

FINAL

PLAQUEMINES PRIMARY CARE, INC. REGULAR BOARD MEETING March 17, 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 6:07 pm on March 17, 2022, by way of the teleconference 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:	Present
Karen Cook:	Present	Patra Parker:	Absent
James Saik:	Absent	Stanley Gaudet:	Present
Nancy Michel:	Present		
Celeste Ancar:	Absent		

A quorum was declared present.

Also in attendance were: Jennifer Harris, Plaquemines Primary Care, Dr. Maria Cartagena, Plaquemines Primary Care, Annette Cotton, NP, Plaquemines Primary Care, Leslie Prest, Plaquemines Medical Center, Colleen Fisher, 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, Norma LaFrance, Board Member, Plaquemines Medical Center, Bonnie Thomas, Board Member, Dominick Scandurro, Scandurro & Layrisson, LLC, and Sandra Lode, Sandra Lode Consulting Group.

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

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

Motioned by Mr. Gaudet, seconded by Ms. Michel, 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 February 2022 Meeting Minutes. (Espadron)

Ms. Michel commented on the remarks from the vOSV and mentioned that the minutes need to be more detailed. Ms. Harris agreed and stated that the minutes would be

transcribed with more detail. Mr. Espadon also said that it's the responsibility of each Board member to review the meeting minutes and report anything they think is necessary to document.

Motioned by Ms. Michel, seconded by Ms. Baham, to approve the February 2022 Meeting Minutes as presented.

Public Comments: None

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

Item VI. Financials: (Fisher)

A. & B. February 2022 Financials

Ms. Colleen Fisher read through the February 2022 financial reports during the teleconference. Prior to the meeting, Ms. Fisher provided a copy of the financial reports to the Board via email for their review. She also discussed the February 2022 Income Graph, February 2022 Expense Graph, 2022 Billing Statistics, and the February 2022 Payer Mix. Ms. Harris discussed the February 2022 Visit Summary with the board and provided a breakdown of the daily patient flow of each provider/service from the February 2022 Encounter Dashboard. Ms. Harris discussed that during the vOSV, the reviewers requested that the Performance Metrics be separated into Financial and Clinical sections and that the corresponding data be presented within the appropriate section. Ms. Harris then presented the Financial Performance Metrics. Ms. Harris pointed out within the Financial Performance Metrics that it reflected that no grant funds had been transferred; this was because Ms. Fisher is awaiting an invoice to close out two of the grants. Ms. Harris also stated that grant funds would be transferred prior to next month's meeting. Ms. Harris also commented on the No-Show rate as presented. Ms. Fisher and Ms. Harris asked if anyone had questions. Ms. Michel mentioned a considerable jump in the collections this year compared to the previous year. Ms. Fisher said there were some billing issues last year, and this year's collections reflect that the billing staff has been learning and growing this year compared to the previous year. Ms. Harris asked the Board if they would like to have a comparison graph of this year's income versus last year's income. She plans to provide these graphs at next month's meeting. There were no additional questions and no additional items to discuss.

Ms. Patra Parker joined the meeting via Zoom during the Financial discussion.

Motioned by Ms. Belair, seconded by Ms. Cook, to approve the February 2022 Financial report.

Public Comments: None

Motion passed: 6 Yeas, 0 Nays, 3 Absent, 1 Present not voting.

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

Dr. Cartagena had nothing new to report.

Public Comment: None

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

Ms. Annette Cotton, NP, mentioned that PPC is continually growing.

Public Comments: None

Item X. 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 during the teleconference.

Ms. Martin stated that PMC and PPC are continually joining together to provide the best care to the Community. PMC & PPC are planning several community events in the near future.

Public Comments: None

Item XI. New Business: (Espadron)

A. Request for additional privileges for Dr. Cartagena

Dr. Cartagena is requesting additional privileges. Ms. Harris stated that we need to add Suboxone Treatment to her current list of approved privileges. Ms. Michel commented on the Suboxone treatment that PPC is offering. She said she thinks this is a wonderful idea and knows there's a need for this type of service in our Community. There were no additional comments or questions.

Motioned by Ms. Michel, seconded by Ms. Belair, to add Suboxone Treatment to Dr. Cartagena's current list of approved privileges.

Public Comments: None

Motion passed: 6 Yeas, 0 Nays, 3 Absent, 1 Present not voting.

B. Request for additional privileges for Annette Cotton, NP

Ms. Annette Cotton, NP, is requesting additional privileges. Ms. Harris stated that we need to add Suboxone Treatment and Skin Tag Removal to her current list of approved privileges. Mr. Espadron asked if any additional licenses were required for skin tag removal. Ms. Harris stated that Dr. Cartagena is training Ms. Cotton, NP the skin tag removal process in the clinic and that there were not any additional licenses required.

Ms. Michel asked if there was a dermatologist here at PMC. Ms. Harris stated that Westside Dermatology does provide services on the 4th floor on the first Friday of every month. Dr. Cartagena said that the skin tag removals done in primary care are simple procedures but that she and Ms. Cotton, NP, refer the more complicated cases to dermatology. There were no additional comments or questions.

Motioned by Ms. Belair, seconded by Ms. Parker, to add Suboxone Treatment and Skin Tag Removal to Annette Cotton NP's current list of approved privileges.

Public Comments: None

Motion passed: 6 Yeas, 0 Nays, 3 Absent, 1 Present not voting.

C. Request for additional privileges for Dr. LaCour

Dr. LaCour is requesting additional privileges. Ms. Harris stated that we need to add prophylactic treatment for adults and children to her current list of approved privileges.

Motioned by Ms. Belair, seconded by Ms. Michel, to add prophylactic treatment for adults and children to Dr. LaCour's current list of approved privileges.

Public Comments: None

Motion passed: 6 Yeas, 0 Nays, 3 Absent, 1 Present not voting.

D. QI/QA- February Patient Satisfaction Surveys/Grievances

Ms. Harris provided the QI/QA- February Patient Satisfaction Survey/Grievances and Clinical Performance Metrics to the Board prior to the meeting for their review. She mentioned that PPC did not have any grievances. PPC had 477 unduplicated patients as of February 28th, and the same day close rate is down a little at 57%; average patient satisfaction was 96.7%, with 15 responding. Ms. Harris pointed out a few things within the patient satisfaction surveys. The surveying company we've had for a year now breaks down the questions according to the response and breaks down the responses even further into each provider. The reports also compare the current results to the previous year's results. The patients receive an online survey every 3 months based on their visits. There are also printed copies of the patient satisfaction survey available in the waiting area. Ms. Michel asked how long it took to complete the survey and asked if there was a survey in the new patient paperwork packet. Ms. Harris said the surveys are typically delivered the following day after the patient's visit via email, text, or the patient portal and that they do not take long to complete. There were no additional comments or questions.

Ms. Harris announced that there would be a 1st Quarter Quality Committee Meeting next month.

Motioned by Ms. Michel, seconded by Ms. Parker, to approve and accept the

QI/QA- February Patient Satisfaction Survey/Grievances and Clinical Performance Metrics report as presented.

Public Comments: None

Motion passed: 6 Yeas, 0 Nays, 3 Absent, 1 Present not voting.

Item XI. Old Business (Espadron)

A. Board Training- CRO for OSV Structured TA Reports

Ms. Harris provided a copy of the Board Training- CRO for OSV Structured TA Reports via email to the Board for their review. Ms. Harris mentioned that PPC does have a CRO (Compliance Resolution Opportunity) 14 days from the time we receive the HRSA report back to fix any unmet elements. She and Ms. Lode have been working diligently to submit the additional items requested and will have until March 22, 2022, to submit and/or resubmit needed documents.

Mr. Espadron asked how we would be satisfying the unmet element of the Board meeting minutes needing more detailed documentation. Ms. Harris mentioned a procedure would be written on how the minutes would be documented better. There were no additional comments or questions.

Ms. Harris also mentioned that more training should be coming up soon and plans to forward information to the Board as it becomes available. Mr. Espadron commented on the vOSV exit interview and that the HRSA reviewers suggested that the Board be more involved with the Louisiana Primary Care Association. He asked Ms. Harris to please provide more information regarding training and seminars to the Board as the information becomes available.

Public Comments: None

B. OSV Update

Ms. Harris spoke about PPC's recent vOSV. She stated that out of 83 total elements, PPC had only three unmet elements. One regarding the board meeting minutes needs to be more detailed. The other two had to do with clinical issues relating to credentialing and privileging issues and quarterly assessment items. Ms. Lode and Ms. Harris plan to address each of these unmet elements during the CRO period by either writing procedures or collecting additional missing data.

Ms. Harris expressed how proud she was of only having three unmet elements. She thanked the team for all their hard work. Mr. Espadron also expressed his appreciation to Ms. Harris and all the staff of PPC and PMC for all their hard work. He also mentioned another comment from the vOSV exit interview regarding better representation for the underinsured and uninsured patients and our Medicaid patients. Mr. Espadron and Ms. Harris have discussed opportunities to get better representation

for those populations of patients. Mr. Espadron stated that they currently have a Board vacancy and will be looking to add more members soon. Mr. Espadron thinks this would benefit the PPC Board and help them have more diverse views.

Ms. Leslie Prest also spoke about the vOSV, explaining that the reviewers stated that the average findings are eight to ten and that PPC only had three findings. She thought that was highly impressive and commended the PPC and PMC staff on a job well done. Ms. Belair expressed her appreciation and said, "She loves the PPC Board's passion."

Public Comments: None

C. COVID-19 Update

Mr. Espadron announced that the Governor of Louisiana had lifted the State of Emergency that was in place during the COVID-19 pandemic. He expressed his excitement about the opportunity to get back some sense of normalcy. With that being said, the April Board Meeting will be conducted in person. Ms. Harris mentioned that although the state of emergency has been lifted, she encouraged everyone to practice social distancing, good hand hygiene, and masking up. PPC continues administering the Pfizer and Moderna vaccines and boosters daily on the 4th floor.

Ms. Harris mentioned that PPC and PMC would be hosting an event in April as part of National Minority Health Month. There were no questions.

Public Comments: None

Item XIII. Executive Session (Espadron)

A. CEO Evaluation

Motioned by Mr. Espadron, seconded by Ms. Belair to go into Executive Session.

Public Comments: None

Motion passed: 6 Yeas, 0 Nays, 3 Absent, 1 Present not voting.

Convened at: 6:41 PM
Re-convened Regular Meeting at: 7:08 PM

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

Public Comments:
None

Motion passed: 6 Yeas, 0 Nays, 3 Absent, 1 Present not voting.

Motioned by Ms. Michel, seconded by Ms. Baham to permit Ms. Leslie Prest to present Ms. Jennifer Harris' evaluation as per Board discussion and review.

Public Comments:
None

Motion passed: 6 Yeas, 0 Nays, 3 Absent, 1 Present not voting.

Item XII. Adjournment (Espadron)

Motioned by Ms. Belair, seconded by Mr. Gaudet, to adjourn the meeting at 7:09 pm.

Public Comments: None

Motion passed: 6 Yeas, 0 Nays, 3 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 March 17, 2022.


Keith Espadron
Chairman


Karen Cook
Secretary