

**NAPEBT – Vera Whole Health OPERATIONS COMMITTEE**

**Quarterly Meeting**

**January 23<sup>rd</sup>, 2019, 9:30-11:30 am**

**FUSD Board Room**

Virtual: <https://meetings.ringcentral.com/j/2514845484>

Dial in: 1-773-231-9226 Passcode: 251.484.5484#

**Attendees:**

<b>NAPEBT</b>	<input checked="" type="checkbox"/> Margaret Penado
<input checked="" type="checkbox"/> Shannon Anderson	<input type="checkbox"/> Mike Townsend
<input type="checkbox"/> Lauree Battice	<input checked="" type="checkbox"/> Jami Vaness
<input type="checkbox"/> Jeanie Confer	<input type="checkbox"/> Scott Walmer
<input checked="" type="checkbox"/> Jennifer Caputo	<input checked="" type="checkbox"/> Katie Wittekind
<input checked="" type="checkbox"/> Dean Coughenour	<b>Vera Whole Health</b>
<input type="checkbox"/> Shane Dille	<input checked="" type="checkbox"/> Julie Almond
<input type="checkbox"/> Lynn Hill	<input checked="" type="checkbox"/> Allison Duff
<input checked="" type="checkbox"/> Bob Kuhn	<input checked="" type="checkbox"/> Brad Frank
<input type="checkbox"/> Rosa Mendoza-Logan	<input checked="" type="checkbox"/> Marianne Heiderscheidt
	<input type="checkbox"/> Sue Ferbet

**Action Items:**

- Vera to
  - Send out Transition Clinic Manager contact information prior to Feb 8
  - Create an Occ Health services summary for clarification on which services can be referred to the clinic
  - In general Vera will no longer provide pre-employment vaccinations for FUSD, but will explore the possibility of standing orders for MMR and TB vaccinations for FUSD and a vaccination event the first week of August right before school starts to support timely completion
  - Vera will draft a document with description of PT onsite services available with instructions for how to make requests so the information can be distributed through regular channels, and explore testimonials as part of promoting services
  - Send out Bios of new clinic staff to Ops Committee once Bob approves for hire
  - Explore possibility of messaging on new website to clarify all users must create an account even if an established Vera patient
  - Clinic staff will set up time with Dean to talk to new providers about Workers' Comp for 20-30 minutes in March
- Katie to work with agencies in developing a coordinated communication plan around BCBS telehealth, and share materials with the clinic

**Agenda:**

- **Clinic Staffing (5 mins)**
  - Trish Bartholomew, NP – start date 2/11
  - Dee Ann Kaserer, NP – start date 2/25
  - Kira Semanas, Coach – start date TBD
  - Open Clinic Manager Position & Transition Plan
    - Marianne is pursuing new opportunity and will be leaving Vera. Her last day is February 8<sup>th</sup>.
    - Vera has a strong candidate going through the interview process
    - Vera's Clinic Launch Manager will be onsite starting with Marianne's last week, and every other week thereafter to assist with transition to the new clinic

manager - she has been a Vera Clinic manager in the past, has strong clinic administrative experience, and a strong knowledge of Vera clinic operations

- During the transition, communication resources for any questions or needs are Linda at the front desk, the interim clinic manager, Julie, and Allie

- **Ops Committee Meeting Schedule (10 mins)**

- 2019 proposed meetings:
  - March 27 12:30-2:00 Birch Room – County Public Health Building
  - June 12 9:30-11:30 FUSD board room
  - Proposed: Interim Teleconference August (TBD)
  - October meeting (TBD, pending Board schedule)
- Back-up meeting representation for each agency
  - If possible, please send back up representation if unable to attend meetings so that we have quorum for the decision-making processes and input from all agencies

- **Monthly Report Review (10 mins)**

- Collaborative Y4 strategies and goals
  - Prioritize wellness, primary care, disease management
  - Clinical quality tracking and reporting
  - Spouse engagement
  - Wellness committee/Whole Health Council Collaboration
  - Build trust in new care team

- **Clinic Services (30 mins)**

- Clinic Event Schedule
  - 2019 Page Services Schedule: February, May, August, November
  - 2019 Q1 Screening Events – Feb schedule adjusted (below)
  - 2019 Clinic Closure Calendar
- Occ Health Services review & transition
  - Pre-employment services will no longer be done at the clinic (POST exams, additional pre-employment for the City)
  - Clinic will continue doing Occ Health for existing employees such as CDL's, random drug testing for employees, and post-accident exams including breathalyzers
  - FUSD vaccinations - The clinic is working on standing orders for MMR and TB, and could offer the week before school starts – if unable to come to vaccine event, can get vaccine elsewhere
  - New Breathalyzer should be in clinic this spring; Vera will let ops committee know when it's available
- PT Onsite Prevention Services
  - Services available include individual ergonomic consultations and group classes
  - Interested agencies should contact Maggie directly to discuss prevention service opportunities
  - Vera to draft a document with description of services available
- Shingles vaccines
  - Will continuously be in short supply from supplier; clinic will administer as new inventory is received
- Blue Care Anywhere Telehealth Launch
  - Will find out more about launch date at board meeting tomorrow
  - Flyers created by BCBS, Margaret will send to Katie and Bob

- **Engagement & Communications (20 mins)**

- New Responsive Website

- Website & App login require a new login/password, this login/password is different than the patient portal; eventually single sign-on will be developed where only 1 account is needed for everything
- Website & App login are the same
- Suggestion to create a banner across the login page with information on how to register
- Vera App Launch – goal is week of February 4<sup>th</sup>
  - Android App launch is targeted for end Q2; Vera will keep ops committee posted on whether that date changes
- Whole Health Council Integration with Wellness Committee
- New Employee Welcome Packet
- Text Appt reminders – goal is Q1

• **Review Action Items & Updates to the Board (10 mins)**

Q1 Screening Events:

• Jan. 24	12pm-3pm	NAIPTA, Vera Room - 3773 N. Kaspar Dr.
• Jan. 29	9am-6pm	Vera Whole Health - 1500 E. Cedar Ave.
• Feb. 13	8am-12pm	CCC LT, Board Room - 2800 S. Lonetree
• Feb. 26	9am-6pm	Vera Whole Health - 1500 E. Cedar Ave.
• Feb. 28	9am-12:30pm	FUSD Warehouse, Purchasing - 5400 E. Railhead
• Mar. 26	9am-6pm	Vera Whole Health - 1500 E. Cedar Ave.
• Mar. 28	9am-12pm	CCC 4th - 3000 N. 4th St.

NAPEBT clinic closure contact list			
	Name	Phone	Email
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