



CEO Report Notes from September 28, 2022 Board Meeting Ara Chakrabarti, CEO

The following is an outline of comments from the CEO at the recent Redwood Coast Medical Services (RCMS) Board Meeting.

Community Communication

- We continue to regularly publish our electronic newsletter 'RCMS Pulse' containing healthcare-related information to our community. We have more than one thousand community members receiving it now.

Organizational/Operational update

- After a significant shortfall in provider time in our Primary Care unit due to COVID-related illness and other situations, we have recovered somewhat this month. We are still one provider short in our primary care, and getting a quick appointment is still challenging. We are working hard in our recruiting efforts – but it is proving to be a significant challenge.
- We participated in a CEO roundtable forum last week organized by the Health Alliance of Northern California, a consortium of FQHCs in northern California. RCMS has not participated in this forum for the last five years or so. It is important to be present in forums like this to give RCMS the visibility within the broader Health Care providing community in our part of the state. During the round table, we were able to meet with the new CPCA (California Primary Care Association) president and discussed with him the unique role RCMS plays in our rural isolated community. CPCA represents about 1400 Community Health Centers and Regional Clinic Associations. They work closely with the California Department of Health representing Community Health Centers' interests.
- We are doing two major systems upgrades internally within RCMS at this time.
 - * NextGen, our electronic health records system (EHR) is being upgraded to the latest version. This is a significant software upgrade that affects all aspects of our operation, particularly on the clinical side of our activities. The upgrade is having more issues in the initial days than we had anticipated. We are working through these in conjunction with our software and support partners.
 - * We have also started rolling out a new phone system within our organization. We are switching over to the latest Voice over IP communication infrastructure.
 - * There is never a good time to do these upgrades – and there are always more issues in the beginning than you anticipate and plan for. But these are necessary and long-delayed activities in our environment that we must take on.

- Federal Audit Clearinghouse has accepted our FY20-21 external audit as submitted. FY21-22 audit activities will start now. Going forward, in January we will issue an RFP for a new audit firm proposal/contract.

COVID-19 Vaccine

- We held a booster vaccination clinic at the South Coast Fire station this past Saturday. We provided about 400 doses of the new Pfizer bivalent vaccine to the community members. Besides our CLSD and Fire partners, many community volunteers helped in making this event a success.

Facilities

- Phase 1 of our facilities modification in the main building is complete now. We have started the initial planning activities for Phase 2. Phase 2 will focus on increasing floor space and modernizing the clinical area of the Gualala main building. This will be a longer-term and significantly more expensive proposition compared to Phase 1. We have identified an architectural firm in San Francisco with lots of experience in healthcare facilities design to start having the very initial feasibility discussions. More to come on this as we formulate our plans.