

FINAL

**PLAQUEMINES PRIMARY CARE, INC.
REGULAR BOARD MEETING
April 21, 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 Chairman Keith Espadron at 6:14 pm on April 21, 2022, at the Plaquemines Medical Center, 27136 Hwy 23, Port Sulphur, LA. Hannah Williams conducted the customary roll call of the Board Members and recorded and documented the minutes. The results were as follows.

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

A quorum was declared present.

Also in attendance were: Jennifer Harris, Plaquemines Primary Care, Dr. Maria Cartagena, Plaquemines Primary Care (on the phone), Annette Cotton, NP, Plaquemines Primary Care, Leslie Prest, Plaquemines Medical Center, Monica Martin, Plaquemines Medical Center, Hannah Williams, Plaquemines Medical Center, Dale Adams, Chairman, Plaquemines Medical Center, Mena Marinovich, Secretary/Treasurer, Plaquemines Medical Center, Jane Tesvich, Board Member, Plaquemines Medical Center, Erin Braud, Board Member, Plaquemines Medical Center, Dominick Scandurro, Scandurro & Layrison, LLC, Sandra Lode, Sandra Lode Consulting Group (on the phone), Dr. Michael Kotler, Plaquemines Medical Center and Katherine Steele, CEO, RemoteMD.

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

Item IV. Review and Approval of Current Agenda (Espadron)

Motioned by Mr. Saik, seconded by Ms. Ancar, to approve the current agenda as presented.

Public Comments: None

Motion passed: 5 Yeas, 0 Nays, 4 Absent, 1 Present not voting.

Item V. Approval of March 2022 Meeting Minutes. (Espadron)

Ms. Harris explained that several grammatical errors were noticed and have been corrected.

Motioned by Ms. Parker, seconded by Ms. Belair, to approve the March 2022 Meeting Minutes as presented.

Public Comments: None

Motion passed: 5 Yeas, 0 Nays, 4 Absent, 1 Present not voting.

Item VI. Financials: (Harris)

A. & B. March 2022 Financials

Ms. Jennifer Harris read through the March 2022 financial reports during the meeting. Prior to the meeting, Ms. Harris provided a copy of the financial reports to the Board via email for their review. Ms. Harris noted an ongoing issue regarding CaptureRX that was that Medicaid claims were continuing to authorize and approved. Medicaid claims are carved out and cannot be approved. She and CaptureRX have resolved these issues. Ms. Harris stated that we should start seeing income generated into the program and get it back on track. Ms. Belair asked if the claims could go back and be readjusted now that the issues have been resolved. Ms. Harris explained that approximately 9k in approved claims had been reversed over six months. Ms. Harris also informed the Board that FQHCs can now bill for administering the COVID-19 vaccine dating back to December 2020.

Ms. Harris discussed the March 2022 Income Graph, March 2022 Expense Graph, 2022 Billing Statistics, and the March 2022 Payer Mix. Ms. Harris discussed the March 2022 Visit Summary with the Board and provided a breakdown of the daily patient flow of each provider/service from the March 2022 Encounter Dashboard. Ms. Harris provided a new graph reflecting patient collections for 2021 versus 2022. Ms. Harris also commented on the No-Show rate as presented. Mr. Gaudet asked if there were any ways she thought about reducing the number of no-shows, and Ms. Harris explained that Athena has been having issues with the reminder calls. She has placed a work order ticket to resolve the problem as soon as possible but has been notified by Athena that it's a system glitch that has been ongoing for some time now; however, the staff has been calling patients to remind them of their appointments. Ms. Annette Cotton stated that the majority of the visit are follow-up visits that the patients do not require.

Ms. Harris presented the Financial Performance Metrics. She explained that due to the COVID-19 grant funding, the number reflected is skewed because we were trying to exhaust those funds. Mr. Espadron asked if there was a reason for the discrepancy under the Total Cost average per patient. The dashboard reflects \$678, and our goal is \$401. Ms. Harris explained that the numbers reflect the total amount spent for the month and that the numbers were skewed because there were funds that needed to be depleted before the grant expired. There were no additional questions or items to discuss.

Motioned by Mr. Gaudet, seconded by Mr. Saik, to approve the March 2022

Financial report.

Public Comments: None

Motion passed: 5 Yeas, 0 Nays, 4 Absent, 1 Present not voting.

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

Dr. Cartagena was present via telephone and had nothing new to report. She said that the team is currently working on resolving issues found during the vOSV.

Public Comment: None

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

Ms. Annette Cotton, NP, mentioned that PPC is continually growing and had nothing new to report.

Public Comments: None

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

Dr. Michael Kotler had nothing new to report regarding primary care. Dr. Mohammad Naeem was not present.

Ms. Martin stated that PMC and PPC are continually joining together to provide the best care to the Community. Ms. Harris spoke briefly about our most recent community event. As part of the National Minority Health Month, PMC partnered with PPC and the LPCA to host a Boosting up COVID Prevention Easter drive-thru giveaway event. She shared her excitement about the event's success and stated, "Even the Easter Bunny hopped on down the road for a visit."

Public Comments: None

Item XI. New Business: (Espadron)

A. Review and Approval of PPC's Medical Record Management and Retention Overview Policy and Procedure

Ms. Harris provided a copy of PPC's Medical Record Management and Retention Overview Policy and Procedure to the Board via email prior to the Board meeting for their review for approval. She stated that there were no changes to the policy; however, she created an employee tracker form for annual review by staff.

Motioned by Ms. Belair, seconded by Ms. Parker, to approve PPC's Medical

Record Management and Retention Overview Policy and Procedure as presented.

Public Comments: None

Motion passed: 5 Yeas, 0 Nays, 4 Absent, 1 Present not voting.

B. Review and approval of PPC's Credentialing and Privileging Policy and Procedure

Ms. Harris provided a copy of PPC's Credentialing and Privileging Policy and Procedure to the Board via email prior to the meeting for their review for approval. She mentioned that she made a few wording changes regarding "fit for duty" and how it will be assessed. The policy now states that everyone will be required to sign a self-attestation form. Some of the wording in the permanent privileging section on page 2 and the peer review section on page 5 was also changed. All the changes made were to follow the guidance that PPC received during the vOSV. Mr. Espadron asked if everyone's credentialing was updated based on the vOSV, and Ms. Harris advised that all credentialing had been updated. There were no additional questions and no items to discuss.

Motioned by Mr. Saik, seconded by Mr. Gaudet, to PPC's Credentialing and Privileging Policy and Procedure as presented.

Public Comments: None

Motion passed: 5 Yeas, 0 Nays, 4 Absent, 1 Present not voting.

C. May Board Meeting Date and Ethics Training

Ms. Harris announced the May Board meeting will be on May 12, 2022, and the Ethics training will be held prior to the meeting, starting at 5 PM. All Board members are required to have Ethics training annually.

Public Comments: None

D. Review of PPC's 1st Quarter 2022 Quality Committee Meeting

Ms. Harris provided a copy of the 1st Quarter Quality Committee meeting packet, including the meeting minutes, for their review. Mr. Gaudet mentioned that the staff was very involved in the discussion and had a lot of input, and he was very impressed to have witnessed such significant involvement by the team.

Ms. Harris mentioned for the 1st quarter, PPC did not have any grievances, and the patient satisfaction was 98.8%. Dr. Cartgena plans to use the data presented in the Quality committee meeting to assist with a quarterly assessment of each clinician's clinical skills. Doing so will help them stay aligned with the Credentialing and Privileging Policy and Procedures.

Motioned by Mr. Gaudet, seconded by Ms. Ancar, to approve the 1st Quarter 2022 Quality Committee report.

Public Comments: None

Motion passed: 5 Yeas, 0 Nays, 4 Absent, 1 Present not voting.

E. Board Self Evaluations

Ms. Harris provided the Board with Self Evaluations. She asked that all members complete these and get them back to her as soon as possible, and she then will compile all the data from each form and plans to present this data at next month's Board meeting. Mr. Espadron asked if these forms were to review themselves or the entire Board, and Ms. Harris explained that these evaluations would evaluate the Board as a whole.

Item XI. Old Business (Espadron)

A. Board Training: Federal Tort Claims Act (FTCA) Deeming Requirements

After last month's meeting, Ms. Harris was asked if the FTCA would affect the auto insurance, flood insurance, and building insurance. She provided a copy of the Board Training- Federal Tort Claims Act (FTCA) Deeming Requirements via email to the Board for their review. She said that this act would not affect auto insurance, flood insurance, and building insurance. It would only reduce the cost of medical malpractice insurance that covers PPC staff. Ms. Harris mentioned that this information is vital for the Board to review and familiarize themselves. Ms. Harris noted two main unmet areas they learned about during the vOSV: the quality and credentialing measures will be drilled on when applying for the FTCA. Ms. Belair asked Mr. Dominick if this is something he's worked on prior, and he said yes and that he hasn't followed up on this matter and doesn't want to until PPC is entirely ready to file for the FTCA. There were no additional questions or items to discuss.

Public Comments: None

B. COVID-19 Update

Ms. Harris stated that testing for COVID has decreased, and there were no positives for March. PPC currently has the rapid COVID test on hand.

Mr. Espadron asked Ms. Harris her thoughts on the newest COVID wave and if she felt like it would come this way. Ms. Harris noted that the CDC authorized the 4th vaccine booster. Mr. Espadron also asked if the mask mandate is still in effect for anyone who enters the facility, and Ms. Harris stated yes, and there have been no changes to the mask mandate for the facility. Mr. Gaudet asked what time frame to get the 4th booster is. Ms. Harris noted that PMC continues to administer the Moderna and Johnson and Johnson COVID-19 vaccines and boosters weekly on the 3rd floor on Tuesdays and

Fridays, 9 AM – 5 PM.

Public Comments: None

C. QI/QA: Review of Clinical Performance Metric

Ms. Harris provided the QI/QA Clinical Performance Metrics to the Board prior to the meeting via email for their review for approval. She noted that PPC had 643 unduplicated patients as of March 31st. The same-day close rate was low for March but is currently at a percentage rate in the mid-60s. The reason is that the providers have up to 10 days to close out the patient charts. However, the report presented reflects same-day chart closures. The average patient satisfaction was 98.8%, with 40 responding and 0 grievances.

Public Comments: None

Item XIII. Executive Session (Espadron)

A. Strategic Planning

Motioned by Mr. Gaudet, seconded by Mr. Saik to go into Executive Session.

Public Comments: None

Motion passed: 5 Yeas, 0 Nays, 4 Absent, 1 Present not voting.

Convened at: 6:40 PM

Re-convened Regular Meeting at: 7:16 PM

Motioned by Mr. Gaudet, seconded by Mr. Saik to reconvene the regular meeting following Executive Session.

Public Comments:
None

Motion passed: 5 Yeas, 0 Nays, 4 Absent, 1 Present not voting.

Motioned by Mr. Espadron, seconded by Ms. Belair, to amend the agenda to include in New Business approval of a 3-year employee retention plan.

Public Comments:
None

Motion passed: 5 Yeas, 0 Nays, 4 Absent, 1 Present not voting.

Motioned by Mr. Gaudet, seconded by Mr. Espadron, to accept the 3-year employee retention plan presented by the administration.

Public Comments:
None

Motion passed: 5 Yeas, 0 Nays, 4 Absent, 1 Present not voting.

Item XII. Adjournment (Espadron)

Motioned by Mr. Gaudet, seconded by Mr. Saik, to adjourn the meeting at 7:18 pm.

Public Comments: None

Motion passed: 5 Yeas, 0 Nays, 4 Absent, 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 April 21, 2022.



Keith Espadron
Chairman



Karen Cook
Secretary