

SCHC Board of Directors

October 29, 2013

Executive Director's Report

The biggest news for the month of October is getting the Service Area Competitive (SAC) 330e Grant submitted on time; the grant is for a three year period, and provides nearly \$1.7 million of Sunshine's annual revenue (approximately 47% of total revenues). The grant was submitted just three and half weeks after the 3-day HRSA program site review ended September 26th, which is remarkable when one considers that none of the current admin staff at Sunshine had ever submitted a competitive 330 grant before.

The preparation for these two events required massive amounts of work by SCHC personnel and board members; everyone's dedication and hard work is greatly appreciated.

Other worthwhile accomplishments this year include:

- Updating, rewriting and/or creating critical policies and procedures.
- Staging a pre HRSA site review "dress rehearsal", using actual HRSA contractors and which critically reviewed all nineteen program requirements for evidence of completeness and ongoing functionality.
- Reorganized SCHC's program oversight process, creating position of Operations Manager.
- Implemented the regular training and cross-training of all front desk and patient services positions so that patients are given consistent information.
- Implemented regular meetings of patient services staff with MAs to improve flow of information needed for successful handling of patient inquiries.
- Identified training needs, increased training for MAs, Patient Advocates, Practitioners.
- In process of establishing or renewing collaborative relationships with Mat-Su area programs and providers.
- Added a second full-time provider to Willow clinic.
- To enhance patient care and reduce risk, implemented regular practitioner peer reviews.
- Implemented regular practitioner chart reviews for that same reason.
- Identified major problems with IT infrastructure functionality; infrastructure modernization process is halfway toward completion.
- Identified lack of performance with IT contractor; engaged new IT support company.
- Upgraded Centricity EHR functionality, implementing numerous patches and system upgrades.
- Identified and repaired numerous problems with Willow mechanical systems.
- Made several necessary upgrades to Talkeetna mechanical systems, including AC repair and boiler work.
- Grounds maintenance at both clinics was expanded and improved; moss removed from Day Care/cottage roof.

- Transit operation expanded with new vehicle purchases, hiring of additional personnel and expansion of services to Willow.
- Recruited and hired Dental Director, Interim Medical Director, two full-time Practitioners and two Locum Tenen Practitioners.
- Have begun production of an SCHC newsletter.
- Have begun upgrade and modernization of SCHC web site.
- Have renewed focus on PCMH project, writing new policies and procedures, with clinical input.
- Have renewed focus on achieving Meaningful Use standards by providers.
- Settled the AT&T dispute to SCHC's financial advantage.
- Established strong working relationship with APCA's new leadership.
- Facilitated the Veterans Administration PTSD program startup in Talkeetna.
- Are exploring ways to advertise Sunshine and its services more effectively.

I am sure there are many things which have not been included in this hurriedly written list and which are deserving of mention; regardless, the amount of work done to foster these changes has been immense. Many Sunshine staff have performed at the "above and beyond" level to bring these changes to fruition. I am truly appreciative of their hard work and dedication.

After everyone at both clinics get a chance to take a deep breath, we will continue our goals of expanding services to our patients by implementing the planning process to add dental services to the Willow clinic; finish the BOD strategic planning process; etc, etc.

Dave