



Business Development and Corporate Compliance

Brooke Holloway
Quarterly Report
April 25, 2022

Recruitment and Retention Data

- ◎ New Hires Since January 24, 2022
 - 4 LPNs
 - 4 CMAs
 - 4 RNs
 - 4 Custodial Technicians
 - 3 Customer Service Representatives
 - 1 Nurse Practitioner

Recruitment and Retention Data

- ⦿ Separations Since January 24, 2022 (Does not include employees who transferred internally or converted to PRN status)
 - 3 Customer Service Representatives
 - 2 Custodial Technicians
 - 1 RN
 - 1 LPN
 - 1 CMA
 - 1 Physician Assistant
 - 1 Director of Early Childhood Services
 - 1 Pharmacist
 - 1 Pediatrician

Human Resources

- ⦿ New HR Associate started today!! Shelley hopes this will allow more time for her to focus on things like:
 - Recruiting a diverse workforce
 - Reasons employees leave/stay
 - Ongoing development of Onboarding
- ⦿ Working on conducting more exit interviews
- ⦿ Plans to work on “stay interviews” in the future
- ⦿ With COVID-19 settling for the moment, wants to resume working with schools
- ⦿ Got SHRM-SCP!!! (Senior Certified Professional)

Marketing and Development

⦿ Events

- ECS Car Seat Inspection at HTP
- EHC at Lakelands Wave Fest
- CCP at YMCA event for seniors
- Among other diabetic eye exam and mammogram events, Natoya and Sharon are taking advantage of the Calhoun Falls Town Yard Sale to offer both services at CFFP that day.

Marketing and Development

- Employee of the Year format has been revised to include an employee from each of the following departments:
 - Pediatrics, Family Practice, Pharmacy, Administration, Ancillary Administration
- Employee HealthStream training has been moved to a monthly model to better accommodate scheduling.

Credentialing, Privileging, Contracts

- ⦿ Kacie has been preparing for maternity leave.
- ⦿ Contracts have been sent out, all credentialing and privileging should be sent out and slowly coming back in.
- ⦿ Practice Agreements and Scope of Practices are going out today 4/18/2022.
- ⦿ Shelley and I will cover any day-to-day things that come up.

Marketing and Development

- ⦿ Rachel would like to recognize Johanna for consistently engaging in CHC's social media to help us cultivate viewership.
- ⦿ Rachel is preparing for maternity leave (and has done an incredible job).

First Quarter Patient Satisfaction Data

- ⦿ How would you rate your overall visit?
 - 4.9/5
- ⦿ How would you rate your check-in process?
 - 4.9/5
- ⦿ How would you rate your check-out process?
 - 4.9/5
- ⦿ How would you rate your experience with your doctor?
 - 4.9/5

Migrant Clinic

- Slow right now, largely due to late Spring. Many of the farmworkers were held back because of weather. Expected to arrive for harvest in May. The farmers are expecting a good crop this year, and we expect a good number for Migrant Clinic!

Community Health

- ⦿ Outreach and Enrollment activities have continued with Shantate maintaining her role as Navigator.
- ⦿ Shantate, Donny, and I have been working with Choose Well to improve our data collection and tracking.
- ⦿ Shantate recently conducted a coding training for Uptown providers.
- ⦿ Several additional providers have signed up for IUD and Nexplanon training.

Community Health

- At the request of our Practice Transformation (formerly SEPTTEP) advisor at USC, we are working on sending engagement letters to Lander, PTC, and several community agencies.
- We were offered and accepted additional funding for our PT projects.

Other Projects

- ⦿ Compliance Plan and Standards of Conduct
- ⦿ EEO-1 Reporting
- ⦿ Policies (Leave, Time and Attendance, Vendor/Visitor)
- ⦿ Supervisor Meeting (with Kim)