



C. L. Brumback

Primary Care Clinics

Health Care District Palm Beach County

BOARD OF DIRECTORS

April 24, 2024

12:30 P.M.

Meeting Location

39200 Hooker Highway

Belle Glade, FL 33430

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
April 24, 2024
39200 Hooker Hwy., Belle Glade, FL 33430**

Remote Participation Link: <https://zoom.us/j/5507895592?pwd=REZ4TWtYUXowQWNpWTBaVXRzZ1dDQT09>
Telephone Dial-in Access: (646) 558-8656 / Meeting ID: 550 789 5592 / Password: 94650

- 1. Call to Order – Melissa Tascone, 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 March 27, 2024 [Pages 1-5]

- 7. Consent Agenda – Motion to Approve Consent Agenda Items**
 - A. ADMINISTRATION**
 - 7A-1 **RECEIVE AND FILE:**
April 2024 Internet Posting of District Public Meeting
<https://www.hcdpbc.org/resources/public-meetings>
 - 7A-2 **RECEIVE AND FILE:**
Attendance Tracking [Page 6]

C. L. Brumback Primary Care Clinics

Board of Directors Meeting

Agenda

April 24, 2024

- 7A-3 **RECEIVE AND FILE:**
HRSA Digest
(Jesenia Montalvo) [Pages 7-10]

B. FINANCE

- 7B-1 **MOTION TO APPROVE:**
District Clinic Holdings, Inc. Financial Report February 2024
(Jessica Cafarelli) [Pages 11-28]

8. Regular Agenda

A. ADMINISTRATION

None.

B. EXECUTIVE

- 9B-1 **RECEIVE AND FILE:**
Executive Director Informational Update
(Candice Abbott) [Pages 29-30]

C. CREDENTIALING

- 8C-1 **MOTION TO APPROVE:**
Licensed Independent Practitioner Credentialing and Privileging
(Dr. Charmaine Chibar) [Pages 31-32]

D. QUALITY

- 8D-1 **MOTION TO APPROVE:**
Quality Report
(Dr. Charmaine Chibar) [Pages 33-52]

E. OPERATIONS

- 8E-1 **MOTION TO APPROVE:**
Operations Report- March 2024
(Angela Santos) [Pages 53-61]

**C. L. Brumback Primary Care Clinics
Board of Directors Meeting
Agenda
April 24, 2024**

8F-1 **Staff Recommends a MOTION TO APPROVE:**
Patient Relations Report- March 2024 (Q1)
(Alexa Goodwin) [Pages 62-64]

9. Candice Abbott, Executive Director of FQHC Services Comments

10. Board Member Comments

11. Establishment of Upcoming Meetings

May 22, 2024 (Delray Clinic)
12:30 p.m. Board of Directors

June 26, 2024 (HCD Board Room)
12:30 p.m. Board of Directors

July 24, 2024 (HCD Board Room)
12:30 p.m. Board of Directors

August 28, 2024 (HCD Board Room)
12:30 p.m. Board of Directors

September 25, 2024 (HCD Board Room)
12:30 p.m. Board of Directors

October 23, 2024 (HCD Board Room)
12:30 p.m. Board of Directors

November 20, 2024 (HCD Board Room)
12:30 p.m. Board of Directors

December 18, 2024 (HCD Board Room)
12:30 p.m. Board of Directors

12. Motion to Adjourn Public Meeting

**District Clinic Holdings, Inc.
d.b.a. C.L. Brumback Primary Care Clinics
Board of Directors Meeting
Summary Minutes
03/27/2024**

Present: Melissa Tascone - Chair; Mike Smith- Vice-Chair; William Johnson - Treasurer; Boris Seymore (ZOOM); Crystal Gonzalez (ZOOM); Alcolya St. Juste (ZOOM); Cathleen Ward (ZOOM)

Absent: N/A

Excused: Joseph Gibbons; Julia Bullard

Staff: Darcy Davis (ZOOM); Bernabe Icaza; Candice Abbott (ZOOM); Dr. Belma Andric (ZOOM); Regina All (ZOOM); Jessica Cafarelli; Dr. Charmaine Chibar; Annmarie Hankins (ZOOM); Alexa Goodwin; Marisol Miranda; Marc Kimball; Heather Bokor; Angela Santos; Gina Kenyon;

Minutes Transcribed By: Gina Kenyon

The meeting is scheduled for 12:30pm.

Meeting Began at 12:41pm.

AGENDA ITEM	DISCUSSION	ACTION
1. Call to Order 1A. Roll Call 1B. Affirmation of Mission	Ms. Tascone called the meeting to order. Roll call was taken and a quorum was established. Ms. Tascone read the affirmation of mission.	The meeting was called to order at 12:41 p.m.
2. Agenda Approval 2A. Additions/Deletions/ Substitutions 2B. Motion to Approve Agenda Items	None.	VOTE TAKEN: Mr. Mike Smith made a motion to approve the agenda. Mr. Bill Johnson duly seconded the motion. A vote was called and the motion passed unanimously.

<p>3. Awards, Introductions & Presentations</p>	<p>Candice Abbott presented a tribute video for our board member, Robert Glass, who recently passed on. Everyone also took a minute to recognize and honor Mr. Glass with a moment of silence.</p>	<p>No action necessary.</p>
<p>4. Disclosure of Voting Conflict</p>	<p>None.</p>	<p>No action necessary.</p>
<p>5. Public Comment</p>	<p>None.</p>	<p>No action necessary.</p>
<p>6. Meeting Minutes A. MOTION TO APPROVE: Board meeting minutes of February 28, 2024</p>	<p>There were no changes or comments to the minutes dated February 28, 2024.</p>	<p>VOTE TAKEN: As presented, Mr. Bill Johnson made a motion to approve the Board meeting minutes. Mr. Mike Smith duly seconded the motion. A vote was called, and the motion passed unanimously.</p>
<p>7. Consent Agenda – Motion to Approve Consent Agenda Items</p>		<p>VOTE TAKEN: Mr. Bill Johnson motioned to approve the Consent Agenda. Mr. Mike Smith duly seconded the motion. A vote was called, and the motion passed unanimously.</p>
<p>A. ADMINISTRATION</p>		
<p>7A-1. Receive & File: March 27, 2024 Internet Posting of District Public Meeting</p>	<p>The meeting notice was posted.</p>	<p>Received & Filed. No further action is necessary.</p>

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 January 2024	This agenda item recommends the Board approve the January 2024 Financials which were provided in the Board packet.	Motion approved unanimously.
8. REGULAR AGENDA		
A. ADMINISTRATION: None		
B. EXECUTIVE		
8B-1 RECEIVE AND FILE: Executive Director Informational Update	Candice Abbott presented her Executive Director Informational Update. <ul style="list-style-type: none"> - Consolidation of Lantana and Lake Worth clinics to Atlantis - Introduction of Cathleen Ward to the FQHC Board - Top 20 referrals out 2023. Candie will send a copy of this report via email to all board members after the board meeting. 	No action necessary.
C. CREDENTIALING		
8C-1 MOTION TO APPROVE: LIP Credentialing and Privileging.	The agenda item represents the licensed independent practitioner recommended for recredentialing and privileging by the FQHC Medical Director. <ul style="list-style-type: none"> - Michael Sofianos Jr., DMD 	VOTE TAKEN: Mr. Bill Johnson made a motion to approve the LIP Recredentialing and Privileging as presented. Mr. Mike Smith duly seconded the motion.
8C-2 MOTION TO APPROVE: Obstetrics and Gynecology Delineation of Privileges	The agenda item represents the Obstetrics and Gynecology Delineation of Privileges recommended for Obstetrics and Gynecology practitioners by the FQHC Medical Director and Women's Health Director.	VOTE TAKEN: Mr. Bill Johnson made a motion to approve the LIP Recredentialing and Privileging as presented. Mr. Mike Smith duly seconded the motion.

D.QUALITY		
8D-1. MOTION TO APPROVE: Quality Reports	<p>This agenda item presents the updated Quality Improvement & Quality Updates:</p> <ul style="list-style-type: none"> • Quality Council Meeting Minutes – March 2024 • UDS Report – YTD • Provider Productivity – February 2024 <p>Dr. Chibar presented the above topics and reviewed the UDS Report Dashboard. At this time, our UDS Measures are missing due to a glitch in EPIC. We will have this information at the next meeting. Ms. Abbott stated that the information does not really change much month to month.</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.
E. OPERATIONS		
8E-1. MOTION TO APPROVE: Operations Reports	<p>Marisol Miranda presented the Operations Report for February 2024.</p> <p>This agenda item provides the following operations report for February 2024</p> <ul style="list-style-type: none"> - Clinic Productivity, Demographics, Payor Mix, Walk-In Dashboard and No-Show Dashboard 	VOTE TAKEN: Mr. Mike Smith made a motion to approve the Operations Reports as presented. Mr. Bill Johnson duly seconded the motion. A vote was called, and the motion passed unanimously.
9. Executive Director of FQHC Services Comments	Candice Abbott wanted to remind the board that she is currently looking to host our board meetings at some of our clinic locations. Please keep an eye out for updates.	No action necessary.
10. Board Member Comments	None.	No action necessary.
11. Establishment of Upcoming Meetings	<p><u>April 24, 2024 (HCD Board Room)</u> 12:30 p.m. Board of Directors</p> <p><u>May 22, 2024 (HCD Board Room)</u> 12:30 p.m. Board of Directors</p> <p><u>June 26, 2024 (HCD Board Room)</u> 12:30 p.m. Board of Directors</p>	No action necessary.

	<p><u>July 24, 2024 (HCD Board Room)</u> 12:30 p.m. Board of Directors</p> <p><u>August 28, 2024 (HCD Board Room)</u> 12:30 p.m. Board of Directors</p> <p><u>September 25, 2024 (HCD Board Room)</u> 12:30 p.m. Board of Directors</p> <p><u>October 23, 2024 (HCD Board Room)</u> 12:30 p.m. Board of Directors</p> <p><u>November 20, 2024 (HCD Board Room)</u> 12:30 p.m. Board of Directors</p> <p><u>December 18, 2024 (HCD Board Room)</u> 12:30 p.m. Board of Directors</p>	
<p>12. Motion to Adjourn</p>	<p>Ms. Tascone motioned to adjourn the public meeting immediately following the Closed Meeting at 1:40 pm.</p>	<p>VOTE TAKEN: Ms. Mike Smith made a motion to adjourn. Mr. Bill Johnson duly seconded the motion. A vote was called, and the motion passed unanimously.</p>

Minutes Reviewed by: _____
Signature
Date

**C. L. Brumback Primary Care Clinics
Board of Directors
Attendance Tracking**

	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									
Melissa Tascone	X	X	X									
Julia Bullard	X	X	E									
Joseph Gibbons	E	X	E									
Alcoyla St. Juste	X (Zoom)	A	X (Zoom)									
Robert Glass	X	E	-	-	-	-	-	-	-	-	-	-
William (Bill) Johnson	X	X	X									
Boris Seymore	X (Zoom)	X	X (Zoom)									
Tammy Jackson-Moore	X (Zoom)	A	-	-	-	-	-	-	-	-	-	-
Crystal Gonzalez	-	X (ZOOM)	X (Zoom)									
Cathleen Ward	-	-	X (Zoom)									
Quorum Established	Q	Q	Q									

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

**CL BRUMBACK PRIMARY CARE CLINICS
BOARD OF DIRECTORS
APRIL 24, 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 April HRSA Digest highlighted Health Center Workforce Well-being Survey Dashboards.

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:

DocuSigned by:

 CA6A21FF2E00481 Jessica Cafarelli
 VP & Chief Financial Officer

5. Reviewed/Approved by Committee:

N/A

 Committee Name

N/A

 Date

**CL BRUMBACK PRIMARY CARE CLINICS
BOARD OF DIRECTORS
APRIL 24, 2024**

6. Recommendation:

Staff recommends the Board Receive and File the HRSA Digest.

Approved for Legal sufficiency:

DocuSigned by:
Bernabe Icaza
0CF6F7DB6706684
Bernabe Icaza
SVP & General Counsel

DocuSigned by:
Jesenia Montalvo
D31F5A902D3E449
Jesenia Montalvo
Manager, Regulatory & Accreditation

DocuSigned by:
Candice Abbott
F637D209DB52427
Candice Abbott
SVP & Chief Operating Officer
Executive Director of FQHC Services

BPHC Bulletin: Health Center Workforce Well-being Survey Dashboards Subscribe to updates from HRSA

HRSA sent this bulletin at 04/11/2024 09:08 AM EDT

Email Address e.g. name@example.com



Health Center Program Bulletin

Share Bulletin



April 11, 2024

Last fall, we published the national results of HRSA’s Health Center Workforce Well-being Survey in [HRSA’s data warehouse](#). Today we’re announcing that individual dashboards for health centers that participated (“participants”) and for Primary Care Associations (PCAs) are now available in HRSA’s Electronic Handbooks.

As a reminder, HRSA provides targeted technical assistance (TA) to help *all* health centers, regardless of whether or not you participated in the survey, successfully address workforce well-being. Visit our [Workforce Well-being TA website](#) or connect with a TA liaison (see [our recent Digest blurb about this resource](#)) to learn more.

Participants and PCAs

On Tuesday, participants and PCAs should have received an email from our contractors, JSI, with details on accessing your dashboard.

- The participant dashboard presents the health center’s final results. Users can compare them to the national results or to those of similar health centers.
- The PCA dashboard includes the results for participants in the PCA’s state/territory, excluding health centers that opted out of sharing their data.

The emails went to health center and PCA CEOs, or previously designated points of contact for the survey. JSI emailed participants from workforce_survey_help@jsi.com and PCAs from hrsa_survey_partners@jsi.com. **NOTE:** Only the person identified as Project Director (PD) in EHBs has initial access to the dashboard.

If the PD has issues accessing the dashboard, they should contact EHBs Helpline:

- Phone: 877-Go4-HRSA (877-464-4772), 7:00 a.m. to 8:00 p.m. ET, Monday through Friday (except federal holidays)
- Online: [EHBs Helpline Contact Form](#)
- Email: HRSAEHBTier2Support@hrsa.gov

If the PD does not already know how to grant others access, we will share guidance at the webinar below or they can ask the Helpline.

Learn About the Dashboards

We will host a webinar to help these groups understand how to use their dashboard.

Thursday, April 18
12:30-2:00 p.m. ET
[Registration page](#)

We’ll cover how to:

- Navigate the results
- Access custom views
- Answer questions using the data
- Use the data to prioritize areas for quality improvement through TA

The webinar will include opportunities for questions.

Background

In late 2022 and early 2023, HRSA fielded the first-ever workforce well-being survey focused exclusively on health centers. Nearly 700 health centers — more than 52,000 health center staff — participated. Respondents represent a wide range of roles and locations. Learn more on our [Health Center Workforce Well-being Survey webpage](#).

Visit the [HRSA’s Data Warehouse](#) to explore the national data — you can filter it by job category, region, and more. Be sure to read the “About this dashboard” guide.



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**CL BRUMBACK PRIMARY CARE CLINICS
BOARD OF DIRECTORS
April 24, 2024**

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

2. Summary:

The February 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:

DocuSigned by:

Jessica Cafarelli

CA6A21FF2E09181
Jessica Cafarelli

VP & Chief Financial Officer

5. Reviewed/Approved by Committee:

N/A

Committee Name

N/A

Date

6. Recommendation:

**CL BRUMBACK PRIMARY CARE CLINICS
BOARD OF DIRECTORS
April 24, 2024**

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

Approved for Legal sufficiency:

DocuSigned by:
Bernabe Icaza
0CF6F7DB670643B Bernabe Icaza
SVP & General Counsel

DocuSigned by:
Jessica Cafarelli
CA6A21FF2E09481 Jessica Cafarelli
VP & Chief Financial Officer

DocuSigned by:
Candice Abbott
F637D209DB52427 Candice Abbott
SVP & Chief Operating Officer
Executive Director of FQHC Services



MEMO

To: Finance Committee
From: Jessica Cafarelli
VP, Chief Financial Officer
Date: April 24, 2024

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

The February financial statements represent the financial performance through the fifth month of the 2024 fiscal year for the C.L. Brumback Primary Care Clinics. On the Comparative Statement of Net Position, cash increased \$2.5M of which \$1.8M is related to Medicaid wrap and HRSA receipts, with the remainder primarily from claims payments. Due from Other Governments increased \$93k as a result of grant revenue being recognized.

On the Statement of Revenues and Expenses, net patient revenue YTD was favorable to budget by \$1.8M or 48.9% primarily due to Medicaid wrap accruals and increased patient visits. Increased patient visits also contributed to Gross patient revenue YTD being favorable to budget by \$1.6M. Total YTD revenues were favorable to budget by \$1.1M or 13.9%. Operational expenses before depreciation were favorable to budget by \$2.7M due to timing differences in expenses and staffing. Positive variances YTD were in salaries, wages, and benefits of \$2.0M, medical supplies of \$148k, other supplies of \$179k, repairs and maintenance of \$78k, lease and rental of \$319k, and other expense of \$160k. The favorable lease and rental variance resulted from the delay in the Atlantis clinic move. Total YTD net margin was a loss of (\$10.2M) compared to the budgeted loss of (\$14.8M) resulting in a favorable variance of \$4.6M or (31.0%).

Net patient revenue YTD for the Medical clinics was unfavorable to budget by \$(157k). The Medical clinics YTD gross patient revenue was favorable to budget by \$1.0M due to increased patient volumes. The Medical clinics total YTD revenue was unfavorable to budget by (\$791k) primarily due to a timing difference in grant revenue recognition. Total operating expenses of \$12.1M were favorable to budget of \$14.3M by \$2.3M or 15.8%. The positive variance is mostly due to salaries, wages, and benefits of \$1.6M, medical supplies of \$147k, other supplies of \$146k, repairs and maintenance of \$81k, lease and rental of \$273k, and other expense \$142k. Timing differences in expenses and staffing are driving these favorable YTD variances. Total YTD net margin was favorable to budget by \$2.2M or (17.4%).

Net patient revenue YTD for the Dental clinics was favorable to budget by \$1.8M, with reduced contractual adjustments and charity care contributing to this favorable variance. The Dental clinics total YTD gross patient revenue was favorable to budget by \$459k. Total YTD operating expenses of \$2.4M were favorable to budget by \$441k, with timing differences in staffing primarily accounting for this favorable variance. Total YTD net margin was favorable to budget by \$2.3M or (93.8%).

District Clinic Holdings, Inc.
Comparative Statement of Net Position

	<u>February 29, 2024</u>	<u>January 31, 2024</u>	<u>Increase (Decrease)</u>
Assets			
Cash and Cash Equivalents	\$ 8,214,282	\$ 5,759,201	\$ 2,455,081
Accounts Receivable, net	2,063,354	2,557,680	(494,326)
Due From Other Governments	3,019,099	2,926,281	92,818
Other Current Assets	219,475	231,437	(11,962)
Net Investment in Capital Assets	3,564,976	3,589,801	(24,826)
Right Of Use Assets	4,478,952	4,535,970	(57,019)
Total Assets	<u>\$ 21,560,138</u>	<u>\$ 19,600,371</u>	<u>\$ 1,959,767</u>
Liabilities			
Accounts Payable	659,281	546,887	112,394
Deferred Revenue-	(1,666)	(833)	(833)
Accrued Interest	17,949	22,150	(4,201)
Other Current Liabilities	2,697,289	2,494,520	202,768
Lease Liability	4,165,590	4,213,823	(48,233)
Non-Current Liabilities	1,090,835	1,041,086	49,750
Total Liabilities	<u>8,629,278</u>	<u>8,317,633</u>	<u>311,645</u>
Deferred Inflows of Resources			
Deferred Inflows	<u>\$ 30,757</u>	<u>\$ 30,757</u>	<u>\$ 0</u>
Net Position			
Net Investment in Capital Assets	3,564,976	3,589,801	(24,826)
Unrestricted	9,335,128	7,662,180	1,672,948
Total Net Position	<u>12,900,103</u>	<u>11,251,981</u>	<u>1,648,122</u>
Total Liabilities, Deferred Inflows of Resources and Net Position	<u>\$ 21,560,138</u>	<u>\$ 19,600,371</u>	<u>\$ 1,959,767</u>

Note: Amounts may not foot due to rounding.

Primary Care Clinics Statement of Revenues and Expenses
For The Fifth Month Ended February 29, 2024

Current Month							Fiscal Year To Date							
Actual	Budget	Variance	%	Prior Year	Variance	%	Actual	Budget	Variance	%	Prior Year	Variance	%	
\$ 2,909,023	\$ 2,401,994	\$ 507,028	21.1%	\$ 2,436,124	\$ 472,898	19.4%	Gross Patient Revenue	\$ 14,097,325	\$ 12,449,234	\$ 1,648,091	13.2%	\$ 11,960,821	\$ 2,136,504	17.9%
1,014,205	770,753	243,451	31.6%	728,571	285,633	39.2%	Contractual Allowance	4,721,811	3,991,788	730,023	18.3%	3,849,234	872,577	22.7%
1,050,015	1,005,508	44,508	4.4%	998,209	51,806	5.2%	Charity Care	5,128,045	5,215,513	(87,468)	(1.7%)	5,039,909	88,136	1.7%
354,100	214,991	139,109	64.7%	279,913	74,187	26.5%	Bad Debt	1,635,465	1,111,288	524,177	47.2%	1,064,829	570,636	53.6%
2,418,320	1,991,252	427,068	21.4%	2,006,694	411,626	20.5%	Total Contractuals and Bad Debt	11,485,321	10,318,589	1,166,732	11.3%	9,953,971	1,531,349	15.4%
590,888	309,531	281,357	90.9%	345,863	245,025	70.8%	Other Patient Revenue	2,954,438	1,606,523	1,347,916	83.9%	1,729,314	1,225,124	70.8%
1,081,590	720,273	361,317	50.2%	775,294	306,297	39.5%	Net Patient Service Revenue	5,566,442	3,737,167	1,829,275	48.9%	3,736,164	1,830,278	49.0%
37.18%	29.99%			31.82%			Collection %	39.49%	30.02%		31.24%			
969,806	732,059	237,747	32.5%	1,277,476	(307,670)	(24.1%)	Grants	3,058,238	3,799,734	(741,496)	(19.5%)	5,161,694	(2,103,456)	(40.8%)
-	-	-	-	-	-	-	Interest Earnings	1,943	-	1,943	-	-	1,943	-
-	-	-	-	-	-	-	Other Financial Assistance	-	-	-	-	738,416	(738,416)	-
2,155	10,695	(8,540)	(79.9%)	18,706	(16,552)	(88.5%)	Other Revenue	20,576	55,511	(34,935)	(62.9%)	51,510	(30,934)	(60.1%)
\$ 2,053,550	\$ 1,463,027	\$ 590,523	40.4%	\$ 2,071,476	\$ (17,926)	(0.9%)	Total Revenues	\$ 8,647,200	\$ 7,592,412	\$ 1,054,788	13.9%	\$ 9,687,784	\$ (1,040,584)	(10.7%)
							Direct Operating Expenses:							
1,992,463	2,033,151	40,688	2.0%	1,674,786	(317,677)	(19.0%)	Salaries and Wages	8,968,194	10,655,804	1,687,610	15.8%	8,078,076	(890,118)	(11.0%)
495,690	528,969	33,279	6.3%	430,679	(65,011)	(15.1%)	Benefits	2,397,594	2,698,982	301,388	11.2%	2,129,458	(268,136)	(12.6%)
336,285	117,137	(219,148)	(187.1%)	29,210	(307,075)	(1,051.3%)	Purchased Services	708,761	585,685	(123,076)	(21.0%)	137,591	(571,170)	(415.1%)
88,454	116,203	27,750	23.9%	25,067	(63,386)	(252.9%)	Medical Supplies	433,132	581,017	147,884	25.5%	493,600	60,468	12.3%
12,747	45,513	32,766	72.0%	20,076	7,328	36.5%	Other Supplies	48,072	227,565	179,493	78.9%	88,536	40,465	45.7%
82,573	68,151	(14,422)	(21.2%)	59,594	(22,980)	(38.6%)	Medical Services	417,278	340,755	(76,523)	(22.5%)	293,709	(123,568)	(42.1%)
42,188	57,362	15,174	26.5%	44,505	2,317	5.2%	Drugs	247,284	286,810	39,526	13.8%	222,621	(24,663)	(11.1%)
33,531	58,246	24,715	42.4%	40,271	6,741	16.7%	Repairs and Maintenance	213,700	291,230	77,530	26.6%	147,585	(66,115)	(44.8%)
90,805	153,520	62,714	40.9%	117,771	26,966	22.9%	Lease and Rental	448,316	767,598	319,282	41.6%	542,385	94,069	17.3%
10,006	14,618	4,612	31.6%	3,675	(6,331)	(172.3%)	Utilities	41,948	73,090	31,142	42.6%	38,764	(3,185)	(8.2%)
105,038	116,459	11,421	9.8%	65,834	(39,204)	(59.5%)	Other Expense	421,835	582,295	160,460	27.6%	464,010	42,175	9.1%
17,949	9,227	(8,722)	(94.5%)	-	(17,949)	-	Interest Expense	92,687	49,168	(43,519)	(88.5%)	-	(92,687)	-
4,947	6,528	1,580	24.2%	4,622	(325)	(7.0%)	Insurance	24,737	32,638	7,901	24.2%	24,642	(94)	(0.4%)
3,312,676	3,325,083	12,407	0.4%	2,516,089	(796,587)	(31.7%)	Total Operating Expenses	14,463,539	17,172,635	2,709,096	15.8%	12,660,979	(1,802,560)	(14.2%)
\$ (1,259,126)	\$ (1,862,056)	\$ 602,930	(32.4%)	\$ (444,613)	\$ (814,513)	183.2%	Net Performance before Depreciation & Overhead Allocations	\$ (5,816,339)	\$ (9,580,223)	\$ 3,763,884	(39.3%)	\$ (2,973,194)	\$ (2,843,145)	95.6%
89,261	73,871	(15,390)	(20.8%)	26,428	(62,833)	(237.8%)	Depreciation	440,503	369,355	(71,148)	(19.3%)	129,052	(311,452)	(241.3%)
							Overhead Allocations:							
11,437	16,443	5,006	30.4%	9,963	(1,474)	(14.8%)	OH Risk Management	55,106	82,215	27,109	33.0%	47,666	(7,440)	(15.6%)
84,800	103,522	18,722	18.1%	62,585	(22,215)	(35.5%)	OH Revenue Cycle	403,210	517,610	114,400	22.1%	389,614	(13,596)	(3.5%)
3,189	3,182	(7)	(0.2%)	1,585	(1,604)	(101.2%)	OH Internal Audit	16,039	15,910	(129)	(0.8%)	9,742	(6,297)	(64.6%)
19,592	28,133	8,541	30.4%	24,166	4,574	18.9%	Home Office Facilities	109,034	140,665	31,631	22.5%	139,631	30,597	21.9%
12,698	14,511	1,813	12.5%	34,089	21,391	62.8%	OH Administration	60,092	72,555	12,463	17.2%	227,197	167,105	73.6%
90,552	99,173	8,621	8.7%	63,880	(26,672)	(41.8%)	OH Human Resources	447,725	495,865	48,140	9.7%	357,834	(89,891)	(25.1%)
33,271	38,033	4,762	12.5%	35,905	2,634	7.3%	Legal	142,921	190,165	47,244	24.8%	79,388	(63,533)	(80.0%)
2,924	4,523	1,599	35.4%	3,291	367	11.2%	Records	17,764	22,615	4,851	21.5%	16,899	(865)	(5.1%)
12,965	8,915	(4,050)	(45.4%)	7,114	(5,851)	(82.2%)	OH Compliance	65,367	44,575	(20,792)	(46.6%)	33,779	(31,588)	(93.5%)
36,151	58,201	22,050	37.9%	32,670	(3,481)	(10.7%)	IT Operations	201,108	291,005	89,897	30.9%	192,153	(8,955)	(4.7%)
15,875	19,491	3,616	18.6%	25,121	9,246	36.8%	IT Security	67,646	97,455	29,809	30.6%	87,259	19,613	22.5%
38,205	39,351	1,146	2.9%	25,315	(12,890)	(50.9%)	OH Finance	177,864	196,755	18,891	9.6%	116,734	(61,130)	(52.4%)
14,449	20,025	5,576	27.8%	12,679	(1,770)	(14.0%)	Corporate Communications	69,959	100,125	30,166	30.1%	54,765	(15,194)	(27.7%)
14,034	19,300	5,266	27.3%	3,404	(10,630)	(312.3%)	OH Information Technology	103,853	96,500	(7,353)	(7.6%)	50,415	(53,438)	(106.0%)

Primary Care Clinics Statement of Revenues and Expenses
 For The Fifth Month Ended February 29, 2024

Current Month							Fiscal Year To Date							
Actual	Budget	Variance	%	Prior Year	Variance	%		Actual	Budget	Variance	%	Prior Year	Variance	%
116,402	242,579	126,177	52.0%	192,470	76,068	39.5%	IT Applications	1,029,987	1,212,895	182,908	15.1%	931,868	(98,119)	(10.5%)
38,269	45,852	7,583	16.5%	26,762	(11,507)	(43.0%)	IT Service Center	181,170	229,260	48,090	21.0%	132,157	(49,013)	(37.1%)
14,678	20,701	6,023	29.1%	15,321	643	4.2%	OH Performance Excellence	80,357	103,505	23,148	22.4%	60,824	(19,533)	(32.1%)
20,146	13,780	(6,366)	(46.2%)	7,006	(13,140)	(187.6%)	Corporate Quality	78,434	68,900	(9,534)	(13.8%)	37,592	(40,842)	(108.6%)
33,543	55,383	21,840	39.4%	36,544	3,001	8.2%	OH Security Services	201,449	276,915	75,466	27.3%	195,982	(5,467)	(2.8%)
17,338	21,357	4,019	18.8%	4,243	(13,095)	(308.6%)	OH Supply Chain	90,058	106,785	16,727	15.7%	28,982	(61,076)	(210.7%)
12,903	12,286	(617)	(5.0%)	20,538	7,635	37.2%	HIM Department	63,648	61,430	(2,218)	(3.6%)	80,859	17,211	21.3%
21,870	20,831	(1,039)	(5.0%)	21,638	(232)	(1.1%)	OH Coding	109,633	104,155	(5,478)	(5.3%)	98,572	(11,061)	(11.2%)
2,209	2,394	185	7.7%	1,989	(220)	(11.1%)	OH Reimbursement	11,004	11,970	966	8.1%	11,412	408	3.6%
10,555	29,523	18,968	64.2%	-	(10,555)	-	OH Clinical Labor Pool	35,701	147,617	111,915	75.8%	-	(35,701)	-
11,314	22,557	11,243	49.8%	-	(11,314)	-	District Nursing Admin	79,953	112,783	32,830	29.1%	-	(79,953)	-
9,784	10,674	890	8.3%	-	(9,784)	-	District Operations Admin	52,567	53,368	802	1.5%	-	(52,567)	-
4,140	4,779	639	13.4%	-	(4,140)	-	OH Mail Room	20,146	23,893	3,747	15.7%	-	(20,146)	-
703,293	975,498	272,205	27.9%	668,278	(35,015)	(5.2%)	Total Overhead Allocations-	3,971,794	4,877,491	905,697	18.6%	3,381,324	(590,470)	(17.5%)
4,105,230	4,374,453	269,222	6.2%	3,210,795	(894,435)	(27.9%)	Total Expenses	18,875,836	22,419,482	3,543,645	15.8%	16,171,354	(2,704,482)	(16.7%)
\$ (2,051,680)	\$ (2,911,425)	\$ 859,745	(29.5%)	\$ (1,139,319)	\$ (912,361)	80.1%	Net Margin	\$ (10,228,636)	\$ (14,827,069)	\$ 4,598,433	(31.0%)	\$ (6,483,570)	\$ (3,745,067)	57.8%
-	252,458	(252,458)	-	-	-	-	Capital Contributions.	284,630	1,262,290	(977,660)	(77.5%)	-	284,630	-
-	-	-	-	-	-	-	Transfer In/(Out)	-	\$ 18,500,000	\$ (18,500,000)	-	\$ 4,128,850	\$ 4,128,850	-

Clinics Statement of Revenues and Expenses by Month

	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Year to Date
Gross Patient Revenue	\$ 3,208,530	\$ 2,531,499	\$ 2,552,091	\$ 2,896,182	\$ 2,909,023	\$ 14,097,325
Contractual Allowance	1,059,426	940,971	795,450	911,759	1,014,205	4,721,811
Charity Care	1,188,343	893,302	917,542	1,078,843	1,050,015	5,128,045
Bad Debt	325,374	204,443	347,137	404,411	354,100	1,635,465
Total Contractuals and Bad Debt	2,573,143	2,038,717	2,060,129	2,395,013	2,418,320	11,485,321
Other Patient Revenue	566,684	575,505	543,247	678,114	590,888	2,954,438
Net Patient Service Revenue	1,202,071	1,068,287	1,035,210	1,179,284	1,081,590	5,566,442
Collection %	37.46%	42.20%	40.56%	40.72%	37.18%	39.49%
Non-Operating Revenues						
Grants	550,122	658,694	428,700	450,916	969,806	3,058,238
Interest Earnings	1,943	-	-	-	-	1,943
Other Revenue	1,437	2,526	13,368	1,092	2,155	20,576
Total Other Revenues	\$ 553,502	\$ 661,220	\$ 442,068	\$ 452,008	\$ 971,960	\$ 3,080,758
Total Non-Operating Revenues	\$ 1,755,573	\$ 1,729,507	\$ 1,477,278	\$ 1,631,292	\$ 2,053,550	\$ 8,647,200
Direct Operating Expenses:						
Salaries and Wages	1,872,309	1,512,292	1,998,118	1,593,013	1,992,463	8,968,194
Benefits	471,718	444,080	475,086	511,022	495,690	2,397,594
Purchased Services	3,780	39,841	27,633	301,222	336,285	708,761
Medical Supplies	31,086	71,763	74,918	166,912	88,454	433,132
Other Supplies	5,859	9,819	7,603	12,044	12,747	48,072
Medical Services	37,749	102,323	125,019	69,614	82,573	417,278
Drugs	74,182	46,702	41,892	42,320	42,188	247,284
Repairs and Maintenance	34,302	44,761	36,325	64,782	33,531	213,700

Care Clinics Statement of Revenues and Expenses by Month

	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Year to Date
Lease and Rental	191,910	129,886	(54,422)	90,137	90,805	448,316
Utilities	5,558	13,231	5,510	7,644	10,006	41,948
Other Expense	86,265	78,069	93,788	58,676	105,038	421,835
Interest Expense	-	-	56,288	18,450	17,949	92,687
Insurance	4,947	4,947	4,947	4,947	4,947	24,737
Total Operating Expenses	2,819,665	2,497,713	2,892,703	2,940,782	3,312,676	14,463,539
Net Performance before Depreciation & Overhead Allocations	\$ (1,064,092)	\$ (768,206)	\$ (1,415,425)	\$ (1,309,490)	\$ (1,259,126)	\$ (5,816,339)
Depreciation	30,892	30,892	201,655	87,803	89,261	440,503
<i>Overhead Allocations:</i>						
OH Risk Management	11,508	10,550	11,012	10,599	11,437	55,106
OH Revenue Cycle	81,046	75,330	-	162,033	84,800	403,210
OH Internal Audit	3,588	3,044	3,008	3,211	3,189	16,039
Home Office Facilities	26,450	25,091	-	37,902	19,592	109,034
OH Administration	2,283	18,787	12,453	13,871	12,698	60,092
OH Human Resources	85,592	68,007	134,987	68,587	90,552	447,725
Legal	22,394	24,447	22,316	40,492	33,271	142,921
Records	3,633	3,542	3,789	3,875	2,924	17,764
OH Compliance	13,667	11,822	14,607	12,306	12,965	65,367
IT Operations	42,187	48,371	5,820	68,578	36,151	201,108
IT Security	11,440	16,335	11,257	12,739	15,875	67,646
OH Finance	34,202	34,793	38,236	32,428	38,205	177,864
Corporate Communications	18,203	15,236	11,791	10,279	14,449	69,959
OH Information Technology	24,790	18,081	20,994	25,954	14,034	103,853

ry Care Clinics Statement of Revenues and Expenses by Month

	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Year to Date
IT Applications	111,456	65,852	-	736,277	116,402	1,029,987
IT Service Center	41,803	30,484	35,825	34,788	38,269	181,170
OH Performance Excellence	24,133	10,449	15,136	15,961	14,678	80,357
Corporate Quality	13,253	11,415	17,059	16,561	20,146	78,434
OH Security Services	40,055	33,123	39,430	55,297	33,543	201,449
OH Supply Chain	20,666	16,737	17,733	17,584	17,338	90,058
HIM Department	13,556	11,912	15,225	10,052	12,903	63,648
OH Coding	25,327	18,592	22,685	21,159	21,870	109,633
OH Reimbursement	1,908	2,445	2,220	2,221	2,209	11,004
OH Clinical Labor Pool	2,245	2,386	7,201	13,315	10,555	35,701
District Nursing Admin	20,342	10,043	15,230	23,024	11,314	79,953
District Operations Admin	11,946	6,420	13,665	10,752	9,784	52,567
OH Mail Room	3,893	4,266	5,253	2,595	4,140	20,146
Total Overhead Allocations	711,568	597,561	496,932	1,462,440	703,293	3,971,794
Total Expenses	3,562,125	3,126,166	3,591,290	4,491,025	4,105,230	18,875,836
Net Margin	\$ (1,806,552)	\$ (1,396,660)	\$ (2,114,013)	\$ (2,859,733)	\$ (2,051,680)	\$ (10,228,636)
Capital Contributions.	204,850	-	79,780	-	-	284,630

	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	\$ 6,407	\$ 968,940	\$ 823,399	\$ 2,426,196	\$ 539,254	\$ 1,774,156	\$ 518,659	\$ 1,289,869	\$ 43,150	\$ 350,103	\$ 14,469	\$ 49,862	\$ 2,357	\$ 40,572	-	\$ 39,086	\$ 8,886,478
Contractual Allowance	2,726,241	148,952	114,497	127,304	86,076	312,707	79,493	273,462	8,089	63,752	503	(262)	919	7,839	-	(88)	3,949,485
Charity Care	79,634	274,637	263,716	922,927	99,486	624,733	195,642	457,448	9,743	113,042	3,529	39,206	285	6,612	-	28,197	3,118,838
Bad Debt	254	81,176	100,897	248,394	154,509	172,698	55,838	111,739	5,957	24,702	4,797	5,786	29	6,138	-	693	973,606
Total Contractual Allowances and Bad Debt	2,806,129	504,765	479,110	1,298,625	340,072	1,110,138	330,973	842,649	23,789	201,495	8,829	44,730	1,234	20,589	-	28,802	8,041,929
Other Patient Revenue	-	215,573	137,199	509,063	70,361	449,014	124,112	301,366	27,880	147,714	5,038	16,639	1	4,189	17,168	442	2,025,760
Net Patient Revenue	(2,799,722)	679,748	481,488	1,636,634	269,543	1,113,032	311,799	748,586	47,240	296,321	10,678	21,771	1,124	24,172	17,168	10,725	2,870,309
Collection %	(43.696.63%)	70.15%	58.48%	67.46%	49.98%	62.74%	60.12%	58.04%	109.48%	84.64%	73.80%	43.66%	47.69%	59.58%	-	27.44%	32.30%
Grants	374,450	271,703	214,371	382,566	266,366	358,723	139,999	306,826	736	124,851	19,315	28,080	-	26,057	-	-	2,514,043
Interest Earnings	1,943	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1,943
Other Revenue	16,981	2,418	-	-	-	-	-	-	-	-	-	-	-	-	-	-	19,399
Total Other Revenues	393,374	274,120	214,371	382,566	266,366	358,723	139,999	306,826	736	124,851	19,315	28,080	-	26,057	-	-	2,535,385
Total Revenues	\$ (2,406,348)	\$ 953,869	\$ 695,859	\$ 2,019,200	\$ 535,910	\$ 1,471,754	\$ 451,797	\$ 1,055,412	\$ 47,976	\$ 421,172	\$ 29,993	\$ 49,851	\$ 1,124	\$ 50,229	\$ 17,168	\$ 10,725	\$ 5,405,693
<i>Direct Operational Expenses:</i>																	
Salaries and Wages	1,459,440	651,442	572,398	1,188,340	712,201	980,567	387,936	846,154	4,962	326,748	72,000	89,402	-	69,526	-	-	7,361,117
Benefits	436,799	158,601	155,134	314,106	214,887	218,315	96,448	218,118	1,002	76,092	22,713	29,529	-	19,007	-	-	1,960,750
Purchased Services	119,317	6,717	253,789	4,207	268,431	9,384	6,950	4,020	3,102	8,896	-	-	-	600	-	-	685,413
Medical Supplies	-	30,070	41,210	65,553	44,165	48,052	12,533	40,753	1,265	18,750	332	1,211	82	1,010	475	-	305,460
Other Supplies	2,253	3,416	9,433	5,634	2,284	2,552	3,241	3,895	314	2,192	39	3,974	486	770	1,380	-	41,865
Medical Services	-	53,740	35,641	54,883	22,404	62,837	58,897	102,799	1,628	23,917	532	-	-	-	-	-	417,278
Drugs	-	20,337	74,381	57,127	38,390	56,400	6	552	(73)	-	-	-	96	-	-	-	247,284
Repairs and Maintenance	144,534	1,826	13,734	1,926	3,967	1,514	10,607	1,106	3,243	337	1,933	5,319	-	6,053	-	-	198,694
Lease and Rental	-	38,200	54,230	70,123	13,190	62,961	23,172	45,074	100	22,867	20	50	25	50	-	-	330,062
Utilities	-	10,871	3,252	780	2,901	780	5,920	4,023	592	2,228	500	-	-	-	-	-	31,846
Other Expense	51,766	89,109	22,470	20,996	18,800	52,861	18,594	86,907	2,982	9,468	3,120	555	103	762	-	-	378,493
Interest Expense	1,364	-	32,409	-	14,911	-	6,306	8,480	-	16,356	-	-	-	-	-	-	79,826
Insurance	-	2,666	1,301	3,363	335	2,834	747	1,995	214	577	-	3,522	3,396	3,561	-	-	24,510
Total Operating Expenses	2,215,473	1,066,994	1,269,382	1,787,038	1,356,866	1,500,138	622,264	1,373,376	17,194	511,387	99,593	130,271	9,411	101,353	1,856	-	12,062,597
Net Performance before Depreciation & Overhead Allocations	(4,621,821)	(113,125)	(573,523)	232,163	(820,956)	(28,384)	(170,466)	(317,964)	30,783	(90,215)	(69,600)	(80,420)	(8,287)	(51,124)	15,312	10,725	(6,656,903)
Depreciation	2,171	38,510	14,491	5,591	9,173	8,262	647	1,878	-	3,532	-	-	5,785	34,803	261	-	125,103
<i>Overhead Allocations:</i>																	
OH Risk Management	45,980	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	45,980
OH Revenue Cycle	299,683	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	299,683
OH Internal Audit	13,383	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	13,383
Home Office Facilities	85,175	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	85,175
OH Administration	50,140	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	50,140
OH Human Resources	368,237	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	368,237
Legal	119,251	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	119,251
Records	14,822	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	14,822
OH Compliance	54,542	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	54,542
IT Operations	167,802	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	167,802
IT Security	56,443	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	56,443
OH Finance	148,409	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	148,409
Corporate Communications	58,373	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	58,373
OH Information Technology	86,655	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	86,655
IT Applications	859,411	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	859,411
IT Service Center	151,166	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	151,166
OH Performance Excellence	67,049	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	67,049
Corporate Quality	65,444	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	65,444
OH Security Services	134,299	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	134,299
OH Supply Chain	75,144	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	75,144
HIM Department	53,107	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	53,107
OH Coding	91,477	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	91,477
OH Reimbursement	9,181	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	9,181
OH Clinical Labor Pool	29,789	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	29,789
District Nursing Admin	66,712	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	66,712
District Operations Admin	43,861	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	43,861
OH Mail Room	16,809	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	16,809
Total Overhead Allocations	3,232,345	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3,232,345
Total Expenses	5,458,205	1,105,504	1,352,369	1,792,628	1,398,267	1,508,400	676,114	1,434,653	17,194	550,825	99,593	130,271	15,196	136,156	2,117	-	15,677,493
Net Margin	\$ (7,864,552)	\$ (151,635)	\$ (656,510)	\$ 226,572	\$ (862,357)	\$ (36,646)	\$ (224,316)	\$ (379,241)	\$ 30,783	\$ (129,653)	\$ (69,600)	\$ (80,420)	\$ (14,072)	\$ (85,927)	\$ 15,051	\$ 10,725	\$ (10,271,800)
Capital	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Transfer In/(Out)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Primary Care Medical Statement of Revenues and Expenses
For The Fifth Month Ended February 29, 2024

Current Month							Fiscal Year To Date							
Actual	Budget	Variance	%	Prior Year	Variance	%	Actual	Budget	Variance	%	Prior Year	Variance	%	
\$ 1,779,169	\$ 1,517,783	\$ 261,386	17.2%	\$ 1,457,756	\$ 321,413	22.0%	Gross Patient Revenue	\$ 8,886,478	\$ 7,878,028	\$ 1,008,450	12.8%	\$ 7,392,590	\$ 1,493,888	20.2%
573,664	434,316	139,348	32.1%	433,914	139,749	32.2%	Contractual Allowance	3,949,485	2,254,302	1,695,183	75.2%	2,214,539	1,734,947	78.3%
619,262	583,271	35,991	6.2%	523,594	95,668	18.3%	Charity Care	3,118,838	3,027,450	91,388	3.0%	2,844,602	274,236	9.6%
207,768	143,829	63,939	44.5%	140,885	66,883	47.5%	Bad Debt	973,606	746,541	227,065	30.4%	715,614	257,993	36.1%
1,400,695	1,161,416	239,278	20.6%	1,098,394	302,301	27.5%	Total Contractuals and Bad Debt	8,041,929	6,028,293	2,013,636	33.4%	5,774,754	2,267,175	39.3%
404,974	226,955	178,019	78.4%	245,663	159,311	64.8%	Other Patient Revenue	2,025,760	1,177,992	847,768	72.0%	1,228,314	797,446	64.9%
783,448	583,322	200,127	34.3%	605,025	178,423	29.5%	Net Patient Service Revenue	2,870,309	3,027,727	(157,418)	(5.2%)	2,846,150	24,159	0.8%
44.03%	38.43%			41.50%			Collection %	32.30%	38.43%		38.50%			
805,887	599,953	205,934	34.3%	1,087,485	(281,598)	(25.9%)	Grants	2,514,043	3,114,039	(599,997)	(19.3%)	4,410,867	(1,896,825)	(43.0%)
-	-	-	-	-	-	-	Interest Earnings	1,943	-	1,943	-	-	1,943	-
-	-	-	-	-	-	-	Other Financial Assistance	-	-	-	-	649,065	(649,065)	-
2,155	10,524	(8,369)	(79.5%)	18,646	(16,492)	(88.4%)	Other Revenue	19,399	54,625	(35,226)	(64.5%)	51,039	(31,640)	(62.0%)
\$ 1,591,489	\$ 1,193,799	\$ 397,691	33.3%	\$ 1,711,156	\$ (119,667)	(7.0%)	Total Revenues	\$ 5,405,693	\$ 6,196,391	\$ (790,697)	(12.8%)	\$ 7,957,122	\$ (2,551,428)	(32.1%)
							Direct Operating Expenses:							
1,650,975	1,672,283	21,308	1.3%	1,384,895	(266,081)	(19.2%)	Salaries and Wages	7,361,117	8,764,453	1,403,336	16.0%	6,693,416	(667,702)	(10.0%)
407,850	431,005	23,155	5.4%	353,581	(54,269)	(15.3%)	Benefits	1,960,750	2,199,583	238,833	10.9%	1,769,794	(190,956)	(10.8%)
332,764	111,219	(221,545)	(199.2%)	27,877	(304,887)	(1,093.7%)	Purchased Services	685,413	556,095	(129,318)	(23.3%)	127,211	(558,203)	(438.8%)
57,131	90,537	33,407	36.9%	13,236	(43,894)	(331.6%)	Medical Supplies	305,460	452,687	147,227	32.5%	413,002	107,542	26.0%
10,250	37,540	27,290	72.7%	14,773	4,523	30.6%	Other Supplies	41,865	187,700	145,835	77.7%	76,540	34,676	45.3%
82,573	68,151	(14,422)	(21.2%)	59,594	(22,980)	(38.6%)	Medical Services	417,278	340,755	(76,523)	(22.5%)	293,709	(123,568)	(42.1%)
42,188	57,154	14,966	26.2%	44,505	2,317	5.2%	Drugs	247,284	285,770	38,486	13.5%	221,609	(25,675)	(11.6%)
31,742	55,755	24,013	43.1%	39,703	7,961	20.1%	Repairs and Maintenance	198,694	278,775	80,081	28.7%	112,787	(85,907)	(76.2%)
69,258	120,629	51,371	42.6%	95,218	25,960	27.3%	Lease and Rental	330,062	603,147	273,085	45.3%	429,493	99,431	23.2%
8,038	11,959	3,921	32.8%	3,477	(4,561)	(131.2%)	Utilities	31,846	59,795	27,949	46.7%	31,084	(762)	(2.5%)
90,986	104,091	13,105	12.6%	59,046	(31,940)	(54.1%)	Other Expense	378,493	520,455	141,962	27.3%	436,189	57,696	13.2%
15,405	9,227	(6,178)	(67.0%)	-	(15,405)	-	Interest Expense	79,826	49,168	(30,658)	(62.4%)	-	(79,826)	-
4,902	6,479	1,577	24.3%	4,545	(357)	(7.9%)	Insurance	24,510	32,395	7,885	24.3%	24,256	(254)	(1.0%)
2,804,063	2,776,030	(28,033)	(1.0%)	2,100,450	(703,613)	(33.5%)	Total Operating Expenses	12,062,597	14,330,777	2,268,181	15.8%	10,629,091	(1,433,505)	(13.5%)
\$ (1,212,574)	\$ (1,582,231)	\$ 369,657	(23.4%)	\$ (389,294)	\$ (823,280)	211.5%	Net Performance before Depreciation & Overhead Allocations	\$ (6,656,903)	\$ (8,134,387)	\$ 1,477,483	(18.2%)	\$ (2,671,969)	\$ (3,984,934)	149.1%
77,478	69,165	(8,313)	(12.0%)	19,948	(57,530)	(288.4%)	Depreciation	382,551	345,825	(36,726)	(10.6%)	99,410	(283,141)	(284.8%)
							Overhead Allocations:							
9,543	13,720	4,177	30.4%	8,411	(1,132)	(13.5%)	OH Risk Management	45,980	68,600	22,620	33.0%	40,239	(5,741)	(14.3%)
63,027	76,942	13,915	18.1%	51,742	(11,285)	(21.8%)	OH Revenue Cycle	299,683	384,710	85,027	22.1%	322,112	22,429	7.0%
2,661	2,655	(6)	(0.2%)	1,338	(1,323)	(98.9%)	OH Internal Audit	13,383	13,275	(108)	(0.8%)	8,224	(5,159)	(62.7%)
15,305	21,977	6,672	30.4%	21,133	5,828	27.6%	Home Office Facilities	85,175	109,885	24,710	22.5%	122,108	36,933	30.2%
10,595	12,108	1,513	12.5%	28,778	18,183	63.2%	OH Administration	50,140	60,540	10,400	17.2%	191,799	141,659	73.9%
74,476	81,566	7,090	8.7%	54,556	(19,920)	(36.5%)	OH Human Resources	368,237	407,830	39,593	9.7%	305,605	(62,632)	(20.5%)
27,761	31,734	3,973	12.5%	30,311	2,550	8.4%	Legal	119,251	158,670	39,419	24.8%	67,019	(52,232)	(77.9%)
2,440	3,774	1,334	35.3%	2,778	338	12.2%	Records	14,822	18,870	4,048	21.5%	14,266	(556)	(3.9%)
10,818	7,439	(3,379)	(45.4%)	6,006	(4,812)	(80.1%)	OH Compliance	54,542	37,195	(17,347)	(46.6%)	28,516	(26,026)	(91.3%)
30,164	48,562	18,398	37.9%	27,580	(2,584)	(9.4%)	IT Operations	167,802	242,810	75,008	30.9%	162,214	(5,588)	(3.4%)
13,246	16,263	3,017	18.6%	21,207	7,961	37.5%	IT Security	56,443	81,315	24,872	30.6%	73,664	17,221	23.4%
31,878	32,834	956	2.9%	21,371	(10,507)	(49.2%)	OH Finance	148,409	164,170	15,761	9.6%	98,547	(49,862)	(50.6%)
12,056	16,709	4,653	27.8%	10,704	(1,352)	(12.6%)	Corporate Communications	58,373	83,545	25,172	30.1%	46,232	(12,141)	(26.3%)
11,710	16,104	4,394	27.3%	2,874	(8,836)	(307.4%)	OH Information Technology	86,655	80,520	(6,135)	(7.6%)	42,560	(44,095)	(103.6%)

Primary Care Medical Statement of Revenues and Expenses
 For The Fifth Month Ended February 29, 2024

Current Month							Fiscal Year To Date						
Actual	Budget	Variance	%	Prior Year	Variance	%	Actual	Budget	Variance	%	Prior Year	Variance	%
97,125	202,405	105,280	52.0%	162,482	65,357	40.2%	859,411	1,012,025	152,614	15.1%	786,679	(72,732)	(9.2%)
31,931	38,258	6,327	16.5%	22,592	(9,339)	(41.3%)	151,166	191,290	40,124	21.0%	111,566	(39,600)	(35.5%)
12,247	17,273	5,026	29.1%	12,934	687	5.3%	67,049	86,365	19,316	22.4%	51,347	(15,702)	(30.6%)
16,810	11,498	(5,312)	(46.2%)	5,914	(10,896)	(184.2%)	65,444	57,490	(7,954)	(13.8%)	31,735	(33,709)	(106.2%)
22,362	36,922	14,560	39.4%	30,164	7,802	25.9%	134,299	184,610	50,311	27.3%	161,765	27,466	17.0%
14,467	17,820	3,353	18.8%	3,582	(10,885)	(303.9%)	75,144	89,100	13,956	15.7%	24,467	(50,677)	(207.1%)
10,766	10,251	(515)	(5.0%)	17,338	6,572	37.9%	53,107	51,255	(1,852)	(3.6%)	68,261	15,154	22.2%
18,248	17,381	(867)	(5.0%)	18,267	19	0.1%	91,477	86,905	(4,572)	(5.3%)	83,214	(8,263)	(9.9%)
1,843	1,998	155	7.8%	1,679	(164)	(9.8%)	9,181	9,990	809	8.1%	9,634	453	4.7%
8,807	24,634	15,827	64.2%	-	(8,807)	-	29,789	123,170	93,381	75.8%	-	(29,789)	-
9,440	18,821	9,381	49.8%	-	(9,440)	-	66,712	94,105	27,393	29.1%	-	(66,712)	-
8,164	8,906	742	8.3%	-	(8,164)	-	43,861	44,530	669	1.5%	-	(43,861)	-
3,454	3,987	533	13.4%	-	(3,454)	-	16,809	19,936	3,127	15.7%	-	(16,809)	-
571,344	792,541	221,197	27.9%	563,741	(7,603)	(1.3%)	3,232,345	3,962,706	730,361	18.4%	2,851,773	(380,572)	(13.3%)
3,452,885	3,637,736	184,851	5.1%	2,684,139	(768,746)	(28.6%)	15,677,493	18,639,308	2,961,815	15.9%	13,580,274	(2,097,219)	(15.4%)
\$ (1,861,395)	\$ (2,443,938)	\$ 582,542	(23.8%)	\$ (972,983)	\$ (888,413)	91.3%	\$ (10,271,800)	\$ (12,442,917)	\$ 2,171,118	(17.4%)	\$ (5,623,152)	\$ (4,648,647)	82.7%
-	198,183	(198,183)	-	-	-	-	233,418	990,915	(757,498)	(76.4%)	-	233,418	-
-	-	-	-	-	-	-	-	\$ 15,500,000	\$ (15,500,000)	-	\$ 3,542,921	\$ 3,542,921	-

	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	-	\$ 736,216	\$ 944,931	\$ 1,319,176	\$ 1,527,786	-	\$ 22,608	\$ 4,550,717
Contractual Allowance	-	142,912	73,007	117,745	308,922	-	-	642,586
Charity Care	-	241,888	401,889	510,891	679,956	-	22,720	1,857,344
Bad Debt	-	54,399	123,333	149,974	141,787	-	(604)	468,889
Total Contractual Allowances and Bad Debt	-	439,199	598,229	778,610	1,130,665	-	22,115	2,968,818
Other Patient Revenue	-	183,130	169,174	245,447	322,628	-	221	920,600
Net Patient Revenue	-	480,147	515,876	786,013	719,750	-	713	2,502,498
Collection %	-	65.22%	54.59%	59.58%	47.11%	-	3.15%	54.99%
Grants	36,288	60,886	104,970	158,340	183,712	-	-	544,196
Other Revenue	1,177	-	-	-	-	-	-	1,177
Total Other Revenues	37,465	60,886	104,970	158,340	183,712	-	-	545,373
Total Revenues	\$ 37,465	\$ 541,033	\$ 620,846	\$ 944,352	\$ 903,462	-	\$ 713	\$ 3,047,871
<i>Direct Operational Expenses:</i>								
Salaries and Wages	171,584	180,836	226,236	400,784	627,635	-	-	1,607,076
Benefits	50,161	58,579	60,183	120,025	147,896	-	-	436,844
Purchased Services	-	6,812	3,996	10,631	1,910	-	-	23,348
Medical Supplies	-	16,507	20,398	30,211	60,557	-	-	127,673
Other Supplies	75	693	2,629	2,645	166	-	-	6,207
Repairs and Maintenance	-	2,692	3,665	3,895	4,755	-	-	15,007
Lease and Rental	-	14,611	21,677	27,764	54,202	-	-	118,254
Utilities	-	4,408	1,469	780	780	2,665	-	10,102
Other Expense	4,611	5,042	9,122	13,708	10,860	-	-	43,343
Interest Expense	-	-	12,861	-	-	-	-	12,861
Insurance	-	227	-	-	-	-	-	227
Total Operating Expenses	226,431	290,407	362,236	610,442	908,761	2,665	-	2,400,942
Net Performance before Depreciation & Overhead Allocations	(188,966)	250,626	258,610	333,910	(5,299)	(2,665)	713	646,929
Depreciation	-	6,022	9,281	2,916	12,552	-	-	30,770
<i>Overhead Allocations:</i>								
OH Risk Management	9,126	-	-	-	-	-	-	9,126
OH Revenue Cycle	103,527	-	-	-	-	-	-	103,527
OH Internal Audit	2,656	-	-	-	-	-	-	2,656
Home Office Facilities	23,859	-	-	-	-	-	-	23,859
OH Administration	9,952	-	-	-	-	-	-	9,952
OH Human Resources	79,487	-	-	-	-	-	-	79,487
Legal	23,669	-	-	-	-	-	-	23,669
Records	2,942	-	-	-	-	-	-	2,942
OH Compliance	10,825	-	-	-	-	-	-	10,825
IT Operations	33,305	-	-	-	-	-	-	33,305
IT Security	11,203	-	-	-	-	-	-	11,203
OH Finance	29,456	-	-	-	-	-	-	29,456
Corporate Communications	11,586	-	-	-	-	-	-	11,586
OH Information Technology	17,199	-	-	-	-	-	-	17,199
IT Applications	170,576	-	-	-	-	-	-	170,576
IT Service Center	30,004	-	-	-	-	-	-	30,004
OH Performance Excellence	13,308	-	-	-	-	-	-	13,308
Corporate Quality	12,989	-	-	-	-	-	-	12,989
OH Security Services	67,149	-	-	-	-	-	-	67,149
OH Supply Chain	14,914	-	-	-	-	-	-	14,914
HIM Department	10,541	-	-	-	-	-	-	10,541
OH Coding	18,156	-	-	-	-	-	-	18,156
OH Reimbursement	1,823	-	-	-	-	-	-	1,823
OH Clinical Labor Pool	5,912	-	-	-	-	-	-	5,912
District Nursing Admin	13,241	-	-	-	-	-	-	13,241
District Operations Admin	8,706	-	-	-	-	-	-	8,706
OH Mail Room	3,337	-	-	-	-	-	-	3,337
Total Overhead Allocations	739,449	-	-	-	-	-	-	739,449
Total Expenses	965,880	296,428	398,700	613,358	921,313	2,665	-	3,198,344
Net Margin	\$ (928,415)	\$ 244,604	\$ 222,146	\$ 330,995	\$ (17,851)	\$ (2,665)	\$ 713	\$ (150,473)
Capital	-	-	-	-	-	-	-	-
Transfer In/(Out)	-	-	23	-	-	-	-	-

Primary Care Dental Statement of Revenues and Expenses
For The Fifth Month Ended February 29, 2024

Current Month							Fiscal Year To Date							
Actual	Budget	Variance	%	Prior Year	Variance	%	Actual	Budget	Variance	%	Prior Year	Variance	%	
\$ 978,317	\$ 788,278	\$ 190,039	24.1%	\$ 884,646	\$ 93,670	10.6%	Gross Patient Revenue	\$ 4,550,717	\$ 4,091,539	\$ 459,178	11.2%	\$ 4,091,348	\$ 459,369	11.2%
385,817	290,326	95,491	32.9%	258,999	126,818	49.0%	Contractual Allowance	642,586	1,506,930	(864,344)	(57.4%)	1,433,100	(790,514)	(55.2%)
396,732	403,607	(6,875)	(1.7%)	455,433	(58,701)	(12.9%)	Charity Care	1,857,344	2,094,915	(237,571)	(11.3%)	2,104,229	(246,886)	(11.7%)
99,929	46,946	52,983	112.9%	109,133	(9,204)	(8.4%)	Bad Debt	468,889	243,668	225,221	92.4%	240,256	228,633	95.2%
882,479	740,879	141,600	19.1%	823,565	58,914	7.2%	Total Contractuals and Bad Debt	2,968,818	3,845,513	(876,695)	(22.8%)	3,777,585	(808,767)	(21.4%)
184,019	82,159	101,859	124.0%	99,046	84,973	85.8%	Other Patient Revenue	920,600	426,448	494,152	115.9%	495,228	425,371	85.9%
279,857	129,558	150,299	116.0%	160,127	119,730	74.8%	Net Patient Service Revenue	2,502,498	672,474	1,830,024	272.1%	808,991	1,693,507	209.3%
28.61%	16.44%			18.10%			Collection %	54.99%	16.44%		19.77%			
163,919	132,106	31,813	24.1%	189,991	(26,072)	(13.7%)	Grants	544,196	685,695	(141,499)	(20.6%)	750,827	(206,631)	(27.5%)
-	-	-	-	-	-	-	Other Financial Assistance	-	-	-	-	89,351	(89,351)	-
-	171	(171)	-	60	(60)	-	Other Revenue	1,177	886	291	32.8%	471	707	150.1%
\$ 443,776	\$ 261,835	\$ 181,941	69.5%	\$ 350,179	\$ 93,597	26.7%	Total Revenues	\$ 3,047,871	\$ 1,359,055	\$ 1,688,816	124.3%	\$ 1,649,639	\$ 1,398,232	84.8%
Direct Operating Expenses:														
341,487	360,868	19,380	5.4%	289,891	(51,596)	(17.8%)	Salaries and Wages	1,607,076	1,891,351	284,274	15.0%	1,384,660	(222,416)	(16.1%)
87,840	97,964	10,124	10.3%	77,098	(10,742)	(13.9%)	Benefits	436,844	499,399	62,555	12.5%	359,664	(77,180)	(21.5%)
3,521	5,918	2,397	40.5%	1,333	(2,188)	(164.1%)	Purchased Services	23,348	29,590	6,242	21.1%	10,381	(12,967)	(124.9%)
31,323	25,666	(5,657)	(22.0%)	11,831	(19,492)	(164.8%)	Medical Supplies	127,673	128,330	657	0.5%	80,598	(47,075)	(58.4%)
2,498	7,973	5,475	68.7%	5,303	2,805	52.9%	Other Supplies	6,207	39,865	33,658	84.4%	11,996	5,789	48.3%
-	208	208	-	-	-	-	Drugs	-	1,040	1,040	-	1,011	1,011	-
1,788	2,491	703	28.2%	568	(1,220)	(214.8%)	Repairs and Maintenance	15,007	12,455	(2,552)	(20.5%)	34,798	19,792	56.9%
21,547	32,890	11,344	34.5%	22,552	1,006	4.5%	Lease and Rental	118,254	164,451	46,197	28.1%	112,892	(5,362)	(4.7%)
1,968	2,659	691	26.0%	197	(1,770)	(898.5%)	Utilities	10,102	13,295	3,193	24.0%	7,679	(2,423)	(31.6%)
14,052	12,368	(1,684)	(13.6%)	6,789	(7,264)	(107.0%)	Other Expense	43,343	61,840	18,497	29.9%	27,821	(15,521)	(55.8%)
2,544	-	(2,544)	-	-	(2,544)	-	Interest Expense	12,861	-	(12,861)	-	-	(12,861)	-
45	49	3	6.1%	77	32	41.6%	Insurance	227	243	15	6.2%	386	159	41.2%
508,613	549,053	40,440	7.4%	415,639	(92,974)	(22.4%)	Total Operating Expenses	2,400,942	2,841,858	440,916	15.5%	2,031,887	(369,055)	(18.2%)
\$ (64,837)	\$ (287,218)	\$ 222,381	(77.4%)	\$ (65,461)	\$ 623	(1.0%)	Net Performance before Depreciation & Overhead Allocations	\$ 646,929	\$ (1,482,803)	\$ 2,129,732	(143.6%)	\$ (382,248)	\$ 1,029,177	(269.2%)
11,784	4,706	(7,078)	(150.4%)	6,480	(5,303)	(81.8%)	Depreciation	57,952	23,530	(34,422)	(146.3%)	29,642	(28,311)	(95.5%)
Overhead Allocations:														
1,894	2,723	829	30.4%	1,552	(342)	(22.0%)	OH Risk Management	9,126	13,615	4,489	33.0%	7,427	(1,699)	(22.9%)
21,773	26,580	4,807	18.1%	10,843	(10,930)	(100.8%)	OH Revenue Cycle	103,527	132,900	29,373	22.1%	67,502	(36,025)	(53.4%)
528	527	(1)	(0.2%)	247	(281)	(113.8%)	OH Internal Audit	2,656	2,635	(21)	(0.8%)	1,518	(1,138)	(75.0%)
4,287	6,156	1,869	30.4%	3,033	(1,254)	(41.3%)	Home Office Facilities	23,859	30,780	6,921	22.5%	17,523	(6,336)	(36.2%)
2,103	2,403	300	12.5%	5,311	3,208	60.4%	OH Administration	9,952	12,015	2,063	17.2%	35,398	25,446	71.9%
16,076	17,607	1,531	8.7%	9,324	(6,752)	(72.4%)	OH Human Resources	79,487	88,035	8,548	9.7%	52,229	(27,258)	(52.2%)
5,510	6,299	789	12.5%	5,594	84	1.5%	Legal	23,669	31,495	7,826	24.8%	12,369	(11,300)	(91.4%)
484	749	265	35.4%	513	29	5.7%	Records	2,942	3,745	803	21.4%	2,633	(309)	(11.7%)
2,147	1,476	(671)	(45.5%)	1,108	(1,039)	(93.8%)	OH Compliance	10,825	7,380	(3,445)	(46.7%)	5,263	(5,562)	(105.7%)
5,987	9,639	3,652	37.9%	5,090	(897)	(17.6%)	IT Operations	33,305	48,195	14,890	30.9%	29,939	(3,366)	(11.2%)
2,629	3,228	599	18.6%	3,914	1,285	32.8%	IT Security	11,203	16,140	4,937	30.6%	13,595	2,392	17.6%
6,327	6,517	190	2.9%	3,944	(2,383)	(60.4%)	OH Finance	29,456	32,585	3,129	9.6%	18,187	(11,269)	(62.0%)
2,393	3,316	923	27.8%	1,975	(418)	(21.2%)	Corporate Communications	11,586	16,580	4,994	30.1%	8,533	(3,053)	(35.8%)
2,324	3,196	872	27.3%	530	(1,794)	(338.5%)	OH Information Technology	17,199	15,980	(1,219)	(7.6%)	7,855	(9,344)	(119.0%)
19,277	40,174	20,897	52.0%	29,988	10,711	35.7%	IT Applications	170,576	200,870	30,294	15.1%	145,189	(25,387)	(17.5%)
6,338	7,594	1,256	16.5%	4,170	(2,168)	(52.0%)	IT Service Center	30,004	37,970	7,966	21.0%	20,591	(9,413)	(45.7%)

Primary Care Dental Statement of Revenues and Expenses
 For The Fifth Month Ended February 29, 2024

Current Month							Fiscal Year To Date							
Actual	Budget	Variance	%	Prior Year	Variance	%		Actual	Budget	Variance	%	Prior Year	Variance	%
2,431	3,428	997	29.1%	2,387	(44)	(1.8%)	OH Performance Excellence	13,308	17,140	3,832	22.4%	9,477	(3,831)	(40.4%)
3,336	2,282	(1,054)	(46.2%)	1,092	(2,244)	(205.5%)	Corporate Quality	12,989	11,410	(1,579)	(13.8%)	5,857	(7,132)	(121.8%)
11,181	18,461	7,280	39.4%	6,380	(4,801)	(75.3%)	OH Security Services	67,149	92,305	25,156	27.3%	34,217	(32,932)	(96.2%)
2,871	3,537	666	18.8%	661	(2,210)	(334.3%)	OH Supply Chain	14,914	17,685	2,771	15.7%	4,515	(10,399)	(230.3%)
2,137	2,035	(102)	(5.0%)	3,200	1,063	33.2%	HIM Department	10,541	10,175	(366)	(3.6%)	12,598	2,057	16.3%
3,622	3,450	(172)	(5.0%)	3,371	(251)	(7.4%)	OH Coding	18,156	17,250	(906)	(5.3%)	15,358	(2,798)	(18.2%)
366	396	30	7.6%	310	(56)	(18.1%)	OH Reimbursement	1,823	1,980	157	7.9%	1,778	(45)	(2.5%)
1,748	4,889	3,141	64.2%	-	(1,748)	-	OH Clinical Labor Pool	5,912	24,447	18,535	75.8%	-	(5,912)	-
1,874	3,736	1,862	49.8%	-	(1,874)	-	District Nursing Admin	13,241	18,678	5,437	29.1%	-	(13,241)	-
1,620	1,768	148	8.4%	-	(1,620)	-	District Operations Admin	8,706	8,838	133	1.5%	-	(8,706)	-
686	791	105	13.3%	-	(686)	-	OH Mail Room	3,337	3,957	620	15.7%	-	(3,337)	-
131,949	182,957	51,008	27.9%	104,537	(27,412)	(26.2%)	Total Overhead Allocations-	739,449	914,785	175,337	19.2%	529,551	(209,898)	(39.6%)
652,345	736,716	84,371	11.5%	526,656	(125,689)	(23.9%)	Total Expenses	3,198,344	3,780,173	581,830	15.4%	2,591,080	(607,263)	(23.4%)
\$ (208,570)	\$ (474,881)	\$ 266,312	(56.1%)	\$ (176,478)	\$ (32,092)	18.2%	Net Margin	\$ (150,473)	\$ (2,421,119)	\$ 2,270,646	(93.8%)	\$ (941,441)	\$ 790,968	(84.0%)
-	54,275	(54,275)	-	-	-	-	Capital Contributions.	51,213	271,375	(220,163)	(81.1%)	-	51,213	-
-	-	-	-	-	-	-	Transfer In/(Out)	-	\$ 3,000,000	\$ (3,000,000)	-	\$ 585,929	\$ 585,929	-

	Belle Glade Behavioral Health	St Ann Place Behavioral Health	Delray Behavioral Health	Lantana Behavioral Health	Mangonia Park Behavioral Health	West Palm Beach Behavioral Health	Lewis Center Behavioral Health	Total
Gross Patient Revenue	-	-	\$141,830	\$47,717	\$423,805	\$46,778	-	\$660,130
Contractual Allowance	-	-	17,198	6,002	101,991	4,536	13	129,740
Charity Care	-	-	32,133	15,898	89,091	14,631	111	151,864
Bad Debt	1	69	22,355	7,126	156,280	6,518	622	192,970
Total Contractual Allowances and Bad Debt	1	69	71,686	29,025	347,362	25,684	745	474,573
Other Patient Revenue	-	-	-	1,241	6,838	-	-	8,079
Net Patient Revenue	(1)	(69)	70,144	19,933	83,280	21,094	(745)	193,636
Collection %	-	-	49.46%	41.77%	19.65%	45.09%	-	29.33%
Ad Valorem Taxes	-	-	-	-	-	-	-	-
Intergovernmental Revenue	-	-	-	-	-	-	-	-
Grants	-	-	-	-	-	-	-	-
Interest Earnings	-	-	-	-	-	-	-	-
Unrealized Gain/(Loss) On Investments	-	-	-	-	-	-	-	-
Other Financial Assistance	-	-	-	-	-	-	-	-
Other Revenue	-	-	-	-	-	-	-	-
Total Other Revenues	-	-	-	-	-	-	-	-
Total Revenues	\$ (1)	\$ (69)	\$ 70,144	\$ 19,933	\$ 83,280	\$ 21,094	\$ (745)	\$ 193,636
<i>Direct Operational Expenses:</i>								
Total Operating Expenses	-	-	-	-	-	-	-	-
Net Performance before Depreciation & Overhead Allocations	(1)	(69)	70,144	19,933	83,280	21,094	(745)	193,636
Depreciation	-	-	-	-	-	-	-	-
<i>Overhead Allocations:</i>								
Total Overhead Allocations	-	-	-	-	-	-	-	-
Total Expenses	-	-	-	-	-	-	-	-
Net Margin	\$ (1)	\$ (69)	\$ 70,144	\$ 19,933	\$ 83,280	\$ 21,094	\$ (745)	\$ 193,636
Capital	-	-	-	-	-	-	-	-
General Fund Support/Transfer In	-	-	-	-	-	-	-	-

Primary Care Behavioral Health Statement of Revenues and Expenses
 or The Fifth Month Ended February 29, 2024

Current Month							Fiscal Year To Date							
Actual	Budget	Variance	%	Prior Year	Variance	%		Actual	Budget	Variance	%	Prior Year	Variance	%
\$ 151,537	\$ 95,933	\$ 55,604	58.0%	\$ 93,722	\$ 57,815	61.7%	Gross Patient Revenue	\$ 660,130	\$ 479,667	\$ 180,463	37.6%	\$ 476,883	\$ 183,247	38.4%
54,724	46,111	8,613	18.7%	35,658	19,066	53.5%	Contractual Allowance	129,740	230,556	(100,817)	(43.7%)	201,595	(71,855)	(35.6%)
34,021	18,630	15,391	82.6%	19,182	14,838	77.4%	Charity Care	151,864	93,148	58,716	63.0%	91,077	60,786	66.7%
46,403	24,216	22,187	91.6%	29,895	16,508	55.2%	Bad Debt	192,970	121,079	71,891	59.4%	108,959	84,011	77.1%
135,147	88,957	46,190	51.9%	84,735	50,412	59.5%	Total Contractuals and Bad Debt	474,573	444,783	29,790	6.7%	401,632	72,941	18.2%
1,895	417	1,479	354.7%	1,154	741	64.2%	Other Patient Revenue	8,079	2,083	5,996	287.9%	5,772	2,307	40.0%
18,285	7,393	10,892	147.3%	10,141	8,144	80.3%	Net Patient Service Revenue	193,636	36,967	156,669	423.8%	81,023	112,612	139.0%
12.07%	7.71%			10.82%			Collection %	29.33%	7.71%			16.99%		
\$ 18,285	\$ 7,393	\$ 10,892	147.3%	\$ 10,141	\$ 8,144	80.3%	Total Revenues	\$ 193,636	\$ 36,967	\$ 156,669	423.8%	\$ 81,023	\$ 112,612	139.0%
							Direct Operating Expenses:							
-	-	-	-	-	-	-	Total Operating Expenses	-	-	-	-	-	-	-
\$ 18,285	\$ 7,393	\$ 10,892	147.3%	\$ 10,141	\$ 8,144	80.3%	Net Performance before Depreciation & Overhead Allocations	\$ 193,636	\$ 36,967	\$ 156,669	423.8%	\$ 81,023	\$ 112,612	139.0%
-	-	-	-	-	-	-	Total Expenses	-	-	-	-	-	-	-
\$ 18,285	\$ 7,393	\$ 10,892	147.3%	\$ 10,141	\$ 8,144	80.3%	Net Margin	\$ 193,636	\$ 36,967	\$ 156,669	423.8%	\$ 81,023	\$ 112,612	139.0%



District Clinic Holdings, Inc.

Clinic Visits - Adults and Pediatrics	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Current Year Total	Current YTD Budget	%Var to Budget	Prior Year Total
	West Palm Beach	1,749	1,462	1,463	1,714	1,592								7,980	6,445	23.8%
Delray	728	760	735	846	774								3,843	-	#DIV/0!	3,421
Lantana	1,894	1,716	1,658	1,980	1,927								9,175	4,880	88.0%	8,204
Belle Glade & Women's Health Care	821	756	792	913	848								4,130	3,888	6.2%	3,888
Lewis Center	22	44	27	33	45								171	162	5.6%	119
Lake Worth & Women's Health Care	1,205	1,023	1,063	1,184	1,141								5,616	5,435	3.3%	5,435
Jupiter & Women's Health Care	599	555	497	549	514								2,714	2,178	24.6%	2,178
West Boca & Women's Health Care	388	324	304	383	360								1,759	1,564	12.5%	1,564
St Ann Place	15	11	14	18	10								68	69	(1.4%)	-
Clb Mob 1 Warrior	30	18	-	-	-								48	-	#DIV/0!	-
Clb Mob 2 Scout	-	-	-	-	-								-	-	#DIV/0!	-
Clb Mob 3 Hero	5	32	24	27	27								115	237	(51.5%)	237
Portable Medical	88	33	47	80	100								348	135	157.8%	-
Mangonia Park	623	625	609	825	809								3,491	4,156	(16.0%)	4,156
Total Clinic Visits	8,167	7,359	7,233	8,552	8,147	-	-	-	-	-	-	-	39,458	29,149	35.4%	35,647
Dental Visits																
West Palm Beach Dental	1,292	985	896	1,150	1,141								5,464	5,170	5.7%	11,676
Delray Dental	533	481	541	783	791								3,129	2,760	13.4%	2,760
Lantana Dental	921	718	783	920	970								4,312	1,951	121.0%	3,484
Belle Glade Dental	543	462	477	430	511								2,423	1,564	54.9%	1,564
Portable Dental	15	16	10	13	12								66	54	22.2%	54
Total Dental Visits	3,304	2,662	2,707	3,296	3,425	-	-	-	-	-	-	-	15,394	11,499	33.9%	19,538
Total Medical and Dental Visits	11,471	10,021	9,940	11,848	11,572	-	-	-	-	-	-	-	54,852	40,648	34.9%	55,185
Mental Health Counselors (non-billable)																
West Palm Beach BH	96	156	192	274	300								1,018	538	89.2%	538
Delray BH	436	394	391	503	496								2,220	700	217.1%	700
Lantana BH	144	180	191	161	266								942	699	34.8%	699
Belle Glade BH	-	-	-	35	31								66	-	#DIV/0!	235
Mangonia Park BH	1,110	798	839	834	782								4,363	4,167	4.7%	4,167
Lewis Center BH	-	-	-	-	-								-	-	#DIV/0!	37
Lake Worth BH	143	131	114	115	141								644	942	(31.6%)	942
Jupiter BH	-	-	-	-	-								-	139	(100.0%)	139
St Ann Place BH	82	65	75	100	70								392	465	(15.7%)	-
West Boca BH	33	17	25	24	26								125	160	(21.9%)	20
Mobile Van	-	-	-	-	-								-	-	#DIV/0!	-
Total Mental Health Screenings	2,044	1,741	1,827	2,046	2,112	-	-	-	-	-	-	-	9,770	7,810	25.1%	7,477
GRAND TOTAL	13,515	11,762	11,767	13,894	13,684	-	-	-	-	-	-	-	64,622	48,458		62,662

DISTRICT CLINIC HOLDINGS, INC.
BOARD OF DIRECTORS
April 24, 2024

1. Description: Executive Director Informational Update

2. Summary:

- Expanded Pediatric services to Boca Raton
- Expanded Women’s Health services to Delray
- Onsite National Health Service Corps (NHSC) program visit 4/24 in Delray
- Behavioral Health at Mangonia

3. Substantive Analysis:

NHSC

The **National Health Service Corps (NHSC)** supports more than 18,000 primary care medical, dental, and behavioral health providers through scholarships and loan repayment programs. For over 50 years, they have increased access to quality health care in communities with significant health professional shortages.

Behavioral Health at Mangonia

The talent acquisition team for our community health centers is currently seeking several behavioral health positions including psychiatric providers, nurses, behavioral health technicians and peers to support the expanded hours of service at our Mangonia location.

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:

DocuSigned by:

 CA6A21FF2B0380a Cafarelli
 VP & Chief Financial Officer

DISTRICT CLINIC HOLDINGS, INC.
BOARD OF DIRECTORS
April 24, 2024

5. Reviewed/Approved by Committee:

N/A

Committee Name

N/A

Date Approved

6. Recommendation:

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

Approved for Legal sufficiency:

DocuSigned by:
Bernabe Icaza

0CF6F7DBB706434
Bernabe Icaza
SVP & General Counsel

DocuSigned by:
Candice Abbott

F637D209D884E
Candice Abbott
SVP & Chief Operating Officer
Executive Director of FQHC Services

**CL BRUMBACK PRIMARY CARE CLINICS
BOARD OF DIRECTORS
April 24, 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
Bowen	Beverly	DMD	General Dentistry	Recredentialing

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.

CL BRUMBACK PRIMARY CARE CLINICS BOARD OF DIRECTORS April 24, 2024

Beverly Bowen, DMD joined the West Palm Beach Clinic in 2022 specializing in General Dentistry. She attended The University of Pittsburgh School of Dental Medicine. Dr. Bowen 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:

DocuSigned by:

Jessica Cafarelli
CA6A21FF2E0948 Jessica Cafarelli
 VP & Chief Financial Officer

5. Reviewed/Approved by Committee:

N/A

 Committee Name

N/A

 Date

6. Recommendation:

Staff recommends the Board approve the Recredentialing and privileging of Beverly Bowen, DMD, General Dentistry.

Approved for Legal sufficiency:

DocuSigned by:

Bernabe Icaza
0CF6F7DB670643 Bernabe Icaza
 SVP & General Counsel

DocuSigned by:

Charmaine Chibar
2349071A97344E Dr. Charmaine Chibar
 FQHC Medical Director

DocuSigned by:

Candice Abbott
F637D209DB5E24 Candice Abbott
 SVP & Chief Operating Officer
 Executive Director of FQHC Services

**CL BRUMBACK PRIMARY CARE CLINICS
BOARD OF DIRECTORS
April 24,2024**

1. Description: Quality Report

2. Summary:

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

- Quality Council Meeting Minutes – April 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.

PATIENT SATISFACTION AND GRIEVANCES

Patient relations to be presented as separate agenda item.

QUALITY ASSURANCE & IMPROVEMENT

Diabetes Care and Management: In our monthly providers meeting, in March 2024, we reviewed the updated American Diabetes Standards of Care for 2024 with our providers. The American Diabetes Association (ADA) is known for establishing evidence-based standards of care for individuals with diabetes. Every year, they review and update these guidelines to ensure they reflect the latest scientific research and clinical practice. The revised Standards of Care addressed various aspects of diabetes management, including classification and diagnosis, as well as treatment recommendations. The ADA’s updated Standards of Care provide guidance on implementing evidence-based approaches to optimize diabetes care. Our medical team was educated on these recommendations during the meeting. This information will help us provide high-quality care to our diabetic patients based on current best practices.

UTILIZATION OF HEALTH CENTER SERVICES

Individual monthly provider productivity stratified by clinic.

4. Fiscal Analysis & Economic Impact Statement:


CL BRUMBACK PRIMARY CARE CLINICS BOARD OF DIRECTORS

April 24, 2024

	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:

DocuSigned by:


 CA6A21FF2E0936... Jessica Cafarelli
 VP & Chief Financial Officer

5. Reviewed/Approved by Committee:

N/A

 Committee Name

N/A

 Date


6. Recommendation:

Staff recommends the Board approve the updated Quality Report.


Approved for Legal sufficiency:

DocuSigned by:


 0CF6F7DB6706B... Bernabe Icaza
 SVP & General Counsel

DocuSigned by:


 2349071A97347... Charmaine Chibar
 FQHC Medical Director

DocuSigned by:


 F637D209DB5247... Candice Abbott
 SVP & Chief Operating Officer
 Executive Director of FQHC Services



Quality Council Meeting Minutes

Date: April 10, 2024

Time: 11:00-1:30 pm

Attendees: Steven Sadiku – Director of Corporate Quality; Maria Chamberlin – Assistant Director of Nursing; Shauniel Brown – Senior Risk Manager; Carolina Foksinski- Operations Process Manager; Erik Lalani – Dental Operations Manager; Alexa Goodwin – Patient Relations Manager; Dr. Sandra Warren – Associate Medical Director; Dr. Charmaine Chibar – FQHC Medical Director; Angela Santos – Director of Ops; Dr. Josh Adametz – Dental Director; Marisol Miranda – Director of Clinic Operations; Ivonne Cohen – Business Intelligence Developer; Valena Gibric – Medical Director District Cares; Lisa Hogans – Director of Nursing; Nancy Gonzalez – Dental Program Director; Dr. Ana Ferwerda – Director of Clinic EHR Optimization & Women’s Health. Dr. Belma Andric – SVP & Chief Medical Officer; Dr. Courtney Phillips – VP of Behavioral Health; Jessica Ramirez – Manager Patient Access Services

Excused: Candice Abbot – SVP & Chief Operating Officer; Miriam Meza – Patient Access Coordinator; Irene Garcia– Dental Quality Coordinator

Minutes by: Steven Sadiku – Director of Corporate Quality

<u>AGENDA ITEM</u>	<u>DISCUSSION / RECOMMENDATIONS</u>	<u>ACTION ITEMS (AI)</u>	<u>RESPONSIBLE PARTY</u>	<u>DATE</u>
PATIENT SAFETY & ADVERSE EVENTS				
OCCURRENCES	<p><i>Per Compliance, discussion surrounding not recording meetings.</i></p> <p>Report Summary The March 2024 Risk Management Tableau dashboard was presented. Volumes 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 March 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. (March 2024 Risk Report Summary presented with graphs.)</p>	Will discuss details in Workgroups		



UTILIZATION

OPERATIONS	Productivity							
	Productivity February 2024							
	Service Line	Target		Seen		% of Goal		
		In Person	Tele	In Person	Tele	Total		
	Adult Care	6,231		5215		84%		
	Pediatrics	1,878		1,801		96%		
	Primary Residents	774		730		94%		
	Women's Health	699		611		87%		
	Behavioral Health	826		767		93%		
	Behavioral Health - Psych	417		299		72%		
	Psych Residents	630		424		67%		
	Behavioral Health Addiction	720		684		95%		
	Dental	2,144		2228		104%		
	Dental Hygiene	886		798		90%		
	Dental MDI	328		291		89%		
	<i>(Clinic productivity report with graphs were presented.)</i>							
	<p>Walk-ins 18% Between Medical and Dental 92% same day walk-ins scheduled by front line staff 8% same day walk-ins scheduled by the CSC</p>							
	<p>No Show Rates 18% between Medical and Dental</p>							



	<p>16% of no-shows have already completed an encounter in March. 16% have a future scheduled appointment.</p> <p>(Report with graph presented.)</p>			
	<p><u>Doximity Dialer Usage (Telemedicine) -March 2024</u></p> <p>Users</p> <ul style="list-style-type: none"> • 55 registered users (100% registration rate) <ul style="list-style-type: none"> ○ 16 active users (8 MD/DOs, 4 NP, PA, 4 Care Team) <p>Calls</p> <ul style="list-style-type: none"> • 160 total calls <ul style="list-style-type: none"> ○ 92 voice calls <ul style="list-style-type: none"> ▪ 86 successful calls (93.5%) success rate ▪ 2 calls escalated to video ○ 68 video calls <ul style="list-style-type: none"> ▪ 54 successful calls (79.4%) success rate ○ 1 secure text <p>(Report with breakdown by specialty and user)</p>			
PATIENT RELATIONS				
<p>GRIEVANCES, COMPLAINTS & COMPLIMENTS</p>	<p><u>Patient Relations Dashboard – March 2024</u></p> <p>For March 2024, there were a total of 10 Patient Relations Occurrences that occurred between 5 Clinics and Clinic Administration. Of the 10 occurrences, there was 1 Grievance and 9 Complaints. The top 4 categories were Communication, Nursing, Physician and Finance related issues. The top subcategories were Poor Communication,</p>			



	<p>Nursing Related All Aspects of Care and Physician Related All Aspects of Care with 2 occurrences in each. There was also a total of 67 patient compliments and 3 employee to employee compliments (known as Thumbs-Up) received across 5 Clinics and Clinic Administration. <i>(Patient Relations Report & Patient Relations Dashboard with Graphs presented.)</i></p>			
<p>SURVEY RESULTS</p>	<p><u>Patient Satisfaction Survey – March 2024</u> For March 2024 there were 472 Patient Satisfaction Surveys completed out of a total of 14,067 patient visits. This is a 3% return rate out of the total survey delivered for the month (decrease by 35% from the previous month). West Palm Primary had the highest return rate with 69 completed surveys followed by Lantana Primary with 68 completed surveys. Our Net Promoter Score (NPS) is 75 (out of 417 responses) compared to the Phreesia Network at 82. This was an increase by 2 points from the previous month. The top 5 and lowest 5 scored-questions were presented for each area.</p> <p>“Best Questions” for in person visits – March 2024:</p> <ul style="list-style-type: none"> • Ease of making your appointment – 87% (same as previous month) • Care and concern of your nurses/medical assistants - 85% (same as previous month) • Our practice – 85% (new promoter) • Courtesy of the person who took your call – 84% (new promoter) • Things explained in a way you could understand – 84% (decrease in 5% from previous month) 	<p>Will discuss details in Workgroups</p>		



	<p>“Worst Questions” for in person visits – March 2024:</p> <ul style="list-style-type: none"> • Waiting time in the exam room – 12% (2% increase from previous month) • Appointment available within a reasonable amount of time – 9% (new detractor) • Amount of time provider spent with you – 10% (new detractor) • Waiting time in the reception area – 14% (2% increase from previous month) • Friendliness of the receptionist upon your arrival – 9% (new detractor) <p>Of the surveys received for March, 43% of patients perceived wait time between 6 to 15 minutes, 35% of responses were from patients that this was their first visit to the practice. 24% was less than 6 months. 71% of surveys completed were by females and most patients preferred to be seen on Monday, Tuesday and Wednesday mornings. 78% of responses in March were promoters (1% increase), 16% of responses were neutrals (1% decrease) and 6% of responses were detractors (same as previous month). Top promoters, detractors, and patient comments presented by clinic and service line. Clinic trends over time to be shared with Clinic Supervisors and Coordinators. (Patient Satisfaction Survey PowerPoint presented.)</p>			
<p>OUTBOUND CALL CAMPAIGNS</p>	<p><u>Afterhours Report – March 2024</u> In March 2024, the Clinic Service Center recieved 147 after hours calls. This was a 56% decrease from the previous month. We saw our highest volume in AHC’s for Appt request with 48% of the total calls.</p>			



	<p>Our WPB Location remains at our highest volume health center for after hours calls with 27% of the call volume for March.</p> <p>Paged Out AHC - There were a total of 25 after hours calls that required a provider to be paged. Of those 25 paged out calls, 20 telephone encounters were created in the patients charts. 5 patients were missed. Of the 20 encounters created, only 2 providers selected the correct reason of the telephone encounter which is “after Hours”.</p> <p><u>Outreach Call Campaigns</u></p> <p>Mobile Bus Mammography Campaign (DOH) - 24 patients were contacted and added to the DOH Mammo Bus to complete this screening mammo.</p> <p>Rescheduling – 61 patients were rescheduled due to clinicians being out for PTO/STO days.</p> <p><i>(Outbound Campaign PowerPoint presented.)</i></p>			
<p>NEXT THIRD AVAILABLE</p>	<p>Primary Care</p> <p>Belle Glade – 14 days out</p> <p>Boca – 3 day out</p> <p>Mobile school buses – 3 days out</p> <p>Delray – 9 days out</p> <p>Jupiter – 6 day out</p>	<p>Update: Jess is still working with Memorial and BI teams to update the report. We will be adding new vs est along with dental procedures. We will also update the visual so that its easier to follow.</p>	<p>Jessica Ramirez</p>	



	<p>Lake Worth – 26 days out Lantana – 6 days out Mangonia – 0 days out WPB – 16 days out</p> <p><u>BH</u> Belle Glade – 0 Boca – 3 Days Out Delray – 15 days out LW – 1 days out Lantana – 10 days out Mangonia – 11 days out WPB – 0 days out</p> <p><u>Womens Health</u> Belle Glade – 11 days out Delray – 18 Days Out Jupiter- 12 days out LW – 7 days out</p> <p><u>Dental</u> Belle Glade – 1 Delray – 82 days out Lantana – 65 days out WPB – 14 days out</p> <p><u>Gneral Surgery</u> 9 Days Out</p>			
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<p>REFERRAL/ CALL CENTER</p>	<p>In March 2024, there were a total of 5,326 referral orders placed by our internal (employed) providers. The turn around time for referral processing in March was 5.42 days for routine referrals and 1 day for urgent referrals. The TAT time for referrals has decreased by 50% over the past 60 days. Historically the TAT for referrals was 10 business days.</p> <p>We see our highest volume of referrals placed by our WPB Health Center with 22% of the total volume. Our most common payer for our patient population with referrals is HCD Voucher with 23.9% of the referral volume. Our top referred to specialties are Radiology testing with 14% of the volume, followed by ophthalmology (11%) and Gastroenterology (8%).</p> <p>Call Center –</p> <p>Metrics - For the month of March 2024, the call center received a total of 19,155 calls.</p> <p>16,164 or 84% of the total call volume reached a live agent and was resolved.</p> <p>The abandonment rate for March was 14%.</p> <p>The call center service level was 59%. (calls answered within 3 minutes)</p> <p>Average duration time for each call was 4m 25s.</p> <p>Reason for Call - We saw our highest volume of calls coming in for Medical Appts with 7,252 calls, followed by Nurse Calls with 1,905 calls and Dental with 1,766 calls</p>	<p>Update quality metrics on Call Center dashboard</p>	<p>Jessica Ramirez</p>	
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	Languages, we see our highest volume in English calls with 11,464, followed by Spanish with 3,678 and Creole with 1,379 calls.			
QUALITY				
QUALITY				
MEDICAL	<p><u>Controlled Diabetes based on A1c less than 9% March 25, 2024</u> Yearly goal 67% We saw 2433 unique patients with a diagnosis of diabetes. 66% were controlled and 34% uncontrolled with an A1c equal or greater than 9%. 34 patients did not have data. By clinic Lantana (72%), Jupiter (71%), and Boca (66%). Belle, Glade, Lake worth, Delray and West Palm Beach ranged between 63% to 66%. The larger number of patients are in Lantana and West Palm Beach. The bottom graph shows the number of patients where we did not have an A1c value done in the past 3 months and correspond only to 34 patients. This graph shows the distribution of patients with an A1c lower than 9% by provider and correlates with the clinics achieving higher and lower percentages.</p>			
	<p><u>Colorectal Cancer Screening – March 25, 2024</u> Yearly goal 80% Satisfied: 1681 (31%) No met: 3824 (69%) (Report with graph presented.)</p>			



<p>The highest percentage of screening completed was at the Boca Clinic with 42%.</p> <p>The largest number of patients due for screening were at the West Palm beach Clinic, Lantana and Lake worth that individually achieved 27%, 30% and 34%.</p> <p>The largest number of patients with missing orders to address the screening were at Delray, Mangonia, Belle Glade and West Palm Beach accounting for 57% of the missed patients.</p> <p>The last graph shows the met, unmet and missed patients by provider percentages.</p> <p>(Report with graph presented.)</p>			
<p><u>Breast Cancer Screening – March 25, 2024</u> Yearly goal 60%</p> <p>Satisfied screenings – 1322 (57%) Unsatisfied Screenings – 1007 (43%)</p> <ul style="list-style-type: none"> • Not Met with order – 851 (79%) • Not Met (Patient Missed) – 156 (21%) <p>The clinics with the highest percentage of screening were Belle Glade with 74%, Lantane 61% and Lake Worth 60% The clinics with the lowest percentage of patients with completion of breast cancer screening were West Palm Beach and Delray with 51%.</p> <p>The larger number of patients where the screening was not addressed were Lake Worth ,Delray and Lantana accounting for 59% from the total number of patients missed to address the screening.</p> <p>(Report with graph presented.)</p>			



	<p>HPV Second dose in both females and males for 9-10y and 11-12y has improved, especially when compared to Meningococcal & TDAP.</p> <p>(Report with graph presented.)</p>			
	<p><u>Cervical Cancer Screening - March 25, 2024</u> Yearly goal 65%</p> <p>Cervical cancer screening was completed in 62% of the patient and 38% patients were missed. Among the patients missing the screening 2125 (92%) the screening seems not to be addressed during the visit. Lake Worth Clinic, Boca clinic and Lantana achieved 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 and correlates with the clinics with larger percentage of screening met. The last slide shows the number of PAPs done by provider and the number of referrals during the last 30 days March 5 to April 4, 2024.</p> <p>Report with graph presented.)</p> <p><u>HIV Screening – March 25, 2024</u> Yearly goal 37%</p> <p>Satisfied: 6559 (61%) No satisfied : 4163 (39%)</p>			



<p>The majority of the clinics are meeting the screening above 60% except Lantana, Mangonia and West Palm Beach. The largest percentage of patient for which the screening was not addressed were from West Palm, Lake Worth and Lantana Clinics accounting for 57% of the missed patients.</p> <p>Controlling High Blood Pressure – March 25, 2024 Yearly goal 80% 70% of patient with BP controlled and 30% uncontrolled. from 69% last year but we did not reach our goal of 80% From all the clinics Boca reached the goal with 77%, Lantana 72%, Mangonia 71% and Lake worth 68%. BY provider the highest percentages were among Dr Castiglia, and Dr. Warren with 81%.</p> <p>Medical Quality Site Visits</p>																													
<p>Quarter 1 Clinical QSV</p> <table border="1"> <tr><td>Belle Glade</td><td>95%</td></tr> <tr><td>Delray</td><td>94.9%</td></tr> <tr><td>Jupiter</td><td>97.3%</td></tr> <tr><td>Lake Worth</td><td>95.7%</td></tr> <tr><td>Lantana</td><td>93.4%</td></tr> <tr><td>Lewis Center</td><td>98.1%</td></tr> <tr><td>Mangonia</td><td>93.1%</td></tr> <tr><td>Mobile-Hero</td><td>98.9%</td></tr> <tr><td>St.Anns</td><td>93.6%</td></tr> <tr><td>W.Boca Raton</td><td>98.3%</td></tr> <tr><td>West Palm Beach</td><td>95.6%</td></tr> </table> <p>Quarter 1 Non-Clinical QSV</p> <table border="1"> <tr><td>Belle Glade</td><td>94.2%</td></tr> <tr><td>Delray</td><td>94%</td></tr> </table>	Belle Glade	95%	Delray	94.9%	Jupiter	97.3%	Lake Worth	95.7%	Lantana	93.4%	Lewis Center	98.1%	Mangonia	93.1%	Mobile-Hero	98.9%	St.Anns	93.6%	W.Boca Raton	98.3%	West Palm Beach	95.6%	Belle Glade	94.2%	Delray	94%			
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DENTAL	<p><u>Dental Sealants</u></p> <p>YTD 2024: 96% (169; n=176)</p> <p>March 2024: 93% (64; n= 69)</p>																								
	<p><u>Limited Exams</u></p> <p>March 2024: 304</p> <ul style="list-style-type: none"> -Same Day Extractions: 143 (47%, n=304) -Antibiotics Given: Patients without a future extraction appointment type 97 (32%, n=304) -Ext. not needed(non-emergent): 50 (16%, n=304) -Returns (Follow-Up): Patients with a future extraction appointment type 14 (5%, n=304) -Returned within 21 days for ext.: 11 (79%, n=14) 																								



	<p><u>MDI/WHO</u></p> <p>March 2024</p> <p><u>Total Well Visit Pediatric Patients: 246</u></p> <ul style="list-style-type: none"> - Excluded from MDI KPI 73 (30%; n=246) - Eligible MDI 173 (70%; n=246) <p><u>Total Pediatrician KPI Patients (Pts who do not have a dental home): 173</u></p> <ul style="list-style-type: none"> - No MDI 118 (68% n=173) - MDI 55 (32% n=173) <p><u>Total of patients who had MDI visit: 55</u></p> <ul style="list-style-type: none"> - Declined WHO 39 (71% n=55) - Interested in WHO 16 (29% n=55) <p><u>Total Dentist KPI Patients (Pts. Interested in WHO): 16</u></p> <ul style="list-style-type: none"> - WHO not seen by Dentists 7 (44%; n=16) - WHO seen by Dentists 9 (56%; n=16) 											
	<p style="text-align: center;">Dental Audit Summary</p> <p style="text-align: center;">Dental Clinical Audit – March 2024</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>Belle Glade</td> <td>98.5%</td> </tr> <tr> <td>Delray</td> <td>98.6%</td> </tr> <tr> <td>Lantana</td> <td>95.7%</td> </tr> <tr> <td>West Palm Beach</td> <td>95.7%</td> </tr> </table>	Belle Glade	98.5%	Delray	98.6%	Lantana	95.7%	West Palm Beach	95.7%			
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	<p align="center">Dental Clinic Audit Summary Dental Non-Clinical Audit – March 2024</p> <table border="1"> <tr> <td>Belle Glade</td> <td>99.1%</td> </tr> <tr> <td>Delray</td> <td>99.1%</td> </tr> <tr> <td>Lantana</td> <td>96.4%</td> </tr> <tr> <td>West Palm Beach</td> <td>94.6%</td> </tr> </table>	Belle Glade	99.1%	Delray	99.1%	Lantana	96.4%	West Palm Beach	94.6%			
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Behavioral Health	<p><u>PHQ9 – March 2024</u> Total encounters with PHQ9: 5,720 Unique patients with positive PHQ9= 481/8.41%</p> <p><u>SBIRT- March 2024</u> 280 unique patients/15,758 = 1.78% The goal is 5%</p> <p>(Report with graph presented.)</p>											
	<p><u>Depression Remission March 35%</u> Yearly goal 14%</p> <p>(Report with graph presented.)</p>											
NURSING	<p><u>Higher Level of Care</u> Higher Level of Care March 2024 103 ER referrals/ 98 patients were sent to the ER in February.</p>											



	<p>The breakdown of the referrals is:</p> <ul style="list-style-type: none"> • WH- 14 (14 %) • Peds- 23 (22%) • Adult- 63 (61%) (this combines urgent care and emergency medicine referrals) • Life Trans to LMC- 0 • Adult Crisis- 3 (3%) • Peds Crisis- 0 <p>There were 5 patients with multiple orders in March 2024</p> <p>ADULT REFERRALS- highest producers this month were Ewelina Stanek WPB and Althea Wilmot Mobile/float with 6 each for 2 consecutive months (6% each provider)</p> <p>Top diagnosis:</p> <p>ADULT- same top 2 for adult for 2 consecutive months</p> <p>Chest Pain, unspecified type (4)</p> <p>Uncontrolled type 2 diabetes mellitus with hyperglycemia (HCC Risk Code) (3)</p> <p>PEDS-</p> <p>Bronchiolitis (3)</p> <p>Charts for patients with multiple referrals reviewed and no charts sent to Medical Director for review</p>			
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QUALITY METRICS				
UDS YTD 2024				
Of the <u>16</u> UDS Measures: 7 Exceeded the HRSA Goal, and 9 were short of the HRSA Goal (<i>Clinic Score/ HRSA Goal / Healthy People Goal</i>)				
Medical UDS Report	Adult Weight screening and follow-up: (70% / 90%)			
	Breast Cancer Screening: (<u>57</u> %/60%)			
	Cervical Cancer Screening: (<u>61</u> %/65%)			
	Childhood immunization: (<u>2</u> %/ 60%)			
	Colorectal Cancer Screening: (<u>31</u> % / 82%)			
	Coronary Artery Disease CAD: (<u>84</u> % / 81%)			
	Dental Sealants: (<u>98</u> % / 75%)			
	Depression Remission: (<u>33</u> % / 14%)			
	Diabetes: (<u>64</u> % / 67%)			
	HIV Screening: (<u>61</u> % / 32%)			
	Hypertension: (<u>70</u> % / 80%)			
	Ischemic Vascular Disease (IVD): (<u>73</u> % / 86%)			
	Depression screening: (<u>93</u> % / 83%)			
	Depression screening (Homeless): (<u>92</u> % / 83%)			
	Tobacco use screening & cessation: (<u>92</u> % / 93%)			
Weight assessment, Children & Adolescent: (88% /90%)				
Meeting Adjourned: 1:45 pm				



UDS PROVIDER LEVEL QUALITY MEASURES 2024

NATIONAL QUALITY LEADER METRICS

Load Date
4/15/2024

Filters

HEART HEALTH

Universe



Coronary Artery Disease (CAD): Lipid Thera..	3,521	84%	81%
Hypertension	4,937	71%	80%
Ischemic Vascular Disease (IVD)	675	73%	86%
Tobacco use Screening and Cessation Inter..	6,514	92%	93%

DIABETES

Adult Weight Screening and Follow Up	13,402	70%	90%
Diabetes: (HbA1c < 9%)	2,515	69%	67%
Diabetes: (HbA1c < 9%) Migrant	210	63%	67%

BEHAVIORAL HEALTH

Depression Remission	480	35%	1%
Patients Screened for Depression and Follo..	9,357	93%	83%
Pts Screened for Depression and F/U (Hom..	2,118	92%	83%

CHILDHOOD MEASURES

Childhood Immunization	549	2%	60%
Dental Sealants	204	98%	75%
Weight Screening and Counseling for childr..	2,687	88%	90%

HIV PREVENTION AND CARE

HIV Screening	12,477	61%	32%
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CANCER PREVENTION

Breast Cancer Screening	2,675	57%	60%
Cervical Cancer Screening	6,512	61%	65%
Colorectal Cancer Screening	6,286	31%	82%



**CL BRUMBACK PRIMARY CARE CLINICS
BOARD OF DIRECTORS
April 24, 2024**

1. Description: Operations Report – March 2024

2. Summary:

This agenda item provides the following operations report for March 2024

- Clinic Productivity, Demographics, Payor Mix, Walk-In Dashboard and No-Show Dashboard.

3. Substantive Analysis:

In March, the Health Centers had a total of 9,563 unique patients and 13,786 visits across health centers which is a 1% increase over last month and representative of the same volume of visits in March 2023. 25% of unique patients were new to the Health Centers. 25% of patients were from Adult Primary Care, 24% from Dental, 13% from Pediatrics. Lantana Medical has remained the center with the highest volume of patients, followed by West Palm Beach Medical, then Mangonia. These volumes have remained consistent over the last several months.

A six month trendline of demographic information indicates little to no variation over the last 6 months for Patient Race, Ethnicity, Spoken Language, Gender and Sexual orientation. Agricultural Worker status varies by no more than 1% over the last 6 months and those patients still originated from the same health center in Belle Glade. The Homeless demographic has changed by 4.7% over the last 6 months, with the highest homelessness reported in December 2023 and March being the lowest reported percentage in the time measured. Those patients who reported as homeless originated from the same health centers which are Mangonia, The Lewis Center and St. Ann's.

The No-Show rate averaged 18% in March. The Behavioral Health Department continues to have the highest percentage of no-shows at 25% last month. Dental had the lowest percentage of no-shows at 14% last month. Of the patients who No-showed for their appointment in March, 21% have already completed another encounter and 14% have scheduled an appointment for a future date. Together all departments had higher No-Shows between 11AM and 3PM.

The Walk-In rate averaged 17% overall for all Health Centers and all departments in March. The highest volume was for the Primary Care departments, followed by Behavioral Health then Dentistry. The Clinic Service Center scheduled 8% of the same day walk-in appointments, while the rest are scheduled by the individual health centers.

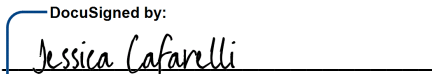
**CL BRUMBACK PRIMARY CARE CLINICS
BOARD OF DIRECTORS
April 24, 2024**

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:

DocuSigned by:

 CA6A21FF2E8981...
 Jessica Cafarelli
 VP & Chief Financial Officer

5. Reviewed/Approved by Committee:

N/A

 Committee Name


N/A

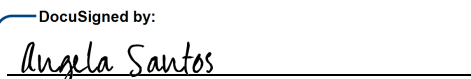
 Date


6. Recommendation:

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

Approved for Legal sufficiency:

DocuSigned by:

 0CF6F7DB670643...
 Bernabe Icaza
 SVP & General Counsel

DocuSigned by:

 6F31AD3F82334F5...
 Angela Santos
 Director of Specialty Operations

DocuSigned by:

 F637D209DB52C...
 Candice Abbott
 SVP & Chief Operating Officer
 Executive Director of FQHC Services

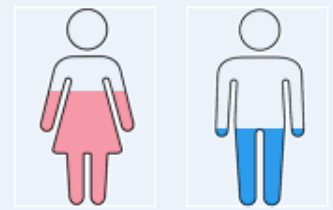
Unique Patients
9,563

Patient Visits
13,786

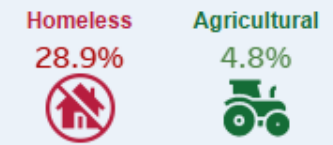
New Patients
2,414

Clinics Dashboard 3/1/2024 to 3/31/2024

Demographics



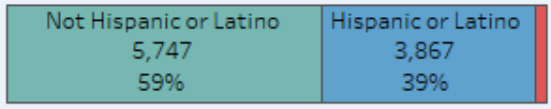
5,888 (60%) 3,923 (40%)



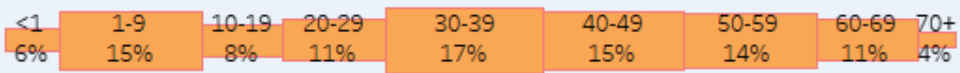
Race



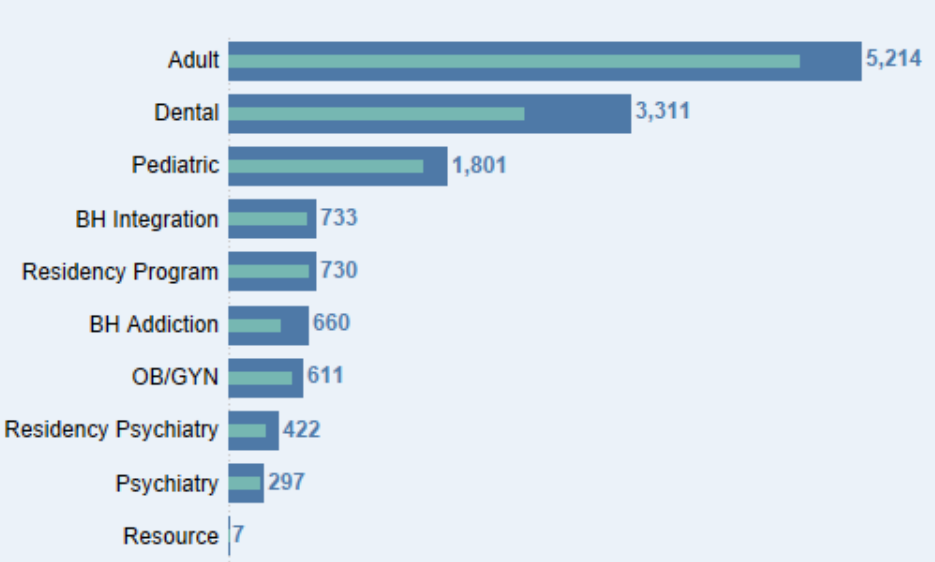
Ethnicity



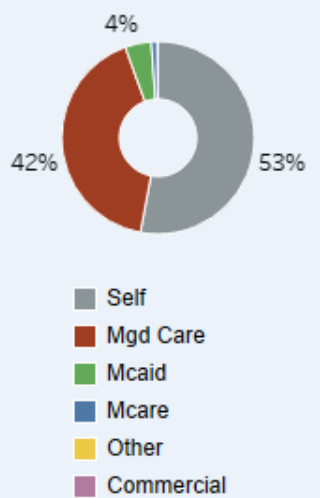
Age Group



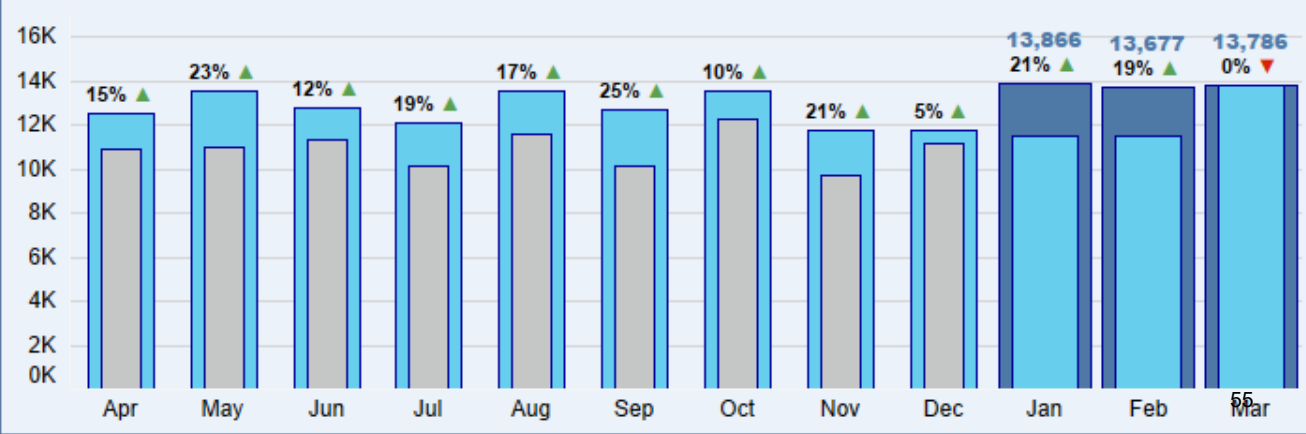
Volume by Provider Category



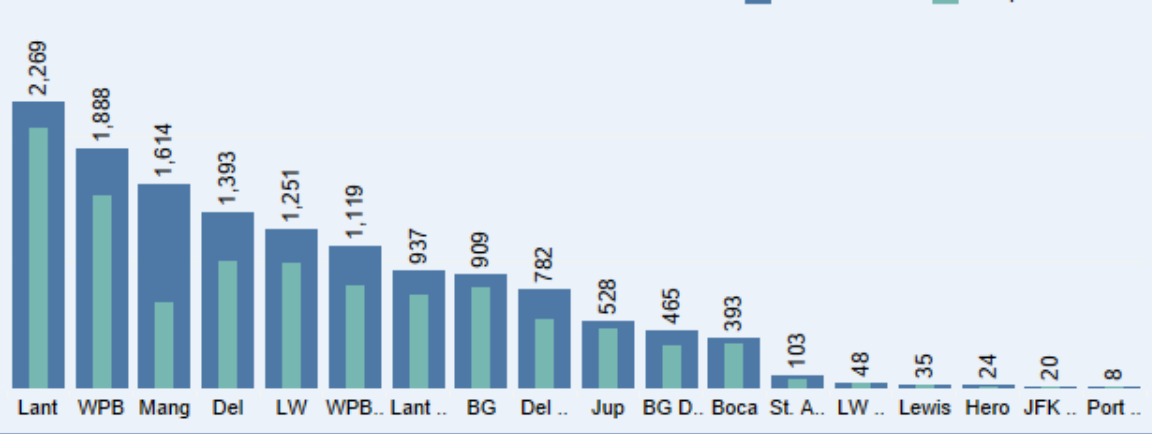
Payer Mix



Monthly Volume



Volume by Clinic



HOMELESS BREAKDOWN BY CLINIC

3/1/2024 - 3/31/2024



Unique Patients

2,836

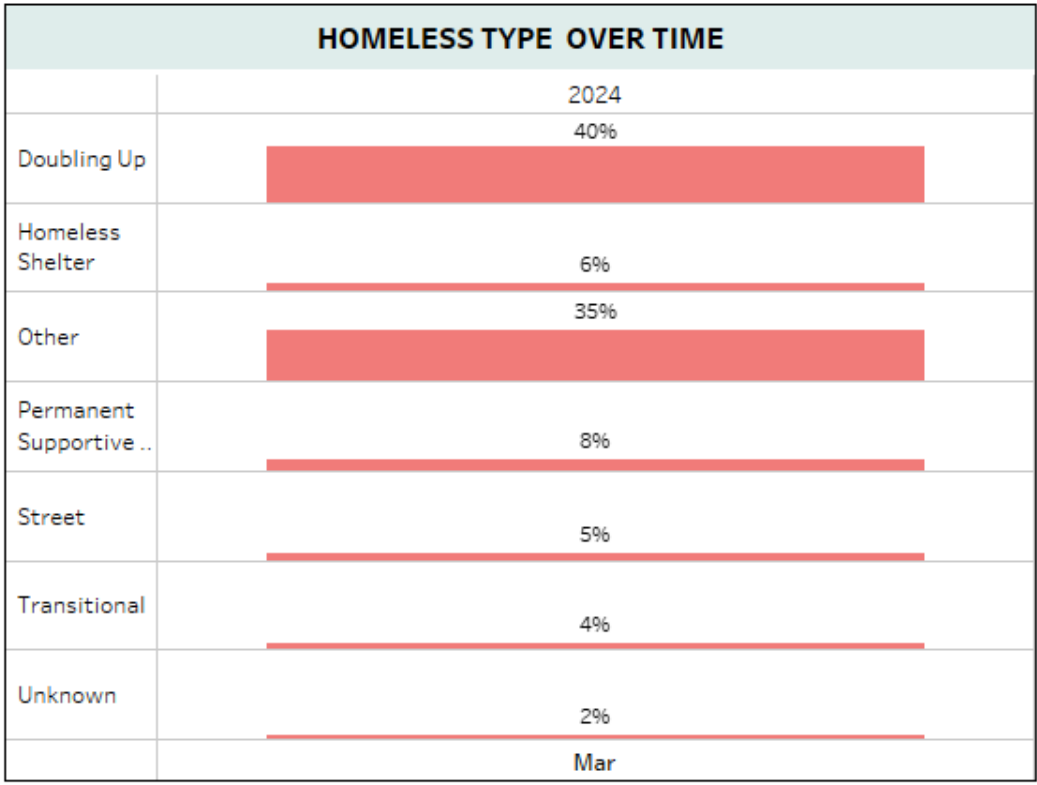
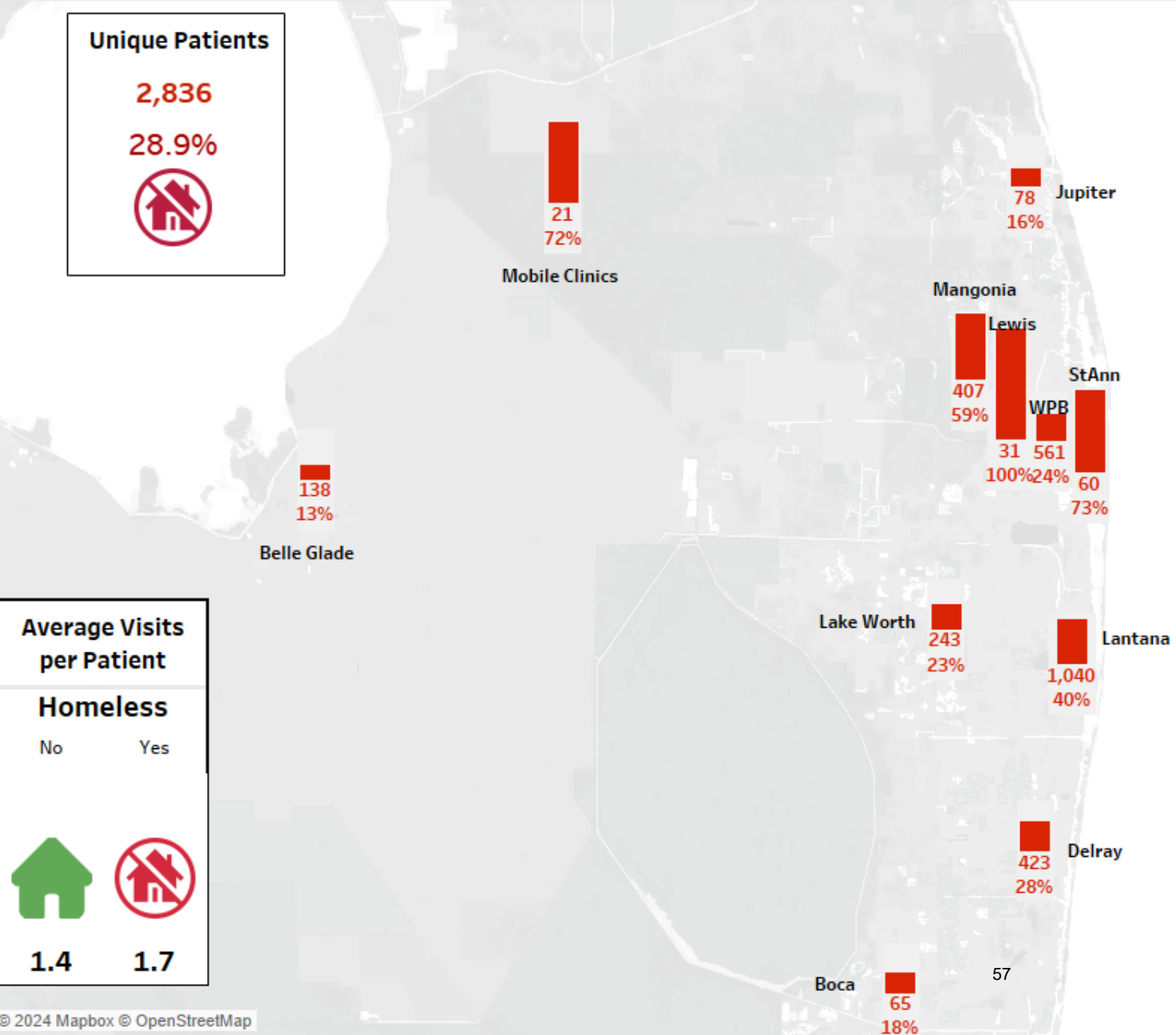
28.9%

Average Visits per Patient

Homeless

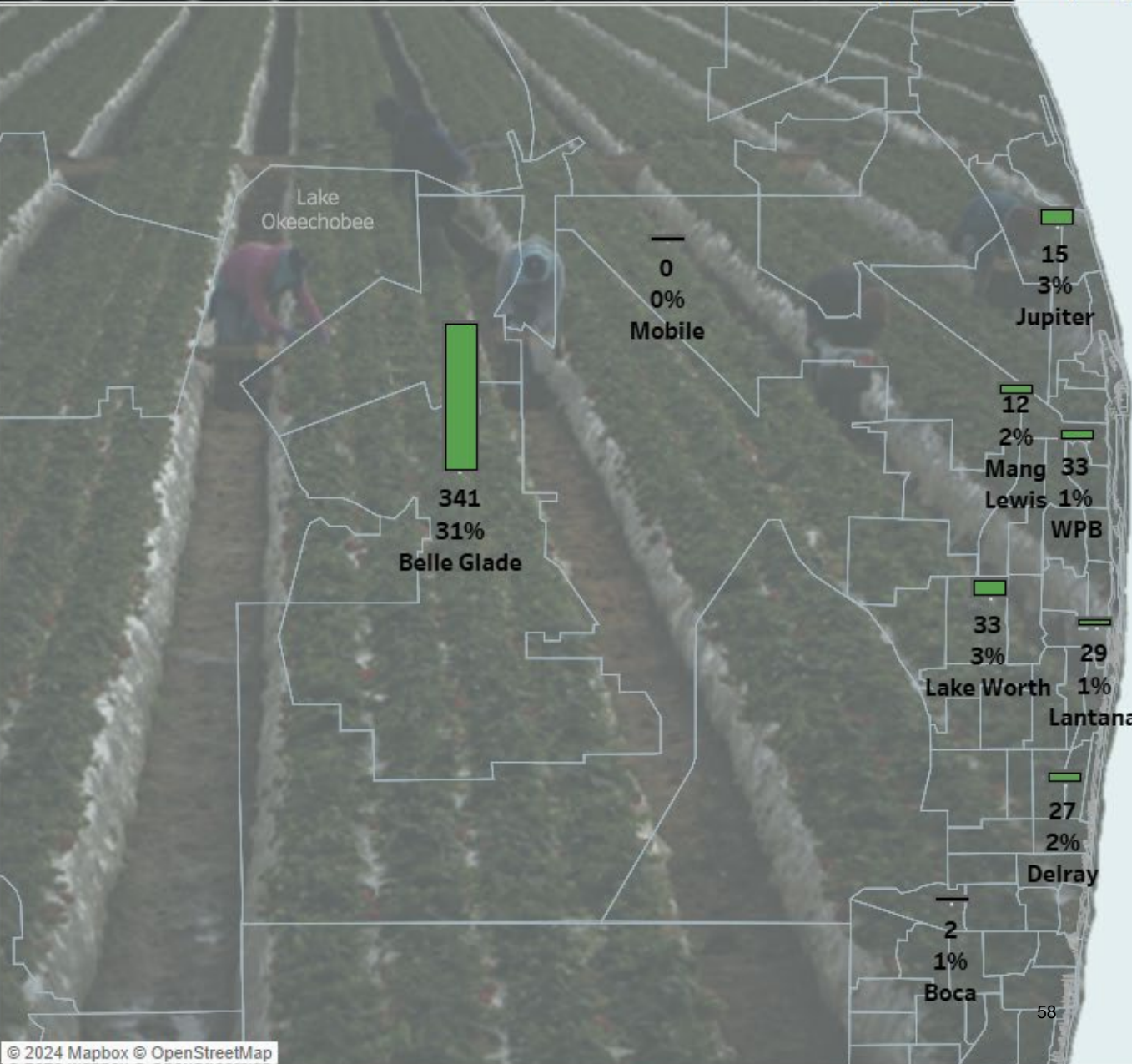
No Yes

1.4 **1.7**



AGRICULTURAL WORKERS BREAKDOWN BY CLINIC

3/1/2024 - 3/31/2024



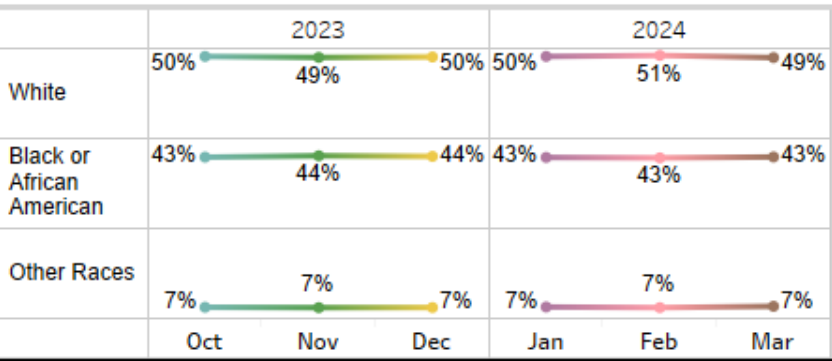
473
4.8%



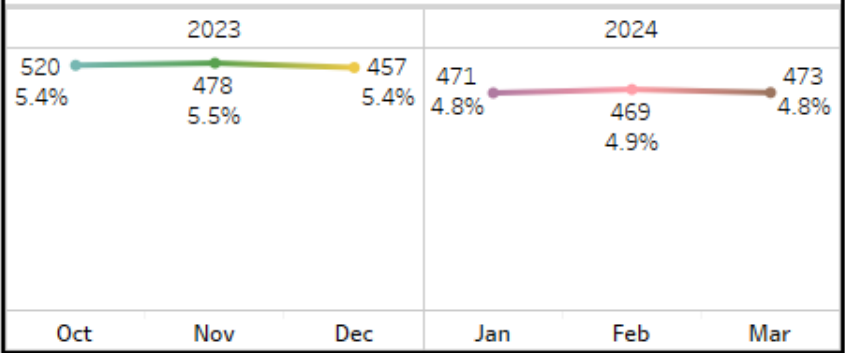
DEMOGRAPHICS TRENDED OVER TIME FOR THE LAST SIX MONTHS



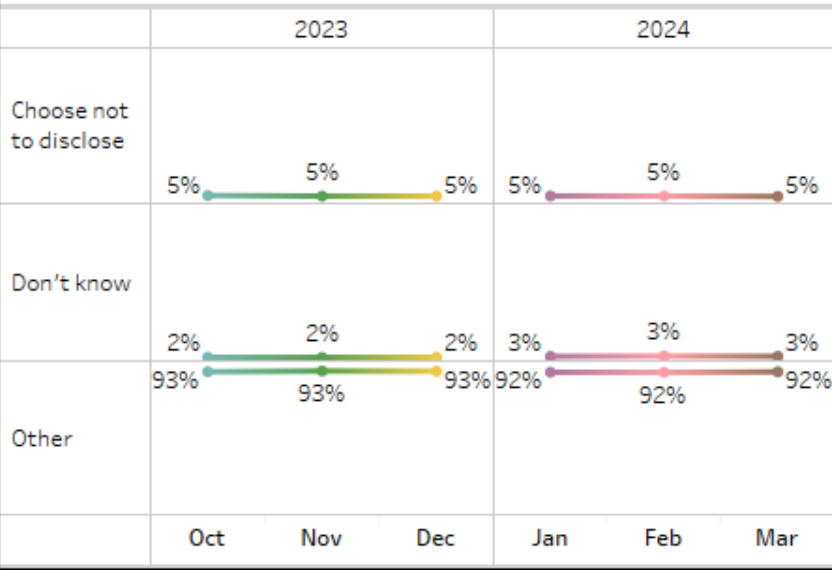
RACE



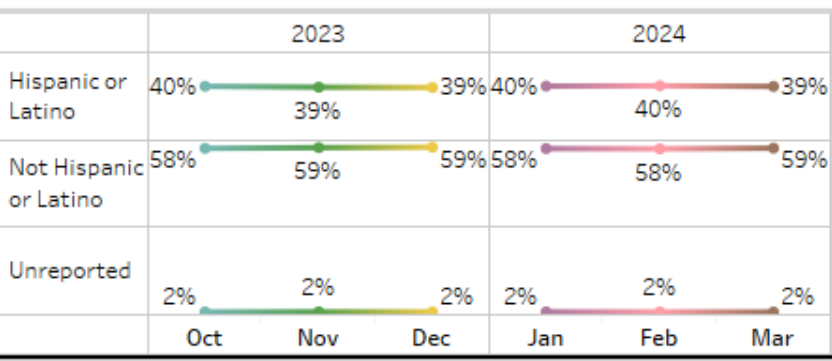
AGRICULTURAL WORKERS



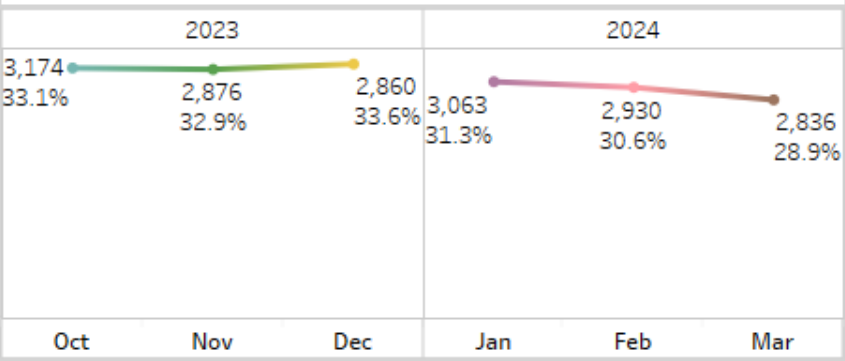
SEXUAL ORIENTATION



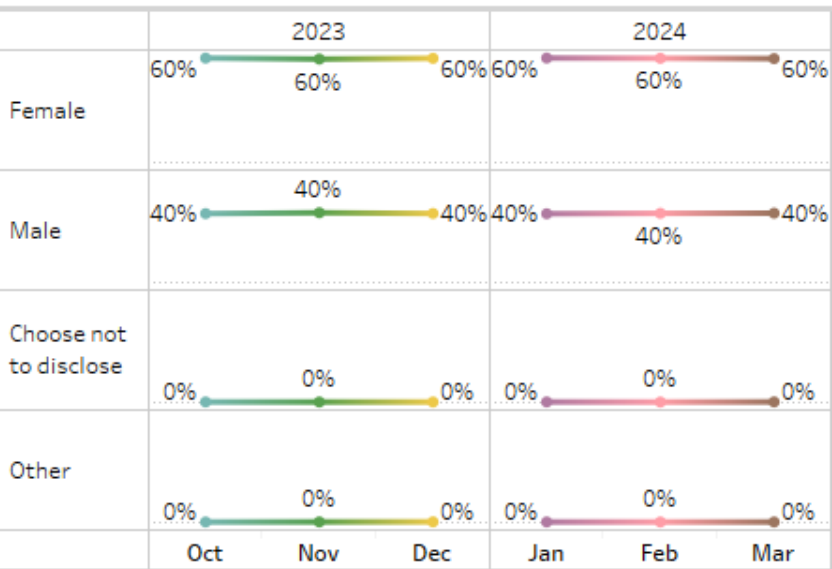
ETHNICITY



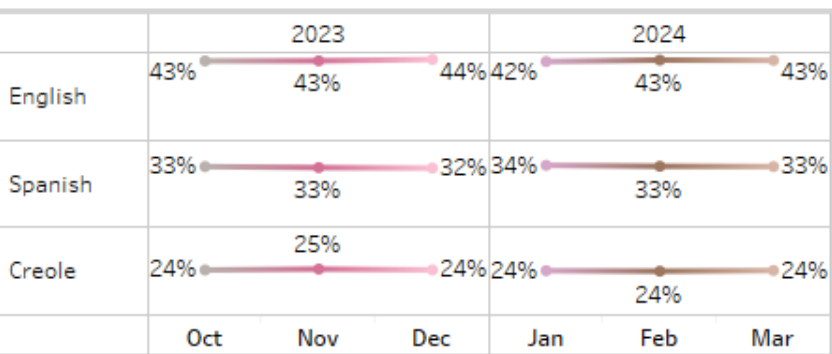
HOMELESS



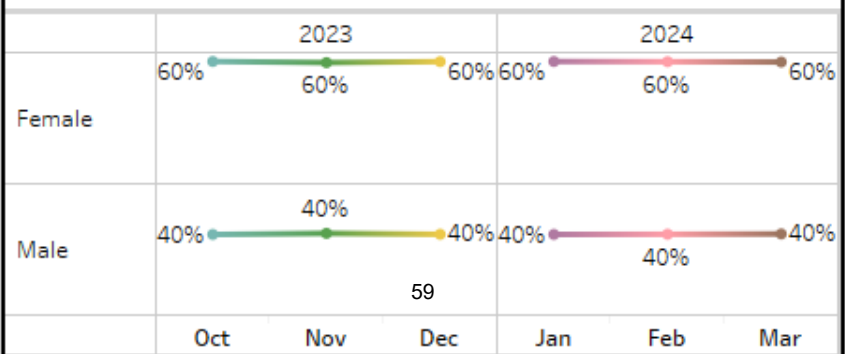
GENDER IDENTITY



LANGUAGE SPOKEN



GENDER ASSIGNED AT BIRTH

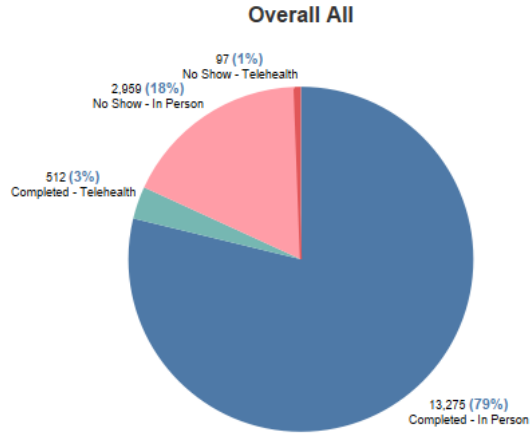




No Show Appointments Overall

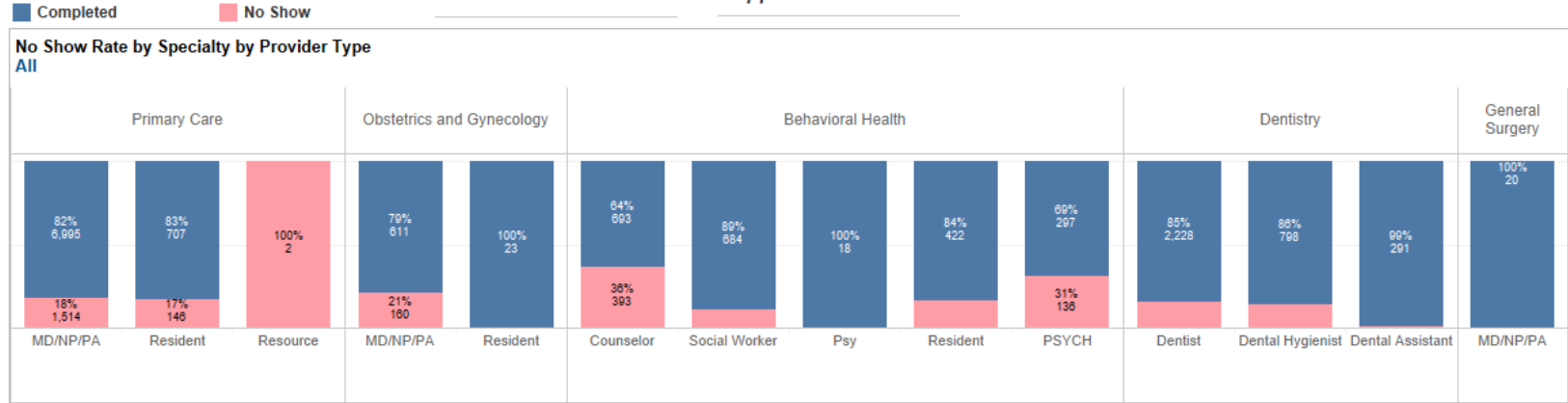
Adult Care, Pediatric Care, Women's Health, Dental, BH Integration and BH Addiction (including resource schedules, excluding nurses)
3/1/2024 - 3/31/2024

Filters ☰

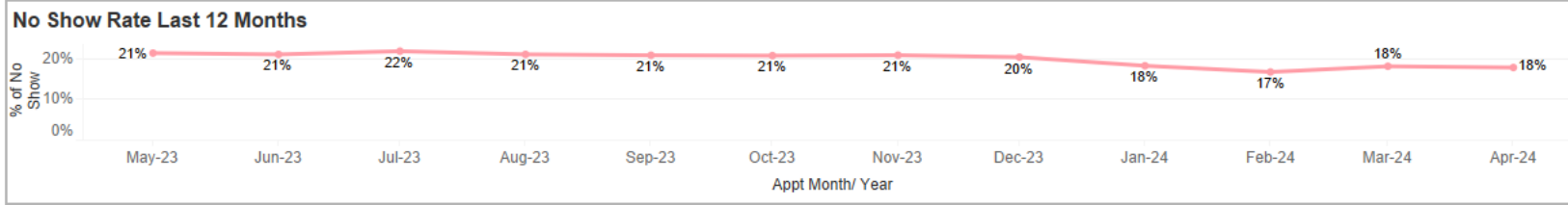
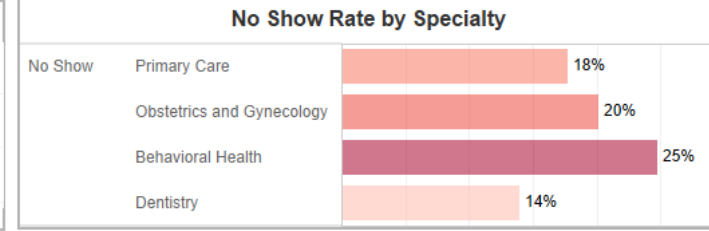
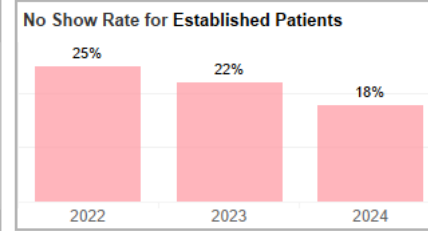
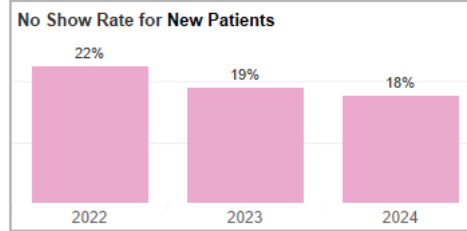
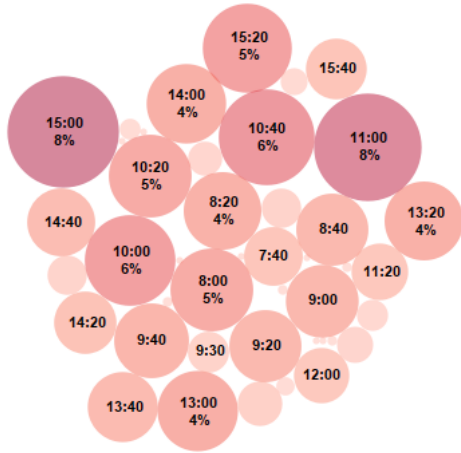


21%
of No Show
completed an
encounter later on

14%
of No Show
Scheduled an
appointment later on



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

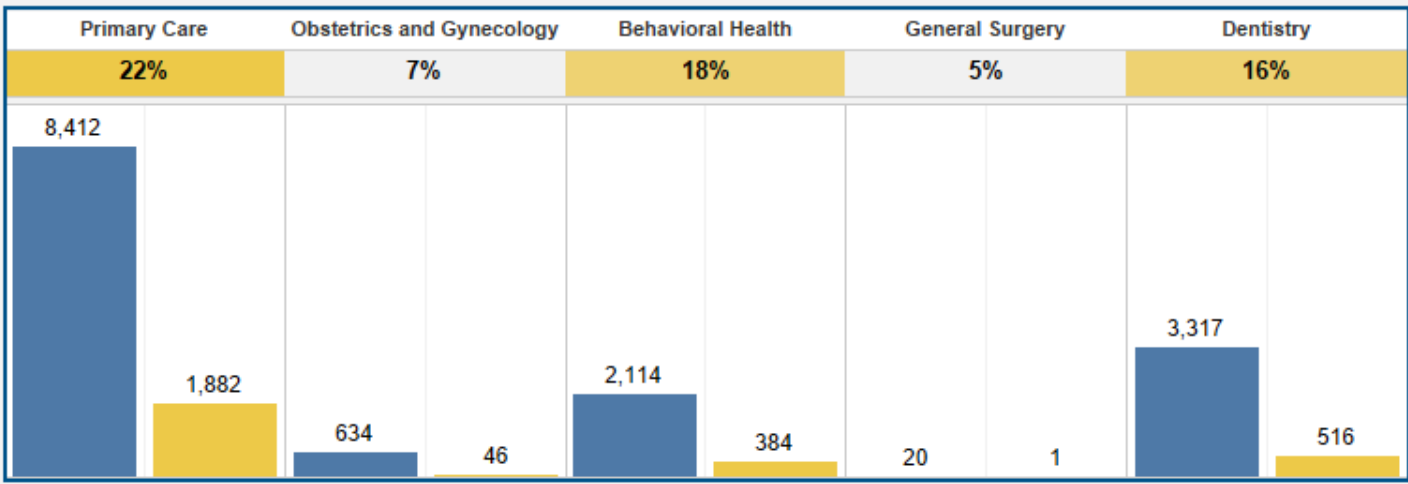




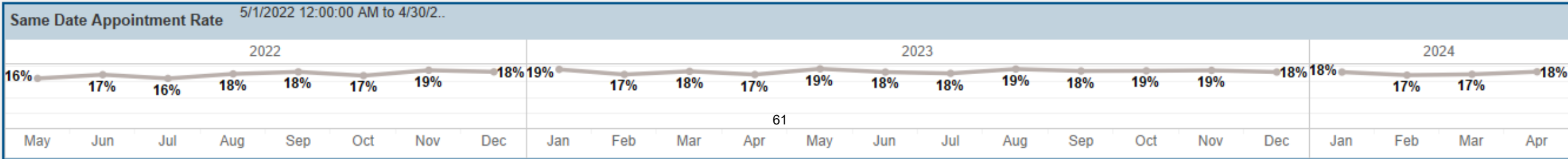
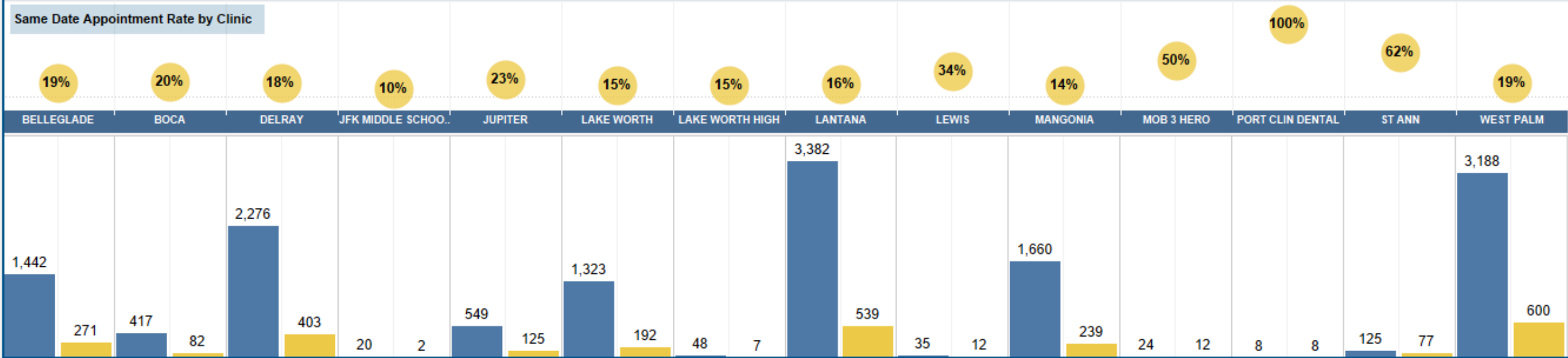
Same Date Appointments *between 3/1/2024 - 3/31/2024*

Scheduled Appt
Same Day

Filters



% Scheduled vs Same Day by Role Who Made the Appointment		
% of Total Scheduled Appt Made by and % of Total Same Appt Made by	Scheduled	Same Day
	Call Center	19%
Others	81%	92%



**CL BRUMBACK PRIMARY CARE CLINICS
BOARD OF DIRECTORS
APRIL 24, 2024**

1. Description: Patient Relations Dashboard Report

2. Summary:

This agenda item provides the following:

Quarterly Patient Relations Dashboard Q1 2024

3. Substantive Analysis:

For Quarter 1 2024, there were a total of 24 Patient Relations Occurrences that occurred between 7 Clinics and Clinic Administration. This was an increase from the previous quarter where we had 20 Complaints and Grievances. Of the 24 occurrences, there were 6 Grievances and 18 Complaints. The top 5 categories were Physician, Communication, Referral, Finance and Nursing Related issues. The top subcategories were Physician Related All Aspects of Care, Poor Communication and Referral Authorization with 3 occurrences in each.

There was also a total of 112 Compliments received across 6 Clinics and Clinic Administration. Of the 112 Compliments, 104 were patient compliments and 8 were employee-to-employee “Thumbs-Up” compliments.

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:

DocuSigned by:


 CA6A21FF2E09481... Jessica Cafarelli
 VP & Chief Financial Officer

**CL BRUMBACK PRIMARY CARE CLINICS
BOARD OF DIRECTORS
APRIL 24, 2024**

5. Reviewed/Approved by Committee:

N/A	N/A
_____ Committee Name	_____ Date

6. Recommendation:

Staff recommends the Board approve the Quarterly Patient Relations Dashboard for Q1 2024.

Approved for Legal sufficiency:

DocuSigned by:
Bernabe Icaza

Bernabe Icaza
SVP & General Counsel

DocuSigned by:
Alexa Goodwin

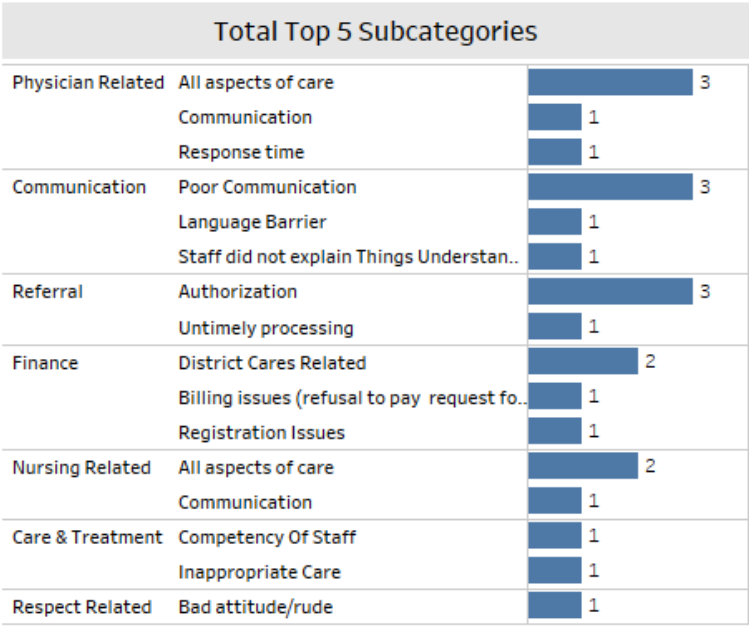
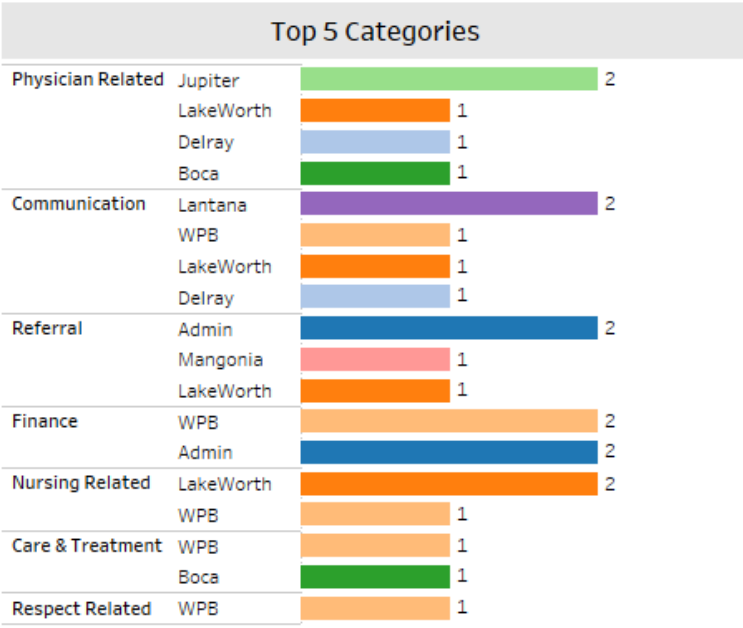
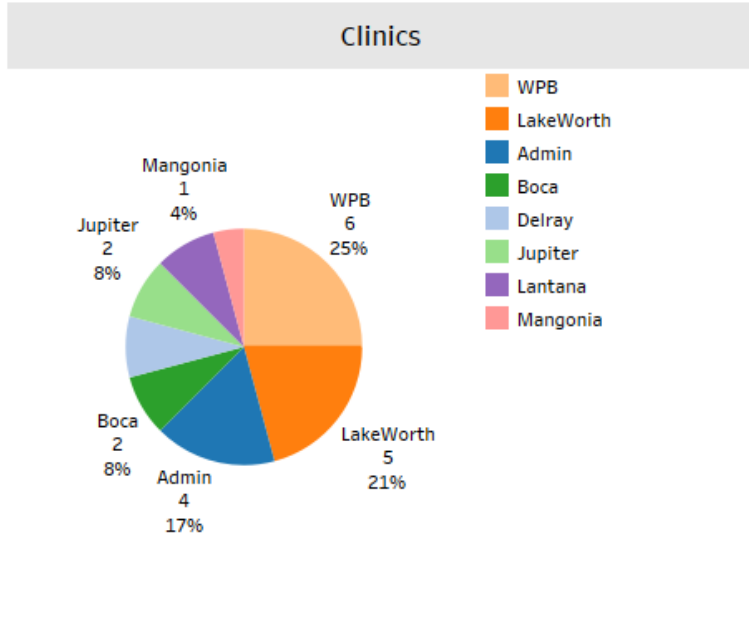
Alexa Goodwin
Manager, Patient Experience & Relations

DocuSigned by:
Candice Abbott

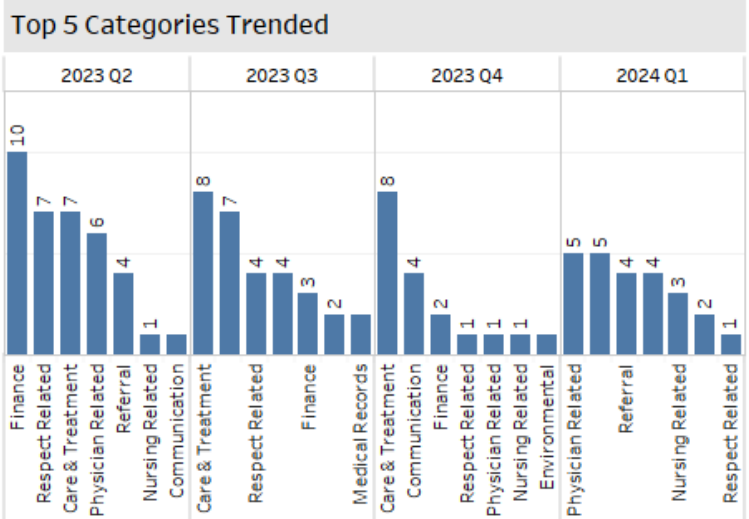
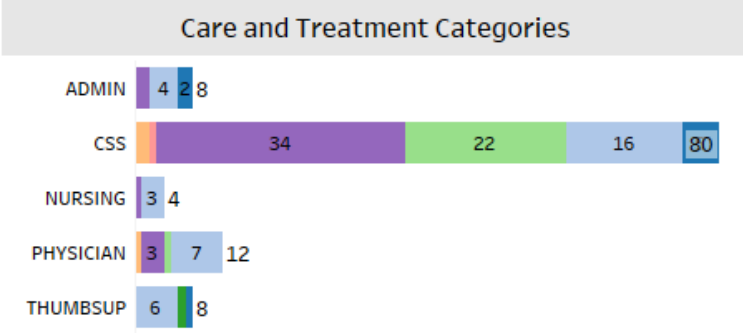
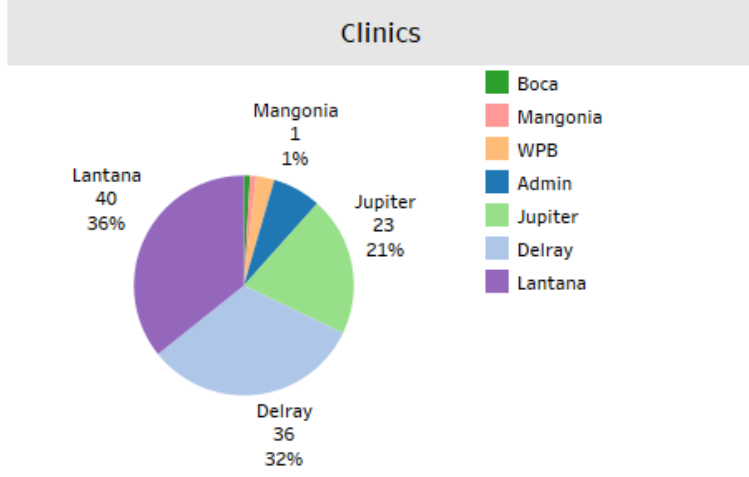
Candice Abbott
SVP & Chief Operating Officer
Executive Director of FQHC Services

2024 Q1

Dept Desc All Provider All **Total Complaints and Grievances 24** Late Entries: 2 Clinic All



Total Compliments 112 Late Entries: 12 **Complaints/Grievances Prev 4 Quarters 75**



* Color represents Department, ** CSS = Clinical Support Staff