

**COO Peer Group Meeting**

Thursday January 6th, 2022

Zoom Meeting

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| **Peer Group Members Present** | Ronda Yorgason- Mountainlands Kelly Robinson- UPFHJennifer Thomas-CHC Inc. Lisa Clark-CarbonJesse Bush-MidtownTina Andersen-Wayne |
| **AUCH Staff Present** | Natalie Stubbs- T/TA ManagerShlisa Hughes-Immunization Care Coordinator |
| **Welcome and Introductions** | **AUCH Updates:** * “Telehealth Promising Practices and Challenges” January 11th, 2022
* “A Nursing Student in Your Clinic, Now What?” January 19th, 2022
* AUCH Triannual Meeting January 20th, 2022
	+ Conquer Your Stress: Practical Stress Reduction Techniques
	+ Payment Reform Work Group
	+ PVP Performance Improvement
	+ UTECH Advisory Committee
* “Foundations of Solution Focused Brief Therapy” January 27th, 2022
* AUCH is working on an on-demand recording of the Good Faith Estimate that will cover pulling reports from Azara of scheduled patients requiring an estimate and utilizing the letter functionality within eCW to draft and communicate the completed estimate. For more information, please reach out to Kaitlynn Drollinger (kdrollinger@auch.org).
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| **Top Issues / Best Practice Sharing (Roundtable)** | ***Health Center Updates:*****Mountainlands (Ronda):*** They’ve had 8 or 9 employees test positive for COVID in the last week. Employees are required to quarantine for 5 days. Employees are required to use PTO. If they run out of PTO hours, 50% of their pay will be covered through the OSHA ETS funding. Employees are allowed to return to work after a negative rapid test result. Most of the staffing shortages have been with Medical Assistants.
* Moving back to having providers offer an hour of telehealth per day to help decrease MA load. Looking to increase telehealth presence and are staggering telehealth hours so if they need to switch MAs from provider to provider, they are able to do so.
* Some MAs have been allowed to work remotely and are clearing chart boxes or answering phone calls from home.
* Increasing hours for urgent care since it doesn’t require the same amount of MA staffing.

**Utah Partners for Health (Kelly)**: * UPFH is participating in the Scale-Up project with Huntsman, however patients are receiving text messages saying they can receive a rapid test, but Huntsman doesn’t have any to provide. As a result, the clinic is receiving a lot of calls from patients.
* Due to staffing shortages, they had to close one of their clinics temporarily. They’ve had 7-10 employees test positive for COVID in the past week.
* Employees who are showing symptoms of COVID are given a rapid test and then a PCR based on symptoms. If an employee must quarantine, they are required to use PTO. A lot of employees are testing negative for the rapid test but positive for the PCR.

**CHC Inc. (Jennifer):** * Staff are required to quarantine for 5 days if they test positive for COVID and are required to use PTO.
* Currently not allowing MAs to work remotely as it is challenging to supervise and they have over 100 MAs on staff.
* Currently looking at providing letters for patients to give to employers so they can return to work after their quarantine has ended or they’ve tested negative.
* Looking at moving away from PCR testing for patients as it requires a gown, N95s and has to be conducted outdoors.

**Midtown (Jesse):*** If staff test positive, they are required to quarantine/isolate for five days. MAs can work from home and clear labs/orders in order to try and minimize the amount of PTO being used and to help with clinic workloads. Getting employees remote access to their EHR has been a challenge. Working on getting staff remote access within the coming weeks.

***Roundtable Discussion:*****COVID-19 At Home Testing*** CHC Inc. is going to participate in the HRSA at home testing program. Front desk staff will give them out to any patient that has an appointment. The test will have instructions, so the patient doesn’t have to call the clinic with questions.
* UPFH is not going to participate in the program because their were concerns about the amount of reporting required.
* Carbon hasn’t decided if they’ll be participating yet due to concerns about increased phone calls. If they do decide to participate, they will likely use the mobile unit to give to patients.
* Midtown is planning to participate and utilize with dental and behavioral health. Clinic manager will do reporting and will report tests that were given out.

**Staffing Shortages due to COVID:** * Some clinics have a shared PTO bank which will allow other employees to donate a certain number of hours to other staff.
* Carbon is utilizing the medical protection benefit through their ETS plan which covers employees’ paychecks. Based on circumstance, staff are allowed to donate PTO to other employees.
* Wayne is taking things on an employee-to-employee basis based on how much PTO they have accrued, FTE status, etc. They will continue to cover benefit deductions for employees who don’t have enough PTO while quarantining.

**Good Faith Estimate:** * CHC Inc. is working with eCW to determine what can be utilized within the EHR to provide GFE to patients. eCW has a patient cost estimator that can be utilized for the GFE.
* Midtown has posted their sliding fee schedule on their website.
* Utah Partners for Health is trying GFE with their dental patients first.
* Mountainlands is looking at how to provide the GFE for co-providers.
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| **Topics**  |  |