

**COO Peer Group Meeting**

May 5th, 2022

Zoom Meeting

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| **Peer Group Members Present** | Ronda Yorgason- Mountainlands  Kelly Robison- Utah Partners for Health  Erika Alcantara- CHC, Inc |
| **AUCH Staff Present** | Shlisa Hughes-Immunization Care Coordinator |
| **Welcome and Introductions** | **AUCH Updates:**   * Upcoming Trainings/Events   + Billing Boot Camp In-Person: May 16thand 17th   + Triannual meeting May 19th     - Araza APO and Fin/Ops   + Business Continuity Planning May 17th   + Workplace Violence De-escalation Techniques June 21st   + EMDR Training     - Session 2 In-Person: July 28th, 29th, and 30th |
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| **Top Issues / Best Practice Sharing (Roundtable)** | ***Health Center Updates:***  ***Mountainlands (Ronda):***   * Attend the Azara Conference- Looking at starting over with training to get more staff engaged. * Workforce issues- Always an issue with turnover and training.   ***UPFH (Kelly):***   * Workforce issues- MA still seem to be a concerns   ***CHC, Inc (Erika)****:*   * Workforce- increased wages twice for retention of staff   ***Roundtable Discussion:***  **COVID-19**   * Health Centers seem to be doing ok with COVID-19 vaccine, testing, and mask supplies. Some are get supplies through HRSA COVID Community and other UDOH   **ePSS (AUCH)**   * Not all health centers are using AUCH ePSS platform. * They would like to see the AUCH platform * Working with Alana and Shelly on developing a training   **Translation Line**   * All health centers have a translation line, some are used more than others * Will reach out to each other and ask what they are using and if they are satisfied with the service.   **AUCH updates**  **Survey**   * AUCH will send out a survey at the end of each peer group meeting. Please take time to complete survey this helps with grant requirements. * <https://www.surveymonkey.com/r/5KQDHDC>   **UTECH**   * Tabled- Will reach out to them individually |
| **Topics for Future Meetings** | * COO peer group meeting on the first Thursday of every month at noon. * Next Meeting Schedule for June 2nd, 2022 |