



DISTRICT CLINIC HOLDINGS, INC.
d.b.a. C.L. BRUMBACK PRIMARY CARE CLINICS
BOARD OF DIRECTORS
STRATEGIC PLANNING MEETING
SUMMARY MINUTES
March 27, 2019
1515 N. Flagler Drive
West Palm Beach, FL 33401

1. Call to Order

James Elder called the meeting to order.

C.L. Brumback Primary Care Clinics Board members present included: James Elder, Chair; Joseph Morel, Vice-Chair; John Casey Mullen; Mike Smith; Shanti Howard; Irene Figueroa; Julia Bullard; Gary Butler

Staff present included: Darcy Davis, Chief Executive Officer; Dawn Richards Chief Financial Officer; Dr. Belma Andric, Chief Medical Officer; Dr. Tom Cleare, VP of Strategy; Cindy Yarbrough, Chief Information Officer; Valerie Shahriari, General Counsel; Dr. Duclos Dessalines, Director of Pediatrics; Dr. Tamara-Kay Tibby, Director of Dental; Dr. Noelle Stewart, FQHC Medical Director; Andrea Steele, Quality Director; Alena Ranucci, Administrative Assistant.

Recording/Transcribing Secretary: Alena Ranucci

Introduction

Welcomed Mr. Gary Butler to the board, after being appointed to the board at our Joint Board Meeting on 3/26/2019.

Mission, Strategic Imperatives, Pillars of Success

Tom Cleare, VP of Strategy, reviewed the process for the day. He stated that the agenda goes into our mission, vision and values as well as the strategic comparatives and our pillars of success. He touched on the operational score card and talked about some of the strategic initiatives that the Board has helped implement and directed us on. There will be several presentations today that will touch base on various items that staff has identified for further discussion and input.

UDS Summary 2018

Mrs. Steele presented the board with 2017 UDS data of how many patients were seen, comparative demographics, services offered in the forty-seven FQHC's throughout the state of Florida, in comparison to our eight clinics. This data gives us the opportunity to

benchmark our clinics within Florida and the United States. We are ranked seventeen out of the forty-seven clinics based upon the number of patients served. We have also received four different categories of recognition from HRSA in 2017: Health Center Quality Leader, HRSA Access Enhancer, Million Hearts Achiever and PCMH.

Dr. Andric then presented the overall UDS one-page summary for 2018. She highlighted the number of unique patients served (44,501) and 156,331 visits across all service lines, highlighted demographics such as 7 out of 10 patients being uninsured and 2 out of 10 patients experiencing homelessness.

Primary Care Clinics Strategic Initiatives

A collaborative discussion took place between the clinic board and Dr. Andric, Terry, Dr. Stewart, Dr. Dessalines, Dr. Tibby and Lisa addressing the following business unit's goals addressing the four key pillars (Quality and Patient Safety, People, Cost and Community Leader) of our strategic imperatives to enhance operational efficiencies.

Business Development

Improve patient satisfaction and patient grievance processes, closing the referral loop, ongoing evaluation of security, team-member development, cultivate an empathetic workforce that is motivated and service oriented, reduce cost per patient and improve clinic efficiency, reduce our dependency on overall subsidies, improving sustainability, maximize existing access to care, capital expenditure needs planning such as the proposed new access point in Mangonia Park, improve efficiencies in service delivery and aligning our workforce and financial management characteristics monitoring similar to high-performing health center benchmarks.

Operations

Identify quality and productivity metrics, streamline and standardize operational workflows, ensure easy scheduling of appointments, ensure continuity of care, standardize infection control, help employees succeed, identify effective strategies to reduce the cost per patient and maximize existing access to care.

Adult Medical

Improve our quality metrics, improve test result management, reduce discomfort with behavioral health, implement annual skills assessments, team-member development, reduce cost per patient and improve clinic efficiency, and maximize existing access to care.

Pediatric Medical

Improve quality metrics, reducing discomfort with behavioral health, implement annual skills assessments, team-member development, reduce cost per patient and improve clinic efficiency, reduce our dependency on overall subsidies, improve sustainability and create pediatric hubs for MDI integration.

Dental

Improve quality metrics, provide continuum of care from pediatric to dental clinic, infection control, implement annual skills assessments, team-member development, reduce cost per patient and improve clinic efficiency, and create pediatric hubs for MDI integration.

Behavioral Health

Improve quality metrics, providing appropriate psychiatric health services, reducing discomfort with behavioral health integration, implement annual skills assessments, team-member development, reduce cost per patient and improve clinic efficiency, and position the proposed new Clinic in Mangonia Park as community leader in treating patients with substance use disorders on an outpatient basis.

Women's Health

Improve quality metrics, improve patient safety through test result management, infection control, reducing discomfort with behavioral health, implement annual skills assessments, team-member development, reduce cost per patient and improve clinic efficiency, and maximize existing access to care.

Nursing

Improve quality metrics, improve patient safety through test result management, reducing discomfort with behavioral health, infection control, revise occurrence follow up workflow, implement annual skills assessments, team-member development, reduce cost per patient and improve clinic efficiency, and maximize existing access to care.

Upon conclusion of Strategic Planning, Dr. Andric confirmed that we will plan to conduct a similar exercise next year and that she will be providing updates on our progress towards meeting our goals to the Board periodically.

Minutes Submitted by:

Signature

Date

John C. Mulvey 4.24.19