

Board of Directors Meeting

May 27, 2014

Marketing and Outreach - In conjunction with the Outreach and Enrollment Team, we are in the process of creating a Marketing Plan for all sites. A draft will be presented at the next board meeting.

Managed Care Report - For the last quarter we have been consistently increasing the number of managed care patients. Under Care 1st Health Plan - we lost 171 patients as of result of the State back log. Staff is checking eligibility for the month of May and found that most these patients have been reinstated. Some patients were assigned to other clinics (if the patient missed the deadline to choose a primary care provider, these patients were assigned by Medi-Cal to the nearest provider to their geographic location) - See report as per attached

The Cycle Time Report - The Cycle Time is the time it takes patients in the clinic - from the time they signed in (registered) to the time they get discharged. We collected data for the last 5 months. The average time spent is approximately 42 minutes. We would like to reduce this in the near future to 30 minutes by making some changes. This report reflects the patients who had appointment not for Walk-in Patients.

Site + Length Of Visit	#Visits	%Late	Avg Early	Avg Late	Clkn to MA	MA to CkOut	Appt to ChkOut
Huntington Park FHC	5111	13%	0:25:06	0:00:50	0:23:45	0:46:28	0:47:25
15	4465	14%	0:25:18	0:00:49	0:23:21	0:45:36	0:46:09
30	619	13%	0:23:49	0:00:58	0:26:39	0:51:39	0:55:24
45	26	12%	0:21:35	0:00:09	0:22:47	1:12:15	1:14:40
60	1	0%	0:20:00	0:00:00	0:14:22	0:00:00	0:00:00
S Mark Taper Foundation HC	847	26%	0:23:54	0:03:11	0:12:59	0:48:41	0:42:03
15	674	26%	0:25:06	0:03:22	0:11:34	0:47:46	0:39:25
30	173	24%	0:19:17	0:02:28	0:18:30	0:52:14	0:51:51
South Central Family Health Center	18942	13%	0:32:10	0:01:03	0:29:45	0:39:52	0:43:13
15	16918	13%	0:32:19	0:01:03	0:29:36	0:37:56	0:41:17
30	1974	11%	0:30:19	0:01:00	0:30:50	0:55:20	0:58:47

OPERATIONS REPORT

	45	44	2%	0:45:25	0:00:03	0:33:46	1:26:11	1:24:39
	60	3	33%	0:20:20	0:00:20	0:29:22	0:50:19	0:59:41
	90	3	0%	2:19:20	0:00:00	1:17:34	0:39:16	0:56:50
Jefferson High School		848	22%	0:27:27	0:02:47	0:26:37	0:54:06	0:55:48
	15	574	22%	0:27:29	0:02:30	0:24:41	0:50:25	0:50:46
	30	273	22%	0:27:23	0:03:23	0:30:22	1:02:03	1:06:20
	60	1	0%	0:25:00	0:00:00	2:02:59	0:01:59	1:39:58
Grand Total		25748	14%	0:30:20	0:01:08	0:27:54	0:41:56	0:44:24

Huntington Park Dental Clinic Update - We secured a contract with Liberty Dental for the HP Dental Clinic. In addition to Dental Health Plan (DHP) (most of our employees), we will be submitting an application to Access Dental in order to provide more choices to our patients.

The dental visits have consistently increased in the 1st Quarter 2014 – open 2 days per week

January 2014	February 2014	March 2014
29	38	39

SCFHC Dental Clinic at the Jefferson High School Wellness Center - Effective this week we will be starting to see patients under Medi-Cal. In addition to Medi-Cal (Denti-Cal) we also accept Dental Health Plan (DHS) and cash patients based on the sliding fee. At this site 90% of the patients are fee for service and about 10% are DHS. We also recently secured a contract with Liberty Dental; we have a total of 6 patients enrolled. Within the next few months we will see a shift in these numbers as we will start seeing patients under Medi-Cal.

The increase in dental visits has been consistent in the 1st Quarter for 2014 – 2 days per week. We just added a third day.

January 2014	February 2014	March 2014
35	42	56