



C. L. Brumback

Primary Care Clinics

Health Care District Palm Beach County

BOARD OF DIRECTORS

July 27, 2022

12:45 P.M.

Meeting Location

1515 N. Flagler Drive, Suite 101

West Palm Beach, FL 33401

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

**BOARD OF DIRECTORS MEETING
AGENDA
July 27, 2022
1515 N. Flagler Drive, Suite 101
West Palm Beach, FL 33401**

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

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

1. **Call to Order – Melissa Mastrangelo, Chair**
 - A. Roll Call
 - B. Affirmation of Mission: To provide compassionate, comprehensive health services to all Palm Beach County residents, through collaboration and partnership, in a culturally sensitive environment.
2. **Agenda Approval**
 - A. Additions/Deletions/Substitutions
 - B. Motion to Approve Agenda
3. **Awards, Introductions and Presentations**
4. **Disclosure of Voting Conflict**
5. **Public Comment**
6. **Meeting Minutes**
 - A. **Staff recommends a MOTION TO APPROVE:**
Board Meeting Minutes of June 29, 2022 [Pages 1-12]
7. **Consent Agenda – Motion to Approve Consent Agenda Items**
 - A. **ADMINISTRATION**
 - 7A-1 **RECEIVE AND FILE:**
July 2022 Internet Posting of District Public Meeting
<https://www.hcdpbc.org/resources/public-meetings>
 - 7A-2 **RECEIVE AND FILE:**
Attendance tracking [Page 13]

(Consent Agenda Cont.)

B. FINANCE

- 7C-1 **Staff Recommends a MOTION TO APPROVE:**
District Clinic Holdings, Inc. Financial Report May 2022
(Candice Abbott) [Pages 14-27]

8. Regular Agenda

A. EXECUTIVE

- 8A-1 **RECEIVE AND FILE:**
Executive Director Informational Update
(Dr. Hyla Fritsch) [Pages 28-29]

B. CREDENTIALING

- 8B-1 **Staff Recommends a MOTION TO APPROVE:**
Licensed Independent Practitioner Credentialing and Privileging
(Dr. Charmaine Chibar) [Pages 30-32]

C. QUALITY

- 8C-1 **Staff Recommends a MOTION TO APPROVE:**
Quality Report
(Dr. Charmaine Chibar) [Pages 33-65]

D. OPERATIONS

- 8D-1 **Staff Recommends a MOTION TO APPROVE:**
Operations Report- June 2022
(Marisol Miranda) [Pages 66-72]

E. PATIENT RELATIONS

- 8E-1 **Staff Recommends a MOTION TO APPROVE:**
Patient Relations Q2
(Alexa Goodwin) [Pages 73-75]

9. AVP and Executive Director of Clinic Services Comments

10. Board Member Comments

11. Establishment of Upcoming Meetings

August 24, 2022 (HCD Board Room)

12:45 p.m. Board of Directors

September 28, 2022 (HCD Board Room)

12:45 p.m. Board of Directors

October 26, 2022 (HCD Board Room)

12:45 p.m. Board of Directors

November 29, 2022 (HCD Board Room)

12:45 p.m. Board of Directors

December 13, 2022 (HCD Board Room)

12:45 p.m. Board of Directors

12. Motion to Adjourn

**District Clinic Holdings, Inc.
d.b.a. C.L. Brumback Primary Care Clinics
Board of Directors Meeting
Summary Minutes
6/29/2022**

Present: Melissa Mastrangelo, Chair; Mike Smith, Vice-Chair; Joseph Gibbons, Treasurer; John Casey Mullen; Irene Figueroa; Robert Glass; Tammy Jackson-Moore

Excused: Julia Bullard, Secretary; James Elder

Staff: Darcy Davis; Dr. Belma Andric; Dr. Hyla Fritsch; Bernabe Icaza; Candice Abbott; Lisa Hogans; Martha Hyacinthe; Dr. Charmaine Chibar; Marisol Miranda; Andrea Steele; Alexa Goodwin; Jonathan Dominique; Patricia Lavelly; Robin Kish; Shane Hinds; Maria Chamberlin; David Speciale; Beatrice Bittar; Dr. John Cucuras; Christina Schiller; Carolina Foksinski; Shannon Wynn

Minutes Transcribed By: Shannon Wynn

Meeting Scheduled for 12:45 p.m.

Meeting Began at 12:50 p.m.

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

<p>2. Agenda Approval</p>		
<p>2A. Additions/Deletions/ Substitutions</p> <p>2B. Motion to Approve Agenda Items</p>	<p>None.</p> <p>Ms. Mastrangelo called for approval of the meeting agenda.</p>	<p>VOTE TAKEN: Ms. Tammy Jackson-Moore made a motion to approve the agenda. Mr. Mike Smith duly seconded the motion. A vote was called and the motion passed unanimously.</p>
<p>3. Awards, Introductions and Presentations</p> <p>3A. WPBF-25 and WPTV-5 New Story- Newly Homeless Receiving Care at New Health Care District Clinic</p> <p>3B. FY23- Salary, Benefits and Well-Being Budget Considerations</p> <p>3C. C.L. Brumback Boca Clinic Overview</p>	<p>Ms. Robin Kish presented the new casts to the Board members.</p> <p>Ms. Christina Schiller presented the benefits and well-being budget consideration to the Board members on behalf of Steven Hurwitz.</p> <p>Dr. Fritsch stated that we are working with FACHS to help fill the harder-to-fill positions here at the clinics.</p> <p>Mr. Glass thanks the staff for being proactive in recruiting because it takes time and effort.</p> <p>Mr. Smith asked how The Health Care District recruits new hires?</p> <p>Ms. Schillers stated that The Health Care District works with schools and job fairs and has a career page on The Health District website.</p> <p>Ms. Carolina Foksinski presented to the Board the new Boca clinic overview.</p>	<p>No action necessary.</p>

4. Disclosure of Voting Conflict	None.	No action necessary.
5. Public Comment	None.	No action necessary.
6. Meeting Minutes 6A-1 staff Recommends a MOTION TO APPROVE: Board meeting minutes of May 25, 2022	There were no changes or comments to the minute's dated May 25, 2022.	VOTE TAKEN: As presented, Mr. Joseph Gibbons made a motion to approve the Board meeting minutes of May 25, 2022. Ms. Tammy Jackson-Moore duly seconded the motion. A vote was called, and the motion passed unanimously.
7. Consent Agenda – Motion to Approve Consent Agenda Items		VOTE TAKEN: Ms. Tammy Jackson-Moore motioned to approve the consent agenda. Mr. John Mullen duly seconded the motion. A vote was called, and the motion passed unanimously.
7A. ADMINISTRATION		
7A-1. Receive & File: June 2022 Internet Posting of District Public Meeting	The meeting notice was posted.	Receive & File. No further action is necessary.
7A-2. Receive & File: Attendance tracking	Attendance tracking was updated.	Receive & File. No further action is necessary.
7A-3. Recommends a MOTION TO APPROVE: Change in July 2022 Meeting Time	We respectfully request that the Board agree to change the July meeting time to allow for our Strategic Planning workshop. To have dedicated time to work on our strategic plan, we request a change in time for the July 2022 board meeting. The Strategic Planning Workshop	VOTE TAKEN: Ms. Tammy Jackson-Moore motioned to approve the Change in July 2022 Meeting Time agenda. Mr. John Mullen duly seconded the

	will be from 10:30 a.m. to 12:30 p.m., and the regular board meeting will be from 12:45 p.m. to 2:00 p.m. as usual.	motion. A vote was called, and the motion passed unanimously.
7B. CREDENTIALING		
7B-1. Recommends a MOTION TO APPROVE: General Dentistry Delineation of Privileges	<p>The agenda item represents the General Dentistry Delineation of Privileges recommended for Dental practitioners by the FQHC Medical Director and Dental Director.</p> <p>The Delineation of Privileges presented meets 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:</p> <ul style="list-style-type: none"> • 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) <p>The C.L. Brumback Primary Care Clinics utilized internal Credentialing staff and the FQHC Medical Director to support the credentialing and privileging process.</p>	VOTE TAKEN: Ms. Tammy Jackson-Moore motioned to approve the General Dentistry Delineation of Privileges agenda. Mr. John Mullen duly seconded the motion. A vote was called, and the motion passed unanimously.
7C. FINANCE		
7C-1. Recommends a MOTION TO APPROVE: District Clinic Holdings, Inc. Financial Report March 2022	<p>The March 2022 financial statements for the District Clinic Holdings, Inc. are presented for Board review.</p> <p>Management has provided the income statements, and key statistical information for District Clinic Holdings, Inc. Additional Management discussion and analysis are incorporated into the financial statement presentation.</p> <p>The March financial statements represent the financial performance through the sixth month of the 2022 fiscal year for the C.L. Brumback Primary Care</p>	VOTE TAKEN: Ms. Tammy Jackson-Moore motioned to approve the District Clinic Holdings, Inc. Financial Report March 2022 agenda. Mr. John Mullen duly seconded the motion. A vote was called, and the motion passed unanimously.

Clinics. On the Comparative Statement of Net Position, due from other governments decreased by \$819k due to receiving cash related to grant funding.

On the Statement of Revenues and Expenses, net patient revenue YTD was unfavorable to budget by (\$697k). An increase in actual charity care recognized compared to budgeted charity care is contributing to this unfavorable variance. Gross patient revenue YTD was favorable to budget by \$1.8M. Total YTD revenue was unfavorable to budget by (\$1.7M), partially due to a timing difference in grant funds recognized. Operational expenses before depreciation were favorable to budget by \$2.9M due mostly to positive variances in salaries, wages, and benefits of \$1.4M, purchased services of \$397k, medical supplies of \$106k, medical services of \$113k, drugs of \$234k, lease and rental of \$431k and other expense 145k. The total YTD net margin was (\$7.0M) compared to the budgeted loss of (\$8.7M) resulting in a favorable variance of \$1.7M or (19.7%).

Net patient revenue YTD for the Medical clinics was unfavorable to budget by (\$913k). The Medical clinic's YTD gross patient revenue is unfavorable to budget by (\$1.2M). The Medical clinic's total YTD revenue was unfavorable to budget by (\$1.6M). This unfavorable variance resulted from lower net patient revenue than budgeted and a timing difference of revenue recognition for grant funds. Total operating expenses of \$11.7M were favorable to budget of \$14.5M by \$2.9M or 19.6%. The positive variance is mostly due to salaries, wages, and benefits of \$1.4M, purchased services of \$369k, medical supplies of 135k, medical services of 113k, drugs of \$234k, lease and rental of \$402k, and other expense of 135k. Unanticipated staffing shortages, as well as expense timing, are driving these favorable variances. The total YTD net margin was favorable to budget by \$1.7M or (20.8%).

Net patient revenue YTD for the Dental clinics was favorable to budget by \$217k. The Dental clinic's total YTD gross patient revenue was favorable to budget by \$3.0M. An increase in unanticipated patient volume resulted in higher gross revenue, however, increased charity care classification unfavorably impacted net patient revenue results. Total YTD operating expenses of \$2.1M were favorable to budget by \$79k. The total YTD net margin was (\$649k) compared to a budgeted loss of (\$700k) for a favorable variance of \$51k or (7.3%).

<p>7C-2. Recommends a MOTION TO APPROVE: District Clinic Holdings, Inc. Financial Report April 2022</p>	<p>The April 2022 financial statements for the District Clinic Holdings, Inc. are presented for Board review.</p> <p>Management has provided the income statements and key statistical information for District Clinic Holdings, Inc. Additional Management discussion and analysis are incorporated into the financial statement presentation.</p> <p>The April financial statements represent the financial performance through the seventh month of the 2022 fiscal year for the C.L. Brumback Primary Care Clinics. On the Comparative Statement of Net Position, due from other governments increased by \$1.8M as a result of revenue recognition for grants and other funding programs.</p> <p>On the Statement of Revenues and Expenses, net patient revenue YTD was unfavorable to budget by (\$985k). An increase in actual charity care recognized compared to budgeted charity care contributes to this unfavorable variance. Gross patient revenue YTD was favorable to budget by \$2.1M. Total YTD revenue was unfavorable to budget by (\$1.4M), partially due to a timing difference in grant funds recognized. Operational expenses before depreciation were favorable to budget by \$3.2M due mostly to positive variances in salaries, wages, and benefits of \$1.6M, purchased services of \$352k, medical supplies of \$131k, medical services of \$113k, drugs of \$282k, lease and rental of \$508k and other expense \$139k. The total YTD net margin was (\$7.5M) compared to the budgeted loss of (\$9.9M), resulting in a favorable variance of \$2.4M or (24.2%).</p> <p>Net patient revenue YTD for the Medical clinics was unfavorable to budget by (\$1.2M). The Medical clinic's YTD gross patient revenue was unfavorable to budget by (\$1.4M). The Medical clinic's total YTD revenue was unfavorable to budget by (\$1.4M). These unfavorable variances resulted from lower net patient revenue than budgeted and a timing difference in revenue recognition for grant funds. Total operating expenses of \$13.7M were favorable to a budget of \$16.8M by \$3.1M or 18.5%. The positive variance is mostly due to salaries, wages, and benefits of \$1.6M, purchased services of \$322k, medical supplies of \$166k, medical services of \$113k, drugs of \$282k, lease and rental of \$472k, and other expense of \$127k. Unanticipated staffing shortages, as well as expense timing, are driving</p>	<p>VOTE TAKEN: Ms. Tammy Jackson-Moore motioned to approve the District Clinic Holdings, Inc. Financial Report April 2022 agenda. Mr. John Mullen duly seconded the motion. A vote was called, and the motion passed unanimously.</p>
--	--	--

	<p>these favorable variances. The total YTD net margin was favorable to budget by \$2.2M or (24.1%).</p> <p>Net patient revenue YTD for the Dental clinics was favorable to budget by \$239k. The Dental clinic's total YTD gross patient revenue was favorable to budget by \$3.6M. An increase in unanticipated patient volume resulted in higher gross revenue, however, increased charity care unfavorably impacted net patient revenue results. Total YTD operating expenses of \$2.4M were favorable to budget by \$103k. The total YTD net margin was (\$595k) compared to a budgeted loss of (\$787k) for a favorable variance of \$192k or (24.4%).</p>	
8. REGULAR AGENDA		
8A. EXECUTIVE		
<p>8A-1. Receive & File: Executive Director Informational Update</p>	<p>C.L. Brumback Governing Board Annual CEO Evaluation 2022 Strategic Planning Workshop</p> <p>C.L. Brumback Governing Board Annual CEO Evaluation:</p> <p>An email link and QR code were sent to board members earlier this month to complete the C.L. Brumback Governing Board Annual CEO Evaluation. The evaluation is occurring a little earlier this year, so the board feedback can be included in the CEO Annual Review from the District, which will also be presented to the Board once completed.</p> <p>If you need any assistance completing the online survey, please speak to Shannon for assistance.</p> <p>2022 Strategic Planning Workshop:</p> <p>In order to plan for the future path for the Clinics, we are organizing our Strategic Planning Workshop for July. The overarching theme of this year's session is "Moving Forward After the Pandemic," with an emphasis on increasing our patient volume. Refreshments and lunch will be provided. Strategic planning is an important opportunity for our program to set goals and define a blueprint for our future, as well as a necessity for both our Service Area Competition grant submission in August and board requirements for HRSA.</p>	<p>Receive & File. No further action is necessary.</p>

8B. ADMINISTRATIVE		
<p>8B-1. Staff Recommends a MOTION TO APPROVE: Change in Scope- Form 5B: C.L. Brumback PCC- Mangonia Park</p>	<p>We respectfully request the authorization to close our prior site on Form 5B: C. L. Brumback Primary Care Clinics – Mangonia Park located at 2151 N. 45th Street STE 204, West Palm Beach, FL 33407.</p> <p>Staff respectfully request a permanent Change In Scope to close our prior Mangonia Park Clinic since we have successfully moved to our new site location.</p>	<p>VOTE TAKEN: Mr. Mullen motioned to approve the Change In Scope- Form 5B: C.L. Brumback PCC- Mangonia Park agenda. Mr. Glass duly seconded the motion. A vote was called, and the motion passed unanimously.</p>
<p>8B-2. Staff Recommends a MOTION TO APPROVE: 2022 Service Area Competition (SAC) Grant Abstract</p>	<p>Total Funding for West Palm Beach, FL: \$7,278,563</p> <ul style="list-style-type: none"> • Community Health Center (CHC) Amount: \$3,034,723 • Migrant Health Care (MHC) Amount: \$3,473,719 • Health Care for the Homeless (HCH) Amount: \$770,121 <p>HRSA uses a two-tier submission process for SAC applications via Grants.gov and HRSA Electronic Handbooks (EHB).</p> <ul style="list-style-type: none"> • Phase 1 - Grants.gov due July 5, 2022: The Grants.gov application must be completed, submitted, and assigned an HRSA tracking number before the applicant is allowed to access the phase two application. Once phase one is successfully processed, applicants receive a series of emails confirming this and that they have been given access to phase two. Typically, this takes a few hours, but it may take up to 48 hours during peak volumes. You will receive four emails from Grants.gov. • Phase 2 - HRSA EHB due August 4, 2022: After phase one is successfully processed, the phase two application will show up as a new project in your EHB profile with the appropriate due date. <p>Ms. Mastrangelo asked how long the process of the SAC grant takes.</p> <p>Dr. Fritsch stated it is a long process. They submit the request in July and have grant writers who assist.</p>	<p>VOTE TAKEN: Ms. Jackson-Moore motioned to approve the 2022 Service Area Competition (SAC) Grant Abstract agenda. Mr. Mullen duly seconded the motion. A vote was called, and the motion passed unanimously.</p>

8C. QUALITY		
<p>8C-1. Staff Recommends a MOTION TO APPROVE: Quality Report- May 2022</p>	<p>This agenda item presents the updated Quality Improvement & Quality Updates:</p> <ul style="list-style-type: none"> • Quality Council Meeting Minutes June 2022 • UDS Report – YTD • Provider Productivity – May 2022 <p><u>PATIENT SAFETY & ADVERSE EVENTS</u> Patient safety and risk, including adverse events, peer review and chart review, are brought to the board “under separate cover” on a quarterly basis.</p> <p><u>PATIENT SATISFACTION AND GRIEVANCES</u> Patient relations are to be presented as a separate agenda item.</p> <p><u>QUALITY ASSURANCE & IMPROVEMENT</u> The diabetes measure data for January – April 2022 shows that 73% of our diabetic patients are controlled, which exceeds our HRSA goal of 67%. Our diabetic patients with missing data are at 6%, decreasing from 9% the previous month. And 22% of our diabetic patients remain uncontrolled. The improvement is due, in part, to the Point Of Care (POC) A1cs. We performed POC A1c on 2581 patients, representing 80% of our diabetic patients.</p> <p><u>UTILIZATION OF HEALTH CENTER SERVICES</u> Individual monthly provider productivity is stratified by the clinic.</p>	<p>VOTE TAKEN: Ms. Jackson-Moore made a motion to approve the Quality Reports- May 2022 as presented. Mr. Mullen duly seconded the motion. A vote was called, and the motion passed unanimously.</p>
8D. OPERATIONS		
<p>8D-1. Staff Recommends a MOTION TO APPROVE Operations Reports- May 2022</p>	<p>This agenda item provides the following operations reports for May 2022:</p> <p>Clinic Productivity, including in-person and telehealth metrics, No Show trended over time, demographics metrics and walk-in percentages.</p> <p>In May, the clinics had 10,964 visits which are 51 more than the month prior and 1,171 more than May of 2021. 74% of patients were adults and 26%</p>	<p>VOTE TAKEN: Mr. Mullen made a motion to approve the Operations Reports- May 2022 as presented. Ms. Jackson-Moore duly seconded the motion. A vote was called, and the motion passed unanimously.</p>

were pediatrics. The Lantana Clinic had the highest volume with 1,547 visits, followed by the West Palm Beach Clinic with 1,355.

Our payer mix for May reflects 65%, which is 8% higher than the previous month. 29% of patients were Managed Care.

Productivity targets were met in Jupiter and Belle Glade Adult Medical, Pediatrics in both West Palm Beach and Lantana Clinics, Women's Health in both Lake Worth and Belle Glade, Behavioral Health in Mangonia and Belle Glade Clinics, Dental in Belle Glade and Substance Use at the Lewis Center. In the 90% and higher range were Adult Medical Delray, West Palm Beach, Lake Worth, Lewis Center, Mangonia and Lantana; Dental in Delray, Lantana and West Palm Beach, Behavioral Health in Lake Worth and Substance Use Disorder in Mangonia.

The largest age group of patients were ages 30-39 with 15% and ages 40-49 also at 15%. 51% of patients reported as White, followed by 39% as Black or African American. 42% of patients reported as Hispanic or Latino. 50% of patients' primary language was English, followed by Spanish at 32%. Creole-speaking totaled 17%. 60% of patients consistently identified as female and 90% as straight. 5% of patients reported as Agricultural workers, of which 77% were seasonal and 23% were migrants. 19% of patients reported as homeless, of which 72% were Doubling Up.

In May, the number of patients who walked in and were seen the same day totaled 2,324, an increase of 4% from the previous month. 21% of patients seen in medical were walk-ins and 24% of patients seen in dental were walk-ins. The Mangonia clinic had the highest volume of walk-ins with 422, followed by the West Palm Beach clinic with 403. The West Palm Beach dental clinic consistently has the highest volume of walk-ins with 247, followed by the Delray Beach dental clinic with 158 walk-ins. The medical clinic's rolling 12-month average walk-in percentage is 22% and the dental clinic's rolling 12-month average walk-in percentage is 29%.

The No Show rate in May slightly increased to 17%. The Tele no-show rate remains consistent at 9% of the total no-shows in the past 12 months.

Ms. Jackson-Moore asked if we must encourage patients to return to the clinics, yet the numbers are more significant than the previous year.

	Dr. Fritsch stated we are on a great track, but we would like the number of patients returning to the clinics to be pre-Covid numbers.	
9. AVP and Executive Director of Clinic Services Comments	Dr. Fritsch thanked Ms. Steele for her hard work. We received our PCMH achievement for five clinics.	No action necessary.
10. Board Member Comments	<p>Mr. Smith asked if our pediatric providers would provide covid vaccines to children</p> <p>Dr. Andric stated we started giving Covid vaccines to children six months to 5 years old yesterday, and it's been a great start.</p> <p>Mr. Smith asked if the clinic provider refers a patient to a specialist who covers the charges.</p> <p>Dr. Fritsch stated The Health Care District has a program called District Care, a voucher program that allows the patient to see a specialist. We also have a referral department and a network of specialists we work with.</p>	No action necessary.
11. Establishment of Upcoming Meetings	<p><u>July 27, 2022 (HCD Board Room)</u> 10:30 a.m. Board of Directors</p> <p><u>August 24, 2022 (HCD Board Room)</u> 12:45 p.m. Board of Directors</p> <p><u>September 28, 2022 (HCD Board Room)</u> 12:45 p.m. Board of Directors</p> <p><u>October 26, 2022 (HCD Board Room)</u> 12:45 p.m. Board of Directors</p> <p><u>November 29, 2022 (HCD Board Room)</u> 12:45 p.m. Board of Directors</p> <p><u>December 14, 2022 (HCD Board Room)</u> 12:45 p.m. Board of Directors</p>	No action necessary.

12. Motion to Adjourn	There being no further business, the meeting was adjourned at 2:00 p.m.	VOTE TAKEN: Mr. John Mullen made a motion to adjourn. Ms. Tammy Jackson-Moore duly seconded the motion. A vote was called, and the motion passed unanimously.
------------------------------	---	--

Minutes Submitted by: _____
Signature **Date**

C. L. Brumback Primary Care Clinics

Board of Directors

Attendance Tracking

	1/26/22	2/23/22	3/30/22	4/27/22	5/25/22	6/29/22	7/27/22	8/24/22	9/28/22	10/26/22	11/29/22	12/13/22
Mike Smith	X	X	X	X	X	X						
Melissa Mastrangelo	X	X (ZOOM)	E	X (ZOOM)	X	X						
Julia Bullard	X	X	X	X	E	E						
Joseph Gibbons	X	X	X	X	E	X						
John Casey Mullen	X	X	X	X	X	X						
James Elder	X	X	X	X	X	E						
Irene Figueroa	X	X	X	A	X	X						
Tammy Jackson-Moore	X	X	X	X	E	X						
Robert Glass	X (ZOOM)	X (ZOOM)	X (ZOOM)	X	X (ZOOM)	X						

X= Present

C= Cancel

E= Excused

A= Absent

DISTRICT CLINIC HOLDINGS, INC
BOARD OF DIRECTORS
July 27, 2022

1. Description: District Clinic Holdings, Inc. Financial Report May 2022

2. Summary:

The May 2022 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 are incorporated into the financial statement presentation.

4. Fiscal Analysis & Economic Impact Statement:

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

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

Reviewed for financial accuracy and compliance with purchasing procedure:

Candice Abbott
 VP & Chief Financial Officer

5. Reviewed/Approved by Committee:

N/A

 Committee Name

 Date

6. Recommendation:

Staff recommends the Board approve the May 2022 District Clinic Holdings, Inc. financial statements.

DISTRICT CLINIC HOLDINGS, INC
BOARD OF DIRECTORS
July 27, 2022


Approved for Legal sufficiency:



Bernabe Icaza
VP & General Counsel



Candice Abbott
VP & Chief Financial Officer



Dr. Hyla Fritsch
Executive Director of Clinic and Pharmacy
Services

MEMO

To: Finance Committee
From: Candice Abbott
Chief Financial Officer
Date: July 27, 2022

Subject: Management Discussion and Analysis as of May 2022 C.L. Brumback Primary Care Clinic Financial Statements.

The May financial statements represent the financial performance through the eighth month of the 2022 fiscal year for the C.L. Brumback Primary Care Clinics. On the Comparative Statement of Net Position, due from other governments decreased \$1.3M as a result of receiving reimbursements for grants and other funding programs. Deferred revenue decreased \$819k due to recognizing PRF Phase 4 funding.

On the Statement of Revenues and Expenses, net patient revenue YTD was unfavorable to budget by (\$601k). An increase in actual charity care recognized compared to budgeted charity care is contributing to this unfavorable variance. Gross patient revenue YTD was favorable to budget by \$2.5M. Total YTD revenue was unfavorable to budget by (\$399k), this was partially due to a timing difference in grant funds recognized. Operational expenses before depreciation were favorable to budget by \$3.6M due mostly to positive variances in salaries, wages, and benefits of \$1.8M, purchased services of \$319k, medical supplies of \$162k, medical services of \$126k, drugs of \$332k, lease and rental of \$580k and other expense of \$148k. Total YTD net margin was (\$7.2M) compared to the budgeted loss of (\$11.1M) resulting in a favorable variance of \$3.9M or (35.0%).

Net patient revenue YTD for the Medical clinics was unfavorable to budget by (\$883k). The Medical clinics YTD gross patient revenue was unfavorable to budget by (\$1.7M). The Medical clinics total YTD revenue was unfavorable to budget by (\$510k). These unfavorable variances resulted from lower net patient revenue than budgeted and a timing difference of revenue recognition for grant funds. Total operating expenses of \$15.6M were favorable to budget of \$19.1M by \$3.5M or 18.3%. The positive variance is mostly due to salaries, wages, and benefits of \$1.8M, purchased services of \$289k, medical supplies of \$199k, medical services of \$126k, drugs of \$332k, lease and rental of \$539k, and other expense of \$137k. Unanticipated staffing shortages as well as expense timing are driving these favorable variances. Total YTD net margin was favorable to budget by \$3.6M or (34.8%).

Net patient revenue YTD for the Dental clinics was favorable to budget by \$281k. The Dental clinics total YTD gross patient revenue was favorable to budget by \$4.1M. An increase in unanticipated patient volume resulted in higher gross revenue, however, increased charity care and contractual allowances unfavorably impacted net patient revenue results. Total YTD operating expenses of \$2.9M were favorable to budget by \$122k. Total YTD net margin was (\$558k) compared to a budgeted loss of (\$895k) for a favorable variance of \$337k or (37.6%).

DISTRICT CLINIC HOLDINGS, INC.
COMPARATIVE STATEMENT OF NET POSITION

	<u>May 31, 2022</u>	<u>Apr 30, 2022</u>	<u>Increase (Decrease)</u>
Assets			
Cash and Cash Equivalents	12,918	(1,255,679)	\$ 1,268,597
Accounts Receivable, net	2,161,832	2,573,249	(411,417)
Due from Other Governments	3,498,220	4,783,840	(1,285,620)
Other Current Assets	295,016	275,096	19,920
Net Investment in Capital Assets	2,634,671	2,666,427	(31,756)
Total Assets	<u>\$ 8,602,657</u>	<u>\$ 9,042,934</u>	<u>\$ (440,276)</u>
Liabilities			
Accounts Payable	302,256	336,984	(34,729)
Deferred Revenue	1,395,843	2,215,308	(819,465)
Other Current Liabilities	1,463,162	1,281,683	181,480
Non-Current Liabilities	1,316,034	1,328,807	(12,772)
Total Liabilities	<u>4,477,295</u>	<u>5,162,781</u>	<u>(685,486)</u>
Deferred Inflows of Resources			
Deferred Inflows- Other Post Employment Benefits	<u>\$ 2,177</u>	<u>\$ 2,177</u>	<u>\$ -</u>
Net Position			
Net Investment in Capital Assets	2,634,671	2,666,427	(31,756)
Unrestricted	1,488,514	1,211,548	276,966
Total Net Position	<u>4,123,185</u>	<u>3,877,975</u>	<u>245,210</u>
Total Liabilities, Deferred Inflows of Resources and Net Position	<u>\$ 8,602,657</u>	<u>\$ 9,042,934</u>	<u>\$ (440,276)</u>

Note: Amounts may not foot due to rounding.

District Clinics Holdings, Inc. Statement of Revenues and Expenses

FOR THE EIGHTH MONTH ENDED MAY 31, 2022

Current Month							Fiscal Year To Date						
Actual	Budget	Variance	%	Prior Year	Variance	%	Actual	Budget	Variance	%	Prior Year	Variance	%
2,318,008	1,999,409	318,599	15.9%	2,066,863	251,145	12.2%	17,395,295	14,940,801	2,454,494	16.4%	14,148,428	3,246,867	22.9%
23,543	477,674	454,131	95.1%	464,663	441,121	94.9%	3,959,264	3,564,656	(394,608)	(11.1%)	3,713,125	(246,139)	(6.6%)
935,323	680,356	(254,967)	(37.5%)	782,187	(153,136)	(19.6%)	7,194,395	5,094,722	(2,099,673)	(41.2%)	5,005,511	(2,188,884)	(43.7%)
656,504	327,350	(329,154)	(100.6%)	368,549	(287,955)	(78.1%)	3,001,850	2,438,882	(562,968)	(23.1%)	2,531,211	(470,639)	(18.6%)
1,615,370	1,485,380	(129,990)	(8.8%)	1,615,400	30	0.0%	14,155,509	11,098,260	(3,057,249)	(27.5%)	11,249,847	(2,905,662)	(25.8%)
678,611	483,563	195,048	40.3%	513,976	164,635	32.0%	3,613,775	3,612,313	1,462	0.0%	4,053,850	(440,075)	-11%
1,381,249	997,592	383,657	38.5%	965,440	415,810	43.1%	6,853,561	7,454,854	(601,293)	(8.1%)	6,952,430	(98,869)	(1.4%)
59.59%	49.89%			46.71%			39.40%	49.90%			49.14%		
1,162,711	1,310,452	(147,741)	(11.3%)	1,488,547	(325,836)	(21.9%)	9,949,045	10,483,616	(534,571)	(5.1%)	5,905,757	4,043,288	68.5%
819,465	-	819,465	0.0%	19,439	800,026	4,115.5%	819,465	-	819,465	0.0%	821,081	(1,616)	(0.2%)
616	10,474	(9,858)	(94.1%)	1,578	(962)	(60.9%)	(4,031)	78,734	(82,765)	(105.1%)	71,310	(75,341)	(105.7%)
1,982,792	1,320,926	661,866	50.1%	1,509,564	473,228	31.3%	10,764,479	10,562,350	202,129	1.9%	6,798,148	3,966,331	58.3%
3,364,041	2,318,518	1,045,523	45.1%	2,475,004	889,037	35.9%	17,618,040	18,017,204	(399,164)	(2.2%)	13,750,578	3,867,462	28.1%
<i>Direct Operational Expenses:</i>													
1,441,754	1,614,780	173,026	10.7%	1,480,781	39,027	2.6%	11,622,575	12,990,933	1,368,358	10.5%	11,669,264	46,689	0.4%
410,126	454,821	44,695	9.8%	429,489	19,363	4.5%	3,273,570	3,713,596	440,026	11.8%	3,248,367	(25,203)	(0.8%)
58,037	25,089	(32,948)	(131.3%)	165,470	107,433	64.9%	445,117	764,060	318,943	41.7%	802,091	356,974	44.5%
50,244	81,679	31,435	38.5%	27,504	(22,739)	(82.7%)	448,108	610,113	162,005	26.6%	307,717	(140,391)	(45.6%)
12,933	31,083	18,150	58.4%	25,786	12,853	49.8%	234,780	293,978	59,198	20.1%	103,632	(131,148)	(126.6%)
54,765	67,879	13,114	19.3%	61,653	6,889	11.2%	378,142	504,295	126,153	25.0%	494,954	116,812	23.6%
43,001	92,504	49,503	53.5%	51,857	8,856	17.1%	355,619	687,224	331,605	48.3%	495,520	139,901	28.2%
24,886	52,542	27,656	52.6%	5,264	(19,622)	(372.7%)	345,122	420,336	75,214	17.9%	51,105	(294,017)	(575.3%)
109,729	182,481	72,752	39.9%	125,417	15,688	12.5%	851,885	1,432,305	580,420	40.5%	841,471	(10,414)	(1.2%)
7,613	8,554	941	11.0%	6,933	(680)	(9.8%)	58,188	68,139	9,951	14.6%	56,563	(1,625)	(2.9%)
53,688	63,106	9,418	14.9%	12,164	(41,524)	(341.4%)	335,835	483,848	148,013	30.6%	216,819	(119,016)	(54.9%)
4,159	4,028	(131)	(3.2%)	4,026	(133)	(3.3%)	32,342	32,224	(118)	(0.4%)	28,992	(3,350)	(11.6%)
2,270,934	2,678,546	407,612	15.2%	2,396,345	125,411	5.2%	18,381,282	22,001,051	3,619,769	16.5%	18,316,494	(64,788)	(0.4%)
Net Performance before Depreciation & Overhead Allocations													
1,093,107	(360,028)	1,453,135	(403.6%)	78,659	1,014,448	1,289.7%	(763,242)	(3,983,847)	3,220,605	(80.8%)	(4,565,916)	3,802,674	(83.3%)

District Clinics Holdings, Inc. Statement of Revenues and Expenses

FOR THE EIGHTH MONTH ENDED MAY 31, 2022

Current Month							Fiscal Year To Date						
Actual	Budget	Variance	%	Prior Year	Variance	%	Actual	Budget	Variance	%	Prior Year	Variance	%
31,007	40,833	9,826	24.1%	31,525	518	1.6%	252,514	326,664	74,150	22.7%	253,308	794	0.3%
<i>Overhead Allocations:</i>													
6,470	5,619	(851)	(15.1%)	3,330	(3,140)	(94.3%)	59,733	44,950	(14,783)	(32.9%)	23,221	(36,512)	(157.2%)
214,411	211,204	(3,207)	(1.5%)	227,981	13,570	6.0%	1,339,864	1,689,636	349,772	20.7%	1,585,122	245,258	15.5%
1,720	4,830	3,109	64.4%	2,099	378	18.0%	12,320	38,638	26,319	68.1%	18,733	6,413	34.2%
23,329	29,602	6,272	21.2%	18,817	(4,513)	(24.0%)	223,080	236,814	13,734	5.8%	139,673	(83,407)	(59.7%)
42,683	42,204	(479)	(1.1%)	41,444	(1,239)	(3.0%)	340,484	337,635	(2,849)	(0.8%)	303,607	(36,877)	(12.1%)
55,730	59,861	4,130	6.9%	64,825	9,095	14.0%	405,916	478,887	72,971	15.2%	411,875	5,959	1.4%
15,144	24,187	9,043	37.4%	11,084	(4,060)	(36.6%)	140,525	193,494	52,969	27.4%	147,919	7,394	5.0%
3,367	4,453	1,086	24.4%	8,395	5,028	59.9%	24,900	35,625	10,726	30.1%	60,796	35,896	59.0%
6,302	8,934	2,632	29.5%	10,663	4,361	40.9%	50,071	71,469	21,398	29.9%	43,236	(6,835)	(15.8%)
8,357	8,679	322	3.7%	7,980	(377)	(4.7%)	65,794	69,434	3,640	5.2%	54,522	(11,272)	(20.7%)
82,827	77,132	(5,696)	(7.4%)	71,882	(10,945)	(15.2%)	651,556	617,053	(34,503)	(5.6%)	588,494	(63,062)	(10.7%)
16,257	13,542	(2,715)	(20.1%)	7,647	(8,610)	(112.6%)	94,885	108,334	13,449	12.4%	59,164	(35,721)	(60.4%)
24,255	50,742	26,487	52.2%	84,463	60,208	71.3%	360,823	405,938	45,115	11.1%	367,932	7,109	1.9%
54,000	64,734	10,734	16.6%	48,653	(5,347)	(11.0%)	431,899	517,875	85,975	16.6%	361,352	(70,547)	(19.5%)
177,873	171,319	(6,554)	(3.8%)	141,685	(36,188)	(25.5%)	1,489,364	1,370,552	(118,812)	(8.7%)	776,451	(712,913)	(91.8%)
31,597	32,082	485	1.5%	26,159	(5,439)	(20.8%)	249,711	256,655	6,945	2.7%	216,859	(32,852)	(15.1%)
5,893	7,670	1,777	23.2%	9,271	3,377	36.4%	46,388	61,361	14,972	24.4%	60,876	14,487	23.8%
12,320	12,663	342	2.7%	11,671	(649)	(5.6%)	74,820	101,302	26,481	26.1%	82,814	7,994	9.7%
8,326	7,714	(612)	(7.9%)	4,933	(3,393)	(68.8%)	60,086	61,709	1,623	2.6%	47,508	(12,577)	(26.5%)
11,806	15,014	3,208	21.4%	10,897	(909)	(8.3%)	92,256	120,115	27,859	23.2%	74,545	(17,710)	(23.8%)
-	-	-	0.0%	-	-	0.0%	-	-	-	0.0%	6,415	6,415	100.0%
802,671	852,184	49,513	5.8%	813,878	11,207	1.4%	6,214,472	6,817,475	603,002	8.8%	5,431,114	(783,359)	(14.4%)
3,104,612	3,571,563	466,951	13.1%	3,241,748	137,136	4.2%	24,848,268	29,145,190	4,296,922	14.7%	24,000,915	(847,353)	(3.5%)
\$ 259,429	\$ (1,253,045)	\$ 1,512,474	(120.7%)	\$ (766,744)	\$ 1,026,173	(133.8%)	\$ (7,230,228)	\$ (11,127,986)	\$ 3,897,758	(35.0%)	\$ (10,250,337)	\$ 3,020,109	(29.5%)
14,219	42,740	28,521	66.7%	-	(14,219)	0.0%	14,219	1,030,070	1,015,851	98.6%	-	(14,219)	0.0%
\$ -	\$ 1,254,955	\$ 1,254,955	100.0%	\$ 4,017,004	\$ 4,017,004	100.0%	\$ 7,268,150	\$ 11,831,413	\$ 4,563,263	38.6%	\$ 9,987,030	\$ 2,718,880	27.2%

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

	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Year to Date
Gross Patient Revenue	2,112,033	1,969,914	2,121,489	2,081,642	2,080,482	2,287,694	2,424,033	2,318,008	-	-	-	-	17,395,295
Contractual Allowances	1,691,626	1,206,065	(1,213,834)	628,878	508,459	262,082	852,445	23,543	-	-	-	-	3,959,264
Charity Care	36,418	90,974	2,416,799	865,037	871,977	916,848	1,061,019	935,323	-	-	-	-	7,194,395
Bad Debt	(155,607)	409,555	727,800	219,498	197,338	715,026	231,736	656,504	-	-	-	-	3,001,850
Other Patient Revenue	444,688	444,688	444,688	299,550	408,404	421,608	471,539	678,611	-	-	-	-	3,613,775
Net Patient Revenue	984,285	708,007	635,413	667,780	911,110	815,346	750,371	1,381,249	-	-	-	-	6,853,561
Collections %	46.60%	35.94%	29.95%	32.08%	43.79%	35.64%	30.96%	59.59%	0.00%	0.00%	0.00%	0.00%	39.40%
Grant Funds	1,044,836	1,160,187	1,030,989	1,329,092	1,021,208	1,293,780	1,906,243	1,162,711	-	-	-	-	9,949,045
Other Financial Assistance	-	-	-	-	-	-	-	819,465	-	-	-	-	819,465
Other Revenue	1,087	1,941	12,516	1,815	1,285	(16,626)	(6,665)	616	-	-	-	-	(4,031)
Total Other Revenues	1,045,922	1,162,128	1,043,505	1,330,907	1,022,494	1,277,154	1,899,579	1,982,792	-	-	-	-	10,764,479
Total Revenues	2,030,207	1,870,135	1,678,918	1,998,686	1,933,604	2,092,500	2,649,949	3,364,041	-	-	-	-	17,618,040
<i>Direct Operational Expenses:</i>													
Salaries and Wages	1,630,191	1,229,547	1,592,418	1,476,762	1,385,221	1,467,535	1,399,148	1,441,754	-	-	-	-	11,622,575
Benefits	415,815	365,414	411,926	436,127	405,473	421,814	406,874	410,126	-	-	-	-	3,273,570
Purchased Services	48,976	47,674	74,906	37,055	74,341	33,228	70,900	58,037	-	-	-	-	445,117
Medical Supplies	32,524	50,842	85,475	72,989	44,574	51,501	59,960	50,244	-	-	-	-	448,108
Other Supplies	13,026	5,890	10,731	23,292	51,222	72,845	44,840	12,933	-	-	-	-	234,780
Medical Services	39,783	40,636	44,092	41,584	32,835	54,767	69,681	54,765	-	-	-	-	378,142
Drugs	50,990	45,545	38,498	41,925	43,387	45,034	47,240	43,001	-	-	-	-	355,619
Repairs & Maintenance	44,211	41,679	83,118	36,605	45,492	25,316	43,814	24,886	-	-	-	-	345,122
Lease & Rental	106,427	102,846	102,325	108,509	103,683	112,896	105,469	109,729	-	-	-	-	851,885
Utilities	7,937	6,879	6,972	7,354	6,911	7,431	7,091	7,613	-	-	-	-	58,188
Other Expense	39,553	45,691	27,860	14,842	39,224	45,215	69,762	53,688	-	-	-	-	335,835
Insurance	4,026	4,026	4,026	4,026	4,026	4,026	4,026	4,159	-	-	-	-	32,342
Total Operational Expenses	2,433,459	1,986,669	2,482,346	2,301,071	2,236,389	2,341,609	2,328,806	2,270,934	-	-	-	-	18,381,282
Net Performance before Depreciation & Overhead Allocations	(403,252)	(116,533)	(803,428)	(302,385)	(302,785)	(249,109)	321,144	1,093,107	-	-	-	-	(763,242)
Depreciation	31,642	31,642	31,642	31,642	32,767	31,165	31,007	31,007	-	-	-	-	252,514
<i>Overhead Allocations:</i>													
Risk Mgt	5,725	9,931	9,610	7,813	7,014	7,385	5,784	6,470	-	-	-	-	59,733
Rev Cycle	139,350	131,656	198,563	156,448	155,272	177,772	166,392	214,411	-	-	-	-	1,339,864
Internal Audit	283	1,301	1,525	2,520	1,575	1,653	1,743	1,720	-	-	-	-	12,320
Home Office Facilities	28,190	28,849	28,452	37,890	19,057	29,002	28,311	23,329	-	-	-	-	223,080
Administration	39,803	37,815	45,770	42,646	38,891	44,008	48,868	42,683	-	-	-	-	340,484
Human Resources	47,430	69,522	21,174	61,095	43,271	60,578	47,115	55,730	-	-	-	-	405,916
Legal	7,774	9,522	13,852	15,869	12,073	39,718	26,572	15,144	-	-	-	-	140,525
Records	3,029	3,626	2,777	3,556	2,328	3,051	3,166	3,367	-	-	-	-	24,900
Compliance	5,937	5,784	6,338	7,487	5,990	6,342	5,891	6,302	-	-	-	-	50,071
Comm Engage Plan	7,922	7,521	8,490	8,359	7,557	9,014	8,573	8,357	-	-	-	-	65,794
IT Operations	72,556	80,983	102,533	72,644	102,760	73,915	63,338	82,827	-	-	-	-	651,556
IT Security	8,357	13,278	17,327	9,731	8,929	9,253	11,753	16,257	-	-	-	-	94,885
IT Applications	57,793	32,152	55,800	38,470	44,169	65,221	42,962	24,255	-	-	-	-	360,823
Security Services	53,294	48,508	59,855	53,742	52,303	54,938	55,259	54,000	-	-	-	-	431,899
IT EPIC	160,592	140,711	197,854	211,401	233,395	184,580	182,957	177,873	-	-	-	-	1,489,364
Finance	33,898	29,465	34,870	32,359	26,958	29,841	30,722	31,597	-	-	-	-	249,711
Public Relations	7,665	5,024	5,041	5,905	5,240	5,315	6,304	5,893	-	-	-	-	46,388
Information Technology	8,010	8,832	8,455	9,382	7,882	7,994	11,945	12,320	-	-	-	-	74,820
Corporate Quality	7,261	8,513	7,104	7,425	7,217	6,849	7,392	8,326	-	-	-	-	60,086
Project MGMT Office	12,411	11,743	11,412	11,317	9,459	11,993	12,116	11,806	-	-	-	-	92,256
Managed Care Contract	-	-	-	-	-	-	-	-	-	-	-	-	-
Total Overhead Allocations	707,279	684,736	836,803	796,058	791,341	828,421	767,163	802,671	-	-	-	-	6,214,472
Total Expenses	3,172,379	2,703,047	3,350,791	3,128,771	3,060,497	3,201,195	3,126,976	3,104,612	-	-	-	-	24,848,268
Net Margin	\$ (1,142,173)	\$ (832,912)	\$ (1,671,873)	\$ (1,130,085)	\$ (1,126,893)	\$ (1,108,695)	\$ (477,027)	\$ 259,429	\$ -	\$ -	\$ -	\$ -	\$ (7,230,228)
Capital	100,000	-	-	-	-	-	(100,000)	14,219	-	-	-	-	14,219
General Fund Support/ Transfer In	-	-	-	-	-	-	7,268,150	-	-	-	-	-	\$ 7,268,150

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

FOR THE EIGHTH MONTH ENDED MAY 31, 2022

	Clinic Administration	West Palm Beach Clinic	Lantana Clinic	Delray Clinic	Belle Glade Clinic	Lewis Center	St. Anns Clinic	Lake Worth Clinic	Jupiter Clinic	West Boca Clinic	Subxone Clinic	Mobile Warrior	Mobile Van Scout	Mobile Van Hero	Total
Gross Patient Revenue	-	1,814,740	2,678,347	753,374	902,028	783,641	16,065	1,879,292	612,429	451,284	633,059	3,288	-	18,841	10,546,387
Contractual Allowances	-	250,961	350,407	213,685	130,864	97,450	481	359,811	93,504	165,576	121,439	362	-	2,495	1,787,035
Charity Care	-	778,808	1,201,502	247,203	327,806	177,689	776	683,242	233,958	145,244	176,751	341	-	1,605	3,974,924
Bad Debt	-	220,102	467,851	158,428	236,702	339,450	702	325,092	65,884	37,320	309,289	98	-	3,468	2,164,384
Total Contractual Allowances and Bad Debt	-	1,249,870	2,019,760	619,315	695,372	614,589	1,958	1,368,145	393,346	348,140	607,479	801	-	7,569	7,926,344
Other Patient Revenue	-	529,729	646,170	249,307	220,852	44,210	5,414	382,411	164,685	197,504	88,667	21,998	12,154	12,154	2,575,255
Net Patient Revenue	-	1,094,598	1,304,758	383,365	427,508	213,262	19,521	893,557	383,769	300,648	114,247	24,485	12,154	23,427	5,195,299
Collection %	0.00%	60.32%	48.72%	50.89%	47.39%	27.21%	121.51%	47.55%	62.66%	66.62%	18.05%	744.79%	0.00%	124.34%	49.26%
Grant Funds	2,031,928	1,053,648	1,285,756	528,457	510,562	214,673	4,883	1,135,788	387,295	389,379	734,789	139,250	51,376	109,477	8,577,261
Other Financial Assistance	308,723	48,154	94,207	22,750	25,900	10,450	-	115,122	35,463	12,078	23,852	2,305	2,000	4,000	705,003
Other Revenue	(20,135)	2,837	3,252	832	5,971	-	-	81	1,334	1,597	-	-	-	-	(4,231)
Total Other Revenues	2,320,515	1,104,639	1,383,215	552,038	542,433	225,122	4,883	1,250,991	424,093	403,055	758,640	141,555	53,376	113,477	9,278,033
Total Revenues	2,320,515	2,199,238	2,687,973	935,403	969,941	438,384	24,405	2,144,548	807,862	703,703	872,887	166,040	65,530	136,903	14,473,332
<i>Direct Operational Expenses:</i>															
Salaries and Wages	2,339,491	1,068,746	1,443,205	560,286	573,002	261,244	49,619	1,330,365	460,597	462,895	923,345	144,770	50,823	127,802	9,796,189
Benefits	709,786	246,420	399,686	154,265	181,147	74,841	13,155	377,546	116,829	119,674	261,469	33,705	9,791	43,006	2,741,320
Purchased Services	251,576	17,164	37,975	13,432	20,059	8,105	-	27,713	14,633	23,277	13,339	955	955	955	430,138
Medical Supplies	3,597	68,770	40,976	30,664	24,391	24,026	2,428	40,147	12,398	18,614	33,539	5,329	886	515	306,282
Other Supplies	122,176	10,211	3,601	27,593	6,325	925	791	13,296	1,005	13,143	18,093	2,898	2,085	2,012	224,153
Medical Services	-	48,183	54,616	28,482	42,642	21,924	1,407	125,943	21,770	17,109	16,065	-	-	-	378,142
Drugs	-	171,758	101,340	41,400	28,362	519	204	6,832	1,551	3,259	236	-	22	136	355,619
Repairs & Maintenance	288,159	3,254	1,802	4,824	2,284	1,621	492	5,881	2,389	5,939	3,148	2,106	4,327	466	326,690
Lease & Rental	-	85,967	106,342	54,203	62,173	140	125	177,718	55,610	91,845	32,437	140	35	75	666,810
Utilities	-	2,425	2,914	760	13,718	1,637	-	9,678	4,904	4,872	3,765	-	-	-	44,673
Other Expense	225,608	8,558	13,290	5,552	3,919	4,085	448	13,599	4,640	4,637	20,200	3,666	2,098	4,683	314,984
Insurance	-	2,719	3,716	2,039	582	888	-	1,294	539	795	667	6,133	6,133	6,133	31,638
Total Operational Expenses	3,940,393	1,734,175	2,209,462	923,500	958,606	399,955	68,668	2,130,012	696,864	766,059	1,326,304	199,702	77,154	185,783	15,616,637
Net Performance before Depreciation & Overhead Allocations	(1,619,878)	465,062	478,511	11,903	11,335	38,429	(44,264)	14,537	110,998	(62,356)	(453,417)	(33,662)	(11,625)	(48,880)	(1,143,305)
Depreciation	2,042	9,477	8,979	137	47,623	217	-	3,401	1,807	2,695	1,228	50,000	9,256	55,684	192,546
<i>Overhead Allocations:</i>															
Risk Mgt	7,850	6,249	8,353	4,354	3,382	1,613	245	5,840	1,996	2,554	5,379	1,504	611	1,411	51,342
Rev Cycle	-	164,013	219,221	114,274	88,757	42,342	6,430	153,270	52,392	67,017	141,161	39,478	16,043	37,040	1,141,440
Internal Audit	1,619	1,289	1,723	898	698	333	51	1,204	412	527	1,109	310	126	291	10,589
Home Office Facilities	201,737	-	-	-	-	-	-	-	-	-	-	-	-	-	201,737
Administration	44,748	35,622	47,612	24,819	19,277	9,196	1,397	33,288	11,379	14,555	30,658	8,574	3,484	8,045	292,654
Human Resources	63,970	40,483	44,964	26,268	24,723	9,271	1,545	35,693	13,907	16,997	41,874	10,816	4,636	12,361	347,508
Legal	18,468	14,702	19,651	10,243	7,956	3,795	576	13,739	4,696	6,007	12,653	3,539	1,438	3,320	120,785
Records	3,272	2,605	3,482	1,815	1,410	673	102	2,434	832	1,064	2,242	627	255	588	21,402
Compliance	6,581	5,239	7,002	3,650	2,835	1,352	205	4,895	1,673	2,141	4,509	1,261	512	1,183	43,038
Comm Engage Plan	8,647	6,883	9,200	4,796	3,725	1,777	270	6,433	2,199	2,813	5,924	1,657	673	1,555	56,551
IT Operations	85,630	68,166	91,111	47,494	36,889	17,598	2,673	63,701	21,775	27,853	58,669	16,407	6,668	15,394	560,029
IT Security	12,470	9,927	13,268	6,916	5,372	2,563	389	9,277	3,171	4,056	8,544	2,389	971	2,242	81,556
IT Applications	47,421	37,750	50,456	26,302	20,428	9,746	1,480	35,277	12,059	15,425	32,490	9,086	3,693	8,525	310,137
Security Services	-	53,124	71,006	37,013	28,748	13,715	-	49,644	16,970	21,707	45,722	12,787	5,196	11,997	367,630
IT EPIC	195,739	155,818	208,267	108,564	84,322	40,226	6,109	145,612	49,774	63,669	134,108	37,505	15,242	35,190	1,280,146
Finance	32,818	26,125	34,919	18,202	14,138	6,744	1,024	24,414	8,345	10,675	22,485	6,288	2,555	5,900	214,633
Public Relations	6,097	4,853	6,487	3,381	2,626	1,253	190	4,535	1,550	1,983	4,177	1,168	475	1,096	39,872
Information Technology	9,833	7,828	10,463	5,454	4,236	2,021	307	7,315	2,500	3,199	6,737	1,884	766	1,768	64,310
Corporate Quality	7,897	6,286	8,402	4,380	3,402	1,623	246	5,874	2,008	2,569	5,410	1,513	615	1,420	51,645
Project MGMT Office	12,125	9,652	12,901	6,725	5,223	2,492	378	9,020	3,083	3,944	8,307	2,323	944	2,180	79,296
Total Overhead Allocations	766,922	656,615	868,487	455,549	358,147	168,333	23,618	611,466	210,722	268,754	572,159	159,117	64,903	151,507	5,336,299
Total Expenses	4,709,357	2,400,267	3,086,928	1,379,186	1,364,375	568,505	92,287	2,744,880	909,393	1,037,508	1,899,691	408,819	151,313	392,974	21,145,483
Net Margin	\$ (2,388,842)	\$ (201,029)	\$ (398,955)	\$ (443,783)	\$ (394,434)	\$ (130,121)	\$ (67,882)	\$ (600,331)	\$ (101,531)	\$ (333,805)	\$ (1,026,804)	\$ (242,779)	\$ (85,784)	\$ (256,071)	\$ (6,672,151)
Capital	14,219	-	-	-	-	-	-	-	-	-	-	-	-	-	14,219
General Fund Support/ Transfer In	\$ 6,725,968	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 6,725,968

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

FOR THE EIGHTH MONTH ENDED MAY 31, 2022

Current Month							Fiscal Year To Date						
Actual	Budget	Variance	%	Prior Year	Variance	%	Actual	Budget	Variance	%	Prior Year	Variance	%
1,425,745	1,641,807	(216,062)	(13.2%)	1,336,361	89,384	6.7%	10,546,387	12,197,293	(1,650,906)	(13.5%)	11,167,373	(620,985)	(5.6%)
(284,293)	412,119	696,412	169.0%	252,945	537,238	212.4%	1,787,035	3,061,722	1,274,687	41.6%	2,776,781	989,746	35.6%
522,308	514,583	(7,725)	(1.5%)	452,938	(69,370)	(15.3%)	3,974,924	3,822,917	(152,007)	(4.0%)	3,685,380	(289,544)	(7.9%)
519,717	298,741	(220,976)	(74.0%)	271,682	(248,035)	(91.3%)	2,164,384	2,219,402	55,018	2.5%	2,144,445	(19,939)	(0.9%)
757,732	1,225,443	467,711	38.2%	977,566	219,833	22.5%	7,926,344	9,104,041	1,177,697	12.9%	8,606,606	680,263	7.9%
491,102	401,757	89,345	22.2%	343,305	147,796	43.1%	2,575,255	2,984,701	(409,446)	(13.7%)	2,835,754	(260,499)	(9.2%)
1,159,115	818,121	340,994	41.7%	702,101	457,014	65.1%	5,195,299	6,077,953	(882,654)	(14.5%)	5,396,520	(201,221)	(3.7%)
81.30%	49.83%			52.54%			49.26%	49.83%			48.32%		
995,570	1,103,321	(107,751)	(9.8%)	1,331,048	(335,478)	(25.2%)	8,577,261	8,826,568	(249,307)	(2.8%)	5,082,282	3,494,979	68.8%
705,003	-	705,003	0.0%	19,349	685,654	3,543.6%	705,003	-	705,003	0.0%	746,722	(41,719)	(5.6%)
616	10,474	(9,858)	(94.1%)	1,578	(962)	(60.9%)	(4,231)	78,734	(82,965)	(105.4%)	71,310	(75,541)	(105.9%)
1,701,189	1,113,795	587,394	52.7%	1,351,975	349,214	25.8%	9,278,033	8,905,302	372,731	4.2%	5,900,314	3,377,719	57.2%
2,860,304	1,931,916	928,388	48.1%	2,054,076	806,228	39.3%	14,473,332	14,983,255	(509,923)	(3.4%)	11,296,834	3,176,498	28.1%
<i>Direct Operational Expenses:</i>													
1,211,349	1,375,873	164,524	12.0%	1,257,215	45,865	3.6%	9,796,189	11,117,617	1,321,428	11.9%	9,855,433	59,244	0.6%
345,956	386,650	40,694	10.5%	363,723	17,767	4.9%	2,741,320	3,173,088	431,768	13.6%	2,746,602	5,282	0.2%
55,579	22,450	(33,129)	(147.6%)	163,278	107,698	66.0%	430,138	719,434	289,296	40.2%	784,051	353,914	45.1%
35,444	68,010	32,566	47.9%	16,337	(19,108)	(117.0%)	306,282	505,241	198,959	39.4%	244,937	(61,345)	(25.0%)
12,612	26,781	14,169	52.9%	25,637	13,025	50.8%	224,153	259,562	35,409	13.6%	101,935	(122,218)	(119.9%)
54,765	67,879	13,114	19.3%	61,653	6,889	11.2%	378,142	504,295	126,153	25.0%	494,954	116,812	23.6%
43,001	92,504	49,503	53.5%	51,857	8,856	17.1%	355,619	687,224	331,605	48.3%	495,511	139,892	28.2%
22,102	50,392	28,290	56.1%	3,383	(18,719)	(553.3%)	326,690	403,136	76,446	19.0%	45,314	(281,376)	(620.9%)
87,239	153,806	66,567	43.3%	102,987	15,748	15.3%	666,810	1,205,839	539,029	44.7%	662,186	(4,625)	(0.7%)
4,829	6,945	2,116	30.5%	5,034	205	4.1%	44,673	55,364	10,691	19.3%	42,902	(1,771)	(4.1%)
48,309	59,171	10,862	18.4%	8,724	(39,585)	(453.8%)	314,984	452,368	137,384	30.4%	188,505	(126,479)	(67.1%)
4,069	3,940	(129)	(3.3%)	3,939	(130)	(3.3%)	31,638	31,520	(118)	(0.4%)	28,620	(3,018)	(10.5%)
1,925,253	2,314,401	389,148	16.8%	2,063,765	138,512	6.7%	15,616,637	19,114,688	3,498,051	18.3%	15,690,949	74,311	0.5%
Net Performance before Depreciation & Overhead Allocations													
935,051	(382,485)	1,317,536	(344.5%)	(9,690)	944,741	(9,750.1%)	(1,143,305)	(4,131,433)	2,988,128	(72.3%)	(4,394,115)	3,250,809	(74.0%)

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

FOR THE EIGHTH MONTH ENDED MAY 31, 2022

Current Month							Fiscal Year To Date						
Actual	Budget	Variance	%	Prior Year	Variance	%	Actual	Budget	Variance	%	Prior Year	Variance	%
23,563	31,250	7,687	24.6%	24,183	620	2.6%	192,546	250,000	57,454	23.0%	194,803	2,257	1.2%
<i>Overhead Allocations:</i>													
5,561	4,830	(732)	(15.1%)	2,857	(2,705)	(94.7%)	51,342	38,636	(12,706)	(32.9%)	19,919	(31,423)	(157.7%)
182,659	179,927	(2,732)	(1.5%)	192,479	9,820	5.1%	1,141,440	1,439,413	297,973	20.7%	1,338,282	196,842	14.7%
1,479	4,151	2,673	64.4%	1,800	322	17.9%	10,589	33,211	22,622	68.1%	16,069	5,480	34.1%
21,097	26,770	5,672	21.2%	16,943	(4,154)	(24.5%)	201,737	214,157	12,420	5.8%	125,766	(75,971)	(60.4%)
36,688	36,276	(412)	(1.1%)	35,552	(1,136)	(3.2%)	292,654	290,206	(2,449)	(0.8%)	260,438	(32,216)	(12.4%)
47,711	51,247	3,536	6.9%	56,066	8,355	14.9%	347,508	409,979	62,471	15.2%	356,225	8,716	2.4%
13,017	20,789	7,772	37.4%	9,508	(3,509)	(36.9%)	120,785	166,313	45,528	27.4%	126,887	6,102	4.8%
2,894	3,828	933	24.4%	7,201	4,307	59.8%	21,402	30,621	9,219	30.1%	52,151	30,749	59.0%
5,417	7,679	2,262	29.5%	9,147	3,730	40.8%	43,038	61,429	18,392	29.9%	37,089	(5,949)	(16.0%)
7,183	7,460	277	3.7%	6,845	(338)	(4.9%)	56,551	59,680	3,129	5.2%	46,769	(9,782)	(20.9%)
71,192	66,297	(4,896)	(7.4%)	61,661	(9,531)	(15.5%)	560,029	530,373	(29,656)	(5.6%)	504,818	(55,211)	(10.9%)
13,973	11,639	(2,334)	(20.1%)	6,560	(7,413)	(113.0%)	81,556	93,115	11,560	12.4%	50,752	(30,804)	(60.7%)
20,848	43,614	22,766	52.2%	72,453	51,605	71.2%	310,137	348,914	38,777	11.1%	315,617	5,481	1.7%
45,965	55,101	9,137	16.6%	41,375	(4,590)	(11.1%)	367,630	440,812	73,182	16.6%	307,292	(60,338)	(19.6%)
152,887	147,253	(5,634)	(3.8%)	121,539	(31,347)	(25.8%)	1,280,146	1,178,024	(102,122)	(8.7%)	666,050	(614,096)	(92.2%)
27,159	27,575	417	1.5%	22,439	(4,719)	(21.0%)	214,633	220,602	5,969	2.7%	186,024	(28,608)	(15.4%)
5,065	6,593	1,527	23.2%	7,953	2,887	36.3%	39,872	52,741	12,869	24.4%	52,220	12,348	23.6%
10,590	10,884	294	2.7%	10,012	(578)	(5.8%)	64,310	87,071	22,761	26.1%	71,039	6,729	9.5%
7,156	6,630	(526)	(7.9%)	4,231	(2,925)	(69.1%)	51,645	53,040	1,395	2.6%	40,753	(10,892)	(26.7%)
10,148	12,905	2,757	21.4%	9,348	(800)	(8.6%)	79,296	103,242	23,946	23.2%	63,946	(15,350)	(24.0%)
-	-	-	0.0%	-	-	0.0%	-	-	-	0.0%	5,416	5,416	100.0%
688,688	731,447	42,760	5.8%	695,969	7,281	1.0%	5,336,299	5,851,580	515,281	8.8%	4,643,523	(692,776)	(14.9%)
2,637,503	3,077,098	439,595	14.3%	2,783,917	146,414	5.3%	21,145,483	25,216,268	4,070,786	16.1%	20,529,274	(616,208)	(3.0%)
\$ 222,800	\$ (1,145,182)	\$ 1,367,983	(119.5%)	\$ (729,842)	\$ 952,642	(130.5%)	\$ (6,672,151)	\$ (10,233,013)	\$ 3,560,863	(34.8%)	\$ (9,232,440)	\$ 2,560,290	(27.7%)
14,219	37,740	23,521	62.3%	-	(14,219)	0.0%	14,219	910,070	895,851	98.4%	-	(14,219)	0.0%
\$ -	\$ 1,151,676	\$ 1,151,676	100.0%	\$ 4,168,663	\$ 4,168,663	100.0%	\$ 6,725,968	\$ 10,893,111	\$ 4,167,143	38.3%	\$ 9,025,566	\$ 2,299,598	25.5%

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

FOR THE EIGHTH MONTH ENDED MAY 31, 2022

	Dental Clinic Administration	West Palm Beach Dental Clinic	Lantana Dental Clinic	Delray Dental Clinic	Belle Glade Dental Clinic	Portable Clinic Dental Clinic	Total
Gross Patient Revenue	-	2,394,578	2,257,552	1,198,552	995,957	2,268	6,848,907
Contractual Allowances	-	717,297	487,434	405,722	561,141	635	2,172,229
Charity Care	-	975,743	1,380,366	512,486	350,876	-	3,219,470
Bad Debt	-	339,406	140,677	233,515	123,868	-	837,466
Total Contractual Allowances and Bad Debt	-	2,032,446	2,008,476	1,151,723	1,035,885	635	6,229,165
Other Patient Revenue	-	392,994	279,122	195,028	171,375	-	1,038,520
Net Patient Revenue	-	755,126	528,199	241,857	131,448	1,633	1,658,262
Collection %	-	31.53%	23.40%	20.18%	13.20%	71.98%	24.21%
Grant Funds	193,908	512,260	333,881	157,032	174,703	-	1,371,784
Other Financial Assistance	31,403	41,216	29,937	-	11,905	-	114,462
Other Revenue	-	-	200	-	-	-	200
Total Other Revenues	225,311	553,476	364,018	157,032	186,608	-	1,486,446
Total Revenues	225,311	1,308,602	892,217	398,889	318,056	1,633	3,144,708
<i>Direct Operational Expenses:</i>							
Salaries and Wages	281,473	692,180	420,996	203,746	227,991	-	1,826,386
Benefits	89,801	181,997	106,986	78,353	75,114	-	532,250
Purchased Services	-	2,992	2,768	1,471	7,748	-	14,980
Medical Supplies	-	51,108	39,022	31,378	20,318	-	141,826
Other Supplies	283	6,769	1,771	1,472	333	-	10,626
Repairs & Maintenance	-	5,134	7,651	3,845	1,801	-	18,431
Lease & Rental	-	73,533	43,637	45,815	22,090	-	185,075
Utilities	-	3,425	2,914	759	6,418	-	13,516
Other Expense	6,712	5,379	4,877	3,134	748	-	20,850
Insurance	-	-	-	-	704	-	704
Total Operational Expenses	378,269	1,022,518	630,622	369,972	363,263	-	2,764,644
Net Performance before Depreciation & Overhead Allocations	(152,958)	286,084	261,595	28,917	(45,208)	-	380,063
Depreciation	-	20,432	7,552	6,488	25,495	-	59,968
<i>Overhead Allocations:</i>							
Risk Mgt	831	2,722	1,873	1,900	1,065	-	8,391
Rev Cycle	-	71,448	49,167	49,857	27,952	-	198,424
Internal Audit	171	561	386	392	220	-	1,731
Home Office Facilities	21,343	-	-	-	-	-	21,343
Administration	4,734	15,518	10,679	10,828	6,071	-	47,829
Human Resources	4,636	20,705	14,525	13,907	4,636	-	58,407
Legal	1,954	6,404	4,407	4,469	2,506	-	19,740
Records	346	1,135	781	792	444	-	3,498
Compliance	696	2,282	1,570	1,592	893	-	7,034
Comm Engage Plan	915	2,999	2,063	2,092	1,173	-	9,242
IT Operations	9,059	29,695	20,435	20,721	11,617	-	91,527
IT Security	1,319	4,324	2,976	3,018	1,692	-	13,329
IT Applications	5,017	16,445	11,316	11,475	6,433	-	50,686
Security Services	-	23,142	15,925	16,149	9,054	-	64,269
IT EPIC	20,708	67,878	46,711	47,366	26,555	-	209,218
Finance	3,472	11,381	7,832	7,941	4,452	-	35,078
Public Relations	645	2,114	1,455	1,475	827	-	6,516
Information Technology	1,040	3,410	2,347	2,379	1,334	-	10,510
Corporate Quality	835	2,738	1,884	1,911	1,071	-	8,440
Project MGMT Office	1,283	4,205	2,893	2,934	1,645	-	12,960
Total Overhead Allocations	79,004	289,106	199,226	201,198	109,638	-	878,173
Total Expenses	457,273	1,332,057	837,400	577,658	498,397	-	3,702,785
Net Margin	\$ (231,962)	\$ (23,455)	\$ 54,817	\$ (178,769)	\$ (180,341)	\$ 1,633	\$ (558,077)
Capital	-	-	-	-	-	-	-
General Fund Support/ Transfer In	\$ 542,182	-	24	-	-	-	542,182

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

FOR THE EIGHTH MONTH ENDED MAY 31, 2022

Current Month							Fiscal Year To Date							
Actual	Budget	Variance	%	Prior Year	Variance	%		Actual	Budget	Variance	%	Prior Year	Variance	%
892,263	357,602	534,661	149.5%	730,502	161,761	22.1%	Gross Patient Revenue	6,848,907	2,743,508	4,105,399	149.6%	2,981,055	3,867,853	129.7%
307,836	65,555	(242,281)	(369.6%)	211,718	(96,118)	(45.4%)	Contractual Allowances	2,172,229	502,934	(1,669,295)	(331.9%)	936,344	(1,235,885)	(132.0%)
413,015	165,773	(247,242)	(149.1%)	329,249	(83,766)	(25.4%)	Charity Care	3,219,470	1,271,805	(1,947,665)	(153.1%)	1,320,131	(1,899,340)	(143.9%)
136,787	28,609	(108,178)	(378.1%)	96,867	(39,920)	(41.2%)	Bad Debt	837,466	219,480	(617,986)	(281.6%)	386,766	(450,700)	(116.5%)
857,638	259,937	(597,701)	(229.9%)	637,834	(219,804)	(34.5%)	Total Contractuals and Bad Debts	6,229,165	1,994,219	(4,234,946)	(212.4%)	2,643,241	(3,585,925)	(135.7%)
187,509	81,806	105,703	129.2%	170,671	16,838	9.9%	Other Patient Revenue	1,038,520	627,612	410,908	65.5%	1,218,096	(179,576)	(14.7%)
222,134	179,471	42,663	23.8%	263,339	(41,204)	(15.6%)	Net Patient Revenue	1,658,262	1,376,901	281,361	20.4%	1,555,910	102,352	6.6%
24.90%	50.19%			36.05%			Collection %	24.21%	50.19%			52.19%		
167,141	207,131	(39,990)	(19.3%)	157,499	9,642	6.1%	Grant Funds	1,371,784	1,657,048	(285,264)	(17.2%)	823,475	548,309	66.6%
114,462	-	114,462	0.0%	90	114,371	126,797.6%	Other Financial Assistance	114,462	-	114,462	0.0%	74,359	40,103	53.9%
-	-	-	0.0%	-	-	0.0%	Other Revenue	200	-	200	0.0%	-	200	0.0%
281,603	207,131	74,472	36.0%	157,589	124,013	78.7%	Total Other Revenues	1,486,446	1,657,048	(170,602)	(10.3%)	897,834	588,612	65.6%
503,737	386,602	117,135	30.3%	420,928	82,809	19.7%	Total Revenues	3,144,708	3,033,949	110,759	3.7%	2,453,744	690,964	28.2%
							<i>Direct Operational Expenses:</i>							
230,405	238,907	8,502	3.6%	223,566	(6,839)	(3.1%)	Salaries and Wages	1,826,386	1,873,316	46,930	2.5%	1,813,831	(12,555)	(0.7%)
64,170	68,171	4,001	5.9%	65,766	1,596	2.4%	Benefits	532,250	540,508	8,258	1.5%	501,766	(30,485)	(6.1%)
2,457	2,639	182	6.9%	2,192	(265)	(12.1%)	Purchased Services	14,980	44,626	29,646	66.4%	18,039	3,060	17.0%
14,799	13,669	(1,130)	(8.3%)	11,168	(3,632)	(32.5%)	Medical Supplies	141,826	104,872	(36,954)	(35.2%)	62,780	(79,046)	(125.9%)
322	4,302	3,980	92.5%	149	(172)	(115.5%)	Other Supplies	10,626	34,416	23,790	69.1%	1,697	(8,930)	(526.3%)
2,784	2,150	(634)	(29.5%)	1,881	(903)	(48.0%)	Repairs & Maintenance	18,431	17,200	(1,231)	(7.2%)	5,791	(12,640)	(218.3%)
22,490	28,675	6,185	21.6%	22,430	(60)	(0.3%)	Lease & Rental	185,075	226,466	41,391	18.3%	179,285	(5,790)	(3.2%)
2,784	1,609	(1,175)	(73.0%)	1,899	(885)	(46.6%)	Utilities	13,516	12,775	(741)	(5.8%)	13,661	145	1.1%
5,379	3,935	(1,444)	(36.7%)	3,440	(1,939)	(56.3%)	Other Expense	20,850	31,480	10,630	33.8%	28,314	7,464	26.4%
90	88	(2)	(2.6%)	88	(3)	(3.0%)	Insurance	704	704	0	0.0%	372	(332)	(89.2%)
345,681	364,145	18,464	5.1%	332,580	(13,102)	(3.9%)	Total Operational Expenses	2,764,644	2,886,363	121,719	4.2%	2,625,545	(139,099)	(5.3%)
							Net Performance before							
158,056	22,457	135,599	603.8%	88,349	69,707	78.9%	Depreciation & Overhead Allocations	380,063	147,586	232,477	157.5%	(171,801)	551,865	(321.2%)

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

FOR THE EIGHTH MONTH ENDED MAY 31, 2022

Current Month							Fiscal Year To Date						
Actual	Budget	Variance	%	Prior Year	Variance	%	Actual	Budget	Variance	%	Prior Year	Variance	%
7,444	9,583	2,139	22.3%	7,342	(102)	(1.4%)	59,968	76,664	16,696	21.8%	58,505	(1,463)	(2.5%)
							<i>Overhead Allocations:</i>						
909	789	(120)	(15.1%)	473	(435)	(92.0%)	8,391	6,314	(2,077)	(32.9%)	3,302	(5,089)	(154.1%)
31,753	31,278	(475)	(1.5%)	35,502	3,749	10.6%	198,424	250,222	51,799	20.7%	246,840	48,416	19.6%
242	678	437	64.4%	298	57	19.0%	1,731	5,428	3,697	68.1%	2,664	933	35.0%
2,232	2,832	600	21.2%	1,874	(358)	(19.1%)	21,343	22,657	1,314	5.8%	13,907	(7,436)	(53.5%)
5,996	5,929	(67)	(1.1%)	5,893	(103)	(1.7%)	47,829	47,429	(400)	(0.8%)	43,169	(4,661)	(10.8%)
8,019	8,613	594	6.9%	8,759	740	8.4%	58,407	68,907	10,500	15.2%	55,650	(2,757)	(5.0%)
2,127	3,398	1,270	37.4%	1,576	(551)	(35.0%)	19,740	27,181	7,441	27.4%	21,032	1,292	6.1%
473	626	153	24.4%	1,194	721	60.4%	3,498	5,004	1,507	30.1%	8,644	5,147	59.5%
885	1,255	370	29.5%	1,516	631	41.6%	7,034	10,040	3,006	29.9%	6,148	(886)	(14.4%)
1,174	1,219	45	3.7%	1,135	(39)	(3.5%)	9,242	9,754	511	5.2%	7,752	(1,490)	(19.2%)
11,635	10,835	(800)	(7.4%)	10,221	(1,414)	(13.8%)	91,527	86,680	(4,847)	(5.6%)	83,676	(7,851)	(9.4%)
2,284	1,902	(381)	(20.1%)	1,087	(1,196)	(110.0%)	13,329	15,218	1,889	12.4%	8,412	(4,917)	(58.4%)
3,407	7,128	3,721	52.2%	12,009	8,602	71.6%	50,686	57,024	6,337	11.1%	52,315	1,629	3.1%
8,036	9,633	1,597	16.6%	7,279	(757)	(10.4%)	64,269	77,063	12,794	16.6%	54,060	(10,209)	(18.9%)
24,987	24,066	(921)	(3.8%)	20,146	(4,841)	(24.0%)	209,218	192,528	(16,690)	(8.7%)	110,401	(98,817)	(89.5%)
4,439	4,507	68	1.5%	3,719	(719)	(19.3%)	35,078	36,054	976	2.7%	30,834	(4,244)	(13.8%)
828	1,077	250	23.2%	1,318	490	37.2%	6,516	8,620	2,103	24.4%	8,656	2,139	24.7%
1,731	1,779	48	2.7%	1,659	(71)	(4.3%)	10,510	14,230	3,720	26.1%	11,775	1,265	10.7%
1,170	1,084	(86)	(7.9%)	701	(468)	(66.7%)	8,440	8,669	228	2.6%	6,755	(1,685)	(25.0%)
1,658	2,109	451	21.4%	1,549	(109)	(7.0%)	12,960	16,873	3,914	23.2%	10,599	(2,360)	(22.3%)
-	-	-	0.0%	-	-	0.0%	-	-	-	0.0%	999	999	100.0%
113,983	120,737	6,753	5.6%	117,909	3,926	3.3%	878,173	965,894	87,722	9.1%	787,590	(90,582)	(11.5%)
467,109	494,465	27,356	5.5%	457,831	(9,278)	(2.0%)	3,702,785	3,928,921	226,136	5.8%	3,471,640	(231,144)	(6.7%)
\$ 36,629	\$ (107,863)	\$ 144,491	(134.0%)	\$ (36,903)	\$ 73,531	(199.3%)	\$ (558,077)	\$ (894,972)	\$ 336,895	(37.6%)	\$ (1,017,897)	\$ 459,820	(45.2%)
-	5,000	5,000	100.0%	-	-	0.0%	-	120,000	120,000	100.0%	-	-	0.0%
\$ -	\$ 103,279	\$ 103,279	100.0%	\$ (151,659)	\$ (151,659)	100.0%	\$ 542,182	\$ 938,302	\$ 396,120	42.2%	\$ 961,464	\$ 419,282	43.6%

Clinic Visits - Adults and Pediatrics	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Current Year Total	Current YTD Budget	%Var to Budget	Prior Year Total
	West Palm Beach	1,394	1,108	1,197	1,288	1,315	1,515	1,413	1,331					10,561	13,117	(19.5%)
Delray	477	563	541	473	500	631	636	606					4,427	9,669	(54.2%)	6,155
Lantana	1,821	1,554	1,450	1,408	1,721	1,764	1,662	1,553					12,933	12,490	3.5%	12,385
Belle Glade	691	610	688	648	692	835	688	718					5,570	6,891	(19.2%)	4,522
Lewis Center	488	507	432	245	358	286	304	348					2,968	2,008	47.8%	5,456
Lake Worth & Women's Health Care	1,334	1,119	1,180	1,054	1,223	1,270	1,062	1,056					9,298	10,854	(14.3%)	8,717
Jupiter Clinic	447	410	438	494	485	554	515	565					3,908	3,991	(2.1%)	4,026
West Boca & Women's Health Care	407	305	366	407	392	356	301	345					2,879	6,903	(58.3%)	5,678
St Ann Place	-	-	44	96	53	71	44	40					348	405	(14.1%)	-
Clb Mob 1 Warrior	658	1,415	941	169	23	33	-	-					3,239	1,195	171.0%	17
Clb Mob 2 Scout	416	365	756	575	426	200	-	7					2,745	661	315.3%	-
Clb Mob 3 Hero	178	331	2,467	1,955	39	20	11	-					5,001	661	656.6%	-
Mangonia Park	128	197	272	196	162	285	314	365					1,919	3,950	(51.4%)	2,623
Total Clinic Visits	8,439	8,484	10,772	9,008	7,389	7,820	6,950	6,934	-	-	-	-	65,796	72,390	(9.1%)	57,782
Dental Visits																
West Palm Beach	736	762	831	776	754	864	824	904					6,451	6,461	(0.2%)	3,122
Lantana	708	891	1,032	774	953	1,018	812	773					6,961	4,910	41.8%	3,773
Delray	439	391	373	415	400	536	405	455					3,414	4,575	(25.4%)	786
Belle Glade	338	357	340	331	406	417	356	436					2,981	2,436	22.4%	473
Lake Worth	-	-	-	-	-	-	-	-					-	-	0.0%	-
West Boca	-	-	-	-	-	-	-	-					-	-	0.0%	-
Total Dental Visits	2,221	2,401	2,576	2,296	2,513	2,835	2,397	2,568	-	-	-	-	19,807	18,382	7.8%	8,154
Total Medical and Dental Visits	10,660	10,885	13,348	11,304	9,902	10,655	9,347	9,502	-	-	-	-	85,603	90,772	(5.7%)	65,936
Mental Health Counselors (non-billable)																
West Palm Beach	103	106	103	117	144	303	197	148					1,221	1,217	0.3%	3
Delray	69	114	135	136	143	205	162	166					1,130	958	18.0%	129
Lantana	-	-	-	-	-	-	-	-					-	4,046	(100.0%)	42
Belle Glade	71	81	86	81	51	128	102	130					730	461	58.4%	174
Mangonia Park	511	320	326	403	458	404	333	344					3,099	702	341.5%	2,446
Lewis Center	866	787	845	907	890	927	917	997					7,136	1,743	309.4%	4,812
Lake Worth	179	162	120	184	170	227	177	192					1,411	1,294	9.0%	13
Jupiter	-	-	-	-	-	-	-	-					-	-	0.0%	-
West Boca	-	-	-	-	-	-	-	4					4	-	0.0%	-
Mobile Van	-	-	-	-	-	-	-	-					-	655	(100.0%)	-
Total Mental Health Screenings	1,799	1,570	1,615	1,828	1,856	2,194	1,888	1,981	-	-	-	-	14,731	11,076	33.0%	7,619
GRAND TOTAL	12,459	12,455	14,963	13,132	11,758	12,849	11,235	11,483	-	-	-	-				73,555

DISTRICT CLINIC HOLDINGS, INC.
BOARD OF DIRECTORS
July 27, 2022

1. Description: Executive Director Informational Update

2. Summary:

- Service Area Competition (SAC) Grant submission
- Federal Tort Claims Act redeeming application submission

3. Substantive Analysis:

Service Area Competition (SAC) Grant submission

Our Service Area Competition Grant submission is in the process of being finalized and will be submitted before the final deadline of August 4th. Our anticipated submission date is July 29th.

Federal Tort Claims Act redeeming application submission

Our Federal Tort Claims Act redeeming application submission was submitted in the Electronic Handbook on July 5th.

4. Fiscal Analysis & Economic Impact Statement:

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

Reviewed for financial accuracy and compliance with purchasing procedure:

N/A

Candice Abbott
VP & Chief Financial Officer

5. Reviewed/Approved by Committee:

N/A

Committee Name

Date Approved

DISTRICT CLINIC HOLDINGS, INC.
BOARD OF DIRECTORS
July 27, 2022

6. Recommendation:

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

Approved for Legal sufficiency:



Bernabe Icaza
VP & General Counsel



Dr. Hyla Fritsch
AVP & Executive Director of Pharmacy & Clinic
Services

DISTRICT CLINIC HOLDINGS, INC.
BOARD OF DIRECTORS
July 27, 2022

1. Description: Licensed Independent Practitioner Credentialing and Privileging

2. Summary:

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

3. Substantive Analysis:

The LIPs listed below completed the credentialing and privileges process and met the standards 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
Bui	Thy	DO	Family Medicine	Initial Credentialing
Castiglia	Sarah	DO	Internal Medicine	Initial Credentialing
Prophete	Joyce	MD	Obstetrics & Gynecology	Initial Credentialing
Langley	Tamara	APRN	Nurse Practitioner	Initial Credentialing
Harberger	Seneca	MD	Family Medicine	Recredentialing

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

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

Thy Bui, DO, joined the Mangonia Park Clinic in 2022, specializing in Family Medicine, after completing his Residency at Lakeside Medical Center. He attended the Nova Southeastern University School of Medicine.

DISTRICT CLINIC HOLDINGS, INC.
BOARD OF DIRECTORS
July 27, 2022

Sarah Castiglia, DO, joined the Delray clinic in 2022, specializing in Internal Medicine. She attended Ohio University and completed her residency at West Virginia University School of Medicine.

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 sixteen 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 ten years.

Seneca Harberger, MD, joined the Belle Glade Clinic in 2018, specializing in Family Medicine. He attended Temple University and completed his residency at the Hospital of The University of Pennsylvania. Dr. Harberger is certified in Family Medicine by The American Board of Family Medicine. He has been in practice for four years and is fluent in Spanish.

4. Fiscal Analysis & Economic Impact Statement:

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

Reviewed for financial accuracy and compliance with purchasing procedure:

N/A

Candice Abbott
VP & Chief Financial Officer

5. Reviewed/Approved by Committee:

N/A

Committee Name

Date Approved

6. Recommendation:

Staff recommends the Board approve the Initial Credentialing and privileging of Thy Bui, DO, Family Medicine.

DISTRICT CLINIC HOLDINGS, INC.
BOARD OF DIRECTORS
July 27, 2022

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

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

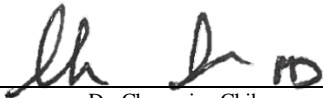
Staff recommends the Board approve the Initial Credentialing and privileging of Tamara Langley, APRN, Family Medicine.

Staff recommends the Board approve the Recredentialing and privileging of Seneca Harberger, MD, Family Medicine.

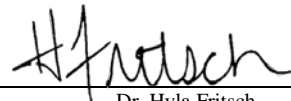
Approved for Legal sufficiency:



Bernabe Icaza
VP & General Counsel



Dr. Charmaine Chibar
FQHC Medical Director



Dr. Hyla Fritsch
AVP & Executive Director of Clinics and
Pharmacy Services

DISTRICT CLINIC HOLDINGS, INC.
BOARD OF DIRECTORS
July 27, 2022

1. Description: Quality Report

2. Summary:

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

- Quality Council Meeting Minutes July 2022
- UDS Report – YTD
- Provider Productivity – June 2022

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 are to be presented as a separate agenda item.

QUALITY ASSURANCE & IMPROVEMENT

The breast cancer screening measure data for January – May 2022 shows that among the whole population, the satisfaction of the metric improved from 44%- 51% over the past month, getting us closer to our goal of 60%. The number of patients with no order decreased from 13%-12%, while the number of patients not met with order remained the same at 37%. Our highest performing locations are Belle Glade, Boca, and Lantana. We are exceeding goals in Belle Glade (61%) and Boca (62%) and very close to the goal in Lantana (56%).

UTILIZATION OF HEALTH CENTER SERVICES

Individual monthly provider productivity is stratified by clinic.

4. Fiscal Analysis & Economic Impact Statement:

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

Reviewed for financial accuracy and compliance with purchasing procedure:

N/A

 Candice Abbott
 VP & Chief Financial Officer

DISTRICT CLINIC HOLDINGS, INC.
BOARD OF DIRECTORS
July 27, 2022

5. Reviewed/Approved by Committee:

<p>N/A</p> <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/>	<hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/>
<p>Committee Name</p>	<p>Date Approved</p>

6. Recommendation:

Staff recommends the Board approve the updated Quality Report.

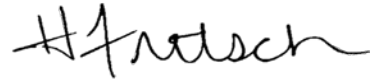
Approved for Legal sufficiency:



Bernabe Icaza
VP & General Counsel



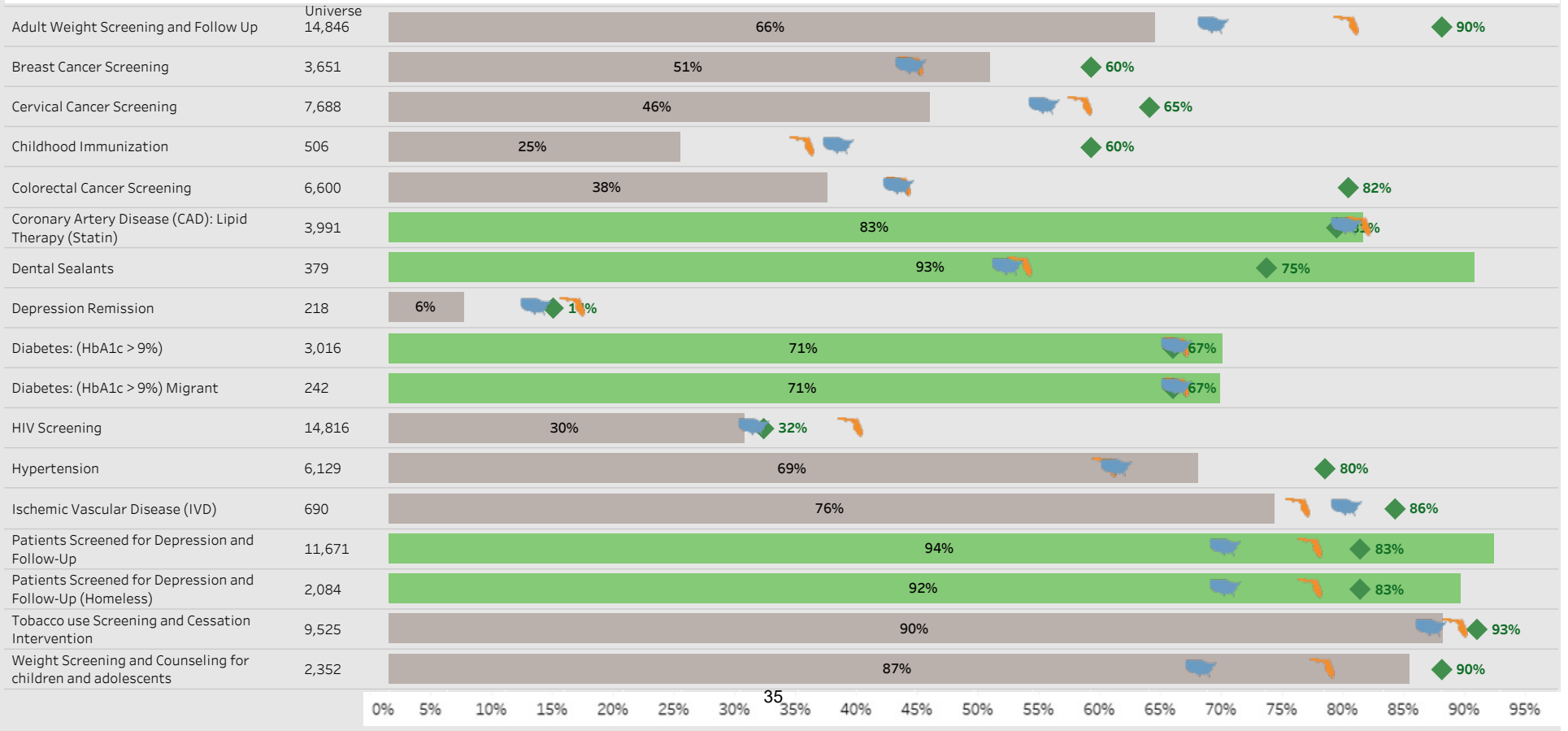
Dr. Charmaine Chibar
FQHC Medical Director



Dr. Hyla Fritsch
AVP & Executive Director of Clinic and
Pharmacy Services

OVERALL PERFORMANCE

■ MET
 ■ Not Met
 ◆ HRSA Goal
 🇺🇸 National Average
 🇺🇸 State Average



PRODUCTIVITY REPORT JUNE 2022

ALL PROVIDERS

AS 06/30/2022 Based on Completed Appointments

<51%

>=51% and < 80%

>= 80% and <100%

>= 100%

ADULT CARE										
Provider	Daily Target	Days Worked	Target for the Month			Total for the Month Seen		% Monthly Target Achieved		Daily Average
			In-Person	Telehealth	Total	In-Person	Telehealth	Total		
ALFONSO PUENTES, RAMIRO	17	20.5	348	2	350	314	2	316	90%	15.4
DABU, DARNEL	17	14.0	235	3	238	229	3	232	97%	16.6
DORCE-MEDARD, JENNIFER	17	1.0	18	0	18	15	0	15	83%	15.0
TAHERI, NERGESS T.	9 * Belle Glade / 17	13.5	121	0	121	104	0	104	86%	7.7
FLOREZ, GLORIA	17	18.5	311	4	315	292	3	295	94%	15.9
GARCIA, CARLOS A	12 Mobile - St Ann / 15	1.5	23	0	23	15	0	15	65%	10.0
HARBERGER, SENECA	6 *	10.0	39	1	40	37	1	38	95%	3.8
JEAN-JACQUES, FERNIQUE	15	20.0	297	4	301	312	5	317	105%	15.9
KOOPMAN, REBECCA	15	19.0	286	0	286	318	0	318	111%	16.7
LAM, MINH DAI	15	18.0	264	8	272	299	9	308	113%	17.1
LOUIS, JOANN PIERRE	15	19.0	285	1	286	276	2	278	97%	14.6
NAVARRO, ELSY	15	10.5	159	0	159	160	0	160	101%	15.2
PEREZ, DANIEL JESUS	6 Belle Glade * / 17	21.5	254	0	254	254	0	254	100%	11.8
PHILISTIN, KETELY	15	21.5	318	7	325	317	5	322	99%	15.0
SANCHEZ, MARCO FERNANDEZ	15	22.5	340	0	340	378	0	378	111%	16.8
SHOAF, NOREMI	15	21.0	311	5	316	306	5	311	98%	14.8
ST. VIL, CARLINE	15	19.5	289	5	294	290	6	296	101%	15.2
WARREN, SANDRA	17	3.0	38	0	38	27	1	28	74%	9.3
ZITO, AMALINETTE	17	3.0	27	0	27	23	0	23	85%	7.7
WILKINSON, SARAH	15	21.0	315	1	316	248	1	249	79%	11.9
ADULT CARE TOTALS		298.5	4,278	41	4,319	4,214	43	4,257	99%	

* Avg Target for Belle Glade Primary

RESIDENTS										
PY1	8	17.0	136	0	136	125	0	125	92%	7.4
PY2	12	26.0	289	1	290	196	1	197	68%	7.6
PY3	16	9.5	152	0	152	114	0	114	75%	12.0
RESIDENTS TOTAL		52.5	577	1	578	435	1	436	75%	

PEDIATRIC CARE										
CLARKE-AARON, NOELLA	17	21.0	357	0	357	396	0	396	111%	18.9
CHIBAR, CHARMINE	17	1.5	13	0	13	14	0	14	108%	9.3
DESSALINES, DUCLOS	17	17.5	297	0	297	323	0	323	109%	18.5
LAZARO RIVERA, NANCY	17	18.5	313	1	314	367	0	367	117%	19.8
MARZOUCO, KISHA F.	17	11.5	195	0	195	223	0	223	110%	19.4
NORMIL-SMITH, SHERLOUNE	17	19.0	323	0	323	318	0	318	98%	16.7
PEDIATRIC CARE TOTALS		89	1,498	1	1,499	1,641	0	1,641	109%	

WOMEN'S HEALTH CARE										
CASANOVA, JENNIFER	15	12.5	189	0	189	270	0	270	143%	21.6
FERWERDA, ANA M.	17	7.5	129	0	129	158	0	158	122%	21.1
WOMEN'S HEALTH CARE TOTALS		20	318	0	318	428	0	428	135%	

BEHAVIORAL HEALTH										
LEQUERICA ZIEMBA, ADRIANA	6	19.5	81	32	113	90	29	119	105%	6.1
CALDERON, NYLSA	10	19.5	138	57	195	139	54	193	99%	9.9
JONES, KIARA	10	19.5	156	39	195	163	40	203	104%	10.4
LUCCHESI, KAREN	10	13.0	96	34	130	95	25	120	92%	9.2
CUSIMANO, ANGELA	12	18.5	123	99	222	106	73	179	81%	9.7
BEHAVIORAL HEALTH TOTALS		90	594	261	855	593	221	814	95%	

SUBSTANCE ABUSE DISORDER										
PHILLIPS, COURTNEY	8	12.0	68	22	90	80	18	98	109%	8.2
PEREZ-NUNEZ, DIANA	15	5.0	76	0	76	51	0	51	67%	10.2
DRAYTON, RENEISHA	10	20.0	125	75	200	158	51	209	105%	10.5
HIRSCH, KAREN	6	13.5	51	25	76	82	11	93	122%	6.9
MILETA, SNEJZANA	10	20.0	128	72	200	132	30	162	81%	8.1
MITCHELL, ANGELA	10	20.5	116	89	205	159	59	218	106%	10.6
LAWRENCE, MELISSA	10	21.5	122	93	215	156	66	222	103%	10.3
SUBSTANCE ABUSE DISORDER TOTALS		112.5	686	376	1,062	818	235	1,053	99%	

DENTAL										
ALWEHAIB, ARWA	16	20.0	320	0	320	361		361	113%	18.1
CUCURAS, JOHN N	12	10.0	146	0	146	150		150	103%	15.0
BOWEN, BEVERLY	12	21.5	344	0	344	255		255	74%	11.9
SEMINARIO, ADA	16	13.0	208	0	208	181		181	87%	13.9
SOFIANOS JR, MICHAEL	16	19.0	304	0	304	258		258	85%	13.6
SILVA, MICHELLE	16	9.5	152	0	152	140		140	92%	14.7
ZANGENEH, YASMINE	16	16.5	264	0	264	226		226	86%	13.7
WILLIAMS, RICHARD	16	17.5	280	0	280	228		228	81%	13.0
DENTAL TOTALS		127.0	2,018	0	2,018	1,799		1,799	89%	

DENTAL HYGIENE										
MOZER NASCIMENTO, ARIANNE	8	21.5	172	0	172	180		180	105%	8.4
PARRISH, ROSARIO	8	19.5	156	0	156	149		149	96%	7.6
HARDCASTLE, CORINA	8	16.5	132	0	132	130		130	98%	7.9
MASON, SHERRY	8	21.0	168	0	168	127		127	76%	6.0
PETERSEN, PATRICE	MID 16	19.5	312	0	312	314		314	101%	16.1
DENTAL HYGIENE TOTALS		98.0	940	0	940	900		900	96%	

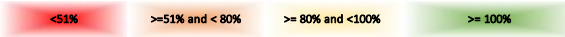
GRAND TOTAL		887.5	10,909	680	11,589	10,828	500	11,328	98%	
--------------------	--	--------------	---------------	------------	---------------	---------------	------------	---------------	------------	--

ST. ANN NURSES										
ST ANN NURSES TOTALS		12.0	120	0	120	35	0	35	29%	

PRODUCTIVITY REPORT JUNE 2022

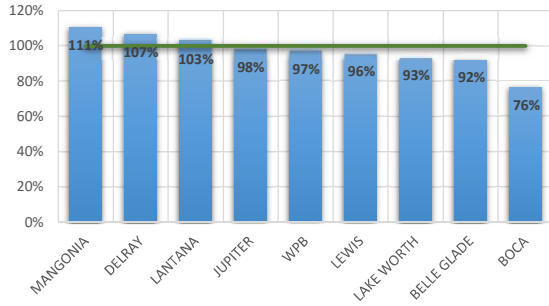
ALL CLINICS

AS 06/30/2022 Based on Completed Appointments

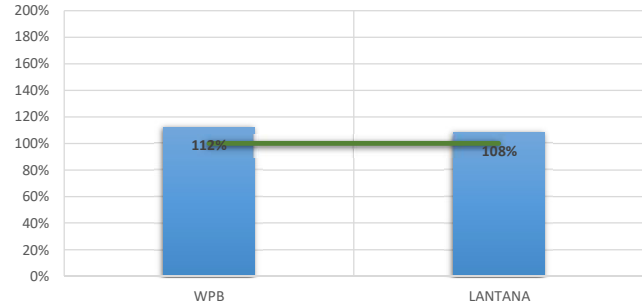


Category	Target for the Month			Total for the Month Seen			% Monthly Target Achieved	
	AS 06/30/2022	In-Person	Telehealth	Total	In-Person	Telehealth		Total
ADULT CARE		4,278	41	4,319	4,214	43	4,257	99%
PEDIATRIC CARE		1,498	1	1,499	1,641	0	1,641	109%
WOMEN'S HEALTH CARE		318	0	318	428	0	428	135%
BEHAVIORAL HEALTH		594	261	855	593	221	814	95%
SUBSTANCE ABUSE DISORDER		686	376	1,062	818	235	1,053	99%
DENTAL HEALTH		2,018	0	2,018	1,799	0	1,799	89%
DENTAL HYGIENE		940	0	940	900	0	900	96%
RESIDENTS		577	1	578	435	1	436	75%
Grand Total		10,909	680	11,589	10,828	500	11,328	98%

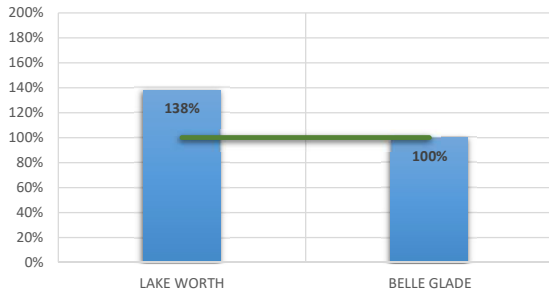
Adult Care



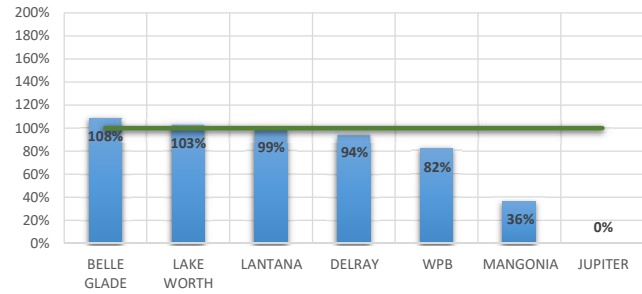
Pediatric Care



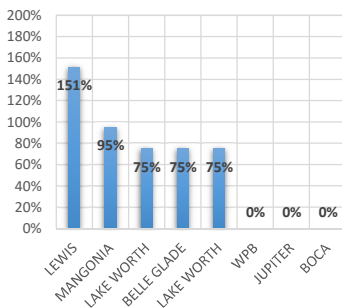
Women's Health Care



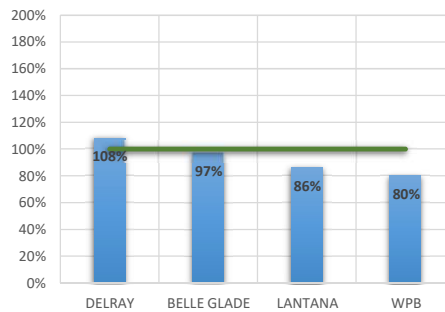
Behavioral Health



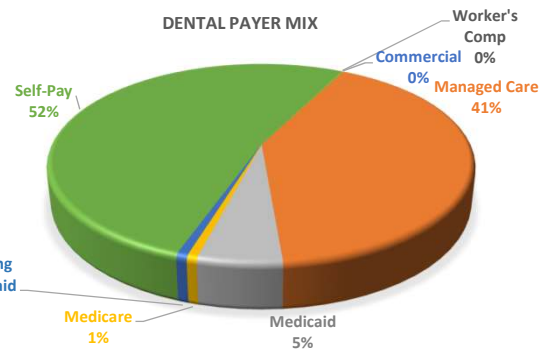
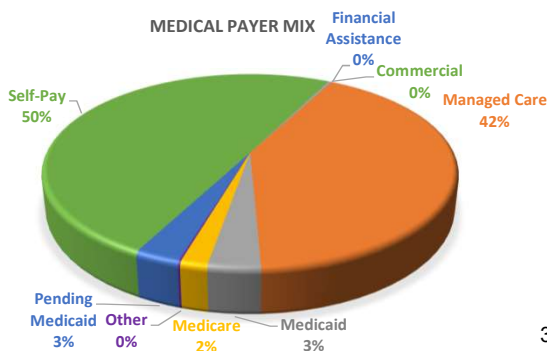
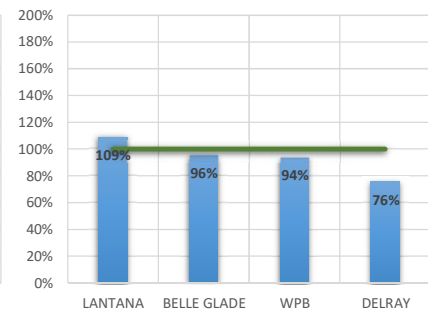
Substance Abuse Disorder



Dental



Dental Hygiene



ADULT CARE

Oct-21 Nov-21 Dec-21 Jan-22 Feb-22 Mar-22 Apr-22 May-22 Jun-22 Jul-22 Aug-22 Sep-22

ALFONSO PUENTES, RAMIRO	83%	95%	77%	90%	80%	87%	96%	94%	90%
DABU, DARNEL	90%	99%	82%	83%	83%	91%	102%	102%	97%
DORCE-MEDARD, JENNIFER	89%	67%	111%	111%	67%	67%	83%	133%	83%
FLOREZ, GLORIA	99%	98%	78%	91%	93%	95%	87%	90%	94%
GARCIA, CARLOS A	81%	90%	75%	83%	87%	90%	81%	75%	65%
HARBERGER, SENECA				100%	100%	100%	100%	100%	95%
JEAN-JACQUES, FERNIQUE	96%	106%	96%	96%	102%	87%	100%	102%	105%
KOOPMAN, REBECCA	62%	70%	63%	69%	98%	87%	86%	99%	111%
LAM, MINH DAI	125%	116%	108%	108%	104%	104%	106%	107%	113%
LOUIS, JOANN PIERRE	89%	100%	81%	95%	97%	95%	105%	97%	97%
NAVARRO, ELSY	92%	103%	93%	92%	103%	97%	97%	99%	101%
PEREZ, DANIEL JESUS				81%	95%	97%	88%	86%	100%
PHILISTIN, KETELY	91%	98%	87%	101%	102%	90%	92%	88%	99%
WILKINSON, SARAH								55%	79%
SANCHEZ, MARCO FERNANDEZ	149%	168%	118%	76%	100%	83%	83%	95%	111%
SHOAF, NOREMI	88%	95%	87%	96%	91%	97%	99%	101%	98%
ST. VIL, CARLINE	77%	92%	98%	83%	87%	84%	92%	95%	101%
WARREN, SANDRA	78%	100%	70%		100%	85%	100%	68%	74%
ZITO, AMALINNETTE	100%	89%	81%	104%	100%	100%	92%	122%	85%
RESIDENTS				75%	64%	72%	71%	78%	75%

PEDIATRIC CARE

Oct-21 Nov-21 Dec-21 Jan-22 Feb-22 Mar-22 Apr-22 May-22 Jun-22 Jul-22 Aug-22 Sep-22

CLARKE-AARON, NOELLA	92%	89%	85%	89%	97%	98%	104%	102%	111%
CHIBAR, CHARMAINE	61%	100%	100%	100%			100%	108%	
DESSALINES, DUCLOS	120%	126%	108%	107%	121%	119%	113%	121%	109%
LAZARO RIVERA, NANCY	130%	136%	113%	115%	128%	128%	120%	126%	117%
MARZOUCA, KISHA F.	90%	88%	85%	99%	95%	101%	100%	110%	110%
NORMIL-SMITH, SHERLOUNE	116%	106%	106%	108%	113%	112%	106%	116%	98%

WOMEN'S HEALTH CARE

CASANOVA, JENNIFER	107%	133%	107%	121%	137%	123%	120%	134%	143%
FERWERDA, ANA M.	110%	102%	84%	92%	114%	106%	99%	103%	122%

BEHAVIORAL HEALTH

CALDERON, NYLSA	90%	97%	84%	92%	97%	91%	91%	93%	99%
JONES, KIARA	98%	101%	89%	96%	98%	100%	99%	98%	104%
GREEN, ASHLEY						118%	105%	61%	
LUCCHESI, KAREN	43%	67%	65%	70%	89%	86%	95%	83%	92%
CUSIMANO, ANGELA		116%	50%	70%	79%	89%	75%	71%	81%
LEQUERICA ZIEMBA, ADRIANA	79%	84%	84%	90%	109%	113%	105%	137%	105%

SUBSTANCE ABUSE CARE

DRAYTON, RENEISHA						105%	92%	118%	105%
HIRSCH, KAREN	86%	98%	81%	70%	131%	117%	105%	115%	122%
PEREZ-NUNEZ, DIANA			77%	83%	90%	82%	84%	96%	67%
MILETA, SNJEZANA	93%	124%	100%	93%	93%	96%	86%	109%	81%
MITCHELL, ANGELA	110%	105%	93%	94%	92%	97%	85%	114%	106%
LAWRENCE, MELISSA		129%	89%	103%	125%	105%	105%	121%	103%
PHILLIPS, COURTNEY	153%	53%	87%	166%	121%	132%	100%	94%	109%
REXACH, CLAUDIA	107%	121%	94%	80%	122%	109%	76%		

DENTAL

Oct-21 Nov-21 Dec-21 Jan-22 Feb-22 Mar-22 Apr-22 May-22 Jun-22 Jul-22 Aug-22 Sep-22

ALWEHAIB, ARWA	100%	105%	89%	97%	104%	104%	99%	99%	113%
CUCURAS, JOHN N	90%	140%	96%	102%	113%	94%	103%	106%	103%
BOWEN, BEVERLY							110%	74%	
SEMINARIO, ADA	75%	112%	94%	77%	102%	90%	90%	78%	87%
SILVA, MICHELLE	78%	102%	81%	92%	108%	94%	89%	97%	92%
SOFIANOS JR, MICHAEL						101%	106%	96%	85%
ZANGENEH, YASMINE	70%	107%	80%	73%	104%	82%	80%	97%	86%
WILLIAMS, RICHARD	63%	95%	78%	70%	84%	82%	83%	84%	81%
PARRISH, ROSARIO							116%	96%	
HARDCASTLE, CORINA	78%	89%	88%	83%	88%	92%	94%	96%	98%
MASON, SHERRY	60%	78%	59%	69%	72%	89%	84%	89%	76%
GONZALEZ, NANCY		63%	75%			98%	106%	150%	
PETERSEN, PATRICE	54%	83%	90%	88%	111%	100%	102%	108%	101%

ADULT CARE										
Provider	Daily Target	Days Worked	Target for the Month			Total for the Month Seen			% Monthly Target Achieved	Daily Average
			In-Person	Telehealth	Total	In-Person	Telehealth	Total		
HARBERGER, SENECA	5	10.0	39	1	40	37	1	38	95%	3.8
PEREZ, DANIEL JESUS	6	9.5	49	0	49	50	0	50	102%	5.3
TAHERI, NERGESS T.	9	12.0	95	0	95	81	0	81	85%	6.8
DORCE-MEDARD, JENNIFER	17	1.0	18	0	18	15	0	15	83%	15.0
PHILISTIN, KETELY	15	0.5	8	0	8	10	0	10	125%	20.0
ADULT CARE TOTALS		33.0	209	1	210	193	1	194	92%	

RESIDENTS										
PY1	8	17	136	0	136	125	0	125	92%	7.4
PY2	12	26	289	1	290	196	1	197	68%	7.6
PY3	16	9.5	152	0	152	114	0	114	75%	12.0
RESIDENTS TOTALS		52.5	577	1	578	435	1	436	75%	

WOMEN'S HEALTH CARE										
FERWERDA, ANA M.	17	1.5	26	0	26	26	0	26	100%	17.3
WOMEN'S HEALTH CARE TOTALS		1.5	26	0	26	26	0	26	100%	

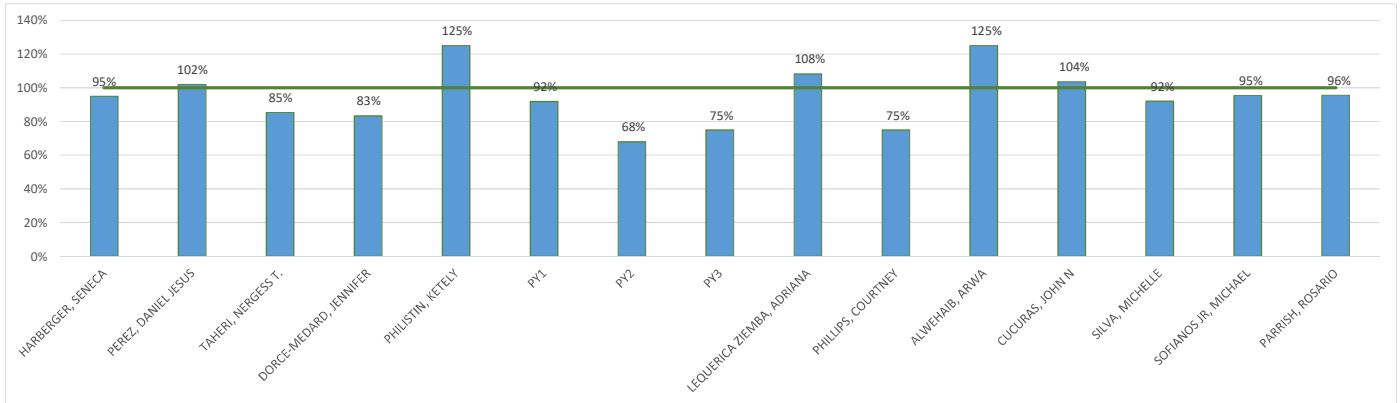
BEHAVIORAL HEALTH										
LEQUERICA ZIEMBA, ADRIANA	6	18.8	77	32	109	89	29	118	108%	6.3
BEHAVIORAL HEALTH TOTALS		18.8	77	32	109	89	29	118	108%	

SUBSTANCE ABUSE DISORDER										
PHILLIPS, COURTNEY	8	0.5	4	0	4	3	0	3	75%	6.0
SUBSTANCE ABUSE DISORDER TOTALS		0.5	4	0	4	3	0	3	75%	

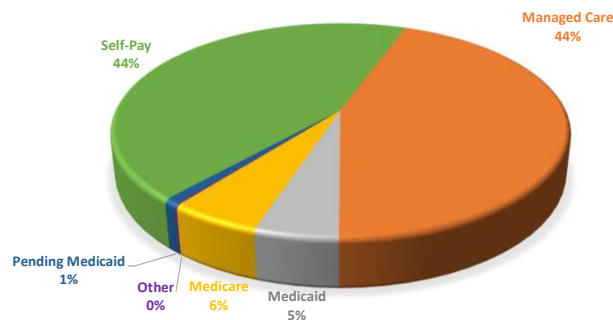
DENTAL										
ALWEHAIB, ARWA	16	0.5	8	0	8	10	0	10	125%	20.0
CUCURAS, JOHN N	16	7.0	112	0	112	116	0	116	104%	16.6
SILVA, MICHELLE	16	9.5	152	0	152	140	0	140	92%	14.7
SOFIANOS JR, MICHAEL	16	4.0	64	0	64	61	0	61	95%	15.3
DENTAL TOTALS		21.0	336	0	336	327	0	327	97%	

DENTAL HYGIENE										
PARRISH, ROSARIO	8	19.5	156	0	156	149	0	149	96%	7.6
DENTAL HYGIENE TOTALS		19.5	156	0	156	149	0	149	96%	

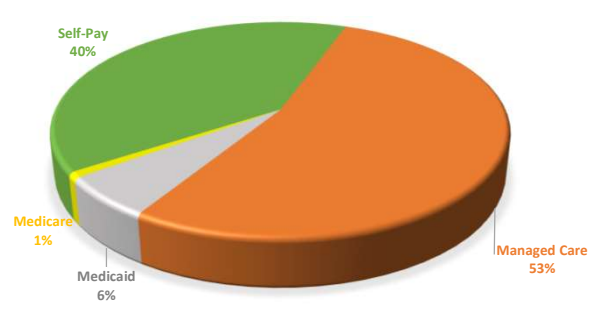
GRAND TOTAL										
		146.8	1,385	34	1,419	1,222	31	1,253	88%	



MEDICAL PAYER MIX



DENTAL PAYER MIX

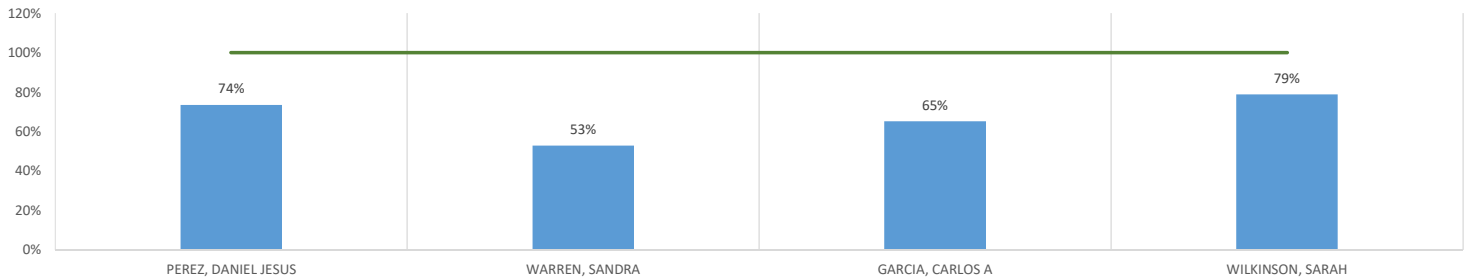


AS 06/30/2022 Based on Completed Appointments

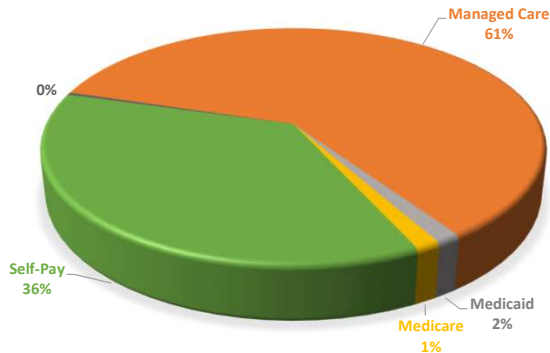
ADULT CARE										
Provider	Daily Target	Days Worked	Target for the Month			Total for the Month Seen			% Monthly Target Achieved	Daily Average
			In-Person	Telehealth	Total	In-Person	Telehealth	Total		
PEREZ, DANIEL JESUS	17	2.0	34	0	34	25	0	25	74%	12.5
WARREN, SANDRA	17	1.0	17	0	17	9	0	9	53%	9.0
GARCIA, CARLOS A	15	1.5	23	0	23	15	0	15	65%	10.0
WILKINSON, SARAH	15	21.0	315	1	316	248	1	249	79%	11.9
ADULT CARE TOTALS		25.5	389	1	390	297	1	298	76%	

SUBSTANCE ABUSE DISORDER										
SUBSTANCE ABUSE DISORDER TOTALS		0.0	0	0	0	0	0	0		

GRAND TOTAL		25.5	389	1	390	297	1	298	76%	
--------------------	--	-------------	------------	----------	------------	------------	----------	------------	------------	--



MEDICAL PAYER MIX



AS 06/30/2022 Based on Completed Appointments

ADULT CARE										
Provider	Daily Target	Days Worked	Target for the Month			Total for the Month Seen			% Monthly Target Achieved	Daily Average
			In-Person	Telehealth	Total	In-Person	Telehealth	Total		
LAM, MINH DAI	15	18	264	8	272	299	9	308	113%	17.1
ST. VIL, CARLINE	15	19.5	289	5	294	290	6	296	101%	15.2
ADULT CARE TOTALS		37.5	553	13	566	589	15	604	107%	

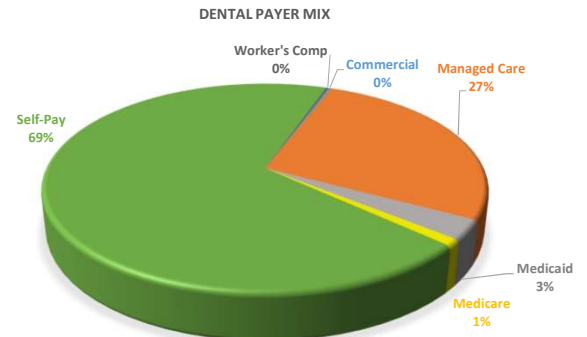
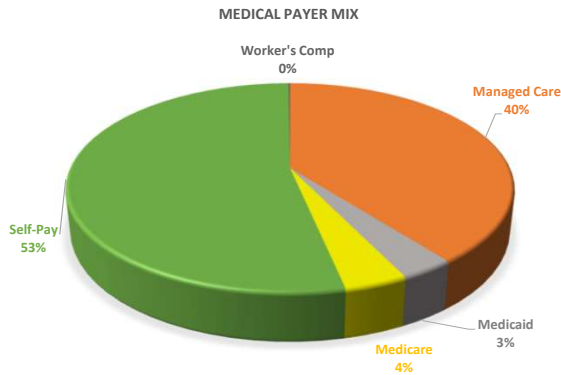
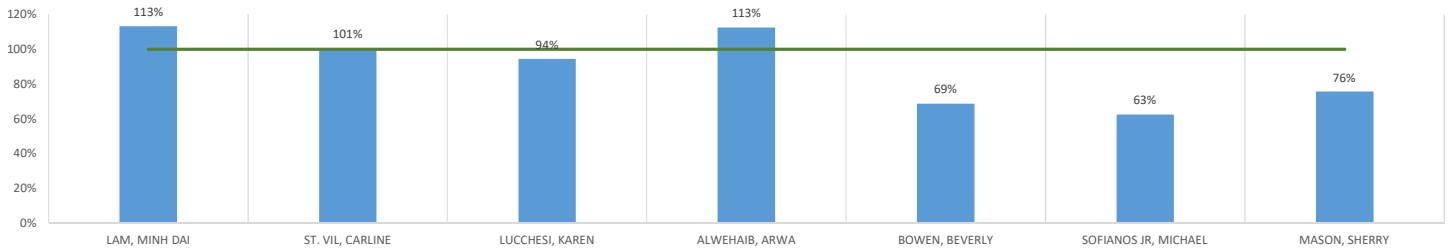
BEHAVIORAL HEALTH										
LUCCHESI, KAREN	10	12.5	91	34	125	93	25	118	94%	9.4
BEHAVIORAL HEALTH TOTALS		12.5	91	34	125	93	25	118	94%	

SUBSTANCE ABUSE DISORDER										
SUBSTANCE ABUSE DISORDER TOTALS		0	0	0	0	0	0	0		

DENTAL										
ALWEHAIB, ARWA	16	19.5	312	0	312	351		351	113%	18.0
BOWEN, BEVERLY	16	1	16	0	16	11		11	69%	11.0
SOFIANOS JR, MICHAEL	16	1	16	0	16	10		10	63%	10.0
DENTAL TOTALS		21.5	344	0	344	372	0	372	108%	

DENTAL HYGIENE										
MASON, SHERRY	8	21	168	0	168	127		127	76%	6.0
DENTAL HYGIENE TOTALS		21	168	0	168	127	0	127	76%	

GRAND TOTAL										
		93	1156	47	1203	1181	40	1221	101%	



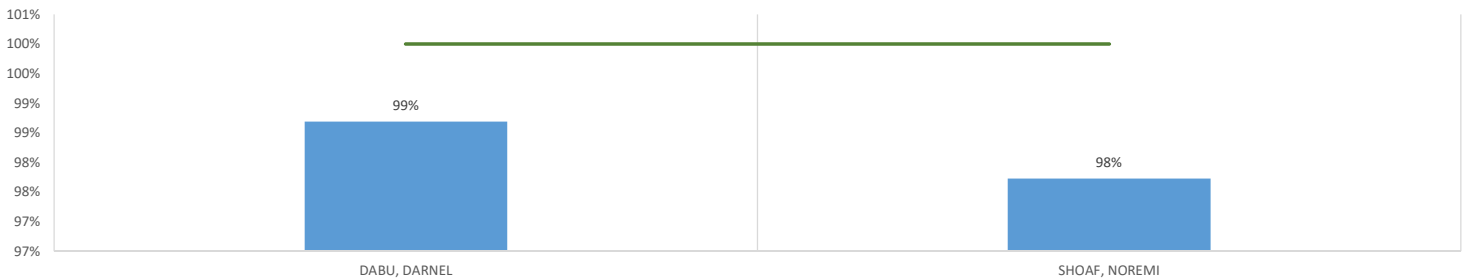
AS 06/30/2022 Based on Completed Appointments

ADULT CARE										
Provider	Daily Target	Days Worked	Target for the Month			Total for the Month Seen			% Monthly Target Achieved	Daily Average
			In-Person	Telehealth	Total	In-Person	Telehealth	Total		
DABU, DARNEL	17	13.5	226	3	229	223	3	226	99%	16.7
SHOAF, NOREMI	15	20.5	303	5	308	296	5	301	98%	14.7
ADULT CARE TOTALS		34	529	8	537	519	8	527	98%	

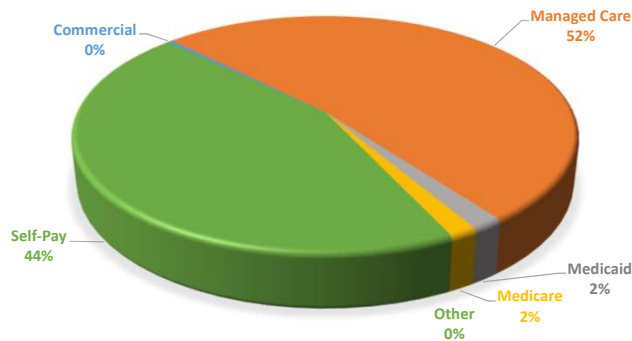
BEHAVIORAL HEALTH										
BEHAVIORAL HEALTH TOTALS		0	0	0	0	0	0	0		

SUBSTANCE ABUSE DISORDER										
SUBSTANCE ABUSE DISORDER TOTALS		0	0	0	0	0	0	0		

GRAND TOTAL		34	529	8	537	519	8	527	98%	
--------------------	--	-----------	------------	----------	------------	------------	----------	------------	------------	--



MEDICAL PAYER MIX





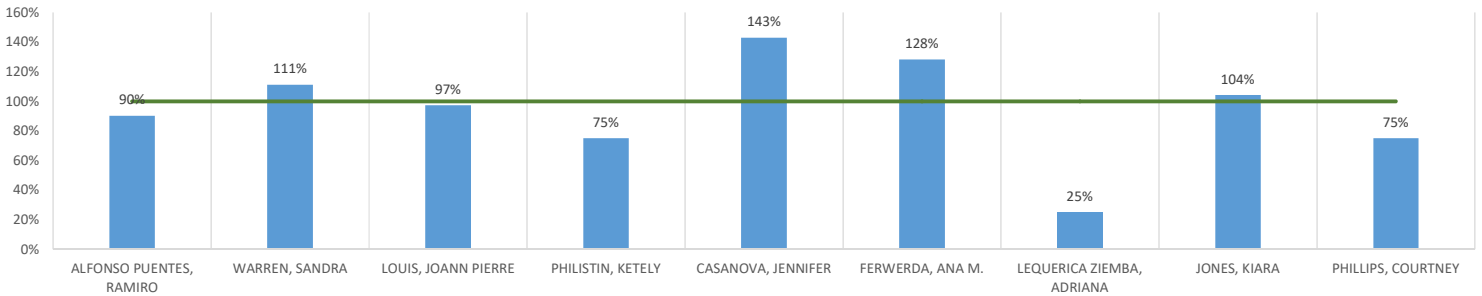
ADULT CARE										
Provider	Daily Target	Days Worked	Target for the Month			Total for the Month Seen			% Monthly Target Achieved	Daily Average
			In-Person	Telehealth	Total	In-Person	Telehealth	Total		
ALFONSO PUENTES, RAMIRO	17	20.5	348	2	350	314	2	316	90%	15.4
WARREN, SANDRA	17	0.5	9	0	9	9	1	10	111%	20.0
LOUIS, JOANN PIERRE	15	19.0	285	1	286	276	2	278	97%	14.6
PHILISTIN, KETELY	15	0.5	8	0	8	6	0	6	75%	12.0
ADULT CARE TOTALS		40.5	650	3	653	605	5	610	93%	

WOMEN'S HEALTH CARE										
CASANOVA, JENNIFER	15	12.5	189	0	189	270	0	270	143%	21.6
FERWERDA, ANA M.	17	6	103	0	103	132	0	132	128%	22.0
WOMEN'S HEALTH CARE TOTALS		18.5	292	0	292	402	0	402	138%	

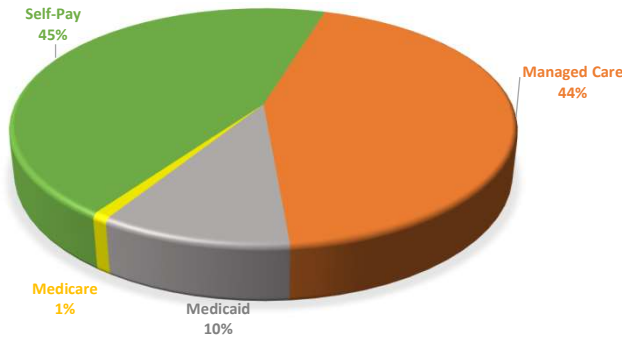
BEHAVIORAL HEALTH										
LEQUERICA ZIEMBA, ADRIANA	6	0.7	4	0	4	1	0	1	25%	1.4
JONES, KIARA	10	19.5	156	39	195	163	40	203	104%	10.4
BEHAVIORAL HEALTH TOTALS		20.2	160	39	199	164	40	204	103%	

SUBSTANCE ABUSE DISORDER										
PHILLIPS, COURTNEY	8	0.5	4	0	4	3		3	75%	6.0
SUBSTANCE ABUSE DISORDER TOTALS		0.5	4	0	4	3	0	3	75%	

GRAND TOTAL		79.7	1,106	42	1,148	1,174	45	1,219	106%	
--------------------	--	-------------	--------------	-----------	--------------	--------------	-----------	--------------	-------------	--



MEDICAL PAYER MIX



ADULT CARE										
Provider	Daily Target	Days Worked	Target for the Month			Total for the Month Seen			% Monthly Target Achieved	Daily Average
			In-Person	Telehealth	Total	In-Person	Telehealth	Total		
TAHERI, NERGESS T.	17	1.5	26	0	26	23	0	23	88%	15.3
PEREZ, DANIEL JESUS	17	10.0	171	0	171	179	0	179	105%	17.9
JEAN-JACQUES, FERNIQUE	15	20.0	297	4	301	312	5	317	105%	15.9
NAVARRO, ELSY	15	10.5	159	0	159	160	0	160	101%	15.2
PHILISTIN, KETELY	15	2.0	30	0	30	28	0	28	93%	14.0
ADULT CARE TOTALS		44	683	4	687	702	5	707	103%	

PEDIATRIC CARE										
DESSALINES, DUCLOS	17	17.5	297	0	297	323	0	323	109%	18.5
LAZARO RIVERA, NANCY	17	18.5	313	1	314	367	0	367	117%	19.8
NORMIL-SMITH, SHERLOUNE	17	19	323	0	323	318	0	318	98%	16.7
PEDIATRIC CARE TOTALS		55	933	1	934	1,008	0	1,008	108%	

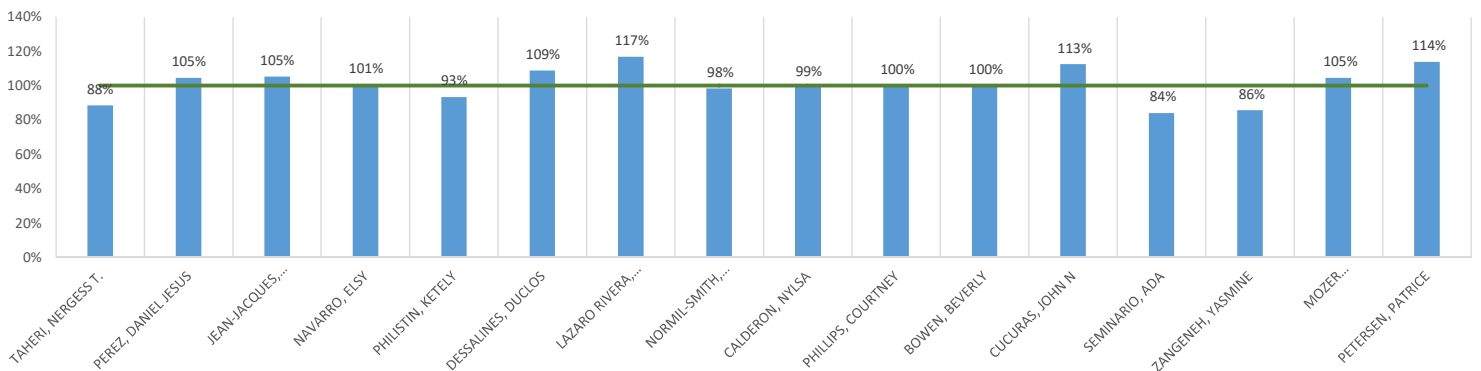
BEHAVIORAL HEALTH										
CALDERON, NYLSA	10	19.5	138	57	195	139	54	193	99%	9.9
BEHAVIORAL HEALTH TOTALS		19.5	138	57	195	139	54	193	99%	

SUBSTANCE ABUSE DISORDER										
PHILLIPS, COURTNEY	8	0.5	3	1	4	3	1	4	100%	8.0
SUBSTANCE ABUSE DISORDER TOTALS		0.5	3	1	4	3	1	4	100%	

DENTAL										
BOWEN, BEVERLY	16	0.5	8	0	8	8		8	100%	16.0
CUCURAS, JOHN N	16	1	16	0	16	18		18	113%	18.0
SEMINARIO, ADA	16	12.5	200	0	200	168		168	84%	13.4
ZANGENEH, YASMINE	16	16.5	264	0	264	226		226	86%	13.7
DENTAL TOTALS		30.5	488	0	488	420	0	420	86%	

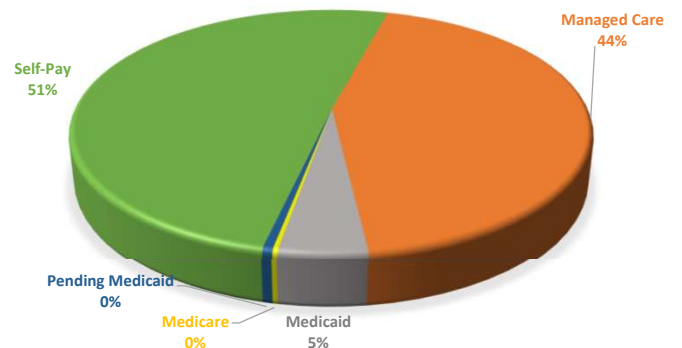
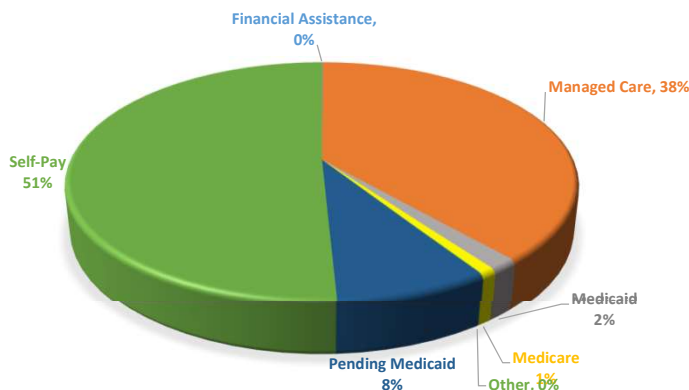
DENTAL HYGIENE										
MOZER NASCIMENTO, ARIANNE	8	21.5	172	0	172	180		180	105%	8.4
PETERSEN, PATRICE	16	8.5	136	0	136	155		155	114%	18.2
DENTAL HYGIENE TOTALS		30	308	0	308	335	0	335	109%	

GRAND TOTAL										
		179.5	2,553	63	2,616	2,607	60	2,667	102%	



MEDICAL PAYER MIX

DENTAL PAYER MIX

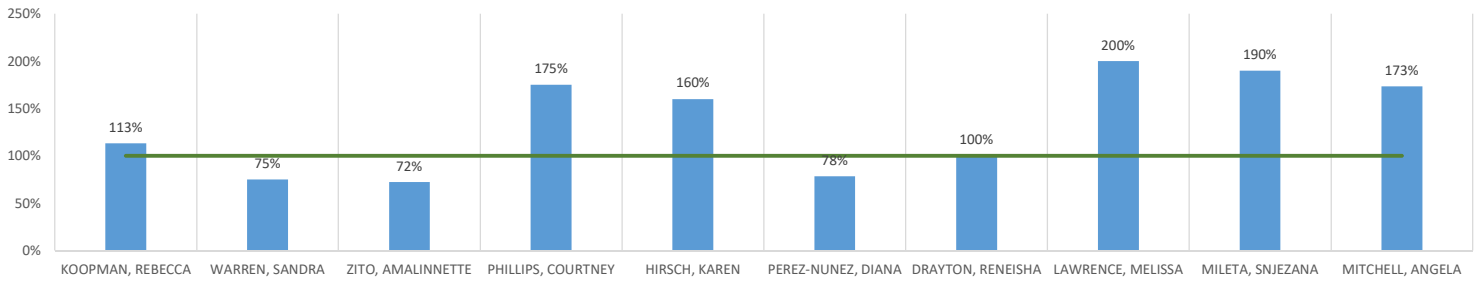


ADULT CARE										
Provider	Daily Target	Days Worked	Target for the Month			Total for the Month Seen			% Monthly Target Achieved	Daily Average
			In-Person	Telehealth	Total	In-Person	Telehealth	Total		
KOOPMAN, REBECCA	15	2.5	38	0	38	43	0	43	113%	17.2
WARREN, SANDRA	10	1.5	12	0	12	9	0	9	75%	6.0
ZITO, AMALINETTE	9	2	18	0	18	13	0	13	72%	6.5
ADULT CARE TOTALS		6	68	0	68	65	0	65	96%	

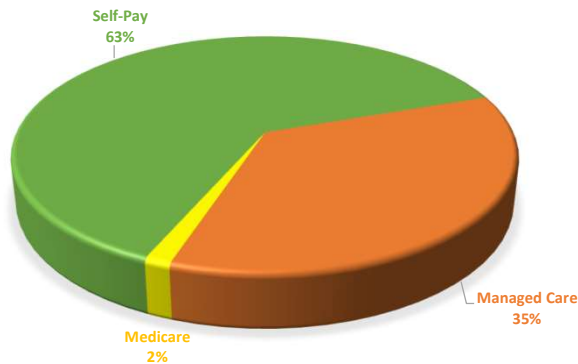
BEHAVIORAL HEALTH										
BEHAVIORAL HEALTH TOTALS		0	0	0	0	0	0	0		

SUBSTANCE ABUSE DISORDER										
PHILLIPS, COURTNEY	8	1.0	8	0	8	14	0	14	175%	14.0
HIRSCH, KAREN	6	0.8	4	1	5	7	1	8	160%	10.0
PEREZ-NUNEZ, DIANA	15	1.5	23	0	23	18	0	18	78%	12.0
DRAYTON, RENEISHA	10	0.5	3	2	5	3	2	5	100%	10.0
LAWRENCE, MELISSA	10	2.0	12	8	20	28	12	40	200%	20.0
MILETA, SNJEZANA	10	1.0	8	2	10	17	2	19	190%	19.0
MITCHELL, ANGELA	10	1.5	5	10	15	11	15	26	173%	17.3
SUBSTANCE ABUSE CARE TOTALS		8.3	63	23	86	98	32	130	151%	

GRAND TOTAL		14.3	131	23	154	163	32	195	127%	
--------------------	--	-------------	------------	-----------	------------	------------	-----------	------------	-------------	--



MEDICAL PAYER MIX





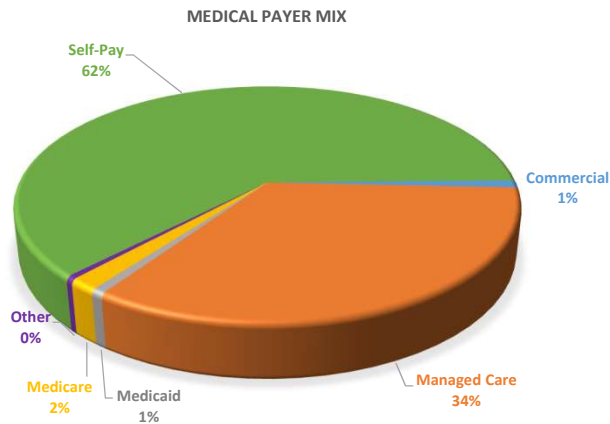
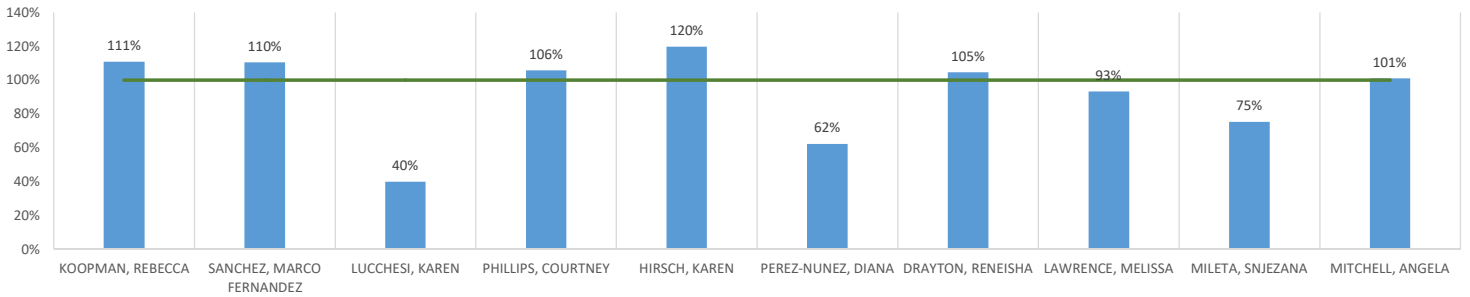
AS 06/30/2022 Based on Completed Appointments

ADULT CARE										
Provider	Daily Target	Days Worked	Target for the Month			Total for the Month Seen			% Monthly Target Achieved	Daily Average
			In-Person	Telehealth	Total	In-Person	Telehealth	Total		
KOOPMAN, REBECCA	15	16.5	248	0	248	275	0	275	111%	16.7
SANCHEZ, MARCO FERNANDEZ	15	21.5	325	0	325	359	0	359	110%	16.7
ADULT CARE TOTALS		38.0	573	0	573	634	0	634	111%	

BEHAVIORAL HEALTH										
LUCCHESI, KAREN	10	0.5	5	0	5	2	0	2	40%	4.0
CUSIMANO, ANGELA	12	0.5	0	6	6	0	2	2	33%	4.0
BEHAVIORAL HEALTH TOTALS		1.0	5	6	11	2	2	4	36%	

SUBSTANCE ABUSE DISORDER										
PHILLIPS, COURTNEY	7	9.5	49	21	70	57	17	74	106%	7.8
HIRSCH, KAREN	6	12.7	47	24	71	75	10	85	120%	6.7
PEREZ-NUNEZ, DIANA	15	3.5	53	0	53	33	0	33	62%	9.4
DRAYTON, RENEISHA	10	19.5	122	73	195	155	49	204	105%	10.5
LAWRENCE, MELISSA	10	19.5	110	85	195	128	54	182	93%	9.3
MILETA, SNJEZANA	10	19.0	120	70	190	115	28	143	75%	7.5
MITCHELL, ANGELA	10	19.0	111	79	190	148	44	192	101%	10.1
SUBSTANCE ABUSE CARE TOTALS		102.7	612	352	964	711	202	913	95%	

GRAND TOTAL		141.7	1,190	358	1,548	1,347	204	1,551	100%	
--------------------	--	--------------	--------------	------------	--------------	--------------	------------	--------------	-------------	--



ADULT CARE										
Provider	Daily Target	Days Worked	Target for the Month			Total for the Month Seen			% Monthly Target Achieved	Daily Average
			In-Person	Telehealth	Total	In-Person	Telehealth	Total		
DABU, DARNEL	17	0.5	9	0	9	6	0	6	67%	12.0
FLOREZ, GLORIA	17	18.5	311	4	315	292	3	295	94%	15.9
ZITO, AMALINETTE	9	1.0	9	0	9	10	0	10	111%	10.0
SANCHEZ, MARCO FERNANDEZ	15	1.0	15	0	15	19	0	19	127%	19.0
SHOAF, NOREMI	15	0.5	8	0	8	10	0	10	125%	20.0
PHILISTIN, KETELY	15	18.5	272	7	279	273	5	278	100%	15.0
ADULT CARE TOTALS		40	624	11	635	610	8	618	97%	

PEDIATRIC CARE										
CLARKE-AARON, NOELLA	17	21	357	0	357	396	0	396	111%	18.9
CHIBAR, CHARMAINE	11	1.5	13	0	13	14	0	14	108%	9.3
MARZOUCA, KISHA F.	17	11.5	195	0	195	223	0	223	110%	19.4
PEDIATRIC CARE TOTALS		34	565	0	565	633	0	633	112%	

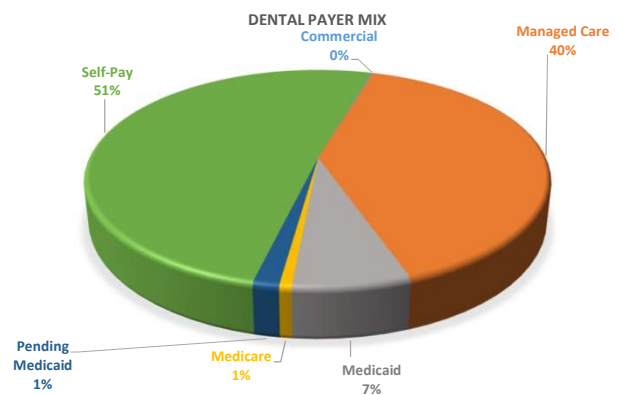
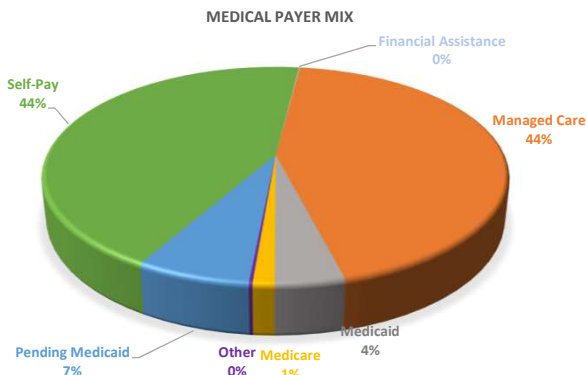
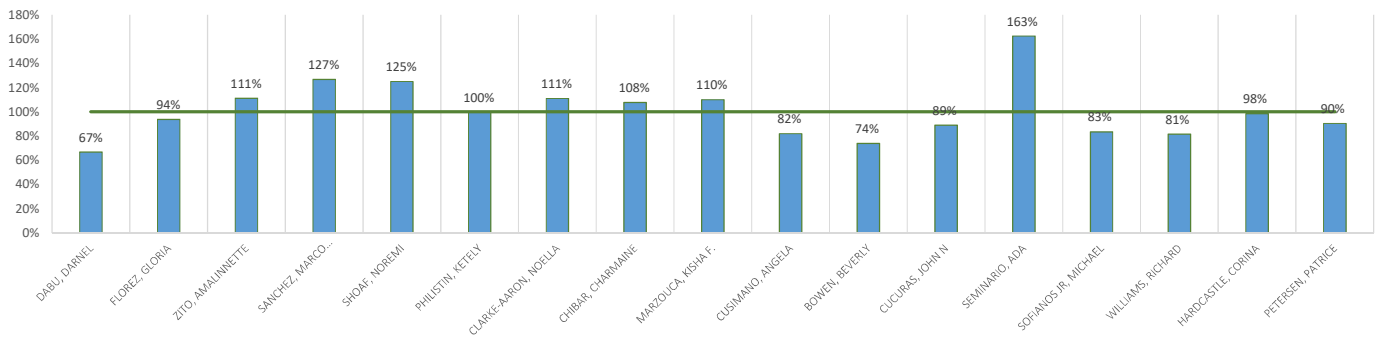
BEHAVIORAL HEALTH										
CUSIMANO, ANGELA	12	18.0	123	93	216	106	71	177	82%	9.8
BEHAVIORAL HEALTH TOTALS		18	123	93	216	106	71	177	82%	

SUBSTANCE ABUSE DISORDER										
SUBSTANCE ABUSE DISORDER TOTALS		0	0	0	0	0	0	0		

DENTAL										
BOWEN, BEVERLY	16	20.0	320	0	320	236		236	74%	11.8
CUCURAS, JOHN N	9	2.0	18	0	18	16		16	89%	8.0
SEMINARIO, ADA	16	0.5	8	0	8	13		13	163%	26.0
SOFIANOS JR, MICHAEL	16	14.0	224	0	224	187		187	83%	13.4
WILLIAMS, RICHARD	16	17.5	280	0	280	228		228	81%	13.0
DENTAL TOTALS		54.0	850	0	850	680	0	680	80%	

DENTAL HYGIENE										
HARDCASTLE, CORINA	8	16.5	132	0	132	130		130	98%	7.9
PETERSEN, PATRICE	16	11.0	176	0	176	159		159	90%	14.5
DENTAL HYGIENE TOTALS		27.5	308	0	308	289	0	289	94%	

GRAND TOTAL										
		173.5	2,470	104	2,574	2,318	79	2,397	93%	



Quality Council Meeting Minutes

Date: July 5, 2022

Time: 9:00AM – 11:00AM

Attendees: Andrea Steele – Executive Director of Corporate Quality; Maria Chamberlin – Nurse Manager; Dr. Sandra Warren – Associate Medical Director; Dr. John Cucuras – FQHC Dental Director; David Speciale – Patient Experience Director; Alexa Goodwin – Patient Relations Manager; Marisol Miranda – Director of Clinic Operations, Jonathan Dominique – Clinic Quality Analyst; Dr. Charmaine Chibar – FQHC Medical Director; Dr. Valena Grbic, Medical Director, District Cares; Dr. Hyla Fritsch – AVP, Executive Director of Clinic Operations & Pharmacy Services; Nancy Gonzalez – Dental Manager;

Excused: Shauniel Brown – Senior Risk Manager; Dr. Courtney Phillips - Director of Behavioral Health; Irene Garcia – Dental Quality Coordinator; Carolina Foksinski, Operations Process Manager; Dr. Belma Andric – VP and Chief Medical Officer;

Minutes by: Jonathan Dominique

<u>AGENDA ITEM</u>	<u>DISCUSSION / RECOMMENDATIONS</u>	<u>ACTION ITEMS (AI)</u>	<u>RESPONSIBLE PARTY</u>	<u>DATE</u>																																									
UTILIZATION																																													
OPERATIONS	<p><u>Productivity</u> The Clinics continue to see an increase in overall total billable visits since the start of the pandemic. Lantana (1,580) had the highest number of patients followed by West Palm Beach Primary (1,099). West Palm Beach Dental had the third highest.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="6">Productivity June 2022</th> </tr> <tr> <th rowspan="2">Service Line</th> <th colspan="2">Target</th> <th colspan="2">Seen</th> <th rowspan="2">% of Goal</th> </tr> <tr> <th>In Person</th> <th>Tele</th> <th>In Person</th> <th>Tele</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Adult Care</td> <td>4,278</td> <td>41</td> <td>4,214</td> <td>43</td> <td>99%</td> </tr> <tr> <td>Pediatrics</td> <td>1,498</td> <td>1</td> <td>1,641</td> <td>0</td> <td>109%</td> </tr> <tr> <td>Women’s Health</td> <td>318</td> <td>0</td> <td>428</td> <td></td> <td>135%</td> </tr> <tr> <td>Behavioral Health</td> <td>594</td> <td>261</td> <td>593</td> <td>221</td> <td>95%</td> </tr> </tbody> </table>	Productivity June 2022						Service Line	Target		Seen		% of Goal	In Person	Tele	In Person	Tele	Total	Adult Care	4,278	41	4,214	43	99%	Pediatrics	1,498	1	1,641	0	109%	Women’s Health	318	0	428		135%	Behavioral Health	594	261	593	221	95%			
Productivity June 2022																																													
Service Line	Target		Seen		% of Goal																																								
	In Person	Tele	In Person	Tele		Total																																							
Adult Care	4,278	41	4,214	43	99%																																								
Pediatrics	1,498	1	1,641	0	109%																																								
Women’s Health	318	0	428		135%																																								
Behavioral Health	594	261	593	221	95%																																								

Substance Abuse	686	376	818	235	99%
Dental	2,018		1,799		89%
Dental Hygiene	940		900		96%
Residents	577	1	435	1	75%
Total	10,909	680	10,828	500	98%

Medical Payer Mix

Self-Pay – 50%
 Managed Care – 42%
 Pending Medicaid – 3%
 Medicare – 2%
 Medicaid – 3%

Dental Payer Mix

Self-Pay – 52%
 Managed Care – 41%
 Medicaid – 5%
 Medicare – 1%
 Pending Medicaid – 1%

(Clinic productivity report with graphs were presented.)

Walk-ins

Medical

- Scheduled: 78%
- Walk-Ins: 22%

Dental:

- Scheduled: 73%
- Walk-Ins: 27%

	The number of walk-ins is increasing overall in the clinics.			
	<p><u>No Show Rates</u> No Show rates are trending upward and are at a rate of 18%; still 11% less than this time last year. This is possibly due to the summertime and patients taking time off whilst not canceling their appointments.</p> <p>(Report with graph presented.)</p>	Marisol will investigate further.	Marisol	8/2/22
PATIENT RELATIONS				
GRIEVANCES, COMPLAINTS & COMPLIMENTS	<p><u>Patient Relations Dashboard:</u> For May 2022, there were a total of 17 Patient Relations Occurrences that occurred between 4 Clinics and Clinic Administration. This is an 89% increase compared to last month. Of the 17 occurrences, there was 2 Grievances and 15 Complaints. The top 5 categories were Care & Treatment, Referral Related, Respect Related, Finance and Physician Related issues. The top subcategories were Lack of Continuity of Care and Bad Attitude/Rude. There was also a total of 45 compliments received across 6 Clinics and Clinic Administration. This is a 61% increase from last month.</p> <p><i>(Patient Relations Report & Patient Relations Dashboard with Graphs presented.)</i></p>			
SURVEY RESULTS	<p><u>Patient Satisfaction Survey – May 2022</u> For May 2022 there were 344 surveys completed which is a 1% decrease from the previous month. The top 5 and lowest 5 scored-questions were presented. Of the surveys</p>			

	<p>completed, 75% of the surveys were scored as Excellent /Very Good (Promoters) and 9% of the surveys were scored as Fair/Poor (Detractors). Promoters slightly decreased and detractors remained the same when compared to last month. Survey data indicates that 69% were completed by Females, 28% Male, and 3% Close not to disclose. Patients prefer to be seen in the mornings at the beginning of the week. Most surveys (28%) were completed by patients after their first visit to the practice. Surveys were received for all locations and Departments with West Palm Beach & Lake Worth Primary Care receiving the most amount of surveys. Trends for low scoring (Detractor) questions are:</p> <ul style="list-style-type: none"> • Appointment available w/in reasonable time – Decreased (improved) from 14% to 13% • Informed about delays during the visit – Increased (worsened) from 20% to 22% (Mostly WPB) • Ability to contact After Hours – increased (worsened) from 19% to 23% • Wait time reception - increased (worsened) from 17% to 18% • Wait time exam stayed the same • Phone calls answered promptly – Decreased (improved) from 16% to 12% <p>Breakdown of scores; Benchmarks with like organizations; and Patient Comments by Clinic / Department presented. PDCA's are being implemented to improve scores for 2022.</p>			
--	--	--	--	--

	<i>(Patient Satisfaction Survey PowerPoint presented.)</i>			
OUTBOUND CALL CAMPAIGNS	<p><u>Provider Reschedules</u> In June 2022, The Clinic Service Center contacted 418 patients to reschedule their appointment. This was due to provider call out, provider resignation and provider unavailable. This was 30% increase a from the previous month where we rescheduled 321 patients. Trends over time reported for provider reschedules.</p> <p><u>Outbound Campaign - HPV</u> In June 2022, The Clinic Service Center completed two outbound campaigns for the Lantana pediatric clinic: Patients who had not any doses of the HPV vaccine (74 patients) and Patient who require a 3rd dose of the HPV vaccine (24 patients). Of the 74 patients who had not received any doses of HPV, 7 were scheduled for an appointment and 21 patients already had an upcoming appointment. Of the 24 patients who had not received the 3rd dose, 5 patients were scheduled for an appointment and 12 patients already had an upcoming appointment. Notes were added to the chart for the patients who already had an upcoming appointment.</p> <p><u>After Hours Call Return Summary Report – June 2022</u> In June 2022, the Clinic Service Center returned 221 calls received from the After-Hours service. This was a 7% decrease from the previous month. After hours calls by Type, by Clinic, and by Department presented. Of the 221 after hours calls received 24% of the calls were paged out</p>			

	<p>to the on-call provider for a clinical issue. All clinical issues were paged out. Trends over time reported.</p> <p><u>Hospital Follow Up Scheduling Campaign - May 2022</u> The Clinic Service Center contacted 341 Managed Care patients that required a Hospital Follow Up appointment. This was a 5% decrease from the previous month. Of the 341 patients, 21% were scheduled to be seen by their clinic PCP at the time of the outreach. 65% of the patients had Sunshine as their payor.</p> <p><u>Hospital Follow Up Trends & Reconciliation</u> The Clinic Service Center reconciled Hospital Follow Up Appointments between March 2022 and April 2022. For attended appointment:</p> <ul style="list-style-type: none"> • March – 22% of patients attended (4% increase from last month) • April - 21% of patients attended (4% increase from last month) <p>The 2-month (March /April) average of each outreach activities for hospital follow up and reconciliation are:</p> <ul style="list-style-type: none"> • 5% of Patients have a Future Appointment • 19% of Patients were Loss to Follow Up • 22% of Patients Attended Appointment • 55% of Patients Did not Attend an Appointment <p>Breakdown by month and trends over time presented.</p> <p><i>(Outbound Campaign PowerPoint presented.)</i></p>	<p>David will update dashboard to state Substance Use instead of Substance abuse.</p> <p>Team expecting to see increase in the number of patients attending their follow up appointments next month. If there is not improvement. Team will meet to discuss strategy.</p>	<p>David</p> <p>Clinic Admin Team</p>	<p>8/2/22</p> <p>8/2/22</p>
<p>NEXT THIRD AVAILABLE</p>	<p>The Next Third Available (NTA) report for June 2022 was presented by Clinic location and included all Departments associated and clinics. The report excludes “same day”</p>			

	<p>appointment slots that are available each clinic Monday thru Friday. The clinic with the greatest Next Third Available are Lake Worth Primary Care and Lake Worth Women’s Health. These clinics maintain a minimum NTA of 4 weeks or more. Lake Worth Primary Care’s NTA ranges from 66 to 102 days for a scheduled appointment; Lake Worth Women’s Health NTA ranges from 32 to 40 days; and Jupiter Primary Care NTA is 26 days for both providers. Dr. Navarro at the Lantana Clinic continues to be the Provider with the greatest NTA but has decreased from 102 days to 85 days when compared to last month. Behavioral Health NTA presented and all departments have reasonable access to care. Dental NTA presented and the WPB location has an NTA up to 48 days.</p> <p>Trends over time also presented for each clinic and Provider. Data indicates that overall NTA for Primary Care has increased by 19% since the April and the minimum NTA for Primary care ranges from 0 to 118 days as of June 30, 2022. Corrective actions include the onboarding of new providers in July which will improve the Next Third Available.</p> <p><i>(Third Next Available PowerPoint presented.)</i></p>			
QUALITY				
QUALITY AUDITS				
MEDICAL	<p><u>Hemoglobin A1C/Point of Care Testing</u> Shows: The diabetes measure data for January-May 2022 shows that our patients are currently controlled at 71% while 24 % are uncontrolled (from 2997 diabetic patients total)</p>			

and 5 % of patients need data. HRSA goal is to have 67% of patients with controlled diabetes. There were 2382 POC A1Cs done (79% of Diabetic Patients). There was an increase of A1c POC testing compared to 76% in the previous month. The majority of controlled patients had 81% and uncontrolled 92% patients had the A1c done at POC vs. lab.

Belle Glade Clinic (86%), Jupiter Clinic (86%), West Palm Beach Clinic (84%). Lewis center and Mangonia even though they have the lowest number of diabetic patients A1c done at POC is high 94 and 88%. Lake Worth and Belle Glade Clinics had the highest percentage of untested patients in May at 5%. 149 patients did not have data, 55% had already a future appointment, 45% patients did not have a schedule future appointment.

Colorectal Cancer Screening

Colorectal cancer screening YTD - MAY 2022		Satisfied	Needs Data			
Clinics	Eligible Population		# Patients with FIT Test Ordered		# Missed Patients	
Belle Glade	923	325 35%	457	50%	141	15%
Boca	432	197 46%	187	43%	48	11%
Delray Beach	821	277 34%	481	59%	63	8%
Jupiter	605	177 29%	242	40%	186	31%
Lake Worth	968	334 35%	506	52%	128	13%

Lantana	927	350 38%	462 50%	115 12%
Lewis Center	162	21 13%	119 73%	22 14%
Mangonia Park	67	6 9%	48 72%	13 19%
Mobile	1	0 0%	0 0%	1 100%
West Palm Beach	1093	326 30%	628 57%	139 13%
Total		2,015	3153 52%	883 15%
		33%	4,036	67%

Satisfied: 2015 (33%)
Needs Data: 4036 (67%)

We have seen improvements throughout the year (started at 27% in January), yet the improvements has not been drastic. Of the 4,036 that have not met the metric, there are several patients with placed orders that have not been returned for result. Jupiter clinic is a point of concern with their high rate of missing results in combination with their low screening rate.

Kim is finalizing the competencies on colorectal cancer screenings. She will provide in-service sessions in all of the clinics for this measure. Once those have been completed she will follow up on the clinics' progress.

Kim Bush

8/2/22

FIT Test

It appears that Fit tests are not being returned as expected. Our highest return rates were at Belle Glade Clinic (44%),Lantana (36%), and West Boca Raton (34%).

Belle Glade and Lantana are leading the charge in Point of Care FIT Tests.

	(Report with graph presented.)			
	<p><u>Cervical Cancer Screening</u> Satisfied: 2588 (38%) Needs Data: 4268 (62%)</p> <p>We have increased our satisfied by 2% since February. Not a large increase, but an increase all the same. The number of missed patients has trended downward (down to 46% from 51% in February). The clinics with the highest rate of 'satisfied' patients are Lake Worth (54%), Lantana (49%), and Boca (47%). Delray (26%) and West Palm Beach (20%) as large locations are concerning.</p>			
	<p><u>Breast Cancer Screening</u> Satisfied screenings – 51% Unsatisfied Screenings – 49%</p> <ul style="list-style-type: none"> • Not Met with order – 75% • Not Met (Patient Missed) – 25% <p>Jan-May: Among the whole population, satisfaction improved/ from 44%- 51% while the number of patients not met with order 37% remained the same. The number of patients with no order, however decreased from 13%-12%. These is a comparison to April.</p> <p>Highest performing locations are Belle Glade (61%), Boca (62%), and Lantana (56%). Dr. Warren has some theories as to why these locations are as successful as they are and will further look into them to see if it is possible to bring that success to other locations.</p>	<p>Dr. Warren will follow up with Doctors in the clinics.</p> <p>Andrea has placed a report request with our Business Intelligence team on reconciling UDS Mnemonics with what</p>	<p>Dr. Warren</p> <p>Andrea / Business</p>	<p>8/2/22</p> <p>8/2/22</p>

		our providers are ordering to make sure that there are not any gaps. We continue to find measures where the data is not being mapped appropriately and hopes are that this report will help resolve our current data issues.	Intelligence	
DENTAL	<u>Dental Sealants</u> 93% (288; n=311) [Jan-May 2022] 93% May 2022 (80; n=86)			
	<u>Same Day Extractions (Limited Exams)</u> Limited Exams (n= 381) Same Day Extractions: 191 (50% n=381) Returns (Follow-Up): Patients with a future extraction appointment type– 23 (6% n=381) Returned within 21 days for extraction 19 (83% n=23) Antibiotics Given: Patients without a future extraction appointment type 108 (28% n=381) Extraction not needed: non-emergent 59 (15% n=381)			
	MDI/WHO – May 2022 <ul style="list-style-type: none"> – Total Pediatric Patients 210 <ul style="list-style-type: none"> ○ Excluded from MDI 68 (33% n=210) 			

	<ul style="list-style-type: none"> - Total Well visit 142 <ul style="list-style-type: none"> o No MDI 67 (32% n=142) o MDI 97 (68% n=142) <ul style="list-style-type: none"> WHO 59 (61% n=97) No WHO 37 (39% n=97) - Seen by Dentist 49 (75% n=65) (83% n=59) <p>There are some questions with the dashboard. The denominator only counts for the days that MDI actually runs. There is a possibility that the days where there is no hygienist, pediatricians are still applying the MDI smartset. This is already being done, however, it is based on a manual procedure reliant on schedules provided by dental quality coordinator to the BI team.</p> <p>Why do we not have a full time MDI Hygienist? The MDI hygienist is full-time, however, they split their time between clinics.</p>	<p>Dr. Cucuras will be looking into the discrepancies in the data pulling the denominator from the WHO</p> <p>Nancy has taken over the responsibilities of the schedule while Irene is out.</p>	<p>Dr. Cucuras / Jonathan</p> <p>Nancy</p>	<p>8/2/22</p> <p>8/2/22</p>
<p>WOMEN'S HEALTH</p>	<p><u>Prenatal Age</u> DATA is currently inaccurate. (Report with graph presented.)</p> <p><u>Entry into Care</u> DATA is currently inaccurate. (Report with graph presented.)</p>			
	<p><u>Deliveries & Birthweights</u> DATA is currently inaccurate. (Report with graph presented.)</p>			

	<p><u>Addressing Quality Measures</u> Andrea is currently working on a dashboard showing UDS Data for the last 5 years trended over time. As of right now, we are currently performing well in only 3</p> <p>Jillian Maccini will be providing EPIC with the HRSA guidance on our immunization measure as there is currently a misalignment in reading the system reading the measure and in turn not counting the HIB provided on the date of birth along with other vaccinations. Cervical cancer screening was recently fixed after the 2 procedure codes were correctly mapped. Andrea stressed that she would like the administrative team to look at what providers ordered vs the mnemonics of what UDS is picking up ensuring that all gaps are addressed before the end of the year. Having Epic and Athena combined data is important in the validation of measures like depression remission.</p>	<p>Team will have to determine what the will use as a baseline to set goals for the service area competition grant between now and July 29th.</p>	<p>Clinic Admin</p>	<p>8/2/22</p>
	<p><u>PCMH Annual Renewal</u> PCMH Annual renewal was submitted on 6/17/2022 NCQA informed us on 6/28/22 that our 5 Largest sites are once again recognized as Patient Center Medical Homes.</p> <p>Recognition Dates: 06/28/2022 - 07/02/2023 Anniversary Date: 07/02/2023 Annual Reporting Date: 06/02/2023</p>			
<p>NURSING</p>	<p><u>Higher Level of Care</u> 86 ER referrals/82 patients were sent to the ER in May. The breakdown of the referrals is: WH- 8 (9%) Peds- 20 (23%)</p>			

<p>Adult- 49 (57%) Adult Crisis- 2 (2%) Urgent Care- 7 (8%) Peds Crisis-0 Dental- 0</p> <p>There were 8 patients with multiple orders in May. Upon review of the chart, the duplicate referrals were appropriate.</p> <p>Medical Director to review one patient of Dr. Clarke’s for necessity of repeat referral. All other patients with multiple referrals were necessary upon review of charts.</p> <p>ADULT REFERRALS- Dr. Perez, Joanne Pierre-Louis and Elsy Navarro were the top producers of adult referrals for May with 4 each of the 54 adult referrals.</p> <p>HOSPITAL REFERRAL- These are from the WH department</p> <p>PEDS REFERRALS- highest producer was Dr. Clarke</p> <ul style="list-style-type: none"> – 12 of the 20 (60%) peds referrals were from Dr. Clarke – 3 of the 20 (15%) from Dr. Marzouca – 4 of the 20 (20%) from Dr. Lazaro – 1 of the 20 (5%) from Dr. Dessalines <p>The incorrect referral type was used 6 times for a pediatric referral.</p> <p>URGENT CARE/ER REFERRAL- Audit was done on one of the urgent care referrals.</p>			
---	--	--	--

	<p>It was ordered by Dr. Chibar and used appropriately after hours for a critical lab result call. Proposal to remove this referral type if not necessary. Can the after hours be ordered same as in clinic?</p> <p>Based on our CDM data WPB clinic has the highest number of Patients with Chronic diseases. Suggestion that locations with patients with such complicated issues should have adjusted productivity to allow providers more time with these patients and reduce cycle time.</p>			
	<p><u>HIV Linkage To Care</u> December 1st 2021 to November 30th, 2022</p> <ul style="list-style-type: none"> • <u>6</u> patients with new HIV diagnoses • <u>4</u> have been seen by DOH and started treatment within 30 days, • <u>1</u> patient linked to care after 30 days • <u>1</u> patient in April that has 'no showed' twice for follow up appointment with PCP. I followed up with DOH and was informed patient refused services with DOH. 			

QUALITY METRICS

UDS May 2022

Of the 17 UDS Measures: 5 Exceeded the HRSA Goal and 12 were short of the HRSA Goal (*Clinic Score/ HRSA Goal / Healthy People Goal*)

Medical UDS Report	Adult Weight screening and follow up: (66% / 90%)			
	Breast Cancer Screening: (51%/60%)			
	Cervical Cancer Screening: (46% /65%)			
	Childhood immunization: (25%/ 60%)			
	Colorectal Cancer Screening: (38% / 82%)			

Coronary Artery Disease CAD: (83% / 81%)			
Dental Sealants: (93% / 75%)			
Depression Remission: (6% / 14%)			
Diabetes: (71% / 67%)			
HIV Screening: (30% / 32%)			
Hypertension: (69% / 80%)			
Ischemic Vascular Disease (IVD): (76% / 86%)			
Depression screening: (94% / 83%)			
Depression screening (Homeless): (92% / 83%)			
Tobacco use screening & cessation: (90% / 93%)			
HIV Linkage to Care: (__% /90%)			
Weight assessment, Children & Adolescent: (87% /90%)			
Meeting Adjourned: 11:00 AM			

DISTRICT CLINIC HOLDINGS, INC.
BOARD OF DIRECTORS
July 27, 2022

1. Description: Operations Reports – June 2022

2. Summary:

This agenda item provides the following operations reports for June 2022:

- Clinic Productivity, including in-person and telehealth metrics, No Show trended over time and walk-in percentages.

3. Substantive Analysis:

In June, the clinics had 11,224 visits which are 240 more than the month prior and 647 more than June of 2021. 72% of patients were adults and 28% were pediatrics. The Lantana Clinic had the highest volume with 1,815 visits, followed by the West Palm Beach Clinic with 1,554.

Our payer mix for June reflects 67% uninsured, which is 2% higher than the previous month. 28% of patients were Managed Care.

Productivity targets were met in Belle Glade, Delray, Lantana and Mangonia Adult Medical; Pediatrics in both West Palm Beach and Lantana Clinics; Women's Health in both Lake Worth and Belle Glade, Behavioral Health in Lake Worth and Belle Glade Clinics and Substance Use at the Lewis Center. In the 90% and higher range were Adult Medical in West Palm Beach, Jupiter, Lake Worth, Lewis Center and our Boca Clinic, Dental in Delray, Belle Glade and Lantana.

In June, the number of patients who walked in and were seen the same day totaled 2,324, an increase of 13% from the previous month. 24% of patients seen in medical were walk-ins and 23% of patients seen in dental were walk-ins. The West Palm Beach Clinic had the highest volume of walk-ins with 507, followed by the Lantana clinic with 484 walk-ins. The West Palm Beach dental clinic consistently has the highest volume of walk-ins with 223, followed by the Delray Beach dental clinic with 212 walk-ins. The medical clinics' rolling 12-month average walk-in' percentage remains 22% and the dental clinic's rolling 12-month average walk-in percentage decreased to 27%.

The No Show rate in June slightly increased to 18%. The Tele no-show rate remains consistent at 9% of the total no-shows in the past 12 months.

DISTRICT CLINIC HOLDINGS, INC.
BOARD OF DIRECTORS
July 27, 2022

4. Fiscal Analysis & Economic Impact Statement:

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

Reviewed for financial accuracy and compliance with purchasing procedure:

N/A

 Candice Abbott
 VP & Chief Financial Officer

5. Reviewed/Approved by Committee:

N/A

 Committee Name

 Date Approved

6. Recommendation:

Staff recommends that the Board approve the Operations Reports for June 2022.

Approved for Legal sufficiency:

Bernabe Icaza

 Bernabe Icaza
 VP & General Counsel



M. Miranda

 Marisol Miranda
 Director of Clinic Operations





H. Fritsch

 Dr. Hyla Fritsch
 AVP & Executive Director of Clinic and
 Pharmacy Services

TOTALS

Unique Patients	Patient Visits
 7,544	 11,224

VISIT TYPE

Office Visit	Telemedicine	Nurse Only	Proc. visit
7,427 10,667 	355 478 	73 73 	6 6 

VOLUME BY CLINIC

	Patient Visits	Unique Patients
Lantana Primary	1,715	1,580
West Palm Beach Primary	1,251	1,099
West Palm Beach Dental	755	518
Mangonia BH	968	779
Lantana Dental	610	588
Mangonia Primary	130	102
Belle Glade Primary	632	581
Lake Worth Primary	604	580
Delray Primary	402	324
Jupiter Primary	527	509
Delray Dental	499	376
Belle Glade Dental	298	289
Lake Worth Women's	919	455
Boca Primary	475	315
Lake Worth BH	65	64
West Palm Beach BH	207	188
Lewis BH	635	423
Belle Glade BH	178	165
Delray BH	100	93
Lantana BH	108	106
Lewis Primary	120	105
Belle Glade Women's	26	23

MONTHLY VOLUME

Legend: Adult >18 (Blue), Pediatric 0-18 (Grey)

Year	Adult	Pediatric	Total
2022	8,071 (72%)		11,224
June			

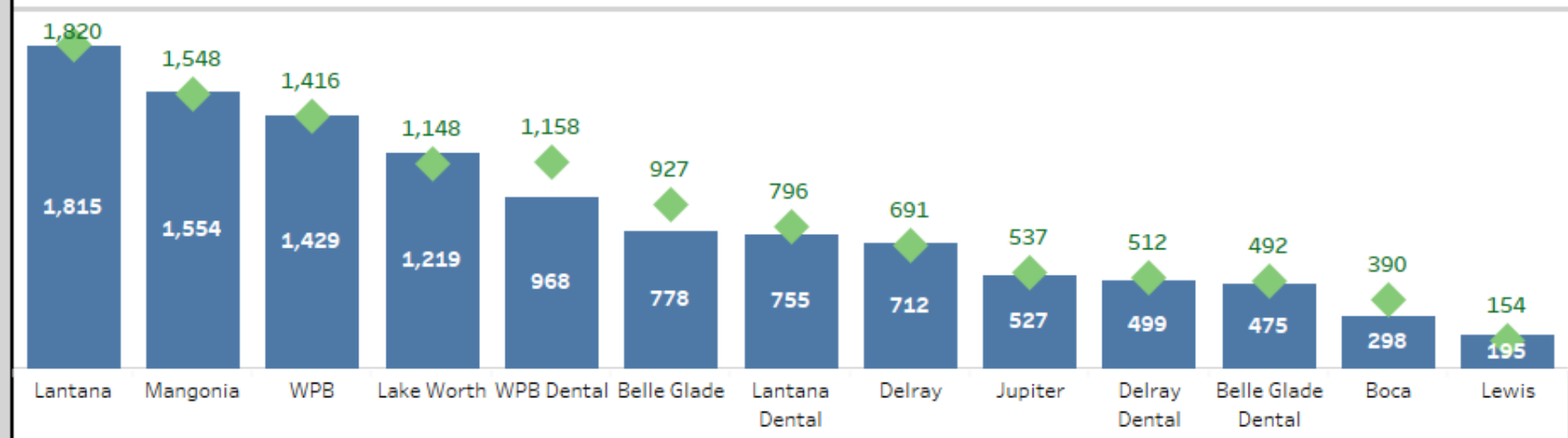
VOLUME BY PROVIDER CATEGORY

Category	Patient Visits	Unique Patients
Adult	4,301	
Dental	2,697	
Pediatric	1,641	
Substance Abuse	1,055	
Behavioral Health	707	
OB/GYN	428	
Adult/Peds	380	
Certified Registered Nurs..	15	

PAYER MIX

Payer Category	Percentage
Uninsured	67%
Managed Care	28%
Medicaid	0%
Medicare	0%
Commercial	0%
Other	0%

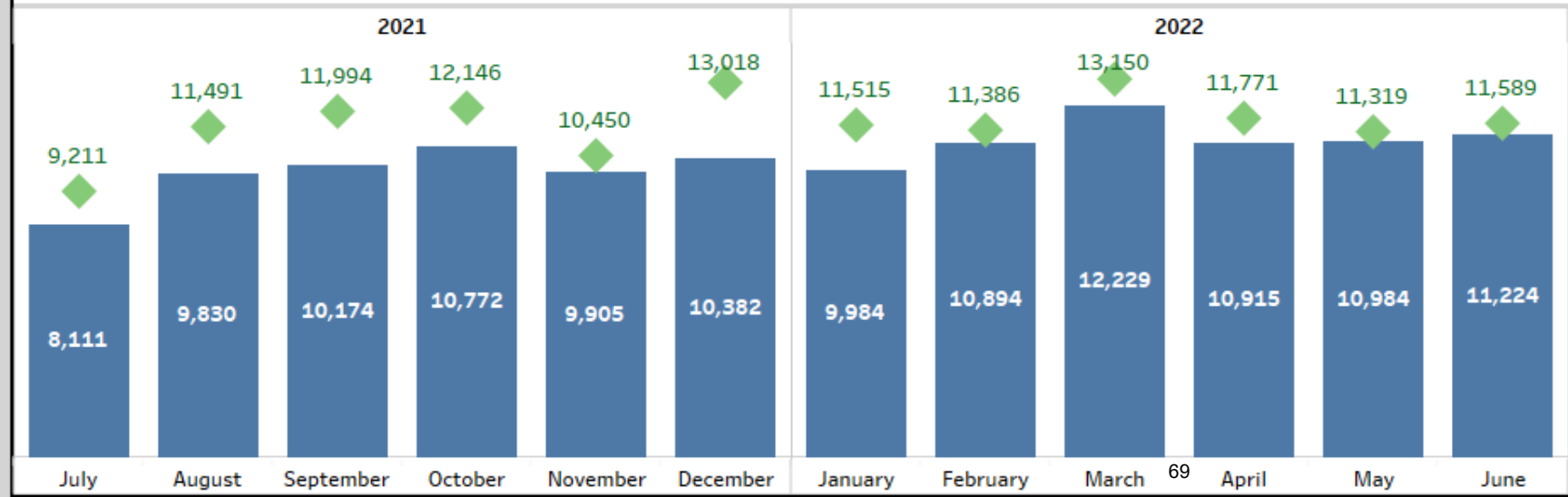
VOLUME BY CLINIC ◆ Target



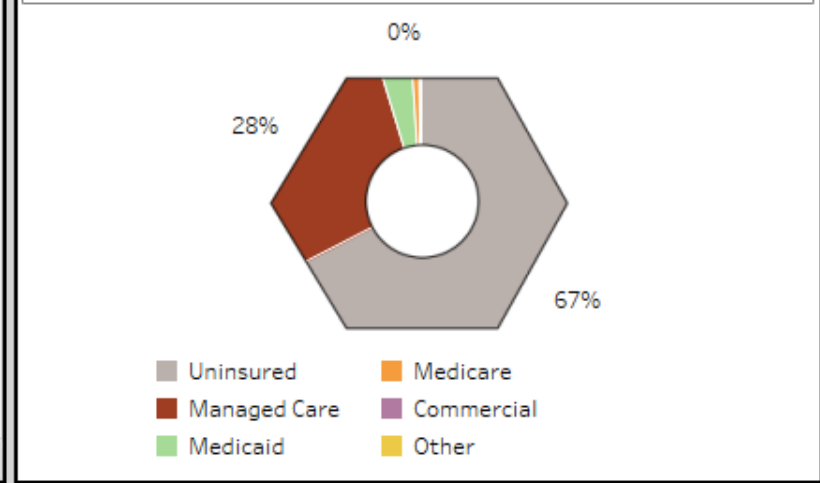
VISIT TYPE

	In Person	Tele Health	Total
Adult	4,262	39	4,301
Adult/Peds	380		380
Behavioral Health	505	202	707
Certified Register..	15		15
Dental	2,697		2,697
OB/GYN	428		428
Pediatric	1,641		1,641
Substance Abuse	818	237	1,055
Total	10,746	478	11,224

MONTHLY TREND

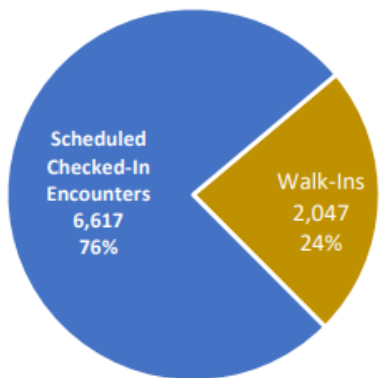


PAYOR MIX

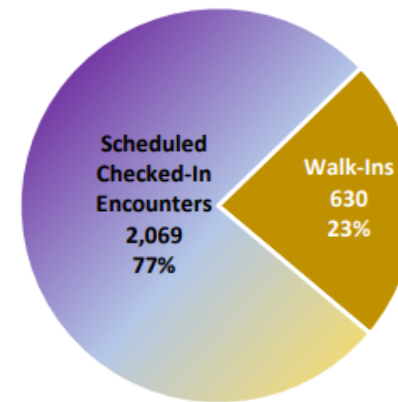


Number and percentage of Walk-Ins. Seen in June 2022 at C. L. Brumback Primary Care Clinics

Walk-ins Adult Medical, Pediatric, Women's Health, BH / SA
June 2022

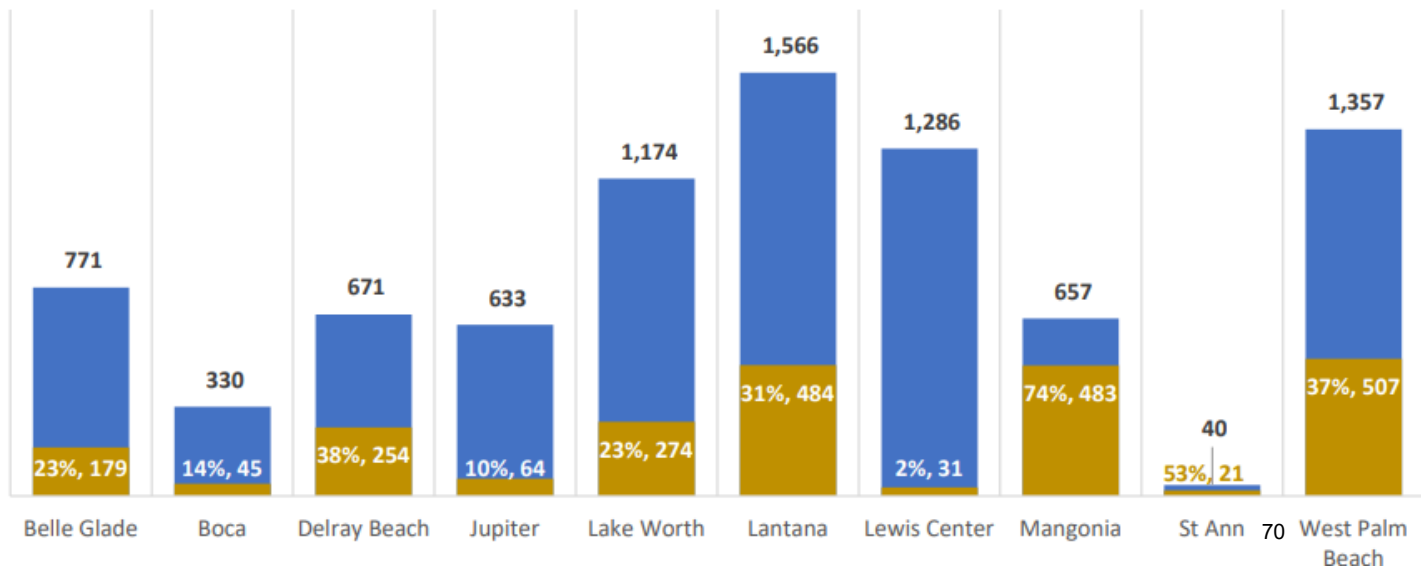


Walk-ins Dental
June 2022



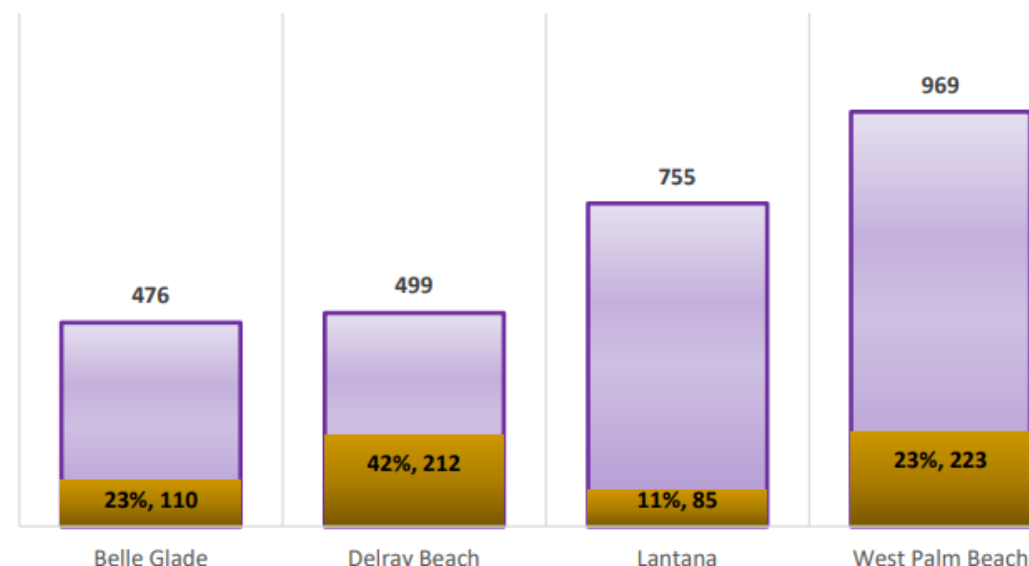
Walk-ins Adult Medical, Pediatric, Women's Health, BH / SA by Clinic
June 2022

■ Scheduled Checked-In Encounters ■ Medical Walk-Ins



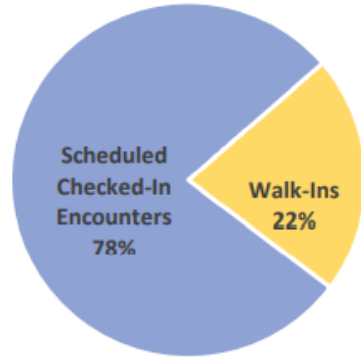
Walk-ins Dental by Clinic
June 2022

■ Scheduled Checked-In Encounters ■ Dental Walk-Ins

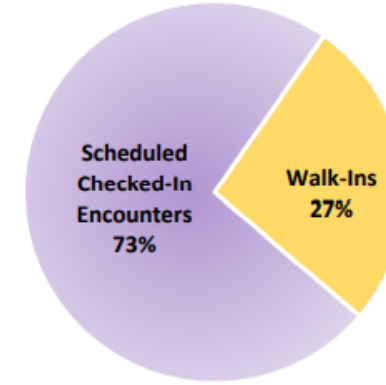


Number and percentage of Walk-Ins. Seen during July 2021 to June 2022 at C. L. Brumback Primary Care Clinics

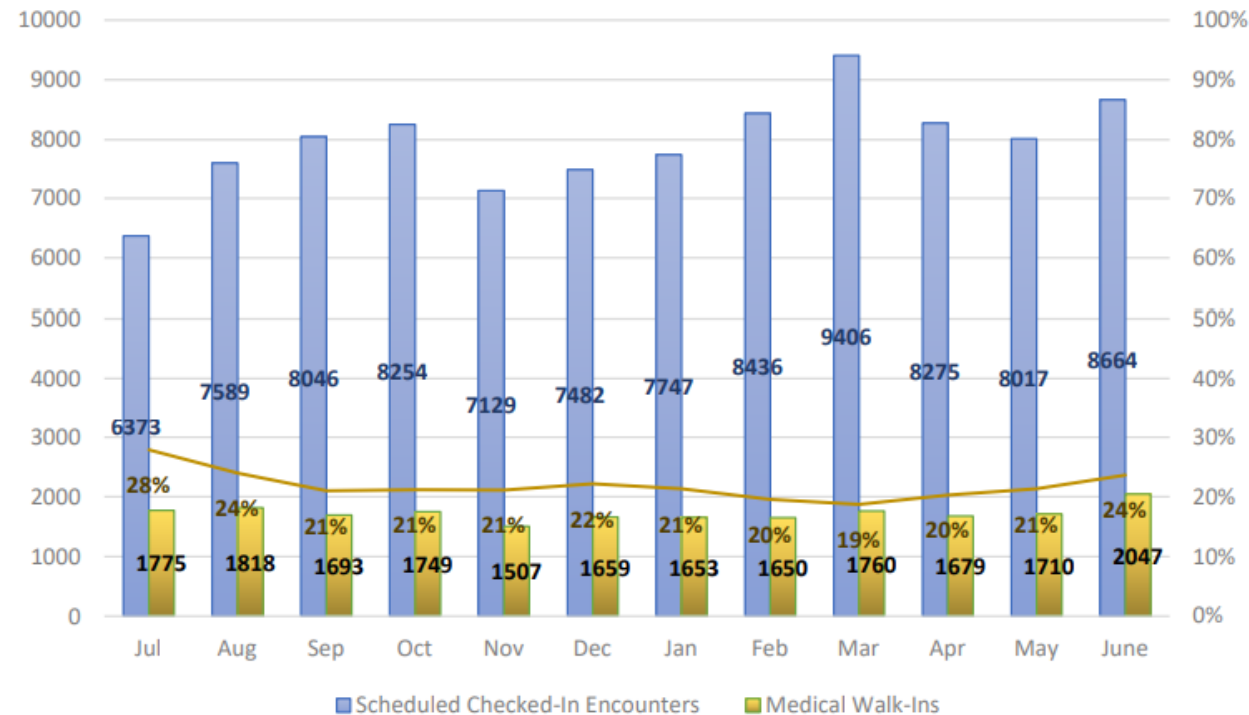
Walk-ins Adult Medical, Pediatric, Women's Health, BH / SA
Jul 2021 - June 2022



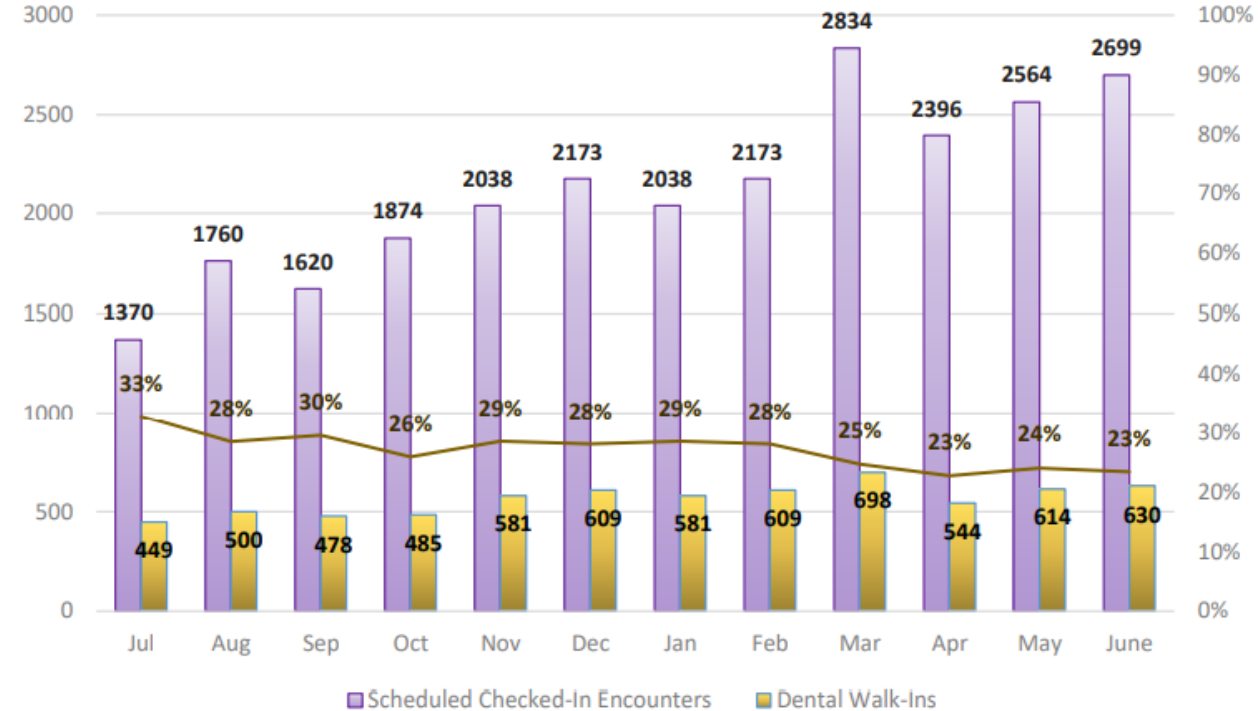
Walk-ins Dental
Jul 2021 - June 2022



Walk-ins Adult Medical, Pediatric, Women's Health, BH / SA
Jul 2021 - June 2022



Walk-ins Dental
Jul 2021 - June 2022

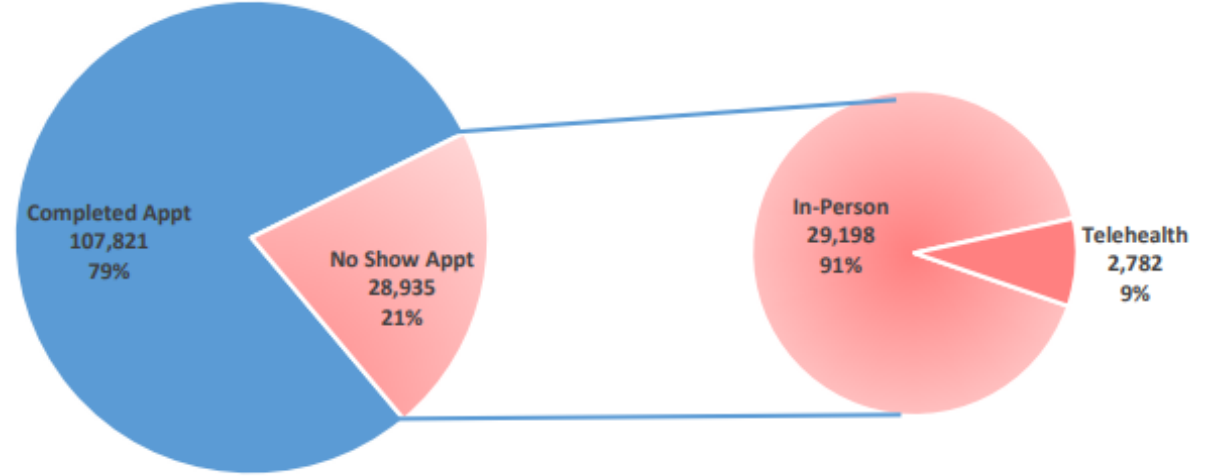
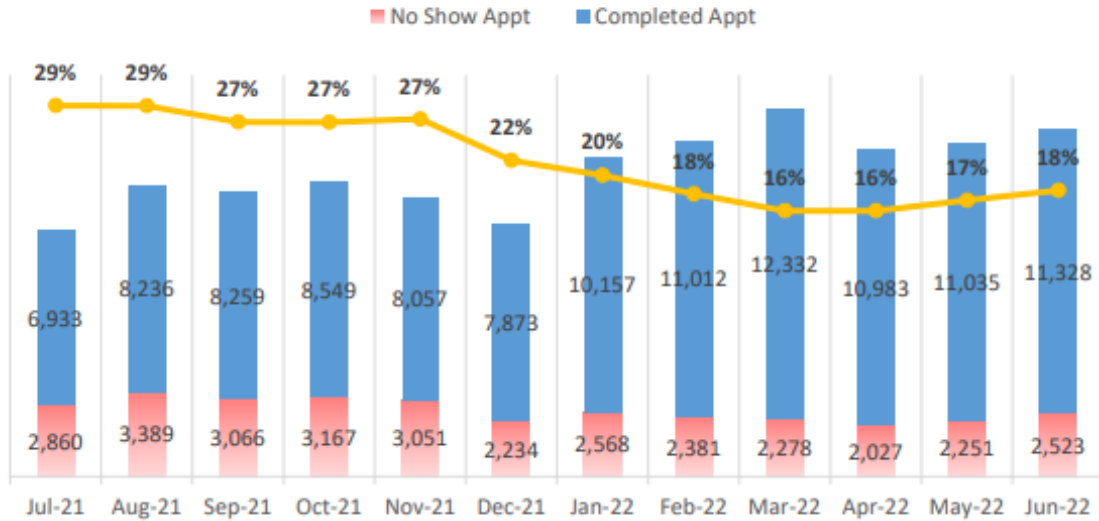


No Show Appointment Analysis

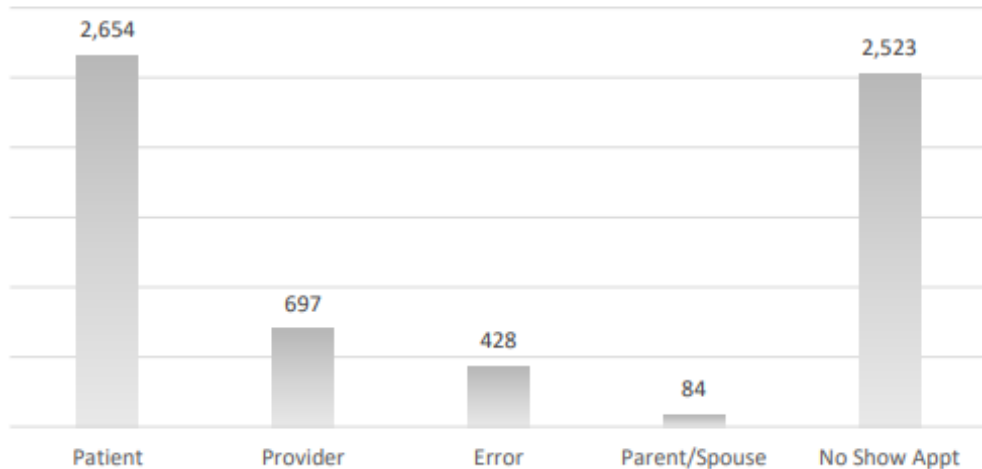
Jul 2021 – Jun 2022

(Medical, Adult Peds, Pediatric Care, Women's Health, Dental, Behavioral Health and Substance Abuse Care)

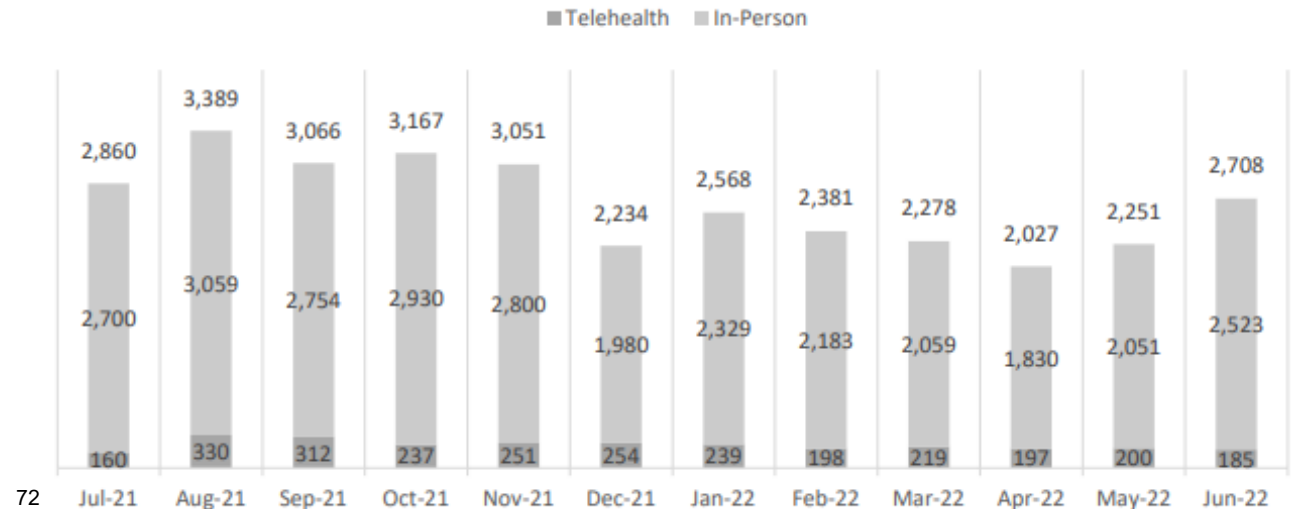
No Shows vs Checked in appointments



Top 5 Cancellation Reasons in June 2022



Telehealth vs In-Person No Shows



DISTRICT CLINIC HOLDINGS, INC.
BOARD OF DIRECTORS
July 27, 2022

1. Description: Patient Relations Dashboard Report

2. Summary:

This agenda item provides the following:

Quarterly Patient Relations Dashboard Q2 - 2022

3. Substantive Analysis:

For Quarter 2, 43 Patient Relations Occurrences occurred between 6 clinics and Clinic Administration. Of the 43 occurrences, there were 6 grievances and 37 complaints. The top 5 categories were Care and Treatment, Finance, Respect, Referrals and Communication Related issues. The top 3 subcategories were Lack of Continuity of Care and Billing issues with 7 Complaints and Grievances in each, followed by Bad Attitude/Rude with 5 Complaints or Grievances.

There were also 109 patient compliments, of which 99 were patient compliments and 10 employee Thumbs-Up compliments received across 8 Clinics and Clinic Administration.

4. Fiscal Analysis & Economic Impact Statement:

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

Reviewed for financial accuracy and compliance with purchasing procedure:

N/A
Candice Abbott
VP & Chief Financial Officer

5. Reviewed/Approved by Committee:

N/A
Committee Name

Date Approved

DISTRICT CLINIC HOLDINGS, INC.
BOARD OF DIRECTORS
July 27, 2022

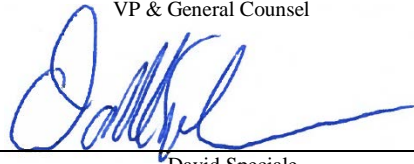
6. Recommendation:

Staff recommends the Board approve the Quarterly Patient Relations Dashboard for Q2 2022.

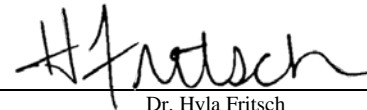
Approved for Legal sufficiency:



Bernabe Icaza
VP & General Counsel



David Speciale
Director of Patient Experience



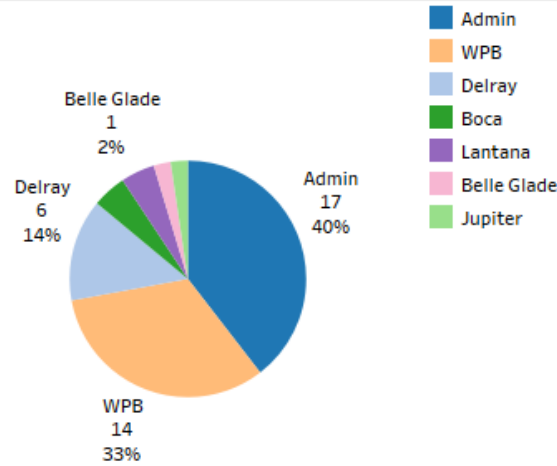
Dr. Hyla Fritsch
Executive Director of Clinic and Pharmacy
Services

2022 Q2

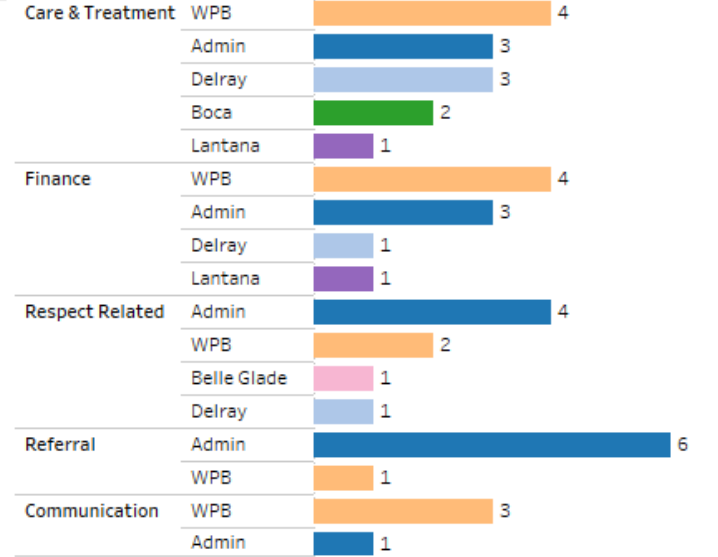
4/1/22 to 6/30/22

Dept Desc All Provider All **Total Complaints and Grievances 43** Late Entries: 10 Clinic All

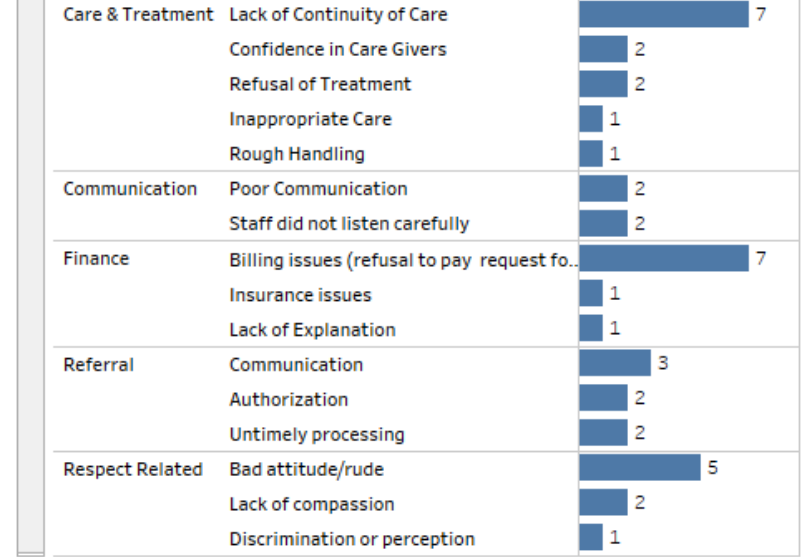
Clinics



Top 5 Categories

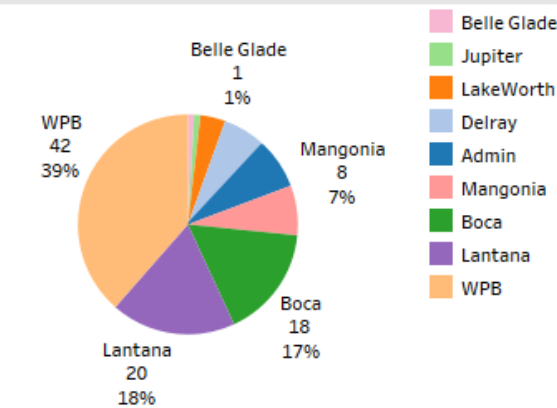


Total Top 5 Subcategories

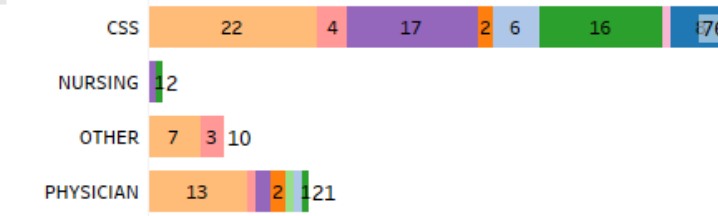


Total Compliments 109 Late Entries: 10 **Complaints/Grievances Prev 4 Quarters 206**

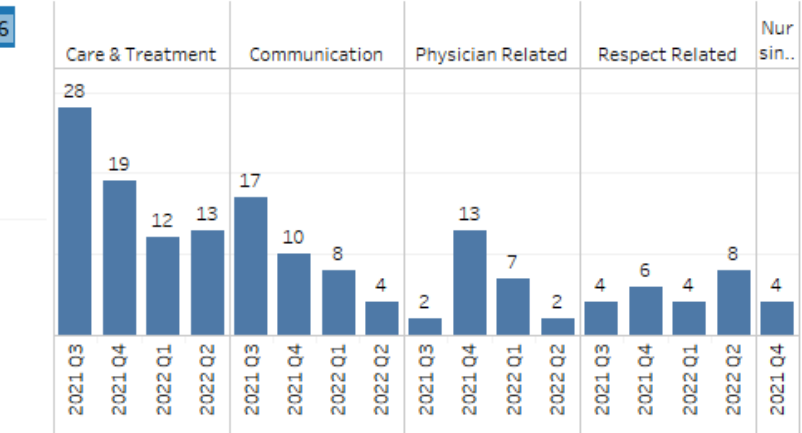
Clinics



Care and Treatment Categories



Top 5 Categories Trended 7/1/21 to 6/30/22





C. L. Brumback

Primary Care Clinics

Health Care District Palm Beach County