



# Business Development and Corporate Compliance

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Quarterly Report  
January 22, 2024

# Recruitment and Retention Data

- 27 New Hires Since August 1, 2023
  - 6 Patient Services Representatives
  - 4 LPNs
  - 3 RNs
  - 2 Family Medicine Physicians
  - 2 Physician Assistants
  - 2 CMAs
  - 2 Customer Service Representatives
  - 1 Certified Pharmacy Tech
  - 1 Pediatrician
  - 1 QI Specialist
  - 1 Maintenance Technician
  - 1 Care Coordination Specialist
  - 1 Home Visit Translator

# Recruitment and Retention Data

- ① 13 Separations Since August 1, 2023 (Does not include employees converting to PRN status)
  - Full-Time
    - 3 Patient Services Representatives
    - 1 Family Practice Physician
    - 1 Pharmacist
    - 1 RN
    - 1 LPN
    - 1 Customer Service Representative
    - 1 Quality Improvement Coordinator
    - 1 Maintenance Technician
  - Part-Time and/or PRN
    - 1 Family Practice Physician
    - 1 Home Visit Translator
    - 1 Interpreter

# Human Resources

- ⦿ Open Enrollment for 2024
- ⦿ Conversion from Paychex to Paylocity

# Marketing and Development

- ① Facilitated statewide advocacy trainings for NACHC's Community Building model for the "Next50" Advocacy Initiative. (Rachel was one of two FQHC staff in SC asked by the SCPHCA to facilitate this initiative.)
- ① Incorporating provider headshots and additional changes to the website
- ① Planning to attend SCPHCA and NACHC P&I conferences

# Marketing and Development

- ⦿ Working with WSPA to continue TV promos and now including pharmacy
- ⦿ Creating a “CHC Sponsorship Guideline” document to help guide community sponsorship/ad space
- ⦿ Working on Community Literacy Initiative collaboration with Rotary for Dolly’s Imagination Library
- ⦿ Assumed supervision of CHC’s two Community Health Specialists

# Marketing and Development

- ◉ Rachel graduated from the UCLA/J&J CHAMP Program which is designed for community-based healthcare organizations aiming to provide more effective, compassionate, and equitable healthcare to the communities they serve by enhancing the knowledge and skill set of those who manage Community Health Workers.



# Patient Experience Survey (2023)

Overall Visit: 4.9/5

Check-in Process: 4.9/5

Check-out Process: 4.9/5

Provider Experience: 4.9/5

Village Family Practice (Dr. David Bridges and Leanne Watkins, FNP-APRN) consistently gets the most survey answers and most positive feedback from their patients.



# Benevolence Fund Update

- Total expenditures for 2023 were \$8465.63.

# Credentialing and Contracts Management

- ⦿ Kacie has been on maternity leave and officially returned to work on 1/15.
- ⦿ During the week of 1/15, Kacie and Nikki Covington traveled to CHC sites to check-in with employees participating in the Employee Wellness Program and enroll new participants.
- ⦿ Kacie's position was created following our 2016 OSV. Prior to going out on maternity leave last year, Kacie compiled all of her material for the 2023 OSV. It was noted several times by the reviewers that Kacie's work and attention to detail were appreciated and to be complimented.

# Agricultural Worker Health

- ⦿ Migrant Clinic is now on a reduced schedule of every other Saturday until March.
- ⦿ We partnered with Augusta University in November to have another Costa Layman's Women's Clinic at RSFP during which 92 women were seen. This was followed-up in December with test results and advice for healthy lifestyle choices.

# Special Programs/Projects

- Choose Well: Now implemented in all sites. Three CHC employees have completed the family planning certification program, and two more are currently pursuing certification.
- Practice Transformation: Uptown and Bethany continue to provide HIV testing and PrEP services to interested persons. Plans have been made to host another training for providers in Cabenuva injection.

# Other Projects

- Continuing to monitor implementation of Time and Attendance Policy for Hourly Employees
- 2023 BPR Submitted
- 2023 OSV Coordination
- Submission of 2023 EEO-1 Report