



CEO Report Notes from September 2, 2020 Board Meeting *Ara Chakrabarti, CEO*

The following is an outline of comments from the CEO at the recent RCMS Board Meeting.

A complete recording of the board meeting will be available at:

<https://www.rcms-healthcare.org/board-of-directors.html>

(scroll down on the web page to 2020 Meetings – Recording and Documents)

Community Communication

- We held a virtual townhall meeting via zoom on August 12, 2020. Discussion was focused on where we were in December of last year and where we are now. Our intent is to do these townhalls on a quarterly basis.
- A small group forum for Irish Beach/Manchester community is set up for September 3 and the CEO is open to doing more of these small group forums in other communities in our service area.

Organizational/Operational update

As we continue to stabilize the financial situation and the service delivery elements (such as mental health, hospice services, etc.) of our organization – we must continue to focus on our staff and our team members as well.

- Our team members are the ones who stepped up and took on the responsibilities to do the right things for the organization and the community. While we reduced our full-time equivalent (FTE) count by about 25%, there were no negative impact on our service delivery. That is because of our team.
- While we continue to build trust and a sense of team spirit through transparent communication and involving the team in decision making process, we are also taking some active steps:
 - Reviewing compensation of all employees and have given raises to 9 employees so far this year
 - Gave bonuses to 12 employees
 - Started an employee of the month program in February
 - Initiated 360 review process for employees
 - Encouraging people to take time off to reduce stress and recharge.
 - Instituting an anonymous employee survey using SurveyMonkey. Initial survey will be this month.

- Considering starting a 403(b) retirement plan with some contribution from RCMS. With appropriate board approval, we expect to have this in place within the next 60 days.
- Bottom line is that our team is making it possible to turn things around – we must take care of them.

COVID-19

- We have done more than 1,000 surveillance screening tests for asymptomatic people so far.
- We plan to do another 300 screening in the next few weeks. Information will be provided to the community when they are scheduled.
- While the presence of the virus in our community is still fairly limited, we must continue to follow all Public Health guidelines.
- Good news is that the test results, both symptomatic and asymptomatic, are coming back much faster – in most cases with 3 to 4 days.

Primary Care and Urgent Care

- Our number of visits are somewhat stable now around 70 - 80% of pre-COVID days.

Mental Health

- Given the stressful time we all are going through, we are thinking of initiating some community reach-outs related to mental health needs and services that are available at RCMS. These reach-outs may include small group mental health related town halls, radio interview, etc.

Dental Clinic

- We will modify some of our services so that we can optimize time and availability of staff while following all the safety protocols for COVID-19.

Gualala Pharmacy

- Guala Community Pharmacy is open now. This Pharmacy is a 340B contracted pharmacy for RCMS. This is a federal government program that allows not-for-profit medical facilities, like RCMS, acquire qualified medications at discounted prices. Since we do not dispense medications on an outpatient basis, we require a partnering pharmacy to do so on our behalf. This is a revenue sharing arrangement that provides some needed funds to clinics like RCMS.
- The Pharmacy will also have some clinical relationship with RCMS. This relationship helps facilitate clinical information between both entities. This means a quick and accurate response to prescription refill requests, prior authorizations, and allows for effective communication between the pharmacist and provider when there are concerns for drug interactions and potential negative reactions to patients' drug regimens.