



# **COMMUNITY HEALTH CENTER BOARD OF DIRECTORS**

**July 24, 2024  
12:30 P.M.**

## **Meeting Location**

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

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



**BOARD OF DIRECTORS MEETING  
AGENDA**

**July 24, 2024**

**1515 N. Flagler Drive (Board Room)  
West Palm Beach, FL 33401**

Remote Participation Link: <https://zoom.us/j/5507895592?pwd=REZ4TWtYUXowQWNpWTBaVXRzZ1dDQT09>

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

**1. Call to Order – Melissa Tascone, Chair**

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

**2. Agenda Approval**

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

**3. Awards, Introductions and Presentations**

None.

**4. Disclosure of Voting Conflict**

**5. Public Comment**

**6. Meeting Minutes**

- A. **MOTION TO APPROVE:**  
Board Meeting Minutes of June 24, 2024 [Pages 1-7]

**7. Consent Agenda - MOTION TO APPROVE: Consent Agenda Items**

- A. **ADMINISTRATION**



7A-1 **RECEIVE AND FILE:**  
July 2024 Internet Posting of District Public Meeting  
<https://www.hcdpbc.org/resources/public-meetings>

7A-2 **RECEIVE AND FILE:**  
Attendance Tracking [Page 8]

7A-3 **RECEIVE AND FILE:**  
HRSA Digest  
(Jesenia Montalvo) [Pages 9-14]

## **B. FINANCE**

7B-1 **MOTION TO APPROVE:**  
Community Health Centers Financial Report May 2024  
(Jessica Cafarelli) [Pages 15-31]

## **8. Regular Agenda**

### **A. ADMINISTRATION**

8A-1 **MOTION TO APPROVE:**  
Grant Opportunities  
(Dr. Joshua Adametz) [Pages 32-35]

8A-2 **MOTION TO APPROVE:**  
Lewis Center Hours  
(Dr. Joshua Adametz) [Pages 36]

### **B. EXECUTIVE**

8B-1 **RECEIVE AND FILE:**  
Executive Director Informational Update  
(Dr. Joshua Adametz) [Pages 37-38]

### **C. CREDENTIALING**

8C-1 **MOTION TO APPROVE:**  
Licensed Independent Practitioner Re-credentialing and Privileging  
(Dr. Ana Ferwerda) [Pages 39-41]



**D. QUALITY**

**8D-1 MOTION TO APPROVE:**

Quality Report

(Dr. Ana Ferwerda) [Pages 42-61]

**E. OPERATIONS**

**8E-1 MOTION TO APPROVE:**

Operations Report- June 2024

(Angela Santos) [Pages 62-70]

**8E-2 MOTION TO APPROVE:**

Patient Relations Report Q2 2024

(Alexa Goodwin) [Pages 71-73]

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

**10. Board Member Comments**

**11. Establishment of Upcoming Meetings**

**August 28, 2024 (TBD)**

12:30 p.m. Board of Directors

**September 25, 2024 (TBD)**

12:30 p.m. Board of Directors

**October 23, 2024 (TBD)**

12:30 p.m. Board of Directors

**November 20, 2024 (TBD)**

12:30 p.m. Board of Directors

**December 18, 2024 (TBD)**

12:30 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**



**Community Health Center  
Board of Directors Meeting  
Summary Minutes  
06/26/2024**

**Present:** Mike Smith- Vice-Chair; Melissa Tascone – Chair; William Johnson-Treasurer; Joseph Gibbons-Secretary  
Alcolya St. Juste (ZOOM); Crystal Gonzalez (ZOOM)

**Absent:** Boris Seymore

**Excused:** Cathleen Ward; Julia Bullard

**Staff:** Darcy Davis (ZOOM); Christy Goddeau (LEGAL); Candice Abbott; Dr. Joshua Adametz; Dr. Courtney Phillips; Regina All (ZOOM); Jessica Cafarelli; Dr. Belma Andric; Dr. Charmaine Chibar (ZOOM); Angela Santos; Gina Kenyon

**Minutes Transcribed By:** Gina Kenyon

**The meeting is scheduled for** 1:00pm.

**Meeting Began at** 1:03.

AGENDA ITEM	DISCUSSION	ACTION
<b>1. Call to Order</b>	Melissa Tascone called the meeting to order.	<b>The meeting was called to order at 1:03 p.m.</b>
<b>1A. Roll Call</b>	Roll call was taken and a quorum was established.	
<b>1B. Affirmation of Mission</b>	Ms. Tascone 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: Mr. Bill Johnson made a motion to approve the agenda. Mr. Joe Gibbons duly seconded the motion. A vote was called and the motion passed unanimously.</b></p>
<p><b>3. Awards, Introductions &amp; Presentations</b></p>	<p>None.</p>	<p><b>No action necessary.</b></p>
<p><b>4. Disclosure of Voting Conflict</b></p>	<p>None.</p>	<p><b>No action necessary.</b></p>
<p><b>5. Public Comment</b></p>	<p>None.</p>	<p><b>No action necessary.</b></p>
<p><b>6. Meeting Minutes</b></p> <p><b>A. MOTION TO APPROVE:</b> Board meeting minutes of May 22, 2024</p>	<p>There were no changes or comments to the minutes dated May 22, 2024.</p>	<p><b>VOTE TAKEN: As presented, Mr. Mike Smith made a motion to approve the Board meeting minutes. Mr. Joe Gibbons duly seconded the motion. A vote was called, and the motion passed unanimously.</b></p>



<b>7. Consent Agenda – Motion to Approve Consent Agenda Items</b>		<b>VOTE TAKEN:</b> Mr. Joe Gibbons motioned to approve the Consent Agenda. Mr. Bill Johnson duly seconded the motion. A vote was called, and the motion passed unanimously.
<b>A. ADMINISTRATION</b>		
<b>7A-1. Receive &amp; File:</b> July 24, 2024 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	Per the request of the clinic Board, the latest HRSA Digest was provided.	<b>Received &amp; Filed. No further action is necessary.</b>
<b>B. FINANCE</b>		
<b>7B-1. Motion To Approve:</b> DCH, Inc. Financial Report April 2024	This agenda item recommends the Board approve the April 2024 Financials which were provided in the Board packet.	<b>Motion approved unanimously.</b>
<b>8. REGULAR AGENDA</b>		
<b>A. ADMINISTRATION:</b>		
<b>8A-1 MOTION TO APPROVE:</b>	Ms. Abbott presented the agenda item to change the Mangonia hours of service from 8am – 5pm to 8am – 8pm to accommodate the co-	<b>VOTE TAKEN:</b> As presented, Mr. Mike Smith made a motion to





Mangonia Clinic Hours Increased to 8am – 8pm	responder and the pilot here for the Behavioral Health project.	<b>approve item 8A-1. Mr. Bill Johnson duly seconded the motion. A vote was called, and the motion passed unanimously.</b>
<b>8A-2 MOTION TO APPROVE:</b> Grant Application Budgets and Abstracts	<p>Ms. Abbott presented the Grant application for budgets and abstracts.</p> <p>The grant opportunity QIF-TJI funding may provide in-scope services to support the transitions in care for incarcerated individuals.</p> <p>Mr. Johnson asked if there is a special criteria of what “clients” we would look at that have been incarcerated? Ms. Abbott explained that they may have had some diagnoses that has been addressed while they were in jail or prison and they would need to have that transition of care to continue meeting those needs of that person when they are in the community.</p> <p>The grant opportunity BHSE funding may provide support to health centers to increase access to behavioral health services through starting or expanding mental health and substance use disorder (SUD) services.</p> <p>Ms. Abbott explained how the breakdown of the grant would be utilized.</p> <p>Mr. Smith asked if HRSA had any committees that present to them everything we, as the Health Care District, are accomplishing? Dr. Andric explained that she belongs to many national round tables, medical directors groups, Florida Association of Community Health Centers, etc...</p>	<b>VOTE TAKEN: As presented, Mr. Joe Gibbons made a motion to approve item 8A-2. Mr. Bill Johnson duly seconded the motion. A vote was called, and the motion passed unanimously.</b>
<b>8A-3 MOTION TO APPROVE:</b>	Ms. Davis presented the approval selection of the new Permanent Executive Director, Dr. Joshua Adametz.	<b>VOTE TAKEN: As presented, Mr. Joe Gibbons made a motion to approve item 8A-3. Mr. Bill Johnson duly seconded the motion. A vote</b>



Approval Selection of Permanent Executive Director		<b>was called, and the motion passed unanimously.</b>
<b>B. EXECUTIVE</b>		
<b>8B-1 RECEIVE AND FILE:</b> Executive Director Informational Update	Candice Abbott presented her Executive Director Informational Update. <ul style="list-style-type: none"> <li>National Committee for Quality Assurance</li> </ul>	<b>No action necessary.</b>
<b>C.CREDENTIALING</b>		
<b>8C-1 MOTION TO APPROVE:</b> LIP Credentialing and Privileging.	The agenda item represents the licensed independent practitioners recommended for re-credentialing and credentialing and privileging by the FQHC Medical Director. <ul style="list-style-type: none"> <li>Kevin Rodriguez-Lichtenberg, DDS</li> <li>Todd Carney, LMHC</li> </ul>	<b>VOTE TAKEN: Mr. Mike Smith made a motion to approve the LIP Recredentialing and Privileging as presented. Mr. Joe Gibbons duly seconded the motion.</b>
<b>D.QUALITY</b> <b>8D-1. MOTION TO APPROVE:</b> Quality Reports	This agenda item presents the updated Quality Improvement & Quality Updates: <ul style="list-style-type: none"> <li>Quality Council Meeting Minutes – June 2024</li> <li>UDS Report – YTD</li> </ul> <p>Dr. Chibar presented the above topics and reviewed the UDS Report Dashboard.</p>	<b>VOTE TAKEN: Mr. Joe Gibbons made a motion to approve the Quality Reports as presented. Mr. Bill Johnson duly seconded the motion. A vote was called, and the motion passed unanimously.</b>
<b>E. OPERATIONS</b>		
<b>8E-1 MOTION TO APPROVE:</b> Operations Report	Angela Santos presented the Operations Report for May 2024 <ul style="list-style-type: none"> <li>Clinic Productivity, Demographics, Payor Mix, Walk-In Dashboard, and No-Show Dashboard.</li> </ul>	<b>VOTE TAKEN: Mr. Joe Gibbons made a motion to approve the Quality Reports as presented. Mr. Bill Johnson duly seconded the motion. A vote was called, and the motion passed unanimously.</b>



<b>9. Executive Director of FQHC Services Comments</b>	<p>Next month's meeting will be held at the Lantana Clinic.</p> <p>Ms. Abbott informed the Board that we did receive a \$50,623.00 Quality Improvement grant from HRSA that will be utilized in our IT department.</p>	<b>No action necessary.</b>
<b>10. Board Member Comments</b>	None.	<b>No action necessary.</b>
<b>11. Establishment of Upcoming Meetings</b>	<p><b><u>July 24, 2024 (Lantana)</u></b> 12:30 p.m. Board of Directors</p> <p><b><u>August 28, 2024 (HCD Board Room)</u></b> 12:30 p.m. Board of Directors</p> <p><b><u>September 25, 2024 (HCD Board Room)</u></b> 12:30 p.m. Board of Directors</p> <p><b><u>October 23, 2024 (HCD Board Room)</u></b> 12:30 p.m. Board of Directors</p> <p><b><u>November 20, 2024 (HCD Board Room)</u></b> 12:30 p.m. Board of Directors</p> <p><b><u>December 18, 2024 (HCD Board Room)</u></b> 12:30 p.m. Board of Directors</p>	<b>No action necessary.</b>



<b>12. Motion to Adjourn</b>	Ms. Tascone motioned to adjourn the public meeting at 1:59 pm.	<b>VOTE TAKEN:</b> Mr. Joe Gibbons made a motion to adjourn the public meeting. Mr. Mike Smith duly seconded the motion. A vote was called, and the motion passed unanimously.
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Minutes Reviewed by: \_\_\_\_\_  
Signature Date

**Community Health Center Board of Directors  
Attendance Tracking**

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

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

COMMUNITY HEALTH CENTER  
BOARD OF DIRECTORS  
JULY 24, 2024

1. Description: HRSA Digest

2. Summary:

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

3. Substantive Analysis:

The July HRSA Digest highlighted the 2024 CHQR Badges, CDC’s Call on Avian Flu Updates, Upcoming Funding Deadlines FY 2025 Expanded Hours, and Today with Macrae Q&A.

4. Fiscal Analysis & Economic Impact Statement:

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

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

\_\_\_\_\_  
Jessica Cafarelli  
VP & Chief Financial Officer

5. Reviewed/Approved by Committee:

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

\_\_\_\_\_  
N/A  
Date

6. Recommendation:

Staff recommends the Board Receive and File the HRSA Digest.

Approved for Legal sufficiency:

DocuSigned by:  
Bernabe Icaza  
0CF6F7DB6706B Bernabe Icaza  
SVP & General Counsel  
DocuSigned by:  
Jesenia Montalvo  
D31F5A902D3B5C Jesenia Montalvo  
Manager, Regulatory & Accreditation

Signed by:  
Joshua Adametz  
2B4281F08B4B2 Joshua Adametz, DMD, MPH, MA  
AVP & Executive Director of Community Health Centers

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# CHQR Badge Update, Expanded Hours Deadline, Today with Macrae Q&A

HRSA sent this bulletin at 07/09/2024 09:10 AM EDT

Email Address  

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Share Bulletin



July 9, 2024

 SHARE

### THURSDAY: Today with Macrae: Q&A

Our upcoming webcast is a Question & Answer session. We'll do our best to answer as many of the questions you submitted as possible. Jim will also share updates.

Thursday, July 11  
3:00-4:15 p.m. ET  
[Join the day of the session](#)  
Join by phone: 833-568-8864  
Webinar ID: 161 375 2935



### 2024 CHQR Badges: COVID-19 Badge Removed

Using 2023 Uniform Data System (UDS) data we will award the same set of Community Health Quality Recognition (CHQR) badges this year as we did in 2023 with one exception: We removed the COVID-19 Public Health Champion badge due to the end of the COVID-19 public health emergency. For detailed information on CHQR badge criteria, view the [CHQR Overview webpage](#) and the [CHQR FAQ webpage](#).

Still have questions? Submit via the [BPHC Contact Form](#) (*Uniform Data System > Community Health Quality Recognition (CHQR) Badges > Verifying CHQR badge eligibility or criteria*).



### NEXT WEEK: CDC Call on Avian Flu

CDC's Clinician Outreach and Communication Activity (COCA) group will give updates on highly pathogenic avian influenza A (H5N1) virus, aka avian flu. This information is geared to clinicians and health care centers. Speakers will provide information on testing, using antivirals, and infection prevention and control recommendations.

Tuesday, July 16  
2:00-3:00 p.m. ET  
[Join the day of the session](#)  
**\*\*CE available\*\***



Visit the [call webpage](#) for call-in info and more details.



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

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

## What's New

### Upcoming Funding Deadline: Fiscal Year 2025 Expanded Hours

Applications for the fiscal year 2025 Expanded Hours funding opportunity are due in HRSA's Electronic Handbooks by 5:00 p.m. ET on Tuesday, July 23. Access technical assistance (TA) materials, including new FAQs, on the [Expanded Hours TA page](#).

### DUE THURSDAY: Bridge Funding Reporting Requirement – Health Center COVID-19 Survey

Health centers using HRSA COVID-19 Bridge funds are required to complete the monthly Health Center COVID-19 Survey. The July 5 survey is due by 11:59 p.m. *your local time* on Thursday, July 11. Please ONLY report **June** data in this survey.

Our [COVID-19 Data Collection Survey Tool User Guide](#) can help you understand how to report. If you still have questions, use the [BPHC Contact Form](#) (COVID-19 > COVID-19 Surveys).

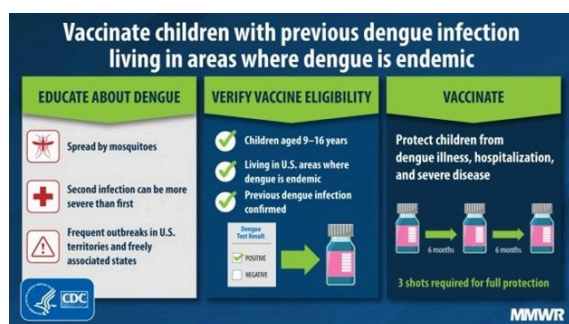
In May, we addressed questions about when this monthly survey opens. Read that [announcement](#) if you missed it.

### NEXT WEEK: PCMH TA Symposium – Agenda Now Available!

As mentioned in a bulletin yesterday, the updated [Patient-Centered Medical Home \(PCMH\) Health Equity TA Symposium website](#) now includes a detailed agenda for our two-day symposium. Check it out and be sure to register to join us next week!

### Puerto Rico Health Centers: Test Children for Dengue and Vaccinate

For health care providers in Puerto Rico: CDC recommends ordering a dengue test today for children ages 9-16 years. Inform children and their parents about the risks of dengue, and how getting the vaccine can protect them. If their test result is positive for a previous dengue virus infection — which places them at higher risk for severe dengue — encourage them to get the vaccine. Visit CDC's [Laboratory Testing Requirements for Vaccination with Dengvaxia Dengue Vaccine webpage](#).



### Thanks for Sending Your Photos!

We appreciate everyone who sent us pictures from National HIV Testing Day! Here are some great ones.



Clockwise from upper right: Peach Tree Health • Miami Beach Community

## Training Calendar



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

### Through July 16

#### Fostering Organization-wide Camaraderie and Teamwork

Tuesday, July 9  
2:00-3:00 p.m. ET

[Registration page](#)

#### Health Center Financial Management: Best Practices and Risk Mitigation

Co-hosted with the National Association of Community Health Centers (NACHC)  
Tuesday, July 9

3:00-4:30 p.m. ET

[Registration page](#)

#### Million Hearts Learning Lab: Hypertension in Pregnancy: Impactful Strategies and Tools

Co-hosted by NACHC\* with the American Medical Association

Thursday, July 11  
1:00-1:45 p.m. ET

[Registration page](#)

**\*\*1.0 CME credit available\*\***

\*NACHC's funding is through a cooperative agreement with Million Hearts, which CDC and CMS fund.

#### Today with Macrae: Q&A

Thursday, July 11  
3:00-4:15 p.m. ET

[Join the day of the session](#)

Join by phone: 833-568-8864  
Webinar ID: 161 375 2935

#### Pediatric Behavioral Health Series

Sessions take place from 1:00-1:30 p.m. ET

**\*\*0.5 CE per session available for behavioral health professionals\*\***

Part 1: Monday, July 15

[Registration page](#)

Part 2: Monday, July 22

[Registration page](#)

#### National Telehealth Conference

Tuesday, July 16  
9:30 a.m.-5:00 p.m. ET

[Registration page](#)

#### PCMH Health Equity TA Symposium

Co-hosted with The Joint Commission

Tuesday, July 16,  
and Wednesday, July 17

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

[Symposium website](#)

### Upcoming

#### UDS Test Cooperative

Wednesday, July 17  
2:00-3:00 p.m. ET

[Join the UTC to gain access](#)

#### Designing and Implementing a Successful Workforce Well-being Strategy

Wednesday, July 24  
2:00-3:00 p.m. ET

[Registration page](#)

#### Leveraging Electronic Health Records to Promote Improved Care, Patient Safety and



*clockwise from upper right: Cedar Tree Health; Miami Beach Community Health Center Inc.; San Fernando Community Health Center; Whiteford, Inc.; San Fernando Community Health Center*

## Join the National Advisory Council on Migrant Health

The National Advisory Council on Migrant Health (NACMH) seeks five new members. Health center patient board members for health centers that serve migratory and seasonal agricultural workers (MSAWs) may apply. Members serve four-year terms. Interested? Email your résumé to [HRSA](#).

This federal advisory committee aims to improve the health and well-being of MSAWs. It meets twice a year to advise and make recommendations to the HHS Secretary on policy, program development, and topics related to Migrant Health Centers and other organizations that serve MSAWs and their families. Learn more on the [NACMH webpage](#).

## Provider Relief Fund Reporting Period 7

The Provider Relief Fund (PRF) [Reporting Portal](#) is open through Monday, September 30. Providers who received one or more PRF (General or Targeted) and/or American Rescue Plan Rural payments exceeding \$10,000, in the aggregate, from January 1 to June 30, 2023, must report on their use of funds during Reporting Period 7 to comply with [PRF Reporting Requirements](#) (PDF). Find information and resources on the [PRF Reporting & Auditing webpage](#).

## Funding Opportunity: Act Early Ambassadors – Liaisons to CDC's "Learn the Signs. Act Early." Program

CDC and the American Academy of Pediatrics announce a funding opportunity for Act Early Ambassadors to work with CDC's "Learn the Signs. Act Early." Program. The program aims to improve early identification of developmental delays and disabilities, including autism. Read CDC's [Request for Application](#) (PDF).

# Behavioral Health

## Pediatric Behavioral Health Series

**Part 1:** Speakers will explore prevalent diagnoses in children, the impact of maternal behavioral health conditions during the perinatal period, and various risk and protective factors influencing child well-being. They will cover childhood development from early childhood through adolescence, highlighting key milestones and challenges.

Monday, July 15  
1:00-1:30 p.m. ET  
[Registration page](#)

**Part 2:** Speakers will focus on actionable strategies for implementing pediatric integrated care related to screening, referral, and care coordination. They will also highlight treatment best practices, emphasizing culturally relevant patient and family-centered and trauma-informed approaches. Through examples of evidence-based programs, they will showcase effective interventions tailored to different developmental stages, from early childhood to adolescence.

Monday, July 22  
1:00-1:30 p.m. ET  
[Registration page](#)

**\*\*0.5 CE per session is available for behavioral health professionals\*\***

## STOP Act Stakeholder Meeting for Public Comment

The Federal STOP Act requires that the Interagency Coordinating Committee on the Prevention of Underage Drinking hold an annual meeting to solicit input for their reports on underage drinking (see the [2023 report to Congress](#) (PDF)); on state underage drinking prevention activities, performance, and best practices; and on the National Media Campaign to Prevent Underage Drinking. Join to give your input:

Wednesday, August 7  
10:00-11:30 a.m. ET  
[Registration page](#)

Learn more about the committee and the meeting agenda on the [committee's website](#).

# Workforce

## Designing and Implementing a Successful Workforce Well-being Strategy

You can improve staff satisfaction, retention, and resilience by executing a customized workforce well-being strategy. During this webinar, we'll introduce you to a practical tool that can hone your strategy. We'll also explore a real-life scenario that illustrates how to use the tool.

## Care, Patient Safety and Privacy

Hosted by Health Partners on IPV  
+ Exploitation  
Thursday, July 25  
2:00-3:00 p.m. ET  
[Registration page](#)

## Creating Feedback Processes to Empower Staff

Tuesday, July 30  
2:00-3:00 p.m. ET  
[Registration page](#)

## Whole Person Care: Interdisciplinary Medical and Oral Health

Tuesday, August 6  
1:00-2:00 p.m. ET  
[Registration page](#)

## Health Center Program GeoCare Navigator Live Training

Wednesday, August 7  
2:00-3:00 p.m. ET  
[Registration page](#)

## HRSA Virtual Job Fair

Wednesday, August 7  
6:00-9:00 p.m. ET  
Visit the [Bureau of Health Workforce's Virtual Job Fair webpage](#) for information

*Webinars are hosted by HRSA unless otherwise noted.*

Wednesday, July 24  
2:00-3:00 p.m. ET  
[Registration page](#)

### Creating Feedback Processes to Empower Staff

Join our webinar to learn how you can improve workforce well-being by creating a psychologically safe workplace through implementing feedback processes that lead to staff empowerment and job satisfaction. Together, we will explore what's necessary for such an environment, how feedback models can play a role in creating these conditions, and what can be used to guide health centers in enhancing their staff experience.

Tuesday, July 30  
2:00-3:00 p.m. ET  
[Registration page](#)

## Oral Health

### Whole Person Care: Interdisciplinary Medical and Oral Health

Oral health and other health conditions often relate, and coordinating treatment is important. Integrating care can be an effective way to improve patient care delivery and outcomes while reducing costs. Our webinar will highlight barriers, facilitators, and recommendations to enhance integration. We'll feature representatives from CMS, CDC, and Mile Square Health Center.

Tuesday, August 6  
1:00-2:00 p.m. ET  
[Registration page](#)

## Additional Resources

### Considerations for the Implementation of Point of Care Testing for Syphilis

The HHS National Syphilis Congenital Syphilis Syndemic Task Force has prepared a comprehensive overview of the four main differences between point of care tests and laboratory-based serologic tests. Their [publication](#) (PDF) also highlights the best settings to consider use of point of care tests.

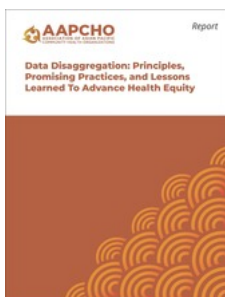
### Serving Farmworker Patients Who Speak Indigenous Languages

Farmworker Justice created a resource for health center staff serving Indigenous farmworker patients to ensure the provision of adequate language support. It shares best practices and recommendations directly from Indigenous farmworkers. The resource is available in the [Health Center Resource Clearinghouse](#) in English and Spanish.

### Data Disaggregation: Principles, Promising Practices, and Lessons Learned to Advance Health Equity

In 2023-2024, the Association of Asian Pacific Community Health Organizations (AAPCHO) conducted an environmental scan of racial, ethnic, and language data disaggregation practices at health centers. They sent out a questionnaire and held interviews.

Their [new report](#) (PDF) compiles their findings, including promising practices and lessons learned.



### Bridging Community and Clinic to Promote Diabetes Equity in South Asian Communities

The modules in AAPCHO's self-paced learning series present case studies for interventions to support Asian American, Native Hawaiian, and Pacific Islander (AANHPI) patients with chronic disease management.

- **Module 4:** The Chair of Native Hawaiian Health at the University of Hawai'i highlights the importance of culturally grounded interventions in improving health outcomes for AANHPI patients and discusses the physical and mental health impacts of connection to community, culture, and traditional practices.

View [AAPCHO's website](#) to access the series.

### FREE CE: CDC Recommendations for Hepatitis C Testing Among Perinatally Exposed Infants and Children

CDC and Medscape offer free CE on important and timely topics. They recently announced one on [Hepatitis C testing among perinatally exposed infants and children](#). The agency established new guidance last year in response to the surge in cases.

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COMMUNITY HEALTH CENTER  
BOARD OF DIRECTORS  
July 24, 2024

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

2. **Summary:**

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

3. **Substantive Analysis:**

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

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

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

\*Non-budgeted expenditures in excess of \$250,000 require Finance and Audit Committee review and Board approval.

Reviewed for financial accuracy and compliance with purchasing procedure:

N/A  
\_\_\_\_\_  
Jessica Cafarelli  
VP & Chief Financial Officer

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

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

N/A  
\_\_\_\_\_  
Date

6. **Recommendation:**

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

Approved for Legal sufficiency:

Signed by: Bernabe Icaza  
\_\_\_\_\_  
0CF6F7DB670643 Bernabe Icaza  
SVP & General Counsel

Signed by: Jessica Cafarelli  
\_\_\_\_\_  
CA6A21FF2E09481... Jessica Cafarelli  
VP & Chief Financial Officer

Signed by: Joshua Adametz  
\_\_\_\_\_  
12B4204F00704D22 Joshua Adametz, DMD, MPH, MA AVP &  
Executive Director of Community Health Centers



# MEMO

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To: Finance Committee

From: Jessica Cafarelli  
VP, Chief Financial Officer

Date: July 24, 2024

Subject: Management Discussion and Analysis as of May 2024 District Clinic Holdings, Inc. Financial Statements.

The May financial statements represent the financial performance through the eight month of the 2024 fiscal year for the District Clinic Holdings, Inc. On the Comparative Statement of Net Position, cash increased \$797k primarily from claims payment. Due from Other Governments increased \$597k as a result of grant revenue being recognized.

On the Statement of Revenues and Expenses, net patient revenue YTD was favorable to budget by \$3.1M or 51.8% primarily due to Medicaid wrap accruals and increased patient visits. Increased patient visits also contributed to Gross patient revenue YTD being favorable to budget by \$3.5M. Total YTD revenues were favorable to budget by \$2.2M or 18.0%. Operational expenses before depreciation were favorable to budget by \$3.8M due to timing differences in expenses and staffing. Positive variances YTD were in salaries, wages, and benefits of \$2.9M, medical supplies of \$184k, other supplies of \$142k, repair and maintenance of \$129k, lease and rental of \$452k, and other expense of \$248k. The favorable lease and rental variance resulted from the delay in the Atlantis clinic move. Negative variances YTD were in purchased services (\$118k), and medical services (\$155k). The purchased services negative variance primarily resulted from expense timing of professional fees. The medical services negative variance stemmed from increased lab fees resulting from increased patient volume. Total YTD net margin was a loss of (\$16.2M) compared to the budgeted loss of (\$23.7M) resulting in a favorable variance of \$7.5M or (31.6%).

Net patient revenue YTD for the Medical clinics was favorable to budget by \$1.8M. The Medical clinics YTD gross patient revenue was favorable to budget by \$2.0M due to increased patient volumes. The Medical clinics total YTD revenue was favorable to budget by \$1.1M primarily due to increased patient volume. Timing difference in grant revenue recognition had a negative impact on overall revenue. Total operating expenses of \$19.8M were favorable to budget of \$23.0M by \$3.2M or 14.0%. The positive variance is mostly due to salaries, wages, and benefits of \$2.4M, medical supplies of \$205k, other supplies of \$123k, repairs and maintenance of \$133k, lease and rental of \$397k, and other expense \$233k. Timing differences in expenses and staffing are driving these favorable YTD variances. Total YTD net margin was favorable to budget by \$5.5M or (27.8%).

Net patient revenue YTD for the Dental clinics was favorable to budget by \$1.2M. Increased patient volume and wrap accruals contributed to this favorable variance. The Dental clinics total YTD gross patient revenue was favorable to budget by \$1.1M. Total YTD operating expenses of \$3.9M were favorable to budget by \$617k, with timing differences in staffing primarily accounting for this favorable variance. Total YTD net margin was favorable to budget by \$1.9M or (47.8%).

**District Clinic Holdings, Inc.**  
**Comparative Statement of Net**  
**Position**

	May 31, 2024	April 30, 2024	Increase (Decrease)
<b>Assets</b>			
Cash and Cash Equivalents	\$ 840,912	\$ 44,328	\$ 796,584
Accounts Receivable, net	2,557,506	2,548,867	8,638
Due From Other Governments	3,924,109	3,326,813	597,296
Other Current Assets	391,135	222,960	168,174
Net Investment in Capital Assets	3,952,281	3,751,770	200,511
Right Of Use Assets	4,307,897	4,364,915	(57,018)
<b>Total Assets</b>	<b>\$ 15,973,838</b>	<b>\$ 14,259,654</b>	<b>\$ 1,714,184</b>
<b>Liabilities</b>			
Accounts Payable	673,014	817,899	(144,885)
Deferred Revenue-	5,835	6,668	(833)
Accrued Interest	17,470	17,630	(160)
Other Current Liabilities	2,368,632	2,149,490	219,141
Lease Liability	4,019,860	4,068,609	(48,749)
Non-Current Liabilities	1,152,957	1,188,876	(35,919)
<b>Total Liabilities</b>	<b>8,237,767</b>	<b>8,249,172</b>	<b>(11,405)</b>
<b>Deferred Inflows of Resources</b>			
Deferred Inflows	\$ 30,757	\$ 30,757	\$ 0
<b>Net Position</b>			
Net Investment in Capital Assets	3,952,281	3,751,770	200,511
Unrestricted	3,753,033	2,227,955	1,525,078
<b>Total Net Position</b>	<b>7,705,314</b>	<b>5,979,725</b>	<b>1,725,589</b>
<b>Total Liabilities, Deferred Inflows of Resources and Net Position</b>	<b>\$ 15,973,838</b>	<b>\$ 14,259,654</b>	<b>\$ 1,714,184</b>

Note: Amounts may not foot due to rounding.

Current Month							Fiscal Year To Date							
Actual	Budget	Variance	%	Prior Year	Variance	%		Actual	Budget	Variance	%	Prior Year	Variance	%
\$ 3,090,915	\$ 2,621,622	\$ 469,293	17.9%	\$ 2,801,109	\$ 289,806	10.3%	Gross Patient Revenue	\$ 23,517,332	\$ 19,984,662	\$ 3,532,670	17.7%	\$ 20,436,468	\$ 3,080,864	15.1%
1,230,968	839,763	391,205	46.6%	670,258	560,710	83.7%	Contractual Allowance	7,690,581	6,407,564	1,283,017	20.0%	6,532,656	1,157,925	17.7%
1,098,122	1,099,497	(1,374)	(0.1%)	933,548	164,574	17.6%	Charity Care	8,568,481	8,373,017	195,464	2.3%	7,984,356	584,125	7.3%
381,214	233,159	148,055	63.5%	628,944	(247,730)	(39.4%)	Bad Debt	2,725,519	1,783,512	942,007	52.8%	2,553,611	171,908	6.7%
2,710,304	2,172,418	537,886	24.8%	2,232,750	477,554	21.4%	Total Contractuals and Bad Debt	18,984,580	16,564,092	2,420,487	14.6%	17,070,622	1,913,958	11.2%
350,153	338,967	11,186	3.3%	205,785	144,368	70.2%	Other Patient Revenue	4,575,041	2,579,268	1,995,773	77.4%	2,505,863	2,069,178	82.6%
730,765	788,171	(57,407)	(7.3%)	774,144	(43,379)	(5.6%)	Net Patient Service Revenue	9,107,793	5,999,837	3,107,956	51.8%	5,871,710	3,236,083	55.1%
23.64%	30.06%			27.64%			Collection %	38.73%	30.02%		28.73%			
671,832	801,782	(129,950)	(16.2%)	650,205	21,627	3.3%	Grants	5,252,291	6,100,492	(848,201)	(13.9%)	7,546,558	(2,294,267)	(30.4%)
-	-	-	-	-	-	-	Interest Earnings	1,943	-	1,943	-	-	1,943	-
-	-	-	-	-	-	-	Other Financial Assistance	-	-	-	-	738,416	(738,416)	-
1,590	11,713	(10,123)	(86.4%)	51,117	(49,527)	(96.9%)	Other Revenue	26,691	89,123	(62,432)	(70.1%)	398,047	(371,357)	(93.3%)
\$ 1,404,186	\$ 1,601,666	\$ (197,480)	(12.3%)	\$ 1,475,466	\$ (71,279)	(4.8%)	Total Revenues	\$ 14,388,717	\$ 12,189,452	\$ 2,199,266	18.0%	\$ 14,554,731	\$ (166,014)	(1.1%)
							Direct Operating Expenses:							
1,801,624	2,173,165	371,541	17.1%	1,709,521	(92,103)	(5.4%)	Salaries and Wages	14,561,855	17,105,292	2,543,437	14.9%	13,327,924	(1,233,931)	(9.3%)
483,407	544,436	61,029	11.2%	473,236	(10,171)	(2.1%)	Benefits	3,942,231	4,324,559	382,328	8.8%	3,514,414	(427,817)	(12.2%)
123,775	117,137	(6,638)	(5.7%)	39,476	(84,298)	(213.5%)	Purchased Services	1,054,969	937,096	(117,873)	(12.6%)	229,597	(825,372)	(359.5%)
90,637	116,203	25,566	22.0%	90,290	(347)	(0.4%)	Medical Supplies	745,631	929,627	183,995	19.8%	643,280	(102,352)	(15.9%)
70,018	45,513	(24,505)	(53.8%)	60,902	(9,116)	(15.0%)	Other Supplies	221,885	364,104	142,219	39.1%	177,430	(44,455)	(25.1%)
114,405	68,151	(46,254)	(67.9%)	67,793	(46,612)	(68.8%)	Medical Services	699,862	545,208	(154,654)	(28.4%)	485,419	(214,443)	(44.2%)
50,428	57,362	6,934	12.1%	39,990	(10,438)	(26.1%)	Drugs	414,398	458,896	44,498	9.7%	343,659	(70,740)	(20.6%)
20,299	58,246	37,947	65.1%	53,140	32,841	61.8%	Repairs and Maintenance	337,087	465,968	128,881	27.7%	267,982	(69,105)	(25.8%)
151,394	153,520	2,125	1.4%	104,899	(46,495)	(44.3%)	Lease and Rental	775,833	1,228,156	452,323	36.8%	905,629	129,796	14.3%
9,291	14,618	5,327	36.4%	7,587	(1,704)	(22.5%)	Utilities	68,786	116,944	48,158	41.2%	59,041	(9,745)	(16.5%)
92,956	116,459	23,503	20.2%	263,662	170,706	64.7%	Other Expense	683,201	931,672	248,471	26.7%	775,317	92,117	11.9%
17,470	9,097	(8,372)	(92.0%)	-	(17,470)	-	Interest Expense	145,576	76,590	(68,986)	(90.1%)	-	(145,576)	-
6,334	6,528	194	3.0%	4,622	(1,712)	(37.0%)	Insurance	40,965	52,220	11,255	21.6%	38,509	(2,456)	(6.4%)
3,032,038	3,480,435	448,397	12.9%	2,915,118	(116,919)	(4.0%)	Total Operating Expenses	23,692,280	27,536,332	3,844,053	14.0%	20,768,199	(2,924,080)	(14.1%)
							Net Performance before Depreciation & Overhead Allocations	\$ (9,303,562)	\$ (15,346,880)	\$ 6,043,318	(39.4%)	\$ (6,213,468)	\$ (3,090,094)	49.7%
89,813	73,871	(15,942)	(21.6%)	26,909	(62,904)	(233.8%)	Depreciation	709,107	590,968	(118,139)	(20.0%)	209,199	(499,908)	(239.0%)
							Overhead Allocations:							
10,891	16,443	5,552	33.8%	9,501	(1,390)	(14.6%)	OH Risk Management	88,054	131,544	43,490	33.1%	75,731	(12,323)	(16.3%)
79,426	103,522	24,096	23.3%	92,509	13,083	14.1%	OH Revenue Cycle	641,105	828,176	187,071	22.6%	648,276	7,171	1.1%
2,031	3,182	1,151	36.2%	2,818	787	27.9%	OH Internal Audit	22,116	25,456	3,340	13.1%	16,717	(5,399)	(32.3%)
37,077	28,133	(8,944)	(31.8%)	36,362	(715)	(2.0%)	Home Office Facilities	195,924	225,064	29,140	12.9%	245,851	49,927	20.3%
13,648	14,511	863	5.9%	45,523	31,875	70.0%	OH Administration	106,026	116,088	10,062	8.7%	354,682	248,656	70.1%
91,855	99,173	7,318	7.4%	65,960	(25,895)	(39.3%)	OH Human Resources	686,333	793,384	107,051	13.5%	556,494	(129,839)	(23.3%)
25,941	38,033	12,092	31.8%	15,153	(10,788)	(71.2%)	Legal	220,945	304,264	83,319	27.4%	134,424	(86,521)	(64.4%)
3,746	4,523	777	17.2%	3,189	(557)	(17.5%)	Records	28,587	36,184	7,597	21.0%	26,773	(1,814)	(6.8%)
13,047	8,915	(4,132)	(46.3%)	7,546	(5,501)	(72.9%)	OH Compliance	103,275	71,320	(31,955)	(44.8%)	56,001	(47,274)	(84.4%)
47,012	58,201	11,189	19.2%	41,326	(5,686)	(13.8%)	IT Operations	356,420	465,608	109,188	23.5%	308,591	(47,829)	(15.5%)
13,431	19,491	6,060	31.1%	38,992	25,561	65.6%	IT Security	106,479	155,928	49,449	31.7%	154,835	48,356	31.2%
39,512	39,351	(161)	(0.4%)	41,493	1,981	4.8%	OH Finance	293,192	314,808	21,616	6.9%	214,506	(78,686)	(36.7%)
15,054	20,025	4,971	24.8%	8,955	(6,099)	(68.1%)	Corporate Communications	110,471	160,200	49,729	31.0%	89,641	(20,830)	(23.2%)
22,228	19,300	(2,928)	(15.2%)	-	(22,228)	-	OH Information Technology	166,283	154,400	(11,883)	(7.7%)	60,595	(105,688)	(174.4%)

Current Month							Fiscal Year To Date						
Actual	Budget	Variance	%	Prior Year	Variance	%	Actual	Budget	Variance	%	Prior Year	Variance	%
167,228	242,579	75,351	31.1%	116,519	(50,709)	(43.5%)	1,374,174	1,940,632	566,458	29.2%	1,312,140	(62,034)	(4.7%)
38,254	45,852	7,598	16.6%	32,303	(5,951)	(18.4%)	320,781	366,816	46,035	12.5%	257,112	(63,669)	(24.8%)
15,706	20,701	4,995	24.1%	-	(15,706)	-	132,083	165,608	33,525	20.2%	77,609	(54,474)	(70.2%)
20,925	13,780	(7,145)	(51.9%)	9,566	(11,359)	(118.7%)	138,344	110,240	(28,104)	(25.5%)	66,499	(71,845)	(108.0%)
55,663	55,383	(280)	(0.5%)	35,916	(19,747)	(55.0%)	321,378	443,064	121,686	27.5%	307,394	(13,984)	(4.5%)
17,412	21,357	3,945	18.5%	6,231	(11,181)	(179.4%)	140,574	170,856	30,282	17.7%	47,746	(92,828)	(194.4%)
12,517	12,286	(231)	(1.9%)	9,955	(2,562)	(25.7%)	100,731	98,288	(2,443)	(2.5%)	111,247	10,516	9.5%
21,702	20,831	(871)	(4.2%)	18,037	(3,665)	(20.3%)	174,886	166,648	(8,238)	(4.9%)	156,236	(18,650)	(11.9%)
2,238	2,394	156	6.5%	2,081	(157)	(7.5%)	17,656	19,152	1,496	7.8%	17,622	(34)	(0.2%)
6,541	29,523	22,982	77.8%	-	(6,541)	-	63,285	236,187	172,902	73.2%	-	(63,285)	-
22,709	22,557	(152)	(0.7%)	-	(22,709)	-	205,803	180,453	(25,350)	(14.0%)	-	(205,803)	-
6,064	10,674	4,610	43.2%	-	(6,064)	-	80,274	85,390	5,116	6.0%	-	(80,274)	-
4,824	4,779	(45)	(0.9%)	-	(4,824)	-	33,386	38,229	4,842	12.7%	-	(33,386)	-
806,682	975,498	168,816	17.3%	639,935	(166,747)	(26.1%)	6,228,564	7,803,986	1,575,422	20.2%	5,296,722	(931,842)	(17.6%)
3,928,533	4,529,804	601,271	13.3%	3,581,963	(346,570)	(9.7%)	30,629,951	35,931,286	5,301,336	14.8%	26,274,120	(4,355,830)	(16.6%)
\$ (2,524,346)	\$ (2,928,137)	\$ 403,791	(13.8%)	\$ (2,106,497)	\$ (417,849)	19.8%	\$ (16,241,233)	\$ (23,741,834)	\$ 7,500,601	(31.6%)	\$ (11,719,389)	\$ (4,521,844)	38.6%
233,306	252,458	(19,152)	(7.6%)	14,609	218,697	1,497.0%	766,068	2,019,664	(1,253,596)	(62.1%)	25,532	740,536	2,900.4%
-	-	-	-	-	-	-	\$ 14,702,849	\$ 27,750,000	\$ (13,047,151)	(47.0%)	\$ 7,842,580	\$ (6,860,269)	(87.5%)



Expenses by Month

	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Year to Date
Gross Patient Revenue	\$ 3,208,530	\$ 2,531,499	\$ 2,552,091	\$ 2,896,182	\$ 2,909,023	\$ 3,190,147	\$ 3,138,945	\$ 3,090,915	\$ 23,517,332
Contractual Allowance	1,059,426	940,971	795,450	911,759	1,014,205	921,809	815,993	1,230,968	7,690,581
Charity Care	1,188,343	893,302	917,542	1,078,843	1,050,015	1,175,551	1,166,762	1,098,122	8,568,481
Bad Debt	325,374	204,443	347,137	404,411	354,100	398,923	309,917	381,214	2,725,519
Total Contractuals and Bad Debt	2,573,143	2,038,717	2,060,129	2,395,013	2,418,320	2,496,283	2,292,672	2,710,304	18,984,580
Other Patient Revenue	566,684	575,505	543,247	678,114	590,888	590,888	679,561	350,153	4,575,041
Net Patient Service Revenue	1,202,071	1,068,287	1,035,210	1,179,284	1,081,590	1,284,752	1,525,834	730,765	9,107,793
Collection %	37.46%	42.20%	40.56%	40.72%	37.18%	40.27%	48.61%	23.64%	38.73%
Non-Operating Revenues									
Grants	550,122	658,694	428,700	450,916	969,806	756,066	766,155	671,832	5,252,291
Interest Earnings	1,943	-	-	-	-	-	-	-	1,943
Other Revenue	1,437	2,526	13,368	1,092	2,155	895	3,630	1,590	26,691
Total Other Revenues	\$ 553,502	\$ 661,220	\$ 442,068	\$ 452,008	\$ 971,960	\$ 756,960	\$ 769,785	\$ 673,422	\$ 5,280,925
Total Non-Operating Revenues	\$ 1,755,573	\$ 1,729,507	\$ 1,477,278	\$ 1,631,292	\$ 2,053,550	\$ 2,041,712	\$ 2,295,619	\$ 1,404,186	\$ 14,388,717
Direct Operating Expenses:									
Salaries and Wages	1,872,309	1,512,292	1,998,118	1,593,013	1,992,463	1,948,992	1,843,046	1,801,624	14,561,855
Benefits	471,718	444,080	475,086	511,022	495,690	531,749	529,481	483,407	3,942,231
Purchased Services	3,780	39,841	27,633	301,222	336,285	108,413	114,020	123,775	1,054,969
Medical Supplies	31,086	71,763	74,918	166,912	88,454	141,793	80,069	90,637	745,631
Other Supplies	5,859	9,819	7,603	12,044	12,747	75,884	27,911	70,018	221,885
Medical Services	37,749	102,323	125,019	69,614	82,573	76,331	91,847	114,405	699,862
Drugs	74,182	46,702	41,892	42,320	42,188	63,681	53,006	50,428	414,398
Repairs and Maintenance	34,302	44,761	36,325	64,782	33,531	16,288	86,800	20,299	337,087
Lease and Rental	191,910	129,886	(54,422)	90,137	90,805	83,498	92,625	151,394	775,833
Utilities	5,558	13,231	5,510	7,644	10,006	7,361	10,185	9,291	68,786
Other Expense	86,265	78,069	93,788	58,676	105,038	75,674	92,735	92,956	683,201
Interest Expense	-	-	56,288	18,450	17,949	17,790	17,630	17,470	145,576
Insurance	4,947	4,947	4,947	4,947	4,947	4,947	4,947	6,334	40,965
Total Operating Expenses	2,819,665	2,497,713	2,892,703	2,940,782	3,312,676	3,152,400	3,044,303	3,032,038	23,692,280
Net Performance before Depreciation & Overhead Allocations	\$ (1,064,092)	\$ (768,206)	\$ (1,415,425)	\$ (1,309,490)	\$ (1,259,126)	\$ (1,110,688)	\$ (748,684)	\$ (1,627,851)	\$ (9,303,562)
Depreciation	30,892	30,892	201,655	87,803	89,261	88,977	89,813	89,813	709,107

## Expenses by Month

	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Year to Date
<i>Overhead Allocations:</i>									
OH Risk Management	11,508	10,550	11,012	10,599	11,437	10,402	11,655	10,891	88,054
OH Revenue Cycle	81,046	75,330	-	162,033	84,800	85,134	73,335	79,426	641,105
OH Internal Audit	3,588	3,044	3,008	3,211	3,189	2,070	1,976	2,031	22,116
Home Office Facilities	26,450	25,091	-	37,902	19,592	25,574	24,239	37,077	195,924
OH Administration	2,283	18,787	12,453	13,871	12,698	13,349	18,937	13,648	106,026
OH Human Resources	85,592	68,007	134,987	68,587	90,552	82,055	64,698	91,855	686,333
Legal	22,394	24,447	22,316	40,492	33,271	26,867	25,216	25,941	220,945
Records	3,633	3,542	3,789	3,875	2,924	3,470	3,607	3,746	28,587
OH Compliance	13,667	11,822	14,607	12,306	12,965	12,765	12,096	13,047	103,275
IT Operations	42,187	48,371	5,820	68,578	36,151	44,138	64,162	47,012	356,420
IT Security	11,440	16,335	11,257	12,739	15,875	12,433	12,969	13,431	106,479
OH Finance	34,202	34,793	38,236	32,428	38,205	40,967	34,849	39,512	293,192
Corporate Communications	18,203	15,236	11,791	10,279	14,449	13,466	11,992	15,054	110,471
OH Information Technology	24,790	18,081	20,994	25,954	14,034	20,951	19,251	22,228	166,283
IT Applications	111,456	65,852	-	736,277	116,402	117,312	59,647	167,228	1,374,174
IT Service Center	41,803	30,484	35,825	34,788	38,269	45,034	56,323	38,254	320,781
OH Performance Excellence	24,133	10,449	15,136	15,961	14,678	20,187	15,833	15,706	132,083
Corporate Quality	13,253	11,415	17,059	16,561	20,146	19,739	19,246	20,925	138,344
OH Security Services	40,055	33,123	39,430	55,297	33,543	25,329	38,937	55,663	321,378
OH Supply Chain	20,666	16,737	17,733	17,584	17,338	15,756	17,348	17,412	140,574
HIM Department	13,556	11,912	15,225	10,052	12,903	12,507	12,059	12,517	100,731
OH Coding	25,327	18,592	22,685	21,159	21,870	21,803	21,748	21,702	174,886
OH Reimbursement	1,908	2,445	2,220	2,221	2,209	2,244	2,170	2,238	17,656
OH Clinical Labor Pool	2,245	2,386	7,201	13,315	10,555	10,094	10,949	6,541	63,285
District Nursing Admin	20,342	10,043	15,230	23,024	11,314	24,702	78,439	22,709	205,803
District Operations Admin	11,946	6,420	13,665	10,752	9,784	9,300	12,343	6,064	80,274
OH Mail Room	3,893	4,266	5,253	2,595	4,140	4,583	3,833	4,824	33,386
Total Overhead Allocations	711,568	597,561	496,932	1,462,440	703,293	722,231	727,857	806,682	6,228,564
<b>Total Expenses</b>	<b>3,562,125</b>	<b>3,126,166</b>	<b>3,591,290</b>	<b>4,491,025</b>	<b>4,105,230</b>	<b>3,963,609</b>	<b>3,861,973</b>	<b>3,928,533</b>	<b>30,629,951</b>
<b>Net Margin</b>	<b>\$ (1,806,552)</b>	<b>\$ (1,396,660)</b>	<b>\$ (2,114,013)</b>	<b>\$ (2,859,733)</b>	<b>\$ (2,051,680)</b>	<b>\$ (1,921,897)</b>	<b>\$ (1,566,354)</b>	<b>\$ (2,524,346)</b>	<b>\$ (16,241,233)</b>
<b>Capital Contributions.</b>	<b>204,850</b>	<b>-</b>	<b>79,780</b>	<b>-</b>	<b>-</b>	<b>46,790</b>	<b>201,342</b>	<b>233,306</b>	<b>766,068</b>

City of Clinton Statement of Departmental Expenses by Month

	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Year to Date
General Fund Support/Transfer In	-	-	-	-	-	-	\$14,702,849	-	\$14,702,849

	Clinic Administration	Belle Glade Medical Clinic	Delray Medical Clinic	Lantana Medical Clinic	Mangonia Park Medical Clinic	West Palm Beach Medical Clinic	Jupiter Medical Clinic	Lake Worth Medical Clinic	Lewis Center Medical Clinic	West Boca Medical Clinic	St Ann Place Medical Clinic	Mobile Warrior	Mobile Van Scout	Mobile Van Hero	Atlantis Medical Clinic	Port Medical Clinic	Total
Gross Patient Revenue	\$ 1,584	\$ 1,590,290	\$ 1,370,404	\$ 3,921,038	\$ 1,140,175	\$ 2,842,182	\$ 824,238	\$ 2,094,505	\$ 70,399	\$ 548,893	\$ 21,370	\$ 102,277	\$ 2,357	\$ 63,968	-	\$ 39,442	\$ 14,633,122
Contractual Allowance	(643,489)	617,619	509,095	1,069,804	350,164	874,594	316,258	1,000,850	43,520	285,891	6,966	4,026	2,534	54,676	-	1,502	4,494,009
Charity Care	(36,020)	437,526	427,930	1,585,800	182,577	1,037,709	309,646	713,542	15,540	185,011	4,753	78,652	285	8,536	-	28,392	4,979,878
Bad Debt	(2,937)	144,591	162,894	430,913	224,933	296,990	93,261	189,450	10,084	44,760	6,777	15,285	29	8,121	-	735	1,625,888
Total Contractual Allowances and Bad Debt	(682,446)	1,199,736	1,099,919	3,086,518	757,674	2,209,292	719,164	1,903,842	69,145	515,662	18,496	97,963	2,848	71,334	-	30,630	11,099,775
Other Patient Revenue	-	327,194	223,778	824,594	106,224	697,563	173,420	444,244	40,389	209,060	7,475	21,464	1	4,721	22,986	266	3,103,379
Net Patient Revenue	684,031	717,749	494,263	1,659,114	488,726	1,330,453	278,494	634,907	41,643	242,291	10,349	25,777	(490)	(2,645)	22,986	9,078	6,636,725
Collection %	43,181.56%	45.13%	36.07%	42.31%	42.86%	46.81%	33.79%	30.31%	59.15%	44.14%	48.43%	25.20%	(20.80%)	(4.13%)	-	23.02%	45.35%
Grants	824,304	468,363	351,093	626,811	426,673	617,949	225,867	505,890	736	199,764	34,304	48,322	-	45,837	-	-	4,375,913
Interest Earnings	1,943	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1,943
Other Revenue	21,125	3,912	-	-	-	-	-	-	-	-	-	-	-	-	-	-	25,037
Total Other Revenues	847,372	472,275	351,093	626,811	426,673	617,949	225,867	505,890	736	199,764	34,304	48,322	-	45,837	-	-	4,402,893
Total Revenues	\$ 1,531,402	\$ 1,190,024	\$ 845,356	\$ 2,285,926	\$ 915,398	\$ 1,948,402	\$ 504,361	\$ 1,140,797	\$ 42,379	\$ 442,055	\$ 44,653	\$ 74,099	\$ (490)	\$ 43,192	\$ 22,986	\$ 9,078	\$ 11,039,618
Direct Operational Expenses:																	
Salaries and Wages	2,406,639	1,116,883	936,096	1,953,591	1,122,482	1,550,109	594,856	1,405,681	7,664	512,152	113,902	144,344	-	118,576	-	-	11,982,974
Benefits	755,701	271,222	254,858	516,366	336,670	348,107	147,531	361,436	1,706	121,386	37,026	48,735	-	32,737	-	-	3,233,480
Purchased Services	225,946	25,201	348,854	6,535	371,289	12,061	10,461	4,298	3,914	14,310	-	-	355	600	-	-	1,023,825
Medical Supplies	-	44,506	72,453	100,887	62,453	84,779	22,394	80,493	1,286	36,555	823	1,144	82	2,145	8,925	-	518,926
Other Supplies	5,433	6,947	14,831	12,348	8,292	16,486	14,160	12,007	851	3,433	348	5,350	682	1,749	74,394	-	177,313
Medical Services	-	75,642	68,303	113,182	37,128	96,274	85,468	182,770	2,032	38,301	764	-	-	-	-	-	699,862
Drugs	-	34,511	101,386	96,567	60,648	103,327	437	11,489	(73)	5,723	115	156	54	59	-	-	414,398
Repairs and Maintenance	224,135	3,434	16,410	4,971	7,549	4,245	3,163	15,033	1,843	5,170	1,123	6,840	7,056	11,922	-	-	312,894
Lease and Rental	-	60,755	91,664	126,379	36,366	113,427	160	87,149	160	52,152	50	70	30	105	-	-	568,468
Utilities	-	17,438	6,457	1,365	4,675	9,172	7,056	1,036	3,981	875	-	-	-	-	-	-	53,419
Other Expense	110,500	117,853	39,486	44,262	38,335	79,075	25,436	112,327	3,691	19,366	3,683	955	154	3,327	1,763	-	600,213
Interest Expense	1,364	-	51,422	-	23,637	-	9,704	13,139	-	25,903	-	-	-	-	-	-	125,170
Insurance	-	4,122	2,215	5,459	469	4,743	1,259	3,187	299	972	-	5,956	5,780	6,011	-	-	40,471
Total Operating Expenses	3,729,718	1,778,515	2,004,436	2,981,912	2,109,992	2,413,997	924,200	2,296,066	24,408	839,404	158,709	213,549	14,193	177,232	85,082	-	19,751,413
Net Performance before Depreciation & Overhead Allocations	(2,198,316)	(588,491)	(1,159,079)	(695,987)	(1,194,594)	(465,595)	(419,839)	(1,155,268)	17,971	(397,350)	(114,056)	(139,450)	(14,683)	(134,039)	(62,096)	9,078	(8,711,795)
Depreciation	3,473	61,888	23,457	9,300	14,677	13,574	1,035	3,175	-	5,579	-	-	9,256	55,684	1,045	-	202,143
Overhead Allocations:																	
OH Risk Management	73,471	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	73,471
OH Revenue Cycle	476,497	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	476,497
OH Internal Audit	18,454	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	18,454
Home Office Facilities	153,052	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	153,052
OH Administration	88,467	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	88,467
OH Human Resources	564,483	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	564,483
Legal	184,354	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	184,354
Records	23,853	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	23,853
OH Compliance	86,172	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	86,172
IT Operations	297,392	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	297,392
IT Security	88,845	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	88,845
OH Finance	244,637	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	244,637
Corporate Communications	92,176	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	92,176
OH Information Technology	138,746	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	138,746
IT Applications	1,146,597	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1,146,597
IT Service Center	267,656	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	267,656
OH Performance Excellence	110,209	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	110,209
Corporate Quality	115,433	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	115,433
OH Security Services	214,252	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	214,252
OH Supply Chain	117,294	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	117,294
HIM Department	84,049	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	84,049
OH Coding	145,923	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	145,923
OH Reimbursement	14,731	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	14,731
OH Clinical Labor Pool	52,805	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	52,805
District Nursing Admin	171,720	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	171,720
District Operations Admin	66,980	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	66,980
OH Mail Room	27,856	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	27,856
Total Overhead Allocations	5,066,105	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5,066,105
Total Expenses	8,812,442	1,840,403	2,137,487	2,991,212	2,176,233	2,427,571	1,010,360	2,394,278	24,408	902,618	158,709	213,549	23,449	232,916	86,127	-	25,431,763
Net Margin	\$ (7,281,039)	\$ (650,379)	\$ (1,292,131)	\$ (705,287)	\$ (1,260,835)	\$ (479,168)	\$ (505,999)	\$ (1,253,481)	\$ 17,971	\$ (460,563)	\$ (114,056)	\$ (139,450)	\$ (23,940)	\$ (189,724)	\$ (63,141)	\$ 9,078	\$ (14,392,145)
Capital	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Transfer In/(Out)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Current Month							Fiscal Year To Date							
Actual	Budget	Variance	%	Prior Year	Variance	%		Actual	Budget	Variance	%	Prior Year	Variance	%
\$ 1,856,999	\$ 1,662,336	\$ 194,663	11.7%	\$ 1,711,120	\$ 145,880	8.5%	Gross Patient Revenue	\$ 14,633,122	\$ 12,648,210	\$ 1,984,912	15.7%	\$ 12,266,452	\$ 2,366,670	19.3%
565,071	475,675	89,396	18.8%	856,249	(291,178)	(34.0%)	Contractual Allowance	4,494,009	3,619,291	874,718	24.2%	4,642,856	(148,848)	(3.2%)
610,021	638,820	(28,799)	(4.5%)	585,338	24,683	4.2%	Charity Care	4,979,878	4,860,585	119,293	2.5%	4,671,525	308,354	6.6%
228,266	157,527	70,739	44.9%	414,523	(186,257)	(44.9%)	Bad Debt	1,625,888	1,198,575	427,313	35.7%	1,748,818	(122,929)	(7.0%)
1,403,358	1,272,022	131,336	10.3%	1,856,110	(452,752)	(24.4%)	Total Contractuals and Bad Debt	11,099,775	9,678,451	1,421,325	14.7%	11,063,199	36,577	0.3%
234,229	248,566	(14,337)	(5.8%)	136,676	97,553	71.4%	Other Patient Revenue	3,103,379	1,891,270	1,212,108	64.1%	1,748,562	1,354,817	77.5%
687,870	638,879	48,990	7.7%	(8,315)	696,185	(8,372.6%)	Net Patient Service Revenue	6,636,725	4,861,030	1,775,696	36.5%	2,951,815	3,684,910	124.8%
37.04%	38.43%			(0.49%)			Collection %	45.35%	38.43%			24.06%		
559,147	657,091	(97,944)	(14.9%)	541,031	18,116	3.3%	Grants	4,375,913	4,999,604	(623,691)	(12.5%)	6,363,811	(1,987,898)	(31.2%)
-	-	-	-	-	-	-	Interest Earnings	1,943	-	1,943	-	-	1,943	-
-	-	-	-	-	-	-	Other Financial Assistance	-	-	-	-	649,065	(649,065)	-
1,138	11,527	(10,389)	(90.1%)	2,670	(1,532)	(57.4%)	Other Revenue	25,037	87,701	(62,664)	(71.5%)	348,674	(323,637)	(92.8%)
\$ 1,248,155	\$ 1,307,497	\$ (59,342)	(4.5%)	\$ 535,386	\$ 712,769	133.1%	Total Revenues	\$ 11,039,618	\$ 9,948,335	\$ 1,091,283	11.0%	\$ 10,313,366	\$ 726,252	7.0%
							Direct Operating Expenses:							
1,484,768	1,787,437	302,669	16.9%	1,389,953	(94,814)	(6.8%)	Salaries and Wages	11,982,974	14,069,186	2,086,212	14.8%	10,965,768	(1,017,206)	(9.3%)
393,251	443,735	50,484	11.4%	385,268	(7,983)	(2.1%)	Benefits	3,233,480	3,524,426	290,945	8.3%	2,899,042	(334,438)	(11.5%)
121,411	111,219	(10,192)	(9.2%)	38,835	(82,576)	(212.6%)	Purchased Services	1,023,825	889,752	(134,073)	(15.1%)	216,403	(807,422)	(373.1%)
58,142	90,537	32,395	35.8%	62,681	4,538	7.2%	Medical Supplies	518,926	724,299	205,373	28.4%	504,499	(14,426)	(2.9%)
67,513	37,540	(29,973)	(79.8%)	51,535	(15,978)	(31.0%)	Other Supplies	177,313	300,320	123,007	41.0%	147,855	(29,458)	(19.9%)
114,405	68,151	(46,254)	(67.9%)	67,793	(46,612)	(68.8%)	Medical Services	699,862	545,208	(154,654)	(28.4%)	485,419	(214,443)	(44.2%)
50,775	57,154	6,379	11.2%	39,990	(10,785)	(27.0%)	Drugs	414,398	457,232	42,834	9.4%	342,620	(71,778)	(20.9%)
16,970	55,755	38,785	69.6%	40,546	23,576	58.1%	Repairs and Maintenance	312,894	446,040	133,146	29.9%	217,655	(95,239)	(43.8%)
105,218	120,629	15,411	12.8%	82,362	(22,856)	(27.8%)	Lease and Rental	568,468	965,035	396,567	41.1%	724,814	156,346	21.6%
7,561	11,959	4,398	36.8%	5,937	(1,624)	(27.4%)	Utilities	53,419	95,672	42,253	44.2%	46,412	(7,007)	(15.1%)
78,765	104,091	25,326	24.3%	249,059	170,295	68.4%	Other Expense	600,213	832,728	232,515	27.9%	732,777	132,564	18.1%
14,969	9,097	(5,871)	(64.5%)	-	(14,969)	-	Interest Expense	125,170	76,590	(48,579)	(63.4%)	-	(125,170)	-
6,157	6,479	322	5.0%	4,545	(1,612)	(35.5%)	Insurance	40,471	51,832	11,361	21.9%	37,891	(2,580)	(6.8%)
2,519,905	2,903,784	383,880	13.2%	2,418,504	(101,400)	(4.2%)	Total Operating Expenses	19,751,413	22,978,320	3,226,907	14.0%	17,321,157	(2,430,257)	(14.0%)
							Net Performance before Depreciation & Overhead Allocations	\$ (8,711,795)	\$ (13,029,985)	\$ 4,318,190	(33.1%)	\$ (7,007,791)	\$ (1,704,005)	24.3%
77,250	69,165	(8,085)	(11.7%)	21,912	(55,337)	(252.5%)	Depreciation	614,244	553,320	(60,924)	(11.0%)	165,147	(449,097)	(271.9%)
							Overhead Allocations:							
9,087	13,720	4,633	33.8%	8,021	(1,066)	(13.3%)	OH Risk Management	73,471	109,760	36,289	33.1%	63,932	(9,539)	(14.9%)
59,033	76,942	17,909	23.3%	76,481	17,448	22.8%	OH Revenue Cycle	476,497	615,536	139,039	22.6%	535,959	59,462	11.1%
1,695	2,655	960	36.2%	2,379	684	28.8%	OH Internal Audit	18,454	21,240	2,786	13.1%	14,112	(4,342)	(30.8%)
28,964	21,977	(6,987)	(31.8%)	31,799	2,835	8.9%	Home Office Facilities	153,052	175,816	22,764	12.9%	214,998	61,946	28.8%
11,388	12,108	720	5.9%	38,430	27,042	70.4%	OH Administration	88,467	96,864	8,397	8.7%	299,421	210,954	70.5%
75,547	81,566	6,019	7.4%	56,332	(19,215)	(34.1%)	OH Human Resources	564,483	652,528	88,045	13.5%	475,268	(89,215)	(18.8%)
21,645	31,734	10,089	31.8%	12,792	(8,853)	(69.2%)	Legal	184,354	253,872	69,518	27.4%	113,480	(70,874)	(62.5%)
3,126	3,774	648	17.2%	2,692	(434)	(16.1%)	Records	23,853	30,192	6,339	21.0%	22,601	(1,252)	(5.5%)
10,886	7,439	(3,447)	(46.3%)	6,370	(4,516)	(70.9%)	OH Compliance	86,172	59,512	(26,660)	(44.8%)	47,275	(38,897)	(82.3%)
39,226	48,562	9,336	19.2%	34,887	(4,339)	(12.4%)	IT Operations	297,392	388,496	91,104	23.5%	260,510	(36,882)	(14.2%)
11,207	16,263	5,056	31.1%	32,917	21,710	66.0%	IT Security	88,845	130,104	41,259	31.7%	130,712	41,867	32.0%
32,968	32,834	(134)	(0.4%)	35,028	2,060	5.9%	OH Finance	244,637	262,672	18,035	6.9%	181,085	(63,552)	(35.1%)
12,561	16,709	4,148	24.8%	7,560	(5,001)	(66.2%)	Corporate Communications	92,176	133,672	41,496	31.0%	75,674	(16,502)	(21.8%)
18,547	16,104	(2,443)	(15.2%)	-	(18,547)	-	OH Information Technology	138,746	128,832	(9,914)	(7.7%)	51,154	(87,592)	(171.2%)

Current Month							Fiscal Year To Date						
Actual	Budget	Variance	%	Prior Year	Variance	%	Actual	Budget	Variance	%	Prior Year	Variance	%
139,533	202,405	62,872	31.1%	98,365	(41,168)	(41.9%)	1,146,597	1,619,240	472,643	29.2%	1,107,703	(38,894)	(3.5%)
31,919	38,258	6,339	16.6%	27,270	(4,649)	(17.0%)	267,656	306,064	38,408	12.5%	217,052	(50,604)	(23.3%)
13,105	17,273	4,168	24.1%	-	(13,105)	-	110,209	138,184	27,975	20.2%	65,517	(44,692)	(68.2%)
17,460	11,498	(5,962)	(51.9%)	8,076	(9,384)	(116.2%)	115,433	91,984	(23,449)	(25.5%)	56,139	(59,294)	(105.6%)
37,109	36,922	(187)	(0.5%)	29,645	(7,464)	(25.2%)	214,252	295,376	81,124	27.5%	253,725	39,473	15.6%
14,528	17,820	3,292	18.5%	5,260	(9,268)	(176.2%)	117,294	142,560	25,266	17.7%	40,308	(76,986)	(191.0%)
10,444	10,251	(193)	(1.9%)	8,404	(2,040)	(24.3%)	84,049	82,008	(2,041)	(2.5%)	93,915	9,866	10.5%
18,108	17,381	(727)	(4.2%)	15,227	(2,881)	(18.9%)	145,923	139,048	(6,875)	(4.9%)	131,894	(14,029)	(10.6%)
1,867	1,998	131	6.6%	1,757	(110)	(6.3%)	14,731	15,984	1,253	7.8%	14,876	145	1.0%
5,458	24,634	19,176	77.8%	-	(5,458)	-	52,805	197,072	144,267	73.2%	-	(52,805)	-
18,948	18,821	(127)	(0.7%)	-	(18,948)	-	171,720	150,568	(21,152)	(14.0%)	-	(171,720)	-
5,060	8,906	3,846	43.2%	-	(5,060)	-	66,980	71,248	4,268	6.0%	-	(66,980)	-
4,025	3,987	(38)	(1.0%)	-	(4,025)	-	27,856	31,897	4,041	12.7%	-	(27,856)	-
653,444	792,541	139,097	17.6%	539,692	(113,752)	(21.1%)	5,066,105	6,340,329	1,274,224	20.1%	4,467,310	(598,795)	(13.4%)
3,250,598	3,765,490	514,892	13.7%	2,980,109	(270,490)	(9.1%)	25,431,763	29,871,969	4,440,206	14.9%	21,953,614	(3,478,149)	(15.8%)
\$ (2,002,443)	\$ (2,457,993)	\$ 455,550	(18.5%)	\$ (2,444,723)	\$ 442,280	(18.1%)	\$ (14,392,145)	\$ (19,923,635)	\$ 5,531,490	(27.8%)	\$ (11,640,248)	\$ (2,751,897)	23.6%
166,370	198,183	(31,813)	(16.1%)	14,609	151,761	1,038.8%	534,980	1,585,464	(1,050,484)	(66.3%)	25,532	509,447	1,995.3%
-	-	-	-	-	-	-	\$ 13,474,731	\$ 23,250,000	\$ (9,775,269)	(42.0%)	\$ 7,117,899	\$ (6,356,832)	(89.3%)

Johnson County Health System - Partial Statement of Revenues and Expenses for Quarter Ending 3/31/2021

	Dental Clinic Administration	Belle Glade Dental Clinic	Delray Dental Clinic	Lantana Dental Clinic	West Palm Beach Dental Clinic	Atlantis Dental Clinic	Port Dental Clinic	Total
<b>Gross Patient Revenue</b>	-	\$ 1,203,093	\$ 1,752,066	\$ 2,159,655	\$ 2,509,402	-	\$ 36,211	\$ 7,660,428
Contractual Allowance	-	408,227	455,702	808,941	1,046,692	-	317	2,719,880
Charity Care	-	399,477	762,096	902,328	1,208,942	-	35,960	3,308,802
Bad Debt	-	92,820	212,461	236,471	248,839	-	859	791,450
Total Contractual Allowances and Bad Debt	-	900,524	1,430,258	1,947,740	2,504,474	-	37,136	6,820,132
Other Patient Revenue	-	283,765	307,735	381,816	481,571	-	132	1,455,020
<b>Net Patient Revenue</b>	-	<b>586,334</b>	<b>629,543</b>	<b>593,732</b>	<b>486,499</b>	-	<b>(792)</b>	<b>2,295,315</b>
Collection %	-	48.74%	35.93%	27.49%	19.39%	-	(2.19%)	29.96%
Grants	59,422	98,004	182,903	248,158	287,891	-	-	876,378
Other Revenue	1,654	-	-	-	-	-	-	1,654
Total Other Revenues	61,076	98,004	182,903	248,158	287,891	-	-	878,032
<b>Total Revenues</b>	<b>\$ 61,076</b>	<b>\$ 684,338</b>	<b>\$ 812,446</b>	<b>\$ 841,889</b>	<b>\$ 774,390</b>	-	<b>\$ (792)</b>	<b>\$ 3,173,347</b>
<i>Direct Operational Expenses:</i>								
Salaries and Wages	264,579	287,105	411,501	645,045	970,652	-	-	2,578,881
Benefits	74,853	96,446	109,036	198,508	229,907	-	-	708,751
Purchased Services	-	8,831	4,135	16,107	2,070	-	-	31,143
Medical Supplies	-	29,982	46,079	58,843	91,801	-	-	226,706
Other Supplies	75	2,506	17,050	4,879	15,433	4,628	-	44,572
Repairs and Maintenance	-	4,655	6,256	4,605	8,677	-	-	24,193
Lease and Rental	-	23,377	36,552	49,975	97,461	-	-	207,366
Utilities	-	7,098	2,874	1,365	1,365	2,665	-	15,367
Other Expense	8,131	8,769	17,808	23,181	24,840	-	-	82,729
Interest Expense	-	-	20,407	-	-	-	-	20,407
Insurance	-	494	-	-	-	-	-	494
Total Operating Expenses	347,638	469,264	671,699	1,002,508	1,442,206	7,293	-	3,940,608
<b>Net Performance before Depreciation &amp; Overhead Allocations</b>	<b>(286,562)</b>	<b>215,075</b>	<b>140,747</b>	<b>(160,619)</b>	<b>(667,816)</b>	<b>(7,293)</b>	<b>(792)</b>	<b>(767,261)</b>
Depreciation	-	10,006	15,240	5,652	20,472	-	-	51,371
<i>Overhead Allocations:</i>								
OH Risk Management	14,583	-	-	-	-	-	-	14,583
OH Revenue Cycle	164,608	-	-	-	-	-	-	164,608
OH Internal Audit	3,662	-	-	-	-	-	-	3,662
Home Office Facilities	42,872	-	-	-	-	-	-	42,872
OH Administration	17,559	-	-	-	-	-	-	17,559
OH Human Resources	121,849	-	-	-	-	-	-	121,849
Legal	36,590	-	-	-	-	-	-	36,590
Records	4,734	-	-	-	-	-	-	4,734
OH Compliance	17,103	-	-	-	-	-	-	17,103
IT Operations	59,027	-	-	-	-	-	-	59,027
IT Security	17,634	-	-	-	-	-	-	17,634
OH Finance	48,556	-	-	-	-	-	-	48,556
Corporate Communications	18,295	-	-	-	-	-	-	18,295
OH Information Technology	27,538	-	-	-	-	-	-	27,538
IT Applications	227,577	-	-	-	-	-	-	227,577
IT Service Center	53,125	-	-	-	-	-	-	53,125
OH Performance Excellence	21,874	-	-	-	-	-	-	21,874
Corporate Quality	22,910	-	-	-	-	-	-	22,910
OH Security Services	107,125	-	-	-	-	-	-	107,125
OH Supply Chain	23,280	-	-	-	-	-	-	23,280
HIM Department	16,682	-	-	-	-	-	-	16,682
OH Coding	28,963	-	-	-	-	-	-	28,963
OH Reimbursement	2,925	-	-	-	-	-	-	2,925
OH Clinical Labor Pool	10,480	-	-	-	-	-	-	10,480
District Nursing Admin	34,083	-	-	-	-	-	-	34,083
District Operations Admin	13,294	-	-	-	-	-	-	13,294
OH Mail Room	5,530	-	-	-	-	-	-	5,530
Total Overhead Allocations	1,162,459	-	-	-	-	-	-	1,162,459
<b>Total Expenses</b>	<b>1,510,097</b>	<b>479,270</b>	<b>730,431</b>	<b>1,008,160</b>	<b>1,462,678</b>	<b>7,293</b>	-	<b>5,197,930</b>
<b>Net Margin</b>	<b>\$ (1,449,021)</b>	<b>\$ 205,069</b>	<b>\$ 82,015</b>	<b>\$ (166,271)</b>	<b>\$ (688,289)</b>	<b>\$ (7,293)</b>	<b>\$ (792)</b>	<b>\$ (2,024,583)</b>
<b>Capital</b>	-	-	-	-	-	-	-	-
<b>Transfer In/(Out)</b>	-	-	26	-	-	-	-	-

Current Month							Fiscal Year To Date						
Actual	Budget	Variance	%	Prior Year	Variance	%	Actual	Budget	Variance	%	Prior Year	Variance	%
\$ 976,617	\$ 863,353	\$ 113,264	13.1%	\$ 1,008,293	\$ (31,677)	(3.1%)	\$ 7,660,428	\$ 6,568,985	\$ 1,091,443	16.6%	\$ 7,446,391	\$ 214,036	2.9%
Gross Patient Revenue													
554,986	317,976	237,010	74.5%	(163,482)	718,467	(439.5%)	2,719,880	2,419,383	300,497	12.4%	1,719,052	1,000,828	58.2%
433,369	442,047	(8,678)	(2.0%)	334,082	99,286	29.7%	3,308,802	3,363,396	(54,594)	(1.6%)	3,182,052	126,750	4.0%
92,988	51,416	41,572	80.9%	173,815	(80,827)	(46.5%)	791,450	391,210	400,240	102.3%	607,395	184,055	30.3%
1,081,342	811,439	269,903	33.3%	344,415	736,927	214.0%	6,820,132	6,173,989	646,143	10.5%	5,508,499	1,311,633	23.8%
113,454	89,984	23,469	26.1%	68,381	45,073	65.9%	1,455,020	684,664	770,356	112.5%	750,195	704,824	94.0%
8,729	141,898	(133,170)	(93.8%)	732,259	(723,530)	(98.8%)	2,295,315	1,079,660	1,215,655	112.6%	2,688,087	(392,772)	(14.6%)
0.89%	16.44%			72.62%			29.96%	16.44%			36.10%		
112,685	144,691	(32,006)	(22.1%)	109,174	3,511	3.2%	876,378	1,100,888	(224,510)	(20.4%)	1,182,747	(306,369)	(25.9%)
-	-	-	-	-	-	-	-	-	-	-	89,351	(89,351)	-
452	186	266	143.0%	48,447	(47,996)	(99.1%)	1,654	1,422	232	16.3%	49,373	(47,719)	(96.6%)
\$ 121,865	\$ 286,775	\$ (164,910)	(57.5%)	\$ 889,880	\$ (768,015)	(86.3%)	\$ 3,173,347	\$ 2,181,970	\$ 991,377	45.4%	\$ 4,009,558	\$ (836,211)	(20.9%)
Direct Operating Expenses:													
316,857	385,728	68,871	17.9%	319,568	2,711	0.8%	2,578,881	3,036,106	457,224	15.1%	2,362,156	(216,726)	(9.2%)
90,155	100,701	10,545	10.5%	87,968	(2,188)	(2.5%)	708,751	800,133	91,382	11.4%	615,371	(93,379)	(15.2%)
2,363	5,918	3,555	60.1%	641	(1,722)	(268.6%)	31,143	47,344	16,201	34.2%	13,194	(17,950)	(136.0%)
32,495	25,666	(6,829)	(26.6%)	27,609	(4,886)	(17.7%)	226,706	205,328	(21,378)	(10.4%)	138,780	(87,926)	(63.4%)
2,505	7,973	5,468	68.6%	9,367	6,862	73.3%	44,572	63,784	19,212	30.1%	29,575	(14,997)	(50.7%)
(347)	208	555	266.8%	-	347	-	-	1,664	1,664	100.0%	1,038	1,038	100.0%
3,329	2,491	(838)	(33.6%)	12,594	9,265	73.6%	24,193	19,928	(4,265)	(21.4%)	50,327	26,134	51.9%
46,176	32,890	(13,286)	(40.4%)	22,537	(23,639)	(104.9%)	207,366	263,121	55,756	21.2%	180,815	(26,550)	(14.7%)
1,730	2,659	929	34.9%	1,650	(81)	(4.9%)	15,367	21,272	5,905	27.8%	12,629	(2,738)	(21.7%)
14,192	12,368	(1,824)	(14.7%)	14,603	411	2.8%	82,987	98,944	15,957	16.1%	42,540	(40,447)	(95.1%)
2,501	-	(2,501)	-	-	(2,501)	-	20,407	-	(20,407)	-	-	(20,407)	-
176	49	(128)	(261.2%)	77	(99)	(128.6%)	494	388	(106)	(27.3%)	618	124	20.1%
512,133	576,650	64,517	11.2%	496,614	(15,519)	(3.1%)	3,940,866	4,558,012	617,146	13.5%	3,447,042	(493,824)	(14.3%)
Net Performance before Depreciation & Overhead Allocations													
\$ (390,268)	\$ (289,875)	\$ (100,393)	34.6%	\$ 393,266	\$ (783,534)	(199.2%)	\$ (767,519)	\$ (2,376,043)	\$ 1,608,523	(67.7%)	\$ 562,516	\$ (1,330,035)	(236.4%)
12,563	4,706	(7,857)	(167.0%)	4,997	(7,567)	(151.4%)	94,863	37,648	(57,215)	(152.0%)	44,052	(50,810)	(115.3%)
Overhead Allocations:													
1,804	2,723	919	33.7%	1,480	(324)	(21.9%)	14,583	21,784	7,201	33.1%	11,799	(2,784)	(23.6%)
20,393	26,580	6,187	23.3%	16,028	(4,365)	(27.2%)	164,608	212,640	48,032	22.6%	112,317	(52,291)	(46.6%)
336	527	191	36.2%	439	103	23.5%	3,662	4,216	554	13.1%	2,605	(1,057)	(40.6%)
8,113	6,156	(1,957)	(31.8%)	4,563	(3,550)	(77.8%)	42,872	49,248	6,376	12.9%	30,853	(12,019)	(39.0%)
2,260	2,403	143	6.0%	7,093	4,833	68.1%	17,559	19,224	1,665	8.7%	55,261	37,702	68.2%
16,308	17,607	1,299	7.4%	9,628	(6,680)	(69.4%)	121,849	140,856	19,007	13.5%	81,226	(40,623)	(50.0%)
4,296	6,299	2,003	31.8%	2,361	(1,935)	(82.0%)	36,590	50,392	13,802	27.4%	20,944	(15,646)	(74.7%)
620	749	129	17.2%	497	(123)	(24.7%)	4,734	5,992	1,258	21.0%	4,172	(562)	(13.5%)
2,161	1,476	(685)	(46.4%)	1,176	(985)	(83.8%)	17,103	11,808	(5,295)	(44.8%)	8,726	(8,377)	(96.0%)
7,786	9,639	1,853	19.2%	6,439	(1,347)	(20.9%)	59,027	77,112	18,085	23.5%	48,081	(10,946)	(22.8%)
2,224	3,228	1,004	31.1%	6,075	3,851	63.4%	17,634	25,824	8,190	31.7%	24,123	6,489	26.9%
6,544	6,517	(27)	(0.4%)	6,465	(79)	(1.2%)	48,556	52,136	3,580	6.9%	33,421	(15,135)	(45.3%)
2,493	3,316	823	24.8%	1,395	(1,098)	(78.7%)	18,295	26,528	8,233	31.0%	13,967	(4,328)	(31.0%)
3,681	3,196	(485)	(15.2%)	-	(3,681)	-	27,538	25,568	(1,970)	(7.7%)	9,441	(18,097)	(191.7%)
27,695	40,174	12,479	31.1%	18,154	(9,541)	(52.6%)	227,577	321,392	93,815	29.2%	204,437	(23,140)	(11.3%)
6,335	7,594	1,259	16.6%	5,033	(1,302)	(25.9%)	53,125	60,752	7,627	12.6%	40,060	(13,065)	(32.6%)



Current Month							Fiscal Year To Date						
Actual	Budget	Variance	%	Prior Year	Variance	%	Actual	Budget	Variance	%	Prior Year	Variance	%
2,601	3,428	827	24.1%	-	(2,601)	-	21,874	27,424	5,550	20.2%	12,092	(9,782)	(80.9%)
3,465	2,282	(1,183)	(51.8%)	1,490	(1,975)	(132.6%)	22,910	18,256	(4,654)	(25.5%)	10,360	(12,550)	(121.1%)
18,554	18,461	(93)	(0.5%)	6,271	(12,283)	(195.9%)	107,125	147,688	40,563	27.5%	53,669	(53,456)	(99.6%)
2,884	3,537	653	18.5%	971	(1,913)	(197.0%)	23,280	28,296	5,016	17.7%	7,438	(15,842)	(213.0%)
2,073	2,035	(38)	(1.9%)	1,551	(522)	(33.7%)	16,682	16,280	(402)	(2.5%)	17,332	650	3.8%
3,594	3,450	(144)	(4.2%)	2,810	(784)	(27.9%)	28,963	27,600	(1,363)	(4.9%)	24,342	(4,621)	(19.0%)
371	396	25	6.3%	324	(47)	(14.5%)	2,925	3,168	243	7.7%	2,746	(179)	(6.5%)
1,083	4,889	3,806	77.8%	-	(1,083)	-	10,480	39,115	28,635	73.2%	-	(10,480)	-
3,761	3,736	(25)	(0.7%)	-	(3,761)	-	34,083	29,885	(4,198)	(14.0%)	-	(34,083)	-
1,004	1,768	764	43.2%	-	(1,004)	-	13,294	14,141	848	6.0%	-	(13,294)	-
799	791	(8)	(1.0%)	-	(799)	-	5,530	6,331	801	12.7%	-	(5,530)	-
153,238	182,957	29,719	16.2%	100,243	(52,995)	(52.9%)	1,162,459	1,463,657	301,198	20.6%	829,412	(333,047)	(40.2%)
677,934	764,314	86,379	11.3%	601,854	(76,080)	(12.6%)	5,198,188	6,059,317	861,129	14.2%	4,320,507	(877,681)	(20.3%)
\$ (556,069)	\$ (477,538)	\$ (78,531)	16.4%	\$ 288,026	\$ (844,095)	(293.1%)	\$ (2,024,841)	\$ (3,877,347)	\$ 1,852,506	(47.8%)	\$ (310,949)	\$ (1,713,892)	551.2%
66,936	54,275	12,661	23.3%	-	66,936	-	231,089	434,200	(203,111)	(46.8%)	-	231,089	-
-	-	-	-	-	-	-	\$ 1,400,256	\$ 4,500,000	\$ (3,099,744)	(68.9%)	\$ 724,681	\$ (675,575)	(93.2%)
Total Expenses							Total Expenses						
Net Margin							Net Margin						
Capital Contributions.							Capital Contributions.						
Transfer In/(Out)							Transfer In/(Out)						

d Expenses by Location (YTD)

	Belle Glade Behavioral Health	St Ann Place Behavioral Health	Delray Behavioral Health	Lantana Behavioral Health	Mangonia Park Behavioral Health	West Palm Beach Behavioral Health	Lewis Center Behavioral Health	Total
<b>Gross Patient Revenue</b>	-	\$188	\$309,673	\$101,528	\$700,340	\$111,781	\$273	\$1,223,782
Contractual Allowance	-	10	95,855	21,610	332,684	25,780	753	476,692
Charity Care	-	-	66,990	37,178	137,425	38,097	111	279,800
Bad Debt	1	69	49,589	19,368	216,024	21,038	2,093	308,180
Total Contractual Allowances and Bad Debt	1	79	212,434	78,155	686,133	84,915	2,956	1,064,672
Other Patient Revenue	-	-	2,647	845	13,150	-	-	16,642
<b>Net Patient Revenue</b>	<b>(1)</b>	<b>109</b>	<b>99,886</b>	<b>24,219</b>	<b>27,357</b>	<b>26,866</b>	<b>(2,683)</b>	<b>175,752</b>
Collection %	-	57.95%	32.26%	23.85%	3.91%	24.03%	(983.90%)	14.36%
Ad Valorem Taxes	-	-	-	-	-	-	-	-
Intergovernmental Revenue	-	-	-	-	-	-	-	-
Grants	-	-	-	-	-	-	-	-
Interest Earnings	-	-	-	-	-	-	-	-
Unrealized Gain/(Loss) On Investments	-	-	-	-	-	-	-	-
Other Financial Assistance	-	-	-	-	-	-	-	-
Other Revenue	-	-	-	-	-	-	-	-
Total Other Revenues	-	-	-	-	-	-	-	-
<b>Total Revenues</b>	<b>\$ (1)</b>	<b>\$ 109</b>	<b>\$ 99,886</b>	<b>\$ 24,219</b>	<b>\$ 27,357</b>	<b>\$ 26,866</b>	<b>\$ (2,683)</b>	<b>\$ 175,752</b>
<i>Direct Operational Expenses:</i>								
Total Operating Expenses	-	-	-	-	-	-	-	-
<b>Net Performance before Depreciation &amp; Overhead Allocations</b>	<b>(1)</b>	<b>109</b>	<b>99,886</b>	<b>24,219</b>	<b>27,357</b>	<b>26,866</b>	<b>(2,683)</b>	<b>175,752</b>
Depreciation	-	-	-	-	-	-	-	-
<i>Overhead Allocations:</i>								
Total Overhead Allocations	-	-	-	-	-	-	-	-
<b>Total Expenses</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Net Margin</b>	<b>\$ (1)</b>	<b>\$ 109</b>	<b>\$ 99,886</b>	<b>\$ 24,219</b>	<b>\$ 27,357</b>	<b>\$ 26,866</b>	<b>\$ (2,683)</b>	<b>\$ 175,752</b>
<b>Capital</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>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

Current Month								Fiscal Year To Date						
Actual	Budget	Variance	%	Prior Year	Variance	%		Actual	Budget	Variance	%	Prior Year	Variance	%
\$ 257,299	\$ 95,933	\$ 161,366	168.2%	\$ 81,696	\$ 175,603	214.9%	Gross Patient Revenue	\$ 1,223,782	\$ 767,467	\$ 456,316	59.5%	\$ 723,625	\$ 500,157	69.1%
110,911	46,111	64,799	140.5%	(22,509)	133,420	(592.7%)	Contractual Allowance	476,692	368,890	107,802	29.2%	170,748	305,944	179.2%
54,732	18,630	36,103	193.8%	14,127	40,605	287.4%	Charity Care	279,800	149,036	130,764	87.7%	130,779	149,021	113.9%
59,961	24,216	35,745	147.6%	40,606	19,355	47.7%	Bad Debt	308,180	193,727	114,454	59.1%	197,397	110,783	56.1%
225,604	88,957	136,647	153.6%	32,224	193,379	600.1%	Total Contractuals and Bad Debt	1,064,672	711,653	353,020	49.6%	498,924	565,748	113.4%
2,471	417	2,054	492.6%	729	1,742	239.0%	Other Patient Revenue	16,642	3,333	13,309	399.3%	7,106	9,536	134.2%
34,166	7,393	26,773	362.1%	50,200	(16,034)	(31.9%)	Net Patient Service Revenue	175,752	59,147	116,605	197.1%	231,807	(56,055)	(24.2%)
13.28%	7.71%			61.45%			Collection %	14.36%	7.71%			32.03%		
\$ 34,166	\$ 7,393	\$ 26,773	362.1%	\$ 50,200	\$ (16,034)	(31.9%)	Total Revenues	\$ 175,752	\$ 59,147	\$ 116,605	197.1%	\$ 231,807	\$ (56,055)	(24.2%)
							Direct Operating Expenses:							
-	-	-	-	-	-	-	Total Operating Expenses	-	-	-	-	-	-	-
\$ 34,166	\$ 7,393	\$ 26,773	362.1%	\$ 50,200	\$ (16,034)	(31.9%)	Net Performance before Depreciation & Overhead Allocations	\$ 175,752	\$ 59,147	\$ 116,605	197.1%	\$ 231,807	\$ (56,055)	(24.2%)
-	-	-	-	-	-	-	Total Expenses	-	-	-	-	-	-	-
\$ 34,166	\$ 7,393	\$ 26,773	362.1%	\$ 50,200	\$ (16,034)	(31.9%)	Net Margin	\$ 175,752	\$ 59,147	\$ 116,605	197.1%	\$ 231,807	\$ (56,055)	(24.2%)
-	-	-	-	-	-	-	Transfer In/(Out)	\$ (172,138)	-	\$ (172,138)	-	-	\$ 172,138	-



District Clinic Holdings, Inc.

	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Current Year Total	Current YTD Budget	%Var to Budget	Prior Year Total
<b>Clinic Visits - Adults and Pediatrics</b>																
West Palm Beach	1,749	1,462	1,463	1,714	1,592	1,580	1,706	1,673					12,939	11,143	16.1%	11,143
Delray & Women's Health Care	728	760	735	846	774	884	927	843					6,497	6,028	7.8%	6,028
Lantana & Atlantis	1,894	1,716	1,658	1,980	1,927	2,028	2,084	1,774					15,061	13,992	7.6%	13,992
Belle Glade & Women's Health Care	821	756	792	913	848	909	887	896					6,822	6,300	8.3%	6,300
Lewis Center	22	44	27	33	45	35	43	48					297	230	29.1%	187
Lake Worth & Women's Health Care	1,205	1,023	1,063	1,184	1,141	1,094	1,252	1,228					9,190	9,031	1.8%	9,031
Jupiter & Women's Health Care	599	555	497	549	514	528	548	554					4,344	3,743	16.1%	3,743
West Boca & Women's Health Care	388	324	304	383	360	356	379	394					2,888	2,512	15.0%	2,512
St Ann Place	15	11	14	18	10	19	20	8					115	117	(1.7%)	48
Cib Mob 1 Warrior	30	18	-	-	-	-	-	-					48	-	100.0%	-
Cib Mob 2 Scout	-	-	-	-	-	-	-	-					-	-	0.0%	-
Cib Mob 3 Hero	5	32	24	27	27	24	35	38					212	377	(43.8%)	377
Portable Medical	88	33	47	80	100	68	78	74					568	216	163.0%	-
Mangonia Park	623	625	609	825	809	832	847	853					6,023	6,771	(11.0%)	6,771
<b>Total Clinic Visits</b>	<b>8,167</b>	<b>7,359</b>	<b>7,233</b>	<b>8,552</b>	<b>8,147</b>	<b>8,357</b>	<b>8,806</b>	<b>8,383</b>	-	-	-	-	<b>65,004</b>	<b>60,460</b>	<b>7.5%</b>	<b>60,132</b>
<b>Dental Visits</b>																
West Palm Beach Dental	1,292	985	896	1,150	1,141	1,124	1,165	1,110					8,863	8,951	(1.0%)	8,951
Delray Dental	533	481	541	783	791	782	927	901					5,739	5,017	14.4%	5,017
Lantana & Atlantis Dental	921	718	783	920	970	938	962	890					7,102	6,319	12.4%	6,319
Belle Glade Dental	543	462	477	430	511	465	566	453					3,907	3,093	26.3%	3,093
Portable Dental	15	16	10	13	12	8	15	8					97	103	(5.8%)	88
<b>Total Dental Visits</b>	<b>3,304</b>	<b>2,662</b>	<b>2,707</b>	<b>3,296</b>	<b>3,425</b>	<b>3,317</b>	<b>3,635</b>	<b>3,362</b>	-	-	-	-	<b>25,708</b>	<b>23,483</b>	<b>9.5%</b>	<b>23,468</b>
<b>Total Medical and Dental Visits</b>	<b>11,471</b>	<b>10,021</b>	<b>9,940</b>	<b>11,848</b>	<b>11,572</b>	<b>11,674</b>	<b>12,441</b>	<b>11,745</b>	-	-	-	-	<b>90,712</b>	<b>83,943</b>	<b>8.1%</b>	<b>83,600</b>
<b>Mental Health Counselors (non-billable)</b>																
West Palm Beach BH	96	156	192	274	300	310	323	318					1,969	760	159.1%	760
Delray BH	436	394	391	503	496	514	548	525					3,807	1,182	222.1%	1,182
Lantana BH	144	180	191	161	266	276	276	256					1,750	1,089	60.7%	1,089
Belle Glade BH	-	-	-	35	31	-	-	-					66	-	100.0%	235
Mangonia Park BH	1,110	798	839	834	782	796	820	778					6,757	7,164	(5.7%)	7,164
Lewis Center BH	-	-	-	-	-	-	-	-					-	-	0.0%	38
Lake Worth BH	143	131	114	115	141	157	189	190					1,180	1,432	(17.6%)	1,432
Jupiter BH	-	-	-	-	-	-	-	-					-	139	(100.0%)	139
St Ann Place BH	82	65	75	100	70	84	97	101					674	756	(10.8%)	291
West Boca BH	33	17	25	24	26	37	33	43					238	274	(13.1%)	134
Mobile Van	-	-	-	-	-	-	-	-					-	-	0.0%	-
<b>Total Mental Health Screenings</b>	<b>2,044</b>	<b>1,741</b>	<b>1,827</b>	<b>2,046</b>	<b>2,112</b>	<b>2,174</b>	<b>2,286</b>	<b>2,211</b>	-	-	-	-	<b>16,441</b>	<b>12,796</b>	<b>28.5%</b>	<b>12,464</b>
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>GRAND TOTAL</b>	<b>13,515</b>	<b>11,762</b>	<b>11,767</b>	<b>13,894</b>	<b>13,684</b>	<b>13,848</b>	<b>14,727</b>	<b>13,956</b>	-	-	-	-	<b>107,153</b>	<b>96,739</b>		<b>96,064</b>

**COMMUNITY HEALTH CENTER  
BOARD OF DIRECTORS  
JULY 24, 2024**

**1. Description: Grant Opportunities in July**

**2. Summary:**

Expansion grant opportunity provides up to \$1M for a 2-year performance period for expand access and alleviate barriers to high-quality primary care by increasing the number of hours.

**3. Substantive Analysis:**

The grant opportunity Expanded Hours (EH) funding will expand access to health center services by increasing health center operating hours to meet identified patient and community needs. With the proposed \$1,000,000 the District is requesting support to expand operations at its Mangonia Park health center site initially to a 6-day per week.

See the supporting abstract and budget attached for the grant opportunity.

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

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

\*Non-budgeted expenditures in excess of \$250,000 require Finance and Audit Committee review and Board approval.

Reviewed for financial accuracy and compliance with purchasing procedure:

\_\_\_\_\_  
N/A  
Jessica Cafarelli  
VP & Chief Financial Officer

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

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

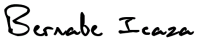
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N/A  
Date


**COMMUNITY HEALTH CENTER  
BOARD OF DIRECTORS  
JULY 24, 2024**

**6. Recommendation:**

Staff recommends the Board approve the expansion grant application.

Approved for Legal sufficiency:

DocuSigned by:  
  
0CF6F7DB67064B Bernabe Icaza  
SVP & General Counsel

Signed by:  
  
2B4234F097844B2 Joshua Adametz, DMD, MPH, MA  
AVP & Executive Director of Community Health Centers

Health Care District of Palm Beach County  
1515 N. Flagler Dr, Ste 101, WPB, FL 33401  
Candice Abbott - Project Director  
(772) 214-5106  
cabbott@hcdpbc.org  
www.hcdpbc.org

## **Health Care District of Palm Beach County Expanded Hours**

### **Project- HRSA-25-084**

### **Total \$1,000,000**

Since 1988, the Health Care District of Palm Beach County (the District: H80CS25684) has operated a dynamic healthcare network that is a local government, ad valorem tax-supported, safety net healthcare system. It includes a public hospital, skilled nursing facility, school health program, nationally recognized rapid air emergency transport and care unit and a vibrant Federally Qualified Health Center (FQHC) program. A 7-member governing board leads the District in managing its \$275.6 million budget in a fiscally responsible manner, with 83% allocated to the provision of direct health care services. Initial 330 (e)(g)(h) funding was secured in 2013 to support 4 FQHCs & was named the C. L. Brumback Clinics in honor of the country's first Health Department Director. District Clinic Holdings, Inc. was created as a wholly owned subsidiary to manage clinic operations to comply with governance requirements and establish the co-applicant structure. This has since grown to include a robust system of 10 fixed and 3 mobile FQHC locations that provide a comprehensive range of primary and preventative care including adult, pediatric, women's health, dental, mental health, and substance use disorder (SUD) services. In 2023, 41,245 unduplicated patients were served over 146,733 clinic visits and 4,285 virtual visits comprised of 33,231 medical, 15,115 dental, 4,638 mental health, and 2,118 SUD patients. Of these, 11,833 were persons experiencing homelessness, 2,138 agricultural workers and 229 veterans. The co-applicants plan to continue to provide vitally needed services targeting underserved individuals and families, seasonal agricultural workers and persons experiencing homelessness. All services are provided on a sliding fee discount basis, regardless of ability to pay, as well as various public and private payers. With the proposed \$1,000,000, the District is requesting support to expand operations at its Mangonia Park health center site, located in the heart of HRSA's designated MUP ID #07064 Low Inc - West Palm Beach, where 48% of the current patient population identify as homeless. With this funding, the District plans to expand initially to a 6-day per week, 8AM - 5PM Monday to Saturday model with evening hours available Wednesday from 5PM – 8PM in Year 1, and Monday from 5PM – 8PM in Year 2. This will increase the capacity to provide continuity of access to high-quality primary care services for the community's most vulnerable and underserved populations. Plans are in place to expand behavioral health service provision at the Mangonia Park Health Center as well; however, a corresponding expansion is also needed for primary care and will serve as the basis for this proposed project. By expanding hours to fully integrate services, the District will streamline access to primary and behavioral health care, enabling more high need individuals to access care efficiently, with a goal to serve 1030 additional unduplicated patients across the 2-year project period. The District plans to carefully assess project utilization, patient access and experience after 9 and 18 months to ensure that needs are met, barriers are addressed, congestion is alleviated, and seamless care integration results in improved outcomes. The District remains confident that this expansion of service hours on evenings and weekends will improve access and outcomes and serve as a model for further expansion and integration across the system.

**HRSA-24-084 Expanded Hours (H8J)****Budget Period 12/1/24 - 11/30/26 (2 years)****\$500k per year**

<b>Budget Narrative SF 424</b>	<b>Year 1</b>	<b>Year 2</b>	<b>TOTAL</b>
	<b>Federal</b>	<b>Federal</b>	<b>Federal</b>
<b>REVENUE</b>			
Grant Request	500,000	500,000	1,000,000
<b>TOTAL REVENUE</b>	<b>500,000</b>	<b>500,000</b>	<b>1,000,000</b>
<b>EXPENSES: Object class totals should be consistent with those presented in Section B of the SF 424-A.</b>			
<b>PERSONNEL</b>			
APRN to provide medical services during expanded hours	40,560	53,431	93,991
Registered Nurses to provide medical services during expanded hours	55,200	72,716	127,916
Behavioral Health Therapist	24,600	32,406	57,006
Office Coordinator to provide support	14,040	18,495	32,535
BH Technicians/ Registration Specialist to provide support during expanded hours	37,800	49,794	87,594
Patient Access Coordinator to assist with appointments	22,500	23,400	45,900
			-
<b>TOTAL PERSONNEL</b>	<b>194,700</b>	<b>250,242</b>	<b>444,942</b>
<b>FRINGE BENEFITS</b>			
FICA @ 7.30% of salary cost	14,213	18,269	32,482
Health Insurance @ 19%	36,993	47,546	84,539
Dental @ 0.5%	974	1,251	2,225
Retirement @ 4.5%	8,762	11,261	20,023
Workers Compensation @ 0.5%	974	1,251	2,225
			-
<b>TOTAL FRINGE @ 31.8%</b>	<b>61,916</b>	<b>79,578</b>	<b>141,494</b>
<b>EQUIPMENT</b>			
MedBank equip, installation, tech support	91,684		91,684
			-
<b>TOTAL EQUIPMENT</b>	<b>91,684</b>	<b>-</b>	<b>91,684</b>
<b>SUPPLIES</b>			
Signage to advertise extended hours	2,500		2,500
Office supplies during expanded hours (\$300/month * 12 months)	3,600	3,600	7,200
Medical supplies during expanded hours (Year 1= \$600 & Year 2= \$825/month * 12 months)	7,200	9,900	17,100
Drug costs (Year 1= \$600 & Year 2= \$730/month * 12 months)	7,200	8,760	15,960
<b>TOTAL SUPPLIES</b>	<b>20,500</b>	<b>22,260</b>	<b>42,760</b>
<b>OTHER</b>			
Social Media advertising (\$900 per week x 30 weeks in year 1 & 2)	27,000	27,000	54,000
TV advertising with Scripps Media, Inc for TV channel WPTV (\$4,000 per month x 5 months in year 1 & 8 months in year 2)	20,000	32,000	52,000
TV advertising with Hearst Properties, Inc. for TV channels WPBF and PSA (\$9,000 per month x 6 months in year 1 & 2)	54,000	54,000	108,000
Radio advertising (\$2,000 per month x 6 months in year 1 & 8 months in year 2)	12,000	16,000	28,000
Billboard advertising with Clear Channel Outdoor, Inc (\$3,000 per month x 5 months)	15,000	15,000	30,000
Plain Clothes Law Enforcement to cover expanded hours	3,200	3,920	7,120
			-
<b>TOTAL OTHER</b>	<b>131,200</b>	<b>147,920</b>	<b>279,120</b>
<b>TOTAL DIRECT CHARGES (Sum of TOTAL Expenses)</b>	<b>500,000</b>	<b>500,000</b>	<b>1,000,000</b>
<b>INDIRECT CHARGES</b>			
Indirect Cost: N/A			
<b>TOTALS EXPENSES</b>	<b>500,000</b>	<b>500,000</b>	<b>1,000,000</b>



**COMMUNITY HEALTH CENTER  
BOARD OF DIRECTORS  
JULY 24, 2024**

**1. Description: Change in Scope of Services for the Lewis Center**

**2. Summary:**

The Lewis Center's hours of operations will be increased to improve access to care and fulfill demand. The current hours of operations are Wednesdays 8:00am – 5:00pm. The new hours of operations will be Monday and Friday 8am – 5pm.

**3. Substantive Analysis:**

Due to increased access to medical care for the homeless coalition partners leadership recommends increasing the hours of operation for the Lewis Center to Monday and Friday each week from 8am to 5pm.

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

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

\*Non-budgeted expenditures in excess of \$250,000 require Finance and Audit Committee review and Board approval.

Reviewed for financial accuracy and compliance with purchasing procedure:

N/A  
\_\_\_\_\_  
Jessica Cafarelli  
VP & Chief Financial Officer

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

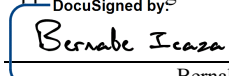
N/A  
\_\_\_\_\_  
Committee Name

N/A  
\_\_\_\_\_  
Date


**6. Recommendation:**

Staff recommends the Board approve the Change in Scope of Services for the Lewis Center.

Approved for Legal sufficiency:

  
\_\_\_\_\_  
Bernabe Icaza  
SVP & General Counsel

Signed by:

  
\_\_\_\_\_  
2B4234F087844B2...  
Dr. Joshua Adametz, DMD, MPH, MA  
AVP & Executive Director of Community Health Centers

**COMMUNITY HEALTH CENTER  
BOARD OF DIRECTORS  
July 24, 2024**

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

**2. Summary:**

- Expand hours at Lewis Center
- Community Health Center's Medical Director Update – Dr. Ana Ferwerda
- Food Pantry Partnership created in Belle Glade and Mangonia

**3. Substantive Analysis:**

**Lewis Center**

Hours will be expanded from 8:00am-5:00pm on Wednesdays to 8:00am-5:00pm on Mondays and Tuesdays. This will improve access and the satisfy the demand for primary care and behavioral Health at the Lewis Center.

**FQHC Medical Director**

Dr. Ana Ferwerda has been promoted to the Community Health Center's Medical Director. Dr. Ferwerda has served HCD as the Women's Health Medical Director for the last three years, and previously held the Medical Director role.

**Food Pantry**

Successfully created a partnership with the United Way of PBC to initiate food pantries in the Belle Glade and Mangonia Centers to help patients with food insecurities

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

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

\*Non-budgeted expenditures in excess of \$250,000 require Finance and Audit Committee review and Board approval.

Reviewed for financial accuracy and compliance with purchasing procedure:

N/A

\_\_\_\_\_  
Jessica Cafarelli  
VP & Chief Financial Officer

COMMUNITY HEALTH CENTER  
BOARD OF DIRECTORS  
July 24, 2024

5. Reviewed/Approved by Committee:

N/A	N/A
_____ Committee Name	_____ Date Approved

6. Recommendation:

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

Approved for Legal sufficiency:

DocuSigned by:  _____ 0CF6F7DB67064B4C Bernabe Icaza SVP & General Legal Counsel	Signed by:  _____ 2B4234F067814B2A Dr. Joshua Adametz, DMD, MPH, MA AVP & Executive Director of Community Health Centers
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**COMMUNITY HEALTH CENTER  
BOARD OF DIRECTORS  
July 24, 2024**

**1. Description: Licensed Independent Practitioner Credentialing and Privileging**

**2. Summary:**

The agenda item represents the licensed independent practitioners recommended for credentialing and privileging by the Community Health Center's 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
Cieza Rubio	Napoleon	MD	General Surgery	Initial Credentialing
Castiglia	Sarah	DO	Internal Medicine	Recredentialing
Langley	Tamara	APRN	Nurse Practitioner	Recredentialing
Prophete	Joyce	MD	Obstetrics and Gynecology	Recredentialing
Noukelak	Germaine	MD	Internal Medicine	Recredentialing
Stanek	Ewelina	PA	Physician Assistant	Recredentialing

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

The Community Health Centers utilized internal Credentialing staff and the Community Health Center's medical Director to support the credentialing and privileging process.

**COMMUNITY HEALTH CENTERS  
BOARD OF DIRECTORS  
July 24, 2024**

Napoleon Eduardo Cieza Rubio, MD joined the West Palm Beach Clinic in 2024 specializing in General Surgery. He attended the University of San Martin Faculty of Medicine and also completed his Residency at University of Arizona College of Medicine. Dr. Cieza Rubio is certified in General Surgery by the American Board of Surgery. He has been in practice for six years.

Sarah Castiglia, DO joined the Delray clinic in 2022 specializing in Internal Medicine. She attended the Ohio University and also completed her Residency at West Virginia University School of Medicine. She has been in practice for two years.

Tamara Langley, APRN joined the West Palm Beach Clinic in 2022 as a Nurse Practitioner. She attended the University of Miami. Ms. Langley is certified as a Family Nurse Practitioner by the American Nurses Credentialing Center. She has been in practice for twelve years.

Joyce Prophete, MD joined the Lake Worth Clinic in 2022 specializing in Obstetrics and Gynecology. She attended the University of Medicine and Dentistry of New Jersey and completed her Residency at Drexel University College. Dr. Prophete is certified in Obstetrics & Gynecology by The American Board of Obstetrics & Gynecology. She has been in practice for eighteen years.

Germaine Noukelak, MD joined the Delray Clinic in 2022 specializing in Internal Medicine. She attended Howard University and completed her Residency at Howard University Hospital. She has been in practice for two years.

Ewelina Stanek, PA joined the West Palm Beach Clinic in 2022 as a Physician Assistant. She attended University of New England and is certified as a Physician Assistant by the National Commission on Certification of Physician Assistants. She has been in practice for two years and is fluent in Polish.

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

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

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

N/A  
Jessica Cafarelli  
VP & Chief Financial Officer

COMMUNITY HEALTH CENTER  
BOARD OF DIRECTORS  
July 24, 2024

5. Reviewed/Approved by Committee:

N/A	N/A
Committee Name	Date Approved

6. Recommendation:

Staff recommends the Board approve the Initial Credentialing and privileging of Napoleon Eduardo Cieza Rubio, MD, General Surgery.

Staff recommends the Board approve the Recredentialing and privileging of Sarah Castiglia, DO, Internal Medicine.

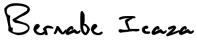
Staff recommends the Board approve the Recredentialing and privileging of Tamara Langley, APRN, Family Medicine.


Staff recommends the Board approve the Recredentialing and privileging of Joyce Prophete, MD, Obstetrics and Gynecology.


Staff recommends the Board approve the Recredentialing and privileging of Germaine Noukelak, MD, Internal Medicine.

Staff recommends the Board approve the Recredentialing and privileging of Ewelina Stanek, PA, Physician Assistant.

Approved for Legal sufficiency:

DocuSigned by:  
  
0CF6F7DB6706434  
Bernabe Icaza  
SVP & General Counsel

DocuSigned by:  
  
FF528E6E1A16461  
Dr. Ana Ferwerda  
Community Health Center's Medical Director

Signed by:  
  
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Dr. Joshua Adametz, DMD, MPH, MA  
AVP & Executive Director of Community Health Centers

**COMMUNITY HEALTH CENTER  
BOARD OF DIRECTORS  
July 24, 2024**

**1. Description: Quality Report**

**2. Summary:**

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

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

**3. Substantive Analysis:**

PATIENT SAFETY & ADVERSE EVENTS

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

PATIENT SATISFACTION AND GRIEVANCES

Patient relations to be presented as separate agenda item.

QUALITY ASSURANCE & IMPROVEMENT

**Chronic Care Management (CCM) Program:** In June 2024, our Health Centers extended our Chronic Care Management program to the Lantana Community Health Center. The pilot CCM program was initially implemented in our Belle Glade Health Center in December 2023. The primary objective of the CCM program is to enhance the quality of care provided to patients with chronic conditions and their support systems. By implementing this program, we aim to empower patients in managing their chronic illnesses more effectively by tailoring our services to meet them where they are.

The program utilizes patient data analysis to identify individuals who are at high risk or have existing chronic conditions that can be managed more effectively. Once high-risk patients are identified, resources such as care coordination, self-management support, and frequent outreach, are aligned to address the patients’ specific needs. This ensures that each patient receives tailored interventions based on their unique health profile. Patients are offered self-management support through education, tools, and resources that enable them to make informed decisions about their health. The program incorporates frequent outreach strategies to monitor patient progress, address any concerns or barriers to care, and provide ongoing support. By offering targeted interventions and personalized support, the CCM program aims to improve patient outcomes, enhance quality of life, and reduce complications associated with chronic conditions.

COMMUNITY HEALTH CENTER  
BOARD OF DIRECTORS  
July 24, 2024

UTILIZATION OF HEALTH CENTER SERVICES  
Individual monthly provider productivity stratified by clinic.

4. Fiscal Analysis & Economic Impact Statement:

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

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

N/A  
\_\_\_\_\_  
Jessica Cafarelli  
VP & Chief Financial Officer

5. Reviewed/Approved by Committee:

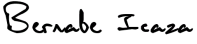
N/A  
\_\_\_\_\_  
Committee Name

N/A  
\_\_\_\_\_  
Date Approved


6. Recommendation:

Staff recommends the Board approve the updated Quality Report.

Approved for Legal sufficiency:

DocuSigned by:  
  
\_\_\_\_\_  
0CF6F7DB670643...Bernabe Icaza  
SVP & General Counsel

DocuSigned by:  
  
\_\_\_\_\_  
FF528E6E1A16461...Dr. Ana Ferwerda  
Community Health Center's Medical Director

Signed by:  
  
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Dr. Joshua Adametz, DMD, MPH, MA  
AVP & Executive Director of Community Health Centers





## Quality Council Meeting Minutes

**Date: July 10, 2024**

**Time: 11am-1:30pm**

**Attendees:** Steven Sadiku – Director of Corporate Quality; Maria Chamberlin – Assistant Director of Nursing; Shauniel Brown – Senior Risk Manager; Carolina Foksinski- Operations Process Manager; Erik Lalani – Dental Operations Manager; Alexa Goodwin – Patient Relations Manager; Dr. Sandra Warren – Associate Medical Director; Dr. Charmaine Chibar – FQHC Medical Director; Angela Santos – Director of Ops; Dr. Josh Adametz – FQHC Executive Director & Dental Director; Ivonne Cohen – Business Intelligence Developer; Valena Gibric – Medical Director District Cares; Lisa Hogans – Director of Nursing; Nancy Gonzalez – Dental Program Director; Jessica Ramirez – Manager Patient Access Services; Irene Garcia– Dental Quality Coordinator; Dr. Courtney Phillips – VP of Behavioral Health

**Excused:** Candice Abbot – SVP & Chief Operating Officer; Dr. Belma Andric – SVP & Chief Medical Officer; Dr. Ana Ferwerda – Director of Clinic EHR Optimization & Women’s Health;

**Minutes by:** Steven Sadiku – Director of Corporate Quality

<u>AGENDA ITEM</u>	<u>DISCUSSION / RECOMMENDATIONS</u>	<u>ACTION ITEMS (AI)</u>	<u>RESPONSIBLE PARTY</u>	<u>DATE</u>
<b>PATIENT SAFETY &amp; ADVERSE EVENTS</b>				
<b>OCCURRENCES</b>	<p><i>Per Compliance, discussion surrounding not recording meetings.</i></p> <p><b>Report Summary</b>                      The June 2024 Risk Management Tableau dashboard was presented. Volumes were provided for the following clinic areas and types: total reported events, incidents, and good catches. Trends were also presented by volume of reported entries and clinic location. The Risk Report Summary and graphical data were reviewed with the Committee for June 2024. Reports included the risk severity - volume and category/type for incidents and near misses entered in HCD’s safety event reporting</p>			



	system. Risk mitigation strategies were also shared with the Committee. <b>(June 2024 Risk Report Summary presented with graphs.)</b>					
UTILIZATION						
OPERATIONS	<b>Productivity</b>					
	<b>Productivity June 2024</b>					
	Service Line	Target		Seen		% of Goal
		In Person	Tele	In Person	Tele	<b>Total</b>
	Adult Care	5162		4661		90%
	Pediatrics	1658		1532		92%
	Primary Residents	507		542		107%
	Women's Health	627		574		92%
	Behavioral Health Integration	659		569		86%
	Behavioral Health - Psych	535		450		84%
	Psych Residents	528		315		60%
	Behavioral Health Addiction	579		574		99%
	Dental Health	1751		1959		112%
	Dental Hygiene	797		768		96%
	Dental MDI	264		275		104%
	<b><i>(Clinic productivity report with graphs were presented.)</i></b>					



	<p><b><u>Walk-ins</u></b>  18% Between Medical and Dental  91% same day walk-ins scheduled by front line staff  9% same day walk-ins scheduled by the CSC</p>	Discussion around patients coming in before their scheduled appointment and process around evaluating those cases and analyze examples (moved to Operations Workgroup)	Dr. Sandra Warren	
	<p><b><u>No Show Rates</u></b>  22% between Medical and Dental  11% of no-shows have already completed an encounter in June.  14% have a future scheduled appointment.</p> <p><b>(Report with graph presented.)</b></p>			
	<p><b><u>Doximity Dialer Usage (Telemedicine) -June 2024</u></b>  <b>Users</b> <ul style="list-style-type: none"> <li>59 registered users (100% registration rate) <ul style="list-style-type: none"> <li>17 active users (9 MD/DOs, 5 NP, PA, 3 Care Team)</li> </ul> </li> </ul> <b>Calls</b> <ul style="list-style-type: none"> <li>141 total calls <ul style="list-style-type: none"> <li>80 voice calls <ul style="list-style-type: none"> <li>73 successful calls (91.3%) success rate</li> <li>1 call escalated to video</li> </ul> </li> <li>61 video calls <ul style="list-style-type: none"> <li>42 successful calls (68.9%) success rate</li> </ul> </li> <li>2 secure texts</li> </ul> </li> </ul> <p><b>(Report with breakdown by specialty and user)</b></p> </p>			



# Health Care District

OF PALM BEACH COUNTY

WE CARE FOR ALL

PATIENT RELATIONS				
<b>GRIEVANCES, COMPLAINTS &amp; COMPLIMENTS</b>	<p><b><u>Patient Relations Dashboard – June 2024</u></b></p> <p>For June 2024, there were a total of 3 Patient Relations Occurrences that occurred between 1 Clinic and Clinic Administration. Of the 3 occurrences, there were 3 Complaints and no grievances. The top categories were Referral Related and Respect Related issues. There was also a total of 18 compliments (17 patient compliments and 1 employee to employee compliment (known as Thumbs-Up)) received across 4 Clinics and Clinic Administration.</p> <p><i><b>(Patient Relations Report &amp; Patient Relations Dashboard with Graphs presented.)</b></i></p>			
<b>SURVEY RESULTS</b>	<p><b><u>Patient Satisfaction Survey – June 2024</u></b></p> <p>For June 2024 there were 453 Patient Satisfaction Surveys completed. West Palm Primary continues to have the highest return rate with 65 completed surveys followed by Lantana Primary with 54 completed surveys. Our Net Promoter Score (NPS) was 72 (out of 411 responses) compared to the Phreesia FQHC/CHC/RHC Network at 79. The top 5 and lowest 5 scored-questions were presented for each area.</p> <p>“Best Questions” for in person visits – June 2024:</p> <ul style="list-style-type: none"> <li>• Overall Cleanliness of exam rooms in overall practice – 92% (increase of 7%)</li> <li>• Overall experience at today’s visit – 92% (increase of 7%)</li> <li>• Time taken to listen and answer your questions – 91% (increase of 4%)</li> <li>• Instructions given regarding medication/follow-up care – 89% (new promoter)</li> </ul>			



	<ul style="list-style-type: none"> <li>Ease of making your appointment – 88% (increase of 6%)</li> </ul> <p>“Worst Questions” for in person visits – June 2024:</p> <ul style="list-style-type: none"> <li>Your ability to contact us after hours – 13% (decrease of 3%)</li> <li>Being informed about any delays during this visit? – 10% (same)</li> <li>Appointment available within a reasonable amount of time – 9% (new detractor)</li> <li>Each member of my care team identified themselves and their role in my care – 5% (new detractor)</li> <li>Things explained in a way you could understand – 5% (new detractor)</li> </ul> <p>Of the surveys received for June, 44% of patients perceived wait time between 6 to 15 minutes, 36% of responses were from patients that this was their first visit to the practice.</p> <p>71% of surveys completed were by females and most patients preferred to be seen on Monday, Tuesday and Wednesday mornings.</p> <p>84% of responses in June were promoters (5% increase), 11% of responses were neutrals (2% decrease) and 6% of responses were detractors (2% decrease). Top promoters, detractors, and patient comments presented by clinic and service line. <b>(Patient Satisfaction Survey PowerPoint presented.)</b></p>			
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<b>OUTBOUND CALL CAMPAIGNS</b>	<p><b><u>Afterhours Report – June 2024</u></b></p> <p>In June 2024, the Clinic Service Center received 210 after hours calls. This was a 13% increase from the previous month. We continue to see our top 3 highest volume in AHC's for Appt request with 47% of the volume. Followed by Reschedule requests at 23% and Cancellation request with 8%.</p> <p>Our WPB Location remains at our highest volume health center with 30% of the call volume. Followed by Delray with 20% and Lake Worth with 14%.</p> <p>AH Paged Out calls - There were 17 after hours calls that required a provider to be paged out. 70% (11) of those calls had telephone encounters created in their chart. Of the 11 encounters created, 7 had the correct reason for encounter listed as "after Hours"</p> <p><b><i>(Outbound Campaign PowerPoint presented.)</i></b></p>			
<b>REFERRAL/ CALL CENTER</b>	<p>In June 2024, the HCD Health Center providers placed a total of 5,615 referral orders. The average turnaround time for referral processing was 4.35 days for routine referrals with a goal of 5 days or less. For referrals placed in an "urgent" status, the average TAT was 1.77 with a goal of 1 day. This is a 2 day decrease in TAT from the previous month. We are currently within guidelines.</p> <p>We continue to see our highest volume of referrals placed by our WPB Health Center with 22% of the total referral volume, followed by Delray with 15% and Lantana with 14% of the total volume.</p>	<p>The third next available data is being worked on to capture the data accurately.</p>	<p>Jessica Ramirez</p>	



	<p>Dr Florez, Lisa Fidler, and Dr Noukelak continue to place the highest volume of referrals at 6% each.</p> <p>Our most common payer this month is the HCD Voucher at 27% of the referral volume followed by Self pay (no coverage) with 17% and Humana with 10%.</p> <p>Our top referred to specialties this month are Radiology Orders with 25% of the total volume, followed by Ophthalmology with 7 % and PCP auths with 5% .</p> <p><b><u>Call Center –</u></b></p> <p>For the month of June, the call enters received a total of 18,747 calls. This is a 9% decrease in the volume from the previous month.</p> <p>16,649, or 88% of the total call volume reached a live agent and was resolved.</p> <p>The abandonment rate for June was 10% with a goal of 10%. We saw a 1% decrease in abandonment rate from the previous month.</p> <p>The service level (Calls Answered in 3 mins or less Was 62% with a goal of answering 80% within 3 minutes or less. This was a decrease of 3% from the previous month.</p> <p>The Average hold time for June was 2m 31s with a goal of 3 minutes and the average call duration time was 4m 21s</p>			
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QUALITY				
QUALITY				
MEDICAL	<p><b><u>Controlled Diabetes based on A1c less than 9%</u></b>  <b><u>June, 2024</u></b>  <b>Yearly goal 67%</b></p> <p>We saw 3285 unique patients with a diagnosis of diabetes. 72% were controlled and 28% uncontrolled with an A1c equal or greater than 9%. 51 patients (1%) did not have data. By clinic Jupiter (77%), Boca (76%) and Lantana (73%). Belle Glade, Lake worth, Delray and West Palm Beach ranged between 69% to 72%. The larger number of patients are in Lantana and West Palm Beach.</p> <p>The bottom graph shows the number of patients where we did not have an A1c value done in the past 3 months and correspond only to 51 patients.</p> <p>This graph shows the distribution of patients with an A1c lower than 9% by provider and correlates with the clinics achieving higher and lower percentages.</p>			
	<p><b><u>Colorectal Cancer Screening – June 2024</u></b>  <b>Yearly goal 82%</b></p> <p>Satisfied: 2728 (36%). There was an increase by 1% compared with the previous month.</p> <p>No met: 4945 (64%)</p> <p>Compared to the previous year we have a lower percentage of missed patients with 14% vs 30%.</p> <p>The highest percentage of screening completed was at the Boca Clinic with 50%.</p> <p>The largest number of patients due for screening were at the West Palm Beach Clinic , Lantana and Delray Clinic accounting</p>			





	<p>for 50% of the patients. They individually achieved 31%, 37% and 36% of colorectal cancer screening completion.</p> <p>The largest number of patients with missing orders to address the screening were at Mangonia, BelleGlade, Lantana and West Palm Beach Clinics accounting for 55% of the missed patients.</p> <p>The last graph shows the met, unmet and missed patients by provider percentages.</p> <p>The type of screening test ordered shows the majority of patients are screen with fit test, followed by colonoscopy and last with Cologuard.</p> <p>By clinics the majority of Cologuard orders are from Boca Raton, Delray and Jupiter Clinics. Similarly, the providers on those clinics are the most frequent providers ordering Cologuard to screen for colorectal cancer.</p> <p><b>(Report with graph presented.)</b></p>			
	<p><b><u>Breast Cancer Screening – June 2024</u></b></p> <p><b>Yearly goal 60%</b></p> <p>Satisfied screenings – 1790 (56%)</p> <p>Unsatisfied Screenings – 1415 (44%)</p> <p>No change from the previous 3 months.</p> <ul style="list-style-type: none"> <li>• Not Met with order – 1143 81(%)</li> <li>• Not Met (Patient Missed) – 272 (19%)</li> </ul> <p>The clinics with the highest percentage of screening were Belle Glade with 73%, Boca with 66% and Lantana 61%.</p> <p>The clinics with the lowest percentage of patients who completed breast cancer screening were West Palm Beach and Jupiter, with 51% and 49%.</p> <p>The larger number of patients where the screening was not addressed were Lake Worth, Jupiter, Lantana and West Palm</p>			



	<p>accounting for 53% from the total number of patients missed to address the screening.  <b>(Report with graph presented.)</b></p>			
	<p><b><u>Cervical Cancer Screening - June 2024</u></b>  <b>Yearly goal 65%</b></p> <p>Cervical cancer screening was completed in 5101 (61%) of the patients and 3292 (39%) patients were missed.                      Boca clinic and Lantana Clinic primary care achieved at or above the goal of 65%.</p> <p>The graph on the right shows the distribution by percentage of met, not met and missing orders to address the screening by provider and correlates with the clinics with larger percentage of screening met. The lowest right graph shows the number of missed patients by clinic in descending order.                      The last slide shows the number of PAPs orders by provider and the number of referral during the last 30, 2024.</p> <p><b>Report with graph presented.)</b></p>			
	<p><b><u>HIV Screening – June 2024</u></b>  <b>Yearly goal 32%</b></p> <p>Satisfied: 9566 (60%)                      No satisfied : 6509 (40%)</p> <p>The majority of the clinics are meeting the screening above 60% except Lantana, Mangonia and West Palm Beach. The largest percentage of patients for which the screening was not addressed were from West Palm, Lantana and Belle Glade Clinics accounting for 50% of the missed patients.</p>			



	<p><b><u>Controlling High Blood Pressure – June 2024</u></b></p> <p><b>Yearly goal 80%</b></p> <p>4283 (72%) of patients had BP controlled and 1666 (28%) BP uncontrolled.</p> <p>From all the clinics Boca reached 81%, Mangonia 74%, Lantana 75%, and Lake worth 75%.</p> <p>BY provider the highest percentages of patient with BP controlled were among Tamara Langley 80%, and Dr. Warren with 83%.</p>			
BEHAVIORAL HEALTH	<p><b><u>PHQ9 – June 2024</u></b></p> <p>% of patients with PHQ9: 5,215/5,879 =88.71%</p> <p>Unique patients with positive PHQ9= 445/<b>8.53%</b></p> <p><b><u>SBIRT- June 2024</u></b></p> <p>466 unique patients/23,241 = <b>2.01%</b></p> <p><b>The goal is 5%</b></p> <p><b>(Report with graph presented.)</b></p>	Working on drilling down the cause of low SBIRT numbers	Steven Sadiku	
	<p><b><u>Depression Remission June 2024 37%</u></b></p> <p><b>Yearly goal 14%</b></p> <p>We are currently meeting this metric at 37% of patients with depression in remission.</p> <p><b>(Report with graph presented.)</b></p>			
WOMEN'S HEALTH	<p><b><u>Early Entry into Prenatal Care Jan-June 2024</u></b></p> <p>Early Entry into care into the First Trimester is 55%</p> <p>UDS National Average for 2022 is 72%</p> <p>Total population of 280 prenatal patients</p> <p><b><u>Low Birth Weight Jan-June 2024</u></b></p> <p>Babies born with a birth weight below normal (under 2,500 grams) 5%</p> <p>--&lt;1500 grams: 0%</p> <p>--1500—2499 grams: 6 %</p>			



	UDS 2022 National average 8.43% Total deliveries/birth weight= 82			
<b>DENTAL</b>	<b><u>Dental Sealants</u></b>  YTD 2024: <b>99%</b> (318; n=322)			
	<b><u>Limited Exams</u></b>  <b>June 2024: 257</b> -Same Day Extractions: 105 ( <b>41%, n=257</b> ) -Antibiotics Given: Patients without a future extraction appointment type 79 ( <b>31%, n=257</b> ) -Ext. not needed(non-emergent): <b>52 (20%, n=257)</b> -Returns (Follow-Up): Patients with a future extraction appointment type 21 ( <b>8%, n=257</b> ) -Returned within 21 days for ext.: 15 ( <b>71%, n=21</b> )			
	<b><u>MDI/WHO</u></b>  <b>June 2024</b>  <u>Total Well Visit Pediatric Patients: 173</u>  <ul style="list-style-type: none"> <li>- Excluded from MDI KPI 90 (<b>52%; n=173</b>)</li> <li>- Eligible MDI 83 (<b>48%; n=173</b>)</li> </ul> <u>Total Pediatrician KPI Patients (Pts who do not have a dental home): 83</u>  <ul style="list-style-type: none"> <li>- No MDI 45 (<b>54% n=83</b>)</li> <li>- MDI 38 (<b>46% n=83</b>)</li> </ul> <u>Total of patients who had MDI visit: 38</u>  <ul style="list-style-type: none"> <li>- Declined WHO 31 (<b>82% n=38</b>)</li> </ul>			



# Health Care District

OF PALM BEACH COUNTY

WE CARE FOR ALL

	<div><div><div>- Interested in WHO 7 (18% n=38)</div></div><div><div>Total Dentist KPI Patients (Pts. Interested in WHO): 7</div><div><div>- WHO not seen by Dentists 2 (29%; n=7)</div><div>- WHO seen by Dentists 5 (71%; n=7)</div></div></div></div>																							
	<div><div><div>Dental Audit Summary</div><div>Dental Clinical Audit – June 2024</div><table><tr><td>Belle Glade</td><td>95.6%</td></tr><tr><td>Delray</td><td>100%</td></tr><tr><td>Lantana</td><td>98.6%</td></tr><tr><td>West Palm Beach</td><td>98.6%</td></tr><tr><td></td><td></td></tr></table><div>Dental Clinic Audit Summary</div><div>Dental Non-Clinical Audit – June 2024</div><table><tr><td>Belle Glade</td><td>98.1%</td></tr><tr><td>Delray</td><td>98.2%</td></tr><tr><td>Lantana</td><td>95.5%</td></tr><tr><td>West Palm Beach</td><td>98.2%</td></tr><tr><td></td><td></td></tr></table></div></div>	Belle Glade	95.6%	Delray	100%	Lantana	98.6%	West Palm Beach	98.6%			Belle Glade	98.1%	Delray	98.2%	Lantana	95.5%	West Palm Beach	98.2%					
Belle Glade	95.6%																							
Delray	100%																							
Lantana	98.6%																							
West Palm Beach	98.6%																							
Belle Glade	98.1%																							
Delray	98.2%																							
Lantana	95.5%																							
West Palm Beach	98.2%																							
NURSING	<div><div><div>Higher Level of Care</div><div><div>This a summary of May and June HLC. We were behind due to reconfiguring the data.</div><div>Higher Level of Care May 2024</div><div>109 ER referrals/106 patients were sent to the ER in May.</div><div>The breakdown of the referrals is:</div><div><div>• WH- 21 (19%)</div></div></div></div></div>																							



	<ul style="list-style-type: none"> <li>• Peds- 22 (20%)</li> <li>• Adult- 66 (61%) (this combines urgent care and emergency medicine referrals)</li> <li>• Life Trans to LMC- 0</li> <li>• Adult Crisis- 0</li> <li>• Peds Crisis- 0</li> </ul> <p>There were 3 patients with multiple orders in May 2024</p> <p>ADULT REFERRALS- highest producers this month were Dr. Zhang Jupiter with (7) and Dr. Dr. Castiglia in Boca, Ewelina Stanek in WPB and Althea Wilmot each with 5.</p> <p>Top diagnosis:</p> <p>ADULT-</p> <p>Hypertensive Urgency (5)</p> <p>PEDS-</p> <p>Lower respiratory infection (2)</p> <p>Charts for patients with multiple referrals reviewed and 1 patient sent to Dr. Ferwerda (WH patient) for review.</p> <p>Higher Level of Care <b>June 2024</b></p> <p>81 ER referrals/79 patients were sent to the ER in June.</p> <p>The breakdown of the referrals is:</p> <ul style="list-style-type: none"> <li>• WH- 13 (16%)</li> <li>• Peds- 15 (19%)</li> </ul>			
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	<ul style="list-style-type: none"> <li>• Adult- 53 (65%) (this combines urgent care and emergency medicine referrals)</li> <li>• Life Trans to LMC- 0</li> <li>• Adult Crisis- 0</li> <li>• Peds Crisis- 0</li> </ul> <p>There were 3 patients with multiple orders in June 2024</p> <p>ADULT REFERRALS- highest producers this month were Dr. Puentes in Lantana with 4 and Maria Lara in Lantana with 4</p> <p>Top diagnosis:</p> <p>ADULT-</p> <p>Chest Pain, unspecified type (3)</p> <p>Hypertensive Urgency (3)</p> <p>Dizziness (3)</p> <p>PEDS-</p> <p>Fever, unspecified fever cause (4)</p> <p>Charts for patients with multiple referrals reviewed and no charts sent to Medical Director for review.</p>			
PEER REVIEW	<p><b><u>Behavioral Health Q1 2024</u></b></p> <p><b>Psych &amp; SUD</b></p> <p>40 charts were peer reviewed.</p> <p>36 were evaluated as “within standard of care”,</p> <p>0 were evaluated as “ Provider Self-identified Remediation”</p> <p>5 “Provider Education Required”,</p>			



	0 were evaluated as “Inappropriate Care” 0 were not categorized.				
Quality Site Visits	Quarter 2 Clinical QSV				
	Belle Glade	97%			
	Delray	97.1%			
	Jupiter	96.8%			
	Lake Worth	97%			
	Lantana	95.2%			
	Lewis Center	87%			
	Mangonia	87.8%			
	Mobile-Hero	77.1%			
	St.Anns	80.6%			
	W.Boca Raton	96.7%			
	West Palm Beach	93.5%			
	Quarter 2 Non-Clinical QSV				
	Belle Glade	97.5%			
	Delray	95.8%			
	Jupiter	96.5%			
	Lake Worth	96.6%			
	Lantana	99.2%			
	Lewis Center	94.7%			
	Mangonia	93.1%			
	Mobile-Hero	95.1%			
	St.Anns	95.6%			
	W.Boca Raton	98.3%			
	West Palm Beach	98.3%			





### QUALITY METRICS

#### UDS YTD 2024

Of the 16 UDS Measures: 8 Exceeded the HRSA Goal, and 8 were short of the HRSA Goal (*Clinic Score/ HRSA Goal*)

#### Medical UDS Report

**Adult Weight screening and follow-up:** (66% / 90%)

**Breast Cancer Screening:** ( \_56\_ %/60%)

**Cervical Cancer Screening:** ( \_60\_ %/65%)

**Childhood Immunization:** ( \_34\_ % / 60%)

**Colorectal Cancer Screening:** ( \_37\_ % / 82%)

**Coronary Artery Disease CAD:** ( \_85\_ % / 81%)

**Dental Sealants:** ( \_99\_ % / 75% )

**Depression Remission:** ( \_39\_ % / 14% )

**Diabetes:** ( \_73\_ % / 67% )

**HIV Screening:** ( \_59\_ % / 32%)

**Hypertension:** ( \_72\_ % / 80% )

**Ischemic Vascular Disease (IVD):** ( \_73\_ % / 86%)

**Depression screening:** ( \_94\_ % / 83% )

**Depression screening (Homeless):** ( \_91\_ % / 83% )

**Tobacco use screening & cessation:** ( \_93\_ % / 93%)

**Weight assessment, Children & Adolescent:**  
(90% /90%)

**Meeting Adjourned: 1:15pm**

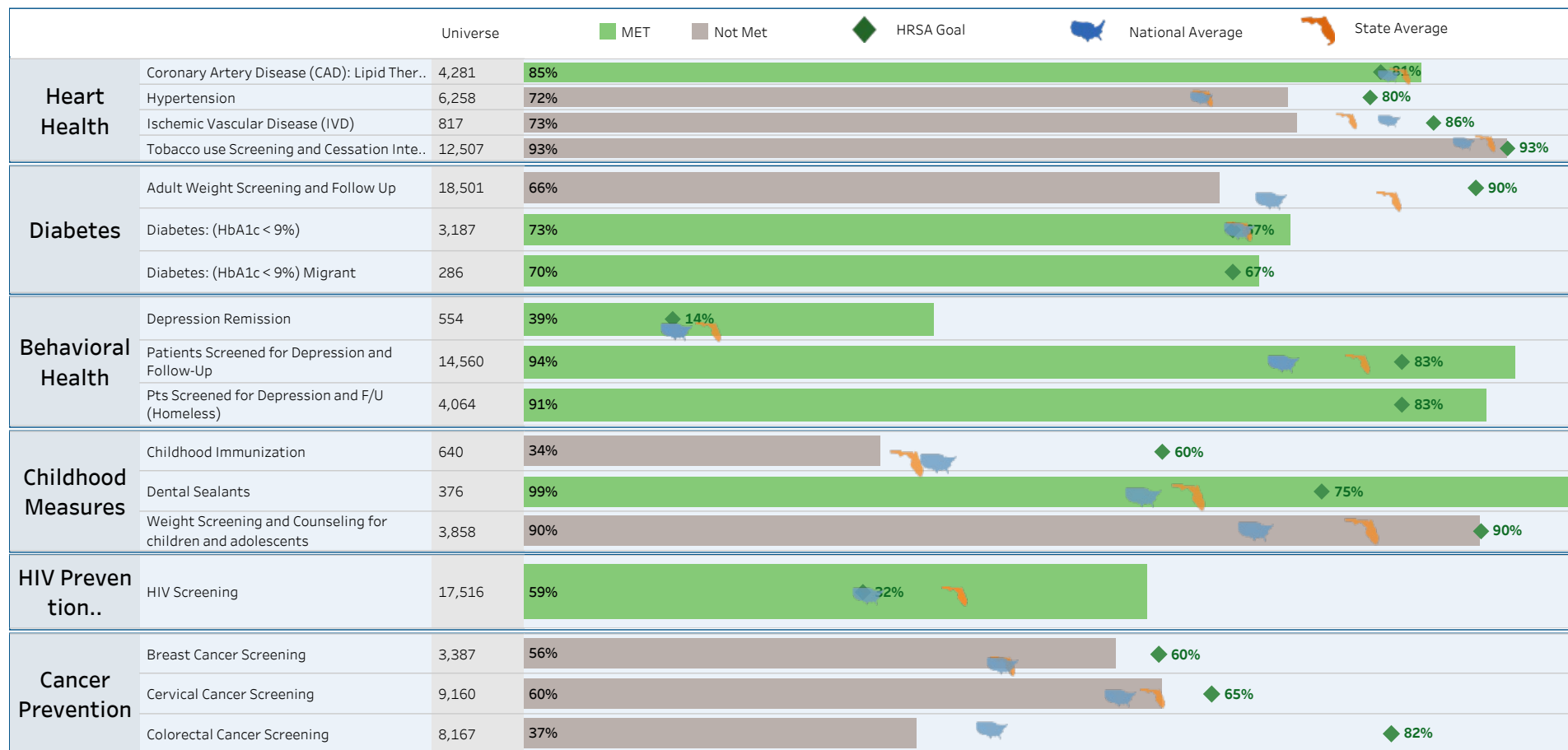


## UDS PROVIDER LEVEL QUALITY MEASURES 2024

### NATIONAL QUALITY LEADER METRICS

Load Date  
7/8/2024

Filters



**COMMUNITY HEALTH CENTER  
BOARD OF DIRECTORS  
July 24, 2024**

**1. Description: Operations Report – June 2024**

**2. Summary:**

This agenda item provides the following operations report for June 2024

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

**3. Substantive Analysis:**

In June, the Health Centers had a total of 8,684 unique patients and 11,909 visits across health centers which is a 13% decrease from last month and down 7% from June 2023. 26% of unique patients were new to the Health Centers. 39% of visits were from Adult Primary Care, no change from last month 23% were from Dental, also no change from last month and 13% from Pediatrics also consistent with last month. In June, Lantana Medical had the highest volume with 2,096 visits, followed by West Palm Beach Medical with 1,972 visits.

Our payer mix for June reflected 54% uninsured which is consistent with previous month. 41% of patients were managed care which was a 1% increase over previous month and 4% Medicaid which was consistent with previous month.

The six month trendline of demographic information indicates little to no variation over the last 6 months for Patient Race, Ethnicity, Spoken Language, Gender and Sexual orientation. Agricultural Worker status went down by .6% for June. The area with the largest reported agricultural population continues to come from the Belle Glade Health Center. The Homeless demographic went up slightly in June by .7%. The largest concentration of patients who reported as homeless continue to originate from Mangonia, The Lewis center, St. Ann's and our mobile clinic.

The no show rate in June between all service lines and health centers was 22% which is up 2% from last month. The average no show rate by service line for the month is lowest for Women's Health at 18%, then Dental at 20% and Primary Care at 22%. The No show rate for new patients is 18% and established patients is 19%, consistent with last month. 15% of total no shows have already completed another encounter and 13% have scheduled another appointment for a future date. The time of day with the greatest amount of no shows in June was at 11AM and 3PM across health centers.

The Walk-In rate averaged 18% overall for all Health Centers and all departments for the month of June which is consistent with last month. The highest volume was for the Primary Care departments, followed by Dental and then Behavioral Health. We provided a total of 2,519 walk in visits in June in total. The Clinic Service

COMMUNITY HEALTH CENTER  
BOARD OF DIRECTORS  
July 24, 2024

Center scheduled 8% of the same day walk-in appointments the day of, while the rest were scheduled by the individual health centers.

4. Fiscal Analysis & Economic Impact Statement:

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

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

N/A  
\_\_\_\_\_  
Jessica Cafarelli  
VP & Chief Financial Officer

1. Reviewed/Approved by Committee:

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

N/A  
\_\_\_\_\_  
Date Approved

2. Recommendation:

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

Approved for Legal sufficiency:

DocuSigned by:  
Bernabe Icaza  
\_\_\_\_\_  
0CF6F7DB67064B3Bernabe Icaza  
SVP & General Counsel

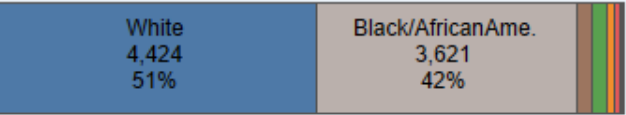
DocuSigned by:  
Angela Santos  
\_\_\_\_\_  
6F31AD3F823345F1Angela Santos  
Director of Specialty Operations

Signed by:  
Joshua Adametz  
\_\_\_\_\_  
2B4234F087844B2Dr. Joshua Adametz, DMD, MPH, MA  
AVP & Executive Director of Community Health Centers

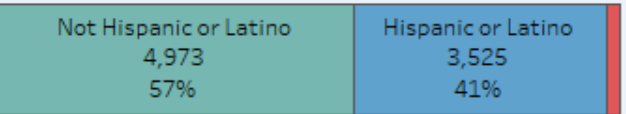
Monthly Productivity June 2024

Demographics

Race



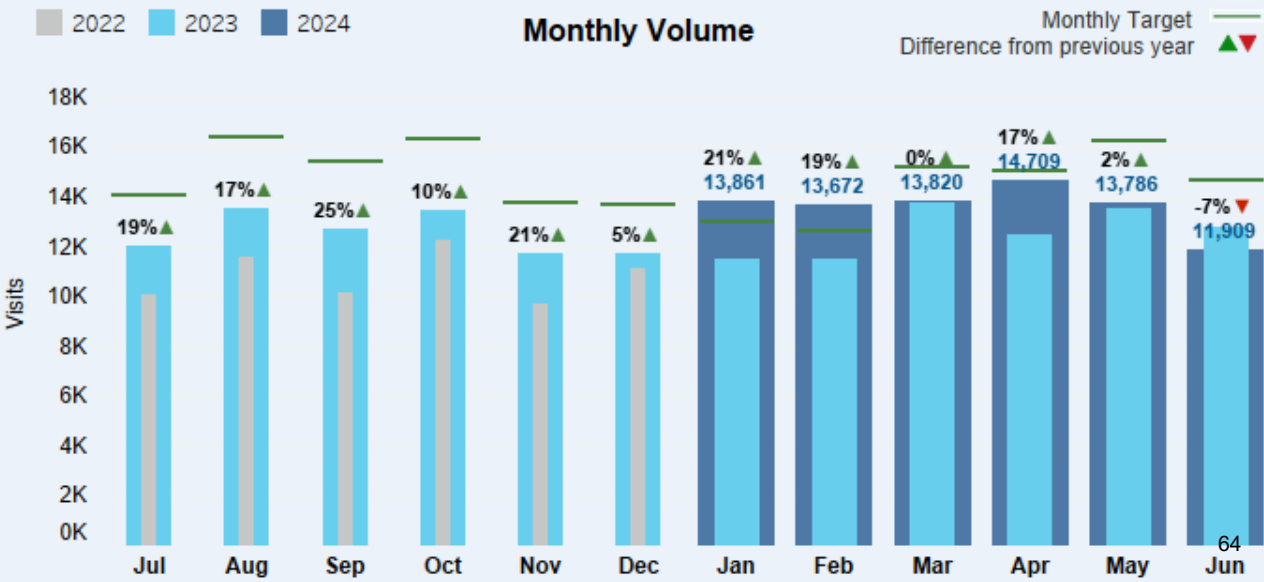
Ethnicity



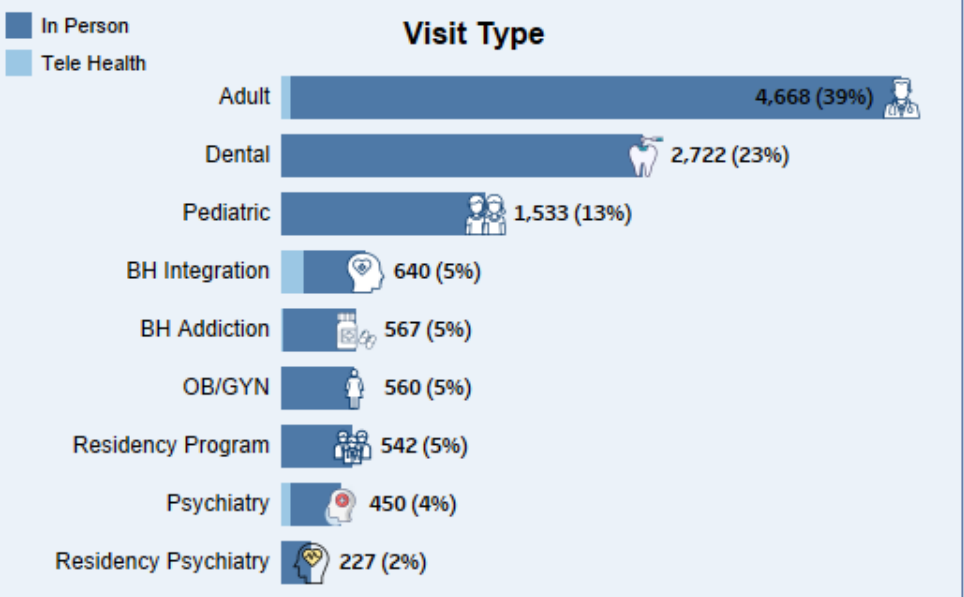
Age Group



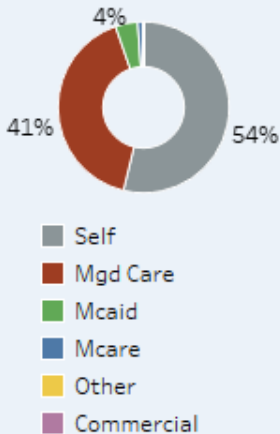
Monthly Volume



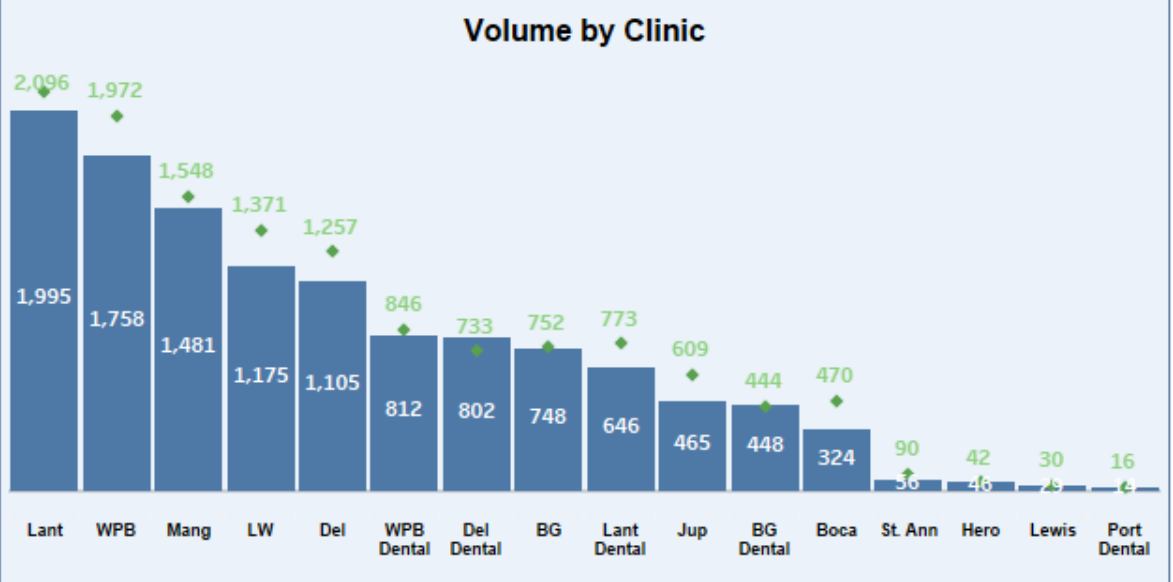
Visit Type



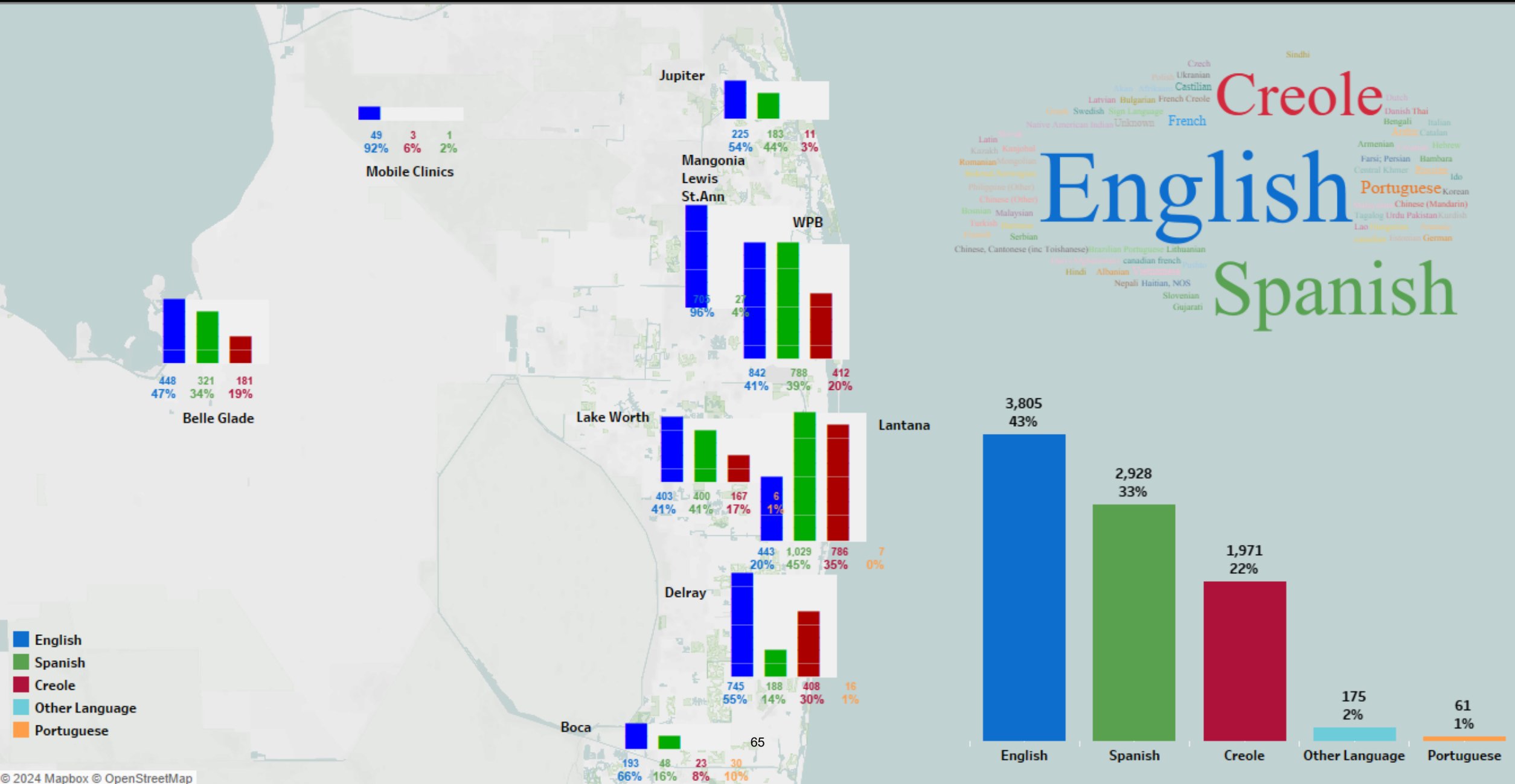
Payor Mix



Volume by Clinic



**LANGUAGE BREAKDOWN BY CLINIC**  
**6/1/2024 - 6/30/2024**



# HOMELESS BREAKDOWN BY CLINIC

6/1/2024 - 6/30/2024

## Unique Patients

2,795

31.3%



Mobile Clinics

39  
72%

95  
22%  
Jupiter

Mangonia

428  
63%

Lewis

25  
96%

WPB

524  
25%

41  
80%  
StAnn

145  
15%

Belle Glade

Lake Worth

227  
23%

Lantana

1,000  
44%

Delray

411  
29%

Boca

61  
20%

66

## Average Visits per Patient

### Homeless

No

Yes



1.3



1.5

## HOMELESS VISITS OVER TIME

2024

2,795

34%

Jun

## HOMELESS TYPE OVER TIME

2024

40%

Doubling Up

Homeless  
Shelter

6%

Other

32%

Permanent  
Supportive ..

8%

Street

7%

Transitional

4%

Unknown

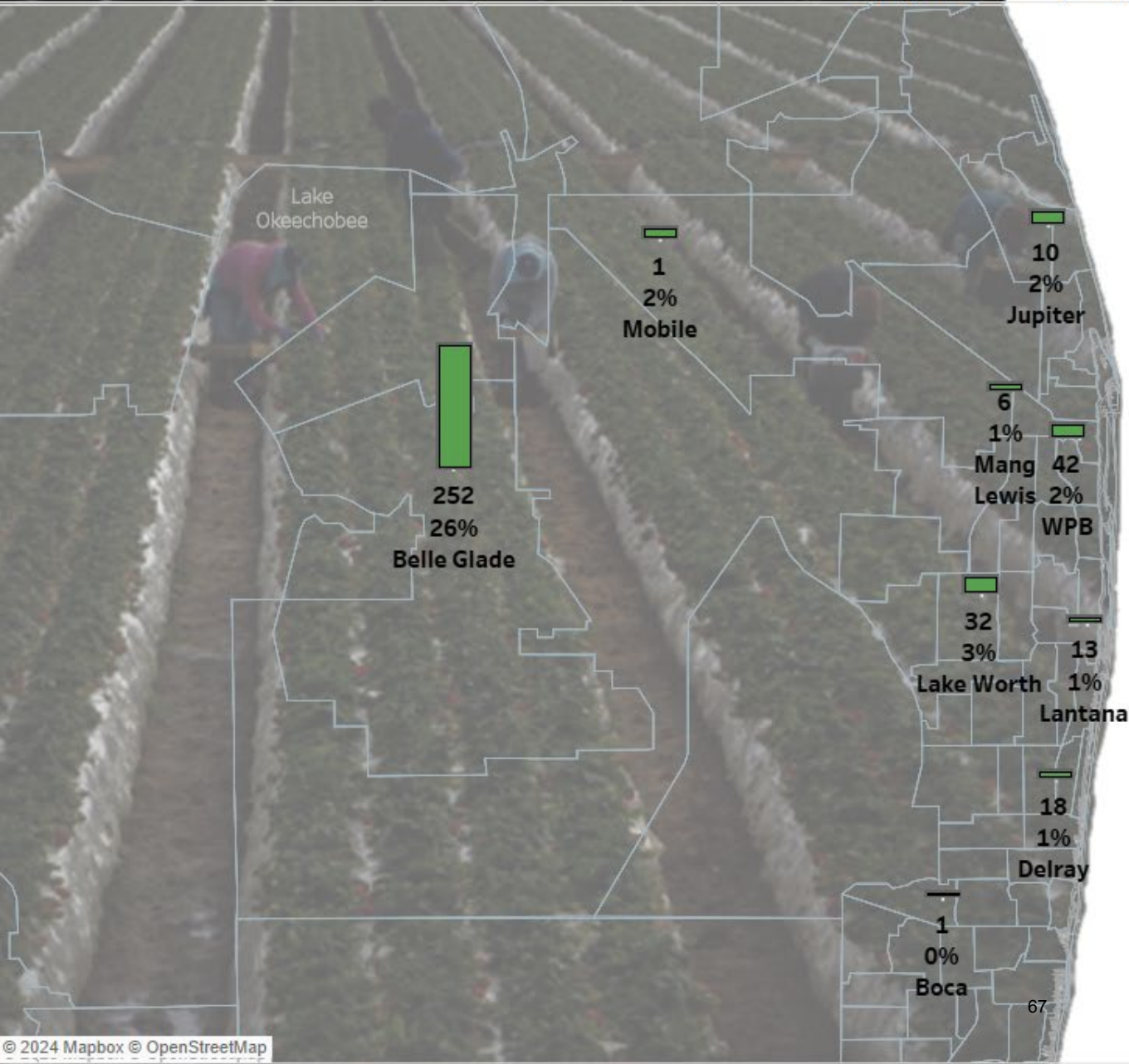
3%

Jun

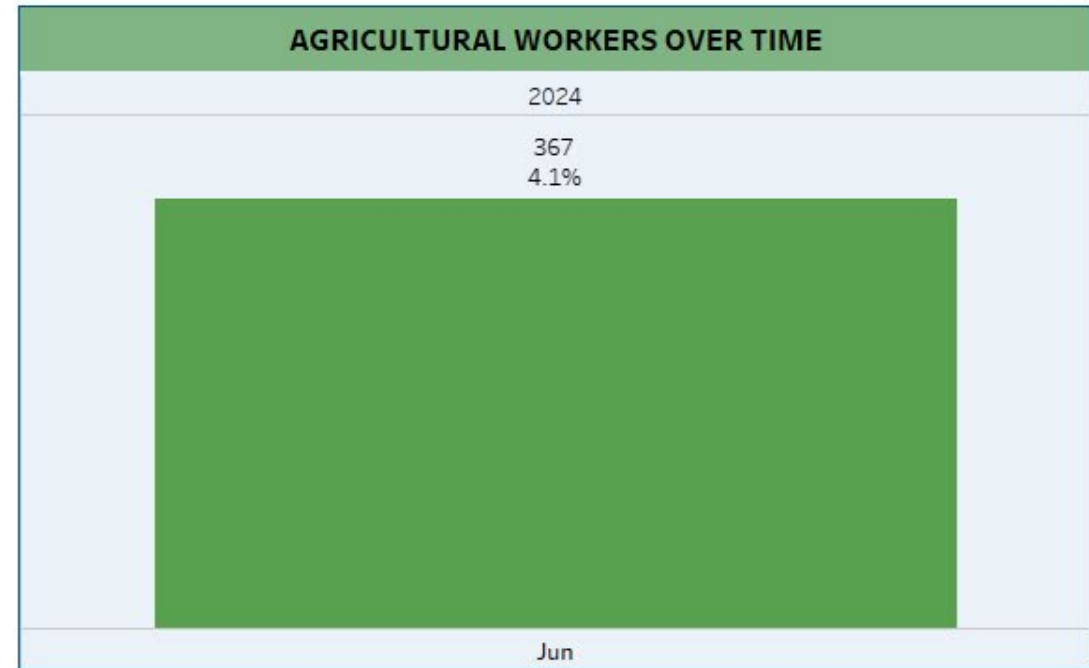


# AGRICULTURAL WORKERS BREAKDOWN BY CLINIC

6/1/2024 - 6/30/2024

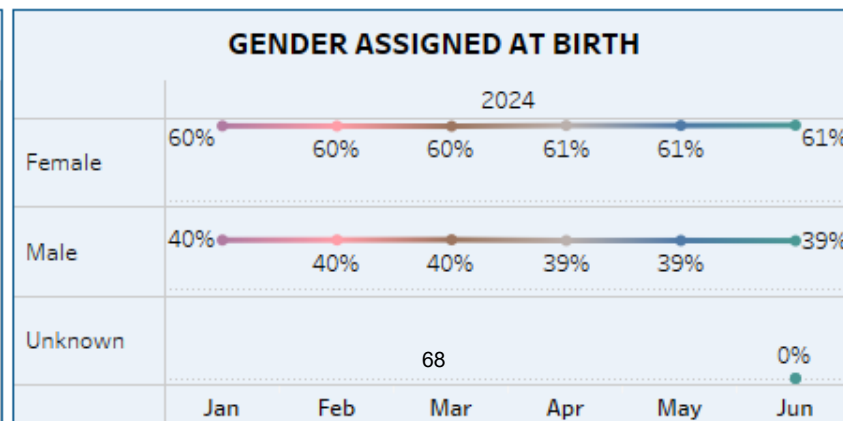
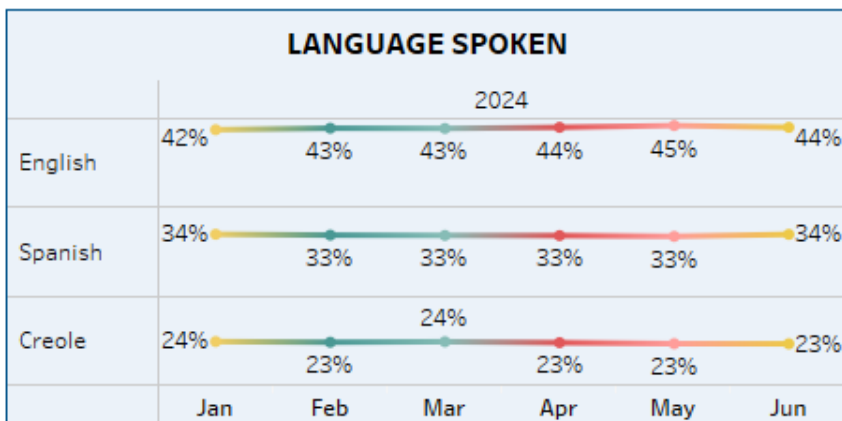
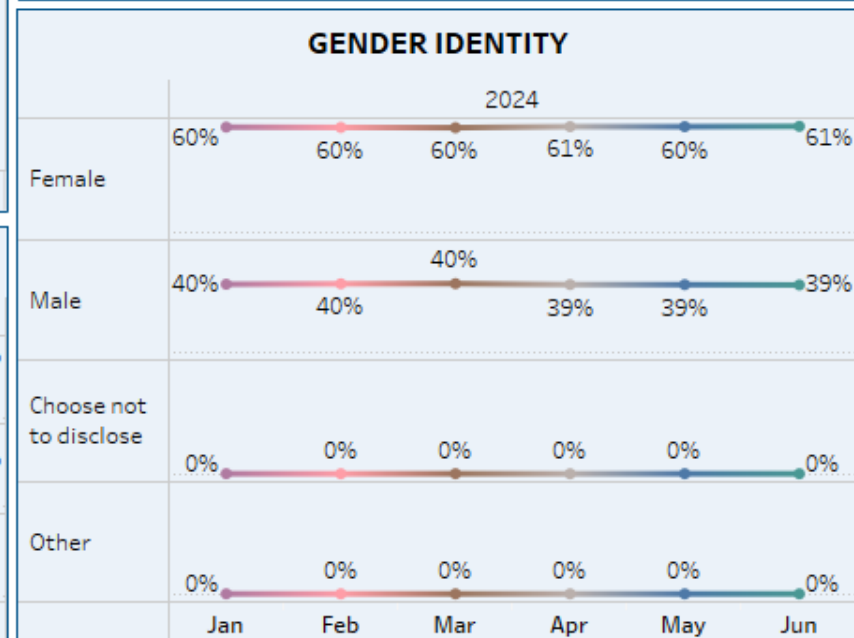
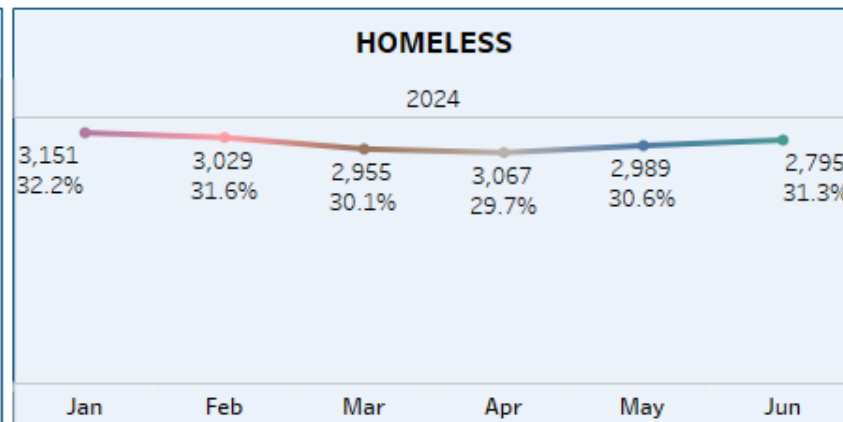
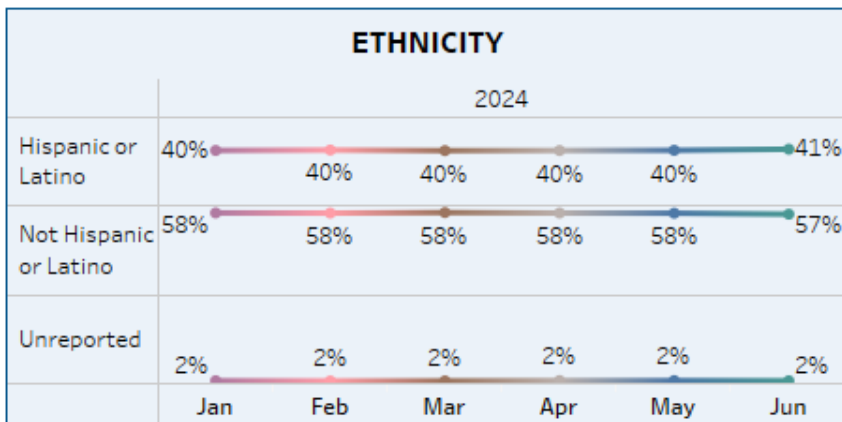
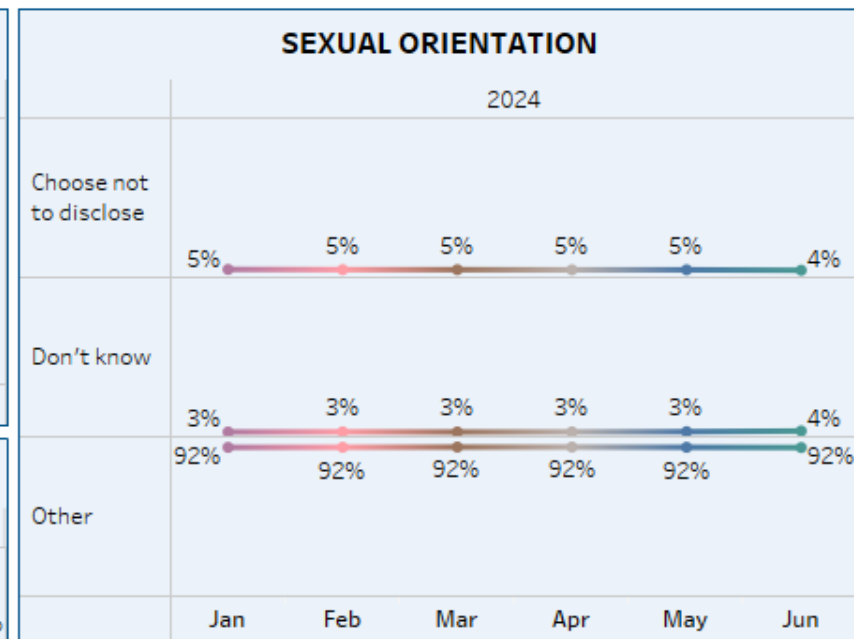
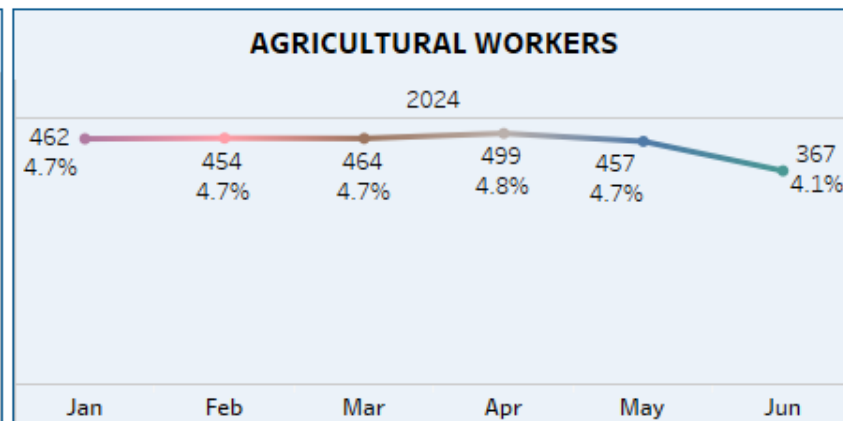
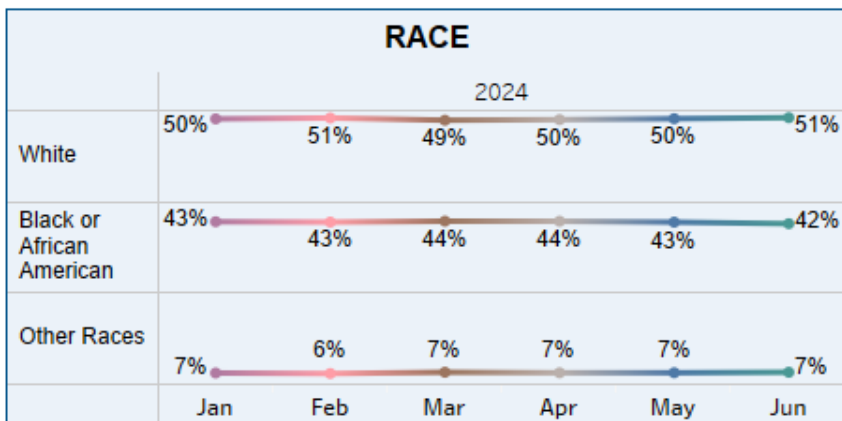


  
367  
4.1%





# DEMOGRAPHICS TRENDED OVER TIME FOR THE LAST SIX MONTHS

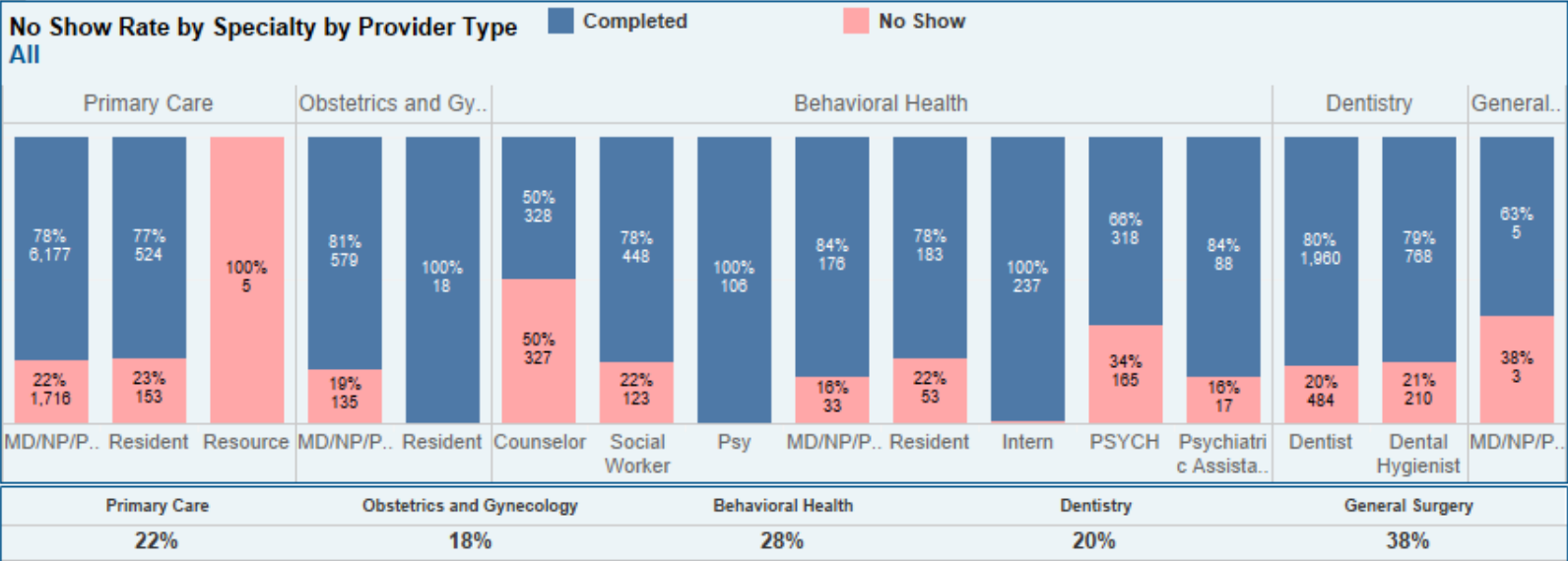
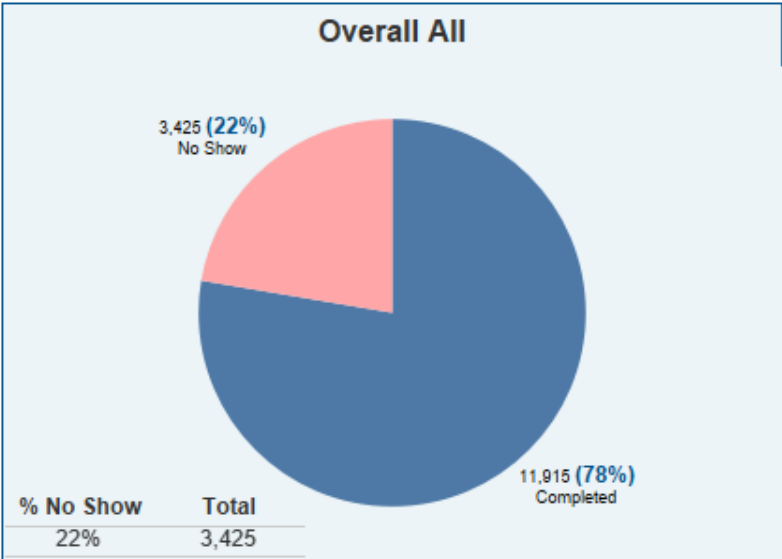


**No Show Appointments Overall**  
**Adult Care, Pediatric Care, Women's Health, Dental, BH Integration and BH**  
**Addiction (including resource schedules, excluding nurses)**  
6/1/2024 - 6/30/2024

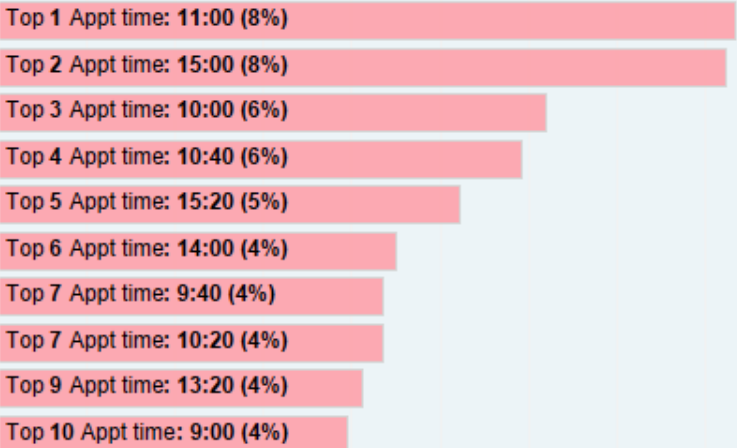
All

15%  
of No Show  
completed an encounter later on

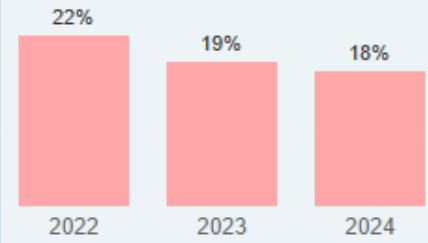
13%  
of No Show Scheduled an appointment later on



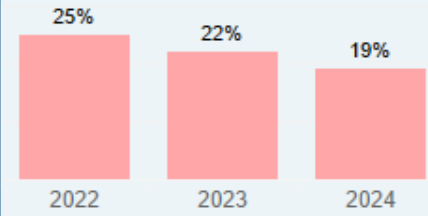
**Distribution of No Shows by Appointment Time (hour:min)**



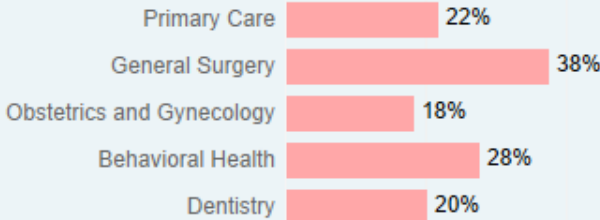
**No Show Rate for New Patients**



**No Show Rate for Established Patients**



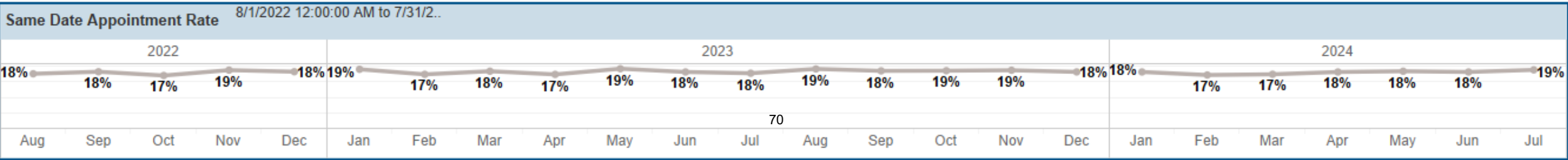
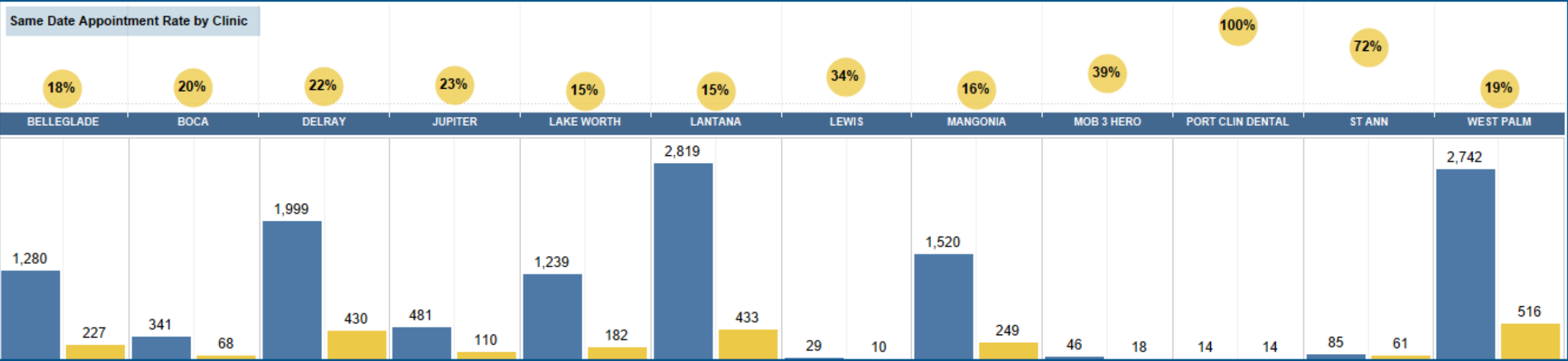
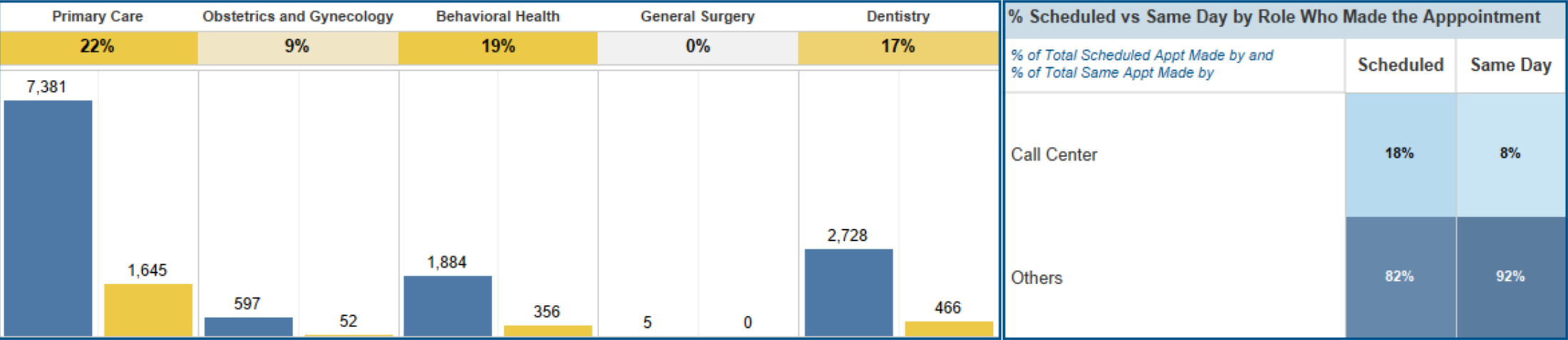
**No Show Rate by Specialty**



**No Show Rate Last 12 Months**



Same Date Appointments *between 6/1/2024 - 6/30/2024*



**COMMUNITY HEALTH CENTER  
BOARD OF DIRECTORS  
JULY 24, 2024**

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

**2. Summary:**

This agenda item provides the following:

Quarterly Patient Relations Dashboard Q2 2024

**3. Substantive Analysis:**

For Quarter 2 2024, there were a total of 26 Patient Relations Occurrences that occurred between 7 Clinics and Clinic Administration. This was an increase from the previous quarter where we had 24 Complaints and Grievances. Of the 26 occurrences, there were 6 Grievances and 20 Complaints. The top 5 categories were Respect, Physician, Communication, Referral, Care and Treatment Related issues. The top subcategories were Physician Related All Aspects of Care and Poor Communication with 4 occurrences in each.

There was also a total of 56 Compliments received across 8 Clinics and Clinic Administration. Of the 56 Compliments, 50 were patient compliments and 6 were employee-to-employee “Thumbs-Up” compliments.

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

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

\*Non-budgeted expenditures in excess of \$250,000 require Finance and Audit Committee review and Board approval.

Reviewed for financial accuracy and compliance with purchasing procedure:

\_\_\_\_\_  
N/A  
Jessica Cafarelli  
VP & Chief Financial Officer

COMMUNITY HEALTH CENTER  
BOARD OF DIRECTORS  
JULY 24, 2024


5. Reviewed/Approved by Committee:

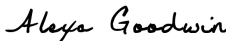
N/A	N/A
_____ Committee Name	_____ Date


6. Recommendation:

Staff recommends the Board approve the Quarterly Patient Relations Dashboard for Q2 2024.

Approved for Legal sufficiency:

DocuSigned by:  
  
\_\_\_\_\_  
0CF6F7DB6706634  
Bernabe Icaza  
SVP & General Counsel

DocuSigned by:  
  
\_\_\_\_\_  
25C1B22931DA436  
Alexa Goodwin  
Manager, Patient Relations & Communications

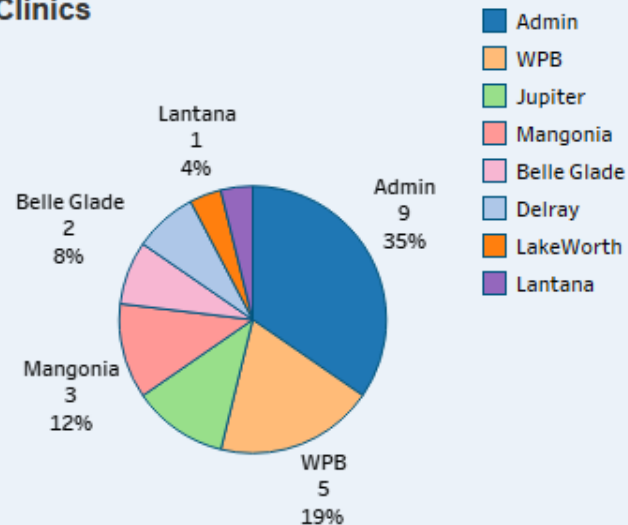
Signed by:  
  
\_\_\_\_\_  
B42B459878A482  
Joshua Adametz, DMD, MPH, MA  
AVP & Executive Director of Community Health Centers



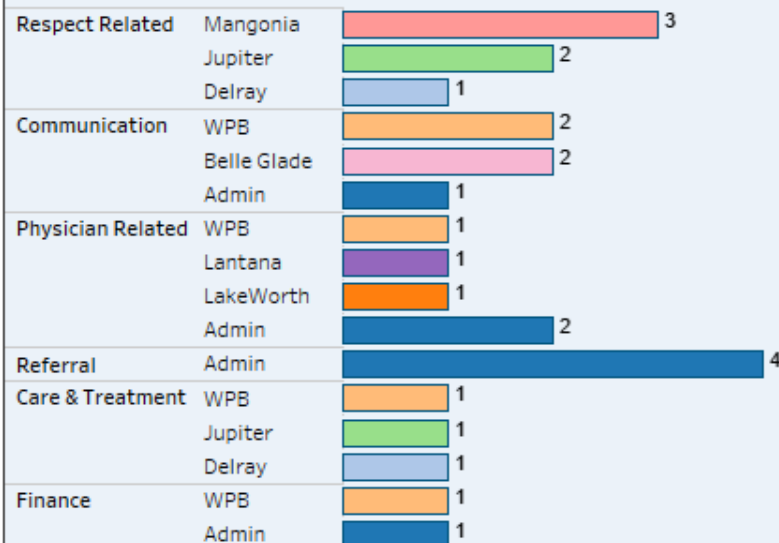
2024 Q2

Dept Desc All Provider All **Total Complaints and Grievances** 26 **Late Entries: 2** Clinic All

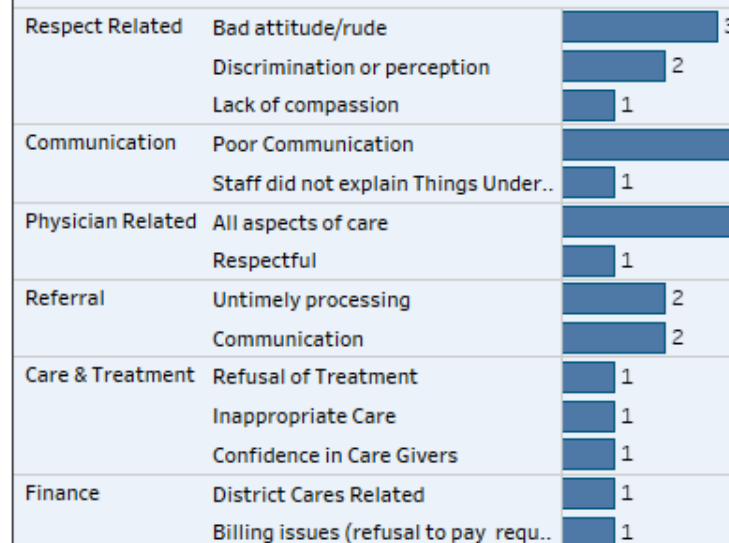
**Clinics**



**Top 5 Categories**



**Total Top 5 Subcategories**



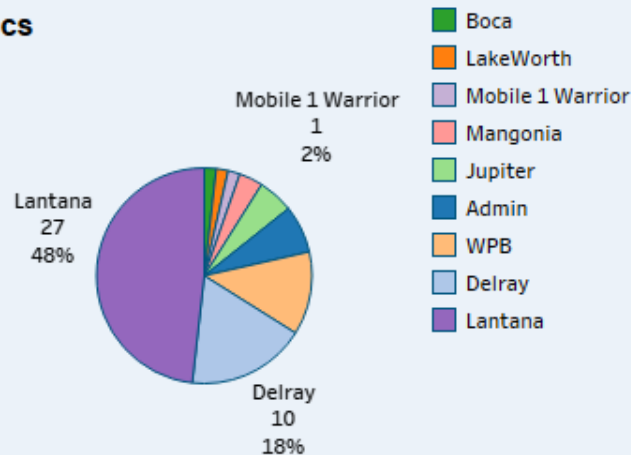
**Total Compliments** 56

**Late Entries: 8**

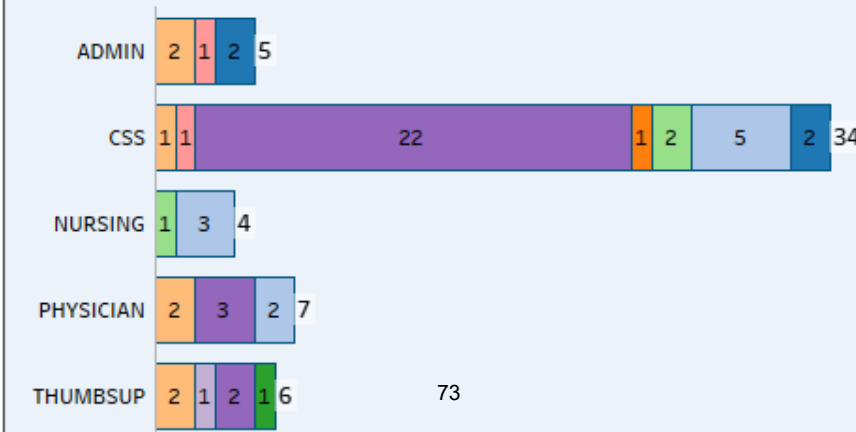
**Complaints/Grievances Prev 4 Quarters**

69

**Clinics**



**Care and Treatment Categories**



**Top 5 Categories Trended**

