



**BOARD OF DIRECTORS MEETING  
AGENDA**

**April 27, 2023**

**1515 N. Flagler Drive, Suite 101**

**West Palm Beach, FL 33401**

**Remote Participation Login: <https://tinyurl.com/yda3vnks>**

**Via Telephone dial-in access (646) 558 8656 / Meeting ID: 550 789 5592 / Password: 946503**

**1. Call to Order – Melissa Mastrangelo, 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**

- A. Mission Moment
- B. Sapphire Awards Video: Addiction Treatment Model of Palm Beach County

**4. Disclosure of Voting Conflict**

**5. Public Comment**

**6. Meeting Minutes**

- A. **Staff recommends a MOTION TO APPROVE:**  
Board Meeting Minutes of March 29, 2023 [1-12]

**7. Consent Agenda – Motion to Approve Consent Agenda Items**

**A. ADMINISTRATION**

- 7A-1 **RECEIVE AND FILE:**  
April 2023 Internet Posting of District Public Meeting  
<https://www.hcdpbc.org/resources/public-meetings>

- 7A-2 **RECEIVE AND FILE:**  
Attendance tracking [13]

**C. L. Brumback Primary Care Clinics**  
**Board of Directors**  
**Meeting Agenda**  
**April 27, 2023**

(Consent Agenda Cont.)

- 7A-3 **RECEIVE AND FILE:**  
HRSA Digest  
(Andrea Steele) [14-31]

**B. FINANCE**

- 7B-1 **Staff recommends a MOTION TO APPROVE:**  
District Clinic Holdings, Inc. Financial Report February 2023  
(Candice Abbott) [32-48]

**8. Regular Agenda**

**A. ADMINISTRATION**

- 8A-1 **Staff Recommends a MOTION TO APPROVE:**  
Change In Scope – Form 5A, Adding Ambulatory General Surgery Specialty  
Service to Column I  
(Alicia Ottmann) [49-50]

**B. EXECUTIVE**

- 8B-1 **RECEIVE AND FILE:**  
Executive Director Informational Update  
(Alicia Ottmann) [51-52]

**C. CREDENTIALING**

- 8C-1 **Staff Recommends a MOTION TO APPROVE:**  
Licensed Independent Practitioner Credentialing and Privileging  
(Dr. Charmaine Chibar) [53-56]

**D. QUALITY**

- 8D-1 **Staff Recommends a MOTION TO APPROVE:**  
Quality Report  
(Dr. Charmaine Chibar) [57-92]

**E. OPERATIONS**

- 8E-1 **Staff Recommends a MOTION TO APPROVE:**  
Operations Report- February 2023  
(Marisol Miranda) [93-100]

**C. L. Brumback Primary Care Clinics  
Board of Directors  
Meeting Agenda  
April 27, 2023**

(Regular Agenda Cont.)

**F. PATIENT RELATIONS**

**8F-1 Staff Recommends a MOTION TO APPROVE:**

Q1 Patient Relations  
(David Speciale) [101-103]

**9. AVP and Executive Director of Clinic Services Comments**

**10. Board Member Comments**

**11. Establishment of Upcoming Meetings**

**May 24, 2023 (HCD Board Room)**

12:45 p.m. Board of Directors

**June 28, 2023 (HCD Board Room)**

12:45 p.m. Board of Directors

**July 26, 2023 (HCD Board Room)**

12:45 p.m. Board of Directors

**August 23, 2023 (HCD Board Room)**

12:45 p.m. Board of Directors

**September 27, 2023 (HCD Board Room)**

12:45 p.m. Board of Directors

**October 25, 2023 (HCD Board Room)**

12:45 p.m. Board of Directors

**November 28, 2023 (HCD Board Room)**

12:45 p.m. Board of Directors

**December 13, 2023 (HCD Board Room)**

12:45 p.m. Board of Directors

**12. Motion to Adjourn Public Meeting Immediately following the Conclusion of the Closed Meeting**

**13. Closed Meeting: [Under Separate Cover]**

**Closed Pursuant to Florida Statute Ch. 766.101 and 768.28**

**District Clinic Holdings, Inc.  
d.b.a. C.L. Brumback Primary Care Clinics  
Board of Directors Meeting  
Summary Minutes  
03/29/2023**

**Present:** Melissa Mastrangelo, Chair; Mike Smith, Vice-Chair; Julia Bullard, Secretary; Joseph Gibbons, Treasurer; Robert Glass; William Johnson; Alcolya St. Juste; Boris Seymore (virtual)  
**Excused:** Tammy Jackson-Moore  
**Staff:** Darcy Davis; Dr. Belma Andric; Bernabe Icaza; Alicia Ottmann; Dr. Charmaine Chibar; Alexa Goodwin; David Speciale; Marisol Miranda; Shauniel Brown; Andrea Steele; Macson Florvil; Shannon Wynn; Luis Rodriguez; Annmarie Hankins; Dr. Ana Ferwerda; Daniel Scott; Heather Bokor; Regina All; Robin Kish

**Minutes Transcribed By:** Nicole Glasford

**The meeting is scheduled for 12:45 p.m.**  
**Meeting Began at 12:50 p.m.**

AGENDA ITEM	DISCUSSION	ACTION
1. Call to Order	Ms. Mastrangelo called the meeting to order.	<b>The meeting was called to order at 12:50 p.m.</b>
1A. Roll Call	Roll call was taken.	
1B. Affirmation of Mission	Ms. Mastrangelo read the affirmation of mission.	

<p><b>2. Agenda Approval</b></p> <p><b>2A. Additions/Deletions/ Substitutions</b></p> <p><b>2B. Motion to Approve Agenda Items</b></p>	<p>None.</p>	<p><b>VOTE TAKEN:</b> Mr. Joseph Gibbons made a motion to approve the agenda. Mr. Mike Smith duly seconded the motion. A vote was called and the motion passed unanimously.</p>
<p><b>3. Awards, Introductions and Presentations</b></p>	<p><u>Introductions:</u> Ms. Ottmann welcomed Ms. St. Juste to the Board and is thankful that she is partnering with us on our mission, noting her particular expertise in juvenile justice and advocacy.</p> <p><u>Presentations:</u> Dr. Ferwerda conducted a presentation on UDS data and the Transition to the Epic Electronic Health Record (EHR) system.</p> <p>Mr. Johnson brought light to the indicators that have decreased during the transition.</p> <p>Dr. Ferwerda ensured the performance measures have still adequately continued to be met and are captured in the data. Ms. Ottmann noted how the clinic staff work to meet the measures.</p> <p>Robert Glass inquired if the reason we switched from Athena to Epic is being satisfied.</p> <p>Dr. Ferwerda noted it's great data capture capabilities, workflow improvement, and the speed with which providers can move through the system are helpful and quite superior. Ms. Ottmann added how the desired customization of the measures within the system are also beneficial.</p>	<p><b>No action necessary.</b></p>

<b>4. Disclosure of Voting Conflict</b>	None.	<b>No action necessary.</b>
<b>5. Public Comment</b>	None.	<b>No action necessary.</b>
<b>6. Meeting Minutes</b>  <b>6A-1 staff Recommends a MOTION TO APPROVE:</b> Board meeting minutes from February 22, 2023	There were no changes or comments to the minutes dated February 22, 2023.	<b>VOTE TAKEN: As presented, Mr. Johnson made a motion to approve the Board meeting minutes from February 22, 2023. Mr. Glass duly seconded the motion. A vote was called, and the motion passed unanimously.</b>
<b>7. Consent Agenda – Motion to Approve Consent Agenda Items</b>		<b>VOTE TAKEN: Mr. Johnson motioned to approve the Consent Agenda. Mr. Glass duly seconded the motion. A vote was called, and the motion passed unanimously.</b>
<b>A. ADMINISTRATION</b>		
<b>7A-1. Receive &amp; File:</b> February 2023 Internet Posting of District Public Meeting	The meeting notice was posted.	<b>Received &amp; Filed. No further action is necessary.</b>
<b>7A-2. Receive &amp; File:</b> Attendance tracking	Attendance tracking was updated.	<b>Received &amp; Filed. No further action is necessary.</b>
<b>7A-3. Receive &amp; File:</b> HRSA Digest	Mr. Johnson inquired about the if the District or any other organizations in Palm Beach County have looked into pursuing the School Based Service Expansion Grant.	<b>Received &amp; Filed. No further action is necessary.</b>

	Ms. Ottmann confirmed details on that grant are on the agenda for discussion in section 8A-1 and 8A-2, to be discussed shortly.	
<b>7A-4. Staff recommends a MOTION TO APPROVE:</b> Change in April 2023 Board Meeting Date	Ms. Ottmann noted the change for the next Clinic Board Meeting date for April, now occurring on April 27 <sup>th</sup> , due to the District Strategic Planning meeting occurring on April 26 <sup>th</sup>	
<b>B. FINANCE.</b>		
<b>7B-1. Staff recommends a MOTION TO APPROVE:</b> District Clinic Holdings, Inc. Financial Report January 2023		
<b>8. REGULAR AGENDA</b>		
<b>A. ADMINISTRATION</b>		
<b>8A-1. Staff Recommends a MOTION TO APPROVE:</b> FY23 School-Based Service Expansion Grant	<p>SBSE (School-Based Service Expansion) Grant opportunity provides up to \$350,000 annually for a 2-year performance period for new school-based service sites.</p> <p>This grant opportunity ties in with our new 25-year collaborative agreement with Children's Partnership Schools (CPS), FAU and the School Board to provide healthcare services at Lake Worth High School and JFK Middle school, with a start date of August 2023. This grant requires that we also submit an HRSA change-in-scope to include school-based clinics as a new site of service.</p> <p>There was discussion on the use of the mobile units, and the grant requirement to include access to behavioral health services. Ms. Ottmann stated that at this time behavioral health specialists would be accessible via telemedicine during the clinic hours of operation, and as the need increases there is opportunity for in-person services.</p> <p>Ms. Ottmann reminded the Board of the previous discussion around partnering with both schools to end the cycle of poverty with medical and</p>	<b>VOTE TAKEN: Mr. Smith motioned to approve the FY23 School-Based Service Expansion Grant. Mr. Gibbons duly seconded the motion. A vote was called, and the motion passed unanimously.</b>

	<p>mental health services. She requested the Board approval to apply for the grant.</p> <p>Some Board members asked for clarification on if \$350,00 was the total grant price, as well as the 2-year performance period, to which Ms. Ottmann confirmed both were correct.</p> <p>Mr. Smith inquired how the two schools were identified and selected.</p> <p>Ms. Ottmann cited that this program was done in partnership with Children's Partnership Schools, the Children's Home Society and Florida Atlantic University to address wrap-around services that address social determinants of health. An assessment was completed for the schools with the highest rates in poverty, pregnancy, etc. A further needs-analysis is underway to confirm that the appropriate resources will be provided by the Health Care District.</p> <p>Mr. Smith asked about the connection this program would have with the school nurses.</p> <p>Ms. Ottmann noted that this opportunity would enhance that collaboration and create convenience while being considerate of privacy rights via HIPPA/FERPA.</p> <p>Mr. Smith asked if all the students health records would be available in Epic.</p> <p>Ms. Ottmann assured that when the students are seen in the mobile unit, their data would be entered into Epic. If the students are seen by the school nurses, the documentation would live in another electronic system.</p> <p>Chair Mastrangelo inquired about the operating times to which Ms. Ottmann responded how the Clinic leadership is looking into the most appropriate times, days and services to capture the population needs, while maximizing the staff's time serving.</p> <p>Mr. Smith inquired about a Full-Time Equivalent (FTE) for a Nurse Practitioner and what staff person would provide care for this program. Ms. Ottmann noted that there is currently one provider on the Primary Care Clinic's mobile unit but the goal is to get additional providers engaged in order to provide services at both schools.</p>	
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	<p>Ms. St. Juste questioned if the funding was specific to the schools.</p> <p>Ms. Ottmann mentioned that the funds would be specifically earmarked for the two school clinics, and noted that the budget proposal provided in the board packet outlines how we anticipate the funds will be allocated.</p> <p>Mr. Smith asked for clarification on if these funds would be added to the current budget. Ms. Ottmann confirmed this would be an additional financial enhancement.</p> <p>Mr. Glass inquired what the probability that this program's dollar amount would expand two years from now. Ms. Ottmann replied that as services are continued, these grants have the potential to be rolled into base-funding, however this has not been announced by HRSA.</p>	
<p><b>8A-2. Staff Recommends a MOTION TO APPROVE:</b> Change In Scope – Form 5B: C. L. Brumback PCC – John F. Kennedy Middle School &amp; Lake Worth Community High School</p>	<p>Changes in scopes are required for our two new school-based clinics starting in August of 2023.</p> <p>Per the HRSA Compliance Manual, these changes require prior approval from HRSA and must be submitted by the health center as a formal change in scope request.</p> <p>Staff requested a permanent Change In Scope to add two new school-based clinics located at John F. Kennedy Middle School located at 1901 Avenue S, Riviera Beach, FL 33404 &amp; Lake Worth Community High School located at 1701 Lake Worth Rd, Lake Worth, FL 33460.</p> <p>Ms. Alicia Ottmann specified that in order to apply for the grant, a Change In Scope needs to be submitted, as the two schools will become school-based sites for the C. L. Brumback Primary Care Clinics.</p> <p>Mr. Smith asked if this Change In Scope would need to be approved prior to us receiving the funding, to which Ms. Ottmann confirmed yes- this change will be submitted prior to NOA.</p>	<p><b>VOTE TAKEN: Mr. Johnson motioned to approve the Change In Scope – Form 5B: C. L. Brumback PCC – John F. Kennedy Middle School &amp; Lake Worth Community High School. Ms. Bullard duly seconded the motion. A vote was called, and the motion passed unanimously.</b></p>
<b>B. EXECUTIVE</b>		
<p><b>8B-1. Receive &amp; File:</b> Executive Director Informational Update</p>	<p>A new partnership with FAU's ACGME-Accredited Psychiatry Residency Program will provide increased access to psychiatric care.</p> <p>Expansion of mental health care is a priority across the Health Care District due to identified community needs. A 3-year contract was signed with FAU to integrate their resident physicians into our health centers, thus providing a resource of expertise in the field of psychiatry and</p>	<p><b>Received &amp; Filed. No further action is necessary.</b></p>

	<p>increased access to care. The financial agreement includes \$750,000 annually for four resident physicians and one psychiatric attending physician 5 days per week. Initial appointment availability is planned at Mangonia Park and Delray Beach Health Centers in mid-July, with a contract start date of 07/03/23.</p> <p>Ms. Ottmann explained that this partnership would include having two residents at the Mangonia Clinic and two residents at the Delray clinic, all of which would be overseen by our attending psychiatrists. These providers have respective subspecialties in pediatric, adolescent, geriatric and addiction psychiatry.</p> <p>Chair Mastrangelo inquired as to which attending physician would participate.</p> <p>Ms. Ottmann confirmed it would be FAU faculty that are credentialed with us.</p> <p>Mr. Smith asked about the psychiatric services being offered.</p> <p>Ms. Ottmann commented that adult psychiatric care will be offered initially, and that pediatric and adolescent psychiatry is planned as “phase 2” of the collaboration, and FAU have attending physician staff with this specialty.</p> <p>Mr. Smith inquired as to what our current patients’ top medical needs are, and how clinic leadership prioritizes specialty service expansion.</p> <p>Dr. Andric communicated that primary care providers assess the needs and place referrals, and we are then able to analyze referral volumes. Ms. Ottmann noted how the upcoming Strategic Planning meeting will include discussion on what challenges currently reside in meeting patient needs and plans to meet those. The Atlantis clinic location opening will include optometry services. The Strategic Plan will be discussed at the next clinic Board meeting in April.</p> <p>Ms. Mastrangelo asked if the four residents would be seeing insured or all patients. Ms. Ottmann confirmed that these residents would be serving all patients regardless of their health insurance coverage.</p> <p>Dr. Andric commented on the clinic leadership’s excitement on this residency program due to becoming the official site for these FAU</p>	
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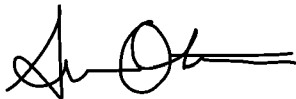
	<p>residents within the specialized psychiatry sector. Ms. Ottmann added the need for more psychiatrists practicing in the community.</p> <p>Mr. Glass asked if all patients will be able to access these services/providers, to which Ms. Ottmann replied that by splitting the residents between the two clinic locations, both the northern and southern sections of the county will have access. Ms. Ottmann commented that at this time the PCP's would remain the gatekeepers for psychiatric appointments, with the desire to increase resources to allow for direct scheduling for behavioral health services with/without a medical visit in the future.</p> <p>Chair Mastrangelo questioned if this is the first partnership we have had with FAU. Dr. Andric confirmed in the past nursing initiatives were conducted ie. bringing nurse practitioners and licensed social workers into the clinic, with several contracts currently active.</p>	
<b>C. CREDENTIALING</b>		
<p><b>8C-1. Staff Recommends a MOTION TO APPROVE:</b> Licensed Independent Practitioner Credentialing and Privileging</p>	<p>The agenda item represents the licensed independent practitioners recommended for credentialing and privileging by the FQHC Medical Director.</p> <p>Dr. Chibar reviewed the following LIPs who 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.</p> <ul style="list-style-type: none"> <li>• Darnel Dabu, MD. Family Medicine</li> <li>• Karen Jirsch, LCSW. Licensed Clinical Social Worker</li> </ul>	<p><b>VOTE TAKEN: Mr. Glass made a motion to approve the Licensed Independent Practitioner Credentialing and Privileging as presented. Mr. Smith duly seconded the motion. A vote was called, and the motion passed unanimously.</b></p>
<b>D. QUALITY</b>		
<p><b>8D-1. Staff Recommends a MOTION TO APPROVE:</b> Quality Report</p>	<p>This agenda item presents the updated Quality Improvement &amp; Quality Updates:</p> <ul style="list-style-type: none"> <li>• Quality Council Meeting Minutes March 2023</li> <li>• UDS Report – YTD</li> <li>• Provider Productivity –April 2023</li> </ul>	<p><b>VOTE TAKEN: Mr. Gibbons made a motion to approve the Quality Report as presented. Mr. Gibbons duly seconded the motion. A vote was called, and the motion passed unanimously.</b></p>

	<p>Dr. Chibar discussed Colorectal Screening and our partnership with Cologuard Exact Sciences Laboratory for testing. The educational training was conducted for providers in February of 2023 with the Cologuard representative .</p> <p>Patients are being notified of their screening needs to be completed with the help of the Clinic Service Center Call Center.</p> <p>Dr. Chibar illustrated the UDS Provider Level Quality Measures per the National Quality Leader Metrics. In order to increase breast cancer screening via mammography we have partnered to bring a mobile unit to the Lantana Clinic, where uninsured patients are able to receive screenings free-of-charge.</p> <p>Mr. Glass thanks Dr. Chibar and the leadership team for the efforts and activity around the colorectal cancer screenings and awareness within the community.</p>	
<b>E. OPERATIONS</b>		
<b>8E-1. Staff Recommends a MOTION TO APPROVE: Operations Reports- February 2023</b>	<p>This agenda item provides the following operations reports for February 2023: Clinic Productivity, Demographics, and Payor Mix.</p> <p>Marisol Miranda presented the operations dashboards, the board had no additional questions. Ms. Ottmann discussed the request from last board meeting to include the estimated population size for migrant workers in Palm Beach County in order to measure our healthcare impact in relation to the demographic size. She commented that after research there is very little, if any, data to provide, but the team will continue to look for benchmarking information.</p>	<b>VOTE TAKEN: Mr. Gibbons made a motion to approve the Operations Reports- February 2023 as presented. Mr. Glass duly seconded the motion. A vote was called, and the motion passed unanimously.</b>
<b>9. AVP and Executive Director of Clinic Services Comments</b>	Ms. Ottmann congratulated the C. L. Brumback Primary Care Clinics team for becoming finalists for the Sapphire Award due to our efforts in innovation, leadership and mental well-being.	<b>No action necessary.</b>
<b>10. Board Member Comments</b>	Mr. Johnson noted that May 11, 2023 will mark the expiration of the COVID-19 Public Health Emergency. They inquired what the anticipated impacts will be on our programs, and what should we be doing.	<b>No action necessary.</b>

	<p>Ms. Ottmann addressed Mr. Johnson's question noting that the unwinding of the PHE will affect a large portion of the patient population. As such, we have taken proactive efforts to engage with patients via phone calls, mailers, emails etc. to alert them of the potential loss of their Medicaid coverage and assist in linking them to local organizations who can assist with redetermination applications. These efforts are being done with the assistance of a contracted partner.</p> <p>Mr. Johnson thanked the clinic staff and Lantana Dental Clinic Supervisor Jennifer Juarez for their hard work, efforts, commitment, professionalism and organization at both the Lantana Clinic and Lake Worth Clinic after his recent visit and tour.</p> <p>Chair Mastrangelo reminded all the other board members of the upcoming West Boca Clinic opening on April 10<sup>th</sup>, as well as the next PCC Board meeting in April will be occurring on a Thursday, rather than the usual Wednesday meeting day.</p>	
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<b>11. Establishment of Upcoming Meetings</b>	<p><b><u>April 27, 2023 (HCD Board Room)</u></b> 12:45 p.m. Board of Directors</p> <p><b><u>May 24, 2023 (HCD Board Room)</u></b> 12:45 p.m. Board of Directors</p> <p><b><u>June 28, 2023 (HCD Board Room)</u></b> 12:45 p.m. Board of Directors</p> <p><b><u>July 26, 2023 (HCD Board Room)</u></b> 12:45 p.m. Board of Directors</p> <p><b><u>August 23, 2023 (HCD Board Room)</u></b> 12:45 p.m. Board of Directors</p> <p><b><u>September 27, 2023 (HCD Board Room)</u></b> 12:45 p.m. Board of Directors</p> <p><b><u>October 25, 2023 (HCD Board Room)</u></b> 12:45 p.m. Board of Directors</p> <p><b><u>November 28, 2023 (HCD Board Room)</u></b> 12:45 p.m. Board of Directors</p> <p><b><u>December 13, 2023 (HCD Board Room)</u></b> 12:45 p.m. Board of Directors</p>	<b>No action necessary.</b>
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<b>12. Motion to Adjourn</b>	Ms. Mastrangelo motioned to adjourn the public meeting.	<b>VOTE TAKEN: Mr. Gibbons made a motion to adjourn. Mr. Glass duly seconded the motion. A vote was called, and the motion passed unanimously.</b>
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Minutes Submitted by:  04/20/2023

Signature Date

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

	01/25/23	02/22/23	03/29/23	04/27/23	05/24/23	06/28/23	07/26/23	08/23/23	09/27/23	10/25/23	11/28/23	12/13/23
Mike Smith	X	X	X									
Melissa Mastrangelo	X	X	X									
Julia Bullard	X	X	X									
Joseph Gibbons	X	X	X									
John Casey Mullen	X	---	---	---	---	---	---	---	---	---	---	---
James Elder	A	---	---	---	---	---	---	---	---	---	---	---
Irene Figueroa	A	---	---	---	---	---	---	---	---	---	---	---
Tammy Jackson-Moore	E	A	E									
Robert Glass	X (ZOOM)	X	X									
William Johnson	X	X	X									
Boris Seymore	----	X	A									
Alcolya St. Juste	----	A	X									

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

**DISTRICT CLINIC HOLDINGS, INC.**  
**BOARD OF DIRECTORS**  
**April 27, 2023**

**1. Description: HRSA Digest & FACHC Update**

**2. Summary:**

Per the request of the clinic board, we will include the latest HRSA Digest and FACHC updates as available.

**3. Substantive Analysis:**

The April HRSA Digest highlights Expanding COVID-19 vaccine awards, oral health and additional resources.

The Florida Association of Community Health Centers (FACHC) updates include an LIP update and information on an AHCA Fee Schedule workshop, as well as other training and funding opportunities.

**4. Fiscal Analysis & Economic Impact Statement:**

	<b>Amount</b>	<b>Budget</b>
Capital Requirements		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Annual Net Revenue		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Annual Expenditures		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

Reviewed for financial accuracy and compliance with purchasing procedure:

N/A

\_\_\_\_\_  
Candice Abbott  
VP & Chief Financial Officer

**5. Reviewed/Approved by Committee:**

N/A

\_\_\_\_\_  
Committee Name

\_\_\_\_\_  
Date Approved

**6. Recommendation:**

Staff recommends Board receive and file the HRSA Digest.

Approved for Legal sufficiency:

\_\_\_\_\_

**DISTRICT CLINIC HOLDINGS, INC.**  
**BOARD OF DIRECTORS**  
**April 27, 2023**

DocuSigned by:

*Bernabe Icaza*

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Bernabe Icaza  
VP & General Counsel

*Andrea Steele*

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Andrea Steele  
AVP, Corporate Quality

## Andrea Steele

**From:** HRSA Primary Health Care Digest <hrsa@public.govdelivery.com>  
**Sent:** Tuesday, March 28, 2023 10:26 AM  
**To:** Andrea Steele  
**Subject:** Today with Macrae Today, ECV Project Period End and Upcoming Webinar

**Caution: This email came from an EXTERNAL SOURCE. Do not click on links or open attachments unless you are sure you recognize the sender and you know the contents are safe.**



## Primary Health Care Digest

**March 28, 2023**

### **TODAY: Today with Macrae: Health Center Program Updates**

Join Jim and special guest Jessica Stephens from CMS for important updates.

3:00-4:00 p.m. ET

[Join the session](#)

Join by phone: 833-568-8864

Webinar ID: 160 407 3916



### **Expanding COVID-19 Vaccination Award Project Period End and Upcoming Webinar**

If your health center received Expanding COVID-19 Vaccination (ECV) funding, HRSA expects you to use the funds within three months to increase access to, confidence in, and demand for updated COVID-19 vaccines. However, we will consider a period of performance extension in increments of one to six months.

If your health center is unable to complete the ECV award activity by the project period end date (Wednesday, May 31), you may request an extension without funds (also known as a no-cost extension) approximately 60 days before the project period end date. If you are granted an extension, your health center can complete approved projects and activities using the remaining funds during the extended project period. If you expect to need such an extension, contact your Grants Management or Investment Oversight Advisor to discuss the requirements for submitting the request in HRSA's Electronic Handbooks (EHBs).

Health centers have 90 days after the project period end date to liquidate obligations, which are costs incurred through that date. Any new expenses incurred after the project period end date are unallowable and subject to repayment to HRSA.



Award recipients should join our webinar to hear about collaborations to address vaccine access/equity and build vaccine confidence among underserved populations. We encourage staff from Primary Care Associations (PCAs) and community partners to attend as well. Guest presenters include CommuniCare Health Centers (Davis, California) and the Hispanic Access Foundation (Washington, DC).

### **ECV Award: Working with Community Partners to Address Vaccine Equity**

Wednesday, April 5

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

[Registration page](#)



Jump To: [COVID-19](#) | [Behavioral Health](#) | [Workforce](#) | [Oral Health](#) | [Additional Resources](#)

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

## **What's New**

### **Does Your Health Center Have a January 1 Start Date? Review Your Patient Target by Thursday, April 6**

We updated patient targets for Health Center Program award recipients with a January 1 budget period start date. On Thursday, March 23, we sent an email message to the Authorizing Officials and Project Directors of these health centers. It clarifies whether the health center would complete a fiscal year (FY) 2024 Service Area Competition (SAC) or Budget Period Progress Report. It also provides a direct link to the updated patient target. Health centers that will complete a FY 2024 SAC and have a January 1, 2024, award start date should review their patient target and take appropriate action in EHBs by Thursday, April 6.

View the Patient Target Management Guide available on the [SAC technical assistance \(TA\) webpage](#) to learn how to access your patient target in EHBs. See our [Patient Target FAQs](#) for more information.

Submit questions using the [BPHC Contact Form](#); Under "Health Center Program," select "Patient Targets."

### **DUE IN TWO WEEKS: Primary Care HIV Prevention for FY 2021 and FY 2022 Award Recipients**

Health centers that first received Primary Care HIV Prevention (PCHP) funding in FY 2021 or FY 2022 may request additional PCHP funding in FY 2023 through their Non-Competing Continuation (NCC) progress report in EHBs. NCC submissions are due by 5:00 p.m. ET on Friday, April 14. Progress report instructions, informational slides, and other resources are available on the [PCHP TA webpage](#).

### **New Resources Available for Understanding Health Center Service Area Needs**

## **Training & Technical Assistance**



[Visit the training calendar to learn details or register for events.](#)

### **Through April 4**

#### **COVID-19 Response Program Office Hours**

Tuesday, March 28

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

[Registration page](#)

#### **Weight Stigma in the Health Care Setting**

Tuesday, March 28

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

[Registration page](#)

#### **Identification and Evidence-Based Interventions for Treating Anxiety and Depression**

Tuesday, March 28

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

[Registration page](#)

#### **Foundational Quality Improvement Skills in a Team-Based Care Environment**

Hosted by Community Health

Center, Inc. (CHC)

Tuesday, March 28

[HRSA's new webpage](#) houses resources about the Unmet Need Score, Service Area Status, and new service utilization benchmarks. HRSA developed these benchmarks to understand the existing unmet need for access to mental health, substance use disorder, oral health, vision, and interpretation/translation services in underserved areas and populations served by health centers.

### Become a HRSA Grant Reviewer

HRSA is seeking subject matter experts to provide peer, virtual reviews of the agency's grant applications. Grant reviewers are compensated for their time. Visit [HRSA's website](#) to register as a reviewer. You must be an expert in at least one of these areas:

- Behavioral health
- Health workforce training
- HIV/AIDS
- Maternal and child health
- Primary care for underserved people (or those who work with or are a member of the community)
- Rural health

Additional expertise in these areas could be helpful:

- Diversity, equity, inclusion, and accessibility
- Health equity
- Lived experience
- Social determinants of health (SDOH)

### Quarterly 340B Program Registration

Quarterly 340B Program site registration is open from April 1 to 15. Health centers will be able to register a site that has been verified as implemented and with a site status reflected as "active" in EHBs Form 5B through Friday, May 26. After that date, the system will close to prepare for the July 1 start.

Email the [340B Prime Vendor Program](#) or call 888-340-2787 (Monday-Friday, 9:00 a.m.-6:00 p.m. ET) to register a new site or ask questions. You will need to provide the following information when calling:

- Health center name.
- Site/clinic name.
- Site IDs for all sites.
- HRSA/BPHC grant number.
- Contact name and email address.
- Authorizing official name and email address.

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

[Registration page](#)

### Today with Macrae: Health Center Program Updates

Tuesday, March 28

3:00-4:00 p.m. ET

[Join the session](#)

Join by phone: 833-568-8864

Webinar ID: 160 407 3916

### Patient-Centered Medical Home Equity TA Symposium

Wednesday, March 29, and

Thursday, March 30

11:00 a.m.-4:30 p.m. ET

[Registration page](#)

### Preparing the Health Center Workforce for the Post COVID-19 Era

Hosted by NCHPH

Wednesday, March 29

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

[Registration page](#)

### Navigating Ethics & Equity in a COVID Aware World

Hosted by the National Health Care for the Homeless Council (NHCHC)

Wednesday, March 29

3:00-4:00 p.m. ET

[Registration page](#)

### Health Justice in Practice – Supporting Survivors of Intimate Partner Violence and Exploitation Who are Living with HIV *(with live interpretation in ASL and Spanish)*

Hosted by Health Partners on IPV + Exploitation

Thursday, March 30

Noon-1:30 p.m. ET

[Registration page](#)

### Bridging the Medical Technology Gap: The Impact of New Technology on Diabetes Management

Hosted by NCHPH

Thursday, March 30

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

[Registration page](#)

### Addressing Diabetes Risk Factors in School-Aged Children: Bright Bodies + at Yale School of Medicine

Hosted by the School-Based

The authorizing official will receive an email message that the account is unlocked and a registration may be submitted.

### HRSA Announces Organ Procurement and Transplantation Network Modernization Initiative

Last week, HRSA announced a [Modernization Initiative](#) that includes several actions to strengthen accountability and transparency in the Organ Procurement and Transplantation Network. Read the [press release](#).

### How the End of the COVID-19 Public Health Emergency Will Impact Residents of HUD-Assisted Housing

With the COVID-19 Public Health Emergency set to expire on Thursday, May 11, big changes are in store for the public housing and HUD-assisted communities. Join the National Center for Health in Public Housing (NCHPH), CDC, CMS, and HUD to learn about the impact of these changes.

Wednesday, April 19  
1:00-2:00 p.m. ET  
[Registration page](#)

## COVID-19

### TODAY: COVID-19 Response Program Office Hours

We've extended this webinar series. Even if you previously registered for past office hours, you need to register *again* for this new set of sessions. Though some information may be geared toward COVID-19 Response Program participants, these office hours are open to *all* HRSA-supported health centers. We encourage all health centers to register.

1:00-2:00 p.m. ET  
[Registration page](#)

### DUE FRIDAY: Provider Relief Fund Reporting Period 4

The Provider Relief Fund (PRF) [Reporting Portal](#) is open until 11:59 p.m. ET on Friday, March 31. Providers who received one or more PRF (General or Targeted) and/or American Rescue Plan Rural payments exceeding \$10,000, in the aggregate, from July 1, 2021, to December 31, 2021, must report on their use of funds during Reporting Period 4. Find information and resources on the [PRF Reporting webpage](#).

## Behavioral Health

### Trauma-Informed Care for Better Oral Health

Speakers at this HRSA webinar will walk through the practical reasoning and benefits of adopting trauma-informed dental practices, including the implementation of a dental anxiety scale.

Health Alliance  
Thursday, March 30  
2:00-3:00 p.m. ET  
[Registration page](#)

### Community-Centered Approaches to Healthcare: Introduction to the Community-Centered Health Home Model

Hosted by NHCHC  
Thursday, March 30  
3:00-4:00 p.m. ET  
[Registration page](#)

### Overcoming Adversity and Fostering the Mental Health of Latino/Hispanic Youth and their Families through Integrated Care *(in Spanish with live interpretation in English)*

Tuesday, April 4  
1:00-2:30 p.m. ET  
[Registration page](#)

### Improving Cultural Competence and Humility in Diabetes Care

Hosted by NCHPH  
Tuesday, April 4  
1:00-2:00 p.m. ET  
[Registration page](#)

### Applying Quality Improvement Skills in a Team-Based Care Environment

Hosted by CHC  
Tuesday, April 4  
1:00-2:00 p.m. ET  
[Registration page](#)

### Patient-Centered Medical Home Office Hours: Q-PASS Refresher and Q&A

Hosted by the National Committee for Quality Assurance  
Tuesday, April 4  
2:00-3:00 p.m. ET  
[Registration page](#)

### Oral Cancer Screening: "It's more than grasping the tongue!"

Hosted by NNOHA  
Tuesday, April 4  
2:00-3:15 p.m. ET  
[Registration page](#)  
**\*\*CDE available\*\***

### STEPing Up Colorectal Cancer Screenings

Wednesday, April 12  
1:00-2:30 p.m. ET  
[Registration page](#)

## Workforce

### Health Center Onboarding Checklist

New to the Association of Clinicians for the Underserved's STAR<sup>2</sup> Center's resource library, the [Health Center Onboarding Checklist](#) provides a structure and process for welcoming and integrating new hires. The customizable tool includes a background on onboarding, key components of the onboarding process, an editable template, and a baseline list of documents required as part of the process.

### NTTAP Learning Collaboratives

Visit the registration pages for dates, times, and more information:

- Re-envisioning Workforce on the Health Center Resource Clearinghouse**  
 Through this opportunity, the National Association of Community Health Centers (NACHC) hopes to recruit larger health centers, ideally with Chief Workforce Officers or a similar role, to review and provide feedback on proposed changes to workforce organization. You will gain insights on using the Clearinghouse, while helping NACHC improve the curation of workforce materials. [Registration page](#).
- Public Housing & Partnerships: A Resource Toolkit**  
 NCHPH and the National Nurse-led Care Consortium (NNCC) will guide participants through their housing and health partnerships toolkit. After an introductory session with foundational information, each session corresponds to the toolkit modules: housing assistance programs, collaborative strategies for partnerships and effective communication, and promising practices in cross-sector collaborative models. [Registration page](#).
- Quality Improvement Strategies for Latent Tuberculosis Prevention and Care**  
 The Association of Asian Pacific Community Health Organizations (AAPCHO) announces an opportunity for staff at Asian American, Native Hawaiian, and Pacific Islander (AA/NHPI)-serving health centers to gain in-depth knowledge and promising practices on effective tuberculosis prevention and related quality improvement strategies. CME/CNE credits available to those who attend all sessions. [Registration page](#).
- Non-Clinical Approaches to Empower Asian American Patients with Diabetes and Pre-Diabetes**  
 AAPCHO invites health centers to learn more about diabetes and pre-diabetes disparities for Asian Americans. Guest speakers will share in-depth knowledge and effective non-clinical strategies to support patients. Participants will engage in peer learning to share challenges and promising practices. [Registration page](#); apply by Monday, April 3.

Tuesday, April 4  
3:00-4:00 p.m. ET  
[Registration page](#)

## Upcoming

### ECV Award: Working with Community Partners to Address Vaccine Equity

Wednesday, April 5  
2:00-3:00 p.m. ET  
[Registration page](#)

### Oral Health Access for Residents of Public Housing

Hosted by NNOHA and NNCC  
Wednesday, April 5  
3:00-4:00 p.m. ET  
[Registration page](#)

### Health Access and SDOH: Mobile Outreach for the Unsheltered Homeless

Hosted by CSH  
Wednesday, April 5  
3:00-4:30 p.m. ET  
[Registration page](#)

### Cannabis Use Disorder (Rescheduled)

Monday, April 10  
Noon-1:00 p.m. ET  
[Registration page](#)

### Celebration of SDOH Innovation Webinar Series

Hosted by multiple NTTAPs  
Tuesday, April 11, and Tuesday, April 18  
2:00-3:00 p.m. ET  
[Registration page](#)

### Improve the Collection and Respectful Use of Sexual Orientation and Gender Identity (SOGI) Data

Hosted by the Health Information Technology, Evaluation, and Quality (HITEQ) Center  
Tuesday, April 11  
2:00-3:00 p.m. ET  
[Registration page](#)

### Trauma-Informed Care for Better Oral Health

Wednesday, April 12  
1:00-2:30 p.m. ET  
[Registration page](#)

## Oral Health

### Oral Health Access for Residents of Public Housing

The National Network for Oral Health Access (NNOHA) and NNCC invite health centers to hear about promising practices to increase access to oral health care for residents of public housing. Learn how a health center implemented mobile dentistry programs.

Wednesday, April 5

3:00-4:00 p.m. ET

[Registration page](#)

### Trauma-Informed Care for Better Oral Health

[See the announcement above.](#)

## Additional Resources

### HRSA TA: Health Center Excellence in Family Planning

If you missed it, watch the [recording of our recent webinar](#). It supported HRSA's recent release of the [Family Planning and Related Services in Health Centers Technical Assistance Resource](#) (PDF). Learn how colleagues built care delivery models tailored to community needs and fostered partnerships to support access to family planning services. We featured speakers from three health centers.

### TODAY: Weight Stigma in the Health Care Setting

Speakers will highlight how weight stigma and bias negatively affect the treatment of patients in a health care setting. They will address evidence-based interventions and ways to improve the overall patient experience.

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

[Registration page](#)

### STEPing Up Colorectal Cancer Screenings

The National Colorectal Cancer Roundtable will join us to demonstrate how health centers can use their updated guide, [STEPS for Increasing Colorectal Cancer Screening Rates – A Manual for Primary Care Practices](#). We will also feature a health center whose case study appears in the guide.

Tuesday, April 4

3:00-4:00 p.m. ET

[Registration page](#)

### Preparing for Extreme Heat, Rural Health, and Climate Change

Rural health centers serve a diverse array of patients with varying health risks and social barriers. Extreme heat creates risks, like heat stroke for

### Telehealth Office Hours: Bridging the Digital Divide

Hosted by NACHC and the HRSA-funded Northeast Telehealth Resource Center

Thursday, April 13

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

[Registration page](#)

### Preparing for Extreme Heat, Rural Health, and Climate Change

Tuesday, April 18

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

[Registration page](#)

### National Donate Life Month *(in Spanish with live interpretation in English)*

Tuesday, April 18

1:00-2:30 p.m. ET

[Registration page](#)

### Innovations in Mobile Health to Increase Health Access for Domestic Violence and Human Trafficking Survivors *(with live interpretation in ASL and Spanish)*

Hosted by Health Partners on IPV + Exploitation

Wednesday, April 19

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

[Registration page](#)

*Webinars are hosted by HRSA unless otherwise noted.*

outdoor workers. It also increases challenges with medication management, decreases air quality, and makes blackouts and grid failures more frequent. Panelists from CDC, HRSA, and other organizations will discuss these challenges from a health equity lens and review resources.

Tuesday April 18  
1:00-2:00 p.m. ET  
[Registration page](#)

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### **Peers and CHWs: The Key Ingredient for Diabetes Prevention and Control Programs**

The Corporation for Supportive Housing (CSH) and MHP Salud produced a [fact sheet](#) (PDF) to highlight a multi-year examination of key benefits that CHWs bring, including lived experience, a bridge to the care team, and advocacy.

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### **Partnerships for the Future: Health Centers and Maternal Child Health Home Visiting Opportunities**

This NNCC [publication](#) profiles successful collaborations between Maternal, Infant, and Early Childhood Home Visiting (MIECHV)-funded home visiting programs and health centers. The authors also outline key steps and resources for integrating MIECHV programs and health centers.

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### **31st Annual Midwest Stream Forum for Agricultural Worker Health**

The National Center for Farmworker Health's annual conference provides agricultural worker-specific professional development experiences for individuals in all disciplines within migrant health. It offers a diverse program featuring sessions on clinical topics, lay health outreach, research, health equity, SDOH, and leadership development. Earn continuing education credits for attending. Visit the [registration page](#) for more information.

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#### ***In case you missed it:***

[Visit the Primary Health Care Digest archive.](#)

#### ***Do you forward the Digest to others?***

Encourage them to [subscribe](#).



[Sign up for eNews](#)

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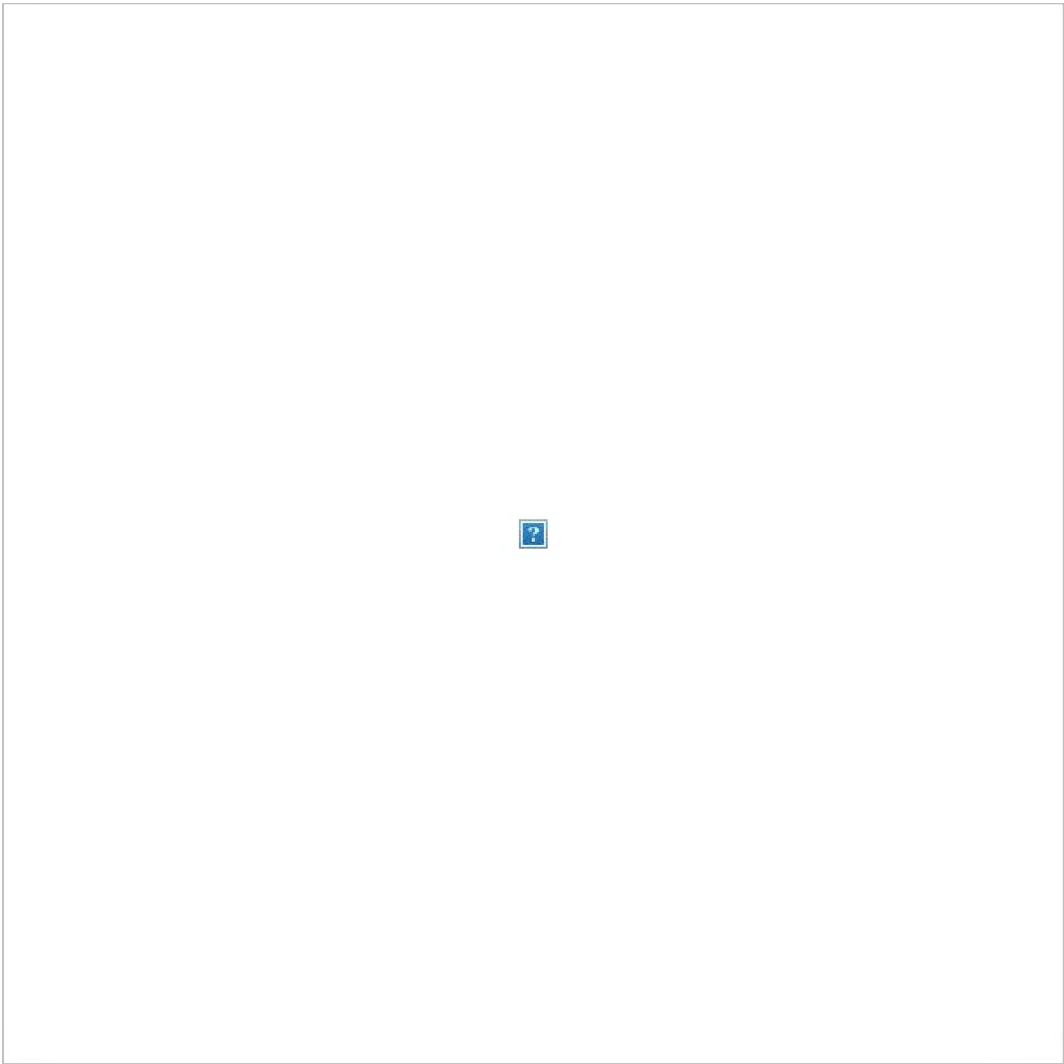
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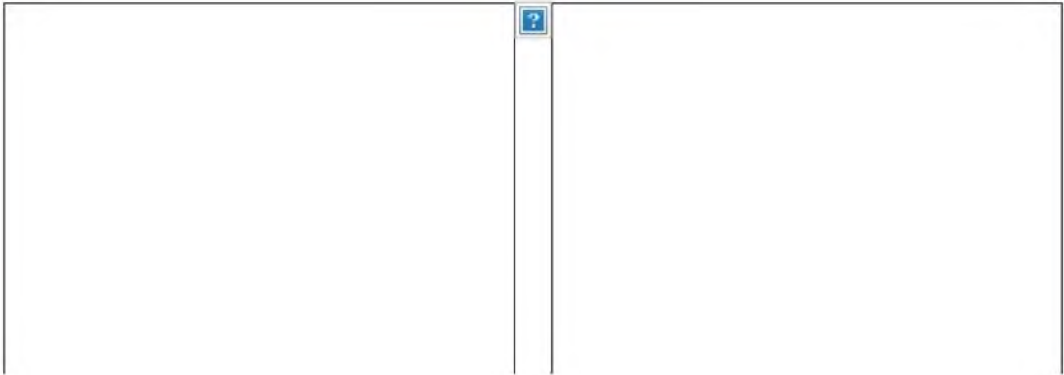


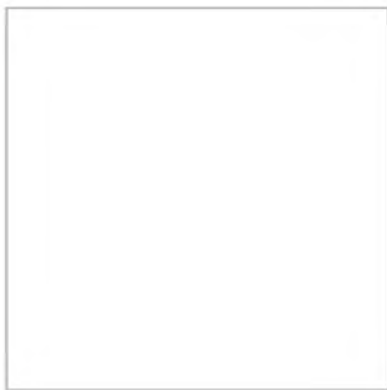
**From:** [Florida Association of Community Health Centers](#)  
**To:** [Andrea Steele](#)  
**Subject:** Just the FACHCs 4/11/2023  
**Date:** Tuesday, April 11, 2023 8:30:53 AM

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**Two Health Center CEOs Set to Retire in December**



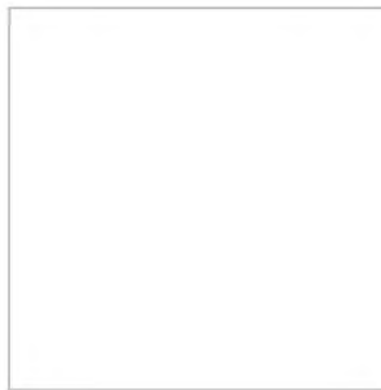


After 25 years serving as the CEO for Care Resource, Rick Siclari announces his retirement.

Siclari, instrumental in the successful corporate merger of Health Crisis Network and Community Research Initiative of South Florida into present-day Care Resource, has grown Care Resource into a cutting edge health care provider offering services to more than 16,000 patients in four locations throughout the Miami and Fort Lauderdale areas.

At the helm since 1998, Siclari is responsible for bringing innovation and growth building Care Resource into a Health Center Quality Leader meeting the needs of South Florida's vulnerable pediatric, adolescent, and adult populations.

FACHC would like to congratulate Rick on a his retirement and thank him for his many years of service to others.



Metro Inclusive Health CEO Lorraine Langlois announces her plans to retire at the end of the year.

During her 30 year tenure, Langlois has seen Metro grow from a small nonprofit in the basement of a church, to multimillion dollar operation with locations in St. Petersburg, Tampa, Clearwater, and New Port Richey, providing over 100 services to the Tampa Bay community.

Langlois, a transplant from Canada, attributes her love for the job as the reason she remained the top executive at Metro for three decades, but with a enthusiastic team in place felt it was time.

Metro's Board of Directors said Priya Rajkumar, Metro's current Chief Operating and Programs Officer will take over as CEO on January 1, 2024.

FACHC wishes Lorraine all the best in her retirement and congratulate her on her wonderful career.



### **Health Care District Welcomes New Executive Director**

Health Care District of Palm Beach County recently announced the appointment of Alicia Ottmann, as the Associate Vice President and Executive Director of Federally Qualified Health Center and Pharmacy Services.

Ottmann, the former Director of Operations for Neighborhood Outreach Access to Health (NOAH) in Scottsdale, Arizona, where she oversaw eight Community Health Centers, virtual care, and a team of more than 170, comes to Health Care District with a decade of community healthcare experience.

Ottmann holds a Bachelor of Science in Biology

from The College of William and Mary and a Master of Medical Science in Physician Assistant Studies from Midwestern University.

FACHC would like to congratulate Alicia and welcome her to the Florida FQHC Family!

### **FACHC's Job Board Ready for Submissions**

FACHC's new website features a "Health Center Careers" job board that is available to Health Centers to post open positions for the public to search. The job board features six categories: Providers, Dental, Behavioral, Administrative/Operations Management, Clinical Support, and Non-Clinical Support.

To submit an open position for the job board, you log into your **My FACHC** member profile, and on the homepage of your member profile dashboard, you click "add a job" and follow the instructions. If you have questions about posting a job on FACHC's "Health Center Careers" job board, contact FACHC Director of Administrative Services Brittany Roberson Jackson at [Brittany@fachc.org](mailto:Brittany@fachc.org).

### **LIP Update**

FACHC is working **daily** with AHCA to track down the final IGTs. Thanks to you all for your patience and proactive engagement with your partners. FACHC has brought the procedural and document challenges faced by you all this year to the attention of the Agency's upper management and will be putting in place new/updated strategies for the next LIP cycle. **FACHC will send an email as soon as we have word that the final invoice has been paid, signaling the "10-day payment turnaround".**

### **2022 UDS Report Request**

Thank you to all Centers who have sent in your 2022 UDS Report. If you haven't already, please send **Ben** your Complete/Final UDS Report in XML format (or Excel if you prefer Excel), including the Workforce Table – Notes pages are not necessary.

### **AHCA 1115 Family Planning Waiver**

AHCA has issued a request for information regarding their 5-year [renewal of the 1115 Family Planning Waiver](#). A full description of the extension request, along with public meeting info, [can be found on the Agency's Website](#). Please [send any comments or suggested considerations to Ben](#) for FACHC to consider as we formulate a response to the Agency.

### **AHCA Fee Schedule Workshop**

AHCA is holding a workshop in Tallahassee on April 20, 2023. This is the preliminary release to discuss annual fee schedules and billing codes updates. FACHC will be in attendance to monitor any changes to the FQHC Schedule. The notice is on the [FAR](#) Web site.

### **Redetermination Resources**

CMS has shared a series of resources on the Medicaid to Marketplace transition process for individuals that are no longer eligible for Medicaid, as well as resources from the USDA Food and Nutrition Service (FNS) on upcoming changes to the Supplemental Nutrition Assistance

Program (SNAP) benefits.

You can register for continuing CMS webinars on this topic [here](#) for all upcoming webinar dates.

- April 26, 2023, 12:00 p.m. EST
- May 24, 2023, 12:00 p.m. EST
- June 28, 2023, 12:00 p.m. EST

For more information and new/additional resources, click [here](#).

For questions, please email [PARTNERSHIP@cms.hhs.gov](mailto:PARTNERSHIP@cms.hhs.gov).

[US Dept of Labor COVID Insurance Coverage FAQs](#)

## HITEQ Learn to Love Your Data Series

This [series of five sessions](#) will focus on data equity, data governance, and data visualization. In addition to a webinar on **April 11 at 2:00 p.m.** that focuses on SOGI, the series looks into using data to tell your story (April 18 at 2:00 p.m.), [telehealth after the PHE](#) (April 25 at 2:00 p.m.), and more. [Click here to learn more.](#)

## NACHC Revenue Cycle 360 Learning Collaborative

NACHC is accepting applications for its learning collaborative taking place once a week starting in May. The webinars are geared toward revenue cycle leads, front office managers, and IT managers with the goal of improving the revenue cycle by discussing key data and performance indicators. CHCs selected to participate will acquire peer contacts and receive ongoing support. The deadline to [apply](#) is Friday, April 28th.

## FACHC Seeking Pictures from Health Centers for Corporate Office

FACHC is doing some redecorating, and we are inviting Health Centers to send us pictures to hang on the walls throughout our corporate office. If you are interested in participating, please send photos depicting events at your Centers in a png format, along with the names of the people in the photographs and the event or place the photo was taken. Please forward all pictures to FACHC Director of Public Relations and Communications Sheila Zachow at [szachow@fachc.org](mailto:szachow@fachc.org).

## FACHC Trainings

### Evaluating the Success and Value of Enabling Services

April 13, 2023

12:30 p.m. - 1:30 p.m. EST

Register [HERE](#)

This webinar will provide a strategy for establishing an evaluation framework for enabling service projects by reviewing key decisions that need to be made in advance of carrying out an evaluation, such as: who should be involved, what data should be collected, and how this information informs the creation of the logic model and the role that the evaluation framework plays in preparing a project for future return on investment (ROI) calculations.

***CHW Continuing Education credits available upon prior written request***

### Florida Health Center Mobile Medical Services Webinar

April 27, 2023

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

Register [HERE](#)

FACHC is hosting a Health Center Mobile Medical Services webinar to share data and insights

from our recent Mobile Unit Survey. We'll facilitate a discussion around maximizing the use of mobile medical units in Florida, and several health centers will share their experiences deploying and using mobile units to meet the unique needs of their communities.

### **Save-the-Date for NACHC's Virtual Workforce Summit**

The biennial, virtual NACHC Workforce Summit will occur on **May 23-24, from 12:00 – 5:00 p.m.** (Eastern) each day. FACHC serves on the steering committee for this event and encourages Centers to attend this summit to learn about emerging workforce development strategies. Specifically, the summit will focus on (1) creating a culture of coaching; (2) partnerships and innovative strategies for career pathways; and (3) workforce wellness.

To register for the summit, [please click on this link here](#). For questions, please feel free to contact Steven Bennett, Director of Workforce Programs.

### **Fifty-Nine CHC Employees and Leaders completed FACHC's Essential Skills for Outstanding Service in Healthcare Training and Training of Trainers**

Thirty-one Care Resource CHC Employees recently completed FACHC's Essential Skills for Outstanding Service in Healthcare training, which builds interpersonal communication skills, empathy, professionalism, and teamwork. In addition, twenty-eight leaders went through the Train the Trainer (TOT) Program and will use the Essential Skills materials to train more staff. The highly interactive training allows participants to practice active listening, assertive communication, and other essential skills, build comradery, and better understand their organizations.

*"I like the active participation and how I get to know my coworkers from other departments. I know more about Care Resource and how to improve my work performance."* – Participant

*"I would recommend this to others because it helped the group understand the meaning of great communications skills and how to best collaborate with each other."* – Participant

View [photos](#) from the training and TOT and [learn more](#) about the program. For more information, contact [Erin@fachc.org](mailto:Erin@fachc.org).

## **Other Trainings**

### **Improve the Collection and Respectful Use of Sexual Orientation and Gender Identity (SOGI) Data**

April 11, 2023  
2:00 p.m. - 3:00 p.m. EST  
Register [HERE](#)

Collecting sensitive patient information, including data related to Sexual Orientation and Gender Identity (SOGI), is a critical part of operations for many Health Centers, especially FQHCs. Though required by many funding and reporting systems, for example, Ryan White HIV/AIDS Program Services, integrating how to capture these data respectfully and consistently may be a challenge. During this webinar, there will be a discussion on the importance of creating affirming spaces to help support effective medical care for the LGBTQ+ and those in HIV care.

### **CISA's Power of Hello and De-escalation Program**

April 11, 2023  
1:00 p.m. - 2:00 p.m. EST

CISA will host a webinar to share information and resources that empower employees to identify suspicious activity, navigate the threat of potentially escalating behavior, and take measures to

stabilize or de-escalate the encounter. The presentation will also discuss reporting the situation to an organization's multi-disciplinary threat management team or local law enforcement. No advanced registration is required to join this webinar. Save the date and [click this link](#) at the scheduled time to join as a guest.

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### **HRSA FTCA Deeming Virtual Training**

**Registration for this 2-day training ends April 17, 2023.** The clinic is free for all health centers and look-alikes. HRSA encourages you to register as many staff members as possible. Attendees can attend the training sessions and workshops relevant to their work or required for annual training requirements. You will receive comprehensive instructions on how to complete each section of the application.

Health Centers and their providers who complete all necessary preclinical work, all required surveys, and attend all sessions will receive compliance credit for this year's FTCA Redeeming and Deeming Applications in select areas.

[Click Here to view the Informational Flyer and Register](#)

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### **Creativity and Healing: The ArtStreet Experience**

April 19, 2023  
3:00 p.m. - 4:00 p.m. EST  
Register [HERE](#)

Gain insight into how art can become a valuable resource for trauma-informed care in health centers. The ArtStreet program at Albuquerque Health Care for the Homeless regularly uses art therapy and inspirational art exercises to address a patient's trauma and provide whole-person healthcare. Reserve your spot in this webinar today!

For information or if your health center is interested in showcasing your arts programming for patients and/or staff in future presentations, please contact [clinicalevents@nachc.com](mailto:clinicalevents@nachc.com).

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### **Opioid Summit 2023**

April 27, 2023  
8:00 a.m. - 4:30 p.m. EST  
Register [HERE](#)

This free one-day in-person event brings together the medical community, educators, public health experts, law enforcement, and the members of the Judicial Branch to create awareness and opportunities to help those impacted by the opioid crisis. There is limited seating, and registration is required to attend.

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### **Advancing Health by Addressing the Needs of Aging Agricultural & Other Essential Workers Learning Collaborative**

Led by The National Center for Equitable Care for Elders (NCECE) and Migrant Clinicians Network (MCN), this learning series will help CHCs develop strategies to enable older agricultural workers to successfully age in the community. Topics include occupational risks associated with aging, cultural dimensions of well-being, and the impact of life transitions on social connections essential to healthy aging. Sessions will be held on Tuesdays from 1-2 pm, May 2, 9, 16, and 23. [Apply](#)

## **Funding Opportunities**

### **Funding Opportunity Expands, Enhances Nurse Practitioner Residency**

## Programs with Primary Care Focus

HRSA released the [Advanced Nursing Education Nurse Practitioner Residency and Fellowship Program NOFO](#), which will award approximately \$30 million to up to 43 grantees to effectively provide primary care by supporting the transition to practice through the expansion and/or enhancement of existing nurse practitioner residency programs. The program also focuses on the integration of behavioral health and maternal health into primary care by training new primary care providers, behavioral health providers, and certified nurse midwives in community-based settings. **Apply by Tuesday, April 11.**

## Yield Giving Open Call

The Yield Giving Open Call is a \$250 million open call focused on elevating organizations working with people and in places experiencing the greatest need in the United States: communities, individuals, and families with access to the fewest foundational resources and opportunities. This initiative will award unrestricted gifts of \$1 million each to 250 organizations.

Interested organizations must register to apply before **4 p.m. CST on Friday, May 5, 2023**. Complete applications are due before **4 p.m. CST on Monday, June 12, 2023**. Organizations must have an annual operating budget of at least \$1 million and, at most, \$5 million for at least two of the last four fiscal years to be eligible to apply. Click [here](#) to learn more and to apply.

## Florida Blue Food Insecurity Grant – Deadline May 10th

Florida Blue recently announced grant funding to address food insecurity in underserved communities. Grants are for up to \$100K for four years. 501c3 organizations with documented experience and expertise addressing food insecurity for underserved communities and populations are invited to [apply](#). In related news, The Center on Budget and Policy Priority recently released a new [Report](#): SNAP Is Linked With Improved Health Outcomes and Lower Health Care Costs.

## Health Center News



### HHS Secretary Xavier Becerra Visits CHC, Inc.

Health and Human Services Secretary Xavier Becerra visited Community Health Centers' Meadow Woods location recently to speak to the importance of continued collaboration between government officials and healthcare providers to highlight his commitment to ensuring access to affordable healthcare and medications for all Americans.

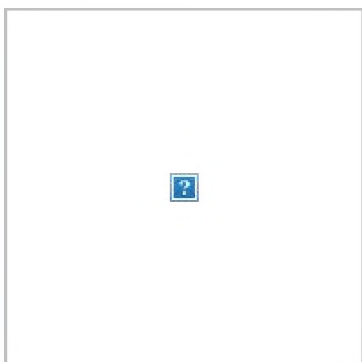
Secretary Becerra was joined by Congressman Darren Soto, HHS Regional Director Antrell Tyson, FACHC President and CEO Jonathan Chapman, and Orange County Commissioner Maribel Gomez Cordero during his tour of the facility, along with Community Health Centers

President & CEO Dr. Debra Andree, COO KathyJo Bailey, CMO Dr. Jocelyn Pichardo, and Associate Dental Director Dr. Waleska Velez.

Read more [here](#)

## Florida Health Centers Featured in Upcoming Documentary

At a recent speaking engagement, filmmaker and author Brett Culp shared footage from his upcoming documentary



project, ***The Heart of Healing***. The clips that Culp featured during his presentation included two of Florida's Health Centers, Central Florida Health Care, and True Health. Culp's new film focuses on sharing uplifting stories in healthcare to inspire hope and possibility in those healthcare heroes who make a difference in others' lives.

Culp expects the documentary to have a wide release next year, but until then, you can only see clips of the new project during his speaking engagements. Click [here](#) to learn more about being involved with this project.

## Resources

### New HRSA Service Area Need Resources

Visit HRSA's website to see new Service Area Needs [Resources](#) related to Unmet Need Scores, Service Area Status, and new Service Utilization Benchmarks, which help HRSA understand the existing unmet needs for access to mental health, SUD, oral health, vision, and interpretation/translation services.

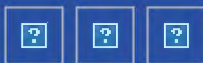
### Telehealth.HHS Maternal Health Resources

Learn more about providing maternal care via telehealth and review resources, including bridging gaps and billing on the [Telehealth for maternal health services best practice website](#). Additional topics such as telehealth and high-risk pregnancy, postpartum care using telehealth, and more can also be found on the site. ([Available in Spanish](#)).

### U.S. Migrant Education IDRC Database: A Great Tool for Reaching H2A Farmworkers

According to the U.S. Department of Labor, there are over 41,500 H2A agricultural workers in Florida, which has increased significantly over the past decade. The [H2A program](#) allows agricultural employers to work through contractors to bring foreign workers to the U.S. to perform agricultural labor or services of a temporary or seasonal nature. The [IDRC](#) maintains a [database](#) of all the contractors, and reaching out is an excellent way to engage farmworkers. See our list with the number of [H2A workers in Florida](#), organized by county and rank.

Connect with us:



Florida Association of Community Health Centers | 2340 Hansen Lane, Tallahassee, FL 32301

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**DISTRICT CLINIC HOLDINGS, INC**  
**BOARD OF DIRECTORS**  
**April 27, 2023**

**1. Description:** District Clinic Holdings, Inc. Financial Report February 2023

**2. Summary:**

The February 2023 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:**

	<b>Current FY Amounts</b>	<b>Total Amounts (Current + Future)</b>	<b>Budget</b>
Capital Requirements	N/A	N/A	Yes <input type="checkbox"/> No <input type="checkbox"/>
Net Operating Impact	N/A	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:  
  
 F637D209DB52427...

Candice Abbott  
 VP & Chief Financial Officer

**5. Reviewed/Approved by Committee:**

N/A

Committee Name

Date

**6. Recommendation:**

Staff recommends the Board approve the February 2023 District Clinic Holdings, Inc. financial statements.

Approved for Legal sufficiency:

**DISTRICT CLINIC HOLDINGS, INC**  
**BOARD OF DIRECTORS**  
**April 27, 2023**

DocuSigned by:

*Bernabe Icaza*

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Bernabe Icaza  
VP & General Counsel

DocuSigned by:

*Candice Abbott*

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Candice Abbott  
VP & Chief Financial Officer



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Alicia Ottmann, PA-C  
AVP, Executive Director FQHC  
& Pharmacy Services



## MEMO

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To: Finance Committee

From: Candice Abbott  
Chief Financial Officer

Date: April 27, 2023

Subject: Management Discussion and Analysis as of February 2023 C.L. Brumback Primary Care Clinic Financial Statements.

The February financial statements represent the financial performance through the fifth month of the 2023 fiscal year for the C.L. Brumback Primary Care Clinics. On the Comparative Statement of Net Position, cash decreased \$681k as a result of normal operations, and the shortfall will be subsidized in the upcoming months. Due from Other Governments decreased \$586k as a result of grant funds received. New financial line items are reflected for "Right of Use Assets" and "Lease Liability" following the fiscal year 2022 implementation of Governmental Accounting Standards Board (GASB) Statement No. 87, Leases (GASB 87) and GASB Statement No. 96, Subscription-Based Information Technology Arrangements (GASB 96).

On the Statement of Revenues and Expenses, net patient revenue YTD was unfavorable to budget by (\$695k) or (15.7%). Gross patient revenue YTD was favorable to budget by \$815k due to increased patient visits. Total YTD revenue was unfavorable to budget by (\$196k), and this was partially due to a favorable timing difference in PRF revenue recognized offsetting net patient revenue. Operational expenses before depreciation were favorable to budget by \$3.1M due mostly to positive variances in salaries, wages, and benefits of \$2.2M, purchased services of \$181k, other supplies of \$211k, repairs and maintenance \$121k, lease and rental of \$284k, and an unfavorable variance in other expense (\$86k) related to employee incentives allocation. Total YTD net margin was a loss of (\$6.5M) compared to the budgeted loss of (\$10.3M) resulting in a favorable variance of \$3.8M or (37.1%).

Net patient revenue YTD for the Medical clinics was unfavorable to budget by (\$473k). The Medical clinics YTD gross patient revenue was favorable to budget by \$273k. The Medical clinics total YTD revenue was unfavorable to budget by (\$75k). Total operating expenses of \$10.6M were favorable to budget of \$13.4M by \$2.8M or 20.6%. The positive variance is mostly due to salaries, wages, and benefits of \$2.1M, purchased services of \$160k, other supplies of \$178k, repairs and maintenance \$145k, and lease and rental of \$258k. Staffing shortages as well as expense timing are driving these favorable variances. Total YTD net margin was favorable to budget by \$3.5M or (38.1%).

Net patient revenue YTD for the Dental clinics was unfavorable to budget by (\$304k) or (27.3%). The Dental clinics total YTD gross patient revenue was favorable to budget by \$66k. Increased charity care and contractual allowances negatively impacted net patient revenue results. Total YTD operating expenses of \$2.0M were favorable to budget by \$333k. Total YTD net margin was (\$941k) compared to a budgeted loss of (\$1.2M) for a favorable variance of \$271k or (22.3%).

**DISTRICT CLINIC HOLDINGS, INC.**  
**COMPARATIVE STATEMENT OF NET POSITION**

	<u>Feb 28, 2023</u>	<u>Jan 31, 2023</u>	<u>Increase (Decrease)</u>
<b>Assets</b>			
Cash and Cash Equivalents	(3,708,696)	(3,028,008)	\$ (680,688)
Accounts Receivable, net	1,338,695	1,226,681	112,014
Due from Other Governments	3,978,483	4,564,666	(586,183)
Other Current Assets	341,166	194,944	146,223
Right of Use Assets	3,239,214	3,239,214	-
Net Investment in Capital Assets	2,665,455	2,691,883	(26,428)
<b>Total Assets</b>	<u>\$ 7,854,318</u>	<u>\$ 8,889,379</u>	<u>\$ (1,035,062)</u>
<b>Liabilities</b>			
Accounts Payable	313,824	329,027	(15,203)
Deferred Revenue	8,602	55,720	(47,118)
Other Current Liabilities	1,606,077	1,456,184	149,892
Lease Liability	3,475,476	3,475,476	-
Non-Current Liabilities	1,052,973	1,036,288	16,686
<b>Total Liabilities</b>	<u>6,456,951</u>	<u>6,352,694</u>	<u>104,257</u>
<b>Deferred Inflows of Resources</b>			
Deferred Inflows- Other Post Employment Benefits	<u>\$ 33,656</u>	<u>\$ 33,656</u>	<u>\$ -</u>
<b>Net Position</b>			
Net Investment in Capital Assets	2,665,455	2,691,883	(26,428)
Unrestricted	(1,301,745)	(188,854)	(1,112,891)
<b>Total Net Position</b>	<u>1,363,711</u>	<u>2,503,029</u>	<u>(1,139,319)</u>
<b>Total Liabilities, Deferred Inflows of Resources and Net Position</b>	<u>\$ 7,854,318</u>	<u>\$ 8,889,379</u>	<u>\$ (1,035,062)</u>

**Note:** Amounts may not foot due to rounding.

# District Clinics Holdings, Inc. Statement of Revenues and Expenses

FOR THE FIFTH MONTH ENDED FEBRUARY 28, 2023

Current Month							Fiscal Year To Date							
Actual	Budget	Variance	%	Prior Year	Variance	%		Actual	Budget	Variance	%	Prior Year	Variance	%
2,436,124	2,035,693	400,431	19.7%	2,080,482	355,643	17.1%	Gross Patient Revenue	11,960,821	11,145,481	815,340	7.3%	10,365,560	1,595,261	15.4%
728,571	530,170	(198,401)	(37.4%)	508,459	(220,112)	(43.3%)	Contractual Allowances	3,849,234	2,898,985	(950,249)	(32.8%)	2,821,194	(1,028,039)	(36.4%)
998,209	873,153	(125,056)	(14.3%)	871,977	(126,232)	(14.5%)	Charity Care	5,039,909	4,732,133	(307,776)	(6.5%)	4,281,204	(758,704)	(17.7%)
279,913	285,669	5,756	2.0%	197,338	(82,575)	(41.8%)	Bad Debt	1,064,829	1,591,217	526,388	33.1%	1,398,584	333,755	23.9%
2,006,694	1,688,992	(317,702)	(18.8%)	1,577,775	(428,919)	(27.2%)	Total Contractuals and Bad Debts	9,953,971	9,222,335	(731,636)	(7.9%)	8,500,983	(1,452,989)	(17.1%)
345,863	442,343	(96,480)	(21.8%)	408,404	(62,541)	(15.3%)	Other Patient Revenue	1,729,314	2,508,298	(778,984)	(31.1%)	2,042,018	(312,703)	-15%
775,294	789,044	(13,750)	(1.7%)	911,110	(135,817)	(14.9%)	Net Patient Revenue	3,736,164	4,431,444	(695,280)	(15.7%)	3,906,595	(170,431)	(4.4%)
31.82%	38.76%			43.79%			Collection %	31.24%	39.76%			37.69%		
1,277,476	1,011,875	265,601	26.2%	1,021,208	256,268	25.1%	Grant Funds	5,161,694	5,059,375	102,319	2.0%	5,586,312	(424,618)	(7.6%)
-	-	-	0.0%	-	-	0.0%	Other Financial Assistance	738,416	381,143	357,273	93.7%	-	738,416	0.0%
18,706	2,460	16,246	660.4%	1,285	17,421	1,355.5%	Other Revenue	51,510	12,300	39,210	318.8%	18,643	32,867	176.3%
1,296,183	1,014,335	281,848	27.8%	1,022,494	273,689	26.8%	Total Other Revenues	5,951,621	5,452,818	498,802	9.1%	5,604,955	346,666	6.2%
2,071,476	1,803,379	268,097	14.9%	1,933,604	137,872	7.1%	Total Revenues	9,687,784	9,884,262	(196,478)	(2.0%)	9,511,550	176,234	1.9%
Direct Operational Expenses:														
1,674,786	1,856,685	181,899	9.8%	1,385,221	(289,565)	(20.9%)	Salaries and Wages	8,078,076	10,020,525	1,942,449	19.4%	7,314,138	(763,938)	(10.4%)
430,679	484,176	53,497	11.0%	405,473	(25,206)	(6.2%)	Benefits	2,129,458	2,420,878	291,420	12.0%	2,034,755	(94,703)	(4.7%)
29,210	63,786	34,576	54.2%	74,341	45,131	60.7%	Purchased Services	137,591	318,931	181,340	56.9%	282,953	145,362	51.4%
25,067	103,083	78,016	75.7%	44,574	19,507	43.8%	Medical Supplies	493,600	515,415	21,814	4.2%	286,404	(207,196)	(72.3%)
20,076	59,966	39,891	66.5%	51,222	31,147	60.8%	Other Supplies	88,536	299,831	211,295	70.5%	104,161	15,624	15.0%
59,594	75,160	15,566	20.7%	32,835	(26,759)	(81.5%)	Medical Services	293,709	375,799	82,089	21.8%	198,929	(94,780)	(47.6%)
44,505	48,958	4,453	9.1%	43,387	(1,118)	(2.6%)	Drugs	222,621	244,790	22,170	9.1%	220,344	(2,276)	(1.0%)
40,271	53,684	13,413	25.0%	45,492	5,221	11.5%	Repairs & Maintenance	147,585	268,420	120,834	45.0%	251,105	103,520	41.2%
117,771	165,334	47,563	28.8%	103,683	(14,088)	(13.6%)	Lease & Rental	542,385	826,668	284,283	34.4%	523,791	(18,594)	(3.5%)
3,675	11,522	7,847	68.1%	6,911	3,236	46.8%	Utilities	38,764	57,608	18,844	32.7%	36,052	(2,712)	(7.5%)
65,834	75,576	9,742	12.9%	39,224	(26,611)	(67.8%)	Other Expense	464,010	377,879	(86,131)	(22.8%)	167,170	(296,840)	(177.6%)
4,622	4,083	(540)	(13.2%)	4,026	(596)	(14.8%)	Insurance	24,642	20,412	(4,230)	(20.7%)	20,131	(4,512)	(22.4%)
2,516,089	3,002,011	485,922	16.2%	2,236,389	(279,700)	(12.5%)	Total Operational Expenses	12,660,979	15,747,155	3,086,176	19.6%	11,439,933	(1,221,045)	(10.7%)
Net Performance before Depreciation & Overhead Allocations														
(444,613)	(1,198,632)	754,019	(62.9%)	(302,785)	(141,828)	46.8%	Overhead Allocations	(2,973,194)	(5,862,893)	2,889,699	(49.3%)	(1,928,383)	(1,044,811)	54.2%

**District Clinics Holdings, Inc. Statement of Revenues and Expenses**

FOR THE FIFTH MONTH ENDED FEBRUARY 28, 2023

Current Month							
Actual	Budget	Variance	%	Prior Year	Variance	%	
26,428	33,250	6,822	20.5%	32,767	6,339	19.3%	Depreciation
<i>Overhead Allocations:</i>							
9,963	10,722	759	7.1%	7,014	(2,949)	(42.0%)	Risk Mgt
62,585	109,939	47,354	43.1%	155,272	92,687	59.7%	Rev Cycle
1,585	6,555	4,970	75.8%	1,575	(10)	(0.6%)	Internal Audit
24,166	32,746	8,580	26.2%	19,057	(5,109)	(26.8%)	Home Office Facilities
34,089	41,476	7,387	17.8%	38,891	4,802	12.3%	Administration
63,880	99,947	36,067	36.1%	43,271	(20,609)	(47.6%)	Human Resources
35,905	27,766	(8,139)	(29.3%)	12,073	(23,832)	(197.4%)	Legal
3,291	4,171	880	21.1%	2,328	(963)	(41.3%)	Records
7,114	11,059	3,945	35.7%	5,990	(1,124)	(18.8%)	Compliance
1,989	4,143	2,154	52.0%	-	(1,989)	0.0%	Reimburse
32,670	46,251	13,581	29.4%	102,760	70,090	68.2%	IT Operations
25,121	16,858	(8,263)	(49.0%)	8,929	(16,192)	(181.3%)	IT Security
192,470	237,695	45,225	19.0%	44,169	(148,301)	(335.8%)	IT Applications
36,544	57,288	20,744	36.2%	52,303	15,759	30.1%	Security Services
4,243	5,383	1,140	21.2%	-	(4,243)	0.0%	Supply Chain
25,315	33,245	7,930	23.9%	26,958	1,643	6.1%	Finance
12,679	16,960	4,281	25.2%	5,240	(7,439)	(142.0%)	Public Relations
3,404	4,750	1,346	28.3%	7,882	4,478	56.8%	Information Technology
7,006	8,052	1,046	13.0%	7,217	211	2.9%	Corporate Quality
15,321	6,503	(8,818)	(135.6%)	9,459	(5,862)	(62.0%)	Project MGMT Office
20,538	10,156	(10,382)	(102.2%)	-	(20,538)	0.0%	HIM
21,638	21,541	(97)	(0.5%)	-	(21,638)	0.0%	Coding
26,762	41,476	14,714	35.5%	-	(26,762)	0.0%	IT Service Center
668,278	854,683	186,405	21.8%	550,389	(117,889)	(21.4%)	Total Overhead Allocations
3,210,795	3,889,944	679,149	17.5%	2,819,544	(391,251)	(13.9%)	Total Expenses
<u>\$ (1,139,319)</u>	<u>\$ (2,086,565)</u>	<u>\$ 947,247</u>	<u>(45.4%)</u>	<u>\$ (885,941)</u>	<u>\$ (253,378)</u>	<u>28.6%</u>	Net Margin
-	153,690	153,690	100.0%	-	-	0.0%	Capital
<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>0.0%</u>	<u>\$ -</u>	<u>\$ -</u>	<u>0.0%</u>	General Fund Support/ Transfer In

Fiscal Year To Date							
Actual	Budget	Variance	%	Prior Year	Variance	%	
129,052	166,249	37,198	22.4%	159,335	30,283	19.0%	
47,666	53,611	5,945	11.1%	40,094	(7,572)	(18.9%)	
389,614	549,693	160,079	29.1%	781,289	391,675	50.1%	
9,742	32,776	23,034	70.3%	7,204	(2,538)	(35.2%)	
139,631	163,731	24,100	14.7%	142,438	2,807	2.0%	
227,197	207,382	(19,815)	(9.6%)	204,924	(22,273)	(10.9%)	
357,834	499,736	141,902	28.4%	242,493	(115,341)	(47.6%)	
79,388	138,829	59,441	42.8%	59,090	(20,298)	(34.4%)	
16,899	20,855	3,956	19.0%	15,315	(1,584)	(10.3%)	
33,779	55,295	21,516	38.9%	31,536	(2,243)	(7.1%)	
11,412	20,713	9,301	44.9%	-	(11,412)	0.0%	
192,153	231,257	39,104	16.9%	431,476	239,323	55.5%	
87,259	84,290	(2,969)	(3.5%)	57,621	(29,638)	(51.4%)	
931,868	1,188,474	256,606	21.6%	228,385	(703,483)	(308.0%)	
195,982	286,438	90,456	31.6%	267,702	71,720	26.8%	
28,982	26,917	(2,065)	(7.7%)	-	(28,982)	0.0%	
116,734	166,227	49,493	29.8%	157,551	40,817	25.9%	
54,765	84,800	30,035	35.4%	28,876	(25,889)	(89.7%)	
50,415	23,749	(26,666)	(112.3%)	42,561	(7,854)	(18.5%)	
37,592	40,258	2,666	6.6%	37,519	(73)	(0.2%)	
60,824	32,517	(28,307)	(87.1%)	56,341	(4,483)	(8.0%)	
80,859	50,782	(30,077)	(59.2%)	-	(80,859)	0.0%	
98,572	107,704	9,132	8.5%	-	(98,572)	0.0%	
132,157	207,381	75,224	36.3%	-	(132,157)	0.0%	
3,381,324	4,273,416	892,092	20.9%	2,832,414	(548,910)	(19.4%)	
16,171,354	20,186,820	4,015,466	19.9%	14,431,682	(1,739,672)	(12.1%)	
<u>\$ (6,483,570)</u>	<u>\$ (10,302,558)</u>	<u>\$ 3,818,988</u>	<u>(37.1%)</u>	<u>\$ (4,920,132)</u>	<u>\$ (1,563,438)</u>	<u>31.8%</u>	
-	768,449	768,449	100.0%	100,000	100,000	100.0%	
<u>\$ 4,128,850</u>	<u>\$ 6,625,000</u>	<u>\$ 2,496,150</u>	<u>37.7%</u>	<u>\$ -</u>	<u>\$ (4,128,850)</u>	<u>0.0%</u>	

**District Clinics Holdings, Inc. Statement of Revenues and Expenses by Month**

	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Year to Date
<b>Gross Patient Revenue</b>	<b>2,421,964</b>	<b>2,173,673</b>	<b>2,534,826</b>	<b>2,394,233</b>	<b>2,436,124</b>	-	-	-	-	-	-	-	<b>11,960,821</b>
Contractual Allowances	942,552	616,457	797,366	764,288	728,571	-	-	-	-	-	-	-	3,849,234
Charity Care	1,080,772	818,987	996,143	1,145,797	998,209	-	-	-	-	-	-	-	5,039,909
Bad Debt	49,730	353,288	285,914	95,985	279,913	-	-	-	-	-	-	-	1,064,829
Other Patient Revenue	474,943	474,943	87,703	345,863	345,863	-	-	-	-	-	-	-	1,729,314
<b>Net Patient Revenue</b>	<b>823,853</b>	<b>859,885</b>	<b>543,106</b>	<b>734,027</b>	<b>775,294</b>	-	-	-	-	-	-	-	<b>3,736,164</b>
Collections %	34.02%	39.56%	21.43%	30.66%	31.82%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	31.24%
Grant Funds	831,658	951,673	1,163,225	937,662	1,277,476	-	-	-	-	-	-	-	5,161,694
Other Financial Assistance	12,477	51,355	674,585	-	-	-	-	-	-	-	-	-	738,416
Other Revenue	624	29,490	1,042	1,648	18,706	-	-	-	-	-	-	-	51,510
Total Other Revenues	844,758	1,032,517	1,838,851	939,311	1,296,183	-	-	-	-	-	-	-	5,951,621
<b>Total Revenues</b>	<b>1,668,611</b>	<b>1,892,402</b>	<b>2,381,957</b>	<b>1,673,338</b>	<b>2,071,476</b>	-	-	-	-	-	-	-	<b>9,687,784</b>
<i>Direct Operational Expenses:</i>													
Salaries and Wages	1,713,850	1,402,443	1,788,664	1,498,332	1,674,786	-	-	-	-	-	-	-	8,078,076
Benefits	427,827	405,732	406,022	459,199	430,679	-	-	-	-	-	-	-	2,129,458
Purchased Services	13,764	60,480	10,119	24,018	29,210	-	-	-	-	-	-	-	137,591
Medical Supplies	35,872	230,443	141,439	60,778	25,067	-	-	-	-	-	-	-	493,600
Other Supplies	12,383	6,147	10,233	39,697	20,076	-	-	-	-	-	-	-	88,536
Medical Services	55,581	60,482	61,270	56,783	59,594	-	-	-	-	-	-	-	293,709
Drugs	37,475	49,341	45,922	45,378	44,505	-	-	-	-	-	-	-	222,621
Repairs & Maintenance	10,726	11,441	47,732	37,415	40,271	-	-	-	-	-	-	-	147,585
Lease & Rental	107,496	87,434	114,395	115,290	117,771	-	-	-	-	-	-	-	542,385
Utilities	8,438	8,881	8,149	9,620	3,675	-	-	-	-	-	-	-	38,764
Other Expense	115,489	74,228	262,113	(53,654)	65,834	-	-	-	-	-	-	-	464,010
Insurance	6,154	4,622	4,622	4,622	4,622	-	-	-	-	-	-	-	24,642
Total Operational Expenses	2,545,056	2,401,675	2,900,679	2,297,479	2,516,089	-	-	-	-	-	-	-	12,660,979
<b>Net Performance before Depreciation &amp; Overhead Allocations</b>	<b>(876,445)</b>	<b>(509,273)</b>	<b>(518,722)</b>	<b>(624,141)</b>	<b>(444,613)</b>	-	-	-	-	-	-	-	<b>(2,973,194)</b>
Depreciation	25,462	25,462	26,045	25,656	26,428	-	-	-	-	-	-	-	129,052
<i>Overhead Allocations:</i>													
Risk Mgt	11,692	7,282	9,397	9,332	9,963	-	-	-	-	-	-	-	47,666
Rev Cycle	63,371	103,816	86,659	73,183	62,585	-	-	-	-	-	-	-	389,614
Internal Audit	2,627	1,796	1,779	1,955	1,585	-	-	-	-	-	-	-	9,742
Home Office Facilities	30,821	31,492	32,824	20,328	24,166	-	-	-	-	-	-	-	139,631
Administration	46,107	48,941	49,005	49,055	34,089	-	-	-	-	-	-	-	227,197
Human Resources	76,105	96,165	80,652	41,032	63,880	-	-	-	-	-	-	-	357,834
Legal	3,344	12,867	12,360	14,912	35,905	-	-	-	-	-	-	-	79,388
Records	4,206	2,926	3,073	3,403	3,291	-	-	-	-	-	-	-	16,899
Compliance	6,347	6,648	6,675	6,995	7,114	-	-	-	-	-	-	-	33,779
Reimburse	2,482	1,671	4,032	1,238	1,989	-	-	-	-	-	-	-	11,412
IT Operations	35,658	44,142	42,594	37,089	32,670	-	-	-	-	-	-	-	192,153
IT Security	9,905	21,768	16,176	14,289	25,121	-	-	-	-	-	-	-	87,259
IT Applications	81,636	278,939	162,379	216,444	192,470	-	-	-	-	-	-	-	931,868
Security Services	39,124	39,146	42,649	38,519	36,544	-	-	-	-	-	-	-	195,982
Supply Chain	6,253	5,354	6,385	6,747	4,243	-	-	-	-	-	-	-	28,982
Finance	24,232	19,591	27,494	20,102	25,315	-	-	-	-	-	-	-	116,734
Public Relations	10,421	9,413	10,833	11,419	12,679	-	-	-	-	-	-	-	54,765
Information Technology	10,834	10,976	13,078	12,123	3,404	-	-	-	-	-	-	-	50,415
Corporate Quality	8,434	7,268	7,766	7,118	7,006	-	-	-	-	-	-	-	37,592
Project MGMT Office	6,591	12,194	12,071	14,647	15,321	-	-	-	-	-	-	-	60,824
HIM	8,351	19,826	19,536	12,608	20,538	-	-	-	-	-	-	-	80,859
Coding	21,345	13,076	24,947	17,566	21,638	-	-	-	-	-	-	-	98,572
IT Service Center	25,999	28,022	25,841	25,533	26,762	-	-	-	-	-	-	-	132,157
Total Overhead Allocations	535,885	823,319	698,205	655,637	668,278	-	-	-	-	-	-	-	3,381,324
<b>Total Expenses</b>	<b>3,106,403</b>	<b>3,250,455</b>	<b>3,624,929</b>	<b>2,978,772</b>	<b>3,210,795</b>	-	-	-	-	-	-	-	<b>16,171,354</b>
<b>Net Margin</b>	<b>\$ (1,437,791)</b>	<b>\$ (1,358,053)</b>	<b>\$ (1,242,972)</b>	<b>\$ (1,305,434)</b>	<b>\$ (1,139,319)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ (6,483,570)</b>
<b>Capital</b>	<b>36,782</b>	<b>-</b>	<b>53,251</b>	<b>(90,033)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>General Fund Support/ Transfer In</b>	<b>-</b>	<b>-</b>	<b>4,128,850</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>\$ 4,128,850</b>

**District Clinics Holdings, Inc.- Medical Statement of Revenues and Expenses by Location**

FOR THE FIFTH MONTH ENDED FEBRUARY 28, 2023

	Clinic Administration	West Palm Beach Clinic	Lantana Clinic	Delray Clinic	Belle Glade Clinic	Lewis Center	Lake Worth Clinic	Jupiter Clinic	West Boca Clinic	Subxone Clinic	Mobile Warrior	Mobile Van Scout	Mobile Van Hero	Total
<b>Gross Patient Revenue</b>	-	1,235,919	1,903,631	713,661	722,576	24,915	1,415,570	486,382	307,904	534,665	-	-	47,343	<b>7,392,590</b>
Contractual Allowances	-	348,742	376,596	225,238	204,020	40,733	470,671	137,106	159,735	233,241	1,623	-	12,824	2,214,539
Charity Care	-	457,471	873,375	272,653	274,726	13,862	585,716	147,115	100,384	112,398	-	-	6,903	2,844,602
Bad Debt	-	105,237	288,695	51,629	57,870	37,462	15,474	51,997	1,408	101,376	(1,149)	-	(1,587)	715,614
Total Contractual Allowances and Bad Debt	-	911,449	1,538,666	549,520	536,616	92,057	1,071,860	336,219	261,527	447,015	474	-	18,139	5,774,754
Other Patient Revenue	-	283,868	283,909	127,888	108,370	24,205	163,334	56,658	89,217	54,823	14,616	-	1,574	1,228,314
<b>Net Patient Revenue</b>	-	<b>608,338</b>	<b>648,873</b>	<b>292,030</b>	<b>294,330</b>	<b>(42,937)</b>	<b>507,044</b>	<b>206,821</b>	<b>135,593</b>	<b>142,472</b>	<b>14,142</b>	-	<b>30,778</b>	<b>2,846,150</b>
Collection %	0.00%	49.22%	34.09%	40.92%	40.73%	0.00%	35.82%	42.52%	44.04%	0.00%	0.00%	0.00%	0.00%	38.50%
Grant Funds	730,856	691,210	741,288	309,165	443,069	14,749	514,557	145,350	175,631	584,239	17,304	68	37,947	4,410,867
Other Financial Assistance	120,959	105,464	119,301	60,718	66,464	10,885	66,551	19,969	19,710	50,531	2,000	2,067	-	649,065
Other Revenue	48,402	70	160	-	2,387	-	-	-	21	-	-	-	-	51,039
Total Other Revenues	900,217	796,744	860,749	369,883	511,920	25,634	581,108	165,319	195,362	634,770	19,304	2,135	37,947	5,110,972
<b>Total Revenues</b>	<b>900,217</b>	<b>1,405,081</b>	<b>1,509,623</b>	<b>661,913</b>	<b>806,250</b>	<b>(17,302)</b>	<b>1,088,152</b>	<b>372,140</b>	<b>330,955</b>	<b>777,243</b>	<b>33,445</b>	<b>2,135</b>	<b>68,725</b>	<b>7,957,122</b>
<i>Direct Operational Expenses:</i>														
Salaries and Wages	1,566,214	848,015	997,325	475,422	521,311	28,304	799,791	229,635	284,515	865,429	6,194	(0)	59,232	6,693,416
Benefits	433,963	186,020	274,099	136,012	145,314	4,666	204,732	58,180	59,548	245,551	1,965	-	17,580	1,769,794
Purchased Services	79,333	628	154	878	10,385	1,127	13,972	3,661	8,554	8,518	-	-	-	127,211
Medical Supplies	-	83,990	70,809	53,590	54,756	9,354	38,901	22,030	20,277	53,883	813	-	-	413,002
Other Supplies	4,512	2,513	2,796	4,908	13,781	389	23,211	9,321	998	11,312	481	185	2,134	76,540
Medical Services	-	36,249	43,138	25,399	57,943	728	81,821	18,266	11,234	18,508	-	-	-	293,709
Drugs	-	50,218	58,125	30,431	23,872	-	1,750	1,096	7,434	48,650	-	-	33	221,609
Repairs & Maintenance	33,461	23,934	1,118	2,291	22,807	1,344	15,767	1,176	1,503	5,351	476	2,354	1,073	112,787
Lease & Rental	-	53,747	64,372	37,018	36,606	80	111,893	35,540	68,764	21,338	30	15	40	429,493
Utilities	-	1,522	1,503	460	10,259	921	5,593	3,215	2,708	4,455	-	-	-	31,084
Other Expense	99,812	47,302	46,494	27,438	77,208	4,368	67,203	17,997	16,468	26,435	2,533	261	484	436,189
Insurance	-	1,515	1,970	1,069	1,012	483	717	268	433	1,894	4,965	4,965	4,965	24,256
Total Operational Expenses	2,217,295	1,335,652	1,561,904	794,916	975,253	51,763	1,365,350	400,385	482,436	1,311,324	17,458	7,780	85,540	10,629,091
<b>Net Performance before Depreciation &amp; Overhead Allocations</b>	<b>(1,317,079)</b>	<b>69,430</b>	<b>(52,281)</b>	<b>(133,003)</b>	<b>(169,003)</b>	<b>(69,065)</b>	<b>(277,198)</b>	<b>(28,245)</b>	<b>(151,481)</b>	<b>(534,081)</b>	<b>15,988</b>	<b>(5,645)</b>	<b>(16,815)</b>	<b>(2,671,969)</b>
Depreciation	2,171	5,713	5,448	85	29,764	136	2,094	820	3,657	8,933	-	5,785	34,803	99,410
<i>Overhead Allocations:</i>														
Risk Management Allocation	40,239	-	-	-	-	-	-	-	-	-	-	-	-	40,239
Internal Audit Allocation	8,224	-	-	-	-	-	-	-	-	-	-	-	-	8,224
Administration Allocation	191,799	-	-	-	-	-	-	-	-	-	-	-	-	191,799
Legal Allocation	67,019	-	-	-	-	-	-	-	-	-	-	-	-	67,019
Records Allocation	14,266	-	-	-	-	-	-	-	-	-	-	-	-	14,266
Compliance Allocation	28,516	-	-	-	-	-	-	-	-	-	-	-	-	28,516
PROJ MGMT ALLOC	51,347	-	-	-	-	-	-	-	-	-	-	-	-	51,347
Finance Allocation	98,547	-	-	-	-	-	-	-	-	-	-	-	-	98,547
IT Allocation	42,560	-	-	-	-	-	-	-	-	-	-	-	-	42,560
CORP COMMUN ALLOC	46,232	-	-	-	-	-	-	-	-	-	-	-	-	46,232
Supply Chain Alloc	24,467	-	-	-	-	-	-	-	-	-	-	-	-	24,467
IT OPERATIONS ALLOCATION	162,214	-	-	-	-	-	-	-	-	-	-	-	-	162,214
IT SECURITY ALLOCATION	73,664	-	-	-	-	-	-	-	-	-	-	-	-	73,664
CORP QUAL ALLOC	31,735	-	-	-	-	-	-	-	-	-	-	-	-	31,735
Reimburse Alloc	9,634	-	-	-	-	-	-	-	-	-	-	-	-	9,634
IT SERVICE CENTER ALLOC	111,566	-	-	-	-	-	-	-	-	-	-	-	-	111,566
HIM ALLOC	68,261	-	-	-	-	-	-	-	-	-	-	-	-	68,261
CODING ALLOC	83,214	-	-	-	-	-	-	-	-	-	-	-	-	83,214
IT APPLICATIONS ALLOC	786,679	-	-	-	-	-	-	-	-	-	-	-	-	786,679
Human Resources Allocation	305,605	-	-	-	-	-	-	-	-	-	-	-	-	305,605
SECURITY SERVICES ALLOC	161,765	-	-	-	-	-	-	-	-	-	-	-	-	161,765
Facilities Allocation	122,108	-	-	-	-	-	-	-	-	-	-	-	-	122,108
Revenue Cycle Allocation	322,112	-	-	-	-	-	-	-	-	-	-	-	-	322,112
Total Overhead Allocations	2,851,773	-	-	-	-	-	-	-	-	-	-	-	-	2,851,773
<b>Total Expenses</b>	<b>5,071,239</b>	<b>1,341,365</b>	<b>1,567,352</b>	<b>795,001</b>	<b>1,005,017</b>	<b>51,899</b>	<b>1,367,444</b>	<b>401,206</b>	<b>486,093</b>	<b>1,320,257</b>	<b>17,458</b>	<b>13,565</b>	<b>120,343</b>	<b>13,580,274</b>
<b>Net Margin</b>	<b>\$ (4,171,022)</b>	<b>\$ 63,716</b>	<b>\$ (57,729)</b>	<b>\$ (133,089)</b>	<b>\$ (198,768)</b>	<b>\$ (69,201)</b>	<b>\$ (279,292)</b>	<b>\$ (29,065)</b>	<b>\$ (155,138)</b>	<b>\$ (543,014)</b>	<b>\$ 15,988</b>	<b>\$ (11,430)</b>	<b>\$ (51,617)</b>	<b>\$ (5,623,152)</b>
<b>Capital</b>	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>General Fund Support/ Transfer In</b>	<b>\$ 3,542,921</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 39</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 3,542,921</b>

**District Clinic Holdings, Inc.- Medical Statement of Revenue and Expenses**

FOR THE FIFTH MONTH ENDED FEBRUARY 28, 2023

Current Month								Fiscal Year To Date						
Actual	Budget	Variance	%	Prior Year	Variance	%		Actual	Budget	Variance	%	Prior Year	Variance	%
1,457,756	1,193,166	264,590	22.2%	1,279,217	178,539	14.0%	Gross Patient Revenue	7,392,590	7,119,921	272,669	3.8%	6,314,732	1,077,858	17.1%
433,914	307,623	(126,291)	(41.1%)	216,945	(216,970)	(100.0%)	Contractual Allowances	2,214,539	1,835,667	(378,872)	(20.6%)	1,344,403	(870,136)	(64.7%)
523,594	471,072	(52,522)	(11.1%)	456,491	(67,103)	(14.7%)	Charity Care	2,844,602	2,811,001	(33,601)	(1.2%)	2,382,253	(462,349)	(19.4%)
140,885	190,285	49,400	26.0%	197,864	56,979	28.8%	Bad Debt	715,614	1,135,479	419,866	37.0%	1,172,730	457,117	39.0%
1,098,394	968,980	(129,414)	(13.4%)	871,300	(227,094)	(26.1%)	Total Contractuals and Bad Debts	5,774,754	5,782,147	7,393	0.1%	4,899,386	(875,368)	(17.9%)
245,663	331,959	(86,296)	(26.0%)	290,335	(44,672)	(15.4%)	Other Patient Revenue	1,228,314	1,980,887	(752,573)	(38.0%)	1,451,675	(223,361)	(15.4%)
605,025	556,145	48,880	8.8%	698,252	(93,227)	(13.4%)	Net Patient Revenue	2,846,150	3,318,661	(472,511)	(14.2%)	2,867,021	(20,871)	(0.7%)
41.50%	46.61%			54.58%			Collection %	38.50%	46.61%			45.40%		
1,087,485	864,001	223,484	25.9%	942,749	144,735	15.4%	Grant Funds	4,410,867	4,320,005	90,862	2.1%	4,838,082	(427,214)	(8.8%)
-	-	-	0.0%	-	-	0.0%	Other Financial Assistance	649,065	381,143	267,922	70.3%	-	649,065	0.0%
18,646	2,460	16,186	658.0%	1,285	17,361	1,350.8%	Other Revenue	51,039	12,300	38,739	315.0%	18,443	32,596	176.7%
1,106,131	866,461	239,670	27.7%	944,035	162,096	17.2%	Total Other Revenues	5,110,972	4,713,448	397,524	8.4%	4,856,525	254,447	5.2%
1,711,156	1,422,606	288,550	20.3%	1,642,287	68,870	4.2%	Total Revenues	7,957,122	8,032,109	(74,987)	(0.9%)	7,723,546	233,576	3.0%
<i>Direct Operational Expenses:</i>														
1,384,895	1,570,136	185,241	11.8%	1,156,988	(227,907)	(19.7%)	Salaries and Wages	6,693,416	8,461,781	1,768,366	20.9%	6,162,262	(531,154)	(8.6%)
353,581	411,085	57,504	14.0%	336,638	(16,942)	(5.0%)	Benefits	1,769,794	2,055,423	285,629	13.9%	1,698,781	(71,013)	(4.2%)
27,877	57,496	29,619	51.5%	72,785	44,908	61.7%	Purchased Services	127,211	287,481	160,270	55.7%	272,622	145,411	53.3%
13,236	83,646	70,409	84.2%	25,838	12,602	48.8%	Medical Supplies	413,002	418,227	5,225	1.2%	199,787	(213,215)	(106.7%)
14,773	50,957	36,184	71.0%	50,822	36,049	70.9%	Other Supplies	76,540	254,786	178,245	70.0%	97,333	20,793	21.4%
59,594	59,500	(94)	(0.2%)	32,835	(26,759)	(81.5%)	Medical Services	293,709	297,499	3,789	1.3%	198,929	(94,780)	(47.6%)
44,505	48,958	4,453	9.1%	43,387	(1,118)	(2.6%)	Drugs	221,609	244,790	23,181	9.5%	220,344	(1,265)	(0.6%)
39,703	51,615	11,912	23.1%	43,600	3,897	8.9%	Repairs & Maintenance	112,787	258,076	145,289	56.3%	241,654	128,867	53.3%
95,218	137,465	42,247	30.7%	81,193	(14,025)	(17.3%)	Lease & Rental	429,493	687,327	257,834	37.5%	411,301	(18,192)	(4.4%)
3,477	9,018	5,541	61.4%	5,260	1,782	33.9%	Utilities	31,084	45,091	14,007	31.1%	27,943	(3,142)	(11.2%)
59,046	70,438	11,392	16.2%	28,824	(30,221)	(104.8%)	Other Expense	436,189	352,187	(84,001)	(23.9%)	152,006	(284,183)	(187.0%)
4,545	3,993	(552)	(13.8%)	3,938	(606)	(15.4%)	Insurance	24,256	19,962	(4,294)	(21.5%)	19,692	(4,564)	(23.2%)
2,100,450	2,554,307	453,857	17.8%	1,882,109	(218,341)	(11.6%)	Total Operational Expenses	10,629,091	13,382,631	2,753,540	20.6%	9,702,655	(926,436)	(9.5%)
(389,294)	(1,131,701)	742,407	(65.6%)	(239,823)	(149,471)	62.3%	Net Performance before Depreciation & Overhead Allocations	(2,671,969)	(5,350,522)	2,678,553	(50.1%)	(1,979,109)	(692,860)	35.0%

**District Clinic Holdings, Inc.- Medical Statement of Revenue and Expenses**

FOR THE FIFTH MONTH ENDED FEBRUARY 28, 2023

Current Month							
Actual	Budget	Variance	%	Prior Year	Variance	%	
19,948	27,500	7,552	27.5%	25,373	5,425	21.4%	Depreciation
<i>Overhead Allocations:</i>							
8,411	9,052	641	7.1%	6,029	(2,382)	(39.5%)	Risk Mgt
51,742	90,891	39,149	43.1%	132,278	80,536	60.9%	Rev Cycle
1,338	5,534	4,196	75.8%	1,354	16	1.2%	Internal Audit
21,133	28,637	7,504	26.2%	17,234	(3,899)	(22.6%)	Home Office Facilities
28,778	35,014	6,236	17.8%	33,427	4,649	13.9%	Administration
54,556	85,359	30,803	36.1%	37,045	(17,511)	(47.3%)	Human Resources
30,311	23,440	(6,871)	(29.3%)	10,377	(19,934)	(192.1%)	Legal
2,778	3,521	743	21.1%	2,001	(777)	(38.8%)	Records
6,006	9,336	3,330	35.7%	5,148	(858)	(16.7%)	Compliance
1,679	3,497	1,818	52.0%	-	(1,679)	0.0%	Reimburse
27,580	39,045	11,465	29.4%	88,325	60,745	68.8%	IT Operations
21,207	14,232	(6,975)	(49.0%)	7,675	(13,532)	(176.3%)	IT Security
162,482	200,661	38,179	19.0%	37,965	(124,517)	(328.0%)	IT Applications
30,164	47,286	17,122	36.2%	44,520	14,356	32.2%	Security Services
3,582	4,545	963	21.2%	-	(3,582)	0.0%	Supply Chain
21,371	28,066	6,695	23.9%	23,171	1,800	7.8%	Finance
10,704	14,318	3,614	25.2%	4,504	(6,200)	(137.7%)	Public Relations
2,874	4,010	1,136	28.3%	6,775	3,901	57.6%	Information Technology
5,914	6,797	883	13.0%	6,203	289	4.7%	Corporate Quality
12,934	5,490	(7,444)	(135.6%)	8,130	(4,804)	(59.1%)	Project MGMT Office
17,338	8,574	(8,764)	(102.2%)	-	(17,338)	0.0%	HIM
18,267	18,185	(82)	(0.5%)	-	(18,267)	0.0%	Coding
22,592	35,014	12,422	35.5%	-	(22,592)	0.0%	IT Service Center
563,741	720,501	156,760	21.8%	472,160	(91,581)	(19.4%)	Total Overhead Allocations
<b>2,684,139</b>	<b>3,302,308</b>	<b>618,169</b>	<b>18.7%</b>	<b>2,379,643</b>	<b>(304,496)</b>	<b>(12.8%)</b>	<b>Total Expenses</b>
<b>\$ (972,983)</b>	<b>\$ (1,879,702)</b>	<b>\$ 906,719</b>	<b>(48.2%)</b>	<b>\$ (737,356)</b>	<b>\$ (235,627)</b>	<b>32.0%</b>	<b>Net Margin</b>
-	116,559	116,559	100.0%	-	-	0.0%	<b>Capital</b>
<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>0.0%</b>	<b>\$ -</b>	<b>\$ -</b>	<b>0.0%</b>	<b>General Fund Support/ Transfer In</b>

Fiscal Year To Date							
Actual	Budget	Variance	%	Prior Year	Variance	%	
99,410	137,499	38,090	27.7%	121,655	22,245	18.3%	
40,239	45,258	5,019	11.1%	34,462	(5,777)	(16.8%)	
322,112	454,456	132,344	29.1%	665,586	343,474	51.6%	
8,224	27,670	19,446	70.3%	6,192	(2,032)	(32.8%)	
122,108	143,183	21,075	14.7%	128,810	6,702	5.2%	
191,799	175,071	(16,728)	(9.6%)	176,138	(15,661)	(8.9%)	
305,605	426,795	121,190	28.4%	207,600	(98,005)	(47.2%)	
67,019	117,199	50,180	42.8%	50,790	(16,229)	(32.0%)	
14,266	17,606	3,340	19.0%	13,164	(1,102)	(8.4%)	
28,516	46,680	18,164	38.9%	27,106	(1,410)	(5.2%)	
9,634	17,486	7,852	44.9%	-	(9,634)	0.0%	
162,214	195,226	33,012	16.9%	370,864	208,650	56.3%	
73,664	71,158	(2,506)	(3.5%)	49,527	(24,137)	(48.7%)	
786,679	1,003,305	216,626	21.6%	196,302	(590,377)	(300.7%)	
161,765	236,429	74,664	31.6%	227,866	66,101	29.0%	
24,467	22,723	(1,744)	(7.7%)	-	(24,467)	0.0%	
98,547	140,328	41,781	29.8%	135,419	36,872	27.2%	
46,232	71,588	25,356	35.4%	24,819	(21,413)	(86.3%)	
42,560	20,049	(22,511)	(112.3%)	36,582	(5,978)	(16.3%)	
31,735	33,986	2,251	6.6%	32,249	514	1.6%	
51,347	27,450	(23,897)	(87.1%)	48,426	(2,921)	(6.0%)	
68,261	42,870	(25,391)	(59.2%)	-	(68,261)	0.0%	
83,214	90,923	7,709	8.5%	-	(83,214)	0.0%	
111,566	175,070	63,504	36.3%	-	(111,566)	0.0%	
2,851,773	3,602,507	750,734	20.8%	2,431,902	(419,871)	(17.3%)	
<b>13,580,274</b>	<b>17,122,638</b>	<b>3,542,364</b>	<b>20.7%</b>	<b>12,256,212</b>	<b>(1,324,062)</b>	<b>(10.8%)</b>	
<b>\$ (5,623,152)</b>	<b>\$ (9,090,529)</b>	<b>\$ 3,467,376</b>	<b>(38.1%)</b>	<b>\$ (4,532,667)</b>	<b>\$ (1,090,486)</b>	<b>24.1%</b>	
-	582,796	582,796	100.0%	100,000	100,000	100.0%	
<b>\$ 3,542,921</b>	<b>\$ 5,900,000</b>	<b>\$ 2,357,079</b>	<b>40.0%</b>	<b>\$ -</b>	<b>\$ (3,542,921)</b>	<b>0.0%</b>	

**District Clinics Holdings, Inc.- Dental Statement of Revenues and Expenses by Location**

FOR THE FIFTH MONTH ENDED FEBRUARY 28, 2023

	Dental Clinic Administration	West Palm Beach Dental Clinic	Lantana Dental Clinic	Delray Dental Clinic	Belle Glade Dental Clinic	Total
<b>Gross Patient Revenue</b>	-	<b>1,302,662</b>	<b>830,615</b>	<b>638,490</b>	<b>417,782</b>	<b>3,206,701</b>
Contractual Allowances	-	397,929	326,593	184,013	265,077	1,174,101
Charity Care	-	702,637	423,243	360,139	146,068	1,648,796
Bad Debt	-	65,871	20,959	10,426	36,300	131,123
Total Contractual Allowances and Bad Debt	-	1,166,438	770,795	554,578	447,445	2,954,021
Other Patient Revenue	-	138,918	102,841	88,889	65,219	396,183
<b>Net Patient Revenue</b>	-	<b>275,143</b>	<b>162,661</b>	<b>172,802</b>	<b>35,556</b>	<b>648,864</b>
Collection %	-	21.12%	19.58%	27.06%	8.51%	20.23%
Grant Funds	54,529	228,737	122,662	101,848	53,059	560,835
Other Financial Assistance	20,165	23,361	27,647	11,703	6,474	89,351
Other Revenue	420	-	(9)	-	-	411
<b>Total Other Revenues</b>	<b>75,114</b>	<b>252,098</b>	<b>150,300</b>	<b>113,551</b>	<b>59,533</b>	<b>650,597</b>
<b>Total Revenues</b>	<b>75,114</b>	<b>527,241</b>	<b>312,961</b>	<b>286,353</b>	<b>95,089</b>	<b>1,299,461</b>
<i>Direct Operational Expenses:</i>						
Salaries and Wages	122,469	394,644	251,923	226,520	99,212	1,193,982
Benefits	35,875	88,307	62,368	63,278	32,738	282,566
Purchased Services	-	2,542	1,298	1,647	3,560	9,048
Medical Supplies	-	27,701	14,234	16,323	10,510	68,767
Other Supplies	-	2,897	3,118	606	73	6,693
Drugs	-	213	325	237	237	1,011
Repairs & Maintenance	-	26,175	1,629	1,427	4,998	34,230
Lease & Rental	-	36,827	21,823	20,340	11,349	90,339
Utilities	-	1,706	1,678	491	3,607	7,482
Other Expense	2,442	5,982	4,784	5,669	2,155	21,033
Insurance	-	-	-	-	309	309
<b>Total Operational Expenses</b>	<b>160,786</b>	<b>586,995</b>	<b>363,181</b>	<b>336,538</b>	<b>168,749</b>	<b>1,715,461</b>
<b>Net Performance before Depreciation &amp; Overhead Allocations</b>	<b>(85,672)</b>	<b>(59,754)</b>	<b>(50,220)</b>	<b>(50,185)</b>	<b>(73,660)</b>	<b>(416,000)</b>
Depreciation	-	8,889	2,202	1,606	10,466	23,162
<i>Overhead Allocations:</i>						
Risk Managment Allocation	5,875	-	-	-	-	-
Internal Audit Allocation	1,271	-	-	-	-	-
Administration Allocation	30,087	-	-	-	-	-
Legal Allocation	6,775	-	-	-	-	-
Records Allocation	2,120	-	-	-	-	-
Compliance Allocation	4,155	-	-	-	-	-
PROJ MGMT ALLOC	7,090	-	-	-	-	-
Finance Allocation	14,243	-	-	-	-	-
IT Allocation	7,325	-	-	-	-	-
CORP COMMUN ALLOC	6,558	-	-	-	-	-
Supply Chain Alloc	3,854	-	-	-	-	-
IT OPERATIONS ALLOCATION	24,849	-	-	-	-	-
IT SECURITY ALLOCATION	9,681	-	-	-	-	-
CORP QUAL ALLOC	4,765	-	-	-	-	-
Reimburse Alloc	1,468	-	-	-	-	-
IT SERVICE CENTER ALLOC	16,421	-	-	-	-	-
HIM ALLOC	9,398	-	-	-	-	-
CODING ALLOC	11,987	-	-	-	-	-
IT APPLICATIONS ALLOC	115,201	-	-	-	-	-
Human Resources Allocation	42,905	-	-	-	-	-
SECURITY SERVICES ALLOC	27,837	-	-	-	-	-
Facilities Allocation	14,490	-	-	-	-	-
Revenue Cycle Allocation	56,659	-	-	-	-	-
<b>Total Overhead Allocations</b>	<b>425,014</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total Expenses</b>	<b>585,800</b>	<b>595,884</b>	<b>365,382</b>	<b>338,143</b>	<b>179,214</b>	<b>2,064,424</b>
<b>Net Margin</b>	<b>\$ (510,686)</b>	<b>\$ (68,643)</b>	<b>\$ (52,421)</b>	<b>\$ (51,790)</b>	<b>\$ (84,125)</b>	<b>\$ (764,963)</b>
<b>Capital</b>	-	-	-	-	-	-
<b>General Fund Support/ Transfer In</b>	<b>\$ 585,929</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>585,929</b>

**District Clinics Holdings, Inc.- Dental Statement of Revenues and Expenses**

FOR THE FIFTH MONTH ENDED FEBRUARY 28, 2023

Current Month								Fiscal Year To Date							
Actual	Budget	Variance	%	Prior Year	Variance	%		Actual	Budget	Variance	%	Prior Year	Variance	%	
\$ 884,646	\$ 842,527	\$ 42,119	5.0%	\$ 801,265	\$ 83,382	10.4%	Outpatient Revenue	\$ 4,091,348	\$ 4,025,560	\$ 65,788	1.6%	\$ 4,050,828	\$ 40,520	1.0%	
-	-	-	0.0%	-	-	0.0%	HCD Capitated Claims	-	-	-	0.0%	-	-	0.0%	
<b>884,646</b>	<b>842,527</b>	<b>42,119</b>	<b>5.0%</b>	<b>801,265</b>	<b>83,382</b>	<b>10.4%</b>	<b>Gross Patient Revenue</b>	<b>4,091,348</b>	<b>4,025,560</b>	<b>65,788</b>	<b>1.6%</b>	<b>4,050,828</b>	<b>40,520</b>	<b>1.0%</b>	
258,999	222,547	(36,452)	(16.4%)	291,515	32,516	11.2%	Contractual Allowances	1,433,100	1,063,318	(369,782)	(34.8%)	1,476,792	43,692	3.0%	
455,433	402,081	(53,352)	(13.3%)	415,486	(39,947)	(9.6%)	Charity Care	2,104,229	1,921,132	(183,097)	(9.5%)	1,898,951	(205,278)	(10.8%)	
109,133	95,384	(13,749)	(14.4%)	(526)	(109,659)	20,843.4%	Bad Debt	240,256	455,738	215,482	47.3%	225,854	(14,403)	(6.4%)	
823,565	720,012	(103,553)	(14.4%)	706,475	(117,090)	(16.6%)	Total Contractuals and Bad Debts	3,777,585	3,440,188	(337,397)	(9.8%)	3,601,596	(175,989)	(4.9%)	
99,046	110,384	(11,338)	(10.3%)	118,069	(19,023)	(16.1%)	Other Patient Revenue	495,228	527,411	(32,183)	(6.1%)	590,343	(95,114)	(16.1%)	
<b>160,127</b>	<b>232,899</b>	<b>(72,772)</b>	<b>(31.2%)</b>	<b>212,858</b>	<b>(52,731)</b>	<b>(24.8%)</b>	<b>Net Patient Revenue</b>	<b>808,991</b>	<b>1,112,783</b>	<b>(303,792)</b>	<b>(27.3%)</b>	<b>1,039,574</b>	<b>(230,583)</b>	<b>(22.2%)</b>	
18.10%	27.64%			26.57%			Collection %	19.77%	27.64%			25.66%			
189,991	147,874	42,117	28.5%	78,459	111,532	142.2%	Grant Funds	750,827	739,370	11,457	1.5%	748,230	2,597	0.3%	
-	-	-	0.0%	-	-	0.0%	Other Financial Assistance	89,351	-	89,351	0.0%	-	89,351	0.0%	
60	-	60	0.0%	-	60	0.0%	Other Revenue	471	-	471	0.0%	200	271	135.3%	
190,051	147,874	42,177	28.5%	78,459	111,592	142.2%	Total Other Revenues	840,649	739,370	101,279	13.7%	748,430	92,218	12.3%	
<b>350,179</b>	<b>380,773</b>	<b>(30,594)</b>	<b>(8.0%)</b>	<b>291,317</b>	<b>58,862</b>	<b>20.2%</b>	<b>Total Revenues</b>	<b>1,649,639</b>	<b>1,852,153</b>	<b>(202,514)</b>	<b>(10.9%)</b>	<b>1,788,004</b>	<b>(138,365)</b>	<b>(7.7%)</b>	
<i>Direct Operational Expenses:</i>															
289,891	286,549	(3,342)	(1.2%)	228,232	(61,659)	(27.0%)	Salaries and Wages	1,384,660	1,558,744	174,083	11.2%	1,151,876	(232,784)	(20.2%)	
77,098	73,091	(4,007)	(5.5%)	68,835	(8,263)	(12.0%)	Benefits	359,664	365,455	5,791	1.6%	335,974	(23,690)	(7.1%)	
1,333	6,290	4,957	78.8%	1,556	223	14.3%	Purchased Services	10,381	31,450	21,069	67.0%	10,331	(50)	(0.5%)	
11,831	19,437	7,607	39.1%	18,736	6,905	36.9%	Medical Supplies	80,598	97,187	16,589	17.1%	86,616	6,018	6.9%	
5,303	9,009	3,706	41.1%	400	(4,903)	(1,226.5%)	Other Supplies	11,996	45,046	33,050	73.4%	6,828	(5,168)	(75.7%)	
-	15,660	15,660	47,454.3%	-	-	0.0%	Medical Services	-	78,300	78,300	100.0%	-	-	0.0%	
568	2,069	1,500	72.5%	1,892	1,324	70.0%	Repairs & Maintenance	34,798	10,344	(24,454)	(236.4%)	9,452	(25,347)	(268.2%)	
22,552	27,868	5,316	19.1%	22,490	(62)	(0.3%)	Lease & Rental	112,892	139,341	26,449	19.0%	112,490	(402)	(0.4%)	
197	2,503	2,306	92.1%	1,651	1,454	88.1%	Utilities	7,679	12,517	4,837	38.6%	8,109	430	5.3%	
6,789	5,138	(1,650)	(32.1%)	10,399	3,611	34.7%	Other Expense	27,821	25,692	(2,130)	(8.3%)	15,164	(12,657)	(83.5%)	
77	90	13	14.2%	88	10	11.9%	Insurance	386	450	64	14.2%	438	52	11.9%	
415,639	447,705	32,066	7.2%	354,280	(61,359)	(17.3%)	Total Operational Expenses	2,031,887	2,364,524	332,637	14.1%	1,737,278	(294,609)	(17.0%)	
<b>Net Performance before</b>															
<b>(65,461)</b>	<b>(66,932)</b>	<b>1,471</b>	<b>(2.2%)</b>	<b>(62,963)</b>	<b>(2,498)</b>	<b>4.0%</b>	<b>Depreciation &amp; Overhead Allocations</b>	<b>(382,248)</b>	<b>(512,371)</b>	<b>130,123</b>	<b>(25.4%)</b>	<b>50,726</b>	<b>(432,974)</b>	<b>(853.6%)</b>	

**District Clinics Holdings, Inc.- Dental Statement of Revenues and Expenses**

FOR THE FIFTH MONTH ENDED FEBRUARY 28, 2023

Current Month							Fiscal Year To Date						
Actual	Budget	Variance	%	Prior Year	Variance	%	Actual	Budget	Variance	%	Prior Year	Variance	%
6,480	5,750	(730)	(12.7%)	7,394	914	12.4%	29,642	28,750	(892)	(3.1%)	37,681	8,039	21.3%
<i>Overhead Allocations:</i>													
1,552	1,671	119	7.1%	985	(567)	(57.5%)	7,427	8,353	926	11.1%	5,632	(1,795)	(31.9%)
10,843	19,047	8,204	43.1%	22,995	12,152	52.8%	67,502	95,237	27,735	29.1%	115,703	48,201	41.7%
247	1,021	774	75.8%	221	(26)	(11.6%)	1,518	5,107	3,589	70.3%	1,012	(506)	(50.0%)
3,033	4,110	1,077	26.2%	1,823	(1,210)	(66.3%)	17,523	20,548	3,025	14.7%	13,628	(3,896)	(28.6%)
5,311	6,462	1,151	17.8%	5,463	152	2.8%	35,398	32,311	(3,087)	(9.6%)	28,787	(6,611)	(23.0%)
9,324	14,588	5,264	36.1%	6,226	(3,098)	(49.8%)	52,229	72,942	20,713	28.4%	34,892	(17,337)	(49.7%)
5,594	4,326	(1,268)	(29.3%)	1,696	(3,898)	(229.8%)	12,369	21,630	9,261	42.8%	8,301	(4,068)	(49.0%)
513	650	137	21.1%	327	(186)	(56.9%)	2,633	3,249	616	19.0%	2,151	(482)	(22.4%)
1,108	1,723	615	35.7%	841	(267)	(31.7%)	5,263	8,615	3,352	38.9%	4,430	(833)	(18.8%)
310	645	335	52.0%	-	(310)	0.0%	1,778	3,227	1,449	44.9%	-	(1,778)	0.0%
5,090	7,206	2,116	29.4%	14,435	9,345	64.7%	29,939	36,031	6,092	16.9%	60,611	30,672	50.6%
3,914	2,627	(1,287)	(49.0%)	1,254	(2,660)	(212.1%)	13,595	13,133	(462)	(3.5%)	8,094	(5,501)	(68.0%)
29,988	37,034	7,046	19.0%	6,205	(23,783)	(383.3%)	145,189	185,169	39,980	21.6%	32,082	(113,107)	(352.6%)
6,380	10,002	3,622	36.2%	7,783	1,403	18.0%	34,217	50,010	15,793	31.6%	39,836	5,619	14.1%
661	839	178	21.2%	-	(661)	0.0%	4,515	4,194	(321)	(7.7%)	-	(4,515)	0.0%
3,944	5,180	1,236	23.9%	3,787	(157)	(4.1%)	18,187	25,899	7,712	29.8%	22,132	3,945	17.8%
1,975	2,642	667	25.3%	736	(1,239)	(168.3%)	8,533	13,212	4,679	35.4%	4,056	(4,477)	(110.4%)
530	740	210	28.4%	1,107	577	52.1%	7,855	3,700	(4,155)	(112.3%)	5,979	(1,876)	(31.4%)
1,092	1,254	162	13.0%	1,014	(78)	(7.7%)	5,857	6,273	416	6.6%	5,270	(587)	(11.1%)
2,387	1,013	(1,374)	(135.6%)	1,329	(1,058)	(79.6%)	9,477	5,066	(4,411)	(87.1%)	7,914	(1,563)	(19.7%)
3,200	1,582	(1,618)	(102.2%)	-	(3,200)	0.0%	12,598	7,912	(4,686)	(59.2%)	-	(12,598)	0.0%
3,371	3,356	(15)	(0.4%)	-	(3,371)	0.0%	15,358	16,781	1,423	8.5%	-	(15,358)	0.0%
4,170	6,462	2,292	35.5%	-	(4,170)	0.0%	20,591	32,311	11,720	36.3%	-	(20,591)	0.0%
104,537	134,182	29,645	22.1%	78,228	(26,309)	(33.6%)	529,551	670,909	141,358	21.1%	400,511	(129,040)	(32.2%)
526,656	587,636	60,980	10.4%	439,902	(86,755)	(19.7%)	2,591,080	3,064,182	473,102	15.4%	2,175,470	(415,611)	(19.1%)
\$ (176,478)	\$ (206,863)	\$ 30,386	(14.7%)	\$ (148,585)	\$ (27,893)	18.8%	\$ (941,441)	\$ (1,212,029)	\$ 270,588	(22.3%)	\$ (387,465)	\$ (553,976)	143.0%
-	37,130	37,130	100.0%	-	-	0.0%	-	185,652	185,652	100.0%	-	-	0.0%
\$ -	\$ -	\$ -	0.0%	\$ -	\$ -	0.0%	\$ 585,929	\$ 725,000	\$ 139,071	19.2%	\$ -	\$ (585,929)	0.0%

**Primary Care Clinics- Behavioral Health Statement of Revenues and Expenses by Location**

FOR THE FIFTH MONTH ENDED FEBRUARY 28, 2023

	Portable Behavioral Health	West Palm Beach Behavioral Health	Lantana Behavioral Health	Delray Behavioral Health	Belle Glade Behavioral Health	Lewis Center Behavioral Health	West Boca Behavioral Health	Mangonia Behavioral Health	Jupiter Behavioral Health
<b>Gross Patient Revenue</b>	-	1,513	-	170	141	7,990	-	467,069	-
Contractual Allowances	-	617	(33)	-	1,575	134,004	-	65,432	-
Charity Care	-	479	33	110	607	8,529	-	81,299	19
Bad Debt	-	394	150	60	614	53,974	20	53,683	64
Total Contractual Allowances and Bad Debt	-	1,491	150	171	2,795	196,507	20	200,415	83
Other Patient Revenue	-	-	-	-	-	-	-	5,772	-
<b>Net Patient Revenue</b>	-	23	(150)	(0)	(2,654)	(188,517)	(20)	272,426	(83)
Collection %	-	1.50%	0.00%	0.00%	-1885.26%	-2359.49%	0.00%	58.33%	0.00%
Grant Funds	-	-	-	-	-	-	-	-	-
Other Financial Assistance	-	-	-	-	-	-	-	-	-
Other Revenue	-	-	-	-	-	-	-	-	-
Total Other Revenues	-	-	-	-	-	-	-	-	-
<b>Total Revenues</b>	-	23	(150)	(0)	(2,654)	(188,517)	(20)	272,426	(83)
<i>Direct Operational Expenses:</i>									
Salaries and Wages	-	-	-	-	-	-	-	-	-
Benefits	-	-	-	-	-	-	-	-	-
Purchased Services	-	-	-	-	-	-	-	-	-
Medical Supplies	-	-	-	-	-	-	-	-	-
Other Supplies	-	-	-	-	-	-	-	-	-
Repairs & Maintenance	-	-	-	-	-	-	-	-	-
Lease & Rental	-	-	-	-	-	-	-	-	-
Utilities	-	-	-	-	-	-	-	-	-
Other Expense	-	-	-	-	-	-	-	-	-
Insurance	-	-	-	-	-	-	-	-	-
Total Operational Expenses	-	-	-	-	-	-	-	-	-
<b>Net Performance before Depreciation &amp; Overhead Allocations</b>	-	23	(150)	(0)	(2,654)	(188,517)	(20)	272,426	(83)
Depreciation	-	-	-	-	-	-	-	-	-
<i>Overhead Allocations:</i>									
Risk Mgt	-	-	-	-	-	-	-	-	-
Rev Cycle	-	-	-	-	-	-	-	-	-
Internal Audit	-	-	-	-	-	-	-	-	-
Home Office Facilities	-	-	-	-	-	-	-	-	-
Administration	-	-	-	-	-	-	-	-	-
Human Resources	-	-	-	-	-	-	-	-	-
Legal	-	-	-	-	-	-	-	-	-
Records	-	-	-	-	-	-	-	-	-
Compliance	-	-	-	-	-	-	-	-	-
Comm Engage Plan	-	-	-	-	-	-	-	-	-
IT Operations	-	-	-	-	-	-	-	-	-
IT Security	-	-	-	-	-	-	-	-	-
IT Applications	-	-	-	-	-	-	-	-	-
Security Services	-	-	-	-	-	-	-	-	-
IT EPIC	-	-	-	-	-	-	-	-	-
Finance	-	-	-	-	-	-	-	-	-
Public Relations	-	-	-	-	-	-	-	-	-
Information Technology	-	-	-	-	-	-	-	-	-
Corporate Quality	-	-	-	-	-	-	-	-	-
Project MGMT Office	-	-	-	-	-	-	-	-	-
Total Overhead Allocations	-	-	-	-	-	-	-	-	-
<b>Total Expenses</b>	-	-	-	-	-	-	-	-	-
<b>Net Margin</b>	\$ -	\$ 23	\$ (150)	\$ (0)	\$ (2,654)	\$ (188,517)	\$ (20)	\$ 272,426	\$ (83)
<b>Capital</b>	-	-	-	-	-	-	-	-	-
<b>General Fund Support/ Transfer In</b>	\$ -	-	-	-	-	-	-	-	-



## Primary Care Clinics- Behavioral Health Statement of Revenues and Expenses

FOR THE FIFTH MONTH ENDED FEBRUARY 28, 2023

Current Month								Fiscal Year To Date							
Actual	Budget	Variance	%	Prior Year	Variance	%		Actual	Budget	Variance	%	Prior Year	Variance	%	
-	-	-	0.0%	-	-	0.0%	Depreciation	-	-	-	0.0%	-	-	0.0%	
<i>Overhead Allocations:</i>															
-	-	-	0.0%	-	-	0.0%	Risk Mgt	-	-	-	0.0%	-	-	0.0%	
-	-	-	0.0%	-	-	0.0%	Rev Cycle	-	-	-	0.0%	-	-	0.0%	
-	-	-	0.0%	-	-	0.0%	Internal Audit	-	-	-	0.0%	-	-	0.0%	
-	-	-	0.0%	-	-	0.0%	Home Office Facilities	-	-	-	0.0%	-	-	0.0%	
-	-	-	0.0%	-	-	0.0%	Administration	-	-	-	0.0%	-	-	0.0%	
-	-	-	0.0%	-	-	0.0%	Human Resources	-	-	-	0.0%	-	-	0.0%	
-	-	-	0.0%	-	-	0.0%	Legal	-	-	-	0.0%	-	-	0.0%	
-	-	-	0.0%	-	-	0.0%	Records	-	-	-	0.0%	-	-	0.0%	
-	-	-	0.0%	-	-	0.0%	Compliance	-	-	-	0.0%	-	-	0.0%	
-	-	-	0.0%	-	-	0.0%	Comm Engage Plan	-	-	-	0.0%	-	-	0.0%	
-	-	-	0.0%	-	-	0.0%	IT Operations	-	-	-	0.0%	-	-	0.0%	
-	-	-	0.0%	-	-	0.0%	IT Security	-	-	-	0.0%	-	-	0.0%	
-	-	-	0.0%	-	-	0.0%	IT Applications	-	-	-	0.0%	-	-	0.0%	
-	-	-	0.0%	-	-	0.0%	Security Services	-	-	-	0.0%	-	-	0.0%	
-	-	-	0.0%	-	-	0.0%	IT EPIC	-	-	-	0.0%	-	-	0.0%	
-	-	-	0.0%	-	-	0.0%	Finance	-	-	-	0.0%	-	-	0.0%	
-	-	-	0.0%	-	-	0.0%	Public Relations	-	-	-	0.0%	-	-	0.0%	
-	-	-	0.0%	-	-	0.0%	Information Technology	-	-	-	0.0%	-	-	0.0%	
-	-	-	0.0%	-	-	0.0%	Corporate Quality	-	-	-	0.0%	-	-	0.0%	
-	-	-	0.0%	-	-	0.0%	Project MGMT Office	-	-	-	0.0%	-	-	0.0%	
-	-	-	0.0%	-	-	0.0%	Managed Care Contract	-	-	-	0.0%	-	-	0.0%	
-	-	-	0.0%	-	-	0.0%	Total Overhead Allocations	-	-	-	0.0%	-	-	0.0%	
-	-	-	0.0%	-	-	0.0%	Total Expenses	-	-	-	0.0%	-	-	0.0%	
<b>\$ 10,141</b>	<b>\$ -</b>	<b>\$ 10,141</b>	<b>0.0%</b>	<b>\$ -</b>	<b>\$ 10,141</b>	<b>0.0%</b>	<b>Net Margin</b>	<b>\$ 81,023</b>	<b>\$ -</b>	<b>\$ 81,023</b>	<b>0.0%</b>	<b>\$ -</b>	<b>\$ 81,023</b>	<b>0.0%</b>	
-	-	-	0.0%	-	-	0.0%	Capital	-	-	-	0.0%	-	-	0.0%	
<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>0.0%</b>	<b>\$ -</b>	<b>\$ -</b>	<b>0.0%</b>	<b>General Fund Support/ Transfer In</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>0.0%</b>	<b>\$ -</b>	<b>\$ -</b>	<b>0.0%</b>	



## District Clinic Holdings, Inc.

	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Current Year Total	Current YTD Budget	%Var to Budget	Prior Year Total
<b>Clinic Visits - Adults and Pediatrics</b>																
West Palm Beach	1,597	1,182	1,355	1,573	1,553								7,260	7,217	0.6%	6,302
Delray	832	663	857	741	795								3,888	2,554	52.2%	2,554
Lantana	2,017	1,613	1,604	1,778	1,840								8,852	7,954	11.3%	7,954
Belle Glade & Women's Health Care	920	775	839	905	852								4,291	3,329	28.9%	3,329
Lewis Center	57	22	44	11	64								198	2,030	(90.2%)	2,030
Lake Worth & Women's Health Care	1,408	1,009	1,126	1,116	1,142								5,801	5,910	(1.8%)	5,910
Jupiter	518	438	544	461	430								2,391	2,274	5.1%	2,274
West Boca & Women's Health Care	350	311	359	357	320								1,697	1,877	(9.6%)	1,877
St Ann Place	-	-	-	-	12								12	248	(95.2%)	193
Clb Mob 1 Warrior	-	-	-	-	-								-	90	(100.0%)	3,206
Clb Mob 2 Scout	-	-	-	-	-								-	-	#DIV/0!	2,538
Clb Mob 3 Hero	51	49	61	65	65								291	250	16.4%	4,970
Mangonia Park	923	844	956	862	757								4,342	955	354.7%	955
<b>Total Clinic Visits</b>	<b>8,673</b>	<b>6,906</b>	<b>7,745</b>	<b>7,869</b>	<b>7,830</b>	-	-	-	-	-	-	-	<b>39,023</b>	<b>34,688</b>	<b>12.5%</b>	<b>44,092</b>
<b>Dental Visits</b>																
West Palm Beach	1,101	824	977	1,209	1,060								5,171	3,859	34.0%	3,859
Lantana	769	529	653	753	780								3,484	4,358	(20.1%)	4,358
Delray	536	420	540	521	743								2,760	2,018	36.8%	2,018
Belle Glade	369	270	344	282	299								1,564	1,772	(11.7%)	1,772
Lake Worth	-	-	-	-	-								-	-	#DIV/0!	-
West Boca	-	-	-	-	-								-	-	#DIV/0!	-
<b>Total Dental Visits</b>	<b>2,775</b>	<b>2,043</b>	<b>2,514</b>	<b>2,765</b>	<b>2,882</b>	-	-	-	-	-	-	-	<b>12,979</b>	<b>12,007</b>	<b>8.1%</b>	<b>12,007</b>
<b>Total Medical and Dental Visits</b>	<b>11,448</b>	<b>8,949</b>	<b>10,259</b>	<b>10,634</b>	<b>10,712</b>	-	-	-	-	-	-	-	<b>52,002</b>	<b>46,695</b>	<b>11.4%</b>	<b>56,099</b>
<b>Mental Health Counselors (non billable)</b>																
West Palm Beach	169	112	177	45	35								538	573	(6.1%)	573
Delray	158	127	140	141	135								701	597	17.4%	597
Lantana	80	131	192	158	138								699	625	11.8%	625
Belle Glade	148	58	16	-	13								235	370	(36.5%)	370
Mangonia Park	860	784	869	902	773								4,188	2,018	107.5%	2,018
Lewis Center	-	-	-	-	37								37	50	(26.0%)	4,295
Lake Worth	174	137	172	227	232								942	815	15.6%	815
Jupiter	-	-	37	44	58								139	-	#DIV/0!	-
West Boca	-	-	-	-	20								20	-	#DIV/0!	-
Mobile Van	-	-	-	-	-								-	-	#DIV/0!	-
<b>Total Mental Health Screenings</b>	<b>1,589</b>	<b>1,349</b>	<b>1,603</b>	<b>1,517</b>	<b>1,441</b>	-	-	-	-	-	-	-	<b>7,499</b>	<b>5,048</b>	<b>48.6%</b>	<b>9,293</b>
<b>GRAND TOTAL</b>	<b>13,037</b>	<b>10,298</b>	<b>11,862</b>	<b>12,151</b>	<b>12,153</b>	-	-	-	-	-	-	-	<b>59,501</b>			<b>65,392</b>

**DISTRICT CLINIC HOLDINGS, INC.**  
**BOARD OF DIRECTORS**  
**APRIL 27, 2023**

**1. Description: Change In Scope – Form 5A, Adding Ambulatory General Surgery Specialty Service to Column I**

**2. Summary:**

We respectfully request the authorization to add Ambulatory General Surgery Specialty Service to Form 5A to Column I.

**3. Substantive Analysis:**

Per HRSA Pin 2009-02, the C. L. Brumback Primary Care Clinics is respectfully requesting approval to proceed with a Change in Scope application with the Health Resources and Services Administration to add ambulatory general surgery specialty services to Form 5A, Column I under “Additional Services”.

**4. Fiscal Analysis & Economic Impact Statement:**

	<b>Amount</b>	<b>Budget</b>
Capital Requirements		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Annual Net Revenue		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Annual Expenditures		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

Reviewed for financial accuracy and compliance with purchasing procedure:

N/A

\_\_\_\_\_  
Candice Abbott  
VP & Chief Financial Officer

**5. Reviewed/Approved by Committee:**

N/A

\_\_\_\_\_  
Committee Name


\_\_\_\_\_  
Date Approved


**DISTRICT CLINIC HOLDINGS, INC.  
BOARD OF DIRECTORS  
APRIL 27, 2023**

**6. Recommendation:**

Staff recommends the Board approve the request for Change in Scope to add Ambulatory General Surgery Specialty services to Column I.

Approved for Legal sufficiency:

DocuSigned by:  
  
0CF6F7DB6706434...  
\_\_\_\_\_  
Bernabe Icaza  
VP & General Counsel

  
\_\_\_\_\_  
Alicia Ottmann, PA-C  
AVP, Executive Director FQHC  
& Pharmacy Services

**DISTRICT CLINIC HOLDINGS, INC.**  
**BOARD OF DIRECTORS**  
**April 27, 2023**

**1. Description: Executive Director Informational Update**

**2. Summary:**

The Executive Director is bringing forth two opportunities for the Board of Directors to participate in learning and development sessions, along with an update on the Delray Beach Community Health Center capital project.

**3. Substantive Analysis:**

Delray Beach Clinic Capital Project: Tentative first patient-care day is Wednesday June 15<sup>th</sup>, 2023. Ribbon cutting and open house preparations are under-way, additional information will be provided as the date approaches.

Governance Training Series for Health Center Boards: The board has the opportunity to participate in an on-demand series of 12 webinars focused on distinct compliance-related “hot topics” for governing boards, including but not limited to exercising the HRSA-mandated board authorities, addressing challenging situations in accordance with fiduciary duties, reviewing and responding to audit reports, enhancing board member engagement, reviewing consolidation strategies, and supporting risk management efforts.

Strategic Planning: The clinic leadership team completed an analysis of the existing strategic plan, and participated in the development of a new framework that will aid in guiding short and long-term organizational efforts and resource allocation. The Executive Director is seeking feedback on the Board’s preference regarding the review and discussion of the strategic plan.

**4. Fiscal Analysis & Economic Impact Statement:**

	<b>Amount</b>	<b>Budget</b>
Capital Requirements		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Annual Net Revenue		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Annual Expenditures		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

Reviewed for financial accuracy and compliance with purchasing procedure:

N/A

\_\_\_\_\_  
Candice Abbott  
VP & Chief Financial Officer

**DISTRICT CLINIC HOLDINGS, INC.**  
**BOARD OF DIRECTORS**  
**April 27, 2023**

**5. Reviewed/Approved by Committee:**

N/A

\_\_\_\_\_  
Committee Name

\_\_\_\_\_  
Date Approved

**6. Recommendation:**

Staff recommends Board receive and file the Executive Director Informational Update.

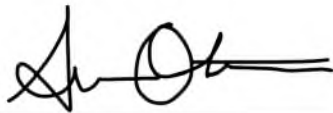
Approved for Legal sufficiency:

DocuSigned by:



0CF6E7DB6706434

\_\_\_\_\_  
Bernabe Icaza  
VP & General Counsel



\_\_\_\_\_  
Alicia Ottmann, PA-C  
AVP, Executive Director FQHC  
& Pharmacy Services

**DISTRICT CLINIC HOLDINGS, INC.**  
**BOARD OF DIRECTORS**  
**April 27 2023**

**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
Silver	Dawn	PHD	Clinical Psychology	Initial Credentialing
Campbell	Lisa	DDS	General Dentistry	Initial Credentialing
Ashley	Diane	PA	Physician Assistant	Initial Credentialing
Alwehaib	Arwa	DDS	General Dentistry	Recredentialing
Dorce-Medard	Jennifer	DO	Family Medicine	Recredentialing
Navarro	Elsy	APRN	Nurse Practitioner	Recredentialing
Seminario	Ada	DDS	General Dentistry	Recredentialing
St. Vil	Carline	APRN	Nurse Practitioner	Recredentialing
Warren	Sandra	MD	Preventive Medicine	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.

**DISTRICT CLINIC HOLDINGS, INC.**  
**BOARD OF DIRECTORS**

**April 27 2023**

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

Dawn Silver, PhD is joining the West Palm Beach Clinic specializing in Clinical Psychology. She attended Pennsylvania State University and completed her postdoctoral residency at Florida Atlantic University. Dr. Silver has been in practice for twelve years.

Lisa Campbell, DDS joined the West Palm Beach Clinic in 2023 specializing in General Dentistry. She attended Howard University. Dr. Campbell has been in practice for twenty-nine years.

Diane Ashley, PA joined the Boca Clinic in 2023 as a Physician Assistant. She attended Hahnemann University and is certified as a Physician Assistant by the National Commission on Certification of Physician Assistants. Ms. Ashley has been in practice for twenty-eight years.

Arwa Alwehaib, DDS joined the Delray Beach Clinic in 2015 specializing in General Dentistry. She attended the Nova Southeastern University. Dr. Alwehaib has been in practice for eight years and is fluent in Arabic.

Jennifer Dorce-Medard, DO joined the Belle Glade Clinic in 2017 specializing in Family Medicine. She attended Touro College of Osteopathic Medicine and also completed her residency at Broward Health Medical Center. Dr. Dorce-Medard is certified in Family Medicine by the American Osteopathic Board of Family Physicians. She has been in practice for seven years and is fluent in Creole and French.

Elsy Navarro, APRN joined the Lantana Clinic in 2015 as an Adult Health Nurse Practitioner. She attended the University of The State of New York. Ms. Navarro is certified as an Adult Health Nurse Practitioner by the American Academy of Nurse Practitioners. She has been in practice for twelve years and is fluent in Spanish.

Ada Seminario, DDS joined the Belle Glade Clinic in 2015 specializing in General Dentistry. She attended the University of Connecticut School of Dental Medicine. Dr. Seminario has been in practice for thirteen years and is fluent in Spanish.

Carline St. Vil, APRN joined the Delray Beach Clinic in 2013 as a Family Nurse Practitioner. She attended the Long Island University. Ms. St. Vil is certified as a Family Nurse Practitioner by the American Academy of Nurse Practitioners. She has been in practice for thirteen years and is fluent in Creole and French.

Sandra Warren, MD joined the Lake Worth Clinic in 2015 specializing in Public Health and General Preventive Medicine. She attended Universidad De Caldas and also completed her residency at Palm Beach County Health Department. Dr. Warren is certified in Public Health and General Preventive Medicine by the American Board of Preventive Medicine. She has been in practice for eight years and is fluent in Spanish.

**DISTRICT CLINIC HOLDINGS, INC.**  
**BOARD OF DIRECTORS**

**April 27 2023**

**4. Fiscal Analysis & Economic Impact Statement:**

Amount	Budget
Capital Requirements	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Annual Net Revenue	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Annual Expenditures	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

Reviewed for financial accuracy and compliance with purchasing procedure:

N/A

\_\_\_\_\_  
Candice Abbott  
VP & Chief Financial Officer

**5. Reviewed/Approved by Committee:**

N/A

\_\_\_\_\_  
Committee Name

\_\_\_\_\_  
Date Approved

**6. Recommendation:**

Staff recommends the Board approve the Recredentialing and privileging of Dawn Silver, PHD, Clinical Psychology.

Staff recommends the Board approve the Recredentialing and privileging of Lisa Campbell, DDS, General Dentistry.

Staff recommends the Board approve the Recredentialing and privileging of Diane Ashley, PA, Physician Assistant.

Staff recommends the Board approve the Recredentialing and privileging of Arwa Alwehaib, DDS, General Dentistry.

Staff recommends the Board approve the Recredentialing and privileging of Jennifer Dorce-Medard, DO, Family Medicine.

Staff recommends the Board approve the Recredentialing and privileging of Elsy Navarro, APRN, Adult Health Nurse Practitioner.

Staff recommends the Board approve the Recredentialing and privileging of Ada Seminario, DDS, General Dentistry.

Staff recommends the Board approve the Recredentialing and privileging of Carline St. Vil, APRN, Family Nurse Practitioner.

**DISTRICT CLINIC HOLDINGS, INC.  
BOARD OF DIRECTORS**

**April 27 2023**

Staff recommends the Board approve the Recredentialing and privileging of Sandra Warren, MD, Public Health and Preventive Medicine.

Approved for Legal sufficiency:

DocuSigned by:

*Bernabe Icaza*

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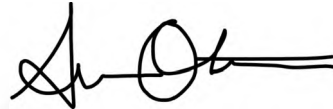
Bernabe Icaza  
VP & General Counsel

DocuSigned by:

*Dr. Charmaine Chibar*

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Dr. Charmaine Chibar  
FQHC Medical Director



Alicia Ottmann, PA-C  
AVP, Executive Director FQHC  
& Pharmacy Services

**DISTRICT CLINIC HOLDINGS, INC.**  
**BOARD OF DIRECTORS**  
**April 27, 2023**

**1. Description: Quality Report**

**2. Summary:**

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

- Quality Council Meeting Minutes April 2023
- UDS Report – YTD
- Provider Productivity –March 2023

**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

**Breast Cancer Screening Initiative:** In March 2023, The Clinic Service Center contacted patients under the Federal Poverty Line (FPL) criteria of 150% who had not had their Breast Screening from January 2022- February 2023. Of the 122, the CSC scheduled 27 patients with the mobile mammogram bus for our pilot on March 25, 2023. The additional 95 will be contacted for the next upcoming campaign, which will be held in June 2023. Of the 27 patients that were scheduled for an appointment, 15 of them completed their mammogram with the mobile bus.

UTILIZATION OF HEALTH CENTER SERVICES

Individual monthly provider productivity stratified by clinic.

**4. Fiscal Analysis & Economic Impact Statement:**

	<b>Amount</b>	<b>Budget</b>
Capital Requirements		Yes <input type="checkbox"/> No <input type="checkbox"/>
Annual Net Revenue		Yes <input type="checkbox"/> No <input type="checkbox"/>
Annual Expenditures		Yes <input type="checkbox"/> No <input type="checkbox"/>

Reviewed for financial accuracy and compliance with purchasing procedure:

N/A

**DISTRICT CLINIC HOLDINGS, INC.**

**BOARD OF DIRECTORS**

DocuSigned by:

*Candice Abbott*

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**April 27, 2023**

Candice Abbott  
VP & Chief Financial Officer

**5. Reviewed/Approved by Committee:**

N/A

Committee Name

Date Approved

**6. Recommendation:**

Staff recommends that the Board approve the updated Quality Report.

Approved for Legal sufficiency:

DocuSigned by:

*Bernabe Icaza*

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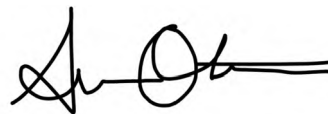
Bernabe Icaza  
VP & General Counsel

DocuSigned by:

*Dr. Charmaine Chibar*

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Dr. Charmaine Chibar  
FQHC Medical Director



Alicia Ottmann, PA-C  
AVP, Executive Director FQHC  
& Pharmacy Services



## Quality Council Meeting Minutes

**Date: April 7, 2023**

**Time: 1:00PM – 3:00PM**

**Attendees:** Andrea Steele – AVP of Corporate Quality; Maria Chamberlin – Assistant Director of Nursing; Shauniel Brown – Senior Risk Manager, Dr. Sandra Warren – Associate Medical Director, David Speciale – Patient Experience Director, Alexa Goodwin – Patient Relations Manager, Marisol Miranda – Director of Clinic Operations, Carolina Foksinski- Operations Process Manager, Lisa Hogans – Director of Nursing; Nancy Gonzalez – Dental Program Director; Ivonne Cohen- Corporate Quality Reporting Analyst, Jokebed Laureore- Nurse Educator, Erik Lalani – Dental Operations Manager; Jon Van Arnham – Behavioral Health Project Consultant, Dr. Ana Ferwerda – Director of Clinic EHR Optimization & Women’s Health, Monica Georgelis – Senior Business Intelligence Developer

**Excused:** N/A

**Minutes by:** Nicole Glasford – Executive Assistant

<u>AGENDA ITEM</u>	<u>DISCUSSION / RECOMMENDATIONS</u>	<u>ACTION ITEMS (AI)</u>	<u>RESPONSI BLE PARTY</u>	<u>DATE</u>
<b>PATIENT SAFETY &amp; ADVERSE EVENTS</b>				
<b>OCCURENCES</b>	<p><b><u>Report Summary</u></b></p> <p>The March 2023 Risk Management (Incident Reports) Tableau dashboard, showed a total of 28 reported events. 28 incidents and 0 good catch. Our highest reported location was Mangonia Park (6), Lantana (5) and West Palm Beach (4). Which had a total of 24% of all reported events.</p> <p><b>Trends by Clinic: Incidents</b></p> <ol style="list-style-type: none"> <li>1. Belle Glade Dental – 1</li> <li>2. Belle Glade Medical- 1</li> <li>3. Delray Dental- 1</li> <li>4. Delray Medcial-3</li> <li>5. Jupiter- 1</li> <li>6. Lake Worth Medical- 2</li> <li>7. Lantana dental- 0</li> </ol>	Show Risk Severity dashboard trending over time, in addition to current month.	Shauniel	5/7/23



	<div>8. Lantana Medical- 5</div> <div>9. Mangonia- 6</div> <div>10. Medical Clinic Administration- 2</div> <div>11. West Boca- 0</div> <div>12. West Palm Beach Dental- 0</div> <div>13. West Palm Beach Medical -4</div> <div>(March Risk Report Summary presented with graphs.)</div>																																																																											
UTILIZATION																																																																												
OPERATIONS	<div>Productivity</div> <div>The Clinics continue to see an increase in overall total billable visits since the start of the pandemic:</div> <table><tr><th colspan="6">Productivity March 2023</th></tr><tr><th>Service Line</th><th colspan="2">Target</th><th colspan="2">Seen</th><th>% of Goal</th></tr><tr><td></td><td>In Person</td><td>Tele</td><td>In Person</td><td>Tele</td><td>Total</td></tr><tr><td>Adult Care</td><td>6573</td><td></td><td>5347</td><td></td><td>81%</td></tr><tr><td>Pediatrics</td><td>1554</td><td></td><td>1804</td><td></td><td>116%</td></tr><tr><td>Women’s Health</td><td>737</td><td></td><td>647</td><td></td><td>88%</td></tr><tr><td>Behavioral Health</td><td>638</td><td></td><td>646</td><td></td><td>101%</td></tr><tr><td>Substance Abuse</td><td>1208</td><td></td><td>1118</td><td></td><td>93%</td></tr><tr><td>Dental</td><td>2461</td><td></td><td>2318</td><td></td><td>94%</td></tr><tr><td>Dental Hygiene</td><td>1278</td><td></td><td>1230</td><td></td><td>96%</td></tr><tr><td>Residents</td><td>833</td><td></td><td>692</td><td></td><td>83%</td></tr><tr><td>Total</td><td>15,282</td><td></td><td>13,802</td><td></td><td>90%</td></tr></table>	Productivity March 2023						Service Line	Target		Seen		% of Goal		In Person	Tele	In Person	Tele	Total	Adult Care	6573		5347		81%	Pediatrics	1554		1804		116%	Women’s Health	737		647		88%	Behavioral Health	638		646		101%	Substance Abuse	1208		1118		93%	Dental	2461		2318		94%	Dental Hygiene	1278		1230		96%	Residents	833		692		83%	Total	15,282		13,802		90%			
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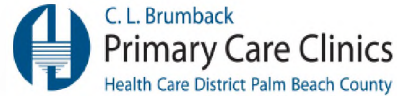
	<b><i>(Clinic productivity report with graphs were presented.)</i></b>			
	<b><u>Walk-ins</u></b> Medical <ul style="list-style-type: none"> <li>Scheduled: 8,318</li> <li>Walk-Ins: 1,936</li> </ul> Dental: <ul style="list-style-type: none"> <li>Scheduled: 3,064</li> <li>Walk-Ins: 484</li> </ul>			
	<b><u>No Show Rates</u></b> No Show rates are trending downward and are at a rate of 18%; down from 18.8% from previous month.  <b>(Report with graph presented.)</b>	No Show Nurse Visits; remove Mangonia from graphic	Ivonne	5/7/23
<b>PATIENT RELATIONS</b>				
<b>GRIEVANCES, COMPLAINTS &amp; COMPLIMENTS</b>	<b><u>Patient Relations Dashboard</u></b> For February 2023, there were a total of 14 Patient Relations Occurrences that occurred between 5 Clinics and Clinic Administration. Of the 14 occurrences, there was 4 Grievances and 10 Complaints. The top 5 categories were Finance, Physician Related, Nursing Related, Referral Related and Care & Treatment issues. The top subcategory was Billing Issues and Physician Related All Aspects of Care with 3 occurrences in each. There was also a total of 22 compliments received across 6 Clinics and Clinic Administration. Of the 22 compliments, 21 were patient compliments and 1 was an employee to employee			



	<p>“Thumbs-Up” compliment. Breakdown of each clinic presented.</p> <p><b><i>(Patient Relations Report &amp; Patient Relations Dashboard with Graphs presented.)</i></b></p>			
<b>SURVEY RESULTS</b>	<p><b><u>Patient Satisfaction Survey – February 2023</u></b></p> <p>From January 2022 thru February 2023, the clinics delivered 135,595 Patient Satisfaction surveys to patients, of which 20% of the surveys were opened and 4% of the surveys were completed by patients. For February 2023 there were 385 Patient Satisfaction Surveys completed which is a 10% decrease from the previous month and represents 4% of total patient visits for the month. The top 5 and lowest 5 scored-questions were presented. Of the 385 surveys, 75% were submitted by females and 25% by males; most patients prefer appointments on Tuesday mornings; and the most surveys were completed by patients after the first visit to the practice. The most frequent perceived wait time was between 6 to 15 minutes. Promoter scores increased by 2% and detractor scores remained the same compared to last month. The clinics reached an all-time high of promoter scores at 81%.</p> <p>“Best Questions” for February 2023:</p> <ul style="list-style-type: none"> <li>• Care and concern of our nurses/medical assistants - 90% (increased from 85%)</li> <li>• Quality of Medical Care – 88% (Same as last month)</li> <li>• Our Practice – 87% (increased from 85%)</li> <li>• Maintaining patient privacy throughout this visit – 87% (increased from 85%)</li> <li>• Time taken to listen and answer your questions – 87%</li> </ul>	<p>Third Next Available: add Jupiter for Women’s Health to Next Third Available</p> <p>Monthly Trend Average Days</p>	<p>David, Kristen &amp; Monica</p>	<p>5/7/23</p>



	<p>“Worst Questions” for February 2023: All 5 detractors improved from last month.</p> <ul style="list-style-type: none"> <li>• Your ability to contact us after hours - 17% (increased from 14%)</li> <li>• Being informed about any delays during this visit – 17% (increased from 15%)</li> <li>• Waiting time in the reception area – 15% (increased from 14%)</li> <li>• Waiting time in the exam room – 13% (increased from 12%)</li> <li>• Appointment available within a reasonable amount of time - 12% (increased from 11%)</li> </ul> <p>NOTE: “Your phone calls answered promptly” was not a top detractor.</p> <p>February data presented by: rates of return by clinic, top promoter and detractor scores by clinic, patient comments by clinic. Reports revised so that each clinic/department has a complete list of questions for the survey month. Trends over time presented by clinic location.</p> <p><b><u>Patient Satisfaction Survey – March 2023</u></b></p> <p>From January 2022 thru March 2023, the clinics delivered 147,055 Patient Satisfaction surveys to patients, of which 20% of the surveys were opened and 4% of the surveys were completed by patients. For March 2023 there were 426 Patient Satisfaction Surveys completed which is a 10% increase from the previous month and represents 3% of total patient visits for the month. The top 5 and lowest 5</p>			
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	<p>scored-questions were presented. Of the 426 surveys, 75% were submitted by females and 25% by males; most patients prefer appointments on Monday mornings; and the most surveys were completed by patients after the first visit to the practice. The most frequent perceived wait time was between 6 to 15 minutes. Promoter scores decreased by 2% and detractor scores remained the same compared to last month.</p> <p><b>“Best Questions” for February 2023: (New to list for March)</b></p> <ul style="list-style-type: none"> <li>• Care and concern of our nurses/medical assistants - 89% (decreased from 90%)</li> <li>• <b>Things explained in a way you could understand – 86%</b></li> <li>• Quality of Medical Care – 86% (decreased from 88%)</li> <li>• <b>Courtesy of the person who took your call – 86%</b></li> <li>• <b>Instructions given regarding medication/follow up care – 85%</b></li> </ul> <p><b>“Worst Questions” for March 2023: (New to list for March)</b></p> <ul style="list-style-type: none"> <li>• Your ability to contact us after hours - 20% (increased from 17%)</li> <li>• Waiting time in the reception area – 16% (increased from 15%)</li> <li>• Being informed about any delays during this visit – 15% (decreased from 17%)</li> <li>• Your phone calls were answered promptly – 14%</li> <li>• Waiting time in the exam room – 13% (same as last month)</li> </ul>			
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	<p>NOTE: "Appointment available within a reasonable amount of time" was not a top detractor.</p> <p>March data presented by: rates of return by clinic, top promoter and detractor scores by clinic, patient comments by clinic. Reports revised so that each clinic/department has a complete list of questions for the survey month. Trends over time presented by clinic location.</p> <p><b>(Patient Satisfaction Survey PowerPoint presented.)</b></p>			
<b>OUTBOUND CALL CAMPAIGNS</b>	<p><b><u>Provider Reschedules:</u></b></p> <p>In March 2023, The Clinic Service Center contacted 345 patients to reschedule their appointment. This was due to the new provider template. This was a 115.63% increase from the previous month when we rescheduled 160 patients.</p> <p><b><u>Outbound Campaigns:</u></b></p> <p>In March 2023, The Clinic Service Center contacted patients under the FPL criteria of 150% who had not had their Breast Screening from January 2022-February 2023. Of the 122, the CSC scheduled 27 patients, and 95 will be contacted for the next upcoming campaign, which will be held in June 2023.</p> <p><b><u>After Hours Call Return Summary Report – March 2023</u></b></p> <p>In March 2023, the Clinic Service Center returned 176 calls received from the After-Hours service. This was a 132% increase from the previous month. After hours calls by Type, by Clinic, and by Department presented. Of the 176</p>			



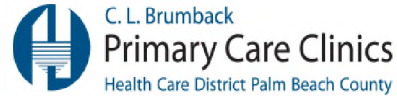
	<p>after hours calls received 31 (18%) of the calls were paged out to the on-call provider for a clinical issue. All clinical issues were paged out. The majority of after-hours calls were for clinical issues, followed by appointment requests. Trends over time reported.</p> <p><b><i>(Outbound Campaign PowerPoint presented.)</i></b></p>			
<b>NEXT THIRD AVAILABLE</b>	<p><b><u>Next Third Available</u></b></p> <p>The Next Third Available (NTA) report as of March 31, 2023 was presented by service line for each Clinic location. The report excludes “same day” appointment slots. Monthly data and Trends over time data presented for each clinic and service line. Report data revised to reflect <u>average number of days</u> for each provider per month. New slides presented that compares a single clinic including all service lines to all clinics combined with a confidence interval of 75%.</p> <p><b>March 2023 data (average # of days):</b></p> <p><u>Women’s Health:</u></p> <ul style="list-style-type: none"> <li>• BG: between 14 and 17 days (decreased)</li> <li>• LW: between 1 and 6 days (decreased)</li> <li>• JUP: Not populating – escalated to BI and MHS</li> </ul> <p><u>Belle Glade PCC:</u></p> <ul style="list-style-type: none"> <li>• Providers: between 8 and 10 days (increased)</li> <li>• Residents: between 2 and 19 days (decreased)</li> </ul> <p><u>Boca PCC:</u> Between 3 and 4 days (increased)</p> <p><u>Delray Beach PCC:</u> Between 2 and 9 days (decreased)</p> <p><u>Jupiter PCC:</u> Between 0 and 1 days (same)</p> <p><u>Lake Worth PCC:</u> 1 day (decreased)</p>			



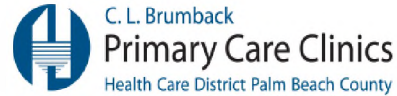
	<p><u>Lantana PCC:</u></p> <ul style="list-style-type: none"> <li>• Adults: Between 5 and 35 days (decreased)</li> <li>• Peds: Between 8 and 14 days (decreased)</li> </ul> <p><u>Lewis Center PCC:</u> 0 days (decreased)</p> <p><u>Mangonia Park PCC:</u> Between 2 and 4 days (decreased)</p> <p><u>WPB PCC:</u></p> <ul style="list-style-type: none"> <li>• Adults: Between 0 and 26 days (decreased)</li> <li>• Peds: Between 7 and 9 days (increased)</li> </ul> <p><u>Behavioral Health:</u></p> <ul style="list-style-type: none"> <li>• Mangonia Park: Between 0 and 1 days (same)</li> <li>• Other Locations: Between 0 and 3 days (same)</li> </ul> <p><u>Dental New Adult (Comps):</u></p> <ul style="list-style-type: none"> <li>• BG: 12 days (increase)</li> <li>• DB: 42 days (increase)</li> <li>• WPB: 1 day</li> </ul> <p><u>Dental New Peds (Comps):</u></p> <ul style="list-style-type: none"> <li>• BG: 0 days (same)</li> <li>• LAN: Between 27 and 47 days (increase)</li> <li>• WPB: 24 days (decrease)</li> </ul> <p><u>Dental Procedures:</u></p> <ul style="list-style-type: none"> <li>• BG: Between 1 and 2 days (decrease)</li> <li>• DB: Between 1 and 2 days (decrease)</li> <li>• LAN: Between 0 and 2 days (decrease)</li> <li>• WPB: Between 0 and 1 days (decrease)</li> </ul> <p><u>Hygiene:</u></p> <ul style="list-style-type: none"> <li>• BG: 0 days wait</li> <li>• DB: Between 103 days</li> <li>• LAN: Zero (0) days</li> </ul>			
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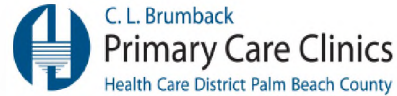
	<ul style="list-style-type: none"> <li>WPB: Zero (0) days</li> </ul> <p><b>(Third Next Available PowerPoint presented.)</b></p>			
QUALITY				
QUALITY AUDITS				
MEDICAL	<p><b><u>Hemoglobin A1C/Point of Care Testing</u></b></p> <p>Shows: The diabetes measure data for February 2023 shows that our patients are currently controlled at _63_ % while 25% are uncontrolled (of 1782 diabetic patients total) and 12% of patients need data. HRSA goal is to have 67% of patients with controlled diabetes. There were 1480 POC A1Cs done (83% of Diabetic Patients). The majority of controlled patients (96%) and uncontrolled patients (94%) had the A1c done at POC vs. lab. The Jupiter Clinic (88%). Lantana Clinic (86%), Boca Clinic (86%) and West Palm Beach Clinic (87%) have the highest percentage of A1c use among the clinics in February 2023.</p>	<p>Patients with Mammogram orders placed slide to update to an easier to read layout/format.</p> <p>Depression Remission at Twelve Months- look into how many patients not in remission are receiving care.</p>	<p>Ivonne</p> <p>Dr. Warren &amp; Andrea</p>	<p>5/7/23</p> <p>5/7/23</p>
	<p><b><u>Colorectal Cancer Screening February 2023</u></b></p> <p>Satisfied: 961 (27%) Needs Data: 2594 (73%)</p>	<p>Look into epic as after upgrade, adolescent 2023 YTD is not up to date</p> <p>Download for Colorectal Cancer Screening; no numbers after upgrade</p>	<p>Monica</p> <p>Monica</p>	<p>5/7/23</p> <p>5/7/23</p>
	<p><b><u>FIT Test February 2023</u></b></p> <p>Among patients with the colorectal cancer screening due the screening was ordered in 82% of the patients and 18% of the patient did not have and order. The rate of completion would have been higher but the fit tests are not being returned as expected. Our highest return rates</p>			



	<p>were at Boca Clinic (38%), Belle Glade Clinic (31%), and West Palm 99 (31%).</p> <p>Belle Glade Clinic and Lantana Clinic are leading the charge in Point of Care FIT Tests.</p> <p><b>(Report with graph presented.)</b></p>			
	<p><b><u>Cervical Cancer Screening February 2023</u></b> Satisfied: 2478 (60%) Needs Data: 1665 (40%)</p>			
	<p><b><u>Breast Cancer Screening February 2023</u></b> Satisfied screenings – 977 (50%) Unsatisfied Screenings – 964 (50%)</p> <ul style="list-style-type: none"> <li>• Not Met with order –751 (39%)</li> <li>• Not Met (Patient Missed) – 213 (11%)</li> </ul>			
<b>DENTAL</b>	<p><b><u>Dental Sealants</u></b></p> <p>January – December 2023: <b>91% (80; n=88)</b></p> <p>March 2023: 95% <b>(138; n= 145)</b></p>			
	<p><b><u>Limited Exams</u></b></p> <p><b>March 2023: 422</b></p> <p>-Same Day Extractions: <b>209 (50% n=422)</b></p> <p>-Antibiotics Given: Patients without a future extraction appointment type <b>89 (21% n=422)</b></p> <p>-Ext. not needed(non-emergent): <b>87 (21% n=422)</b></p>	Look into extraction referrals trend over times Dr. Cucuras was out and unable to perform extractions himself.	Nancy	5/7/23



	<p>-Returns (Follow-Up): Patients with a future extraction appointment type <b>37 (9% n=422)</b></p> <p>-Returned within 21 days for ext.: <b>28 (76% n=37)</b></p>			
	<p><b><u>MDI/WHO</u></b></p> <p><b>March 2023</b></p> <p><b><u>Total Well Visit Pediatric Patients 192</u></b></p> <ul style="list-style-type: none"> <li>- Excluded from MDI KPI <b>77 (40%; n=192)</b></li> <li>- Eligible MDI <b>115 (60%; n=192)</b></li> </ul> <p><b><u>Total Pediatrician KPI Patients (Pts who do not have a dental home): 115</u></b></p> <ul style="list-style-type: none"> <li>- No MDI <b>19 (17% n=115)</b></li> <li>- MDI <b>96 (83% n=115)</b></li> </ul> <p><b><u>Total of patients who had MDI visit: 96</u></b></p> <ul style="list-style-type: none"> <li>- Declined WHO <b>59 (61% n=96)</b></li> <li>- Interested in WHO <b>39 (41% n=96)</b></li> </ul> <p><b><u>Total Dentist KPI Patients (Pts. Interested in WHO): 39</u></b></p> <ul style="list-style-type: none"> <li>- WHO not seen by Dentists <b>12 (31%; n=39)</b></li> <li>- WHO seen by Dentists <b>27 (69%; n=39)</b></li> </ul>	<p>Communicate to WPB pediatricians to share Warm Hand Off (WHO) template with dental hygienists and explain opportunities to see patient before or after WHO.</p>	Nancy	5/7/23



	<div>Dental Clinic Audit Summary</div> <table><tr><td>Dental Clinic Audit - February 2023</td><td></td></tr><tr><td>Belle Glade</td><td>97%</td></tr><tr><td>Delray</td><td>97%</td></tr><tr><td>Lantana</td><td>97%</td></tr><tr><td>West Palm Beach</td><td>96%</td></tr></table>	Dental Clinic Audit - February 2023		Belle Glade	97%	Delray	97%	Lantana	97%	West Palm Beach	96%	Follow-up to update percentage scale for the Dental Clinic Quality Trend 2023 slide	Andrea & Irene	5/7/23
Dental Clinic Audit - February 2023														
Belle Glade	97%													
Delray	97%													
Lantana	97%													
West Palm Beach	96%													
NURSING	<div>Higher Level of Care</div> <div>Higher Level of Care February</div> <div>88 ER referrals/86 patients were sent to the ER in February. The breakdown of the referrals is:</div> <div><ul style="list-style-type: none"><li>• WH- 17 (19%)</li><li>• Peds- 13 (15%)</li><li>• Adult- 53 (60 %)</li><li>• Urgent Care/ER**- 4 (5%)</li><li>• Life Trans to LMC- 1 (1%)</li><li>• Adult Crisis- 0</li><li>• Peds Crisis-0</li></ul></div> <div>**Urgent Care was discontinued previous months.</div> <div>There were 2 patients with multiple orders in February- Dr. Ferwerda and Dr. Chibar to review</div> <div><div>1. WH patient was referred on 2/10 for decreased FHT. 2/23 patient was sent back for poorly controlled GDM/IOL evaluation.</div></div>													



	<p>2. Pediatric patient was referred on 2/9 for anorexia/evaluation for inpatient treatment due to continued weight loss. Patient in on 2/16 for hospital follow up visit post admission. Presented with pain in RLQ. Sent back to ER for further evaluation.</p> <p>PEDS REFERRALS- highest producer was Dr. Clarke- having 8 (62%); Dr. Marzouca 4 (31%); Dr. Lazaro 1 (8%).</p> <p>The incorrect referral type was used by Dr. Clarke for 1 of her 8 pediatric referrals. (AMB Pediatric Emergency Medicine referral should be used). We are in the process of removing access for providers to the incorrect referral options.</p> <p>ADULT REFERRALS- highest producer this month was Dr. Castiglia with 4 (8%).</p> <p>The incorrect referral type was used by Dr. Puentes on his one referral. (AMB referral to Emergency Medicine should be used) We are in the process of removing access for providers to the incorrect referral options.</p>			
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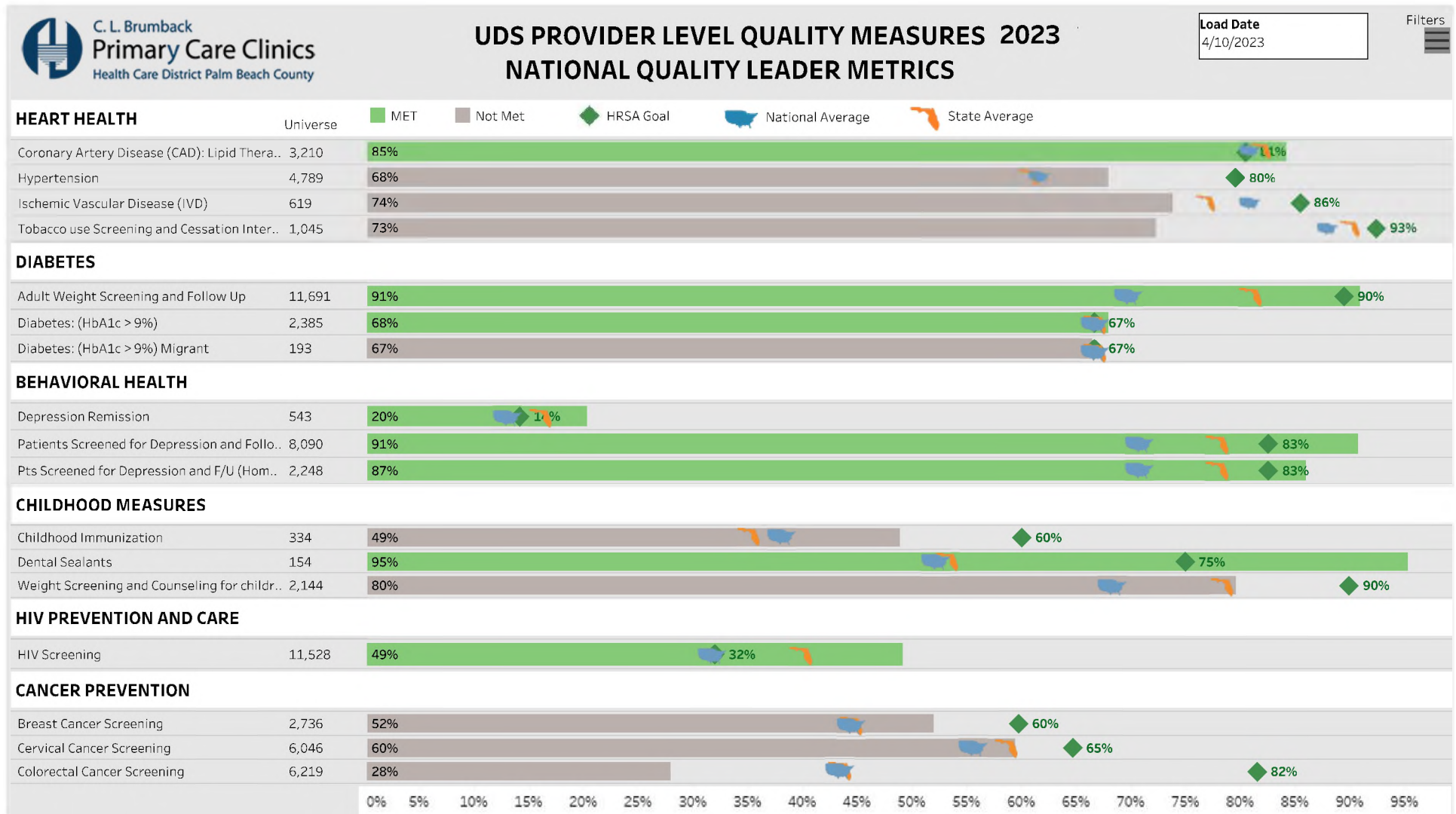
**HIV Linkage To Care**

3 out of 3 were linked to care within 30 days.

**QUALITY METRICS****UDS YTD 2023**Of the 16 UDS Measures: 8 Exceeded the HRSA Goal and 10 were short of the HRSA Goal (*Clinic Score/ HRSA Goal / Healthy People Goal*)

<b>Medical UDS Report</b>	<b>Adult Weight screening and follow up:</b> ( _91_ % / 90%)			
	<b>Breast Cancer Screening:</b> ( _52_ %/60%)			
	<b>Cervical Cancer Screening:</b> ( _60_ % /65%)			
	<b>Childhood immunization:</b> ( _49_ %/ 60%)			
	<b>Colorectal Cancer Screening:</b> ( _28_ % / 82%)			
	<b>Coronary Artery Disease CAD:</b> ( _85_ % / 81%)			
	<b>Dental Sealants:</b> ( _95_ % / 75% )			
	<b>Depression Remission:</b> ( _20_ % / 14% )			
	<b>Diabetes:</b> ( _68_ % / 67% )			
	<b>HIV Screening:</b> ( _49_ % / 32%)			
	<b>Hypertension:</b> ( _68_ % / 80% )			
	<b>Ischemic Vascular Disease (IVD):</b> ( _74_ % / 86%)			
	<b>Depression screening:</b> ( _91_ % / 83% )			
	<b>Depression screening (Homeless):</b> ( _87_ % / 83% )			
	<b>Tobacco use screening &amp; cessation:</b> ( _73_ % / 93%)			
	<b>Weight assessment, Children &amp; Adolescent:</b> ( _80_ % /90%)			

**Meeting Adjourned: 3:17PM**



PRODUCTIVITY REPORT MARCH 2023

ALL PROVIDERS

AS 03/31/2023 Based on Completed Appointments

<51%

>=51% and < 80%

>= 80% and <100%

>= 100%

ADULT CARE										
Provider	Daily Target	Days Worked	Target for the Month			Total for the Month Seen		% Monthly Target Achieved		Daily Average
			AM	PM	Total	AM	PM	Total		
ALFONSO PUNTES, RAMIRO, MD	17	18.0	193	116	308	175	86	261	85%	14.5
BUI, THY, DO	17	23.0	244	150	393	144	184	328	83%	14.3
CASTIGLIA, SARAH, MD	17	20.5	214	136	350	142	84	226	65%	11.0
DABU, DARNEL, MD	***13	3.5	18	13	32	12	18	30	94%	8.6
DONNELL, MASON, PA	15	16.5	153	96	249	92	54	146	59%	8.8
DORCE-MEDARD, JENNIFER, MD	17	1.0	18	0	18	17	0	17	94%	17.0
FERNANDEZ SANCHEZ, MARCO, NP	15	15.5	144	90	234	163	66	229	98%	14.8
FIDLER, LISA, APRN	15	20.5	189	120	309	143	71	214	69%	10.4
FLOREZ, GLORIA, MD	17	21.0	223	136	359	192	118	310	86%	14.8
HARBERGER, SENECA, MD	17	16.0	172	102	274	132	77	209	76%	13.1
JEAN-JACQUES, FERNIQUE, NP	15	23.0	223	126	349	217	97	314	90%	13.7
KOOPMAN, REBECCA, PA	15	23.0	215	132	347	261	114	375	108%	16.3
LAM, MINH DAI, NP	15	16.5	160	90	250	169	91	260	104%	15.8
LANGLEY, TAMARA, NP	15	22.5	207	132	339	152	95	247	73%	11.0
LARA SUAREZ, MARIA, NP	15	22.0	206	126	332	163	87	250	75%	11.4
NAVARRO, ELSY, NP	15	22.0	215	120	335	213	91	304	91%	13.8
NOUKELAK, GERMAINE, MD	17	21.5	232	136	368	213	98	311	84%	14.5
PEREZ, DANIEL JESUS, MD	*** 15	5.5	13	30	43	12	22	34	79%	6.2
PHILISTIN, KETELY, NP	15	20.0	188	114	302	174	80	254	84%	12.7
PIERRE LOUIS, JOANN, NP	15	20.0	188	114	302	181	90	271	90%	13.6
TAHERI, NERGESS, DO	*** 10	4.0	20	12	32	20	12	32	100%	8.0
ST. VIL, CARLINE, NP	15	20.0	188	114	302	155	92	247	82%	12.4
STANEK, EWELINA, PA	15	16.0	144	96	240	114	67	181	75%	11.3
WARREN, SANDRA, MD	17	13.5	151	82	232	124	66	190	82%	14.1
WILMOT, ALTHEA, NP	15 / 12 Mobile	19.5	175	98	273	67	40	107	39%	5.5
ADULT CARE TOTALS		424.5	4,093	2,481	6,573	3,447	1,900	5,347	81%	

\*\*\* Avg Target Precepting

RESIDENCY PROGRAM										
PY1	8	25.0	132	56	188	125	62	187	100%	7.5
PY2	12	21.0	145	78	223	122	75	197	88%	9.4
PY3	16	27.0	278	144	422	200	108	308	73%	11.4
RESIDENTS TOTAL		73.0	555	278	833	447	245	692	83%	

PEDIATRIC CARE										
CLARKE-AARON, NOELLA, MD	17	20.5	214	136	350	237	145	382	109%	18.6
DESSALINES, DUCLOS, MD	17	15.5	163	102	265	198	113	311	117%	20.1
LAZARO RIVERA, NANCY, MD	17	15.5	163	102	265	223	116	339	128%	21.9
MARZOUCA, KISHA F., MD	17	22.5	235	150	384	252	167	419	109%	18.6
NORMIL-SMITH, SHERLOUNE, MD	17	17.0	173	116	289	221	132	353	122%	20.8
PEDIATRIC CARE TOTALS		91	949	605	1,554	1,131	673	1,804	116%	

WOMEN'S HEALTH CARE										
FERWERDA, ANA, MD	*** 17 / 14 BG	15.0	168	71	239	161	53	214	89%	14.3
FINLEY, NICOLE, NP	15	13.5	126	78	204	116	77	193	95%	14.3
PROPHETE, JOYCE, MD	*** 17 / 14 BG	18.0	176	118	294	144	96	240	82%	13.3
WOMEN'S HEALTH CARE TOTALS		46.5	471	267	737	421	226	647	88%	

BEHAVIORAL HEALTH INTEGRATION										
CALDERON, NYLSA, LMHC	10	20.5	126	80	206	94	111	205	100%	10.0
BROWN, JEREMY, LCSW	10	22.5	138	88	226	107	106	213	94%	9.5
JONES, KIARA, LCSW	10	20.5	126	80	206	139	89	228	111%	11.1
BH INTEGRATION TOTALS		63.5	390	248	638	340	306	646	101%	

BEHAVIORAL HEALTH ADDICTION										
PHILLIPS, COURTNEY, MD	8	1.0	2	0	2	2	0	2	100%	2.0
PETER, AMANDA, NP	12	19.5	144	91	235	126	45	171	73%	8.8
BURROWES, SHARON, NP	12	22.5	166	106	271	95	63	158	58%	7.0
HIRSCH, KAREN, LCSW	6	16.0	61	36	97	74	24	98	101%	6.1
MILETA, SNJEZANA, LMHC	10	22.0	132	88	220	159	94	253	115%	11.5
MITCHELL, ANGELA, LCSW	10	17.0	108	64	172	142	62	204	119%	12.0
REXACH, CLAUDIA, LMHC	10	21.0	126	84	210	138	94	232	110%	11.0
BH ADDICTION TOTALS		119	739	469	1208	736	382	1,118	93%	

DENTAL										
ABREU, MARIANA, DDS	16	23.5	245	134	379	230	73	303	80%	12.9
ALI, BUSHBA, DMD	16	22.0	219	134	354	236	116	352	100%	16.0
ALWEHAIB, ARWA, DDS	16	22.5	221	141	362	277	153	430	119%	19.1
BOWEN, BEVERLY, DMD	16	19.5	192	122	314	162	81	243	77%	12.5
SEMINARIO, ADA, DDS	16	15.5	154	96	250	182	77	259	104%	16.7
SOFIANOS, MICHAEL, DMD	16	17.5	173	109	282	154	93	247	88%	14.1
WILLIAMS, RICHARD, DMD	16	17.5	173	109	282	169	96	265	94%	15.1
ZANGENEH, YASMINE, DMD	16	15.0	144	96	240	146	73	219	91%	14.6
DENTAL TOTALS		153.0	1,520	941	2,461	1,556	762	2,318	94%	

DENTAL HYGIENE										
MOZER NASCIMENTO, ARIANNE	8	22.5	110	70	181	118	73	191	106%	8.5
FEOLA, LEYDA	8	21.5	106	67	173	92	67	159	92%	7.4
MASON, SHERRY	8	21.5	106	67	173	90	75	165	95%	7.7
HARDCASTLE, CORINA	8	20.5	101	64	165	90	60	150	91%	7.3
DUCHARME, RHONDA	8 / 16 MDI	16.5	163	102	266	16	240	256	96%	15.5
PETERSEN, PATRICE	8 / 16 MDI	20.5	197	125	322	108	201	309	96%	15.1
DENTAL HYGIENE TOTALS		123.0	782	496	1278	514	716	1,230	96%	

GRAND TOTAL		1093.5	9,498 <sup>1p</sup>	5,784	15,282	8,592	5,210	13,802	90%	
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**PRODUCTIVITY REPORT MARCH 2023**

ALL CLINICS

AS 03/31/2023 Based on Completed Appointments

&lt;51%

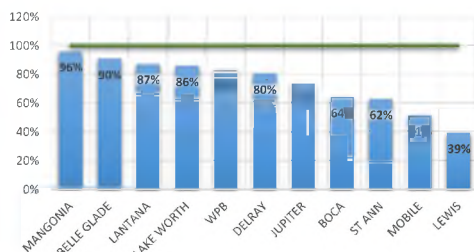
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&gt;=80% and &lt;100%

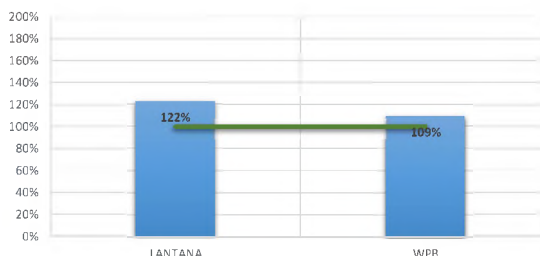
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Category	Target for the Month			Total for the Month Seen			% Monthly Target Achieved
AS 03/31/2023	AM	PM	Total	AM	PM	Total	
ADULT CARE	4,093	2,481	6,573	3,447	1,900	5,347	81%
PEDIATRIC CARE	949	605	1,554	1,131	673	1,804	116%
WOMEN'S HEALTH CARE	471	267	737	421	226	647	88%
BH INTEGRATION	390	248	638	340	306	646	101%
BH ADDICTION	739	469	1,208	736	382	1,118	93%
DENTAL HEALTH	1,520	941	2,461	1,556	762	2,318	94%
DENTAL HYGIENE	782	496	1,278	514	716	1,230	96%
RESIDENCY PROGRAM	555	278	833	447	245	692	83%
<b>Grand Total</b>	<b>9,498</b>	<b>5,784</b>	<b>15,282</b>	<b>8,592</b>	<b>5,210</b>	<b>13,802</b>	<b>90%</b>

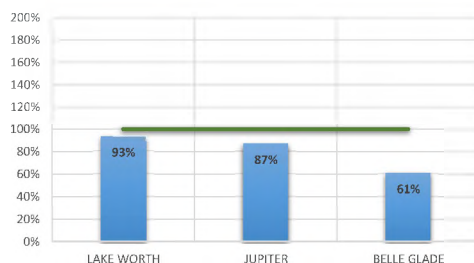
Adult Care



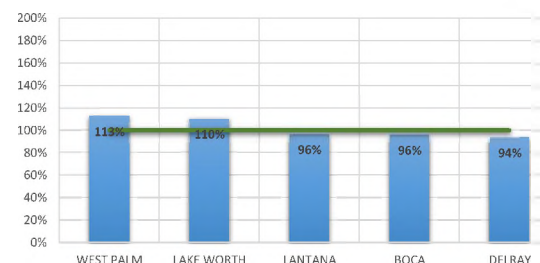
Pediatric Care



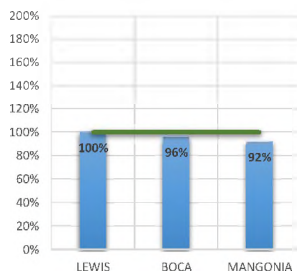
Women's Health Care



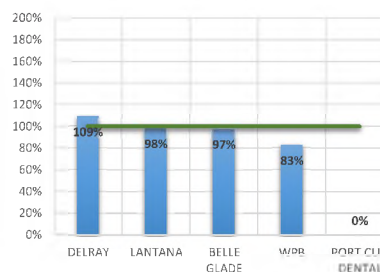
BH Integration



BH Addiction



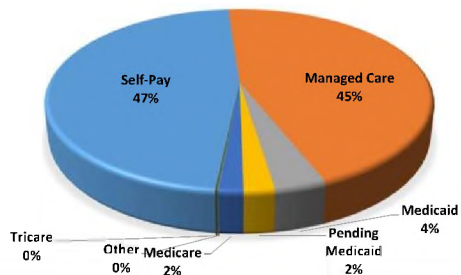
Dental



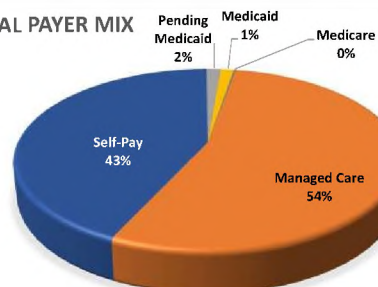
Dental Hygiene



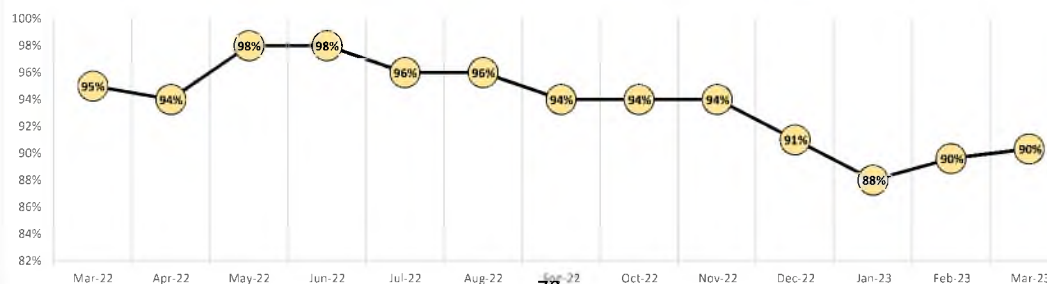
MEDICAL PAYER MIX



DENTAL PAYER MIX



Productivity over a year



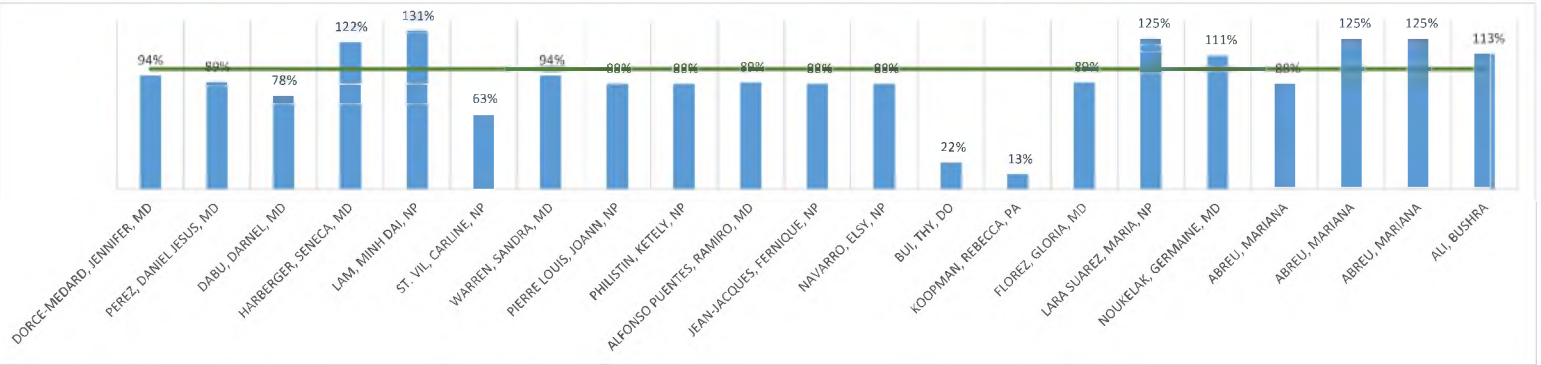
ADULT CARE	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
ALFONSO PUENTES, RAMIRO, MD	96%	94%	90%	92%	92%	94%	82%	88%	88%	85%	102%	85%
	231/240	282/301	316/350	263/287	324/352	198/210	288/352	249/283	212/240	225/264	90/88	261/308
BUI, THY, DO				105%	104%	86%	87%	94%	96%	106%	78%	83%
				77/73	400/386	288/334	328/377	223/237	344/359	155/146	248/316	328/393
CASTIGLIA, SARAH, MD				100%	56%	63%	45%	60%	50%	46%	47%	65%
				30/30	113/201	194/309	115/255	165/274	164/330	144/316	153/325	226/350
DABU, DARNEL, MD	102%	102%	97%	93%	95%	78%	64%	100%	92%	80%	71%	94%
	286/281	347/341	232/238	300/323	341/359	149/190	130/204	62/62	41/45	29/36	21/29	30/32
DONNELL, MASON, PA							100%	100%	100%	79%	86%	59%
							19/19	109/109	132/132	233/294	241/279	146/249
DORCE-MEDARD, JENNIFER, MD	83%	133%	83%	100%	106%	44%	120%				78%	94%
	15/18	12/9	15/18	67/67	19/18	4/9	12/10				7/9	17/18
FERNANDEZ SANCHEZ, MARCO, NP	83%	95%	111%	109%	117%	104%	91%	90%	96%	100%	94%	98%
	263/317	300/317	378/340	263/242	392/334	196/189	296/325	150/135	282/294	143/143	241/257	229/234
FIDLER, LISA, APRN										100%	100%	69%
										15/15	135/135	214/309
FLOREZ, GLORIA, MD	87%	90%	94%	93%	91%	106%	86%	66%	82%	86%	87%	86%
	200/230	290/323	295/315	158/170	318/350	227/213	264/306	189/124	167/204	265/308	252/289	310/359
HARBERGER, SENECA, MD	100%	100%	95%	83%	92%	90%	86%	70%	100%	76%	59%	76%
	24/24	75/75	38/40	196/236	282/308	199/221	177/206	247/172	154/154	234/309	152/258	209/274
JEAN-JACQUES, FERNIQUE, NP	100%	102%	105%	101%	102%	95%	98%	95%	97%	95%	95%	90%
	295/295	253/249	317/301	305/301	355/349	102/107	319/325	135/150	234/242	286/302	244/257	314/349
KOOPMAN, REBECCA, PA	86%	99%	111%	112%	105%	124%	108%	130%	98%	123%	103%	108%
	273/316	306/308	318/286	312/278	264/251	326/262	261/242	348/267	238/242	391/318	296/287	375/347
LAM, MINH DAI, NP	106%	107%	113%	115%	111%	100%	100%	97%	107%	108%	107%	104%
	304/287	292/272	308/272	252/220	197/177	237/236	325/326	243/250	307/288	154/143	267/250	260/250
LANGLEY, TAMARA, NP				100%	88%	99%	75%	85%	89%	89%	69%	73%
				7/7	99/112	201/204	207/275	206/242	276/309	236/264	151/219	247/339
LARA SUAREZ, MARIA, NP						100%	98%	68%	78%	88%	75%	75%
						16/16	141/144	163/240	242/189	189/166	215/287	250/332
NAVARRO, ELSY, NP	97%	99%	101%	99%	94%	99%	91%	90%	96%	90%	99%	91%
	270/279	283/287	160/159	275/279	203/215	273/275	275/302	219/242	240/251	204/227	263/266	304/335
NOUKELAK, GERMAINE, MD						103%	87%	74%	73%	77%	92%	84%
						199/194	280/320	198/266	126/172	252/325	306/334	311/368
PEREZ, DANIEL JESUS, MD	88%	86%	100%	91%	100%	98%	94%	102%	90%	78%	80%	79%
	171/194	195/228	254/254	180/198	131/131	100/102	119/126	42/41	33/37	34/43	26/33	34/43
PHILISTIN, KETELY, NP	90%	92%	88%	99%	99%	87%	81%	85%	90%	85%	77%	84%
	271/302	293/318	238/272	322/325	239/242	167/191	208/256	283/333	218/243	276/325	232/302	254/302

PIERRE LOUIS, JOANN, NP	105%	97%	97%	89%	97%	87%	83%	88%	83%	83%	91%	90%
	285/272	271/280	278/286	229/256	231/238	190/219	246/295	187/212	236/196	272/225	200/219	271/302
ST. VIL, CARLINE, NP	92%	95%	101%	85%	102%	90%	88%	79%	79%	82%	85%	82%
	242/264	191/201	296/294	83/98	202/198	232/257	219/249	167/212	186/234	190/233	187/219	247/302
STANEK, EWELINA, PA					59%	77%	90%	68%	76%	80%	72%	75%
					12/20	102/132	186/208	171/250	240/317	230/287	120/167	181/240
TAHERI, NERGESS, DO			86%	74%	102%	86%	94%	100%	100%	100%	97%	100%
			104/121	75/101	103/101	25/29	65/69	33/33	50/50	31/31	33/34	32/32
WARREN, SANDRA, MD	100%	68%	74%	89%	63%	52%	83%	75%	75%	72%	78%	82%
	23/23	23/34	28/38	54/61	19/30	11/21	50/60	129/172	148/197	100/138	147/189	190/232
WILMOT, ALTHEA, NP						100%	82%	29%	35%	49%	56%	39%
						2/2	132/161	66/231	68/192	75/154	125/222	107/273
RESIDENTS							85%	92%	80%	82%	96%	83%
							570/673	519/563	573/718	665/811	658/687	692/833
<b>PEDIATRIC CARE</b>												
	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
CLARKE-AARON, NOELLA, MD	104%	102%	111%	118%	107%	106%	104%	111%	100%	107%	101%	109%
	330/317	298/292	396/357	141/119	387/360	316/299	348/333	275/247	264/265	290/272	303/299	382/350
CHIBAR, CHARMAINE, MD		100%	108%	100%	103%			100%				
		7/7	14/13	3/3	21/20			5/5				
DESSALINES, DUCLOS, MD	113%	121%	109%	119%	114%	111%	112%	112%	110%	104%	110%	117%
	299/264	344/285	323/297	352/297	332/292	257/231	355/316	212/189	235/214	276/265	291/265	311/265
LAZARO RIVERA, NANCY, MD	120%	126%	117%	119%	122%	126%	129%	129%	127%	113%	109%	128%
	338/281	376/299	367/314	344/289	348/285	316/252	421/326	310/241	316/248	308/272	309/282	339/265
MARZOUCA, KISHA F., MD	100%	110%	110%	130%	110%	110%	108%	109%	106%	116%	105%	109%
	331/332	362/340	223/195	225/178	272/258	306/290	354/326	284/261	372/350	346/299	333/316	419/384
NORMIL-SMITH, SHERLOUNE, MD	106%	116%	98%	115%	119%	114%	115%	116%	118%	110%	104%	122%
	360/340	88/76	318/323	323/280	336/282	353/309	336/293	279/240	233/197	310/282	311/299	353/289

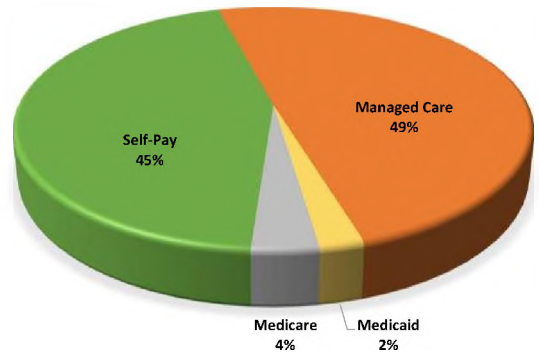
<b>WOMEN'S HEALTH CARE</b>	<b>Apr-22</b>	<b>May-22</b>	<b>Jun-22</b>	<b>Jul-22</b>	<b>Aug-22</b>	<b>Sep-22</b>	<b>Oct-22</b>	<b>Nov-22</b>	<b>Dec-22</b>	<b>Jan-23</b>	<b>Feb-23</b>	<b>Mar-23</b>
FERWERDA, ANA, MD	99%	103%	122%	91%	94%	93%	70%	62%	83%	82%	67%	89%
	156/157	171/166	158/129	126/139	36/38	65/70	117/166	60/97	106/128	136/166	107/159	214/239
FINLEY, NICOLE, NP							72%	86%	80%	88%	94%	95%
							89/123	207/240	210/264	246/279	257/273	193/204
PROPHETE, JOYCE, MD				100%	73%	70%	69%	80%	70%	70%	76%	82%
				33/33	209/288	210/299	194/282	218/272	233/334	224/321	180/235	240/294
<b>BEHAVIORAL HEALTH INTEGRATION</b>	<b>Apr-22</b>	<b>May-22</b>	<b>Jun-22</b>	<b>Jul-22</b>	<b>Aug-22</b>	<b>Sep-22</b>	<b>Oct-22</b>	<b>Nov-22</b>	<b>Dec-22</b>	<b>Jan-23</b>	<b>Feb-23</b>	<b>Mar-23</b>
CALDERON, NYLSA, LMHC	91%	93%	99%	89%	87%	86%	93%	87%	93%	95%	103%	100%
	187/205	135/145	193/195	174/195	173/200	152/176	80/86	131/150	191/206	158/166	140/136	205/206
JONES, KIARA, LCSW	99%	98%	104%	97%	98%	95%	101%	96%	104%	111%	112%	111%
	179/180	192/195	203/195	174/180	190/193	178/187	174/172	137/142	172/166	187/169	182/162	228/206
BROWN, JEREMY, LCSW										100%	103%	94%
										40/40	170/165	213/226
<b>BEHAVIORAL HEALTH ADDICTION</b>	<b>Apr-22</b>	<b>May-22</b>	<b>Jun-22</b>	<b>Jul-22</b>	<b>Aug-22</b>	<b>Sep-22</b>	<b>Oct-22</b>	<b>Nov-22</b>	<b>Dec-22</b>	<b>Jan-23</b>	<b>Feb-23</b>	<b>Mar-23</b>
BURROWES, SHARON, NP								100%	54%	46%	51%	58%
								12/12	73/136	89/192	114/223	158/271
HIRSCH, KAREN, LCSW	105%	115%	122%	86%	90%		100%	92%	67%	92%	107%	101%
	117/111	117/102	93/76	77/90	82/92		12/12	48/52	44/66	44/48	58/54	98/97
MILETA, SNJEZANA, LMHC	86%	109%	81%	98%	89%	123%	124%	112%	179%	128%	117%	115%
	177/205	186/170	162/200	191/195	201/227	179/146	174/140	181/162	226/126	246/192	211/180	253/220
MITCHELL, ANGELA, LCSW	85%	114%	106%	106%	106%	104%	114%	154%	120%	106%	117%	119%
	169/200	227/200	218/205	186/175	192/181	194/186	208/182	205/133	235/196	190/180	202/172	204/172
PETER, AMANDA, NP							100%	99%	68%	64%	50%	73%
							19/19	93/94	105/154	151/235	105/211	171/235
PHILLIPS, COURTNEY, MD	100%	94%	109%	116%	103%	82%	75%	100%	100%		100%	100%
	3/3	29/31	98/90	99/85	88/86	67/82	54/72	5/5	1/1		1/1	2/2
REXACH, CLAUDIA, LMHC	76%				112%	112%	120%	173%	134%	139%	123%	110%
	145/190				236/211	210/187	196/236	232/134	222/166	223/160	199/162	232/210

DENTAL	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
ABREU, MARIANA, DDS							100%	106%	107%	71%	75%	80%
							28/28	189/178	226/211	233/330	205/274	303/379
ALI, BUSHRA, DMD					88%	80%	144%	106%	99%	84%	111%	100%
					31/35	165/206	176/254	138/130	204/206	263/314	312/282	352/354
ALWEHAIB, ARWA, DDS	99%	99%	113%	108%	109%	104%	106%	115%	107%	86%	115%	119%
	292/296	326/328	361/320	164/152	298/274	265/255	279/264	224/194	273/254	270/314	334/290	430/362
BOWEN, BEVERLY, DMD		110%	74%	87%	89%	96%	94%	120%	114%	81%	81%	77%
		189/172	255/344	270/312	274/307	269/282	316/338	233/194	241/211	253/314	240/298	243/314
CUCURAS, JOHN N, DDS	103%	106%	103%	100%	100%	95%	104%	115%	93%	89%	92%	
	68/66	104/98	150/146	3/3	76/76	121/128	150/144	71/62	52/56	153/172	53/58	
SEMINARIO, ADA, DDS	90%	78%	87%	87%	76%	76%	94%	101%	95%	84%	98%	104%
	238/264	119/152	181/208	205/236	238/313	170/223	215/228	99/98	223/235	262/314	277/282	259/250
SOFIANOS, MICHAEL, DMD							94%	123%	111%	91%	97%	88%
							243/258	246/200	247/274	275/251	296/306	247/282
WILLIAMS, RICHARD, DMD	106%	96%	85%	100%	103%	88%	100%	102%	88%	84%	84%	94%
	348/328	301/312	258/304	328/328	307/299	233/266	257/257	159/156	208/235	269/322	249/298	265/282
ZANGENEH, YASMINE, DMD							99%	103%	102%			91%
							250/252	126/122	86/84			219/240
GARCIA, IRENE S.	92%	98%					92%					
	88/96	55/56					11/12					
GONZALEZ, NANCY	106%	150%								75%	54%	
	17/16	3/2								6/8	13/24	
HARDCASTLE, CORINA	94%	96%	98%	100%	86%	104%	101%	101%	98%	96%	102%	91%
	102/108	150/156	130/132	116/116	87/101	146/141	159/157	130/129	138/141	143/149	127/125	150/165
MASON, SHERRY	84%	89%	76%	87%	93%	86%	93%	94%	91%		97%	95%
	138/164	139/156	127/168	135/156	165/178	114/133	153/165	91/97	139/152		137/141	165/173
MOZER NASCIMENTO, ARIANNE	98%	101%	105%	100%	100%	87%	105%	102%	89%	96%	95%	106%
	137/140	165/164	180/172	156/156	169/170	130/149	165/173	123/121	147/165	151/157	142/149	191/181
FEOLA, LEYDA												92%
												159/173
DUCHARME, RHONDA										99%	98%	96%
										237/240	293/298	256/266
PETERSEN, PATRICE	102%	108%	101%	96%	109%	123%	121%	104%	94%	102%	97%	96%
	175/172	243/224	314/312	284/296	238/218	229/186	297/246	231/222	309/330	286/281	210/218	309/322

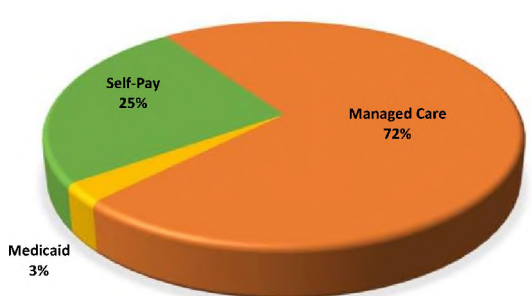
ADULT CARE										
Provider	Daily Target	# Saturdays Worked	Target for the Month			Total for the Month Seen			% Monthly Target Achieved	Daily Average
			AM	PM	Total	AM	PM	Total		
BELLE GLADE										
DORCE-MEDARD, JENNIFER, MD	17	2	18		18	17		17	94%	8.5
PEREZ, DANIEL JESUS, MD	17	1	9		9	8		8	89%	8.0
DABU, DARNEL, MD	17	1	9		9	7		7	78%	7.0
DELRAY										
HARBERGER, SENECA, MD	17	1	9		9	11		11	122%	11.0
LAM, MINH DAI, NP	15	2	16		16	21		21	131%	10.5
ST. VIL, CARLINE, NP	15	1	8		8	5		5	63%	5.0
LAKE WORTH										
WARREN, SANDRA, MD	17	2	18		18	17		17	94%	8.5
PIERRE LOUIS, JOANN, NP	15	1	8		8	7		7	88%	7.0
PHILISTIN, KETELY, NP	15	1	8		8	7		7	88%	7.0
LANTANA										
ALFONSO PUENTES, RAMIRO, MD	17	1	9		9	8		8	89%	8.0
JEAN-JACQUES, FERNIQUE, NP	15	2	16		16	14		14	88%	7.0
NAVARRO, ELSY, NP	15	1	8		8	7		7	88%	7.0
MANGONIA										
BUI, THY, DO	17	1	9		9	2		2	22%	2.0
KOOPMAN, REBECCA, PA	15	1	8		8	1		1	13%	1.0
WEST PALM BEACH										
FLOREZ, GLORIA, MD	17	1	9		9	8		8	89%	8.0
LARA SUAREZ, MARIA, NP	15	1	8		8	10		10	125%	10.0
NOUKELAK, GERMAINE, MD	17	2	18		18	20		20	111%	10.0
ADULT CARE TOTALS			188	0	188	170	0	170	90%	
DENTAL										
BELLE GLADE										
ABREU, MARIANA	16	3	8		8	7		7	88%	2.3
LANTANA										
ABREU, MARIANA	16	3	8		8	10		10	125%	3.3
WEST PALM BEACH										
ABREU, MARIANA	16	3	8		8	10		10	125%	3.3
ALI, BUSHRA	16	1	8		8	9		9	113%	9.0
DENTAL			32	0	32	36	0	36	113%	
GRAND TOTAL			220	0	220	206	0	206	94%	



MEDICAL PAYER MIX



DENTAL





ADULT CARE										
Provider	Daily Target	Days Worked	Target for the Month			Total for the Month Seen			% Monthly Target Achieved	Daily Average
			AM	PM	Total	AM	PM	Total		
PEREZ, DANIEL JESUS, MD	***15	5.5	13	30	43	12	22	34	79%	6.2
DABU, DARNEL, MD	***13	3.5	18	13	32	12	18	30	94%	8.6
DORCE-MEDARD, JENNIFER, MD	17	1.0	18	0	18	17	0	17	94%	17.0
TAHERI, NERGESS, DO	***15	4.0	20	12	32	20	12	32	100%	8.0
ADULT CARE TOTALS		14.0	69	56	125	61	52	113	90%	

\*\*\* Avg Target Precepting

RESIDENCY PROGRAM										
PY1	6	25	132	56	188	125	62	187	100%	7.5
PY2	10	21	145	78	223	122	75	197	88%	9.4
PY3	14	27.0	278	144	422	200	108	308	73%	11.4
RESIDENTS TOTALS		73	555	278	833	447	245	692	83%	

WOMEN'S HEALTH CARE										
PROPHETE, JOYCE, MD	14	4	34	22	56	17	12	29	52%	7.3
FERWERDA, ANA, MD	14	4	34	22	56	31	8	39	70%	9.8
WOMEN'S HEALTH CARE TOTALS		8.0	67	45	112	48	20	68	61%	

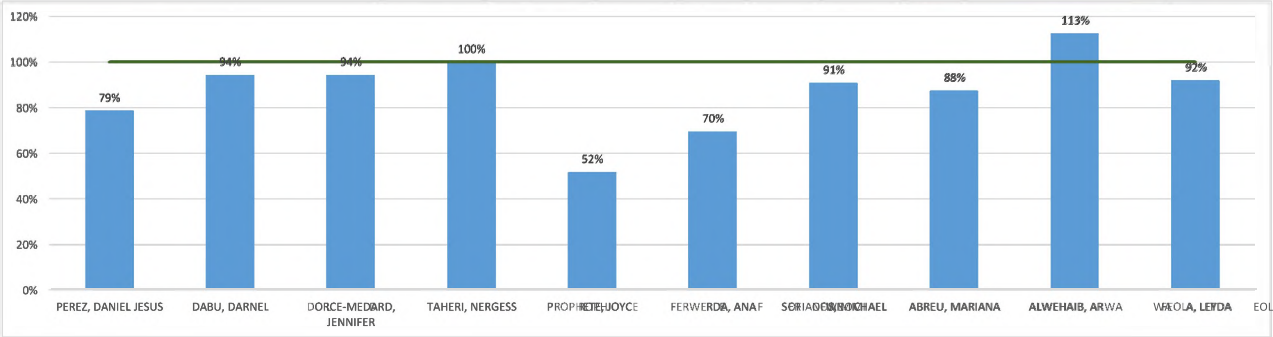
BEHAVIORAL HEALTH INTEGRATION										
BH INTEGRATION TOTALS		0	0	0	0	0	0	0		

BEHAVIORAL HEALTH ADDICTION										
BH ADDICTION TOTALS		0	0	0	0	0	0	0		

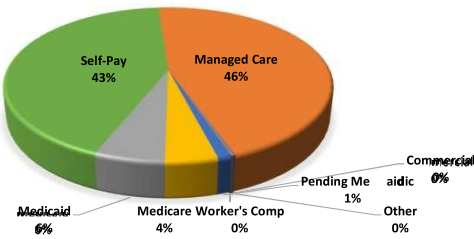
DENTAL										
SOFIANOS, MICHAEL, DMD	16	15.5	154	96	250	139	88	227	91%	14.6
ABREU, MARIANA, DDS	16	0.5	8	0	8	7	0	7	88%	14.0
ALWEHAIB, ARWA, DDS	16	7.0	67	45	112	80	46	126	113%	18.0
DENTAL TOTALS		23.0	229	141	370	226	134	360	97%	

DENTAL HYGIENE										
FEOLA, LEYDA	8	21.5	106	67	173	92	67	159	92%	7.4
DENTAL HYGIENE TOTALS		21.5	106	67	173	92	67	159		

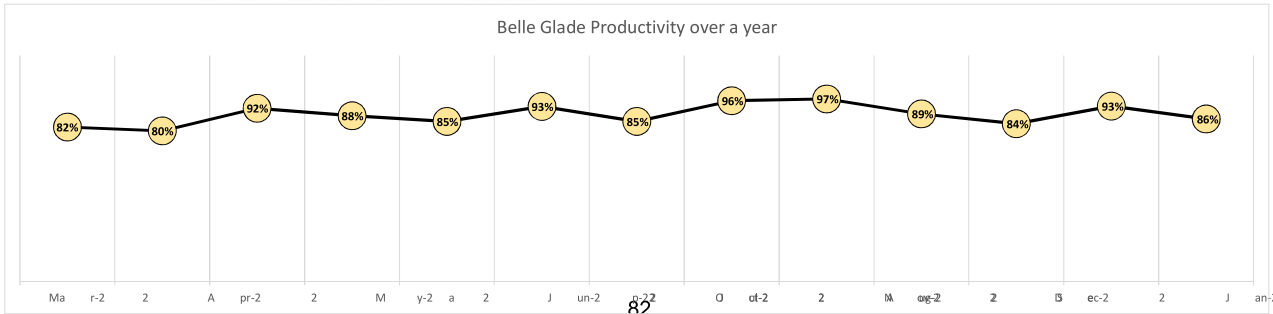
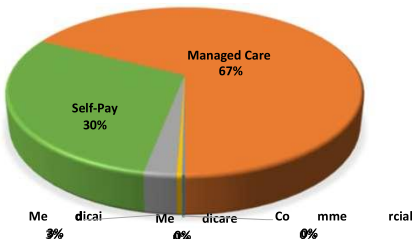
GRAND TOTAL	139.5	1,026	586	1,612	874	518	1,392	86%		
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MEDICAL PAYER MIX



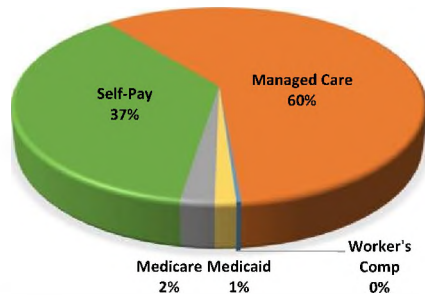
DENTAL PAYER MIX



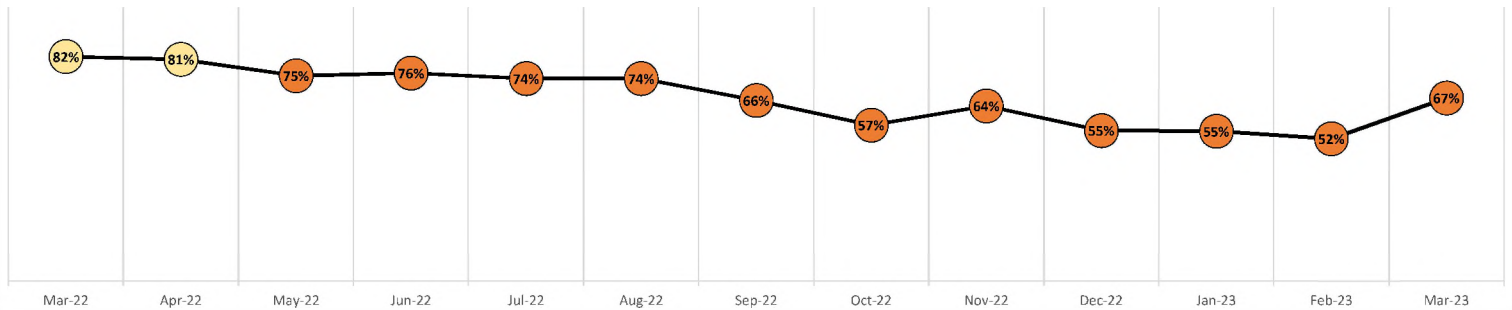
ADULT CARE										
Provider	Daily Target	Days Worked	Target for the Month			Total for the Month Seen			% Monthly Target Achieved	Daily Average
			AM	PM	Total	AM	PM	Total		
CASTIGLIA, SARAH, MD	17	20.5	214	136	350	142	84	226	65%	11.0
FIDLER, LISA, APRN	15	9.0	81	54	135	59	25	84	62%	9.3
ADULT CARE TOTALS			295	190	485	201	109	310	64%	
BEHAVIORAL HEALTH INTEGRATION										
BROWN, JEREMY, LCSW	10	5.0	30	20	50	24	24	48	96%	9.6
BH INTEGRATION TOTALS			30	20	50	24	24	48	96%	
GRAND TOTAL		34.5	325	210	535	225	133	358	67%	



#### MEDICAL PAYER MIX



Boca Productivity over a year



ADULT CARE										
Provider	Daily Target	Days Worked	Target for the Month			Total for the Month Seen			% Monthly Target Achieved	Daily Average
			AM	PM	Total	AM	PM	Total		
HARBERGER, SENECA, MD	17	16.0	172	102	274	132	77	209	76%	13.1
DONNELL, MASON, PA	15	16.5	153	96	249	92	54	146	59%	8.8
LAM, MINH DAI, NP	15	16.5	160	90	250	169	91	260	104%	15.8
ST. VIL, CARLINE, NP	15	20.0	188	114	302	155	92	247	82%	12.4
ADULT CARE TOTALS		69	673	402	1,075	548	314	862	80%	

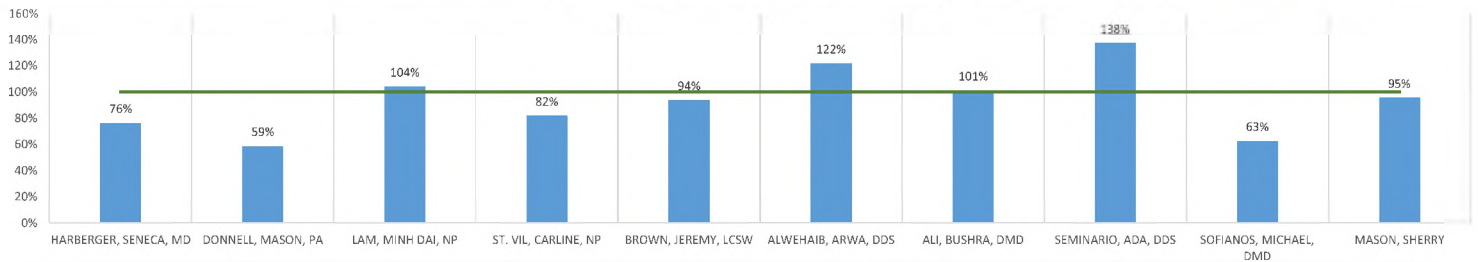
BEHAVIORAL HEALTH INTEGRATION										
BROWN, JEREMY, LCSW	10	17.0	107	68	175	82	82	164	94%	9.6
BH INTEGRATION TOTALS		17.0	107	68	175	82	82	164	94%	

BEHAVIORAL HEALTH ADDICTION										
BH ADDICTION TOTALS		0	0	0	0	0	0	0		

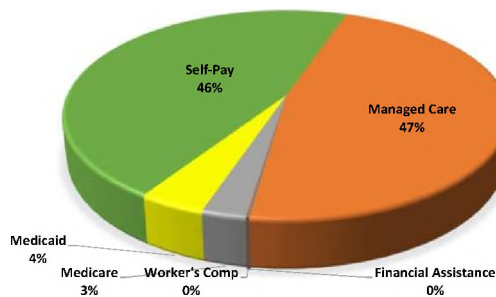
DENTAL										
ALWEHAIB, ARWA, DDS	16	15.5	154	96	250	197	107	304	122%	19.6
ALI, BUSHRA, DMD	16	17.5	173	109	282	183	102	285	101%	16.3
SEMINARIO, ADA, DDS	16	1	10	6	16	15	7	22	138%	28.0
SOFIANOS, MICHAEL, DMD	16	2	19	13	32	15	5	20	63%	10.0
DENTAL TOTALS		36	355	224	579	410	221	631	109%	

DENTAL HYGIENE										
MASON, SHERRY	8	21.5	106	67	173	90	75	165	95%	7.7
DENTAL HYGIENE TOTALS		21.5	106	67	173	90	75	165	95%	

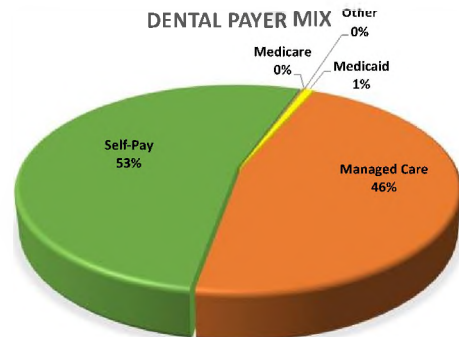
GRAND TOTAL	144	1,241	761	2,002	1,130	692	1,822	100%		
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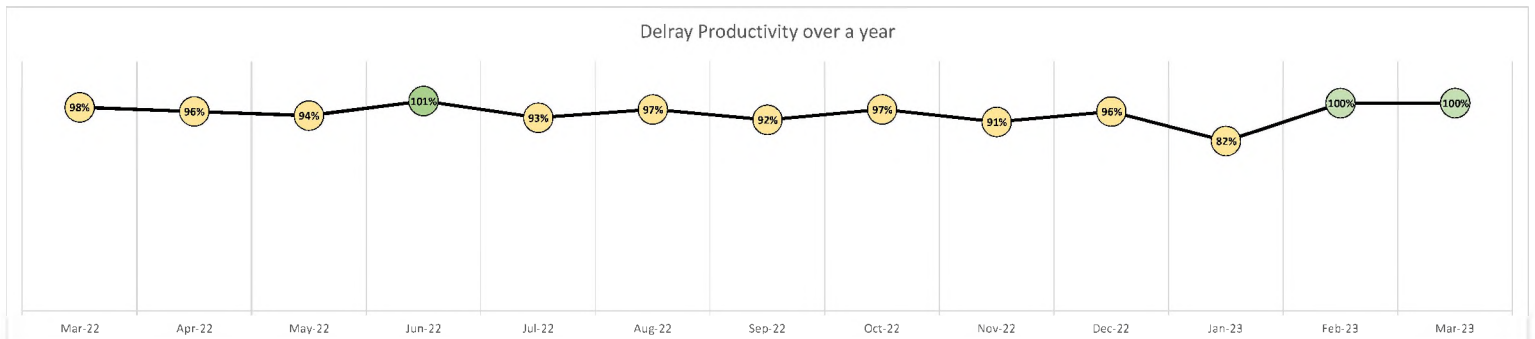
MEDICAL PAYER MIX



DENTAL PAYER MIX

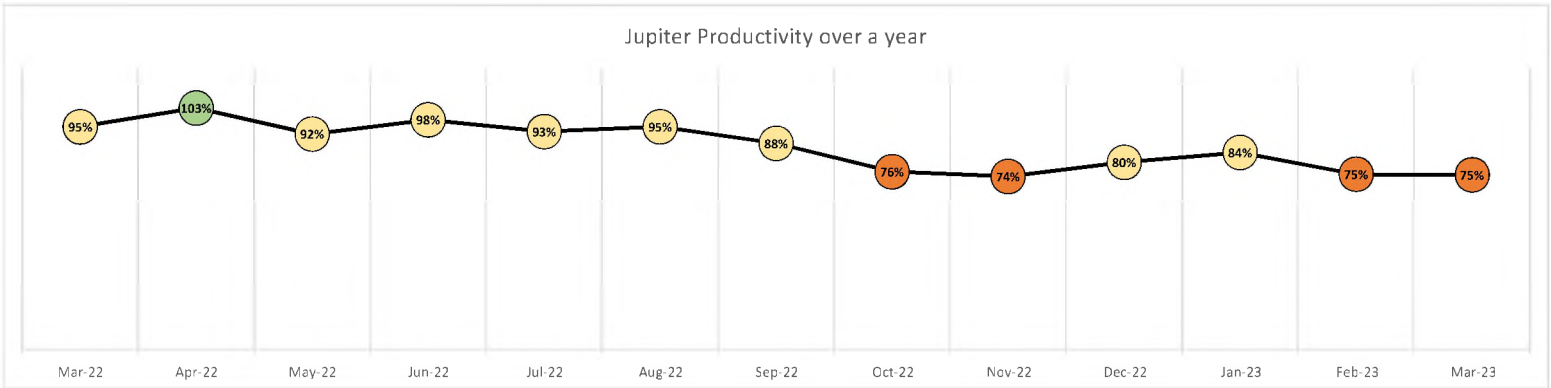
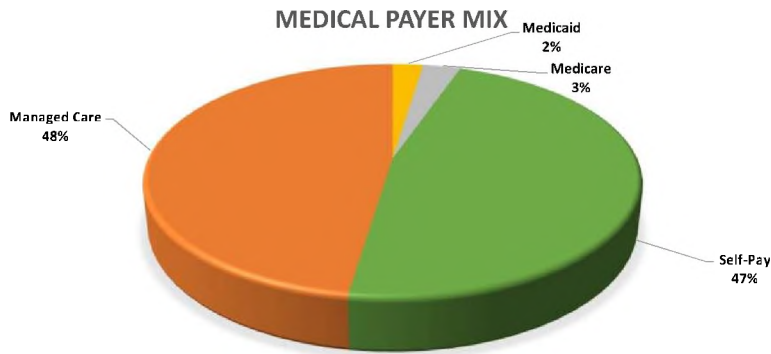
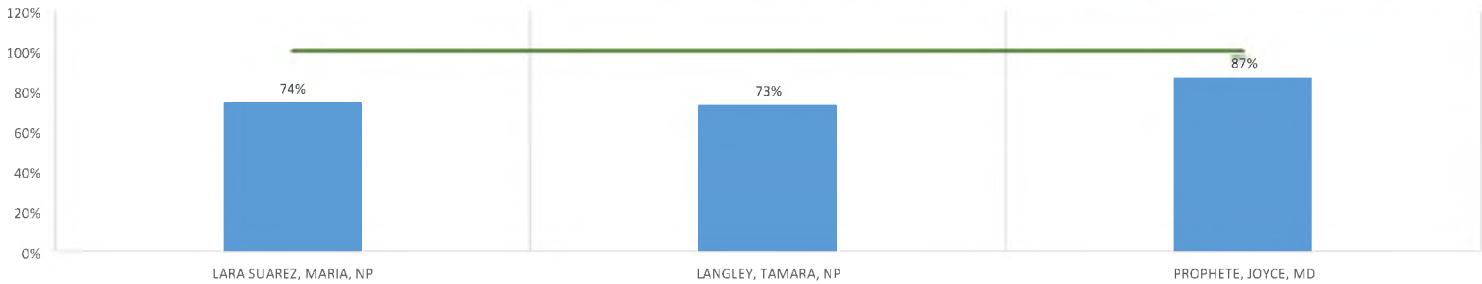


Delray Productivity over a year



ADULT CARE										
Provider	Daily Target	Days Worked	Target for the Month			Total for the Month Seen			% Monthly Target Achieved	Daily Average
			AM	PM	Total	AM	PM	Total		
LARA SUAREZ, MARIA, NP	15	21.5	198	126	324	153	87	240	74%	11.2
LANGLEY, TAMARA, NP	15	22.5	207	132	339	152	95	247	73%	11.0
<b>ADULT CARE TOTALS</b>		<b>44</b>	<b>405</b>	<b>258</b>	<b>663</b>	<b>305</b>	<b>182</b>	<b>487</b>	<b>73%</b>	
WOMENS HEALTH CARE										
PROPHETE, JOYCE, MD	17	4.0	41	27	68	38	21	59	87%	14.8
<b>WOMENS HEALTH CARE TOTALS</b>		<b>4</b>	<b>41</b>	<b>27</b>	<b>68</b>	<b>38</b>	<b>21</b>	<b>59</b>	<b>87%</b>	
BEHAVIORAL HEALTH ADDICTION										
<b>BH ADDICTION TOTALS</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>		

<b>GRAND TOTAL</b>	<b>48</b>	<b>446</b>	<b>285</b>	<b>731</b>	<b>343</b>	<b>203</b>	<b>546</b>	<b>75%</b>	
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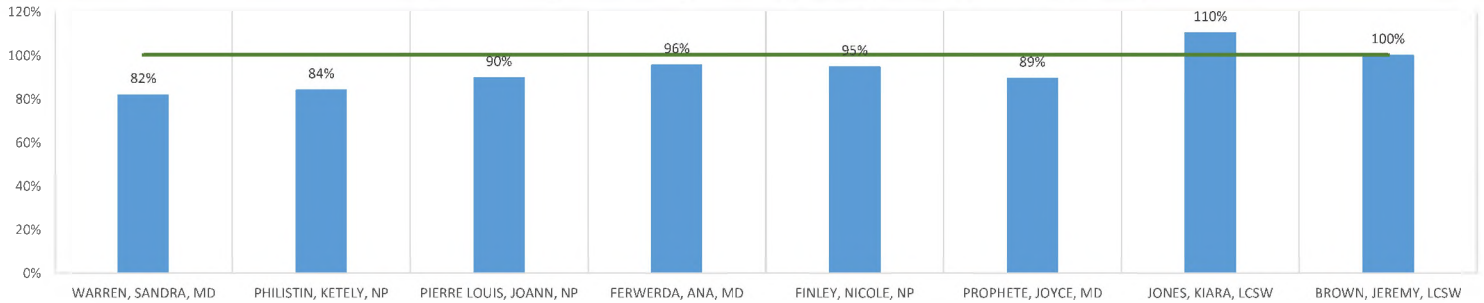
ADULT CARE										
Provider	Daily Target	Days Worked	Target for the Month			Total for the Month Seen			% Monthly Target Achieved	Daily Average
			AM	PM	Total	AM	PM	Total		
WARREN, SANDRA, MD	17	13.5	151	82	232	124	66	190	82%	14.1
PHILISTIN, KETELY, NP	15	20.0	188	114	302	174	80	254	84%	12.7
PIERRE LOUIS, JOANN, NP	15	20.0	188	114	302	181	90	271	90%	13.6
ADULT CARE TOTALS		53.5	527	310	836	479	236	715	86%	

WOMEN'S HEALTH CARE										
FERWERDA, ANA, MD	17	11	135	49	183	130	45	175	96%	15.9
FINLEY, NICOLE, NP	15	13.5	126	78	204	116	77	193	95%	14.3
PROPHETE, JOYCE, MD	17	10	102	68	170	89	63	152	89%	15.2
WOMEN'S HEALTH CARE TOTALS		34.5	363	195	557	335	185	520	93%	

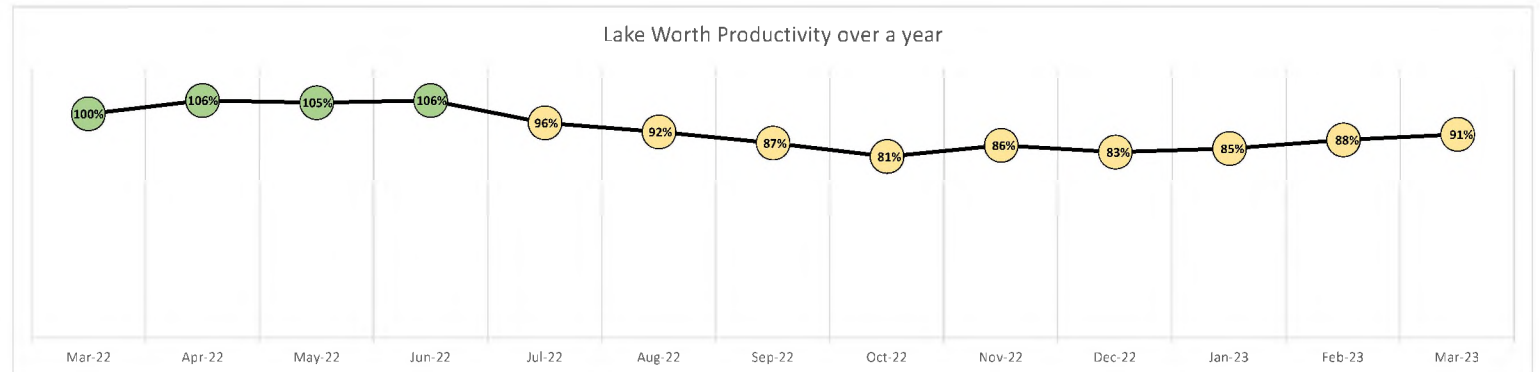
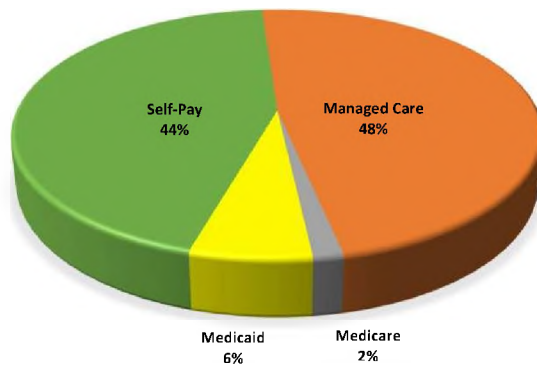
BEHAVIORAL HEALTH INTEGRATION										
JONES, KIARA, LCSW	10	16.5	102	64	166	110	73	183	110%	11.1
BROWN, JEREMY, LCSW	10	0.5	1	0	1	1	0	1	100%	2.0
BH INTEGRATION TOTALS		17	103	64	167	111	73	184	110%	

BEHAVIORAL HEALTH ADDICTION										
BH ADDICTION TOTALS		0	0	0	0	0	0	0		

GRAND TOTAL	105.0	992	568	1,560	925	494	1,419	91%	
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### MEDICAL PAYER MIX



## LANTANA

## PRODUCTIVITY REPORT MARCH 2023

AS 03/31/2023 Based on Completed Appointments

<51%
~51% and < 80%
~80% and <100%
>= 100%

ADULT CARE										
Provider	Daily Target	Days Worked	Target for the Month			Total for the Month Seen			% Monthly Target Achieved	Daily Average
			AM	PM	Total	AM	PM	Total		
ALFONSO PUENTES, RAMIRO, MD	17	18.0	193	116	308	175	86	261	85%	14.5
FIDLER, LISA, APRN	17	4.0	36	24	60	27	14	41	68%	10.3
JEAN-JACQUES, FERNIQUE, NP	17	23.0	223	126	349	217	97	314	90%	13.7
NAVARRO, ELSY, NP	17	22.0	215	120	335	213	91	304	91%	13.8
STANEK, EWELINA, PA	17	0.5	1	0	1	1	0	1	100%	2.0
ADULT CARE TOTALS		67.5	668	386	1,053	633	288	921	87%	

PEDIATRIC CARE										
DESSALINES, DUCLOS, MD	17	15.5	163	102	265	198	113	311	117%	20.1
LAZARO RIVERA, NANCY, MD	17	15.5	163	102	265	223	116	339	128%	21.9
NORMIL SMITH, SHERLOUNE, MD	17	17	173	116	289	221	132	353	122%	20.8
PEDIATRIC CARE TOTALS		48	500	320	819	642	361	1,003	122%	

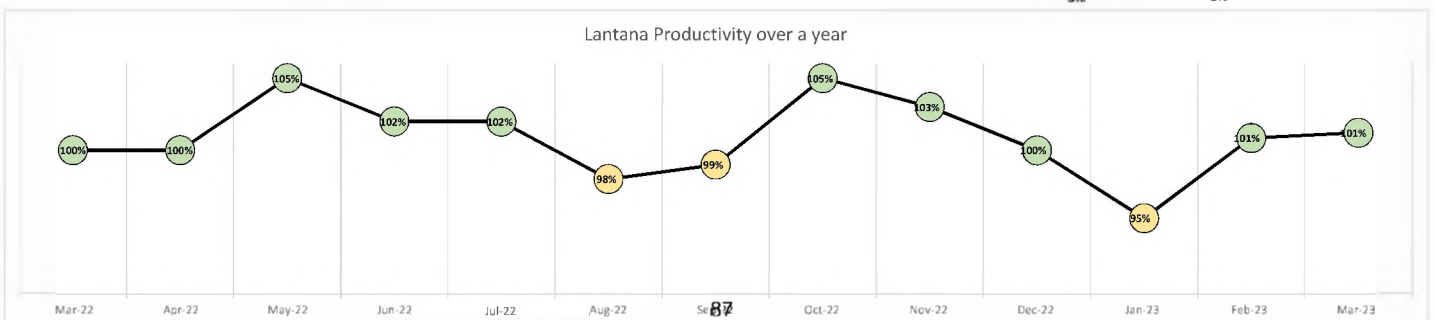
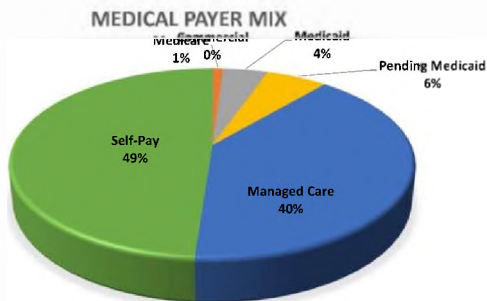
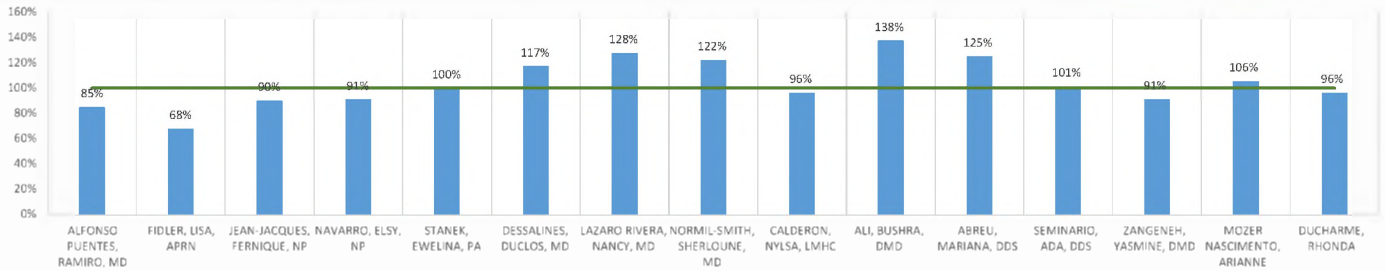
BEHAVIORAL HEALTH INTEGRATION										
CALDERON, NYLSA, LMHC	10	16.5	102	64	166	71	89	160	96%	9.7
BH INTEGRATION TOTALS		16.5	102	64	166	71	89	160	96%	

BEHAVIORAL HEALTH ADDICTION										
BH ADDICTION TOTALS		0	0	0	0	0	0	0		

DENTAL										
ALI, BUSHRA, DMD	16	1.0	10	6	16	13	9	22	138%	22.0
ABREU, MARIANA, DDS	16	0.5	8	0	8	10	0	10	125%	20.0
SEMINARIO, ADA, DDS	16	14.5	144	90	234	167	70	237	101%	16.3
ZANGENEH, YASMINE, DMD	16	15	144	96	240	146	73	219	91%	14.6
DENTAL TOTALS		31	306	192	498	336	152	488	98%	

DENTAL HYGIENE										
MOZER NASCIMENTO, ARIANNE	8	22.5	110	70	181	118	73	191	106%	8.5
DUCHARME, RHONDA	16	16.5	163	102	266	16	240	256	96%	15.5
DENTAL HYGIENE TOTALS		39	274	173	446	134	313	447	100%	

GRAND TOTAL		202	1,849	1,134	2,983	1,816	1,203	3,019	101%	
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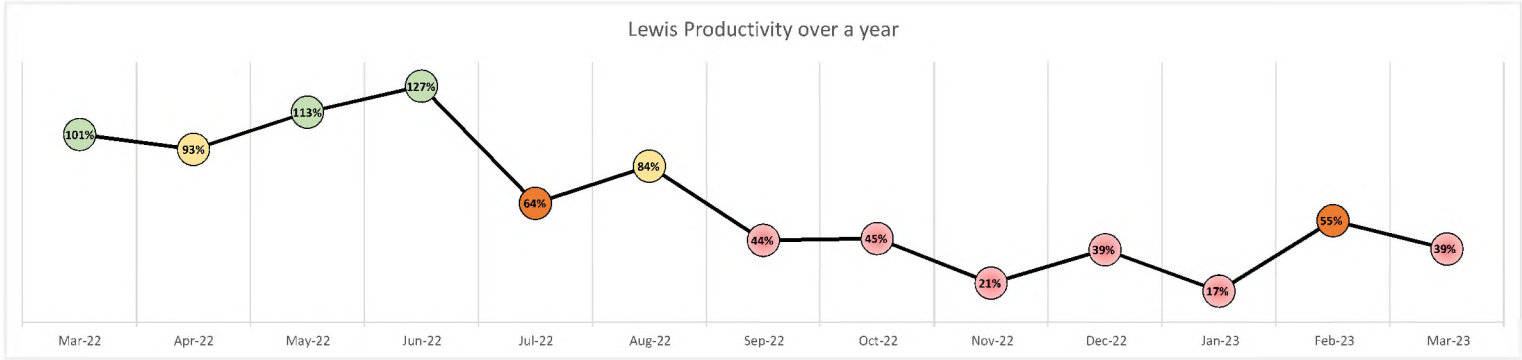
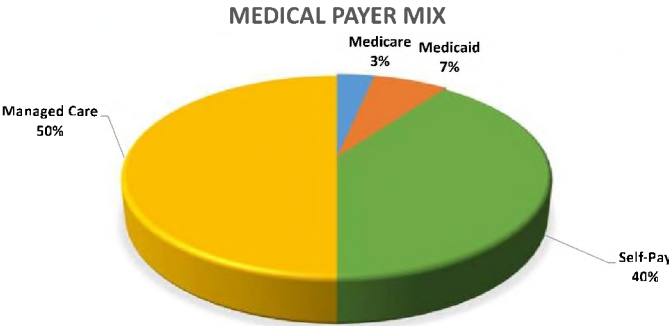


ADULT CARE										
Provider	Daily Target	Days Worked	Target for the Month			Total for the Month Seen			% Monthly Target Achieved	Daily Average
			AM	PM	Total	AM	PM	Total		
WILMOT, ALTHEA, NP	15	5.0	45	30	75	21	8	29	39%	5.8
ADULT CARE TOTALS		5	45	30	75	21	8	29	39%	

BEHAVIORAL HEALTH INTEGRATION										
BH INTEGRATION TOTALS		0	0	0	0	0	0	0		

BEHAVIORAL HEALTH ADDICTION										
MILETA, SNJEZANA, LMHC	10	0.5	1	0	1	1	0	1	100%	2.0
BH ADDICTION TOTALS		0.5	1	0	1	1	0	1	100%	

GRAND TOTAL	5.5	46	30	76	22	8	30	39%		
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## MANGONIA

## PRODUCTIVITY REPORT MARCH 2023

AS 03/31/2023 Based on Completed Appointments

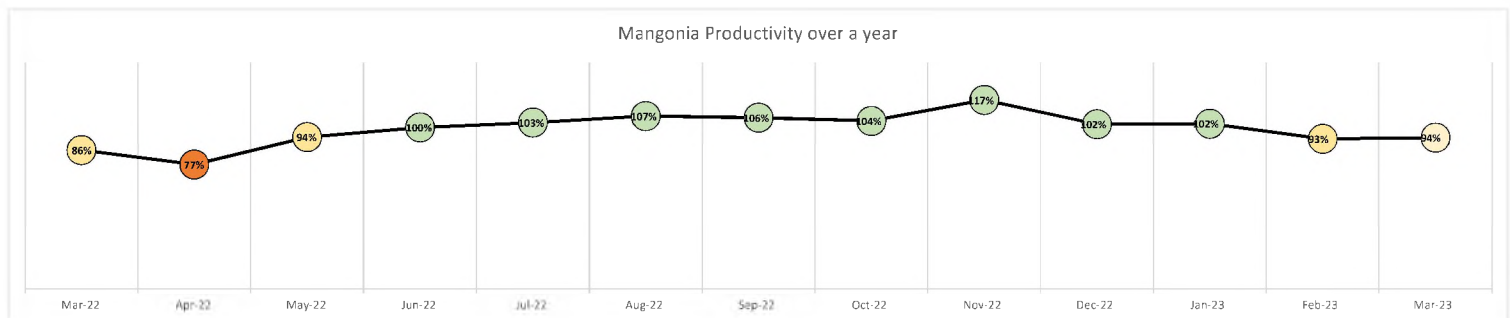
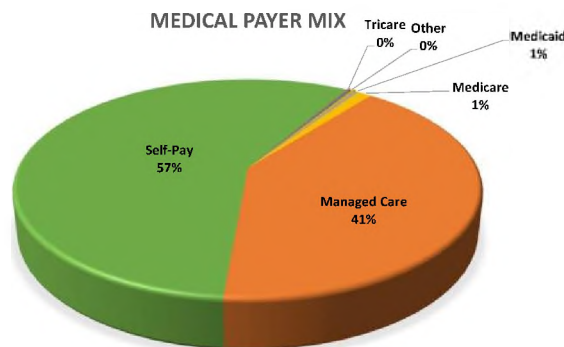
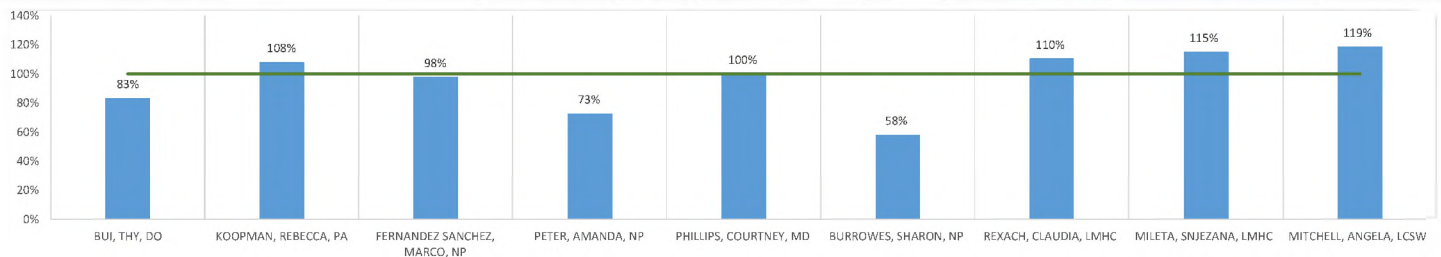
<51%
>=51% and <80%
>=80% and <100%
>=100%

ADULT CARE										
Provider	Daily Target	Days Worked	Target for the Month			Total for the Month Seen			% Monthly Target Achieved	Daily Average
			AM	PM	Total	AM	PM	Total		
BUI, THY, DO	17	23.0	244	150	393	144	184	328	83%	14.3
KOOPMAN, REBECCA, PA	15	23.0	215	132	347	261	114	375	108%	16.3
FERNANDEZ SANCHEZ, MARCO, NP	15	15.5	144	90	234	163	66	229	98%	14.8
ADULT CARE TOTALS		61.5	603	372	974	568	364	932	96%	

BEHAVIORAL HEALTH INTEGRATION										
BH INTEGRATION TOTALS		0.0	0	0	0	0	0	0		

BEHAVIORAL HEALTH ADDITION										
PETER, AMANDA, NP	12	19.5	144	91	235	126	45	171	73%	8.8
PHILLIPS, COURTNEY, MD	8	1.0	2	0	2	2	0	2	100%	2.0
BURROWES, SHARON, NP	12	22.5	166	106	271	95	63	158	58%	7.0
REXACH, CLAUDIA, LMHC	10	21.0	126	84	210	138	94	232	110%	11.0
MILETA, SNJEZANA, LMHC	10	21.5	131	88	219	158	94	252	115%	11.7
MITCHELL, ANGELA, LCSW	10	17.0	108	64	172	142	62	204	119%	12.0
BH ADDITION TOTALS		102.5	677	433	1,109	661	358	1,019	92%	

GRAND TOTAL	164.0	1,279	804	2,084	1,229	722	1,951	94%		
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**WEST PALM BEACH PRODUCTIVITY REPORT MARCH 2023**

AS 03/31/2023 Based on Completed Appointments

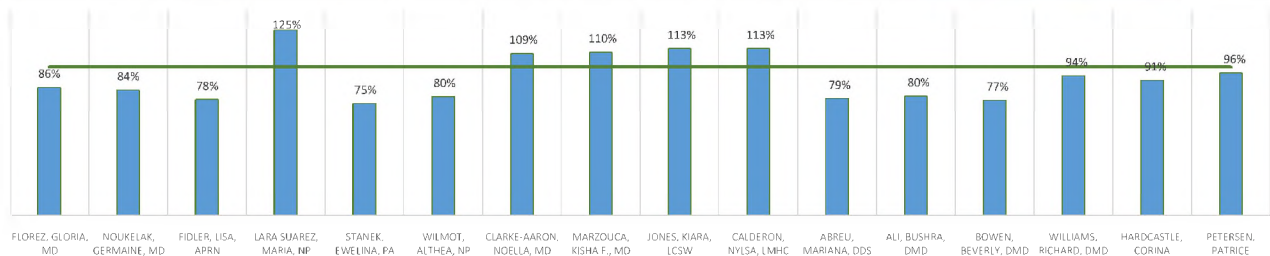
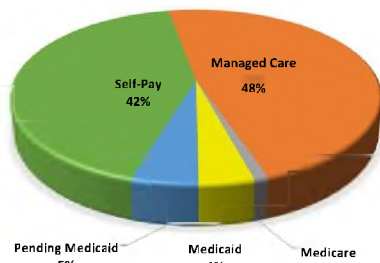
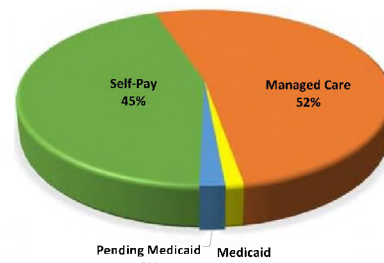
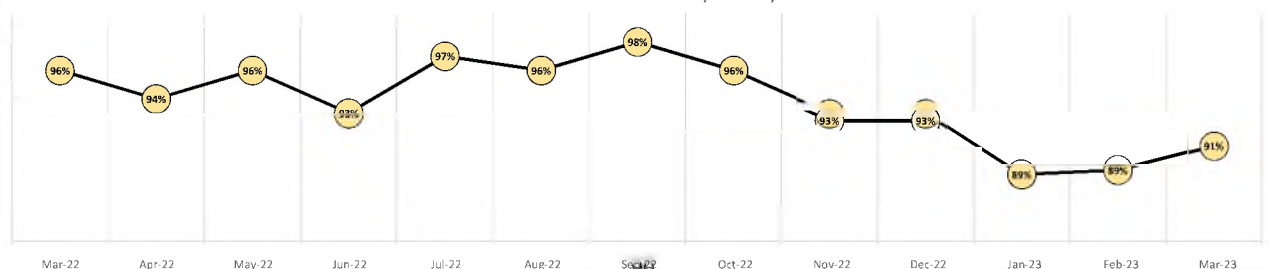
&lt;51%

&gt;=51% and &lt;80%

&gt;=80% and &lt;100%

&gt;=100%

ADULT CARE										
Provider	Daily Target	Days Worked	Target for the Month			Total for the Month Seen			% Monthly Target Achieved	Daily Average
			AM	PM	Total	AM	PM	Total		
FLOREZ, GLORIA, MD	17	21.0	223	136	359	192	118	310	86%	14.8
NOUKELAK, GERMAINE, MD	17	21.5	232	136	368	213	98	311	84%	14.5
FIDLER, LISA, APRN	15	7.5	72	42	114	57	32	89	78%	11.9
LARA SUAREZ, MARIA, NP	15	0.5	8	0	8	10	0	10	125%	20.0
STANEK, EVELINA, PA	15	15.5	143	96	239	113	67	180	75%	11.6
WILMOT, ALTHEA, NP	15	1.0	9	6	15	7	5	12	80%	12.0
<b>ADULT CARE TOTALS</b>		<b>67</b>	<b>687</b>	<b>416</b>	<b>1,103</b>	<b>592</b>	<b>320</b>	<b>912</b>	<b>83%</b>	
PEDIATRIC CARE										
CLARKE, AARON, NOELLA, MD	17	20.5	214	136	350	237	145	382	109%	18.6
MARZOUCA, KISHA F., MD	17	22.5	235	150	384	252	167	419	110%	18.6
<b>PEDIATRIC CARE TOTALS</b>		<b>43</b>	<b>449</b>	<b>286</b>	<b>734</b>	<b>489</b>	<b>312</b>	<b>801</b>	<b>109%</b>	
BEHAVIORAL HEALTH INTEGRATION										
JONES, KIARA, LCSW	10	4.0	24	16	40	29	16	45	113%	11.3
CALDERON, NYLSA, LMHC	10	4.0	24	16	40	23	22	45	113%	11.3
<b>BH INTEGRATION TOTALS</b>		<b>8</b>	<b>48</b>	<b>32</b>	<b>80</b>	<b>52</b>	<b>38</b>	<b>90</b>	<b>113%</b>	
BEHAVIORAL HEALTH ADDICTION										
<b>BH ADDICTION TOTALS</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>		
DENTAL										
ABREU, MARIANA, DDS	16	22.5	229	134	363	213	73	286	79%	12.7
ALI, BUSHRA, DMD	16	3.5	37	19	56	40	5	45	80%	12.9
BOWEN, BEVERLY, DMD	16	19.5	192	122	314	162	81	243	77%	12.5
WILLIAMS, RICHARD, DMD	16	17.5	173	109	282	169	96	265	94%	15.1
<b>DENTAL TOTALS</b>		<b>63.0</b>	<b>630</b>	<b>384</b>	<b>1,014</b>	<b>584</b>	<b>255</b>	<b>839</b>	<b>83%</b>	
DENTAL HYGIENE										
HARDCASTLE, CORINA	8	20.5	101	64	165	90	60	150	91%	7.3
PETERSEN, PATRICE	16	20.5	197	125	322	108	201	309	96%	15.1
<b>DENTAL HYGIENE TOTALS</b>		<b>41.0</b>	<b>298</b>	<b>189</b>	<b>486</b>	<b>198</b>	<b>261</b>	<b>459</b>	<b>94%</b>	
<b>GRAND TOTAL</b>		<b>222.0</b>	<b>2,112</b>	<b>1,306</b>	<b>3,419</b>	<b>1,915</b>	<b>1,186</b>	<b>3,101</b>	<b>91%</b>	

**MEDICAL PAYER MIX****DENTAL PAYER MIX****West Palm Beach Productivity over a year**

## MOBILE &amp; PORT CLIN

## PRODUCTIVITY REPORT MARCH 2023

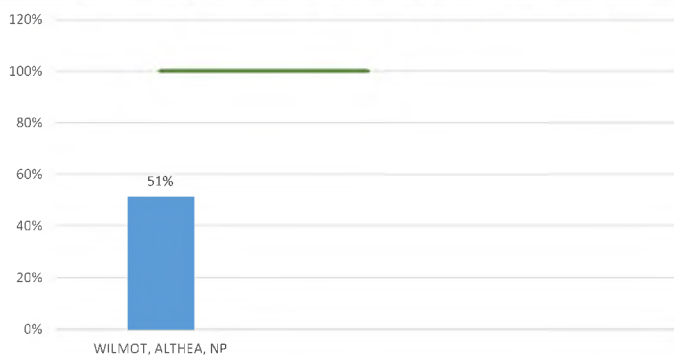
AS 03/31/2023 Based on Completed Appointments

<51%
>=51% and < 80%
>= 80% and <100%
>= 100%

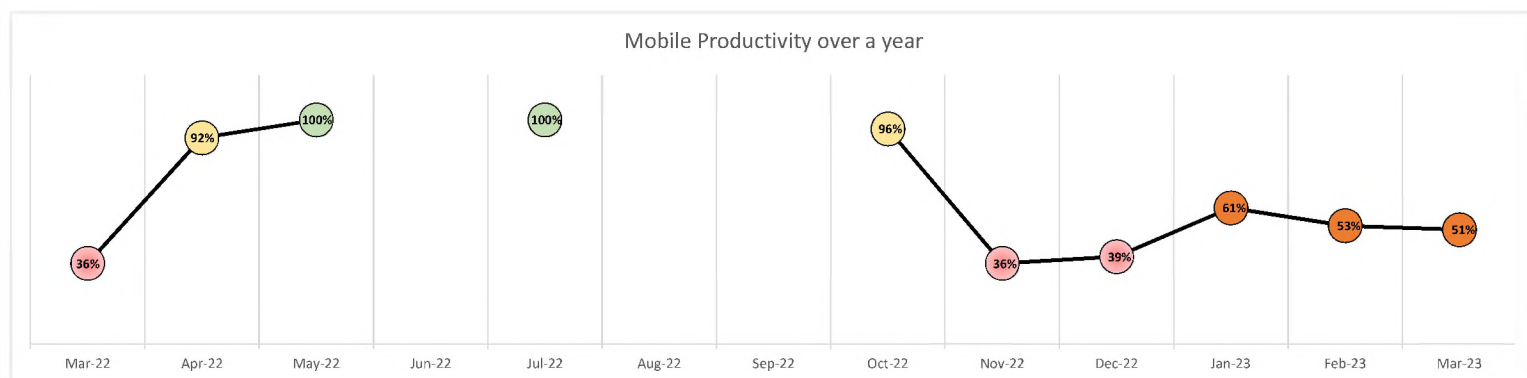
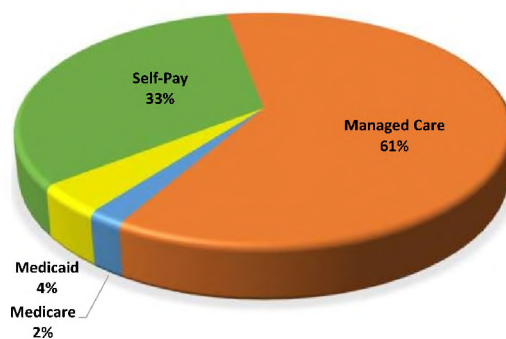
ADULT CARE										
Provider	Daily Target	Days Worked	Target for the Month			Total for the Month Seen			% Monthly Target Achieved	Daily Average
			AM	PM	Total	AM	PM	Total		
WILMOT, ALTHEA, NP	12	8.0	58	38	96	24	25	49	51%	6.1
ADULT CARE TOTALS		8	58	38	96	24	25	49	51%	

DENTAL										
DENTAL TOTALS		0.0	0	0	0	0	0	0		

GRAND TOTAL		8	58	38	96	24	25	49	51%	
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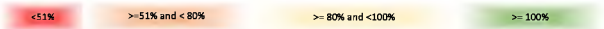


## MEDICAL PAYER MIX



St ANN  
AS 03/31/2023 Based on Completed Appointments

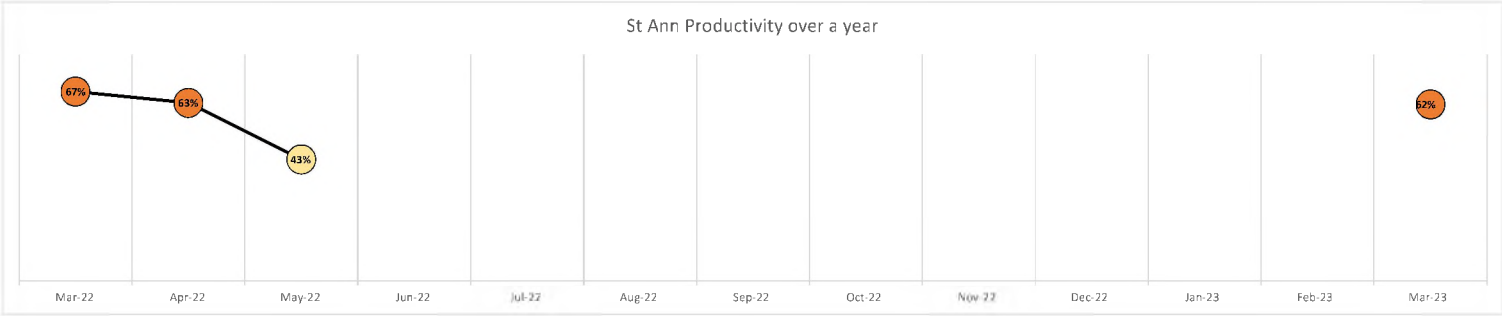
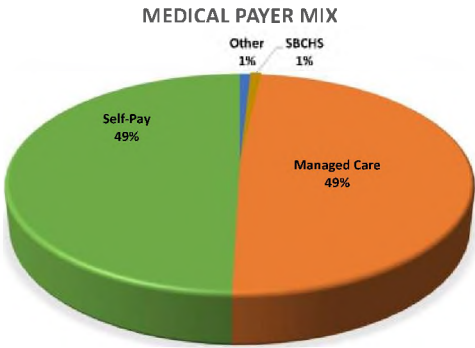
PRODUCTIVITY REPORT MARCH 2023



ADULT CARE										
Provider	Daily Target	Days Worked	Target for the Month			Total for the Month Seen			% Monthly Target Achieved	Daily Average
			AM	PM	Total	AM	PM	Total		
WILMOT, ALTHEA, NP	15	5.5	63	24	87	15	2	17	20%	3.1
ADULT CARE TOTALS			63	24	87	15	2	17	20%	

BEHAVIORAL HEALTH INTEGRATION										
HIRSCH, KAREN, LCSW	6	16.0	61	36	97	74	24	98	101%	6.1
BH INTEGRATION TOTALS			61	36	97	74	24	98		

GRAND TOTAL	21.5	124.2	60.0	184.2	89.0	26.0	115.0	62%	
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**DISTRICT CLINIC HOLDINGS, INC.**  
**BOARD OF DIRECTORS**  
**April 27, 2023**

**1. Description: Operations Reports – March 2023**

**2. Summary:**

This agenda item provides the following operations reports for March 2023:

- Clinic Productivity, Demographics, Payor Mix, No Shows and Walk-In dashboards.

**3. Substantive Analysis:**

In March, the clinics had a total of 9,214 unique patients and 13,789 visits. This was 16% higher than the month prior and 13% higher than March 2022. 39% of patients were from adults Primary Care, 26% from Dental and 13% from Pediatrics. The Lantana Medical Clinic had the highest volume with 2,075 visits followed by Mangonia with 1,951 visits.

Our payer mix for January was consistent with previous month with 50% uninsured. 44% of patients were Managed Care and 4% Medicaid.

Consistently 61% of patients were female. 50% of patients reported as White and 42% Black or African American. 41% of patients reported as Hispanic which was 1% higher than previous month. Our largest age group has consistently remained those between the ages of 30-39 years old.

The number of walk-in year to date is 18% for Medical and 15% for Dental. In March it went up slightly to 19% for Medical with a total of totaled 1,936 walk-ins. It went down slightly at 14% for Dental with 484 walk-ins. The highest number of walk-ins in medical was Lantana followed by West Palm Beach. In dental the highest number of walk-ins was WPB followed by Delray

The average no show rate year to date is 18%. Of those no shows only 3% are from Telehealth. For March the average no show rate decreased to 17%. By individual clinic the no show rate ranged from 5% in Lantana Dental to 27% in Jupiter. The no show rate specifically for nurse visits in March averaged 30%. By individual clinic the nurse no shows rate ranged from 10% in Boca to 39% in Jupiter.

**4. Fiscal Analysis & Economic Impact Statement:**

	Amount	Budget
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**DISTRICT CLINIC HOLDINGS, INC.**  
**BOARD OF DIRECTORS**  
**April 27, 2023**

Capital Requirements		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Annual Net Revenue		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Annual Expenditures		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

Reviewed for financial accuracy and compliance with purchasing procedure:

N/A

\_\_\_\_\_  
Candice Abbott  
VP & Chief Financial Officer

**5. Reviewed/Approved by Committee:**

N/A

\_\_\_\_\_  
Committee Name

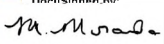
\_\_\_\_\_  
Date Approved

**6. Recommendation:**

Staff recommends that the Board Approve the Operations Reports for March 2023.

Approved for Legal sufficiency:

DocuSigned by:  
  
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\_\_\_\_\_  
Bernabe Icaza  
VP & General Counsel

DocuSigned by:  
  
ADCB9739E3DF452...  
\_\_\_\_\_  
Marisol Miranda  
Director of Clinic Operations



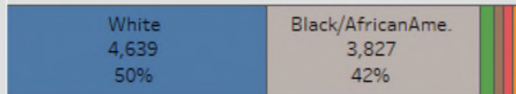
\_\_\_\_\_  
Alicia Ottmann, PA-C  
AVP, Executive Director FQHC  
& Pharmacy Services

**Patient**  
**Visits**  
**9,214**    **13,789**

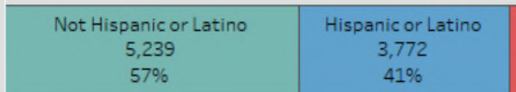
## Monthly Productivity March 2023

### DEMOGRAPHICS

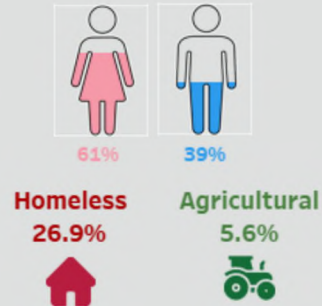
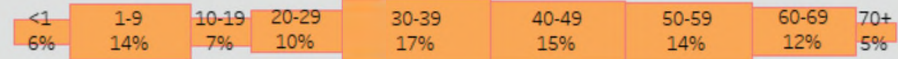
#### RACE



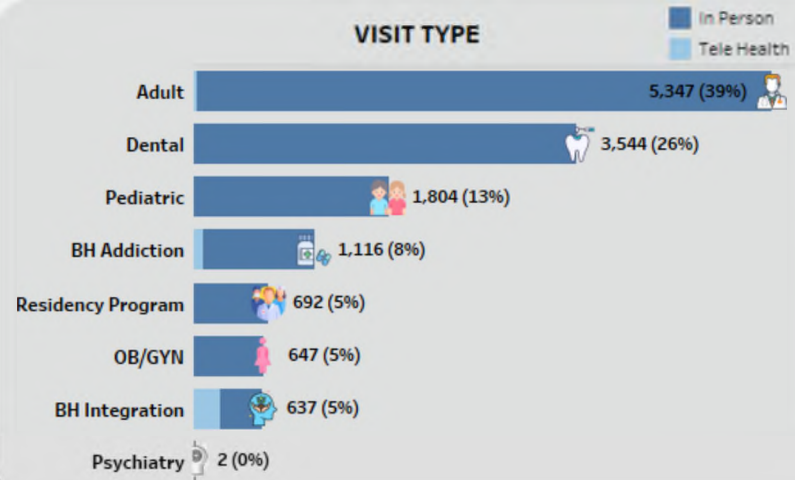
#### ETHNICITY



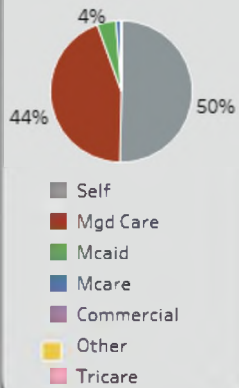
#### AGE GROUP



### VISIT TYPE

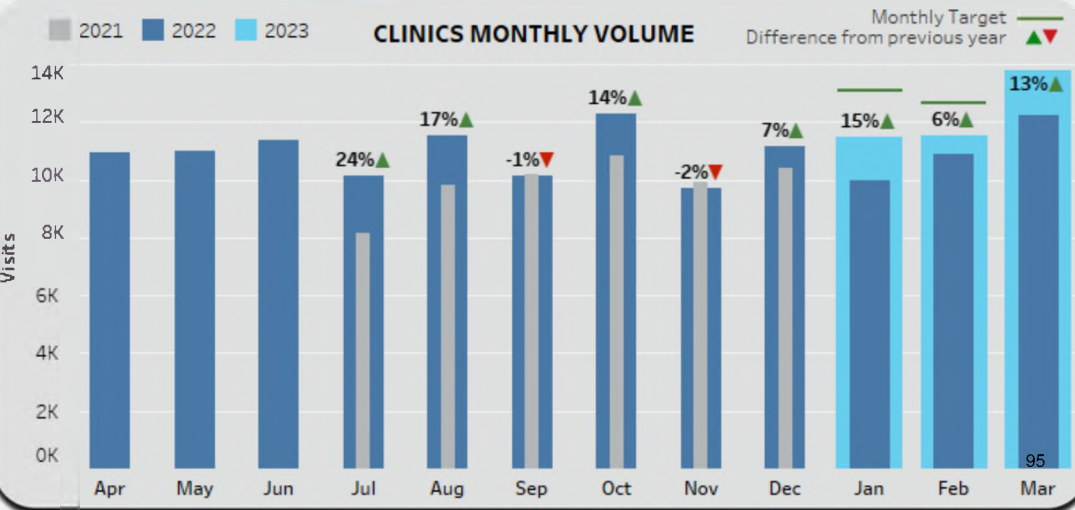


### PAYOR MIX

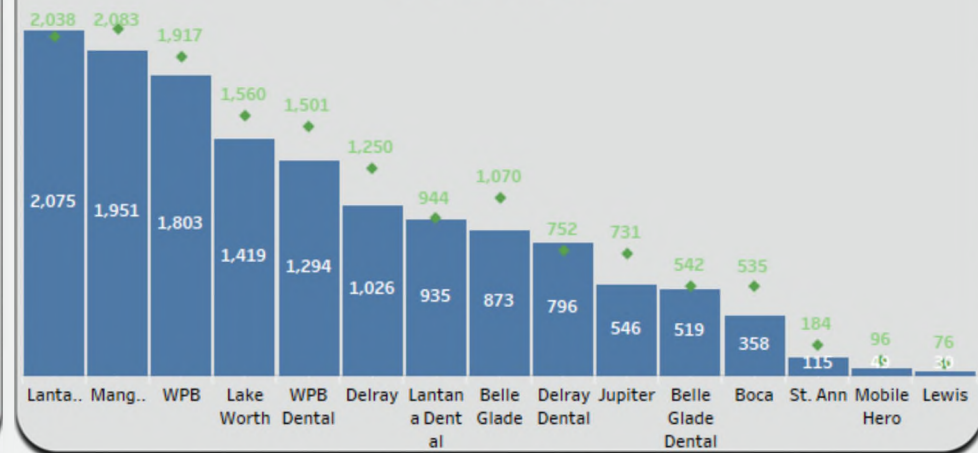


### CLINICS MONTHLY VOLUME

Monthly Target  
Difference from previous year

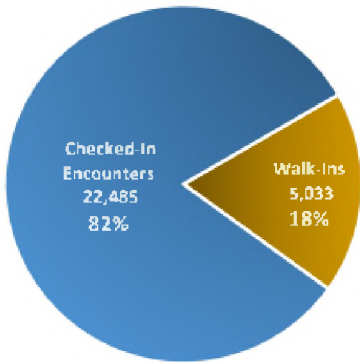


### VOLUME BY CLINIC

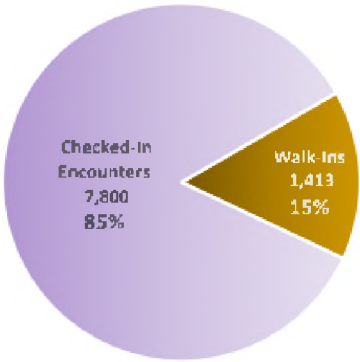


Number and percentage of Walk-Ins seen during YTD 2023 at C. L. Brumback Primary Care Clinics

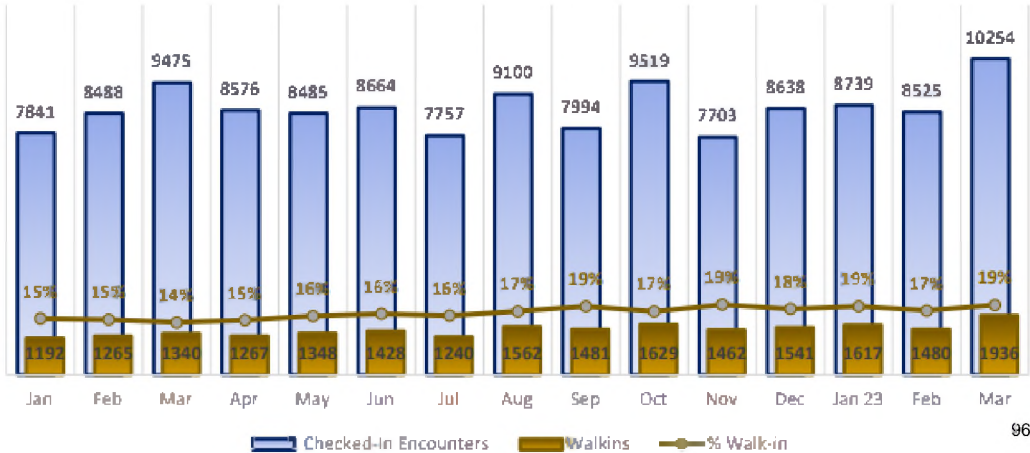
Walk-Ins Adult Medical, Pediatric, Women's Health, BH / SA  
2023



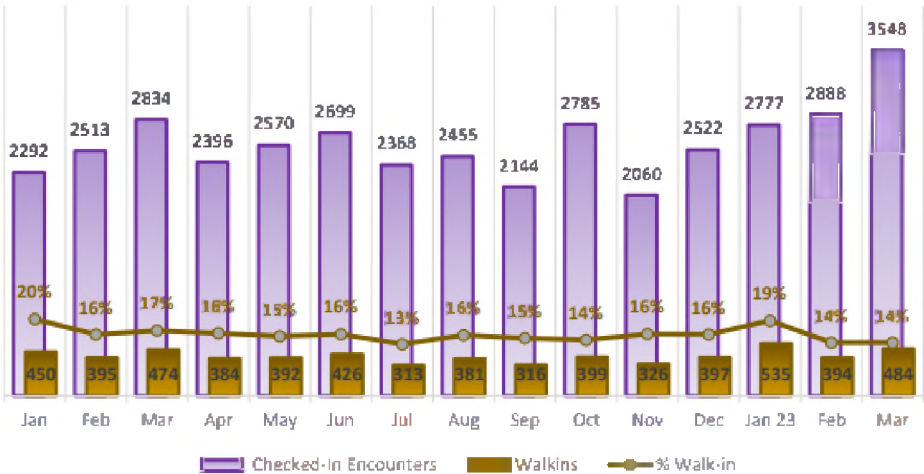
Walk-ins Dental  
2023



Walk-ins Adult Medical, Pediatric, Women's Health, BH / SA by  
Clinic  
2022- 2023

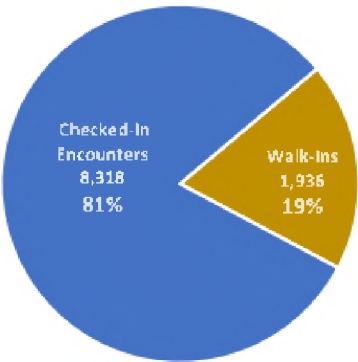


Walk-ins Dental  
2023

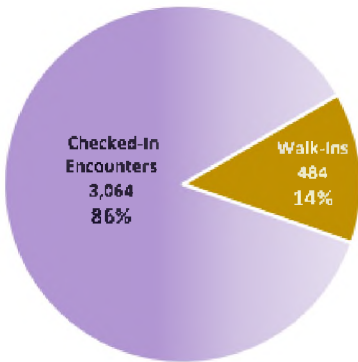


Number and percentage of Walk-Ins seen in March 2023 at C. L. Brumback Primary Care Clinics

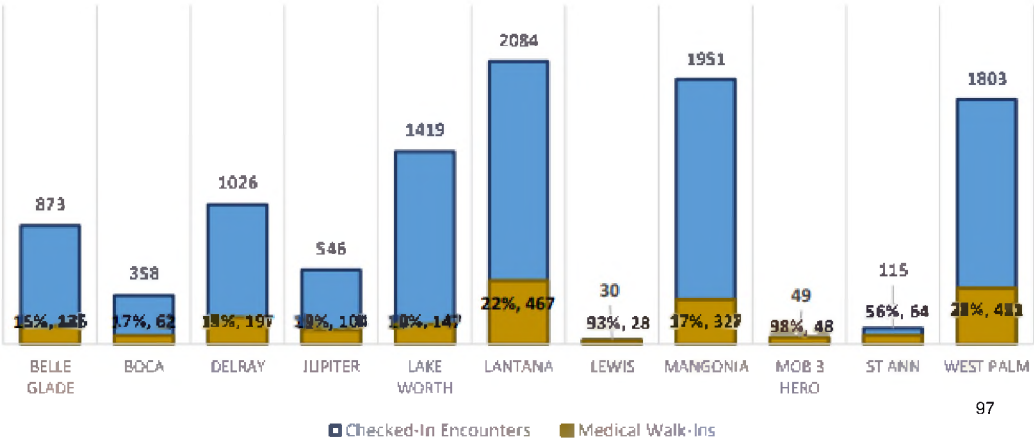
Walk-Ins Adult Medical, Pediatric, Women's Health, BH / SA  
Mar 2023



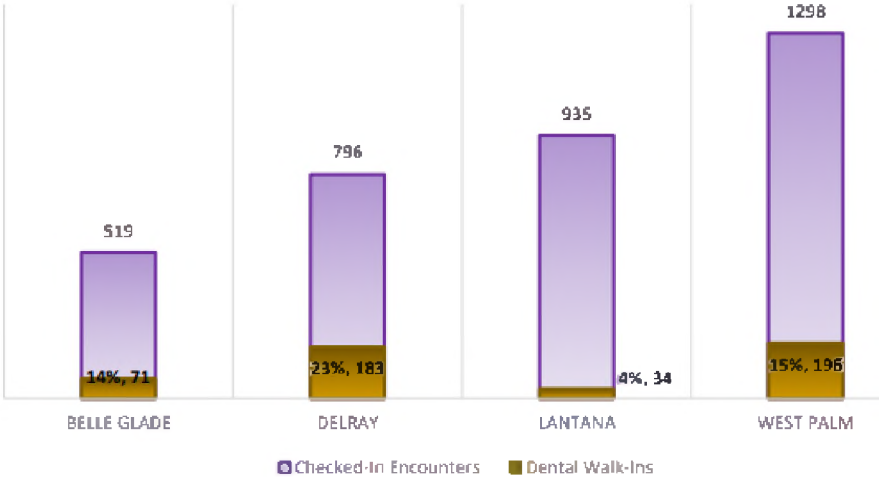
Walk-Ins Dental  
Mar 2023



Walk-ins Adult Medical, Pediatric, Women's Health, BH / SA by  
Clinic  
March 2023

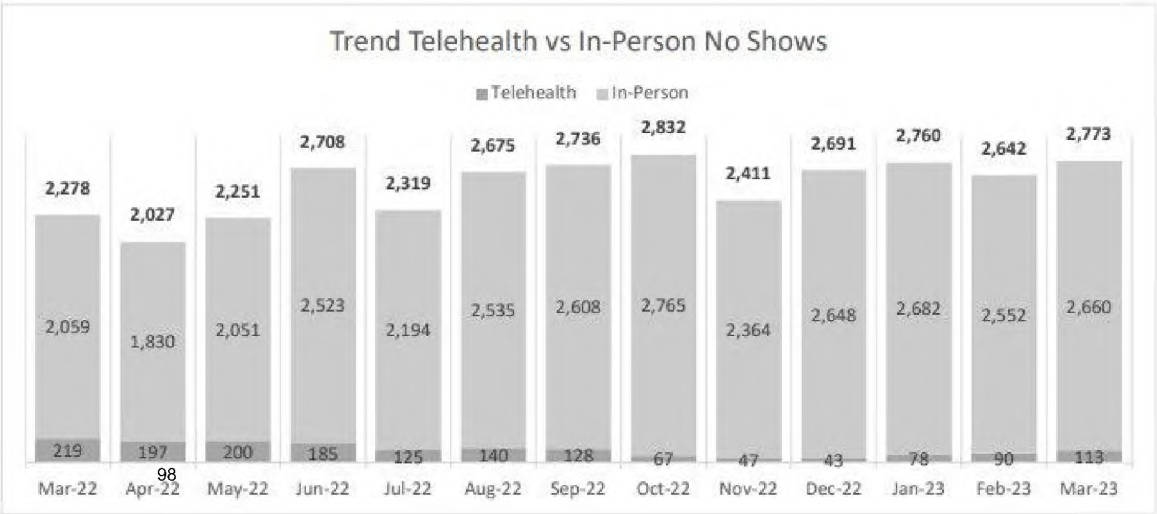
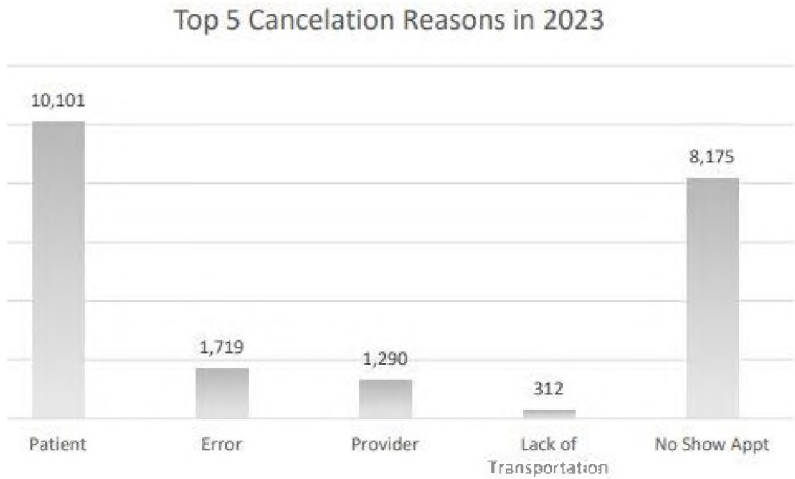
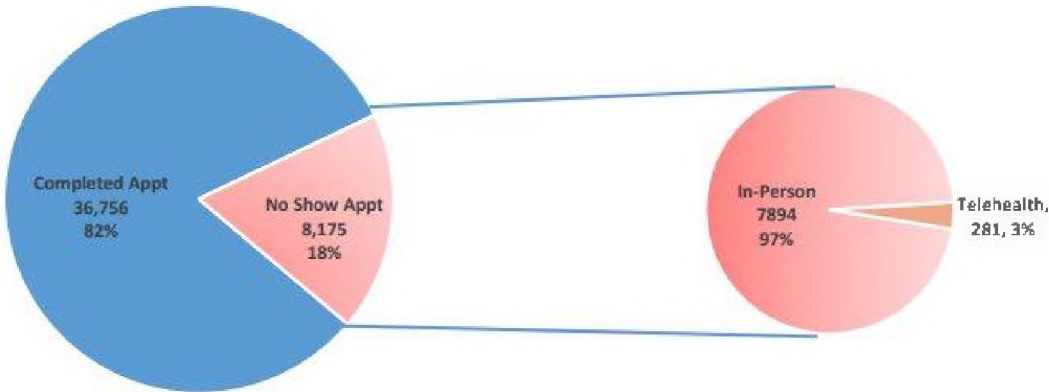
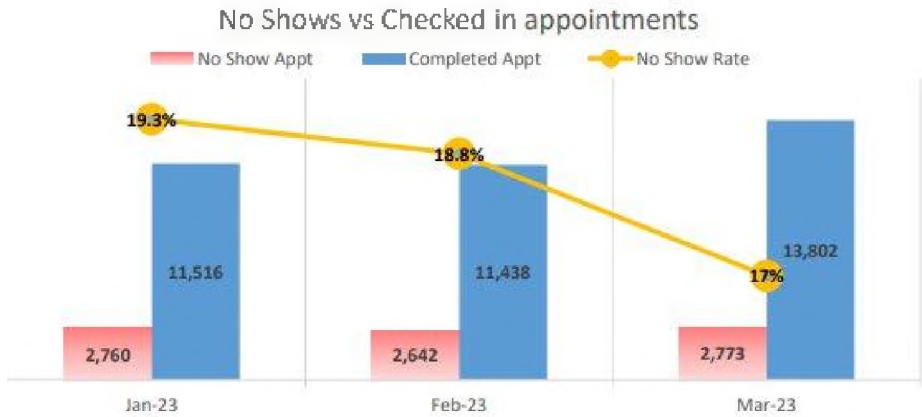


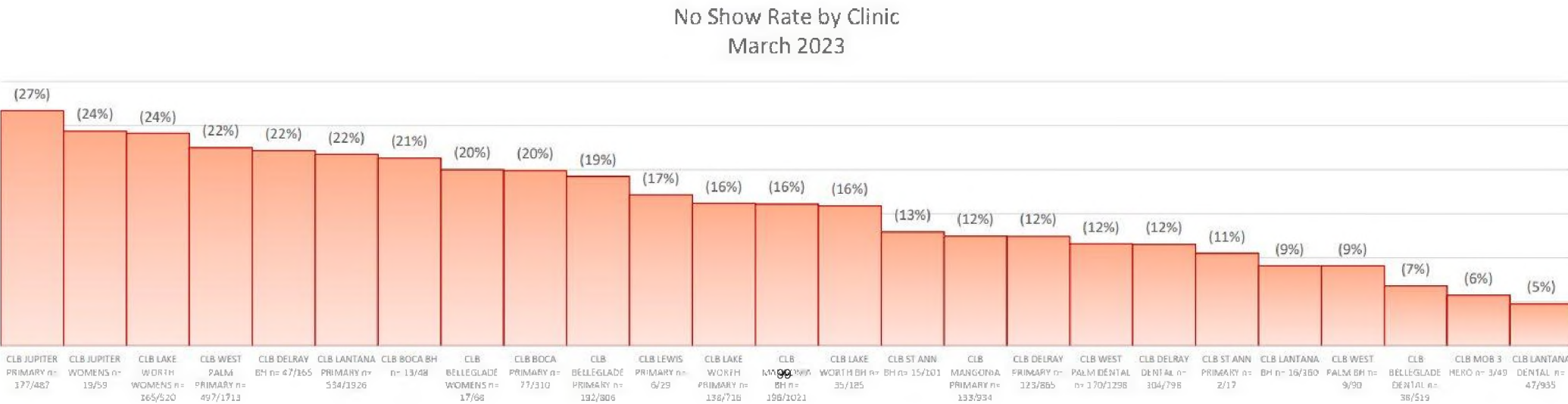
Walk-ins Dental by Clinic  
February 2023



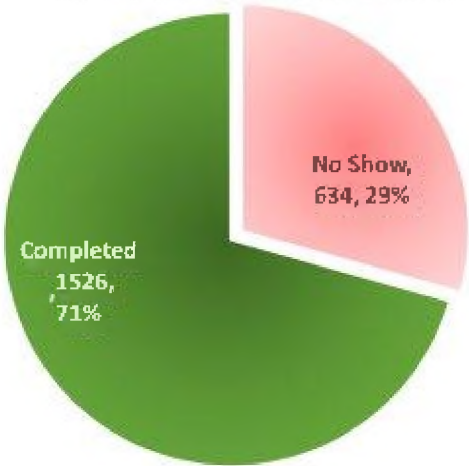
# No Show Appointment Analysis March 2023

(Medical, Adult Peds, Pediatric Care, Women’s Health, Dental, BH Integration and BH Addiction)

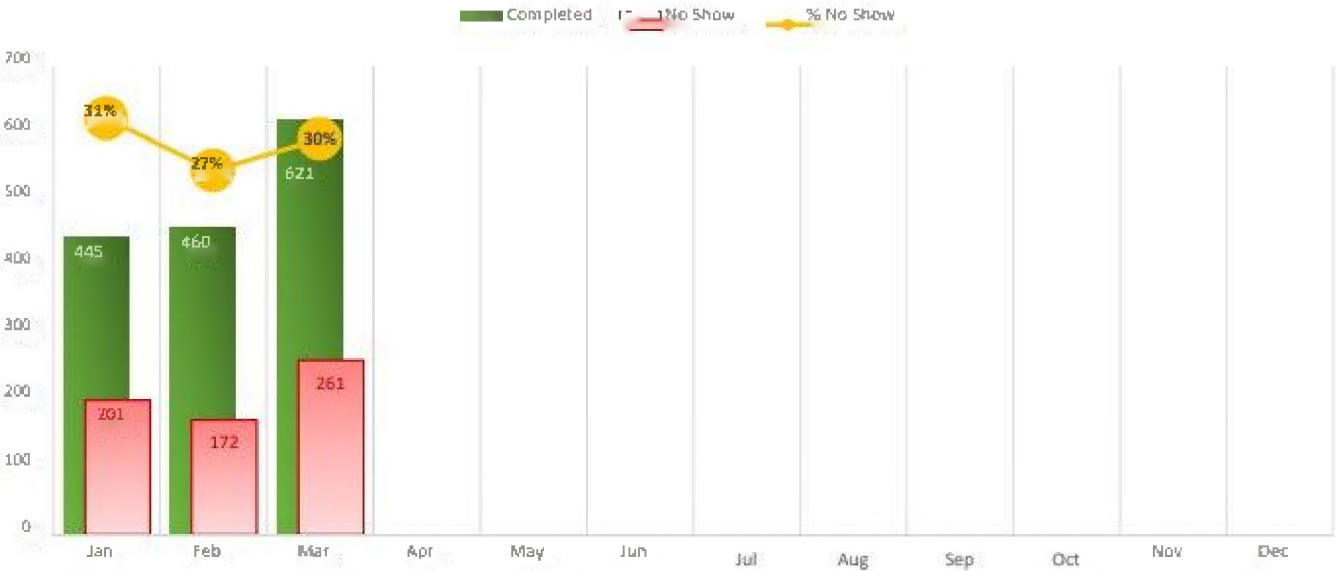




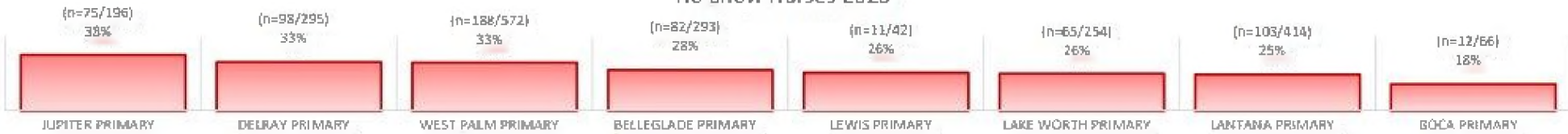
NO SHOW NURSES VISITS 2023



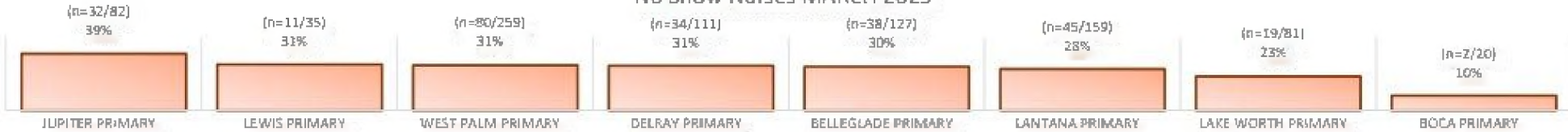
NO SHOW NURSES VISITS 2023 (29%)



No Show Nurses 2023



No Show Nurses MARCH 2023



**DISTRICT CLINIC HOLDINGS, INC.**  
**BOARD OF DIRECTORS**  
**April 27, 2022**

**1. Description: Patient Relations Dashboard Report**

**2. Summary:**

This agenda item provides the following:

Quarterly Patient Relations Dashboard Q1 - 2023

**3. Substantive Analysis:**

For Quarter 1 2023, there were a total of 49 Patient Relations Occurrences that occurred between 8 Clinics and Clinic Administration. Of the 49 occurrences, there were a total of 14 Grievances and 35 Complaints. The top 5 categories were Finance, Care & Treatment, Physician Related, Referral Related and Respect Related Issues. The top subcategory was Billing Issues with 6 occurrences. This was followed by Physician Related All Aspects of Care with 5 occurrences.

There was also a total of 52 Compliments received across 7 Clinics and Clinic Administration. Of the 52 Compliments, 44 were patient generated compliments and 8 were employee to employee compliments, known as “Thumbs-Up”.

**4. Fiscal Analysis & Economic Impact Statement:**

	<b>Amount</b>	<b>Budget</b>
Capital Requirements	<b>N/A</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Annual Net Revenue	<b>N/A</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Annual Expenditures	<b>N/A</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

Reviewed for financial accuracy and compliance with purchasing procedure:

\_\_\_\_\_  
N/A  
Candice Abbott  
VP & Chief Financial Officer

**5. Reviewed/Approved by Committee:**

\_\_\_\_\_  
N/A  
Committee Name

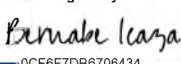
\_\_\_\_\_  
Date Approved

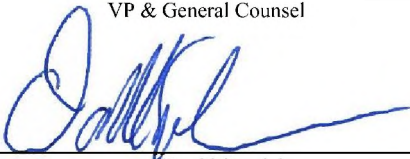
**DISTRICT CLINIC HOLDINGS, INC.**  
**BOARD OF DIRECTORS**  
**April 27, 2022**


**6. Recommendation:**

Staff recommends the Board approve the Quarterly Patient Relations Dashboard for Q1 2023.

Approved for Legal sufficiency:

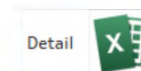
DocuSigned by:  
  
0CE6E7DB6706434  
Bernabe Icaza  
VP & General Counsel

  
David Speciale  
Director of Patient Experience

  
Alicia Ottmann, PA-C  
AVP, Executive Director FQHC  
& Pharmacy Services



## Patient Relations (Grievances, Complaints & Compliments) C.L. Brumback Primary Care Clinics

Top Categories  
5

2023 Q1

1/1/23 to 3/31/23



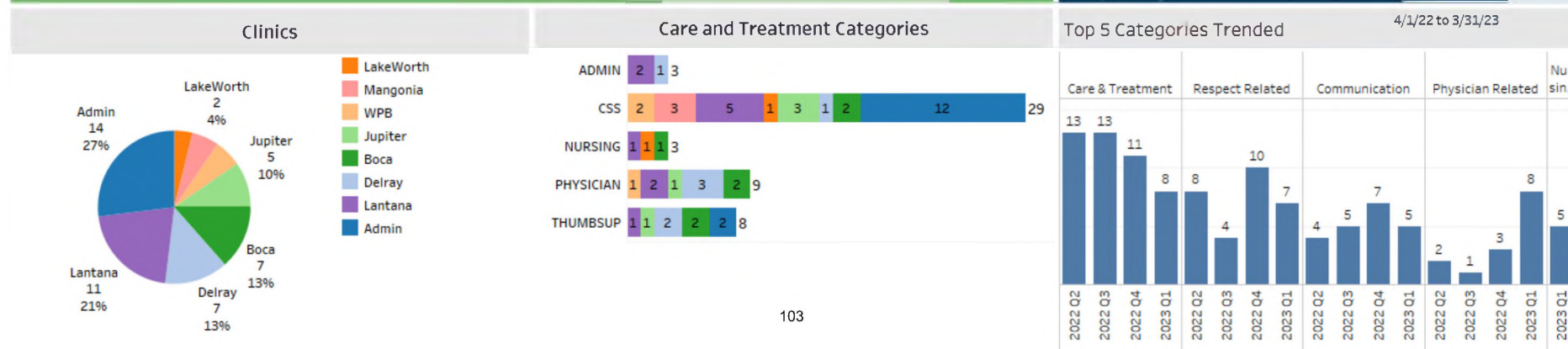
Total Compliments

52

Late Entries: 6

Complaints/Grievances Prev 4 Quarters

174



103

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

