

NAPEBT – Vera Whole Health OPERATIONS COMMITTEE

Quarterly Meeting

March 27th, 2019, 12:30-2:00 pm

Birch Room - Coconino County Public Health Building

Virtual: <https://meetings.ringcentral.com/j/1491510231>

Dial in: **1-773-231-9226** Passcode: **149.151.0231#**

Attendees:

NAPEBT	<input checked="" type="checkbox"/> Margaret Penado
<input type="checkbox"/> Shannon Anderson	<input type="checkbox"/> Mike Townsend
<input checked="" 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	Vera Whole Health
<input type="checkbox"/> Shane Dille	<input checked="" type="checkbox"/> Julie Almond
<input type="checkbox"/> Lynn Hill	<input checked="" type="checkbox"/> Allison Duff
<input type="checkbox"/> Bob Kuhn	<input checked="" type="checkbox"/> Brad Frank
<input type="checkbox"/> Rosa Mendoza-Logan	<input checked="" type="checkbox"/> Marina Teach
	<input type="checkbox"/> Sue Ferbet

Action Items:

- Marina/Vera to gather more information re: IUD services and present a suggestion at the next meeting
 - o Referral counts to estimate volume
 - o Information on risk of complications
- Allie to send Frank Garcia patient success story for clinic staff to include in diabetes registry letters
- Julie/Allie to adjust Occupational Health Services Guideline based on feedback and re-distribute
- Allie to add “request a specific provider” to the new request form and remove biometric screening request section
- Katie to slate for special project within the Wellness Committee: incentives for patients to respond to disease registry outreach
- Julie will be providing an updated budget report with state of projections vs actual (2019-2020) for committee evaluation, as well as updated projections for 2020-2021

Agenda:

- **Introductions & Clinic Staffing (2mins)**
 - o Marina Teach – new Practice Manager
- **Quarterly Report Review (10 mins)**
 - o Upcoming Clinic Closures:
 - Possibly will need to close Saturday June 22 for an EMR Update – will know more by April 29th
 - Vera Way Training in June (Date TBD)
 - o Termination Updates on Enrollment files; agencies do not need to send that separate file moving forward
 - o Clinic Operations Updates
 - Clinic letters are being sent out to patients on diabetes registry (50-75 patients)
 - Intention to make sure at-risk patients are being monitored and cared for
 - Suggestion to offer an incentive for this specific population
 - Suggestion to include Frank Garcia patient story with letter

- Blue Care Anywhere/Vera integration via chart notes and coordinated care – discussions in process; BCBSAZ is investigating what’s required on their end
 - Call center support will be implemented later this year Vera-wide to address hold times and abandonment rates; more info on process and workflows to come as well as cost increase -- will only affect budget for 2020-2021.
 - Currently getting estimates for existing clinic space reconfiguration to accommodate the new staff members (added desk and expanded closet space)
 - A few Vera providers are interested in offering IUDs in the clinic
 - Ops committee will help to decide if this service is offered
 - Request for frequency of referrals out to other clinics
 - Dr. Frank suggests that the number of referrals for this service would be relatively low (less than 50 per year)
 - Need additional information around risk of complications
 - Marina/Vera to gather more information and present a suggestion at the next meeting
- **Clinic Services & Operations (40 mins)**
 - Occ Health Services
 - Service Guidelines Review
 - City concern expressed re: Work Comp patients being turned away from Vera if same day scheduling cannot be accommodated
 - Appointments are reserved each day for WC appointments; Vera can better accommodate when given a heads-up regarding need. Most agencies are doing this. Additional staffing should be helpful here as WC demand is relatively low.
 - UDS Vendor Transition – e-mail sent to each agency to gather updated information
 - Breathalyzer Update
 - PT Onsite Preventive Services
 - Prioritization
 - Consensus to prioritize individual Workers comp PT appointments, Group PT classes, and then individual Ergonomic assessments (regular PT appointments last)
 - Suggestion for a train the trainer approach to group stretching classes
 - Request Process (revised form)
 - Remove biometrics section
 - Suggestion to add a place to request a specific provider/coach
 - Re-Visit Vera’s 30/60-minute appointment model
 - Based on pilot program Vera will not be making changes to appointment model however will continue to look at appointment model effectiveness for continued care with established patients
 - Clinic Budget Considerations
 - Vera benefit increases – revised budget estimates now available
 - Ops Committee to review estimates for clinic reconfiguration as they become available
 - Addition of an MA to support new providers (approx. \$25,000)
 - Vera will be providing a more detailed report of current state of budget, and slate items impacting budget for every Ops Committee agenda
 - **Engagement & Communications (15 mins)**
 - Clinic Events
 - Roadshow opportunities
 - 2019 Page Services Schedule: May, August, November (2nd Wed)
 - Requests for services in Williams

- April materials
- Raffle: May 15th Wellness Incentive Deadline & open Provider Wellness Visits

- **Ops Committee Meeting Schedule (2 mins)**
 - Next meeting: June 12 9:30-11:30 FUSD board room
 - 2019 proposed meetings:
 - Proposed: Interim Teleconference August (TBD)
 - October meeting (TBD, pending Board schedule)

- **Review Action Items & Updates to the Board (5 mins)**

Upcoming Screening Events:

• Mar. 28	9am-12pm	CCC 4th - 3000 N. 4th St.
• Apr. 11	8am-11am & 12pm-4pm	County HR - 420 N. San Francisco St.
• Apr. 30	9am-6pm	Vera Whole Health - 1500 E. Cedar Ave.
• May 3	7am-9:30pm	City Parks - Thorpe Park
• May 8	1pm-5pm	LEAF, Auditorium - 911 E. Sawmill Rd.
• May 11	8am-12pm	Vera Whole Health - 1500 E. Cedar Ave.

NAPEBT clinic closure contact list			
	Name	Phone	Email
City	Jennifer Caputo		jcaputo@flagstaffaz.gov
	Shannon Anderson	928.213.2092	sanderson@flagstaffaz.gov
CCC	Rosa Mendoza Logan	928.226.4350	Rosa.mendoza-logan@coconino.edu
	Dietrich Sauer	928.226.4204	dietrich.sauer@coconino.edu
County	Mike Townsend	928.679.7130	mtownsend@coconino.az.gov
	Margaret Penado	928.679.7105	mpenado@coconino.az.gov
	Meghan Miller	928.679.7107	memiller@coconino.az.gov
	Erika Philpot	928.679.7100	ephilpot@coconino.az.gov
CCASD	Jeanie Confer	928.527.2708	jconfer@ccrasd.org
FUSD	Bob Kuhn	928.527.6010	bkuhn@fused1.org
	Dawn Anderson	928.527.6073	danderson@fused1.org
	Kim Woolbright	928.527.6000	kwoolbright@fused1.org
	Jenn Moore	928.527.6046	jmoore2@fused1.org
NAIPTA	Lynn Hill	928.679.8925	lhill@naipta.az.gov
	Heather Dalmolin		hdalmolin@naipta.az.gov
	Sam Short		sshort@naipta.az.gov
	Lauree Battice		lbattice@naipta.az.gov
NAPEBT	Katie Wittekind	928.527.6189	kwittekind@coconino.az.gov