



CEO Report Notes from January 26, 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. A complete recording of the board meeting is available at: <https://www.rcms-healthcare.org/board-of-directors.html> (scroll down on the web page to *Meetings – Recording and Documents*)

Community Communication

- The Omicron variant continues to have significant negative impact in our community and among our staff. Both Sonoma and Mendocino counties are seeing a surge in case positivity and associated implications. In Mendocino County, the current surge is worse than what we have seen during peak of the Delta variant.
- We continue to publish our biweekly electronic newsletter – RCMS Pulse. We have over 1,200 recipients and it is well received. Our outreach Manager, Dawn McQuarrie, with the help of other, leads this initiative.
- Our annual report is getting the final touches before it is sent out for printing. Given some of the current supply chain issues associated with large volume printing, it is taking little longer than what our original plan was. This effort is led by Hall Kelly and other community volunteers with support from our staff.

Organizational/Operational update

- As mentioned, we are negatively impacted by the Omicron variant. A number of our staff members – from providers to clinical support to administrative support - have been impacted. Shortage of staffing is impacting our service delivery in all areas. We want the community to understand that we are trying to do our best under these difficult situations while keeping our employees and patients safe.
- We are engaging an outside recruitment agency to complement our internal HR staff. Two of our providers plan to retire this calendar year and we are working hard to backfill them. This task has become more challenging given the shortage of healthcare workers across the nation and compounded by our unique location specific challenges.
- We have a full-time provider start this month/ There is a delay in her getting California license because of backlog in Sacramento which is preventing her to be fully active. We also

have another contract provider scheduled to start in our Urgent Care – and that is also somewhat delayed because of COVID situation.

- I want to take the opportunity here to announce that Therese Zettler, one of our long-time employees will be retiring. Theresa has been with RCMS for over 28 years will surely be missed and we wish her the best in her retirement.
- As I informed the board last month, HRSA is planning to do their on-site visit this year. They visit every three years. Originally it was planned to take place at the end of March. Given the surge with the pandemic and the associated impacts, I requested a delay. HRSA approved that request and has informed us that they will do their onsite visit and associated audit at the beginning of July. We are waiting final confirmation of the dates – but at this time it is scheduled for July 6,7, and 8. I am requesting all board members to be available during those days. Because of COVID, this visit will be done virtually – virtual on-site visit.

COVID-19 test and Vaccine

- We are picking up more test kits from Public Health tomorrow. These are not the home test kits we distributed a few weeks back – these are for use in the clinic. This supply should give us enough test kits for the near future and help alleviate our problem of shortage of test kits.
- We continue to provide vaccines Monday through Friday from 10AM to 3 PM, in the triage shed outside the main building, for anyone who walks in. We are also working with families of children to get them scheduled in groups.
- Our next large-scale vaccine clinic is scheduled for February 12 at South Coast Fire Department in Gualala. We are also putting together plans for a pop-up vaccination clinic at the Timber Cove Sunday market. More details on these to follow.

Facilities

- Our remodeling activity for the main building first floor is continuing. Currently we are addressing some of the issues that came up related to appropriate shielding from the X-rays generated by our radiology department upstairs.