

# FINAL: APPROVED

## PLAQUEMINES PRIMARY CARE, INC. REGULAR BOARD MEETING September 15, 2022

### **Item I. & II. Call to Order & Roll Call:**

**Call to Order and Roll Call** - A Regular meeting of the Board of Directors of Plaquemines Primary Care, Inc. was called to order by Brigitte Belair, Vice-Chairwomen, at 6:01 pm on September 15, 2022, at the Plaquemines Medical Center, 27136 Hwy 23, Port Sulphur, LA. Tyler Overton conducted the customary roll call of the Board Members and recorded and documented the minutes. The results were as follows.

Keith Espadron:	Absent	Yona Serpas:	Absent
Brigitte Belair:	Present	Gaynel Baham:	Present
Karen Cook:	Present	Patra Parker:	Absent
James Saik:	Present	Stanley Gaudet:	Present
Nancy Michel:	Present	Karen Zegura:	Present
Celeste Ancar:	Absent		

A quorum was declared present.

Also in attendance were: Jennifer Harris, Plaquemines Primary Care; Dr. Cartagena, Plaquemines Primary Care; Monica Martin, Plaquemines Medical Center; Hannaha Williams, Plaquemines Medical Center; Colleen Fisher, Plaquemines Medical Center; Tyler Overton, Plaquemines Medical Center; Dale Adams, Chairman, Plaquemines Medical Center; Bonnie Thomas, Board Member, Plaquemines Medical Center; Jane Tesvich, Board Member, Plaquemines Medical Center

### **Item III. Recitation of the Pledge of Allegiance (Saik)**

### **Item IV. Review and Approval of Current Agenda (Belair)**

**Motioned by Mr. Gaudet, seconded by Mr. Saik, to approve the current agenda as presented.**

Public Comments: None

**Motion passed: 6 Yeas, 0 Nays, 4 Absent, and 1 present not voting**

### **Item V. Approval of August 2022 Meeting Minutes. (Belair)**

**Motioned by Mr. Gaudet, seconded by Ms. Michel, to approve the August 2022 Meeting Minutes as presented.**

Public Comments: None

**Motion passed: 6 Yeas, 0 Nays, 4 Absent, and 1 present not voting**

**Item VI. Financials: (Harris)**

**A. & B. August 2022 Financials**

Ms. Fisher provided the Board with a copy of the financial reports via email for their review prior to the meeting and read through the August 2022 financial reports during the session.

Ms. Fisher discussed the August 2022 Income Graph, August 2022 Expense Graph, 2022 Billing Statistics, and the August 2022 Payer Mix. The August 2022 Visit Summary with the Board and a breakdown of the daily patient flow of each provider/service from the August 2022 Encounter Dashboard were provided as well. Within the provided material, a graph reflecting patient collections for 2021 versus 2022 indicated that in July, our visits were around 375, now 702. Ms. Fisher believes the increased hours are the reason for a higher influx of visits.

Ms. Harris interjected that 575 were not COVID and Plaquemines Primary Care is busier overall regarding non-COVID related care. Ms. Fisher added that the last time the statistics were this high was in January at 834, approaching this number again. Mr. Gaudet questioned if any cancellations were being rescheduled, and Mr. Saik asked how patients were being reminded. Ms. Harris answered their questions by stating that most cancellations turn into reschedules and Athena's (Electronic Medical Record System) automated system will remind patients of their appointments.

Ms. Harris presented the Financial Performance Metrics and asked if anyone had questions. There were no questions and no other items to discuss. Ms. Harris announced as of September 15<sup>th</sup>, Plaquemines Primary Care has become a certified Louisiana Medicaid Application Center. Mr. Gaudet asked if multiple pages could be combined in the financial report. Ms. Fisher replied that this is how the program processes, displays, and prints the reports. The Board discussed this, and there were no comments, questions, or additional items to discuss.

**Motioned by Mr. Gaudet, seconded by Ms. Cook, to approve the August 2022 Financial report.**

Public Comments: None

**Motion passed: 6 Yeas, 0 Nays, 4 Absent, and 1 present not voting**

**Item VII. PPC Medical Director/Family Medicine Physician: (Dr. Maria Cartagena)**

Dr. Cartagena stated weekly meetings are held to discuss certain factors as a team. These meetings reinforce the team aspect of Plaquemines Primary Care and create a sense of family. Dr. Cartagena said the unit enjoys what they are doing and is proud of the team she is surrounded by. Ms. Belair thanked Dr. Cartagena and the team for everything they did. There were no questions.

Public Comment: None

**Item VII. NP/Clinical Director: (Annette Cotton, NP)**

Ms. Annette Cotton, NP, was not present during the meeting.

Public Comments: None

**Item IX. PMC Medical Director/Assistant Medical Director/Clinical Coordinator: (Dr. Michael Kotler/Dr. Mohammad Naeem/ Monica Martin)**

Dr. Michael Kotler nor Dr. Mohammad Naeem were present at the meeting. However, Ms. Monica Martin discussed the increase in numbers and many referrals to Plaquemines Primary Care. Ms. Martin also mentioned that patients have commented that they are highly pleased with their care and services received when visiting Primary Care.

Ms. Harris noted a few points. The first is the blood drive for September 22<sup>nd</sup> hosted by The Blood Center, which will be held in the first-floor gathering room at PMC. Ms. Martin added that on October 4<sup>th</sup>, PPC and PMC will attend the Night Out Against Crime at the Port Sulphur YMCA. On October 11<sup>th</sup>, a career day will be held at Belle Chasse High School, where PPC and PMC will attend. Ms. Harris also shared that PPC and PMC had attended the Senior Prom hosted by Plaquemines Parish Council on Aging, which was a fun activity. The Board exclaimed that PPC was keeping busy and stated again a good job was being done. There were no questions.

Public Comments: None

**Item X. New Business: (Belair)**

**A. Review of PPC's 2nd Quarter 2022 Quality Committee Meeting**

Mr. Gaudet commented that he appreciates the input of his fellow Committee Members and tries to give as much needed input as possible.

Ms. Harris provided the PPC 2<sup>nd</sup> Quarter 2022 Quality Committee Meeting packet to the Board via email before the meeting. She asked if there were any questions, and there were no questions or additional items to discuss.

Public Comments: None

**B. Review of PPC's 2nd Quarter 2022 Financial Committee Meeting**

Ms. Harris provided the PPC 2<sup>nd</sup> Quarter 2022 Financial Committee Meeting packet to the Board via email before the meeting. She asked if there were any questions, and there were no questions or additional items to discuss.

Public Comments: None

**C. Review and Approval of PPC's Continuous Quality Improvement Plan (COI)**

Ms. Harris emailed the PPC Continuous Quality Improvement Plan to the Board before the meeting. All plans have been made final in the eyes of the Board. Any written material on said policies has incurred no changes other than grammatical.

**Motioned by Mr. Saik, seconded by Ms. Cook, to approve the PPC's Continuous Quality Improvement Plan (COI)**

Public Comments: None

**Motion passed: 6 Yeas, 0 Nays, 4 Absent, and 1 present not voting**

**D. Review and Approval of PPC's Claims Management Policy**

Ms. Harris emailed the PPC Claims Management Policy to the Board before the meeting. All policies have been made final in the eyes of the Board. Any written material on said policies has incurred no changes other than grammatical.

**Motioned by Mr. Saik, seconded by Ms. Cook, to approve PPC's Claims Management Policy.**

Public Comments: None

**Motion passed: 6 Yeas, 0 Nays, 4 Absent, and 1 present not voting**

**E. Review and Approval of PPC's Safety and Health Overview Policy and Procedure**

Ms. Harris provided the PPC PPC's Safety and Health Overview Policy and Procedure to the Board via email before the meeting. All policies have been made final in the eyes of the Board. Any written material on said policies has incurred no changes other than grammatical.

**Motioned by Mr. Saik, seconded by Ms. Cook, to approve Safety and Health**

## **Overview Policy and Procedure**

Public Comments: None

**Motion passed: 6 Yeas, 0 Nays, 4 Absent, and 1 present not voting**

### **F. Review and Approval of PPC's Safety of Facility, Equipment, and Environment Policy and Procedure**

Ms. Harris provided the PPC Safety of Facility, Equipment, and Environment Policy and Procedure to the Board via email before the meeting. There were no questions. All policies and procedures have been made final in the eyes of the Board. Any written material on said policies and procedures has incurred no changes other than grammatical.

**Motioned by Mr. Saik, seconded by Ms. Cook, to approve PPC's Safety of Facility, Equipment, and Environment Policy and Procedure**

Public Comments: None

**Motion passed: 6 Yeas, 0 Nays, 4 Absent, and 1 present not voting**

Ms. Harris added information regarding the Rural Health Initiative that runs over three years at \$35,000 per year. This initiative would allow patients to proceed through the normal screening process used. This includes screening for STDs, pregnancy intentions, contraceptive counseling, and other questions. Total invoicing averages out to around \$2,911 per month. Ms. Harris explained this funding would be used for supplies, services, or salaries.

## **Item XI. Old Business (Belair)**

### **A. Board Training: Governance Chapter 2: Strategic Board Composition, Recruitment, Orientation, and Engagement**

Ms. Harris provided a copy of the Board Training: Governance Chapter 2: Strategic Board Composition, Recruitment, Orientation, and Engagement to the Board. Ms. Harris reminded the Board that they should have received an email regarding sexual harassment and ethics training courses. A link will be sent to those who have not yet completed the pieces of training.

Ms. Belair asked Ms. Harris about the next board training to attend. Ms. Harris stated that it is on December 9<sup>th</sup> at the Hilton in New Orleans, but Ms. Harris would send the details to the Board as soon as the agenda was posted. There were no additional questions.

Public Comments: None

## **B. Marketing**

Ms. Harris explained her efforts by interviewing three companies regarding geofencing. The geofencing company, Insyteful, came to be the most cost-efficient and allows the most customizable options. Ms. Belair questioned whether the marketing would be reimbursed. Ms. Harris reassured the Board that grant funding would pay for geofencing. Before moving forward, the Board discussed these options and had questions regarding viewing the contract and its complexities. Ms. Harris explained if there were any uncertainty regarding the contract, she would be sure to reach out to the Board. There were no additional questions or items discussed.

**Motioned by Ms. Baham, seconded by Ms. Cook, to approve moving forward with Insyteful in terms of marketing.**

Public Comments: None

**Motion passed: 6 Yeas, 0 Nays, 4 Absent, and 1 present not voting**

## **C. COVID-19 Update**

Ms. Harris stated there were several COVID positives for August. Ms. Harris said to be mindful of the fact COVID is present. Ms. Harris provided the data of 85 negative COVID and 15 positive COVID tests. Ms. Harris added there were 28 negative Flu and one positive for Flu. Mr. Gaudet asked Ms. Harris about boosters. Ms. Harris replied that Bivalent is not in stock but has been back-ordered. In addition, Ms. Harris explained Bivalent targets most of the present strands.

Questions from the Board were redirected to Dr. Cartagena regarding Monkey Pox. Dr. Cartagena stated Monkey Pox was present in Louisiana but was not present in the local community. There should be no reason for concern unless coming into contact with a particular high-risk case.

The Board revisited the COVID vaccine with questions regarding the topic. Ms. Harris and Dr. Cartagena explained that COVID has transitioned from being labeled a pandemic into an endemic. In layman's terms, it should be viewed as the yearly course of the Flu. COVID has not been assigned an exact season, unlike the Flu. The COVID vaccine is now being formulated to target more common strains with the possibility of more routine boosters. Ms. Martin added that two months would need to pass from the previous booster to obtain a new booster.

Public Comments: None

## **D. QI/QA: Review of Clinical Performance Metric**

Ms. Harris provided the QI/QA Clinical Performance Metrics to the Board before the

meeting via email for their review for approval. She noted that PPC had 1,198 unduplicated patients, and the same-day close rate had decreased. Ms. Harris signed an agreement today for Dr. Cartagena to start using a cost-efficient new system to see if it helps expedite the completion of charts. The Board asked about the new system and how it would improve the current process. Dr. Cartagena explained that the increased efficiency and integration of the program would have a positive effect, along with being a more cost-efficient plan.

Ms. Harris stated that patient satisfaction was 98.5%, with 34 responses and zero grievances. There were no comments or questions and no additional items to discuss.

Public Comments: None

**Item XII. Adjournment (Belair)**

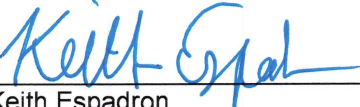
**Motioned by Mr. Gaudet, seconded by Mr. Saik, to adjourn the meeting at 6:37 pm.**


Public Comments: None

**Motion passed: 6 Yeas, 0 Nays, 4 Absent, and 1 present not voting**

**Attestation**

**The above and foregoing is an accurate summary of the actions taken by the members of the Board of Directors of Plaquemines Primary Care, Inc., Plaquemines Parish Hospital Service District Number One d/b/a Plaquemines Medical Center, State of Louisiana, at its regular meeting on September 15, 2022.**

  
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Keith Espadron  
Chairman

  
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Karen Cook  
Secretary