

NAPEBT – Vera Whole Health OPERATIONS COMMITTEE

Quarterly Meeting

June 12th, 2019, 9:30-11:30 am

Ponderosa Room - Coconino County Public Health Building (King St)

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

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

Attendees:

NAPEBT	<input type="checkbox"/> Margaret Penado
<input type="checkbox"/> Shannon Anderson	<input checked="" type="checkbox"/> Mike Townsend
<input type="checkbox"/> Lauree Battice	<input type="checkbox"/> Jami Vaness
<input type="checkbox"/> Jeanie Confer	<input type="checkbox"/> Scott Walmer
<input checked="" type="checkbox"/> Jennifer Caputo	<input type="checkbox"/> Katie Wittekind
<input 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 checked="" type="checkbox"/> Bob Kuhn	<input checked="" type="checkbox"/> Brad Frank
<input type="checkbox"/> Rosa Mendoza-Logan	<input checked="" type="checkbox"/> Marina Teach
<input checked="" type="checkbox"/> Meg Miller	<input checked="" type="checkbox"/> Sue Ferbet

Action Items:

- Bob to talk evaluate FUSD opportunities to offer vaccines in August
- Julie to follow up with BCBSAZ (Madeline) re: new insurance cards
- Vera to send a notice to Ops Committee when Breathalyzer tests can be conducted in the clinic
- Vera to draft PT guidelines document re: number of reasonable PT visit sessions per patient and review with Ops Committee
- Allie will follow up with coaches on a post-workshop evaluation form

Agenda:

- **Introductions (5 mins)**
 - Sue Ferbet, Chief Clinical Operations Officer
- **Q2 Dashboard Review (10 mins)**
 - Event Summary
 - Suggestion for Evaluation form after Coaching Workshops
 - Suggestion for Flu shot only events
 - Bob to talk to Jennifer re: vaccination needs and availability for clinic staff to come out and do a round of vaccinations for teachers (All teacher meeting in Nov.)
- **Clinic Updates (20 mins)**
 - Julie to follow up with BCBSAZ (Madeline) re: new insurance cards
 - Breathalyzer tests will be available at the clinic at the end of the month
 - Vera to send a notice to Ops Committee when Breathalyzer tests can be conducted in the clinic
 - BRCA Gene Testing
 - BRCA Gene tests can be done at Vera and will be billed to Trust as an exception

- No PT Coverage July 22-29
 - Normal PT coverage is not available July 22-29 as Maggie will be out; not cost effective to train new coverage; Maggie feels comfortable with her current case load not having PT services for a week
- **Clinic Services & Operations (40 mins)**
 - Tetanus Boosters
 - Tetanus boosters will now be offered at bio screen events
 - Diabetes Registry Progress
 - With diabetes outreach population lacking screening results decreased by 13% and Population with controlled glucose increased by 7-8%
 - IUD's
 - After discussion and cost benefit analysis, committee is ok with offering IUDs in-clinic based on patient request
 - Dependencies based on provider interest in training and maintaining skills
 - PT Onsite Preventive Services
 - Eligibility
 - Prioritization
 - Decision to prioritize PT services in the order below:
 - 1st: Worker's Comp
 - 2nd: Onsite Prevention (ask that it be scheduled out a few months)
 - 3rd: Vera Provider Referred PT
 - Vera to draft PT guidelines document re: number of reasonable PT visit sessions per patient
 - Onsite Preventive Services Request Process
 - Vera Event Request Form revised to include instruction regarding train the trainer requests
 - Chart Note Integration with Blue Care Anywhere
 - Vera will refer to Blue Care Anywhere when patients cannot be accommodated (and appropriate)
 - Patients need Vera fax number in order to have summary of visit shared with a Vera provider
 - Vera Fax: (928) 438-1771
 - Patient Help Line Launch
 - Vera is expanding after hours patient help line services to cover inbound call volume during clinic hours, this should be live as of July 1
 - There will not be any operational cost impact to the 2019-2020 budget year. Cost impact to the 2020-2021 budget year is being evaluated
- **Quarterly Report Review (15 mins)**
 - No Show Policy
 - Counts of no shows will reset on January 1, 2020 – reset will not be advertised to patients
 - Patient Feedback
 - Shingles Vaccine Shortage
 - If helpful, here is a vaccine locator tool which shows where vaccines have been shipped in the last 3 months – but good to call ahead to make sure they actually have inventory because they experience the

same intermittent shortage we do (i.e. it's not a live inventory tracker).

<https://www.shingrix.com/shingles-vaccine-locator.html?q=86002>

- **Engagement & Communications (10 mins)**
- **Review Action Items & Updates to the Board (5 mins)**
 - Next Ops Committee meeting: Oct 2019, TBD pending Board meeting schedule
 - Next Bioscreens – Aug 2019 (schedule being finalized by Wellness Committee)

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