

**COO Peer Group Meeting**

February 3rd, 2022

Zoom Meeting

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| **Peer Group Members Present** | Lisa Clark-Carbon  Ange Johnson and Mardie-Creek Valley  Monica Adams and Leslie Sanchez-Family Healthcare  Kelly Robinson- UPFH  Tina Andersen-Wayne  Ronda Yorgason- Mountainlands  Byron Clarke-UNHS  Tiffiny Gregory-Fourth Street |
| **AUCH Staff Present** | Natalie Stubbs- T/TA Manager  Shlisa Hughes-Immunization Care Coordinator  Ambrish Sharma-UTECH Program Manager |
| **Welcome and Introductions** | **AUCH Updates:**   * Region 8 Needs Assessment Results * NEPQR RN-Led Dementia Webinar Series: <https://utah.zoom.us/meeting/register/tJItc-uvrjMqH9ClWUg8hdA9E6SefxMZMVSF>   + February 9th: 12-1pm MT: “Conducting an Initial Assessment”   + February 16th: 12-1pm MT: “Identifying Needs/Concerns”   + February 23rd: 12-1pm MT: “Community Resources” * “Workplace Violence De-Escalation Techniques”, February 15th 11:30am-12:30pm MST   + <https://auch.org/training-events/training-and-event-calendar/general-interest/1019-workplace-violence-de-escalation-techniques> * HRSA Region 8 Supported PCMH Training Save the Date   + - April 11th-April 15th: <https://auch.org/training-events/training-and-event-calendar/clinical/1014-hrsa-region-8-supported-pcmh-training-day-1> |
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| **Top Issues / Best Practice Sharing (Roundtable)** | ***Health Center Updates:***  ***Wayne (Tina):***   * Wayne has been experiencing billing staff challenges. They just hired two new staff members. Hoping that they can get their PPS rate increased and would like AUCH’s continued support with those efforts. * The additional sites have shown a need for an increase in funding/revenue. * Currently working with Synergy billing to do an initial billing assessment on their accounts receivable. They are hoping that Synergy can help with the old accounts receivable claims so they can focus on new claims as they come in.   ***Mountainlands (Ronda):***   * Working on combing through UDS data. Comparing UDS data vs. Azara data. * Still experiencing staffing shortages due to COVID, but have seen a decrease in number of staff getting sick. * They received notification that Joint Commission will be conducting a site visit, but they aren’t sure when yet. * Ordered a batch of at-home tests from HRSA, but haven’t received anything yet.   ***Utah Partners for Health (Kelly)****:*   * Completed UDS reporting. Went with ecw data rather than Azara data. * Currently looking to replace their IT staff person. * Less cases of COVID with staff but key personnel are now out sick. * Working with Dr. Catalyst to outsource their phone system. They are working with them through Microsoft teams. 60% of calls weren’t being picked up so they are hoping with this new system they can show a positive trend over 3 months.   ***UNHS (Byron):***   * Outsourced phones about 6 months to a year ago due to the amount of abandoned phone calls. Managers are now suggesting moving the phone system back in house due to issues with outsourcing. * HR department worked with Wipfli a while back to create a formal pay scale for staff. This was prior to COVID. Since COVID, the pay scale is already out of date due to turnover and increased demand and turnover. * Using Azara data to report on UDS.   ***Carbon (Lisa):***   * Working on UDS and GFE. * Still have quite a few employees out with COVID. * Struggled with abandoned call rate from phones so they hired someone solely to answer phones that works from home. As a result they have seen an increase in encounters and a decrease in abandoned call rates. Having her offsite has also helped with providers interfering with scheduling, etc. If coverage is needed at the front desk she will come in and cover. * Hired a dentist that lives in Monticello and starts in March. * OSV was completed in November and was finally cleared.   ***Fourth Street (Tiffiny):***   * Hired Connect Consulting to help with UDS reporting because they lost their quality analyst in November. They bill by the hour so they aren’t sure yet what the total cost will be. * Currently in the strategic planning process. * Anticipate OSV will happen sometime this year. * Before each day they hold a staffing huddle for 15-20 minutes so they can identify staffing shortages and find coverage.   ***Family Healthcare (Monica and Leslie):***   * Have recently had a turnover in management and leadership so are looking for supervisor/leadership training opportunities. A lot of new people in new roles. * NCQA site visit and OSV are both scheduled for March. * Have seen an increase in positive cases of COVID amongst staff. * Currently working on UDS reporting.   ***Creek Valley (Ange and Mardie):***   * Experiencing staffing shortages due to positive COVID cases, but positive cases are slowing down. * OSV is scheduled for March.   ***Roundtable Discussion:***  **Good Faith Estimate**   * GFE is not required for appointments that are less than three days out. * AUCH shared a powerpoint focused on utilizing ecw for GFE. Creek Valley shared additional resources that will be shared on AUCH Connect. * Family Healthcare is currently working on updating their fee schedule, once that is complete they will post the updated fees on their website. * Mountainlands is posting their fee schedule on their website, but still trying to verify if they need to provide information for specialty providers. Their Finance Director is overseeing these efforts. * Creek Valley is trying to figure out the best way to provide the GFE for follow-up appointments. * Carbon is having providers notify patients of the estimated follow-up appointment cost based on what they plan to discuss at those appointments. Provider will then notify the front desk staff of what is planned so they can note for GFE. * Carbon is working with billing staff to provide a list of commonly used codes for front desk to reference when reviewing cost of encounters. |
| **Topics for Future Meetings** | * Family Healthcare would like Supervisor/Leadership training. * Workflows for staff on GFE would help with standardization (i.e. who sends letters/phone calls, etc., how follow up appointments work) |