



Business Development and Corporate Compliance

Brooke Holloway
Quarterly Report
October 28, 2024

Recruitment and Retention Data

- 16 New Hires Since July 27, 2024
 - 4 CMAs
 - 2 Physician Assistants
 - 2 Patient Service Reps
 - 1 Nurse Practitioner
 - 1 Pediatric Director of Clinical Support Svcs
 - 1 LPN
 - 1 RN
 - 1 Infectious Disease Coordinator
 - 1 Customer Service Rep
- 11 New Hires Since April 22, 2024
 - 4 RNs
 - 2 Rad Tech/MAs
 - 2 Pediatric Care Coordinators
 - 1 CMA
 - 1 Nurse Practitioner
 - 1 Physician Assistant

Recruitment and Retention Data

- ⦿ 8 Separations Since July 27, 2024 (Does not include employees converting to PRN status)
 - 3 RNs
 - 2 CMAs
 - 1 LPN
 - 1 FM Physician
 - 1 Physician Assistant

- ⦿ 6 Separations Since April 22, 2024 (Does not include employees converting to PRN status)
 - 2 LPNs
 - 1 RN
 - 1 Rad Tech
 - 1 Infectious Disease Coordinator
 - 1 Nurse Practitioner

Human Resources

- ⦿ Attending numerous job/career fairs
- ⦿ Working on a Supervisor Resource Guide
- ⦿ Added Early Childhood Services component to Onboarding
- ⦿ Worked with Practice Managers (Derek and Jessica) to revise PSR-related position descriptions
- ⦿ Vivian is working with Paul and Kim to revise our position tracking system
- ⦿ Planning for Open Enrollment during 2 weeks in November

Communications and Development

- During the Vot-ER Voter Registration campaign, we registered a total of 363 people! Melissa Amey and Edwina Austin from the ECS department were our 2 top performers.
 - Voter registration in SC has closed for the November 2024 election, but we can continue voter registration work in the future.

Communications and Development

- Donny Davis in IT recently added an after-visit text with the Patient Experience Survey link. Our response rate has more than tripled over the last couple of months!
 - Overall visit 4.9/5
 - Check-in 4.9/5
 - Check-out 4.9/5
 - Experience with Provider 4.9/5

Communications and Development

- ◎ Benevolence fund expenditures are at \$3277.50.
 - Working on revisions to the policy to ensure appropriate flexibility and oversight depending on the amount of the request.

Other Updates

- Working on Service Area Competition which will be ready for Board approval in November