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## CEO Report Notes from September 30, 2020 Board Meeting *Ara Chakrabarti, CEO*

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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**

- Our mental health providers were part of “Peggy’s Place” radio show on September 16 to discuss mental health related issues and how to cope during these trying times. The replay of the show is available at: <https://soundcloud.com/kgua/rcms-new-mental-health-providers-on-how-to-cope>

### **Organizational/Operational Update**

- We have started an anonymous employee survey/feedback activity this week using an online tool. Our intent is to summarize the results, share it with team members, and put together action plans based on the results. We plan to do this at regular intervals.
- We are still short staffed in the clinic support area – particularly MAs and RNs. While we have hired people for the following positions since January, we have also lost some:
  - MAs hired – 4
  - RNs hired – 1
  - Front Desk – 2
  - Lab Tech – 1
  - Dental Assistant – 1
  - Nurse Practitioner – 1
  - We have a new MA and a RN starting in October
  - All our hiring has been on the clinical side and none on the administration side.

### **COVID-19**

- We had an outbreak situation in our service area last week. As such, we requested Mendocino County Public Health Department to do an outbreak testing. They did that on Saturday, September 26 in Point Arena (89 tests).
- RCMS did a COVID-19 screening for 230 people on Sunday, September 27 in Gualala.
- The agreement with UCSF for COVID-19 testing will continue through the end of this year, and RCMS will continue to participate in this program.
- We are planning to do two more testing activities in October. Details to follow.

### **Flu Clinics**

- We have received the initial batch of flu shots from our supplier and are currently planning for the time, location, delivery procedures and other associated details. This year we have to comprehend all COVID-19 related restrictions in our flu clinics. Details will be announced in the next week or so.

### **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. Because of that, we may still have to lower our visit projection starting in October.

### **Gualala Pharmacy**

- Gualala Community Pharmacy has been open since the beginning of September. Our 340b partnership with the pharmacy had to be reworked because the pharmacy's entity type changed, delaying full implementation of this program.

### **Facilities**

- We are planning to move some of the administration staff to the Elaine Jacob Center (EJC) building to free up space in the main building. Prep work for this has started.
- We have contracted a roofer to put a new roof on our EJC building. The current roof is in bad shape and will not survive another rainy winter season. This work will be completed in October. The Facilities sub-committee is involved in the details.
- Gualala main building clinic area is repainted to address chipping paints and other maintenance issues. Also, a significant roof damage on the main building was repaired.