2,834	5,182	13,395	753	6,559	280	335	-	96	-	-	1,344	-	37,756
Other Supplies	196	824	1,117	550	727	233	405	853	40	324	-	(196)	-	113	-	-	5,185
Medical Services	-	13,247	14,206	(1,066)	6,165	9,080	14,949	43,188	675	2,616	865	-	-	-	-	-	103,925
Drugs	-	4,633	10,256	16,020	14,818	15,504	-	-	-	33	-	26	-	-	-	-	61,289
Repairs and Maintenance	40,133	294	349	316	299	258	552	358	197	328	60	60	60	4,582	1,695	-	49,541
Lease and Rental	-	7,713	21,359	14,805	7,282	13,829	-	10,186	-	10,534	-	-	-	-	57,292	-	143,000
Utilities	-	1,861	(553)	-	165	-	840	295	-	(323)	-	-	-	-	-	-	2,286
Other Expense	4,942	4,960	1,416	2,802	4,857	4,190	(1,076)	6,813	1,034	1,148	511	482	17	481	-	-	32,576
Interest Expense	-	-	6,112	-	2,791	-	806	1,333	-	3,043	-	-	-	-	-	-	14,085
Principal And Interest	-	-	-	-	1,606	-	-	-	-	-	-	-	-	-	-	-	1,606
Insurance	-	390	394	751	-	775	213	394	-	164	-	1,126	1,126	1,126	-	-	6,459
Total Operating Expenses	213,406	229,759	214,023	265,629	231,698	255,680	94,227	219,777	13,695	77,543	20,864	29,897	1,203	51,203	73,570	-	1,992,173
Net Performance before Depreciation & Overhead Allocations	(149,364)	(126,869)	(109,981)	(80,738)	(176,086)	(70,401)	(38,928)	(126,472)	(6,323)	(41,929)	(9,219)	(17,194)	(1,207)	(40,378)	(22,417)	(1,277)	(1,018,782)
Depreciation	434	8,066	3,250	1,237	1,918	2,047	176	421	83	837	83	83	1,042	83	3,722	-	23,482
Overhead Allocations:																	
Total Expenses	215,483	237,826	230,972	266,866	240,061	257,727	103,449	232,078	13,779	85,653	20,947	29,980	2,245	51,287	77,292	-	2,065,642
Net Margin	\$ (151,441)	\$ (134,935)	\$ (126,931)	\$ (81,974)	\$ (184,449)	\$ (72,447)	\$ (48,150)	\$ (138,772)	\$ (6,407)	\$ (50,039)	\$ (9,303)	\$ (17,277)	\$ (2,249)	\$ (40,461)	\$ (26,139)	\$ (1,277)	\$ (1,092,251)*
Capital	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Transfer In/(Out)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

*Excludes Net Margin from Clinical Administration Medical and Clinical Labor Pool; (\$849,983) and (\$2,575) respectively.

Current Month							Fiscal Year To Date						
Actual	Budget	Variance	%	Prior Year	Variance	%	Actual	Budget	Variance	%	Prior Year	Variance	%
\$ 2,084,480	\$ 1,789,360	\$ 295,119	16.5%	\$ 2,143,429	\$ (58,949)	(2.8%)	\$ 2,084,480	\$ 1,789,360	\$ 295,119	16.5%	\$ 2,143,429	\$ (58,949)	(2.8%)
713,955	538,796	175,159	32.5%	812,345	(98,391)	(12.1%)	713,955	538,796	175,159	32.5%	812,345	(98,391)	(12.1%)
694,855	625,003	69,852	11.2%	772,026	(77,171)	(10.0%)	694,855	625,003	69,852	11.2%	772,026	(77,171)	(10.0%)
488,204	245,340	242,864	99.0%	206,173	282,031	136.8%	488,204	245,340	242,864	99.0%	206,173	282,031	136.8%
1,897,014	1,409,139	487,875	34.6%	1,790,544	106,469	5.9%	1,897,014	1,409,139	487,875	34.6%	1,790,544	106,469	5.9%
378,234	465,021	(86,787)	(18.7%)	361,444	16,790	4.6%	378,234	465,021	(86,787)	(18.7%)	361,444	16,790	4.6%
565,700	845,242	(279,542)	(33.1%)	714,329	(148,628)	(20.8%)	565,700	845,242	(279,542)	(33.1%)	714,329	(148,628)	(20.8%)
27.14%	47.24%			33.33%			27.14%	47.24%			33.33%		
422,772	709,017	(286,245)	(40.4%)	449,408	(26,636)	(5.9%)	422,772	709,017	(286,245)	(40.4%)	449,408	(26,636)	(5.9%)
-	-	-	-	1,943	(1,943)	-	-	-	-	-	1,943	(1,943)	-
25,244	6,590	18,654	283.1%	962	24,282	2,524.1%	25,244	6,590	18,654	283.1%	962	24,282	2,524.1%
\$ 1,013,716	\$ 1,560,849	\$ (547,133)	(35.1%)	\$ 1,166,641	\$ (152,926)	(13.1%)	\$ 1,013,716	\$ 1,560,849	\$ (547,133)	(35.1%)	\$ 1,166,641	\$ (152,926)	(13.1%)
							Direct Operating Expenses:						
1,419,998	1,586,540	166,542	10.5%	1,524,763	104,765	6.9%	1,419,998	1,586,540	166,542	10.5%	1,524,763	104,765	6.9%
346,809	427,606	80,797	18.9%	381,534	34,724	9.1%	346,809	427,606	80,797	18.9%	381,534	34,724	9.1%
11,963	33,382	21,419	64.2%	3,488	(8,474)	(242.9%)	11,963	33,382	21,419	64.2%	3,488	(8,474)	(242.9%)
37,756	96,946	59,190	61.1%	16,492	(21,264)	(128.9%)	37,756	96,946	59,190	61.1%	16,492	(21,264)	(128.9%)
5,185	25,259	20,073	79.5%	5,402	217	4.0%	5,185	25,259	20,073	79.5%	5,402	217	4.0%
103,925	77,899	(26,026)	(33.4%)	37,749	(66,176)	(175.3%)	103,925	77,899	(26,026)	(33.4%)	37,749	(66,176)	(175.3%)
61,289	58,471	(2,818)	(4.8%)	74,182	12,893	17.4%	61,289	58,471	(2,818)	(4.8%)	74,182	12,893	17.4%
49,541	58,374	8,834	15.1%	31,116	(18,425)	(59.2%)	49,541	58,374	8,834	15.1%	31,116	(18,425)	(59.2%)
143,000	108,402	(34,598)	(31.9%)	155,935	12,935	8.3%	143,000	108,402	(34,598)	(31.9%)	155,935	12,935	8.3%
2,286	13,204	10,918	82.7%	4,735	2,449	51.7%	2,286	13,204	10,918	82.7%	4,735	2,449	51.7%
32,576	85,959	53,383	62.1%	79,228	46,652	58.9%	32,576	85,959	53,383	62.1%	79,228	46,652	58.9%
14,085	13,310	(775)	(5.8%)	-	(14,085)	-	14,085	13,310	(775)	(5.8%)	-	(14,085)	-
1,606	-	(1,606)	-	-	(1,606)	-	1,606	-	(1,606)	-	-	(1,606)	-
6,459	6,424	(35)	(0.5%)	4,902	(1,557)	(31.8%)	6,459	6,424	(35)	(0.5%)	4,902	(1,557)	(31.8%)
2,236,479	2,591,776	355,297	13.7%	2,319,526	83,047	3.6%	2,236,479	2,591,776	355,297	13.7%	2,319,526	83,047	3.6%
\$ (1,222,763)	\$ (1,030,927)	\$ (191,836)	18.6%	\$ (1,152,884)	\$ (69,879)	6.1%	\$ (1,222,763)	\$ (1,030,927)	\$ (191,836)	18.6%	\$ (1,152,884)	\$ (69,879)	6.1%
73,469	98,507	25,038	25.4%	24,779	(48,690)	(196.5%)	73,469	98,507	25,038	25.4%	24,779	(48,690)	(196.5%)
							Overhead Allocations:						
8,536	9,426	890	9.4%	9,603	1,067	11.1%	8,536	9,426	890	9.4%	9,603	1,067	11.1%
38,087	44,914	6,827	15.2%	60,237	22,150	36.8%	38,087	44,914	6,827	15.2%	60,237	22,150	36.8%
2,589	2,507	(82)	(3.3%)	2,993	404	13.5%	2,589	2,507	(82)	(3.3%)	2,993	404	13.5%
23,009	18,927	(4,082)	(21.6%)	20,662	(2,347)	(11.4%)	23,009	18,927	(4,082)	(21.6%)	20,662	(2,347)	(11.4%)
12,833	10,195	(2,638)	(25.9%)	1,905	(10,928)	(573.6%)	12,833	10,195	(2,638)	(25.9%)	1,905	(10,928)	(573.6%)
80,085	84,897	4,812	5.7%	70,396	(9,689)	(13.8%)	80,085	84,897	4,812	5.7%	70,396	(9,689)	(13.8%)
37,208	28,821	(8,387)	(29.1%)	18,686	(18,522)	(99.1%)	37,208	28,821	(8,387)	(29.1%)	18,686	(18,522)	(99.1%)
2,865	3,471	606	17.5%	3,032	167	5.5%	2,865	3,471	606	17.5%	3,032	167	5.5%
9,828	11,681	1,853	15.9%	11,404	1,576	13.8%	9,828	11,681	1,853	15.9%	11,404	1,576	13.8%
15,240	48,238	32,998	68.4%	35,201	19,961	56.7%	15,240	48,238	32,998	68.4%	35,201	19,961	56.7%
11,905	16,746	4,841	28.9%	9,546	(2,359)	(24.7%)	11,905	16,746	4,841	28.9%	9,546	(2,359)	(24.7%)
32,487	32,113	(374)	(1.2%)	28,538	(3,949)	(13.8%)	32,487	32,113	(374)	(1.2%)	28,538	(3,949)	(13.8%)
10,968	14,014	3,046	21.7%	15,188	4,220	27.8%	10,968	14,014	3,046	21.7%	15,188	4,220	27.8%
16,619	19,068	2,449	12.8%	20,685	4,066	19.7%	16,619	19,068	2,449	12.8%	20,685	4,066	19.7%

Primary Care Medical Statement of Revenues and Expenses
or The First Month Ended October 31, 2024

Current Month							
Actual	Budget	Variance	%	Prior Year	Variance	%	
158,725	160,202	1,477	0.9%	92,998	(65,727)	(70.7%)	IT Applications
38,069	34,544	(3,525)	(10.2%)	34,880	(3,189)	(9.1%)	IT Service Center
-	12,556	12,556	-	20,137	20,137	-	OH Performance Excellence
14,862	14,978	116	0.8%	11,058	(3,804)	(34.4%)	Corporate Quality
43,173	40,782	(2,391)	(5.9%)	26,703	(16,470)	(61.7%)	OH Security Services
14,964	15,779	815	5.2%	17,244	2,280	13.2%	OH Supply Chain
8,577	9,065	488	5.4%	11,311	2,734	24.2%	HIM Department
16,664	19,639	2,975	15.1%	21,133	4,469	21.1%	OH Coding
642	1,769	1,127	63.7%	1,592	950	59.7%	OH Reimbursement
8,814	8,355	(459)	(5.5%)	1,873	(6,941)	(370.6%)	OH Clinical Labor Pool
19,576	28,165	8,589	30.5%	16,973	(2,603)	(15.3%)	District Nursing Admin
16,740	9,709	(7,031)	(72.4%)	9,968	(6,772)	(67.9%)	District Operations Admin
2,402	3,385	983	29.0%	3,248	846	26.0%	OH Mail Room
-	3,889	3,889	-	-	-	-	OH Patient Experience
3,110	2,595	(515)	(19.8%)	-	(3,110)	-	OH External Affairs
648,577	710,430	61,853	8.7%	577,191	(71,386)	(12.4%)	Total Overhead Allocations-
2,958,525	3,400,712	442,188	13.0%	2,921,496	(37,029)	(1.3%)	Total Expenses
\$ (1,944,809)	\$ (1,839,863)	\$ (104,946)	5.7%	\$ (1,754,854)	\$ (189,954)	10.8%	Net Margin
-	10,478	(10,478)	-	153,638	(153,638)	-	Capital Contributions.
-	\$ 2,333,333	\$ (2,333,333)	-	-	-	-	Transfer In/(Out)

Fiscal Year To Date							
Actual	Budget	Variance	%	Prior Year	Variance	%	
158,725	160,202	1,477	0.9%	92,998	(65,727)	(70.7%)	IT Applications
38,069	34,544	(3,525)	(10.2%)	34,880	(3,189)	(9.1%)	IT Service Center
-	12,556	12,556	-	20,137	20,137	-	OH Performance Excellence
14,862	14,978	116	0.8%	11,058	(3,804)	(34.4%)	Corporate Quality
43,173	40,782	(2,391)	(5.9%)	26,703	(16,470)	(61.7%)	OH Security Services
14,964	15,779	815	5.2%	17,244	2,280	13.2%	OH Supply Chain
8,577	9,065	488	5.4%	11,311	2,734	24.2%	HIM Department
16,664	19,639	2,975	15.1%	21,133	4,469	21.1%	OH Coding
642	1,769	1,127	63.7%	1,592	950	59.7%	OH Reimbursement
8,814	8,355	(459)	(5.5%)	1,873	(6,941)	(370.6%)	OH Clinical Labor Pool
19,576	28,165	8,589	30.5%	16,973	(2,603)	(15.3%)	District Nursing Admin
16,740	9,709	(7,031)	(72.4%)	9,968	(6,772)	(67.9%)	District Operations Admin
2,402	3,385	983	29.0%	3,248	846	26.0%	OH Mail Room
-	3,889	3,889	-	-	-	-	OH Patient Experience
3,110	2,595	(515)	(19.8%)	-	(3,110)	-	OH External Affairs
648,577	710,430	61,853	8.7%	577,191	(71,386)	(12.4%)	Total Overhead Allocations-
2,958,525	3,400,712	442,188	13.0%	2,921,496	(37,029)	(1.3%)	Total Expenses
\$ (1,944,809)	\$ (1,839,863)	\$ (104,946)	5.7%	\$ (1,754,854)	\$ (189,954)	10.8%	Net Margin
-	10,478	(10,478)	-	153,638	(153,638)	-	Capital Contributions.
-	\$ 2,333,333	\$ (2,333,333)	-	-	-	-	Transfer In/(Out)

Clincs - Dental Statement of Revenues and Expenses by Location (YTD)
For The First Month Ended October 31, 2024

	Dental Clinic Administration	Belle Glade Dental Clinic	Delray Dental Clinic	Lantana Dental Clinic	West Palm Beach Dental Clinic	Atlantis Dental Clinic	Port Dental Clinic	Total
Gross Patient Revenue	-	\$ 162,638	\$ 217,484	\$ 258,745	\$ 344,439	-	-	\$ 983,306
Contractual Allowance	-	63,937	93,852	88,518	117,628	-	-	363,935
Charity Care	-	49,818	88,395	116,829	164,084	-	-	419,126
Bad Debt	-	18,038	39,029	29,910	40,669	-	12	127,659
Total Contractual Allowances and Bad Debt	-	131,793	221,276	235,258	322,381	-	12	910,720
Other Patient Revenue	-	34,978	39,151	28,900	55,918	15,572	-	174,519
Net Patient Revenue	-	65,823	35,359	52,387	77,976	15,572	(12)	247,105
Collection %	-	40.47%	16.26%	20.25%	22.64%	-	-	25.13%
Grants	-	9,345	18,180	18,706	25,224	-	-	71,455
Other Revenue	301	-	-	-	-	-	-	301
Total Other Revenues	301	9,345	18,180	18,706	25,224	-	-	71,756
Total Revenues	\$ 301	\$ 75,168	\$ 53,539	\$ 71,093	\$ 103,200	\$ 15,572	\$ (12)	\$ 318,860
<i>Direct Operational Expenses:</i>								
Salaries and Wages	-	32,261	72,197	58,929	99,719	-	-	263,106
Benefits	-	9,071	13,647	16,961	23,006	-	-	62,686
Purchased Services	-	799	168	-	-	-	-	967
Medical Supplies	-	4,217	6,489	6,523	12,125	1,364	-	30,719
Other Supplies	-	513	276	105	88	-	-	982
Repairs and Maintenance	-	111	331	366	1,677	-	-	2,484
Lease and Rental	-	3,000	8,476	5,864	11,847	8,311	-	37,498
Utilities	-	724	185	-	-	-	-	909
Other Expense	465	351	516	359	8,828	-	-	10,519
Interest Expense	-	-	2,425	-	-	-	-	2,425
Insurance	-	176	-	-	-	-	-	176
Total Operating Expenses	465	51,222	104,710	89,107	157,291	9,675	-	412,470
Net Performance before Depreciation & Overhead Allocations	(164)	23,946	(51,171)	(18,014)	(54,091)	5,897	(12)	(93,609)
Depreciation	-	1,086	2,511	1,263	2,901	498	-	8,260
<i>Overhead Allocations:</i>								
Total Expenses	465	52,308	112,658	90,370	160,192	10,173	-	426,166
Net Margin	\$ (164)	\$ 22,860	\$ (59,119)	\$ (19,277)	\$ (56,992)	\$ 5,399	\$ (12)	\$ (107,305)*
Capital	-	-	-	-	-	-	-	-
Transfer In/(Out)	-	-	-	-	-	-	-	-

Primary Care Dental Statement of Revenues and Expenses
For The First Month Ended October 31, 2024

Current Month							Fiscal Year To Date						
Actual	Budget	Variance	%	Prior Year	Variance	%	Actual	Budget	Variance	%	Prior Year	Variance	%
\$ 983,306	\$ 1,043,180	\$ (59,874)	(5.7%)	\$ 947,846	\$ 35,460	3.7%	\$ 983,306	\$ 1,043,180	\$ (59,874)	(5.7%)	\$ 947,846	\$ 35,460	3.7%
363,935	384,250	(20,315)	(5.3%)	184,847	179,088	96.9%	363,935	384,250	(20,315)	(5.3%)	184,847	179,088	96.9%
419,126	391,979	27,147	6.9%	390,721	28,405	7.3%	419,126	391,979	27,147	6.9%	390,721	28,405	7.3%
127,659	124,666	2,993	2.4%	83,856	43,803	52.2%	127,659	124,666	2,993	2.4%	83,856	43,803	52.2%
910,720	900,895	9,825	1.1%	659,424	251,296	38.1%	910,720	900,895	9,825	1.1%	659,424	251,296	38.1%
174,519	210,792	(36,273)	(17.2%)	202,891	(28,373)	(14.0%)	174,519	210,792	(36,273)	(17.2%)	202,891	(28,373)	(14.0%)
247,105	353,077	(105,973)	(30.0%)	491,314	(244,209)	(49.7%)	247,105	353,077	(105,973)	(30.0%)	491,314	(244,209)	(49.7%)
25.13%	33.85%			51.83%			25.13%	33.85%			51.83%		
73,215	133,608	(60,393)	(45.2%)	100,714	(27,499)	(27.3%)	73,215	133,608	(60,393)	(45.2%)	100,714	(27,499)	(27.3%)
301	167	134	80.2%	475	(174)	(36.6%)	301	167	134	80.2%	475	(174)	(36.6%)
\$ 320,620	\$ 486,852	\$ (166,231)	(34.1%)	\$ 592,503	\$ (271,882)	(45.9%)	\$ 320,620	\$ 486,852	\$ (166,231)	(34.1%)	\$ 592,503	\$ (271,882)	(45.9%)
Direct Operating Expenses:													
273,980	319,293	45,312	14.2%	347,546	73,566	21.2%	273,980	319,293	45,312	14.2%	347,546	73,566	21.2%
64,854	98,675	33,821	34.3%	90,184	25,330	28.1%	64,854	98,675	33,821	34.3%	90,184	25,330	28.1%
967	6,940	5,973	86.1%	292	(675)	(231.2%)	967	6,940	5,973	86.1%	292	(675)	(231.2%)
30,719	28,499	(2,220)	(7.8%)	14,594	(16,124)	(110.5%)	30,719	28,499	(2,220)	(7.8%)	14,594	(16,124)	(110.5%)
982	8,827	7,845	88.9%	456	(526)	(115.4%)	982	8,827	7,845	88.9%	456	(526)	(115.4%)
-	137	137	-	-	-	-	-	137	137	-	-	-	-
2,484	3,950	1,466	37.1%	3,187	702	22.0%	2,484	3,950	1,466	37.1%	3,187	702	22.0%
37,498	22,589	(14,909)	(66.0%)	35,974	(1,523)	(4.2%)	37,498	22,589	(14,909)	(66.0%)	35,974	(1,523)	(4.2%)
909	2,272	1,363	60.0%	822	(86)	(10.5%)	909	2,272	1,363	60.0%	822	(86)	(10.5%)
10,519	18,028	7,509	41.7%	7,037	(3,481)	(49.5%)	10,519	18,028	7,509	41.7%	7,037	(3,481)	(49.5%)
2,425	2,339	(86)	(3.7%)	-	(2,425)	-	2,425	2,339	(86)	(3.7%)	-	(2,425)	-
176	175	(1)	(0.6%)	45	(131)	(291.1%)	176	175	(1)	(0.6%)	45	(131)	(291.1%)
425,513	511,724	86,211	16.8%	500,139	74,626	14.9%	425,513	511,724	86,211	16.8%	500,139	74,626	14.9%
\$ (104,892)	\$ (24,872)	\$ (80,020)	321.7%	\$ 92,364	\$ (197,256)	(213.6%)	\$ (104,892)	\$ (24,872)	\$ (80,020)	321.7%	\$ 92,364	\$ (197,256)	(213.6%)
13,696	18,363	4,667	25.4%	6,113	(7,583)	(124.0%)	13,696	18,363	4,667	25.4%	6,113	(7,583)	(124.0%)
Overhead Allocations:													
2,130	2,352	222	9.4%	1,906	(224)	(11.8%)	2,130	2,352	222	9.4%	1,906	(224)	(11.8%)
30,469	35,931	5,462	15.2%	20,809	(9,660)	(46.4%)	30,469	35,931	5,462	15.2%	20,809	(9,660)	(46.4%)
646	626	(20)	(3.2%)	594	(52)	(8.8%)	646	626	(20)	(3.2%)	594	(52)	(8.8%)
2,730	2,246	(484)	(21.5%)	5,788	3,058	52.8%	2,730	2,246	(484)	(21.5%)	5,788	3,058	52.8%
3,202	2,544	(658)	(25.9%)	378	(2,824)	(747.1%)	3,202	2,544	(658)	(25.9%)	378	(2,824)	(747.1%)
21,585	22,881	1,296	5.7%	15,196	(6,389)	(42.0%)	21,585	22,881	1,296	5.7%	15,196	(6,389)	(42.0%)
9,283	7,190	(2,093)	(29.1%)	3,709	(5,574)	(150.3%)	9,283	7,190	(2,093)	(29.1%)	3,709	(5,574)	(150.3%)
715	866	151	17.4%	602	(113)	(18.8%)	715	866	151	17.4%	602	(113)	(18.8%)
2,452	2,914	462	15.9%	2,263	(189)	(8.4%)	2,452	2,914	462	15.9%	2,263	(189)	(8.4%)
3,802	12,035	8,233	68.4%	6,987	3,185	45.6%	3,802	12,035	8,233	68.4%	6,987	3,185	45.6%
2,970	4,178	1,208	28.9%	1,895	(1,075)	(56.7%)	2,970	4,178	1,208	28.9%	1,895	(1,075)	(56.7%)
8,105	8,012	(93)	(1.2%)	5,664	(2,441)	(43.1%)	8,105	8,012	(93)	(1.2%)	5,664	(2,441)	(43.1%)
2,736	3,496	760	21.7%	3,015	279	9.3%	2,736	3,496	760	21.7%	3,015	279	9.3%
4,146	4,757	611	12.8%	4,106	(40)	(1.0%)	4,146	4,757	611	12.8%	4,106	(40)	(1.0%)
44,422	57,582	13,160	22.9%	18,458	(25,964)	(140.7%)	44,422	57,582	13,160	22.9%	18,458	(25,964)	(140.7%)
9,498	8,618	(880)	(10.2%)	6,923	(2,575)	(37.2%)	9,498	8,618	(880)	(10.2%)	6,923	(2,575)	(37.2%)
-	3,133	3,133	-	3,997	3,997	-	-	3,133	3,133	-	3,997	3,997	-

Primary Care Dental Statement of Revenues and Expenses
For The First Month Ended October 31, 2024

Current Month							
Actual	Budget	Variance	%	Prior Year	Variance	%	
3,708	3,737	29	0.8%	2,195	(1,513)	(68.9%)	Corporate Quality
5,966	5,636	(330)	(5.9%)	13,352	7,386	55.3%	OH Security Services
3,733	3,937	204	5.2%	3,423	(310)	(9.1%)	OH Supply Chain
2,140	2,262	122	5.4%	2,245	105	4.7%	HIM Department
4,157	4,900	743	15.2%	4,194	37	0.9%	OH Coding
160	441	281	63.7%	316	156	49.4%	OH Reimbursement
2,199	2,084	(115)	(5.5%)	372	(1,827)	(491.1%)	OH Clinical Labor Pool
4,884	7,027	2,143	30.5%	3,369	(1,515)	(45.0%)	District Nursing Admin
4,176	2,422	(1,754)	(72.4%)	1,978	(2,198)	(111.1%)	District Operations Admin
599	844	245	29.0%	645	46	7.1%	OH Mail Room
-	970	970	-	-	-	-	OH Patient Experience
776	647	(129)	(19.9%)	-	(776)	-	OH External Affairs
181,389	214,268	32,879	15.3%	134,376	(47,013)	(35.0%)	Total Overhead Allocations-
620,598	744,355	123,757	16.6%	640,629	20,031	3.1%	Total Expenses
\$ (299,977)	\$ (257,503)	\$ (42,474)	16.5%	\$ (48,126)	\$ (251,851)	523.3%	Net Margin
-	20,662	(20,662)	-	51,213	(51,213)	-	Capital Contributions.
-	\$ 500,000	\$ (500,000)	-	-	-	-	Transfer In/(Out)

Fiscal Year To Date							
Actual	Budget	Variance	%	Prior Year	Variance	%	
3,708	3,737	29	0.8%	2,195	(1,513)	(68.9%)	Corporate Quality
5,966	5,636	(330)	(5.9%)	13,352	7,386	55.3%	OH Security Services
3,733	3,937	204	5.2%	3,423	(310)	(9.1%)	OH Supply Chain
2,140	2,262	122	5.4%	2,245	105	4.7%	HIM Department
4,157	4,900	743	15.2%	4,194	37	0.9%	OH Coding
160	441	281	63.7%	316	156	49.4%	OH Reimbursement
2,199	2,084	(115)	(5.5%)	372	(1,827)	(491.1%)	OH Clinical Labor Pool
4,884	7,027	2,143	30.5%	3,369	(1,515)	(45.0%)	District Nursing Admin
4,176	2,422	(1,754)	(72.4%)	1,978	(2,198)	(111.1%)	District Operations Admin
599	844	245	29.0%	645	46	7.1%	OH Mail Room
-	970	970	-	-	-	-	OH Patient Experience
776	647	(129)	(19.9%)	-	(776)	-	OH External Affairs
181,389	214,268	32,879	15.3%	134,376	(47,013)	(35.0%)	Total Overhead Allocations-
620,598	744,355	123,757	16.6%	640,629	20,031	3.1%	Total Expenses
\$ (299,977)	\$ (257,503)	\$ (42,474)	16.5%	\$ (48,126)	\$ (251,851)	523.3%	Net Margin
-	20,662	(20,662)	-	51,213	(51,213)	-	Capital Contributions.
-	\$ 500,000	\$ (500,000)	-	-	-	-	Transfer In/(Out)

Primary Care Clinics - Behavioral Health Statement of Revenues and Expenses by Location (YTD)
For The First Month Ended October 31, 2024

	Delray Behavioral Health	Lantana Behavioral Health	Mangonia Park Behavioral Health	Mangonia Pilot	West Palm Beach Behavioral Health	Lake Worth Behavioral Health	Lewis Center Behavioral Health	Mobile Warrior Behavioral Health	Co-Responder Unit	Total
Gross Patient Revenue	\$101,103	(\$297)	\$225,476	-	\$3,929	-	\$65,912	-	-	\$396,123
Contractual Allowance	35,931	5,979	79,596	-	4,714	-	26,740	22	-	152,982
Charity Care	26,676	-	35,167	-	1,121	-	19,390	-	-	82,353
Bad Debt	24,077	7,183	53,139	-	3,748	-	311	-	-	88,459
Total Contractual Allowances and Bad Debt	86,684	13,162	167,902	-	9,584	-	46,441	22	-	323,794
Other Patient Revenue	2,997	123	3,530	-	-	-	1,929	-	-	8,580
Net Patient Revenue	17,416	(13,336)	61,105	-	(5,655)	-	21,401	(22)	-	80,908
Collection %	17.23%	4,484.65%	27.10%	-	(143.93%)	-	32.47%	-	-	20.43%
Ad Valorem Taxes	-	-	-	-	-	-	-	-	-	-
Intergovernmental Revenue	-	-	-	-	-	-	-	-	-	-
Grants	-	-	-	13,877	-	-	1,160	-	3,520	18,557
Interest Earnings	-	-	-	-	-	-	-	-	-	-
Unrealized Gain/(Loss) On Investments	-	-	-	-	-	-	-	-	-	-
Other Financial Assistance	-	-	-	-	-	-	-	-	-	-
Other Revenue	-	-	-	-	-	-	-	-	-	-
Total Other Revenues	-	-	-	13,877	-	-	1,160	-	3,520	18,557
Total Revenues	\$ 17,416	\$ (13,336)	\$ 61,105	\$ 13,877	\$ (5,655)	-	\$ 22,561	\$ (22)	\$ 3,520	\$ 99,465
<i>Direct Operational Expenses:</i>										
Salaries and Wages	-	-	-	54,608	-	-	6,056	2,194	20,579	83,437
Benefits	-	-	-	12,601	-	-	2,081	727	4,955	20,364
Other Expense	-	-	-	1,048	-	-	-	-	-	1,048
Total Operating Expenses	-	-	-	68,257	-	-	8,137	2,921	25,533	104,848
Net Performance before Depreciation & Overhead Allocations	17,416	(13,336)	61,105	(54,380)	(5,655)	-	14,424	(2,943)	(22,013)	(5,383)
Depreciation	-	-	-	-	-	-	-	-	-	-
<i>Overhead Allocations:</i>										
OH Risk Management	-	-	-	2,008	-	-	-	-	-	2,008
OH Revenue Cycle	-	-	-	7,617	-	-	-	-	-	7,617
OH Internal Audit	-	-	-	609	-	-	-	-	-	609
Home Office Facilities	-	-	-	2,730	-	-	-	-	-	2,730
OH Administration	-	-	-	3,019	-	-	-	-	-	3,019
OH Human Resources	-	-	-	21,267	-	-	-	-	-	21,267
Legal	-	-	-	8,753	-	-	-	-	-	8,753
Records	-	-	-	674	-	-	-	-	-	674
OH Compliance	-	-	-	2,312	-	-	-	-	-	2,312
IT Operations	-	-	-	3,585	-	-	-	-	-	3,585
IT Security	-	-	-	2,801	-	-	-	-	-	2,801
OH Finance	-	-	-	7,643	-	-	-	-	-	7,643
Corporate Communications	-	-	-	2,580	-	-	-	-	-	2,580
OH Information Technology	-	-	-	3,910	-	-	-	-	-	3,910
IT Applications	-	-	-	61,214	-	-	-	-	-	61,214
IT Service Center	-	-	-	8,956	-	-	-	-	-	8,956
Corporate Quality	-	-	-	3,496	-	-	-	-	-	3,496
OH Security Services	-	-	-	11,932	-	-	-	-	-	11,932
OH Supply Chain	-	-	-	3,520	-	-	-	-	-	3,520
HIM Department	-	-	-	2,018	-	-	-	-	-	2,018
OH Coding	-	-	-	3,920	-	-	-	-	-	3,920
OH Reimbursement	-	-	-	151	-	-	-	-	-	151
OH Clinical Labor Pool	-	-	-	2,073	-	-	-	-	-	2,073
District Nursing Admin	-	-	-	4,605	-	-	-	-	-	4,605
District Operations Admin	-	-	-	3,938	-	-	-	-	-	3,938
OH Mail Room	-	-	-	565	-	-	-	-	-	565
OH External Affairs	-	-	-	732	-	-	-	-	-	732
Total Overhead Allocations	-	-	-	176,628	-	-	-	-	-	176,628
Total Expenses	-	-	-	244,885	-	-	8,137	2,921	25,533	281,476
Net Margin	\$ 17,416	\$ (13,336)	\$ 61,105	\$ (231,008)	\$ (5,655)	-	\$ 14,424	\$ (2,943)	\$ (22,013)	\$ (182,011)
Capital	-	-	-	-	-	-	-	-	-	-
General Fund Support/Transfer In	-	-	-	-	-	-	-	-	-	-

28

Current Month							Fiscal Year To Date						
Actual	Budget	Variance	%	Prior Year	Variance	%	Actual	Budget	Variance	%	Prior Year	Variance	%
3,938	2,284	(1,654)	(72.4%)	-	(3,938)	-	3,938	2,284	(1,654)	(72.4%)	-	(3,938)	-
565	796	231	29.0%	-	(565)	-	565	796	231	29.0%	-	(565)	-
-	915	915	-	-	-	-	-	915	915	-	-	-	-
732	610	(122)	(20.0%)	-	(732)	-	732	610	(122)	(20.0%)	-	(732)	-
176,628	154,236	(22,392)	(14.5%)	-	(176,628)	-	176,628	154,236	(22,392)	(14.5%)	-	(176,628)	-
281,476	725,828	444,352	61.2%	-	(281,476)	-	281,476	725,828	444,352	61.2%	-	(281,476)	-
\$ (182,011)	\$ (627,178)	\$ 445,167	(71.0%)	\$ (3,571)	\$ (178,440)	4,996.9%	\$ (182,011)	\$ (627,178)	\$ 445,167	(71.0%)	\$ (3,571)	\$ (178,440)	4,996.9%
-	\$ 750,000	\$ (750,000)	-	-	-	-	-	\$ 750,000	\$ (750,000)	-	-	-	-



District Clinic Holdings, Inc.

	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Current Year Total	Current YTD Budget	%Var to Budget	Prior Year Total
Clinic Visits - Adults and Pediatrics																
West Palm Beach	1,552												1,552	1,749	(11.3%)	1,749
Delray & Women's Health Care	1,056												1,056	728	45.1%	728
Lantana & Atlantis	1,730												1,730	1,549	11.7%	1,894
Belle Glade & Women's Health Care	793												793	821	(3.4%)	821
Lewis Center	40												40	22	81.8%	22
Lake Worth & Women's Health Care & Atlantis	1,268												1,268	1,549	(18.1%)	1,205
Jupiter & Women's Health Care	597												597	599	(0.3%)	599
West Boca & Women's Health Care	276												276	388	(28.9%)	388
St Ann Place	68												68	15	353.3%	15
Cib Mob 1 Warrior (Mobile Van)	10												10	-	100.0%	30
Cib Mob 2 Scout	-												-	1	(100.0%)	-
Cib Mob 3 Hero	84												84	5	1,580.0%	5
Portable Medical	96												96	88	9.1%	88
Mangonia Park	679												679	623	9.0%	623
Total Clinic Visits	8,249	-	-	-	-	-	-	-	-	-	-	-	8,249	8,137	1.4%	8,167
Dental Visits																
West Palm Beach Dental	1,230												1,230	1,292	(4.8%)	1,292
Delray Dental	734												734	533	37.7%	533
Lantana & Atlantis Dental	856												856	921	(7.1%)	921
Belle Glade Dental	514												514	543	(5.3%)	543
Portable Dental	-												-	15	(100.0%)	15
Total Dental Visits	3,334	-	-	-	-	-	-	-	-	-	-	-	3,334	3,304	0.9%	3,304
Total Medical and Dental Visits	11,583	-	-	-	-	-	-	-	-	-	-	-	11,583	11,441	1.2%	11,471
Mental Health Counselors (non-billable)																
West Palm Beach BH	58												58	96	(39.6%)	96
Delray BH	520												520	436	19.3%	436
Lantana BH	151												151	-	100.0%	144
Belle Glade BH	55												55	5	1,000.0%	-
Mangonia Park BH	989												989	1,659	(40.4%)	1,110
Lewis Center BH	307												307	-	100.0%	-
Lake Worth BH	132												132	-	100.0%	143
Jupiter BH	-												-	-	0.0%	-
St Ann Place BH	32												32	82	(61.0%)	82
West Boca BH	34												34	-	100.0%	33
Mob 1 Warrior BH	62												62	-	100.0%	-
Mob 3 Hero BH	54												54	-	100.0%	-
Mobile Van BH	21												21	-	100.0%	-
Total Mental Health Screenings	2,415	-	-	-	-	-	-	-	-	-	-	-	2,415	2,278	6.0%	2,044
GRAND TOTAL	13,998	-	-	-	-	-	-	-	-	-	-	-	13,998	13,719		13,515

DISTRICT CLINIC HOLDINGS, INC.
BOARD OF DIRECTORS
DECEMBER 18, 2024

1. Description: CHC Patient Satisfaction Survey

2. Summary:

This agenda item provides the following:

2024 Patient Satisfaction Survey Report

3. Substantive Analysis:

From January to November 2024, we collected nearly 6,000 patient satisfaction surveys, marking a 19% increase compared to the previous year. In November, 83% of responses were promoters, 9% were neutral, and 8% were detractors. While these percentages may fluctuate slightly over the course of the year, the overall trend remains consistent.

Our top promoters consistently include the professionalism of our staff, the cleanliness of exam rooms, and the overall condition of the practice. However, there are areas for improvement, such as ensuring patients are better informed about delays during their visit and enhancing communication options for after-hours support.

Throughout the year, we have made several enhancements to the patient satisfaction survey process. We streamlined the survey by reducing the number of questions, which helped increase the completion rate. Additionally, we also introduced a dental-specific survey, which is showcased on the final slide.

4. Fiscal Analysis & Economic Impact Statement:

	Current FY Amounts	Total Amounts (Current + Future)	Budget
Capital Requirements	N/A		Yes <input type="checkbox"/> No <input type="checkbox"/>
Net Operating Impact	N/A		Yes <input type="checkbox"/> No <input type="checkbox"/>

*Non-budgeted expenditures in excess of \$250,000 require Finance and Audit Committee review and Board approval. Reviewed for financial accuracy and compliance with purchasing procedure:

N/A

Jessica Cafarelli
VP & Chief Financial Officer



DISTRICT CLINIC HOLDINGS, INC.
BOARD OF DIRECTORS
DECEMBER 18, 2024

5. Reviewed/Approved by Committee:


N/A
Committee Name

N/A
Date Approved

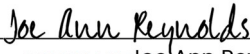
6. Recommendation:

Staff recommends the Board approve the CHC Patient Satisfaction Survey.

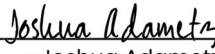
Approved for Legal sufficiency:

DocuSigned by:


0CF6F7DB6706434... Bernabe Icaza
SVP & General Counsel

Signed by:


1A98860A24F740E Joe Ann Reynolds
Patient Relations Coordinator

Signed by:


2B423F834A6 Joshua Adametz, DMD, MPH, MA
AVP & Executive Director of Community Health Centers

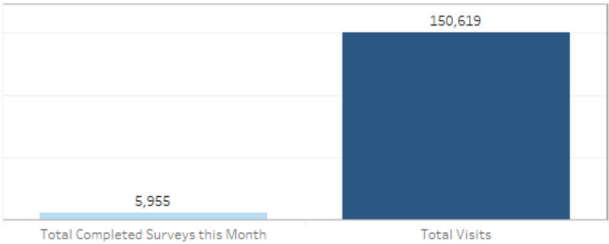


Patient Satisfaction Survey

Community Health Centers
January 2024 - November 2024



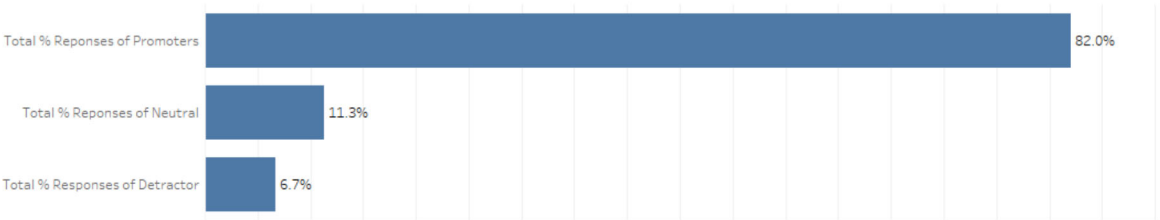
5,955 Total Completed Surveys (4%) Completion Rate
Jan-2024 - Nov-2024



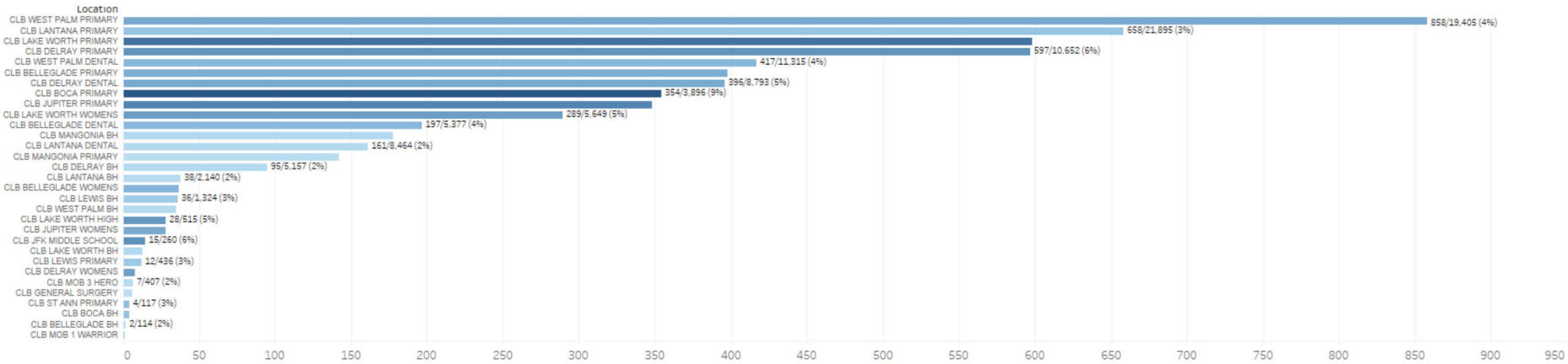
Patient Satisfaction Survey Rates of Return

Start Date
Jan-2024

End Date
Nov-2024



By location, 2% to 9% patients with encounters completed surveys during Jan-2024 - Nov-2024





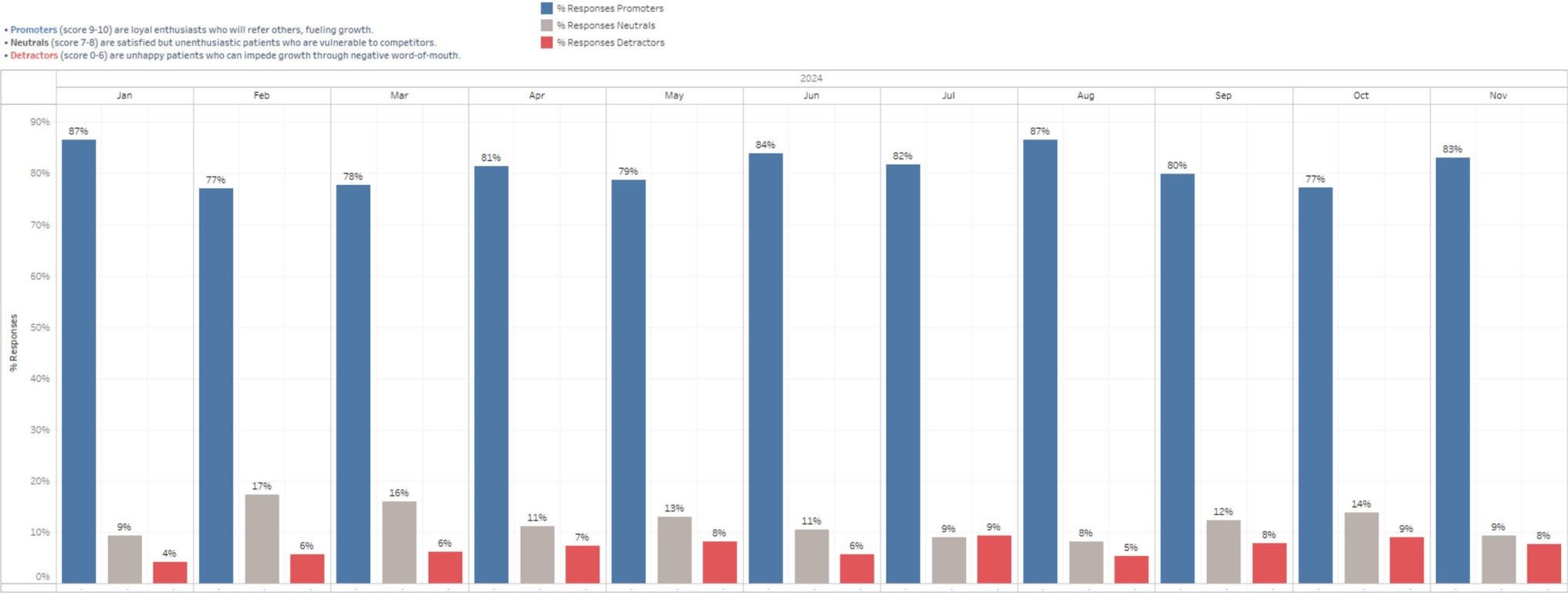
Patient Satisfaction Survey Responses Trends Over Time

Start Date
Jan-2024

End Date
Nov-2024

Responses All Questions All Clinics
Promoters, Neutral, and Detractors

- Promoters (score 9-10) are loyal enthusiasts who will refer others, fueling growth.
- Neutrals (score 7-8) are satisfied but unenthusiastic patients who are vulnerable to competitors.
- Detractors (score 0-6) are unhappy patients who can impede growth through negative word-of-mouth.



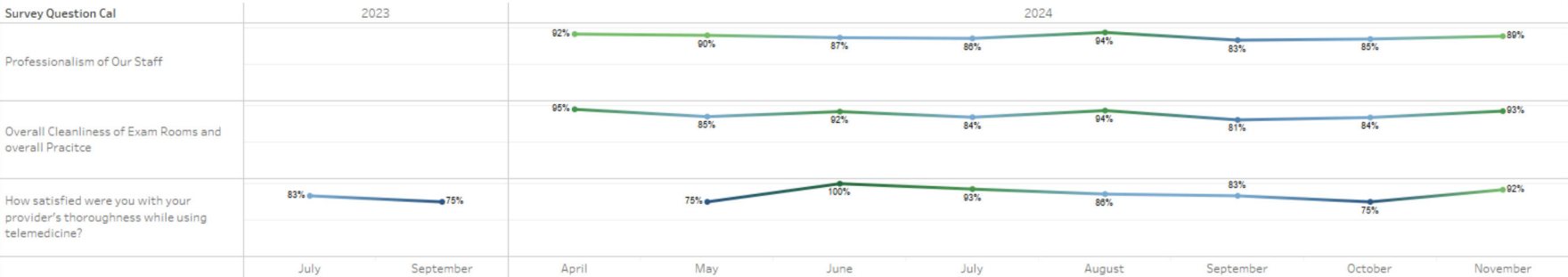


Top 5 Current Promoters for All	
Care and concern of our nurses/medical assistants	88%
Professionalism of Our Staff	88%
Overall Cleanliness of Exam Rooms and overall Practice	88%
Quality of your medical care	87%
How satisfied were you with your provider's thoroughness while usi...	86%

Month / Year
All

Survey Questions Over Time sorted by Top Pomoters

To see the trend for the Top 5 Current Promoters, filter by selecting Survey questions above (Ctrl+Click)



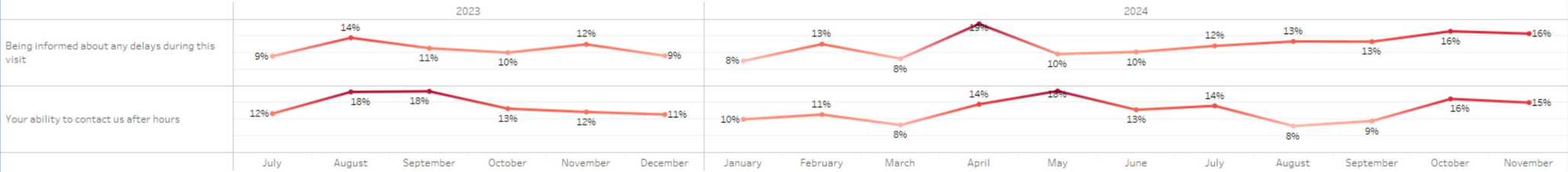


Top 5 Current Detractors for All	
Your ability to contact us after hours	15%
Waiting time in the reception area	14%
Being informed about any delays during this visit	13%
Your phone calls were answered promptly	12%
Waiting time in the exam room	11%

Month / Year
All

Survey Questions Over Time sorted by Top Detractors

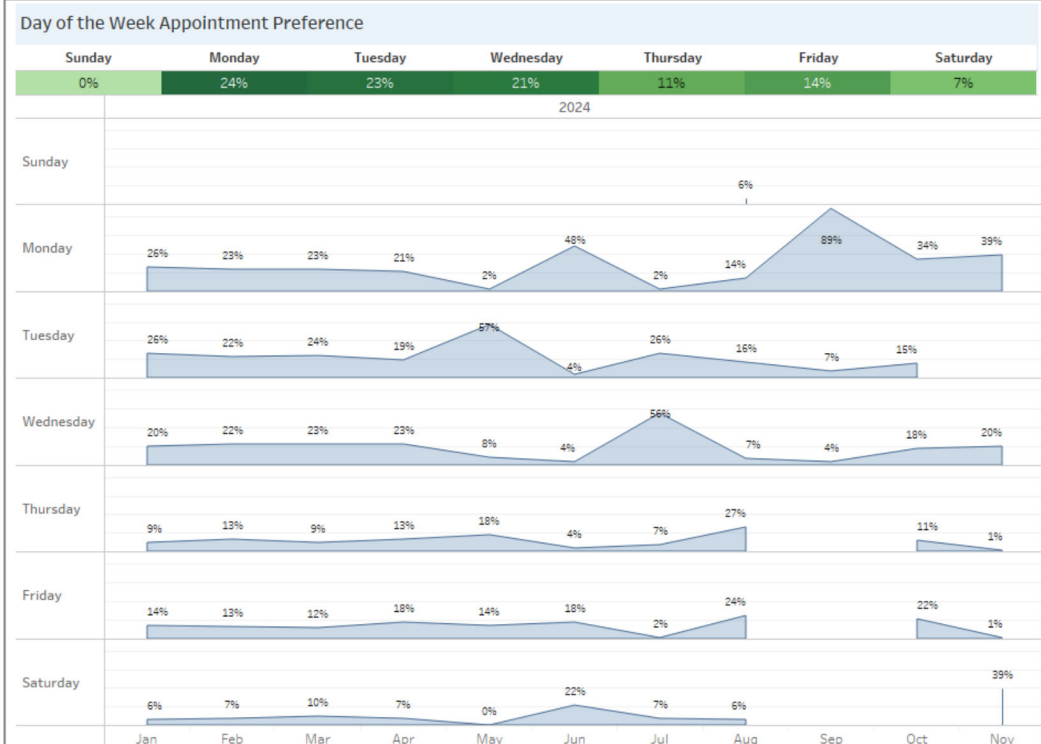
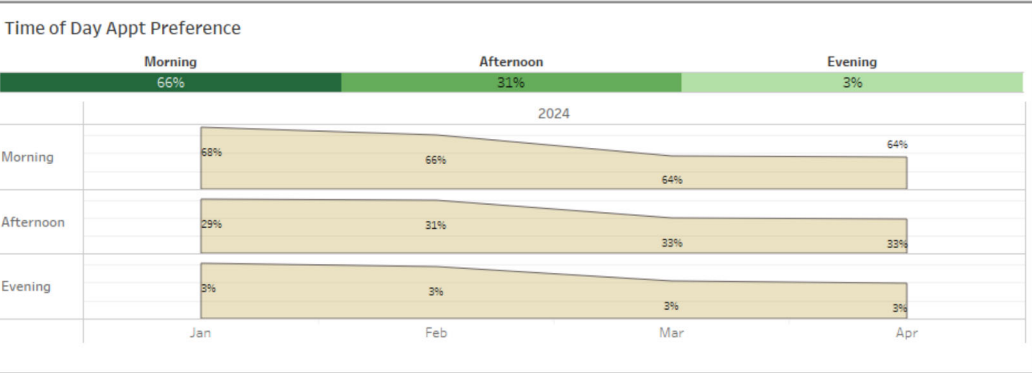
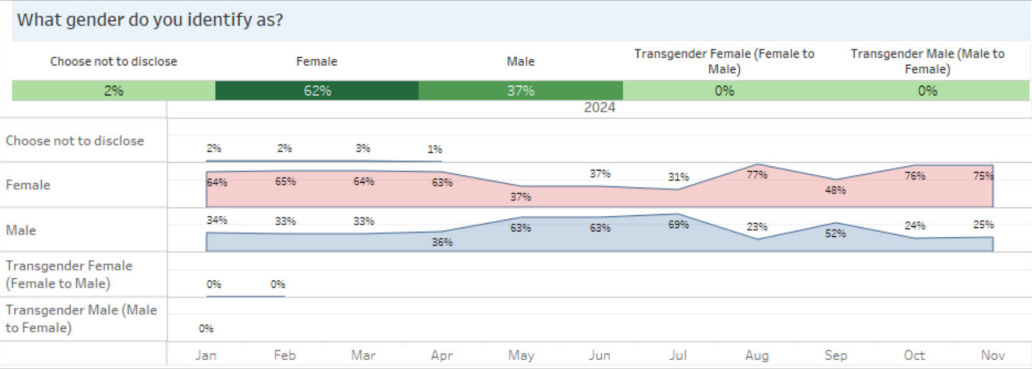
To see the trend for the Top 5 Current Detractors, filter by selecting Survey questions above (Ctrl+Click)





Custom Questions

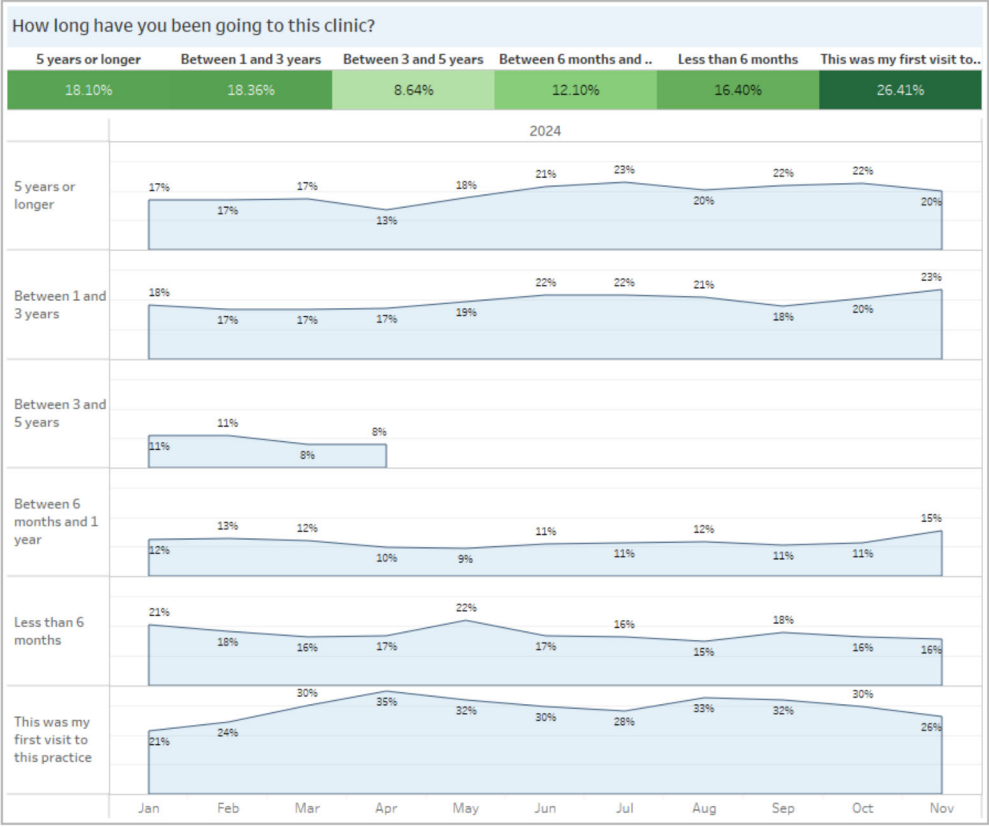
Month/Year
Multiple values





Custom Questions

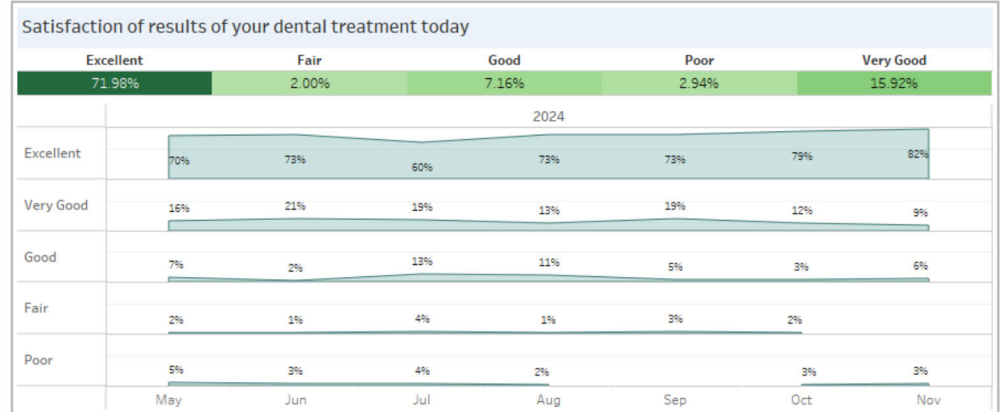
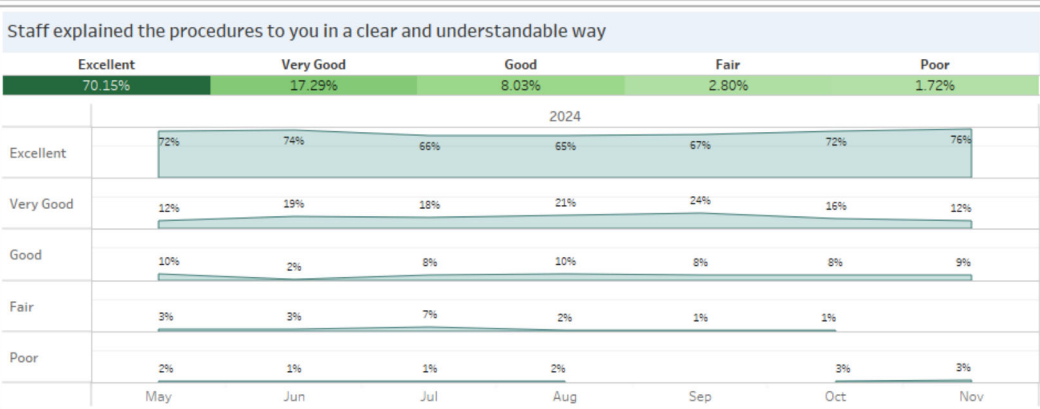
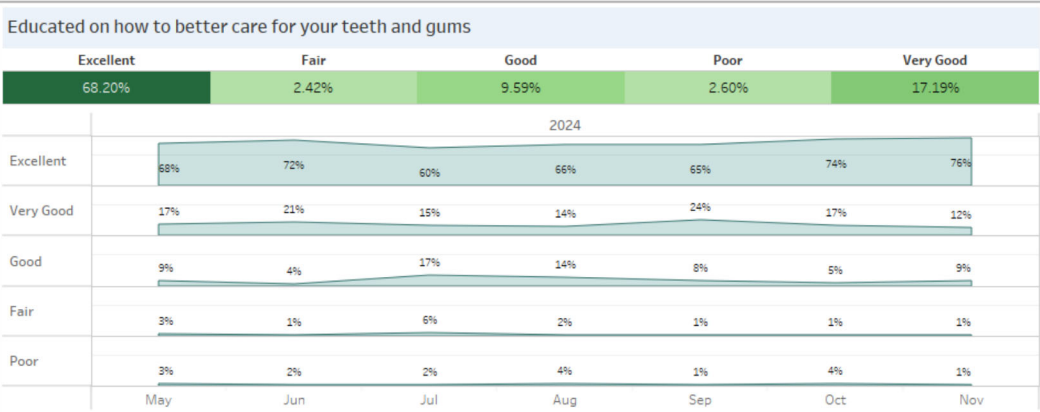
Month/Year
Multiple values





Custom Questions - Dental

Month/Year
Multiple values



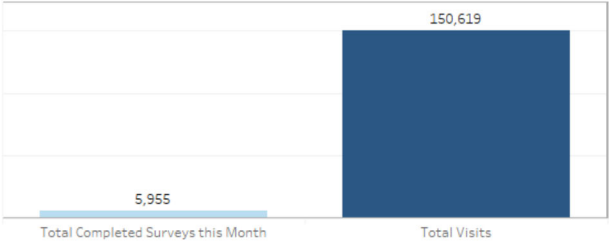


Patient Satisfaction Survey

Community Health Centers
January 2024 - November 2024



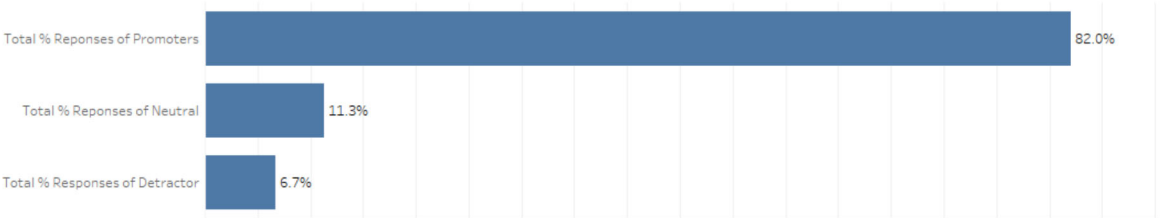
5,955 Total Completed Surveys (4%) Completion Rate
Jan-2024 - Nov-2024



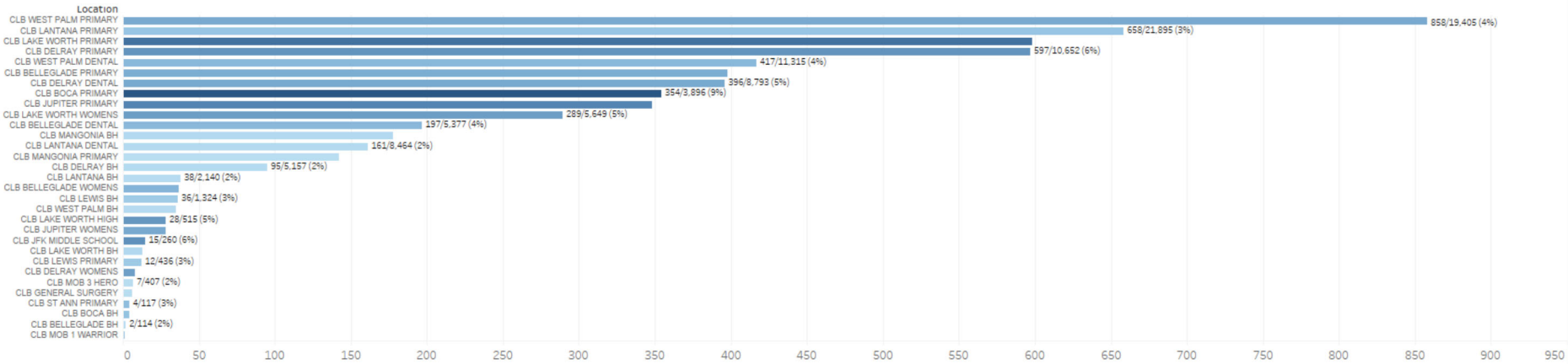
Patient Satisfaction Survey Rates of Return

Start Date
Jan-2024

End Date
Nov-2024



By location, 2% to 9% patients with encounters completed surveys during Jan-2024 - Nov-2024





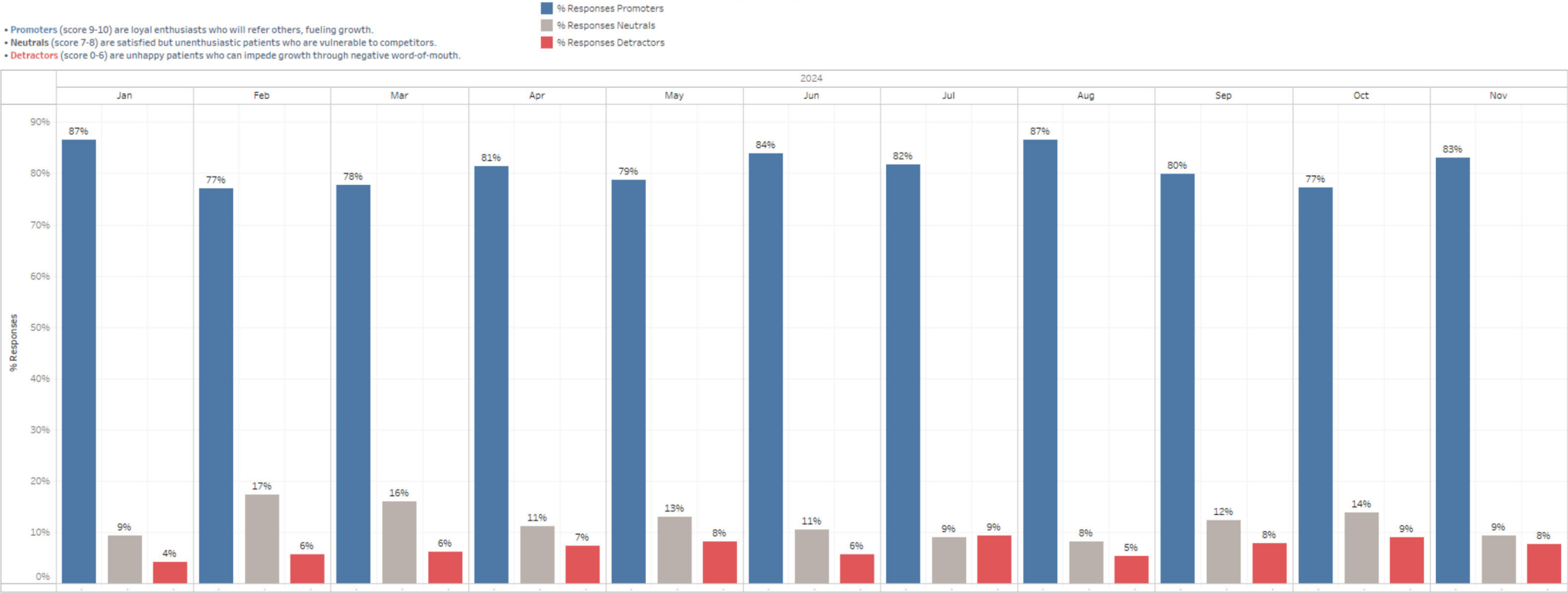
Patient Satisfaction Survey Responses Trends Over Time

Start Date
Jan-2024

End Date
Nov-2024

Responses All Questions All Clinics
Promoters, Neutral, and Detractors

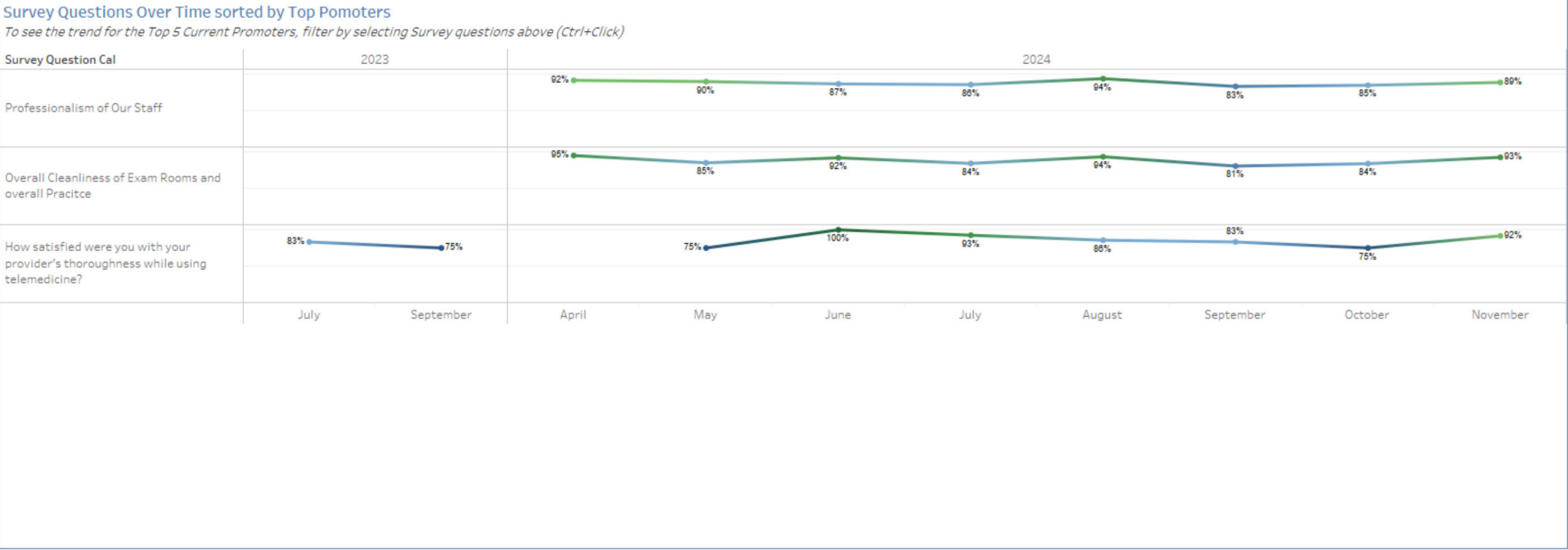
- Promoters (score 9-10) are loyal enthusiasts who will refer others, fueling growth.
- Neutrals (score 7-8) are satisfied but unenthusiastic patients who are vulnerable to competitors.
- Detractors (score 0-6) are unhappy patients who can impede growth through negative word-of-mouth.





Top 5 Current Promoters for All	
Care and concern of our nurses/medical assistants	88%
Professionalism of Our Staff	88%
Overall Cleanliness of Exam Rooms and overall Practice	88%
Quality of your medical care	87%
How satisfied were you with your provider's thoroughness while usi...	86%

Month / Year
All



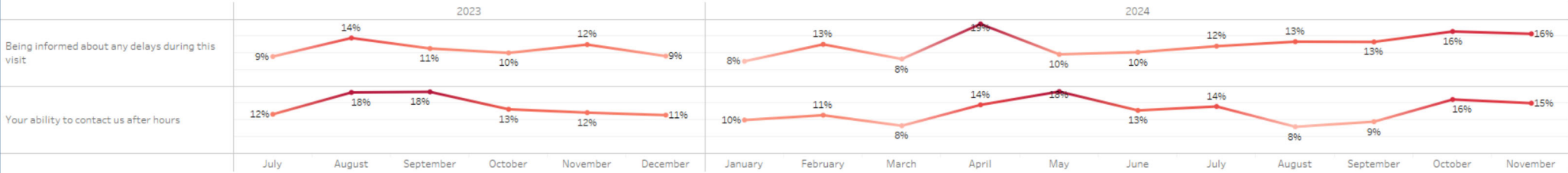


Top 5 Current Detractors for All	
Your ability to contact us after hours	15%
Waiting time in the reception area	14%
Being informed about any delays during this visit	13%
Your phone calls were answered promptly	12%
Waiting time in the exam room	11%

Month / Year
All

Survey Questions Over Time sorted by Top Detractors

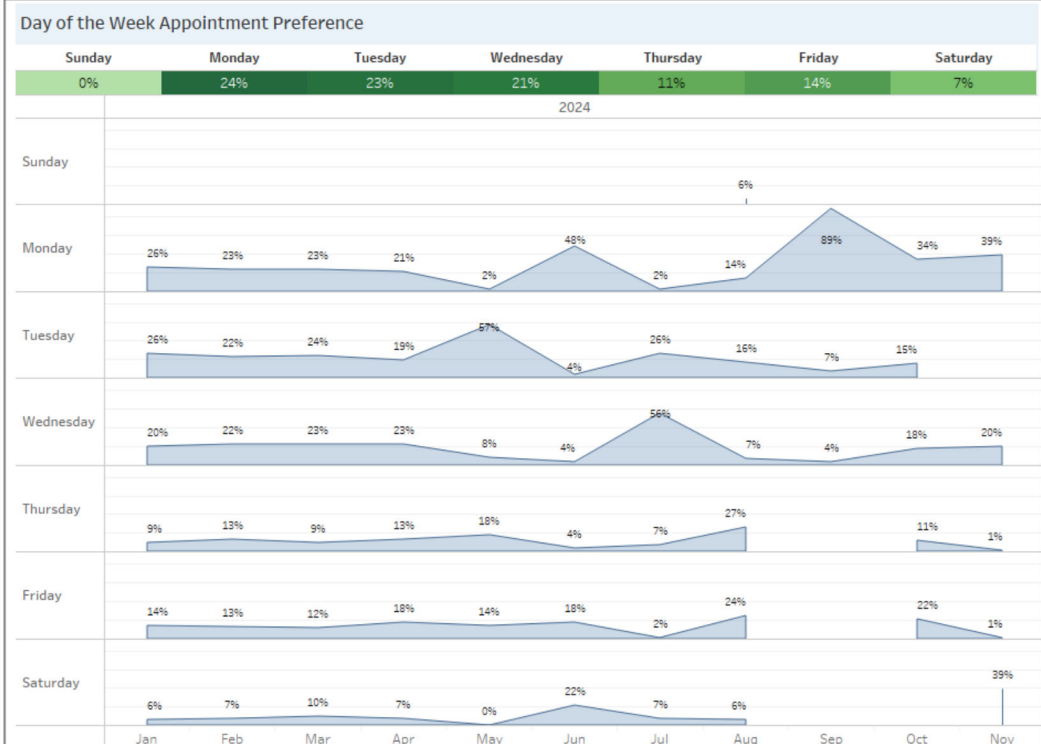
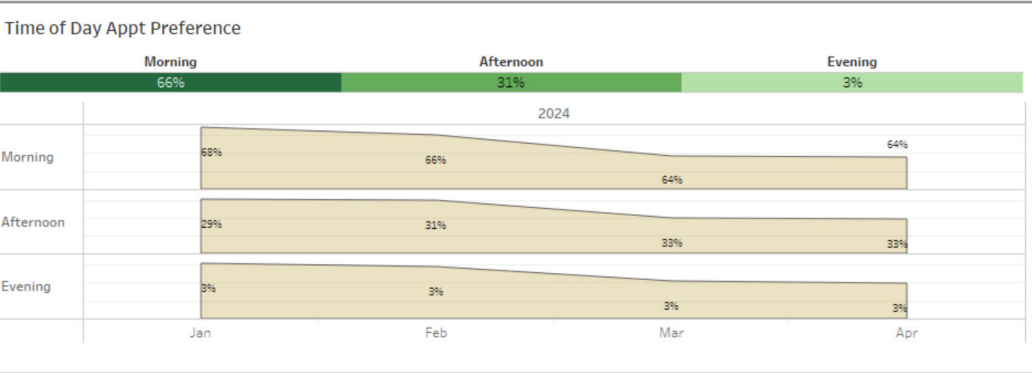
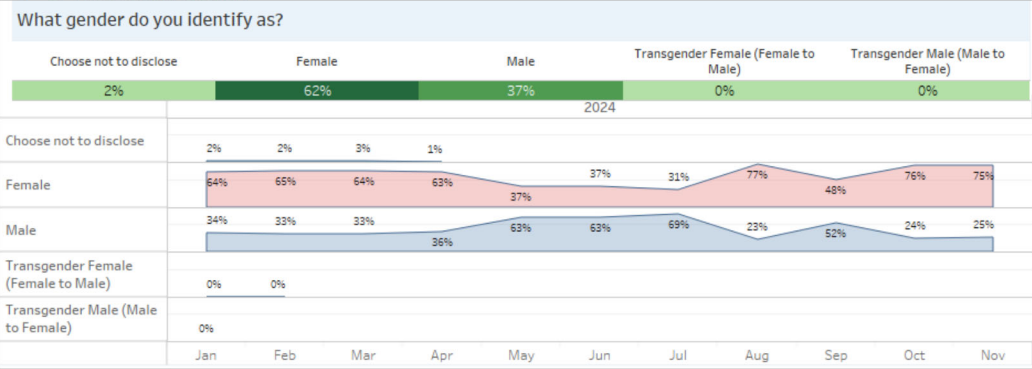
To see the trend for the Top 5 Current Detractors, filter by selecting Survey questions above (Ctrl+Click)





Custom Questions

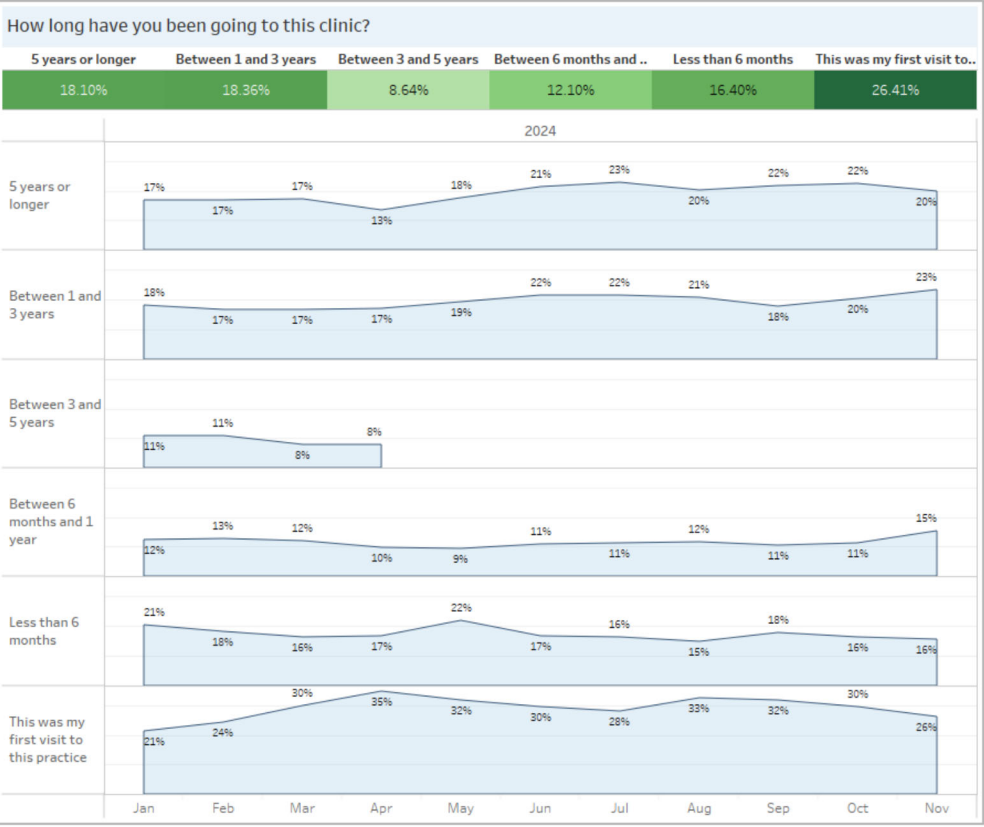
Month/Year
Multiple values





Custom Questions

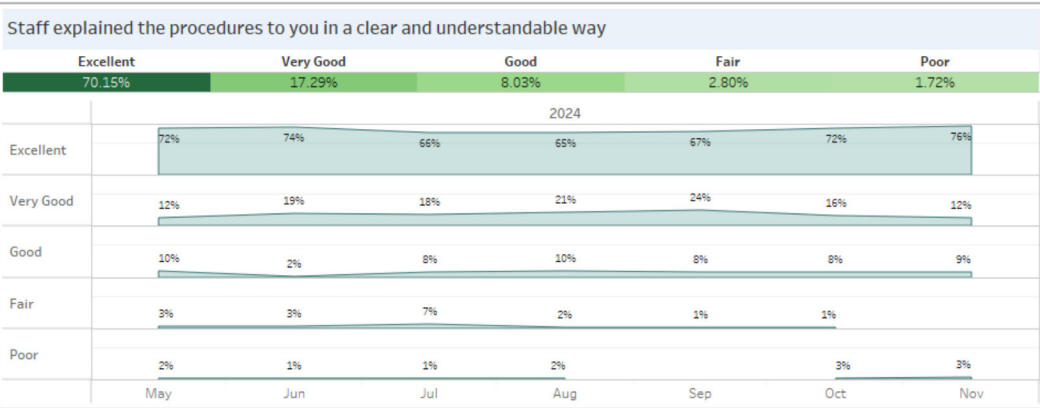
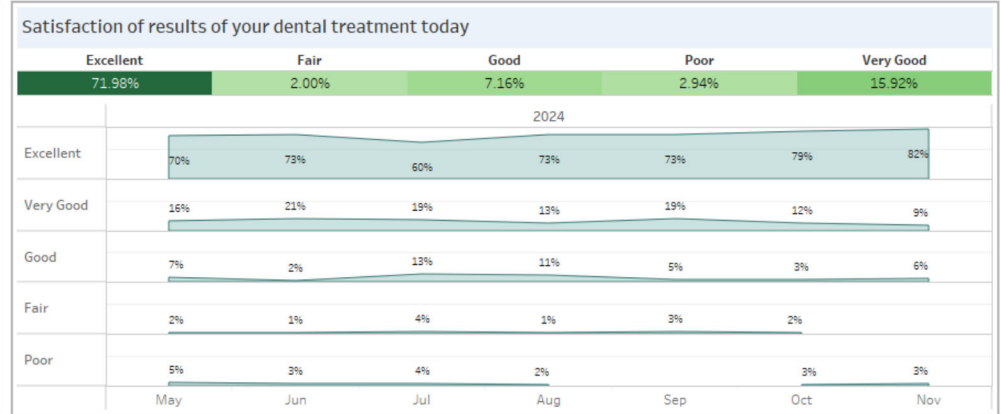
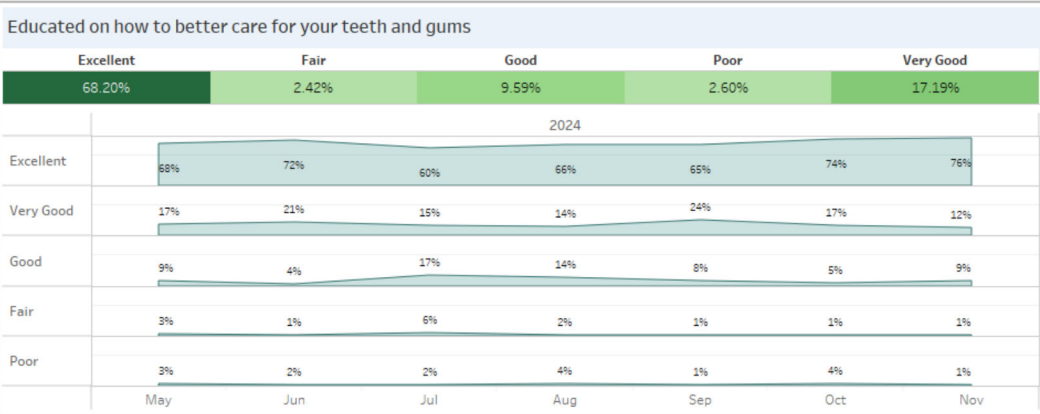
Month/Year
Multiple values





Custom Questions - Dental

Month/Year
Multiple values





DISTRICT CLINIC HOLDINGS, INC.
BOARD OF DIRECTORS
December 18th, 2024

1. Description: Executive Director Informational Update

2. Summary:

- Board Training Follow up
- Employee End of the Year Celebration

3. Substantive Analysis:

Training Opportunities: Discussed with FACHC and they will send a list of training topics that we can choose from that can be presented after board meetings, with in person and virtual options

End of the Year Celebration: The theme was Starlight Soiree: Shining Bright Together. Great time celebrating the achievements of the year with our employees and guests.

4. Fiscal Analysis & Economic Impact Statement:

	Current FY Amounts	Total Amounts (Current + Future)	Budget
Capital Requirements	N/A		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Net Operating Impact	N/A		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

*Non-budgeted expenditures in excess of \$250,000 require Finance and Audit Committee review and Board approval. Reviewed for financial accuracy and compliance with purchasing procedure:

N/A

 Jessica Cafarelli
 VP & Chief Financial Officer

5. Reviewed/Approved by Committee:

N/A

 Committee Name

N/A

 Date Approved

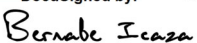


DISTRICT CLINIC HOLDINGS, INC.
BOARD OF DIRECTORS
December 18th, 2024

6. Recommendation:

Staff recommends the Board Receive and File the Executive Director Informational Update.

Approved for Legal sufficiency:

Signed by:


0CF6F7DB6706434...Bernabe Icaza
SVP & General Counsel

Signed by:


2B42345884F5...Joshua Adametz
AVP & Executive Director of Community Health Centers

DISTRICT CLINIC HOLDINGS, INC.
BOARD OF DIRECTORS
December 18, 2024

1. Description: Licensed Independent Practitioner Credentialing and Privileging

2. Summary:

The agenda item represents the licensed independent practitioners recommended for credentialing and privileging by the FQHC Medical Director.

3. Substantive Analysis:

The LIPs listed below satisfactorily completed the credentialing and privileges process and met the standards set forth within the approved Credentialing and Privileging Policy. The credentialing and privileging process ensures that all health center practitioners meet specific criteria and standards of professional qualifications. This criterion includes, but is not limited to:

- Current licensure, registration or certification
- Relevant education, training and experience
- Current clinical competence
- Health fitness, or ability to perform the requested privileges
- Malpractice history (NPDB query)
- Immunization and PPD status; and
- Life support training (BLS)

Last Name	First Name	Degree	Specialty	Credentialing
King	Roderick	MD	Psychiatry	Initial Credentialing
Bernasko	Frances	APRN	Nurse Practitioner	Initial Credentialing

Primary source and secondary source verifications were performed for credentialing and privileging elements in accordance with state, federal and HRSA requirements. A Nationally accredited Credentials Verification Organization (CVO) was utilized to verify the elements requiring primary source verification.

The C.L. Brumback Primary Care Clinics utilized internal Credentialing staff and the FQHC medical Director to support the credentialing and privileging process.

Roderick King, MD joined the Delray Beach Clinic in 2025 specializing in Psychiatry. He attended Ross University School of Medicine and also completed his Residency at University of Nevada Reno School of Medicine. Dr. King has been in practice for 19 years.



DISTRICT CLINIC HOLDINGS, INC.
BOARD OF DIRECTORS
December 18, 2024

Frances Bernasko, APRN joined the Mangonia Clinic in 2024 as a Nurse Practitioner. She attended The Ohio University and is also certified as a Psychiatric Mental Health and Family Nurse Practitioner by the American Nurses Credentialing Center. Ms. Bernasko has been in practice for four years.

4. Fiscal Analysis & Economic Impact Statement:

	Current FY Amounts	Total Amounts (Current + Future)	Budget
Capital Requirements	N/A		Yes <input type="checkbox"/> No <input type="checkbox"/>
Net Operating Impact	N/A		Yes <input type="checkbox"/> No <input type="checkbox"/>

*Non-budgeted expenditures in excess of \$250,000 require Finance and Audit Committee review and Board approval. Reviewed for financial accuracy and compliance with purchasing procedure:

N/A

 Jessica Cafarelli
 VP & Chief Financial Officer

5. Reviewed/Approved by Committee:

N/A

 Committee Name

N/A

 Date Approved

6. Recommendation:

Staff recommends the Board approve the Initial Credentialing and privileging of Roderick King, MD, Psychiatry.

Staff recommends the Board approve the Initial Credentialing and privileging of Frances Bernasko, APRN, Psychiatry Mental Health and Family Medicine Nurse Practitioner.

Approved for Legal sufficiency:

DocuSigned by:

 0CF6F7DB6706434 Bernabe Icaza
 SVP & General Counsel

DocuSigned by:

 FF528E6E1A56481 Ana Ferwerda
 FQHC Medical Director

Signed by:

 2B4234F08734A82 Joshua Adametz, DMD, MPH, MA
 AVP & Executive Director of Community Health Centers

DISTRICT CLINIC HOLDINGS, INC.
BOARD OF DIRECTORS
December 18, 2024

1. Description: Quality Report

2. Summary:

This agenda item presents the updated Quality Improvement & Quality Updates:

- Quality Council Meeting Minutes – November 2024
- UDS Report – YTD

3. Substantive Analysis:

PATIENT SAFETY & ADVERSE EVENTS

Patient safety and risk, including adverse events, peer review and chart review are brought to the board “under separate cover” on a quarterly basis.

QUALITY ASSURANCE & IMPROVEMENT

Low birth weight, defined as a birth weight of less than 5 pounds, 8 ounces (2,500 grams), remains a significant public health concern due to the associated risks of developmental delays, respiratory issues, and long-term health complications for infants. Low birth weight is often linked to preterm birth, as premature infants typically have less time in the womb to grow and develop. Factors such as maternal health, nutrition, access to prenatal care, and socioeconomic status can contribute to the likelihood of low birth weight.

In Florida, the state’s low birth weight rate is approximately 8–9%, slightly above the national average of 8%. Similarly, in Palm Beach County, the rate stands at about 9–10%, reflecting the challenges associated with preterm birth and social determinants of health.

At the Healthcare District of Palm Beach County, we are committed to addressing this pressing issue and improving maternal and infant health outcomes. Our efforts have contributed to a 6% low birth weight rate, significantly lower than the county and state averages. This achievement is the result of a comprehensive approach that includes providing access to high-quality prenatal care, expanding healthcare access in underserved communities, and implementing education programs for expectant mothers.

DISTRICT CLINIC HOLDINGS, INC.
BOARD OF DIRECTORS
December 18, 2024

The Healthcare District's initiatives include the prioritizing early prenatal care, health screenings, and education on healthy pregnancy practices. We also focus on addressing social determinants of health by ensuring that women in high-risk areas have access to the resources they need, such as nutritional support, mental health services, and transportation assistance. Additionally, we collaborate with community organizations to raise awareness about the importance of early prenatal care and provide support to reduce the risk of low birth weight and preterm birth.

By continuing these efforts, we aim to further reduce low birth weight rates and improve the health and well-being of mothers and babies in Palm Beach County.

4. Fiscal Analysis & Economic Impact Statement:

	Current FY Amounts	Total Amounts (Current + Future)	Budget
Capital Requirements	N/A		Yes <input type="checkbox"/> No <input type="checkbox"/>
Net Operating Impact	N/A		Yes <input type="checkbox"/> No <input type="checkbox"/>

*Non-budgeted expenditures in excess of \$250,000 require Finance and Audit Committee review and Board approval.
Reviewed for financial accuracy and compliance with purchasing procedure:

N/A
Jessica Cafarelli
VP & Chief Financial Officer

5. Reviewed/Approved by Committee:

N/A
Committee Name

N/A
Date Approved



DISTRICT CLINIC HOLDINGS, INC.
BOARD OF DIRECTORS
December 18, 2024

6. Recommendation:

Staff recommends the Board approve the updated Quality Report.

Approved for Legal sufficiency:

DocuSigned by:

Bernabe Icaza

0CF6F7DB6706434...Bernabe Icaza

SVP & General Counsel

DocuSigned by:

Ana Ferwerda

FF528E6E1A10661...Dr. Ana M. Ferwerda

FQHC Medical Director

Signed by:

Joshua Adametz

D44D34198704AD1...Dr. Joshua Adametz, DMD, MPH, MA

AVP & Executive Director of
FQHC Services



Quality Council Meeting Minutes

Date: December 4, 2024

Time: 11am-1:30pm

Attendees: Steven Sadiku – Director of Corporate Quality; Shauniel Brown – Senior Risk Manager; Jessica Ramirez – Manager Patient Access Services, Erik Lalani –Operations Manager; Dr. Sandra Warren – Associate Medical Director; Angela Santos – Director of Ops; Dr. Josh Adametz – FQHC Executive Director & Dental Director; Nancy Gonzalez – Director of Clinic Operations; Elizabeth Haller-Quality Manager; Irene Garcia– Dental Quality Coordinator; Sakiya Henderson– Dental Clinical Manager, , Joe-Ann Reynolds–Patient Relations Coordinator, Manager, Dr. Valena Grbic – Medical Director District Cares; Alexa Goodwin – Patient Relations Manager; Ivonne Cohen – Business Intelligence Developer, Dr. Courtney Phillips – VP of Behavioral Health; Maria Chamberlin – Assistant Director of Nursing, Carolina Foksinski- Operations Manager; Jesenia Montalvo- Manager of Regulatory and Accreditation; Bianca Badolati – Executive Assistant; Lisa Hogans – Director of Nursing; Dr. Ana Ferwerda – FQHC Medical Director; Dr. Belma Andric – SVP & Chief Medical Officer

Excused: Candice Abbot – SVP & Chief Operating Officer; Jokebed Laroure–Clinical Educator; Miriam Meza – Clinic Service Center Supervisor

Minutes by: Steven Sadiku – Director of Corporate Quality

AGENDA ITEM	DISCUSSION / RECOMMENDATIONS	ACTION ITEMS (AI)	RESPONSIB LE PARTY	DATE
PATIENT SAFETY & ADVERSE EVENTS				
OCCURRENCES	<p><i>Per Compliance, discussion surrounding not recording meetings.</i></p> <p><u>Report Summary</u></p> <p>The November 2024 Risk Management Tableau dashboard was presented. Volumes</p>			



	<p>were provided for the following clinic areas and types: total reported events, incidents, and good catches. Trends were also presented by volume of reported entries and clinic location. The Risk Report Summary and graphical data were reviewed with the Committee for November 2024. Reports included the risk severity - volume and category/type for incidents and near misses entered in HCD's safety event reporting system. Risk mitigation strategies were also shared with the Committee.</p> <p>(November 2024 Risk Report Summary presented with graphs.)</p>			
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UTILIZATION

OPERATIONS	Productivity					Request monthly data from Startel	Angela Santos		
	Productivity November 2024								
	Service Line	Target		Seen					% of Goal
		In Person	Tele	In Person	Tele				Total
	Adult Care	5013		4532					90%
	Pediatrics	1260		1192					95%
	Primary Residents	792		597					75%
	Women's Health	643		596					93%



	<table><tr><td>Behavioral Health Integration</td><td>957</td><td></td><td>683</td><td></td><td>71%</td></tr><tr><td>Behavioral Health - Psych</td><td>915</td><td></td><td>744</td><td></td><td>81%</td></tr><tr><td>Psych Residents</td><td>N/A</td><td></td><td>N/A</td><td></td><td>N/A</td></tr><tr><td>Behavioral Health Addiction</td><td>734</td><td></td><td>552</td><td></td><td>75%</td></tr><tr><td>Dental Health</td><td>1780</td><td></td><td>1852</td><td></td><td>104%</td></tr><tr><td>Dental Hygiene</td><td>800</td><td></td><td>731</td><td></td><td>91%</td></tr><tr><td>Dental MDI</td><td>280</td><td></td><td>254</td><td></td><td>91%</td></tr></table>	Behavioral Health Integration	957		683		71%	Behavioral Health - Psych	915		744		81%	Psych Residents	N/A		N/A		N/A	Behavioral Health Addiction	734		552		75%	Dental Health	1780		1852		104%	Dental Hygiene	800		731		91%	Dental MDI	280		254		91%			
Behavioral Health Integration	957		683		71%																																									
Behavioral Health - Psych	915		744		81%																																									
Psych Residents	N/A		N/A		N/A																																									
Behavioral Health Addiction	734		552		75%																																									
Dental Health	1780		1852		104%																																									
Dental Hygiene	800		731		91%																																									
Dental MDI	280		254		91%																																									
	<p><i>(Clinic productivity report with graphs were presented.)</i></p>																																													
	<p><u>Walk-ins</u></p> <p>19% Between Medical and Dental</p> <p>93% same day walk-ins scheduled by front line staff</p> <p>7% same-day walk-ins scheduled by the CSC</p>																																													
	<p><u>No Show Rates</u></p> <p>22% between Medical and Dental</p> <p>9% of no-shows have already completed an encounter in August.</p>																																													



	<p>12% have a future scheduled appointment.</p> <p>(Report with graph presented.)</p>			
	<p><u>Doximity Dialer Usage (Telemedicine) - November 2024</u></p> <p>Users</p> <ul style="list-style-type: none"> 74 registered users (100% registration rate) <ul style="list-style-type: none"> 26 active users (12 MD/DOs, 6 NP, PA, 8 Care Team) <p>Calls</p> <ul style="list-style-type: none"> 346 total calls <ul style="list-style-type: none"> 91 voice calls <ul style="list-style-type: none"> 211 successful calls (94.5%) success rate 2 calls escalated to video 255 video calls <ul style="list-style-type: none"> 175 successful calls (68.6%) success rate 7 secure texts <p>(Report with breakdown by specialty and user)</p>			



PATIENT RELATIONS				
GRIEVANCES, COMPLAINTS & COMPLIMENTS	<p><u>Patient Satisfaction Survey – November 2024</u></p> <p>For November 2024, there were a total of 9 Patient Relations Occurrences that occurred between 6 Centers. Of the 9 occurrences, there were 1 Grievance and 8 Complaints. The top 5 Categories were Physician Related, Respect Related, Care & Treatment, Environmental and Pharmacy. There was also a total of 2 compliments received across 2 Centers. Both were patient generated compliments.</p> <p><i>(Patient Relations Report & Patient Relations Dashboard with Graphs presented.)</i></p>			
SURVEY RESULTS	<p><u>Patient Satisfaction Survey – November 2024</u></p> <p>For November 2024, there were 415 Patient Satisfaction Surveys completed. West Palm Primary had the highest return rate with 50 completed surveys followed by Delray Primary with 43 completed surveys. Our Net Promoter Score (NPS) was 73 (out of 377 responses) compared to the Phreesia FQHC/CHC/RHC Network at 74. The top 5 and lowest 5 scored-questions were presented for each area.</p>	Updating patient satisfaction survey to include specific times for hours of operations requested by patients	Alexa G.	



	<p>"Best Questions" for in person visits – November 2024:</p> <ul style="list-style-type: none"> • Things explained in way you could understand – 88% (new) • Overall experience at today's visit – 87% (4% increase) • Time taken to listen and answer your questions – 86% (increase of 3%) • Instructions given regarding medication/follow-up care – 86% (new) • Ease of making your appointment – 84% (same) <p>"Worst Questions" for in person visits – November 2024:</p> <ul style="list-style-type: none"> • Being informed about any delays during this visit? – 16% (same) • Your ability to contact us after hours – 15% (1% decrease) • Each member of my care team identified themselves and their role in my care – 9% (new) • Appointment available within a reasonable amount of time – 8% (2% decrease) • Ease of making your appointment – 8% (new) 			
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	<p>Of the surveys received for November, 43% of patients perceived wait time between 6 to 15 minutes, 38% of responses were from patients that this was their first visit to the practice. 87% of patients were scheduled and 24% were a walk-in.</p> <p>71% of surveys completed were by females and most patients preferred to be seen on Monday, Tuesday and Wednesday mornings.</p> <p>For Dental, 70% of patients felt educated on how to better care for your teeth and gums, 73% were satisfied with results of dental treatment, 71% felt staff explained the procedures in a clear and understandable way and 70% felt staff who provided dental care were sensitive to my concerns.</p> <p>83% of responses in November were promoters (6% increase), 9% of responses were neutrals (5% decrease) and 8% of responses were detractors (1% decrease).</p> <p>Top promoters, detractors, and patient comments presented by center and service line. (Patient Satisfaction Survey PowerPoint presented.)</p>			
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After Hours	<p><u>Afterhours Report –Nov 2024</u> <i>(Outbound Campaign PowerPoint presented.)</i></p> <p>The Clinic Service Center received 215 after hours calls</p> <p>Our top 3 call types are Appt request with 36% of the volume. Followed by reschedule requests with 14% and Providers – paged out with 13%</p> <p>Our WPB Location remains our highest volume health center with 35% of the call volume. Followed by Lantana with 19% and Delray with 16%.</p> <p>AH Paged Out calls – There were 29 after hours calls that required a provider to be paged out. Of those all but one had telephone encounters in the chart.</p> <p>18 of those encounters had the correct reason for encounter listed as “after Hours”.</p> <p>1 patients telephone encounters were missed</p>			
NEXT THIRD AVAILABLE	<p><u>PCP</u></p> <p>Belle Glade – 5 days out</p> <p>Boca – 11 days out</p> <p>Delray – 12 days out</p> <p>Jupiter – 4 days out</p> <p>Lake Worth – 32 days out</p> <p>Lantana – 15 days out</p> <p>West Palm – 11 days out</p>			



	<p><u>BH</u> Delray – 5 days out Lewis Center – 10 days out Mangonia – 30 days out</p> <p><u>Dental</u> Belle Glade – 3 days out Delray – 65 days out Lantana – 93 days out West Palm – 16 Peds – 66 days out</p> <p><u>Womens Health</u> Belle Glade – 23 days out Delray – 42 days out Jupiter – 21 days out Lake Worth – 24 days out</p>			
REFERRAL/ CALL CENTER	<p>Referrals – There were a total of 5,411 referral orders. This was a 17% decrease in volume from the previous month. The average turnaround time for referral processing was 3.69 days for routine referrals with a goal of 5 days or less. The TAT for urgent referrals was 2.84 days with a goal of 2 days or less.</p> <p>We continue to see our highest volume of referrals placed by our WPB Health Center with 19% of the total referral volume, followed by</p>	Monitor referral volume by specialty and by provider	Steven Sadiku	



	<p>Delray with 18% and Lantana with 17%. This is consistent with the previous month.</p> <p>Carline St Vil remains to be the provider with the highest volume of referrals placed the with 7% of the total volume. Followed by Lam with and Dr Noukelak with 6%</p> <p>Our most common payer remains the HCD Voucher with 27% of the referral volume followed by Self pay (no coverage) with 17% and Humana with 11%. Very similar to last month</p> <p>Our top referred to specialties this month are Radiology Orders with 28%, followed by Ophthalmology with 8% and physical Gastro with 4% .</p> <p><u>Call Center –</u></p> <p>The call center received 17,247 calls. This was a 22% decrease from the previous month. 91% of the total call volume reached a live agent and was resolved.</p> <p>The abandonment rate for August was 6% with a goal of 10% or less.</p>			
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	<p>The service level (Calls Answered within 3 mins) Was 79% with a goal of 80% or higher.</p> <p>The Average hold time for August was 1min 34s with a goal of 3 minutes or less.</p>			
QUALITY				
QUALITY				
MEDICAL	<p><u>Controlled Diabetes based on A1c less than 9%</u></p> <p><u>November, 2024</u></p> <p>Yearly goal 67%</p> <p>We saw 4 unique patients with a diagnosis of diabetes. 71% were controlled and 26% uncontrolled with an A1c equal or greater than 9%. 72 patients (3%) did not have data.</p> <p>By clinic, Jupiter (77%), Boca (76%) and Lake Worth (74%) are the clinics with highest number of patients with controlled diabetes. Belle Glade, Lantana, Delray and West Palm Beach ranged between 68% to 72%. The larger number of patients with diabetes are in Lantana and West Palm Beach Clinics.</p>			



	<p><u>Colorectal Cancer Screening – November, 2024</u></p> <p>Yearly goal 82%</p> <p>We saw 9975 unique patients due for colorectal cancer screening. 4264 (43%) of the patients had the screening satisfied with an increase by 1% compared with the previous month.</p> <p>5572 (56%) of the patients did not have the screening satisfied. Among those patients, 140 (1%) had a fit test done in the previous 12 months and was not due as it was completed in 2023.</p> <p>The highest percentage of screening completed was at the Boca Clinic with 60%.</p> <p>The largest number of patients that needed colorectal cancer screening were at the West Palm Beach, Lantana and Delray Clinics accounting for 49% of the patients. They individually achieved 39%, 49% and 42% of colorectal cancer screening completion.</p> <p>The largest number of patients with missing orders to address the screening were at Belle Glade, Mangonia, West Palm Beach and Lake Work clinics.</p> <p>The last graph shows the met, unmet and missed patients by provider percentages</p>			
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	<p>The type of screening test ordered shows the majority of patients are screen with fit test, followed by colonoscopy and last with Cologuard.</p> <p>By clinics the majority of Cologuard orders are from Delray, Boca Raton and Jupiter Clinics. Similarly, the providers on those clinics are the most frequent providers ordering Cologuard to screen for colorectal cancer.</p> <p>(Report with graph presented.)</p>			
	<p>Breast Cancer Screening – November, 2024</p> <p>Yearly goal 60%</p> <p>Satisfied screenings – 2306 (57%)</p> <p>Unsatisfied Screenings – 1749 (43%)</p> <p>There was no improvement compared to the previous month.</p> <p>Not Met with order – 1356 (77%)</p> <p>Not Met (Patient Missed) – 393 (23%)</p> <p>The clinics with the highest percentage of screening were Belle Glade with 73%, Boca with 70% and Lantana 65%.</p> <p>The clinics with the lowest percentage of patients who completed breast cancer screening were West Palm Beach (49%), Delray (54%) and Jupiter (54%).</p> <p>The larger number of patients where the screening was not addressed were Delray, Jupiter, West Palm</p>			



	Beach and Lake Worth clinics. Accounting for 65% of missed patients. (Report with graph presented.)			
	<p><u>Cervical Cancer Screening – November, 2024</u></p> <p>Yearly goal 65%</p> <p>We saw 11977 unique patients with screening due. Cervical cancer screening was completed in 7525 (63%) of the patients and 4452 (37%) patients the screening was not addressed.</p> <p>Boca, Lake Worth, Lantana and Belle Glade Clinics achieved at or above the goal of 65%.</p> <p>The graph on the right shows the distribution by percentage of met, not met and missing orders to address the screening by provider which correlates with the clinics with larger percentage of screening met. The lowest right graph shows the number of missed patients by clinic in descending order.</p> <p>The last slide shows the number of PAPs orders by provider and the number of referrals during 2024.</p> <p>Report with graph presented.)</p>			



	<p><u>HIV Screening – November, 2024</u></p> <p>Yearly goal 32%</p> <p>Satisfied: 14026 (61%) No satisfied: 8798(39%). There was no increase compared to the previous month.</p> <p>The majority of the clinics are meeting the screening above 60% except Lantana, Mangonia, and West Palm Beach. The largest percentage of patients for which the screening was not addressed were from West Palm, Lake Worth, Lantana and Belle Glade Clinics accounting for more than 70% of the missed patients.</p>			
	<p><u>Controlling High Blood Pressure – November, 2024</u></p> <p>Yearly goal 80%</p> <p>4797 (72%) of patients had BP controlled and 1872 (28%) BP uncontrolled. From all the clinics Boca reached 84%, Mangonia 74%, and Lake worth 74%. BY provider some of the providers had reached the 80% goal and the majority of them had reached above 70%.</p>			
BEHAVIORAL HEALTH	<p><u>PHQ9 – November 2024</u></p> <p>% of patients with PHQ9: 5,078/5,733 =88.57%</p>			



	<p>Unique patients with positive PHQ9= 417/7.27%</p> <p><u>SBIRT- November 2024</u></p> <p>1,703 unique patients/31,524 = 5.4%</p> <p>The goal is 5%</p> <p>(Report with graph presented.)</p>			
	<p><u>Depression Remission November 2024</u></p> <p>Yearly goal 14%</p> <p>We are currently meeting this metric at 45% of patients with depression in remission.</p> <p>(Report with graph presented.)</p>			
WOMEN'S HEALTH	<p><u>Early Entry into Prenatal Care Jan-November 2024</u></p> <p>Early Entry into care into the First Trimester is 52%</p> <p>UDS National Average for 2022 is 72%</p> <p>Total population of 445 prenatal patients</p> <p><u>Low Birth Weight Jan-November 2024</u></p> <p>Babies born with a birth weight below normal (under 2,500 grams) 7%</p> <p>--<1500 grams: 1%</p> <p>--1500--2499 grams: 6%</p> <p>UDS 2022 National average 8.43%</p> <p>Total deliveries/birth weight= 167</p>			
DENTAL	<p><u>Dental Sealants</u></p> <p>YTD 2024: 99% (609; n=616)</p>			



	<p><u>Limited Exams</u></p> <p>November 2024: 205</p> <ul style="list-style-type: none"> -Same Day Extractions: 85 (41%, n=205) -Antibiotics Given: Patients without a future extraction appointment type 65 (32%, n=205) -Ext. not needed(non-emergent): 43 (21%, n=205) -Returns (Follow-Up): Patients with a future extraction appointment type 12 (6%, n=205) -Returned within 21 days for ext.: 9(75%, n=12) 			
	<p><u>MDI/WHO</u></p> <p>November 2024</p> <p><u>Total Well Visit Pediatric Patients: 125</u></p> <ul style="list-style-type: none"> - Excluded from MDI KPI 125 (50%; n=125) - Eligible MDI 62(50%; n=125) <p><u>Total Pediatrician KPI Patients (Pts who do not have a dental home): 62</u></p> <ul style="list-style-type: none"> - No MDI 29(47% n=62) - MDI 33 (53% n=62) <p><u>Total of patients who had MDI visit: 33</u></p> <ul style="list-style-type: none"> - Declined WHO 23 (70% n=33) - Interested in WHO 10 (30% n=33) 			



	<p><u>Total Dentist KPI Patients (Pts. Interested in WHO): 10</u></p> <ul style="list-style-type: none"> - WHO not seen by Dentists 8 (80%; n=10) - WHO seen by Dentists 2(20%; n=10) 			
NURSING	<p><u>Higher Level of Care</u></p> <p>This a summary of November HLC.</p> <p>90 ER referrals /86 patients were sent to the ER in November.</p> <p>The breakdown of referrals is:</p> <ul style="list-style-type: none"> • WH – 19 (21%) • Peds – 24 (27%) • Adult – 46 (51%) (this combines urgent care and emergency medicine referrals) <ul style="list-style-type: none"> ○ Transport – 0 ○ Adult Crisis – 1 ○ Peds Crisis – 0 <p>ADULT REFERRALS: highest producer this month is Michael Zhang (also in October), Physician Jupiter, with 6 referrals (13%)</p> <p>PEDIATRIC REFERRALS: highest producer this month was Dr. Clarke in WPB with 18 referrals (75%). Note *Dr. Hernandez in same clinic had 1 referral.</p> <p>Top Diagnosis:</p> <p>ADULT</p> <ul style="list-style-type: none"> • Hypertensive urgency 3 • Hyperglycemia 2 			



	<p>PEDS</p> <ul style="list-style-type: none"> • Viral URI 3 • Fever, unspecified fever cause 2 • Bronchiolitis 2 <p>There were 4 patients with duplicate referrals. All reviewed and no charts sent to Medical Director for review.</p>			
FORM 5A, 5B, 5C	Deferred			
PEER REVIEWS	<p>Adult Medical: Peer Review Summary Quarter 4, 2023. 25 charts were peer reviewed. 25 were evaluated as “within standard of care”. 20 charts were evaluated using the standard template and 5 charts using the new peer review template.</p> <p>Adult Medical: Peer Review summary Quarter 1, 2024. 100 charts were reviewed. PEER–Standard of Care 1% PEER–Provider Review Needed 14% PEER–Provider Review Needed 85%</p>	<p>Specific important points found in chats that did not score 100% will be reviewed at the providers meeting on 12/5/2024.</p> <p>The findings of the peer reviews for the first two quarters were presented to medical providers on the 12/5/2024.</p>		



	<p>The general evaluation criteria the average score criteria score 96.5%</p> <p>The diabetes criteria the average criteria scored 81.3%</p> <p>The items that scored below 80% included:</p> <ul style="list-style-type: none"> • Setting up a target goal for A1c based on A1c level, age, risk of hypoglycemia and specific conditions for the patient scored 75% • If the patient was not reaching proper A1c goal <9%, was the patient referred to the nurse/nutritionist for blood sugar monitoring, coaching and education? Scored 73.7% • Was statin therapy advanced to reach the patient LDL goal? Or lab was ordered to direct therapy if a lab was not available? Scored 53.7% • If patient had CKD with or without microalbuminuria, was there an appropriate diagnosis in the problem list based on GFR and albuminuria lab values? Scored 77.8% <p>Adult Medical: Peer Review summary Quarter 2, 2024.</p> <p>76 charts were reviewed.</p> <p>PEER-Standard of Care 92.1%</p> <p>PEER-Provider Review Needed 2.6%</p> <p>PEER-Provider Review Needed 5.3%</p> <p>The general evaluation criteria the average score criteria score 94.4%</p>	<p>Feedback was focus of the general findings as a group that sored below 80%.</p> <p>Individual examples to improve utilization of laboratory testing were discussed.</p> <p>Importance of setting target goals for diabetes and hypertension were reiterated to the providers. Recommendations to include this in the discussion with the patient and documentation in the patient record were provided.</p> <p>Importance of advancing therapy to decrease cardiovascular negative outcomes base on lipid profile results, risk of atherosclerotic heart disease, family history of cardiovascular disease and cardiovascular past medical history was discussed.</p> <p>Individual peer review report card for 2024 was presented to the providers during the mnotly provider's meeting.</p>		
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	<p>The diabetes criteria the average criteria scored 84.1% The items that scored below 80% included:</p> <ul style="list-style-type: none">• Setting up a target goal for A1c based on A1c level, age, risk of hypoglycemia and specific conditions for the patient scored 66.7%• Was statin therapy advanced to reach the patient LDL goal? Or lab was ordered to direct therapy if a lab was not available? Scored 6.3%• If the patient was not reaching proper A1c goal, and there is evidence the management at the primary care level has been exhausted was the patient referred to endocrinologist? Scored 72.7%	<p>An example was discussed.</p>		
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QUALITY METRICS

UDS YTD 2024

Of the 17 UDS Measures: 10 Exceeded the HRSA Goal, 7 were short of the HRSA Goal, and 1 was excluded (*Clinic Score/HRSA Goal*)

Medical UDS Report

Adult Weight screening and follow-up: (84% / 90%)			
<i>Breast Cancer Screening: (_57_%/60%)</i>			
<i>Cervical Cancer Screening: (_63_% /65%)</i>			
Childhood Immunization: (_52_% / 60%)			
Colorectal Cancer Screening: (_43_% / 82%)			
<i>Coronary Artery Disease CAD: (_86_% / 81%)</i>			
Dental Sealants: (_99_% / 75%)			
Depression Remission: (_45_% / 14%)			
Diabetes: (_71_% / 67%)			
HIV Screening: (_61_% / 32%)			
Hypertension: (_72_% / 80%)			
<i>Ischemic Vascular Disease (IVD): (_74_% / 86%)</i>			
Depression screening: (_95_% / 83%)			
Depression screening (Homeless): (_91_% / 83%)			
Tobacco use screening & cessation: (_95_% / 93%)			

Meeting Adjourned: 1:40pm



UDS PROVIDER LEVEL QUALITY MEASURES 2024 NATIONAL QUALITY LEADER METRICS

		Universe	<div><div></div> MET</div>	<div><div></div> Not Met</div>	<div><div></div> HRSA Goal</div>	<div><div></div> National Average</div>	<div><div></div> State Average</div>
Heart Health	Coronary Artery Disease (CAD): Lipid Ther..	5,046	86%				<div><div></div> 81%</div>
	Hypertension	6,669	72%				<div><div></div> 80%</div>
	Ischemic Vascular Disease (IVD)	950	74%				<div><div></div> 86%</div>
	Tobacco use Screening and Cessation Inte..	18,288	95%				<div><div></div> 93%</div>
Diabetes	Adult Weight Screening and Follow Up	23,937	84%				<div><div></div> 90%</div>
	Diabetes: (HbA1c < 9%)	3,831	71%				<div><div></div> 67%</div>
	Diabetes: (HbA1c < 9%) Migrant	377	69%				<div><div></div> 67%</div>
Behavioral Health	Depression Remission	591	45%		<div><div></div> 14%</div>		
	Patients Screened for Depression and Follow-Up	19,180	95%				<div><div></div> 83%</div>
	Pts Screened for Depression and F/U (Homeless)	6,067	91%				<div><div></div> 83%</div>
Childhood Measures	Childhood Immunization	701	52%			<div><div></div> 60%</div>	
	Dental Sealants	616	99%				<div><div></div> 75%</div>
	Weight Screening and Counseling for children and adolescents	5,324	93%				<div><div></div> 90%</div>
HIV Preven tion..	HIV Screening	23,077	61%		<div><div></div> 32%</div>		
Cancer Prevention	Breast Cancer Screening	4,055	57%			<div><div></div> 60%</div>	
	Cervical Cancer Screening	11,977	63%			<div><div></div> 65%</div>	
	Colorectal Cancer Screening	9,975	43%	78			<div><div></div> 82%</div>



DISTRICT CLINIC HOLDINGS, INC.
BOARD OF DIRECTORS
December 18, 2024

1. Description: Operations Report – November 2024

2. Summary:

This agenda item provides the operations report for November 2024 containing Health Center Productivity and No-Show Dashboard data.

3. Substantive Analysis:

In November, the Health Centers had a total of 8,372 unique patients and 11,534 visits across health centers which is a 14.7% decrease from last month and a 2% decrease when compared to November 2023. 1,364 patients, or 16% of unique patients were new to the Health Centers. 39% of visits were from Adult Primary Care and 22% from Dental, no change from October. 10% came from Pediatric, down 2% from prior month. Lantana Medical had the highest volume of visits followed by the Mangonia Health Center for November.

The no show rate in November for all service lines and health centers was 22% which was down 1% from last month. The average no show rate by service line for the month was highest for Behavioral Health at 27%, followed by Women’s Health at 23%, then Primary Care at 22% and lowest for Dental at 17%. The No show rate for new patients overall was 14% and for established patients overall it was 22%. 9% of total no shows had already completed another encounter and 12% had scheduled another appointment for a future date. The time of day with the greatest amount of no shows in November was at 11AM and 1PM across health centers.

4. Fiscal Analysis & Economic Impact Statement:

	Current FY Amounts	Total Amounts (Current + Future)	Budget
Capital Requirements	N/A		Yes <input type="checkbox"/> No <input type="checkbox"/>
Net Operating Impact	N/A		Yes <input type="checkbox"/> No <input type="checkbox"/>

*Non-budgeted expenditures in excess of \$250,000 require Finance and Audit Committee review and Board approval. Reviewed for financial accuracy and compliance with purchasing procedure:

N/A
Jessica Cafarelli
VP & Chief Financial Officer

DISTRICT CLINIC HOLDINGS, INC.
BOARD OF DIRECTORS
December 18, 2024

5. Reviewed/Approved by Committee:

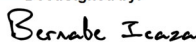
<div>N/A</div> <div>Committee Name</div>	<div>N/A</div> <div>Date Approved</div>
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6. Recommendation:

Staff recommends the Board approve the Operations Report for November 2024.

Approved for Legal sufficiency:

DocuSigned by:



0CF6F7DB6706434...Bernabe Icaza

SVP & General Counsel

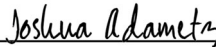
DocuSigned by:



6F31AD3F82334F5...Angela Santos

Director of Specialty Operations

Signed by:



2B3F08A4A...Joshua Adametz, DMD, MPH, MA

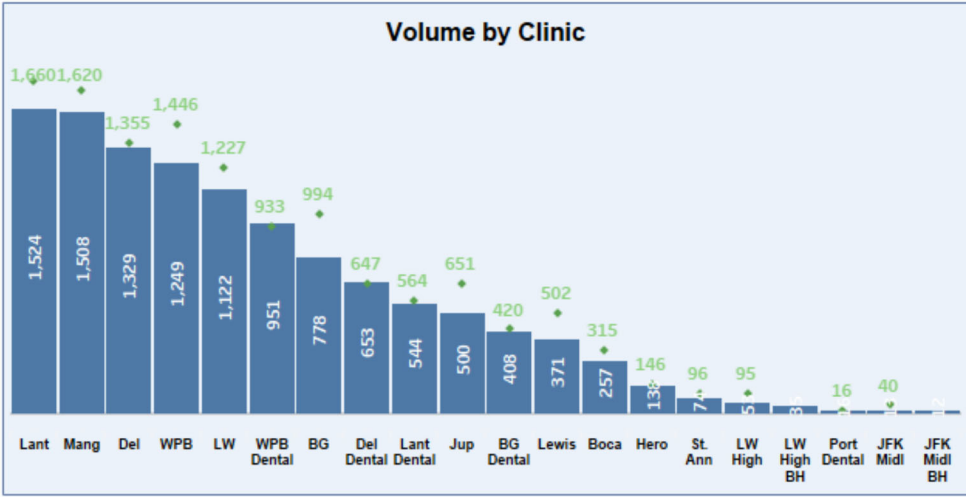
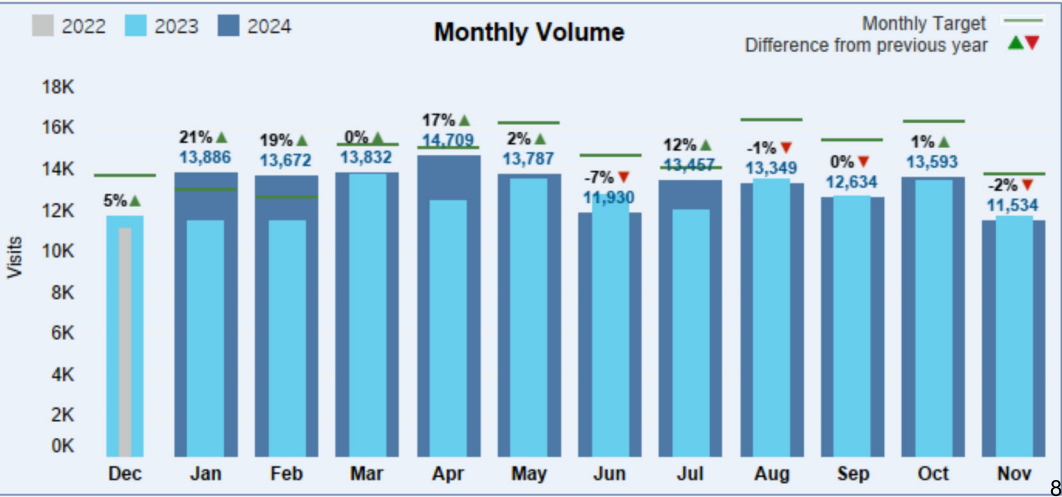
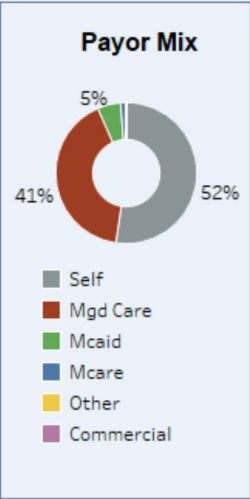
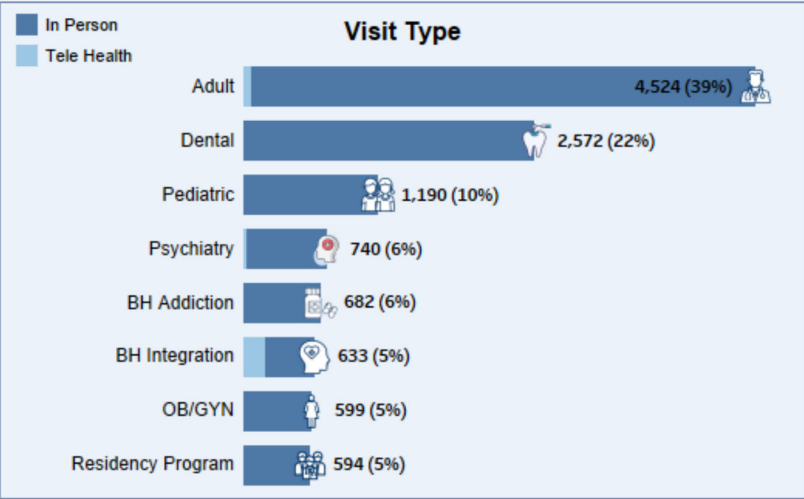
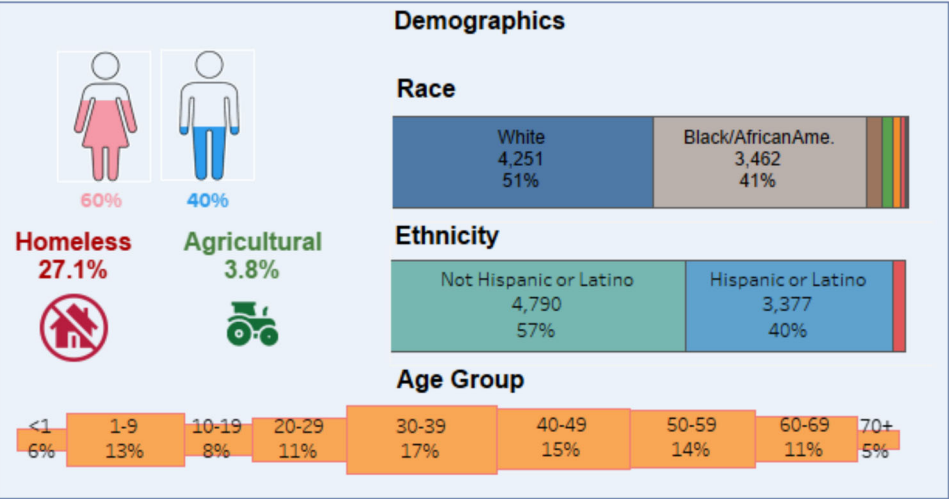
AVP & Executive Director of Community Health Centers

Patient Visits
8,372

New Patients
1,364

Monthly Productivity November 2024

Filters



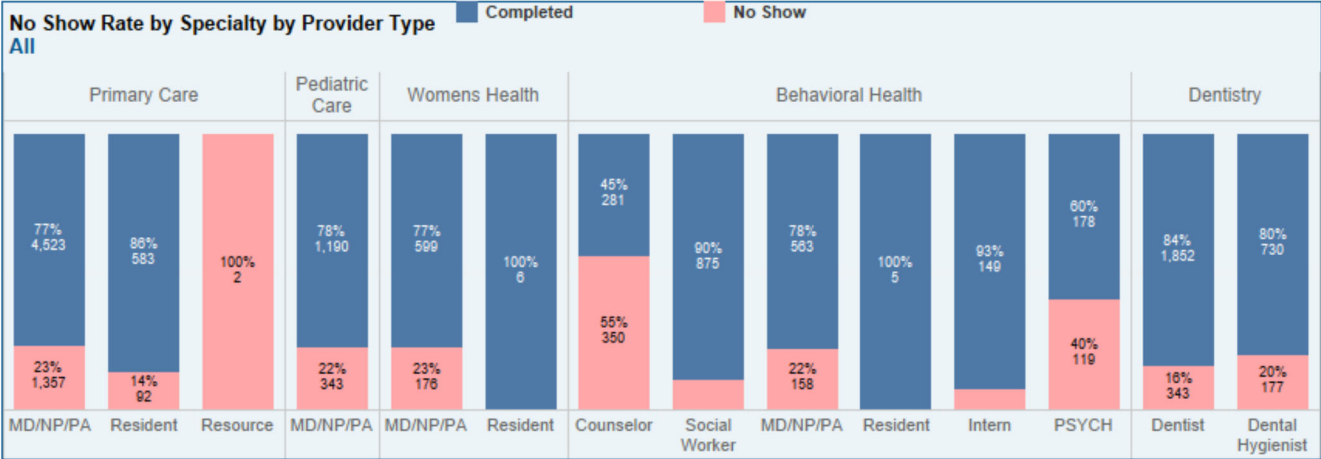
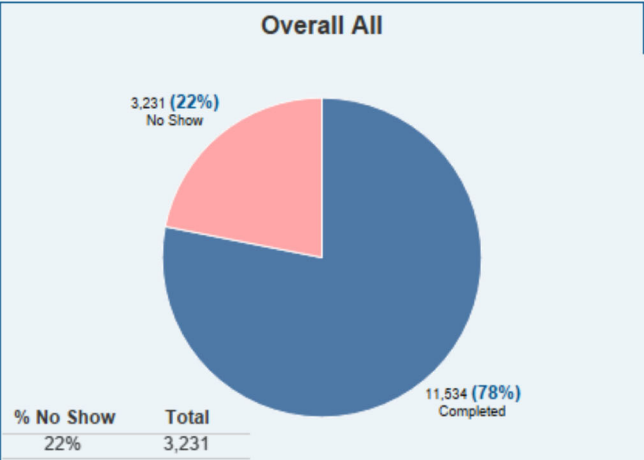


No Show Appointments Overall
Adult Care, Pediatric Care, Women's Health, Dental, BH Integration and BH
Addiction (including resource schedules, excluding nurses)
11/1/2024 - 11/30/2024

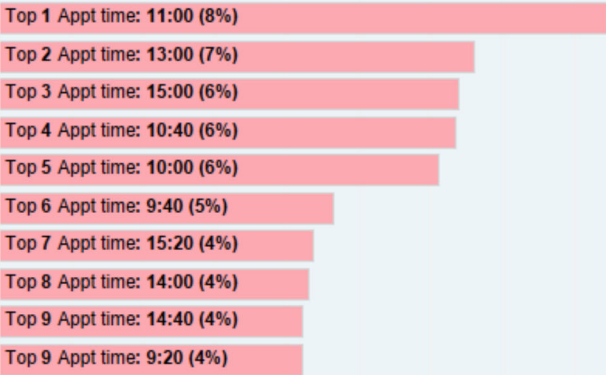
Filters

9% of No Show completed an encounter later on
12% of No Show Scheduled an appointment later on

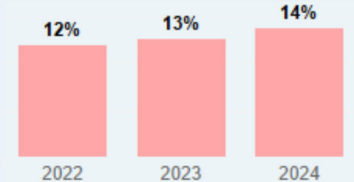
All



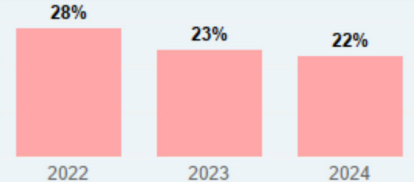
Distribution of No Shows by Appointment Time (hour:min)



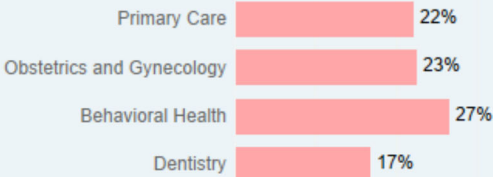
No Show Rate for New Patients Overall



No Show Rate for Established Patients Overall



No Show Rate by Specialty



No Show Rate Last 12 Months

