

What's Inside

- Exclusive interview with new RCMS CEO
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YEAR IN REVIEW 2018

INTRODUCTION

This summer has been busy and challenging for RCMS. In August we had our compulsory Health Resources and Services Administration (HRSA) operational site visit (OSV) and the following week we had our annual financial audit by the PUN Group CPAs. Our HRSA OSV occurs every three years and is an opportunity for us to receive constructive feedback on our operations and our compliance with the statutory and regulatory requirements of the Health Center Program. We are pleased to announce we passed both audits!

We are also focusing on our strategic plan for this current fiscal year.

This newsletter will give you the details of our audits, our strategic plan, and other RCMS news.

COMMUNITY HEALTH NEEDS ASSESMENT

Help us deliver the healthcare you need by completing our Community Health Needs Assessment survey. This survey is designed for you to give us information so we can deliver the best healthcare to our community. Your feedback is critical and greatly appreciated. The survey is being distributed in collaboration with Mendonoma Health Alliance (MHA). MHA is an alliance with RCMS, Coast Life Support District, and Santa Rosa Memorial Hospital. MHA staff have been the primary collectors of the survey and have made the survey available at our community flu clinics and other events.

Our goal is to get over 700 surveys and we have collected over 250 to date so we are still a long way to achieving our goal. 700 surveys would give us a significant sample size to enable a thorough assessment. We hope that you will take the time to complete the 10-15 minute survey.

Drop by MHA or RCMS locations to complete your survey. You can also complete the survey on line. Please visit RCMS at www.rcms-healthcare.org or MHA at www. mendonomahealth.org for links to the online survey.

ANTONIA FRANCI

Many of you have seen Antonia Franci on a visit to RCMS. Antonia was born in our community as were her parents, grandparents, great-grandparents, and a great-greatgrandfather.

GARY COLLINS



The Redwood Coast Medical Services (RCMS) Board of Directors appointed Gary Collins as the new Chief Executive Officer (CEO) at the October 2018 Board of Directors meeting. Prior to his appointment as CEO, Collins served as the Chief Financial Officer and Chief Operations Officer of RCMS for 18 months. He is a resident of Timber Cove and understands the unique opportunities and challenges of our rural coastal communities. Outgoing RCMS CEO, Diane Agee, recruited Collins and is pleased with his appointment as CEO of RCMS.

RCMS Board Chair, Alex Long said, "We are incredibly fortunate to have this transition from Diane Agee to Gary Collins. Collins brings a new set of eyes and skills, that when combined with the tremendous resources of our staff, will help RCMS to meet the challenges of the rapidly changing Health Industry!"

Collins stated "one of Diane's legacies includes the relationships she has built within our service area over the past 22 years. I look forward to picking up where Diane left off, and help to navigate RCMS through the difficult years ahead. We are facing stagnant reimbursement models, competitive cost structures, and particularly challenging regulatory mechanisms in healthcare. The first challenge is to ensure we have a stable staffing structure that supports the community. This includes recruiting a CMO as soon as possible."

Collins also added "We must finish our electronic health system updates and upgrades to ensure we can

capitalize on the value-based care model for revenue enhancement." "Value-based reimbursement ensures RCMS is providing the absolute best care for our patients, in a safe health center environment, while promoting the appropriate quality level of patient deliverables for their continued health, and enhancing the revenue model for RCMS," Collins stated. "There are also a myriad of facility issues that must be immediately addressed for our staff, patients and visitors to know they can visit RCMS and do so comfortably."

Collins was raised in Ohio, and moved to California in 2015. He received his formal education (BA – Accounting and Business from Muskingum University and an MBA from Baldwin Wallace University) before beginning his global career in Finance. Collins is also a GE trained Six Sigma Black Belt. He has lived abroad more than 7 years, leading global teams to achieve results previously not attained. His work has taken him to reside in Belgium, Italy and most recently China – where he finished his corporate career as Region Finance Director, Asia Pacific Region before returning to the states. Collins decided it was time to give back to his community and began work in the healthcare field in 2012 – applying his finance, managerial, leadership, and quality skills in the FQHC sector. Collins helped lead AxessPointe in Akron, Ohio to open two residency clinics, a 340B pharmacy, and to open a third access point location in Barberton Ohio, before moving to California.

As RCMS nears the end of its 40th anniversary year, the Board and staff are looking towards the future. Collins stated that "The coming years will be challenging for RCMS for many reasons, but I'm confident in the dedication shown by the RCMS staff, the community served, and hopeful that the next 40 years brings more great things for these amazing coastal communities. I take immense pride in the work of our staff and the quality outcomes attained by our care teams."

Antonia Franci continued from previous page..

Antonia became a Medical Assistant (MA) in 2007 and did her externship at RCMS. Inspired by the staff and patients of RCMS, Antonia decided to go back to school where she obtained her Licensed Vocational Nurse (LVN) certification. She left RCMS to attend school in Ukiah where she earned her LVN and graduated Valedictorian of her class. She returned to RCMS as an LVN in urgent care.

Antonia isn't stopping with her LVN! She is currently attending Mendocino College in Ukiah to earn her

Registered Nurse (RN) certification. She could not have been able to pursue her dream of becoming an RN without the support of RCMS and our great community! RCMS is incredibly proud of Antonia's dedication and hard work! We look forward to welcoming her back to RCMS as an RN.



2019 STRATEGIC VISION

Staying true to our mission...

Electronic Health Records Upgrade

System upgrades enhance our ability to track your health information, but also require ongoing training, standardizing the process, and ongoing upgrades.

"We are engaging in an ongoing process to continually improve quality of care and performance." Gary Collins, CEO



RCMS is designated as a rural frontier region in a health provider shortage area.

Restructuring QI/PI As we shift to a pay for performance model, collecting your health information will be critical. All staff must understand and participate in quality assurance measures.

July 1, 2018 to June 30, 2019. Our goal is to work on three areas, which we feel, will have the greatest clinical impact:

We have a strategic vision for our current fiscal year,

- Optimize usage of our electronic health records (EHR) by upgrading our current EHR NextGen, staff training on the new version, and standardizing processes. This will increase productivity and enhance quality outcomes.
- 2. Restructure our quality improvement (QI)/ performance improvement (PI) process.
- 3. Continue to improve on recruitment and retention

Our NextGen upgrade will conclude in April 2019. This will involve not just upgrading our NextGen software but will have an eight week training for our staff to learn how to optimize usage of the new version and related workflows.

We are also excited by the prospect of introducing a patient portal! More details to come as we begin our NextGen upgrade.

The upgrade to NextGen will aid in our desire to restructure our quality improvement (QI) and performance improvement (PI). This restructure is designed to improve our healthcare delivery and our process to implement improvement changes.

We are always looking for dedicated staff to work full or part time in our clinics. For job postings, go to http:// www.rcms-healthcare.org/employment.html. Recruitment and retention have been difficult since we started RCMS in 1977. Healthcare recruitment in rural areas is a nationwide challenge. Some of the struggles unique to RCMS are:

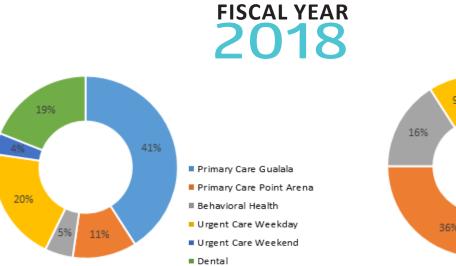
- Housing (affordable rentals are scarce)
- Shopping (Starbucks, Target, etc...)
- Social activities (options are limited or are a long drive)
- Cultural activities (options are limited but we do have a strong artist community)
- Environmental concerns (the recent fires have deterred some applicants)

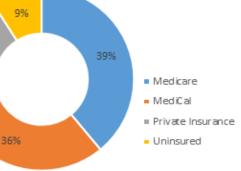
"Even though RCMS is geographically located in a rural area – also known as a designated 'frontier' location, our attention to staffing, systems, and quality remain

paramount." Gary Collins, CEO.

Our strategic vision for the fiscal year is more than just a one year vision, it is an ongoing cycle to continually improve our quality of care.







VISITS BY SITE

Did you know RCMS had almost 22,000 patient visits July 1, 2017 – June 30, 2018?

Primary Care Gualala	9,004
Primary Care Point Arena	2,468
Behavioral Health	1,086
Urgent Care Weekday	4,420
Urgent Care Weekend	825
Dental	4,158
Total Visits	21,961

100%

All members of the RCMS Board of Directors made a financial contribution in FY18.

OUR PAYOR MIX

Our payor mix is comprised of 39% Medicare, 9% uninsured, 16% private insurance, and 36% MediCal.

BOARD COMPOSITION

HRSA requires our Board to be at least 51% patient based. Our board is actually comprised of nearly 80% patients. This gives them the unique perspective of both patients and board members when making governance decisions for RCMS. Our board is also comprised of residents from Timber Cove to Irish Beach, which is <u>also our service</u> area. Our board knows our community well.

COMPLIANCE

Health Resources and Services Administration (HRSA) funded health centers are subject to operational audits every three years. These audits focus on financial, clinical, and governance and administrative functions. RCMS hosted three auditors and our program director on-site for three days in August 2018.

The auditors and program director received hundreds of documents in advance of the audit and another 600 documents while they were here. They also conducted in depth interviews with our 14-member board of directors and several of our key staff.

Our diabetes team, Trish Miller and Jacquie Lappé, prepared an overview on our diabetes program that so impressed our HRSA auditors and program director that they will highlight what we do as a 'best practice' for other Federally Qualified Health Centers (FQHCs). They were also impressed with how much we do with so little resources, both financially and with our small staff. The passion and commitment of our staff shined through from the beginning to the end of the auditors' on site visit.

This was the first time any of them had been to our beautiful coastal clinics. Not only were they impressed with the work that RCMS does but they were also impressed with our community.



BY THE NUMBERS

RCMS LEADERSHIP CIRCLE EVENT

An opportunity to say thanks...

We had our first Leadership Circle event on Saturday, August 25, 2018 in the Redwood Grove at the Gualala Arts Center. Our Leadership Circle includes donors of \$1,000 or more cumulative over the past three years. Upper Crust Pizza cooked delicious pizzas in the outdoor, wood-fired pizza oven. Our Leadership Circle members met many of our board of directors, staff, and development committee members.

As the Leadership Circle grows there will be more in store for members:

- First invitations to all RCMS events
- Special event discounts
- Exclusive apprecaition events
- First to receive news from RCMS, our e-newsletter launching in 2019

For information on joining the Leadership Circle please visit http://www.rcmshealthcare.org/give-now.html.



Attendees enjoy refreshments while Diane Agee expresses her appreciation to the crowd.



BECOME A VOLUNTEER

Please consider becoming a volunteer.

RCMS volunteers play an important role and we do our best to match you to your interests.

Community Resources Connection (CRC) also has volunteer opportunities for drivers and office support.

For more information contact Deborah Lane, 707.884.9215, dlane@rcms-healthcare.org or visit rcms-healthcare.org/ volunteer-services.html.

RCMS GIVING PROGRAMS

Monthly or annually, every dollar helps us help our community. We also accept goods for our auction at our annual fundraiser, Be Our Guest. You can also decide how you want your donation used.

Ask us about Legacy Giving. Legacy gifts will help us in the years to come. Your legacy is our future.

Join our Leadership Circle. Donors of \$1,000 or more sustain our work and help us address challenges.

For more details, and helpful forms, go to www.rcms-healthcare.org/ general-information.html. Our giving programs are growing and are continually being improved thanks to the feedback from our generous donors. For suggestions please reach out to Dawn McQuarrie at dmcquarrie@rcms-healthcare.org or call 707.884.9434.



FICSAL AUDIT

The week after our HRSA visit we had our annual financial audit. We had three auditors from PUN Group CPAs here for three days reviewing and testing hundreds of documents and files.

They inspected our financial processes and results. Their primary focus was on grants, payroll, sliding fee scale, expenditures, internal controls, accuracy, and revenue cycle.

This is our 4th year in a row with no findings and RCMS remains a low risk auditee.

Each year our volunteers on the RCMS Audit Committee convene to engage in this detailed process.

We would like to take this opportunity to thank our Audit Committee and all the staff that work behind the scenes to make this happen!



HONORING THE LIFE AND SERVICE OF DR. JEFFERSON NERNEY, PSY.D.

At the Board of Directors meeting on December 11, 2018, the Board passed a resolution honoring the life and service of Dr. Jefferson Nerney. The resolution recognized the significant contribution of Dr. Nerney over the course of his distinguished career.

We were deeply saddened by the unexpected and untimely passing of Dr. Nerney, Psy.D. on Wednesday November 21, 2018. He will forever be remembered at RCMS for his charisma, infectious positivity, and ability to brighten peoples day. Staff were honored to have known and worked side-by-side with Jeff.

Jeff was born in 1949 in San Francisco, a city which he loved dearly. Growing up he was a great athlete but his passion for music led him down the path of becoming a musical producer in the 1960s. Through that experience Jeff developed close friendships that he would forever cherish. Jeff received his Doctor of Psychology (Psy.D.) degree from the Wright Institute in 2002.

He worked in several areas in the field of mental/ behavioral health including forensic assessment for the Board of Parole. He joined the RCMS family in July of 2012 and was instrumental in implementing the integration of Behavioral Health services into Primary Care services.

Jeff loved our coastal community and was so happy to be settled on the coast, making a home with Sweetie Pie... his beloved cat, Charlie the spaniel, and the love of his life, Jacqueline Lappé.

Jeff embraced life, adored his friendships, and approached humanity with a generous open heart. We will always remember him singing in the halls of RCMS, bringing rays of light and smiles.



DONOR APPRECIATION

We are grateful to all our donors. All donations, in any amount, are greatly appreciated. To donate by mail, please send your check or money order to: RCMS Development Department, PO Box 1100, Gualala CA 95445

For more information, please call 707.884.9434 or go to www.rcms-healthcare.org to donate online.

In Memory

In Gratitude

In gratitude that you are here! John and Katy Horn In appreciation for all that you do Peter McCann and Judith Fisher In gratitude Bruce McLean and Thea Leonardi In gratitude of Lois Falk Bob Rutemoeller and Mary Sue Ittner In gratitude of Barbara Brittell Mary Kay Stolz

Legacy Gift

Claire McPherson

In memory of Rosamond Tompkins Fritz and Dagmar Beyerlein In memory of June Campbell Gary and Dorothy Craig In memory of Lillian Carter Doug and Mary Duncan In memory of June Campbell Ed and Alice Garrett In memory of Bill Stevenson In memory of Lillian Carter Barbara Gomes In memory of Bruno Miglio Rose Miglio In memory of Helen Kohler Sears Cecilia Moelter In memory of Julie Gibson In memory of C Niall Healy Linda Moon In memory of Manny Talkovsky In memory and honor of Gary O'Brien

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In honor of Alice Diefenbach Dorothy Antrim In honor of Lois Falk Frances Elstun In honor of Beach Rentals Chris and Pat Kenber In honor of Janis and Dan Minton Lewis Lubin and Laura Baker

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In memory of Eve Larson Bruce and Jackie Reeves In memory of Bill Crooks Donald and Mary Rozenberg In memory of Dick Wall John and Fran Tornquist

Thanks to all the donors that supported RCMS from July 1, 2017 - June 30, 2018 In Tom and Mary Cooper Bob Heavner and Cindy Nofziger Mark McClone and Jamie Leanues-McClone Robert Schwein and Vicki Talbot

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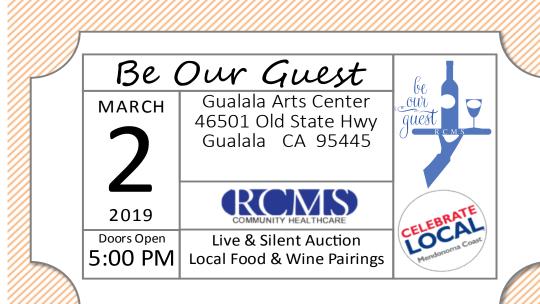
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Save The Date



Be Our Guest – March 2, 2019 at Gualala Arts Center

We are happy to announce Be Our Guest is scheduled for Saturday, March 2, 2019 at the Gualala Arts Center. Thank you to our 2018 co-chairs Colette Coad and Ginny Rubin for making Be Our Guest 2018 a success. We are excited to continue the tradition of Be Our Guest. We are looking for volunteers to plan, organize, and help the day of the event. We are also looking for donations for our silent and live auctions. Please contact Dawn McQuarrie at RCMS, dmcquarrie@rcms-healthcare.org or 707.884.9434.

COMMUNITY WELLNESS RESOURCE FAIR



April 2019 - Gualala Community Center

- A community resource and information fair.
- Health, safety, wellness , and lifestyle resources
- from our coastal community.
- Fun activities for all ages!

For more information email kwilder@rcms-healthcare.org

For more information visit www.rcms-healthcare.org or contact dmcquarrie@rcms-healthcare.org 707.884.9434



You Are Invited to

A Spring Evening at St. Orres

May 2019

Annual Fundraiser for the Shamli Hospice Program

> Small plates featuring St. Orres signatures delicacies.

Limitied seating available, be sure to buy your tickets early!

A Spring Evening at St Orres 2019

RCMS hosts A Spring Evening at St Orres to benefit Shamli Hospice. This event is graciously sponsored anually by St Orres. Because of their generosity, 100% of the proceeds from this events goes directly to the Shamli Hospice Program.

We are grateful for the generosity of Eric Black and Rosemary Campformio for making this a special evening. We look forward to another successful A Spring Evening at St Orres in 2019. Stay tuned.

