



City of Cincinnati Primary Care Board of Governors Meeting

August 14, 2024

Agenda

Renu Bahkshi	Michelle Burns	Timothy Collier	Robert Cummings
Alexius Golden Cook	Dr. Angelica Hardee	Dr. Camille Jones	John Kachuba
Dr. Phil Lichtenstein	Luz Schemmel	Debra Sellers	Jen Straw
Erica White-Johnson	Dr. Bernard Young		

Meeting Reminders: Please raise your virtual hand via Zoom when asking a question and please wait to be acknowledged and always remain muted, unless actively speaking/presenting (With the exception of the Board Chair).

6:00 pm – 6:05 pm Call to Order and Roll Call

6:05 pm – 6:10 pm **Vote: Motion to approve the Minutes from July 10, 2024, CCPC Board Meeting.**

Executive Committee

6:10 pm – 6:20 pm Introduction of New Medical Director – Dr. Yury Gonzales

Leadership Updates

6:20 pm – 6:55 pm Ms. Joyce Tate, Chief Executive Officer
 CEO Report **(15 min)**

- **Vote: Motion to approve the submission and budget for the HRSA Service Area Competition Application.**
- **Vote: Motion to Approve the Proposed Extended Hours of operation at the Ambrose Clement Health Center.**

Emergency Dental Services Update **(15 minutes)**
 Personnel Actions – **handout (5 minutes)**

6:55 pm – 7:05 pm Ms. Angela Mullins, Nursing Supervisor
 Transition from Pediatrics to Adult Medicine Policy– **document**

- **Vote: Motion to approve Transition from Pediatrics to Adult Medicine Policy.**

7:05 pm – 7:15 pm Mr. Mark Menkhaus Jr., Chief Financial Officer
CFO Report – **documents**

New Business

7:15 pm – 7:20 pm Public Comments

7:20 pm Adjourn

Documents in the Packet but not presented.

Efficiency Update is included in the packet. Please contact Dr. Geneva Goode (Efficiency Update) with any questions/concerns.

Next Meeting – September 11, 2024

Mission: To provide comprehensive, culturally competent, and quality health care for all.

CCPC Board of Governors Meeting Minutes

Wednesday, July 10, 2024

Call to order at 6:00 pm

Roll Call

CCPC Board members present –Ms. Renu Bahkshi, Ms. Michelle Burns, Mr. Timothy Collier, Ms. Alexius Golden Cook, Dr. Angelica Hardee, Dr. Camille Jones, Mr. John Kachuba, Dr. Phil Lichtenstein, Md, Ms. Luz Schemmel, Ms. Erica White-Johnson, Dr. Bernard Young

CCPC Board members absent – Mr. Robert Cummings, Ms. Debra Sellers, Ms. Jen Straw



Others present – Ms. Sa-Leemah Cunningham, Ms. Joyce Tate, Mr. Mark Menkhaus Jr, Dr. Geneva Goode, Dr. Michelle Daniels, Ms. Angela Robinson, Dr. Kim Oberlander, Ms. Angela Mullins






CCPC Board
Meeting Agenda Page

Topic	Discussion/Action	Motion	Responsible Party
Call to Order/Moment of Silence	The meeting was called to order at 6:00 p.m. The board gave a moment of silence to recognize our two most important constituencies; the staff and patients.	n/a	Mr. Tim Collier
Roll Call	11 present; 3 Absent	n/a	Ms. Sa-Leemah Cunningham
Minutes	Motion: That the City of Cincinnati Primary Care Board of Governors approves the minutes of the June 12, 2024, CCPC Board Meeting.	M: Dr. Phil Lichtenstein 2nd: Ms. Michelle Burns Action: 11-0 Passed	Mr. Tim Collier
Executive Committee			
Welcome & Introduction of New Board Members: Ms. Renu Bahkshi, Ms. Alexius Golden Cook, Mr. John Kachuba	Mr. Collier welcomed and introduced the newly elected Board members—Ms. Renu Bahkshi, Ms. Alexius Golden Cook, and Mr. John Kachuba. <ul style="list-style-type: none"> • New board members were sworn in at the Burnet & King building and given an Oath before the meeting. • Mr. Collier explained the purpose of the board and welcomed their input to the board. • Ms. Bakshi expressed her pleasure and excitement in serving on the CCPC Board. • Ms. Golden Cook expressed her excitement in serving on the board and hopes to make a community impact. • Mr. Kachuba shared his excitement in returning to the CCPC Board. • All board members introduced themselves to the new board members. 	n/a	Mr. Tim Collier
Old Business			
Emergency	Dr. Kim Oberlander, one of the CCPC Dental	n/a	Dr. Kim

<p>Dental Services</p>	<p>Providers, spoke to the board about concerns regarding Emergency Dental Services.</p> <ul style="list-style-type: none"> • Dr. Oberlander practices in both the school-based and community health centers and has for 10+ years. • Dr. Oberlander explained how the Emergency Dental Services process works. <ul style="list-style-type: none"> ○ The CCPC community health centers provide emergency dental services daily. ○ Dental Services start seeing patients at 7:30am but begin accepting emergencies at 7:00am (when doors open, and registration begins). ○ All patients are welcome that have dental pain, discomfort, infection, or any emergent dental concern. ○ Patients are seen regardless of financial status—self-pay, uninsured, underinsured. However, patients will still be asked to fill out documents requesting their income and insurance verification. No patients are turned away for emergencies. ○ Patients are normally seen in the order of registration; unless a patient is in severe distress, which happens occasionally. ○ At the end of the visit, patients are advised of the next steps in their care. ○ If a patient calls in during the day for an emergency visit, they can be seen the next morning during the 7am walk in time or offer any cancellations or last-minute open slots same day or next day (if possible). ○ In the school based dental centers, they operate differently due to the schools not wanting unannounced people showing up early in the morning due to safety concerns. Patients call these locations and are given a time to come. The school centers see a lot of pediatric patients with emergencies throughout the school day. • Dr. Lichtenstein discussed the specific complaint that was raised and addressed it as a public comment. <p><i>“I was informed that an acquaintance needed emergency dental treatment but was unable to elicit a response from CHD call center beyond "call back in six months". As long as I have been advocating for CHD/CCPC, I have typically pointed out that CHD/CCPC was the exclusive source for emergency dental care for Cincinnati residents. I was instructed to advise my acquaintance to contact the dental director and request an emergency dental evaluation. I was unaware of this policy and questioned if this was a policy. My acquaintance received emergency treatment but hardly through a</i></p> 		<p>Oberlander</p>
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	<p><i>normal procedure”</i></p> <ul style="list-style-type: none"> • Dr. Oberlander responded that she had been informed of the patient’s situation by the Dental Director, Dr. Novais. The patient had been seen and taken care of by the Dental team. • Dr. Oberlander informed the board that if a patient is having issues scheduled, then there is a Dental Administration number located on the CCPC website. Administration will help the patient. Dr. Oberlander will investigate what is being said when patients end up in the Health Care call center by mistake to schedule a dental appointment. • Dr. Jones asked if Dr. Oberlander could present this information to call center. Dr. Oberlander said she would be happy to. • Dr. Jones suggested re-publicizing the emergency services process and hours to the public. • The Dental Administration number is 513-357-7380. 		
<p>Policy Updates</p>	<p>Ms. Angela Mullins presented the updated Patient Center Medical Home Standard Operating policy and Standard Operating Procedures, Patient Care</p>   <p>Patient Centered SOP Coordinated Medical Home.docx Care Management.d</p> <ul style="list-style-type: none"> • Ms. Mullins discussed the updated Patient Center Medical Home Standard Operating Policy. <ul style="list-style-type: none"> ○ Approaching annual reporting period for Patient Center Medical Home in September. ○ This is a short policy that is designed to make sure patients have access to the patient center medical home information and where its being reported, including the link for more information and brochure. ○ The updates were language, verbiage changes, and brochures will now be given to all patients (not just new patients). • Ms. Mullins discussed the updated Standard Operating Procedures (SOP), Patient Care. <ul style="list-style-type: none"> ○ This standard operating procedure is for patient care coordination, management, and planning specific to nursing practice. ○ SOP has been in place for several years now. ○ The goal of this update is to streamline procedures, improve efficiency, and make sure it is easy for staff to follow. ○ This SOP explains how the team approaches patients in regards to care 	<p>Vote: Patient Center Medical Home M: Dr. Camille Jones 2nd: Ms. Luz Schemmel Action 11-0 Passed</p> <p>Vote: Standard Operating Procedure, Patient Care M: Dr. Phil Lichtenstein 2nd: Ms. Luz Schemmel Action: 11-0 Passed</p>	<p>Ms. Angela Mullins</p>

	<p>management and care planning.</p> <ul style="list-style-type: none"> ○ The highlighted area of change was the three conditions for behavioral health (high cost, high utilization, and social determinants of health); which was directed by NCQA who governs patient center medical home. ○ PCMH consultant has reviewed the SOP with the team and has approved it. 		
Finance Update	<p>Mr. Mark Menkhaus Jr. reviewed the financial data variance between FY23 and FY24 for the month of May 2024.</p> <ul style="list-style-type: none"> ● Please see the memo and presentation attached to the agenda. <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  May Committee Revenue Presentatic </div> <div style="text-align: center;">  May Report CCPC 6.18.24.docx </div> </div> <div style="text-align: center; margin-top: 10px;">  Finance Update CCPC as of May 618. </div> <p>Highlights</p> <ul style="list-style-type: none"> ● Health Center Disaster hours continue to be low. ● School Based Disaster Hours continue to be low. ● Revenue increased by 3.88%. <ul style="list-style-type: none"> ○ Grant revenue decreased 45.36%. ○ Self-paid patients decreased 6.88%. ○ Medicare increased 1.14%. ○ Medicaid decreased by 9.36%. ○ Private Pay increased by 6.14 %. ○ Medicaid managed care increased 9.94%. ○ 416—Offset decreased by 5.45%. ● Expenses increased by 19.06%. <ul style="list-style-type: none"> ○ Personnel expenses increased 19.86%. ○ Material expenses increased 18.14%. ○ Contractual Costs increased 11.54%. ○ Fixed costs increased 26.34%. ○ Fringes increased 21.73%. ● Net Gain was \$5,977,604.14; decreased 41.52%. <ul style="list-style-type: none"> ○ Invoices greater than 90 days were at 23% (below 20% is the goal). ○ Invoices greater than 120 days were at 13% (below 10% is the goal). ○ Days in Accounts receivable were 2.2 days. <ul style="list-style-type: none"> ● No additional commentary from the board. 	n/a	Mr. Mark Menkhaus Jr.
<i>New Business</i>			
New Business & Public Comments	<ul style="list-style-type: none"> ● No Public Comments. 	n/a	Mr. Tim Collier
Documents in the Packet but not presented.	<ul style="list-style-type: none"> ● Efficiency Update is included in the packet. 	n/a	n/a

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Meeting adjourned: 7:30 pm

Next meeting: August 14, 2024, at 6:00 pm.





The meeting can be viewed and is incorporated in the minutes: <https://fb.watch/tW64YKISNB/>

Date: 7/10/2024
Clerk, CCPC Board of Governors

Date: 7/10/2024
Dr. Angelica Hardee, Secretary

CCPC Board of Governors
 Cincinnati Health Department
 July 10, 2024

Board Members	Roll Call	6/12/2024 Minutes	Patient Center Medical Home Policy	Standard Operating Procedures Patient Care Coordination, Management, and Planning
Ms. Renu Bakhshi	X			
Ms. Michelle Burns	X	2nd		
Mr. Timothy Collier-Chair	X			
Mr. Robert Cummings				
Ms, Alexius Golden Cook	X			
Dr. Angelica Hardee	X			
Dr. Camille Jones	X		M	
Mr. John Kachuba	X			
Dr. Philip Lichtenstein	X	M		M
Ms. Luz Schemmel	X		2nd	2nd
Ms. Debra Sellers				
Ms. Jen Straw				
Ms Erica White-Johnson	X			
Dr. Bernard Young	X			
Motion Result:	Quorum	Passed	Passed	Passed

X *Present*
 *Yay*
 *Nay*
 *Absent*
 *Didn't vote, but present*
 M *Move*
 2nd *Second*

STAFF/Attendees	
Sa-Leemah Cunningham (clerk)	X
Geneva Goode, DNP	X
Mark Menkhaus Jr	X
Edward Herzig, MD	X
Angela Mullins	X
Angela Robinson	X
Kim Oberlander, MD	X







City of Cincinnati Primary Care (CCPC)
Transition from Pediatrics to Adult Medicine

Effective Date: August 7, 2024

POLICY/ SYSTEM MANAGER

Name: Ryan E. Baumgartner MSN, RN-BC, CPH, AHN-BC

Title: Nursing Administration / Quality Improvement & Assurance

Contact: (513) 357-7259, ryan.baumgartner@cincinnati-oh.gov

Review: 08/24

Biennial review required by the Chief Executive Officer (CEO).

_____	_____
Board of Governors Chair CCPC	Date
_____	_____
Chief Executive Officer CCPC	Date
_____	_____
Medical Director CCPC	Date
_____	_____
Chief Operations Officer CCPC	Date
_____	_____
Director of Clinical and Community Nursing	Date
_____	_____
Health Commissioner	Date

I. PURPOSE

To establish an effective and efficient process for transitioning patients from pediatrics to adult providers within the City of Cincinnati Primary Care (CCPC) Health Centers.

II. POLICY

CCPC provides continued health care through all stages of life. This policy is established to allow for an effective and efficient transition of patient care from pediatrics to adult medicine. CCPC aims to maintain the patient's health care while implementing the care change seamlessly.

III. PROCEDURE

- A. CCPC pediatric providers will continue to follow their patients until they are 18 years old. In some instances, especially when the patients have chronic conditions, the provider may continue the patient's care until the age of 21.
- B. When a patient approaches the age of 18 (or 21), they should be encouraged to make an appointment with an adult provider at their established patient-centered medical home (PCMH). These patients are considered new to the adult medicine provider and should be given a new patient appointment.
- C. A patient who wishes to make a new patient appointment with an adult medical provider at another health center may do so.
- D. If a patient has a chronic medical problem or an issue that requires being seen sooner than the following new patient appointment, the pediatric provider will discuss this case with the adult medicine provider, who will determine the patient's appointment. This visit shall be billed as a new patient appointment.
- E. In cases where high-risk patients require a transition of care, pediatric and adult medicine providers will collaborate closely to discuss self-care needs, medication management, transportation, and healthcare service usage.
- F. If the pediatric and adult providers cannot agree on the disposition of the patient's appointment. The issue will be referred to the Medical Director/ Chief Medical Officer (CMO) or their designee for determination.
- G. If the patient chooses to establish care with an external provider, the CCPC will ensure that these patients and their new provider have access to medical records when transitioning care.

REFERENCES

Gordon, C. M., Callahan, S. T., Chung, R. J., Joffe, A., Rosenthal, S. L., & Trent, M. E. (2022). *Neinstein's adolescent and young adult health care: A practical guide*. Lippincott Williams & Wilkins.

Hockenberry, M. J., Wilson, D., & Rodgers, C. C. (2021). *Wong's essentials of pediatric nursing*. Elsevier Health Sciences.

DATE: August 14, 2024
TO: City of Cincinnati Primary Care Governing Board
FROM: Mark Menkhaus, Jr., CFO
SUBJECT: Fiscal Presentation June 2024

Fiscal Presentation

Fiscal Presentation for June 2024.

- For FY24, as of June 2024, Cincinnati Primary Care had a net gain of \$3,053,625.06.
- In FY23, June had a net gain of \$9,723,540.26. Comparing FY24 with FY23 shows a decrease of \$6,669,915.20. This decrease is due in part to the Medicaid Maximization payment from FY21 that was received in October 2022 in the amount of \$4,831,974.95.
- Revenue decreased by \$4,958,885.48 from FY23. We did receive the FY23 Medicaid Maximization in May for \$5,735,273.94.
- Expenses increased by \$1,711,029.72 from FY23. The increase is filled positions and a corresponding increase in Fringe benefits. The increase is also due to Harm Reduction Services, pharmaceuticals, and document storage fees from FY23 being paid in FY24.
- Here are charges for disaster regular hours and overtime as it relates to COVID-19 for FY24 and FY23 for May.

Clinics		
Type Labor Cost	FY24	FY23
Disaster Regular	\$20,767.87	\$49,359.13
Disaster Overtime	\$ 0.00	\$ 4,260.68
Total	\$20,767.87	\$53,619.81

School Based		
Type Labor Cost	FY24	FY22
Disaster Regular	\$2,838.72	\$40,970.63
Disaster Overtime	\$ 0.00	\$ 6,778.57
Total	\$2,838.72	\$47,749.20

June Payor Mix Highlights:

	Medicaid	Commercial	Medicare	Self-Pay
Medical	-4%	2%	-1%	6%
Dental	-3%	0%	0%	8%
School-Based Medical	-14%	-2%	-2%	18%
School-Based Dental	9%	-2%	-1%	5%
Behavioral Health	-10%	2%	1%	8%
Vision	-14%	2%	0%	14%

Accounts Receivable Trends:

- The accounts receivable collection effort for June for 90-days is 28% and for 120-days is 18%. Our aim for the ideal rate percentage for 90-days is 20% and our 120-days is 10%. The rate for 90-days increased by 5% from the previous month and the rate for 120-days also increased by 5% from the previous month.

Days in Accounts Receivable & Total Accounts Receivable:

- The days in accounts receivable have increased from the month before by 5.6 days. The days in accounts receivable are still below the average (by 1.7 days) of the past 13 months at 39.1 days.

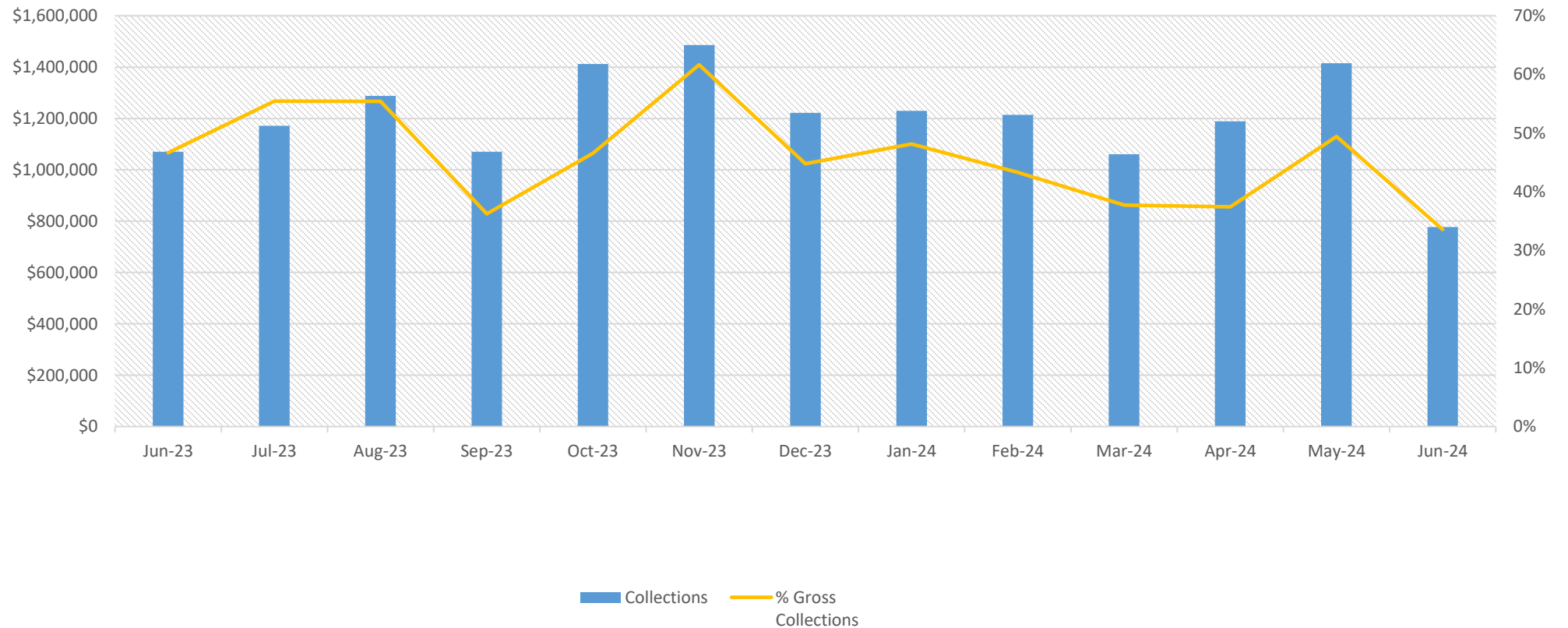
City of Cincinnati Primary Care
Profit and Loss with fiscal year comparison
June 2023 - June 2024

	FY24 Actual	FY23 Actual	Variance FY24 vs F23
Revenue			
8556-Grants\Federal	\$3,845,384.23	\$7,635,091.82	-49.64%
8571-Specific Purpose\Private Org.	\$5,000.00	\$0.00	0.00%
8617-Fringe Benefit Reimbursement	\$90.44	\$31.15	190.34%
8733-Self-Pay Patient	\$923,529.03	\$972,756.41	-5.06%
8734-Medicare	\$4,996,978.21	\$5,067,376.11	-1.39%
8736-Medicaid	\$13,658,666.67	\$16,424,728.21	-16.84%
8737-Private Pay Insurance	\$1,246,891.71	\$1,193,343.42	4.49%
8738-Medicaid Managed Care	\$6,596,176.29	\$5,906,768.39	11.67%
8739-Misc. (Medical rec.\smoke free inv.)	\$671,212.52	\$298,178.70	125.10%
8932-Prior Year Reimbursement	\$1,419,771.61	\$535,855.23	164.95%
416-Offset	\$5,352,698.23	\$5,641,154.98	-5.11%
Total Revenue	\$38,716,398.94	\$43,675,284.42	-11.35%
Expenses			
71-Personnel	\$18,454,994.04	\$18,117,064.96	1.87%
72-Contractual	\$5,400,654.16	\$5,079,777.61	6.32%
73-Material	\$3,035,076.77	\$2,435,493.53	24.62%
74-Fixed Cost	\$1,898,445.20	\$1,630,026.65	16.47%
75-Fringes	\$6,873,603.71	\$6,689,381.41	2.75%
Total Expenses	\$35,662,773.88	\$33,951,744.16	5.04%
Net Gain (Losses)	\$3,053,625.06	\$9,723,540.26	-68.60%

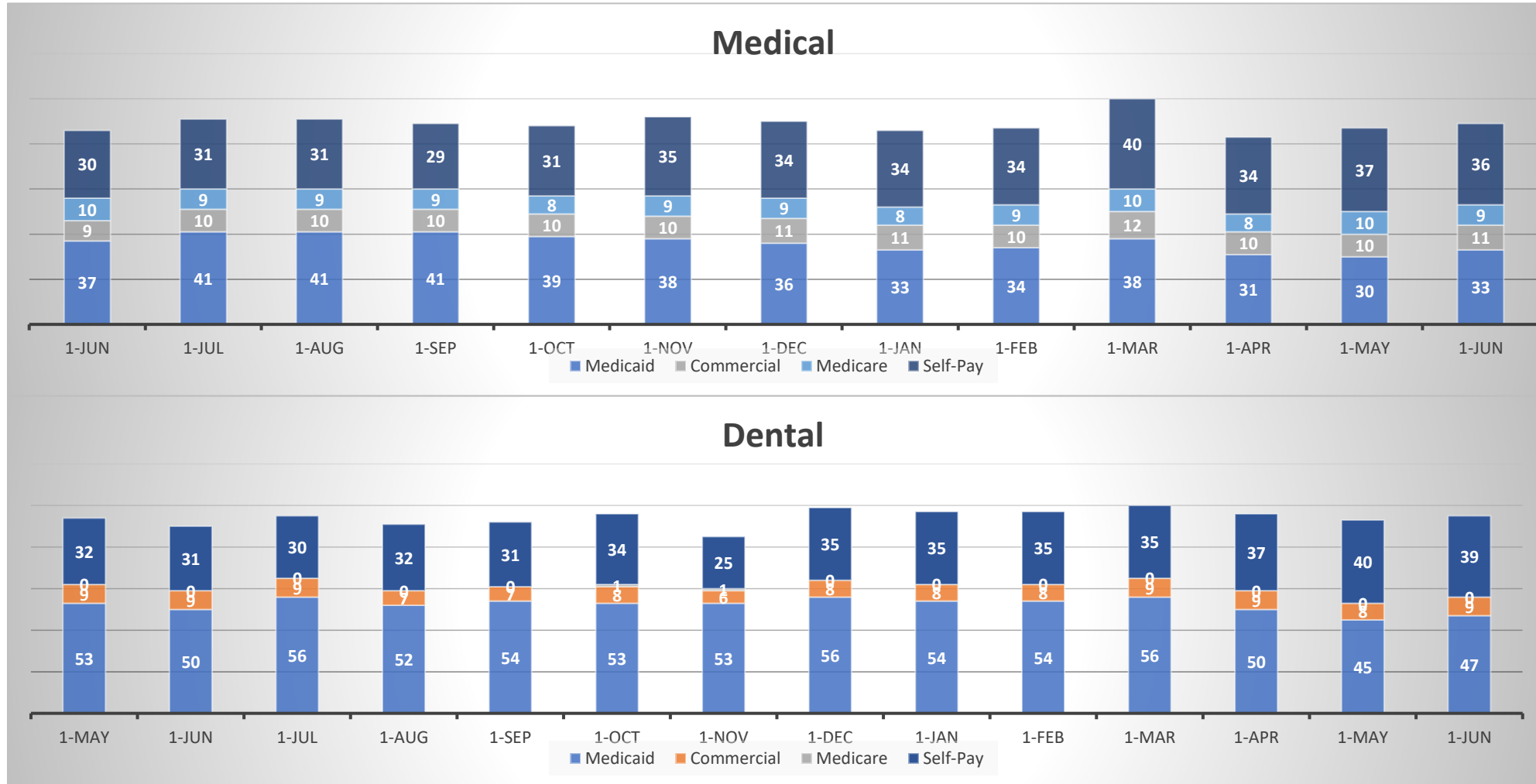
CHD/CCPC Finance
Update
August 14, 2024

Revenue Presentation

Monthly Visit Revenue

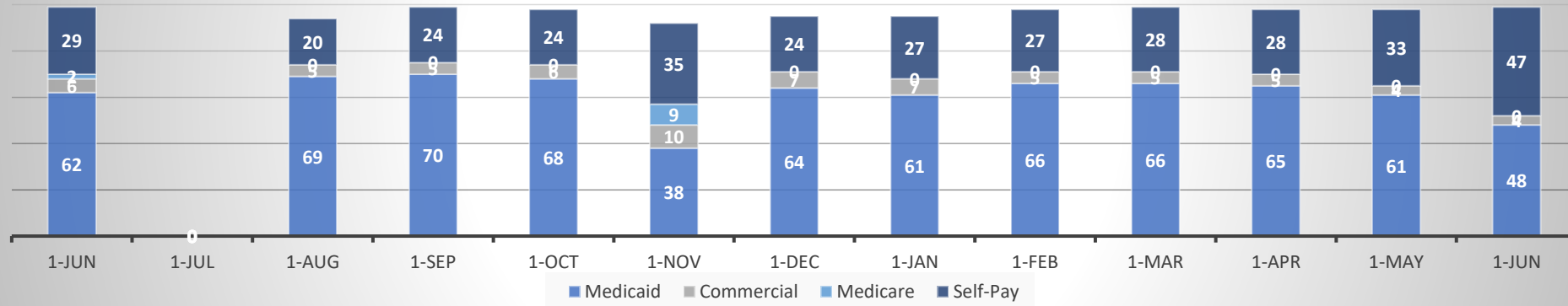


Payor Mix

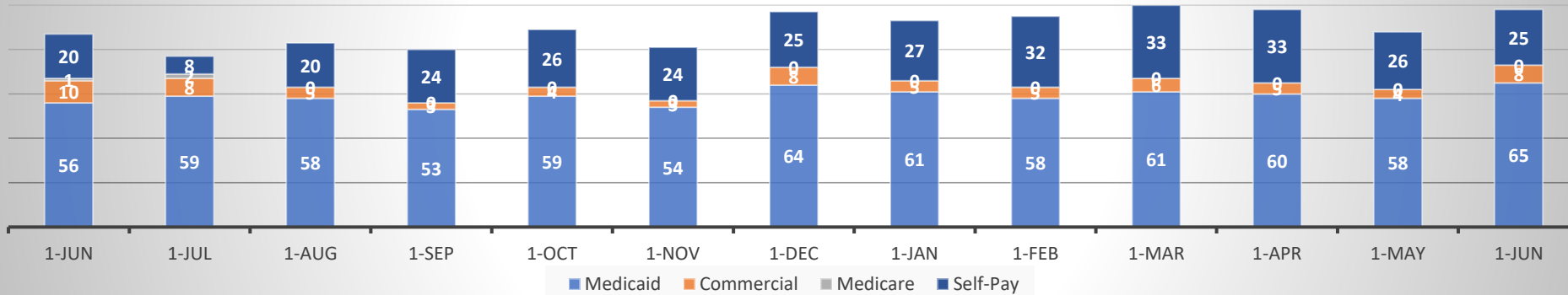


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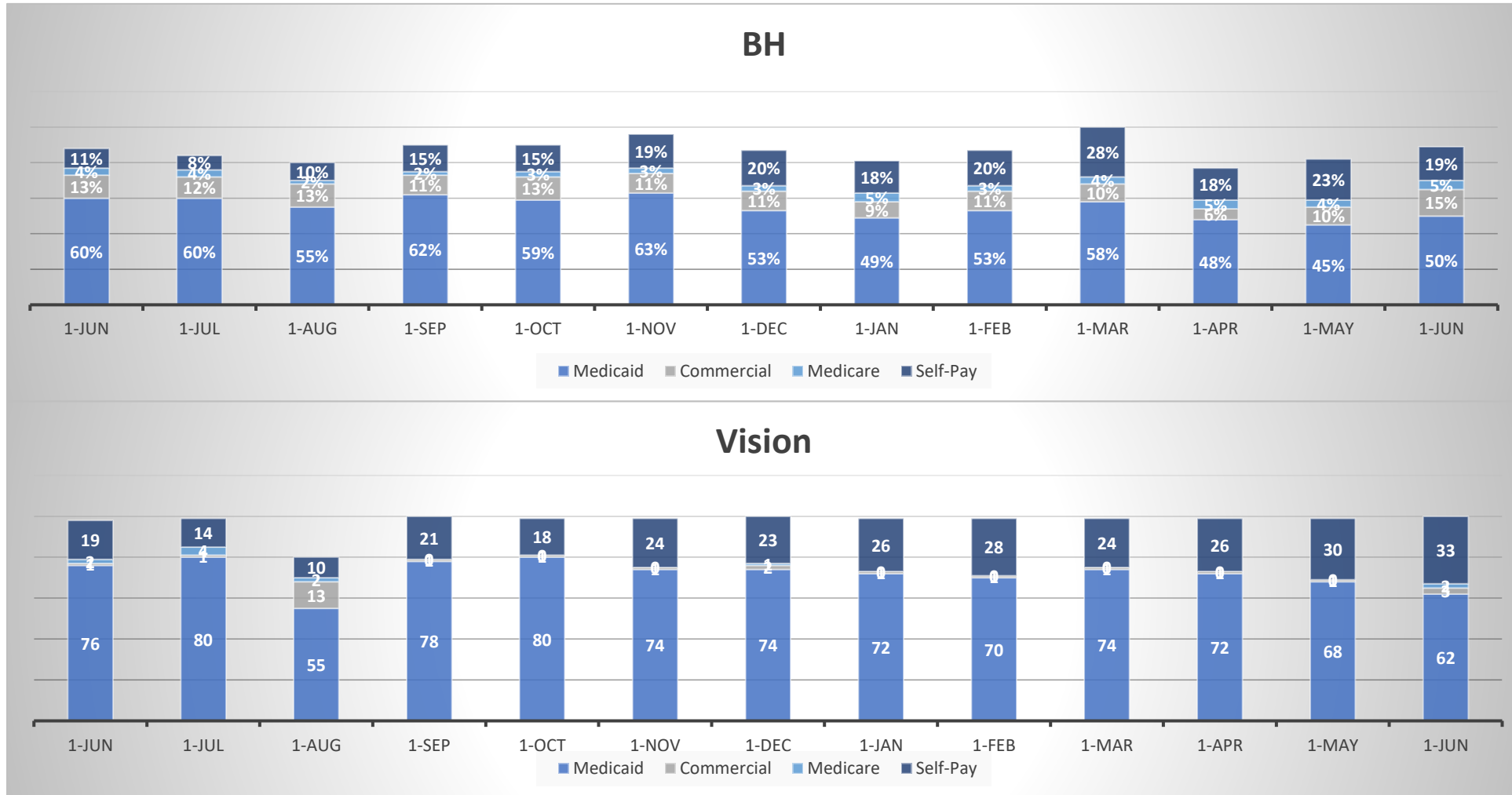
SBHC - Medical



SBHC - Dental

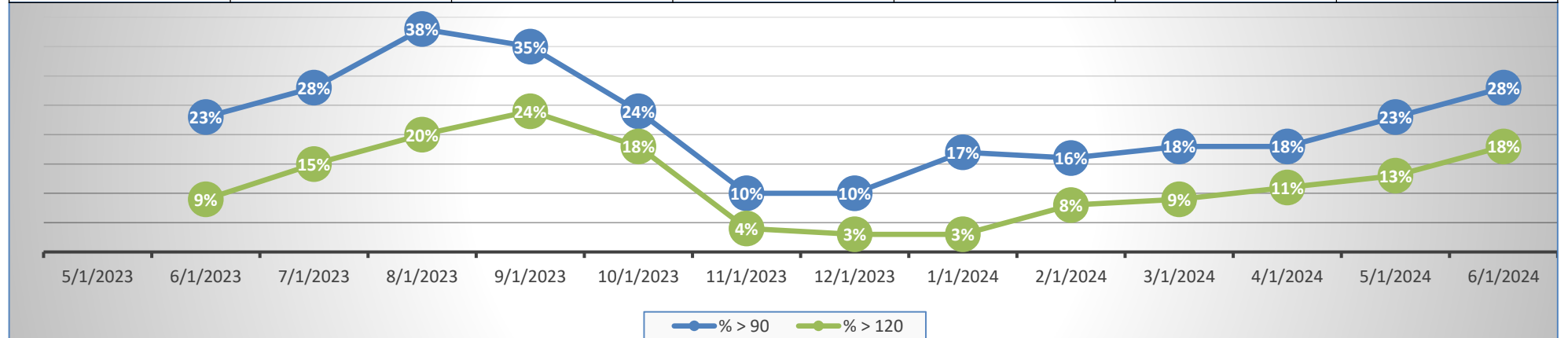


Payor Mix

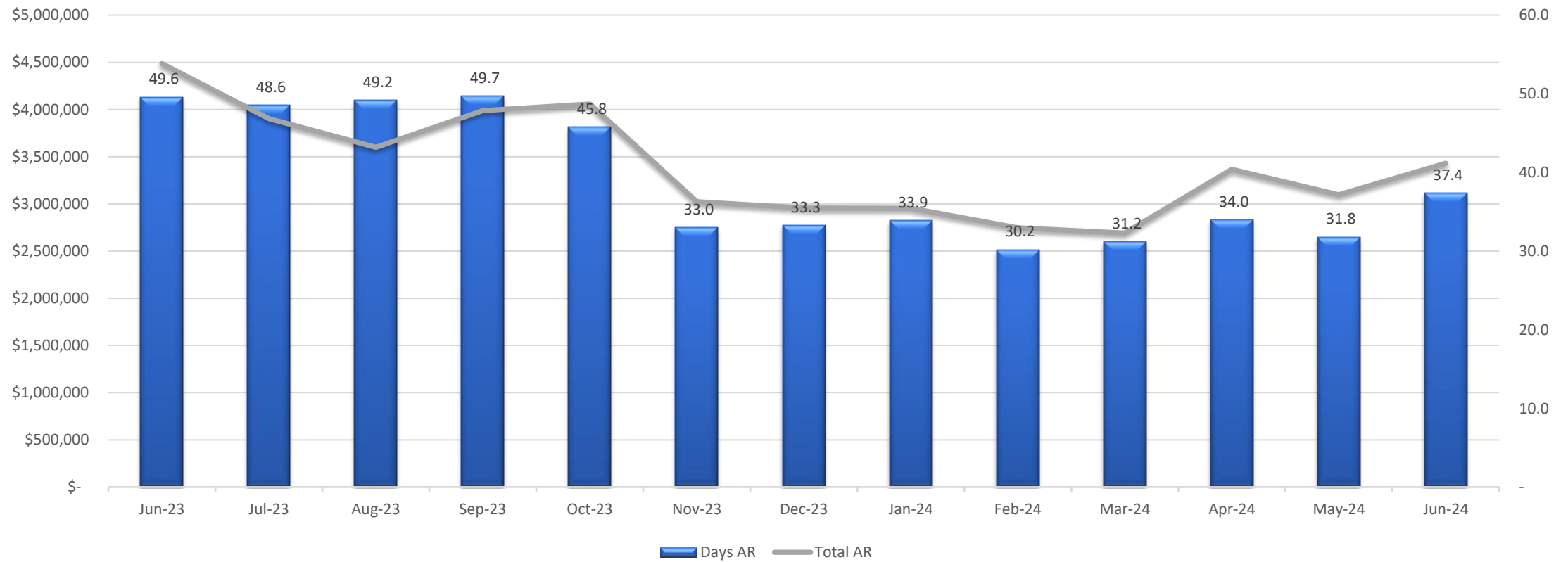


AR Trends

Aging Period	Insurance June	Patient - All June	Patient - On Pmt Plan June	Patient - Not on Pmt Plan June	Total June	% Total June
0 - 30	\$1,266,732	\$102,955	\$816	\$102,139	\$1,369,687	39.92%
31 - 60	\$562,492	\$114,968	\$395	\$114,573	\$677,460	19.74%
61 - 90	\$304,555	\$133,352	\$898	\$132,454	\$437,907	12.76%
91 - 120	\$201,537	\$134,639	\$2,254	\$132,385	\$336,176	9.80%
121 - 150	\$182,038	\$106,914	\$770	\$106,144	\$288,952	8.42%
151 - 180	\$104,021	\$38,856	\$668	\$38,188	\$142,877	4.16%
181 - 210	\$110,786	\$20,461	\$623	\$19,838	\$131,247	3.83%
211+	\$136,271	(\$89,289)	\$683	(\$89,973)	\$46,982	1.37%
Total	\$2,868,432	\$562,856	\$7,108	\$555,748	\$3,431,288	
% > 90	26%	38%	70%	37%	28%	
% > 120	19%	14%	39%	13%	18%	



Day in AR & Total A/R



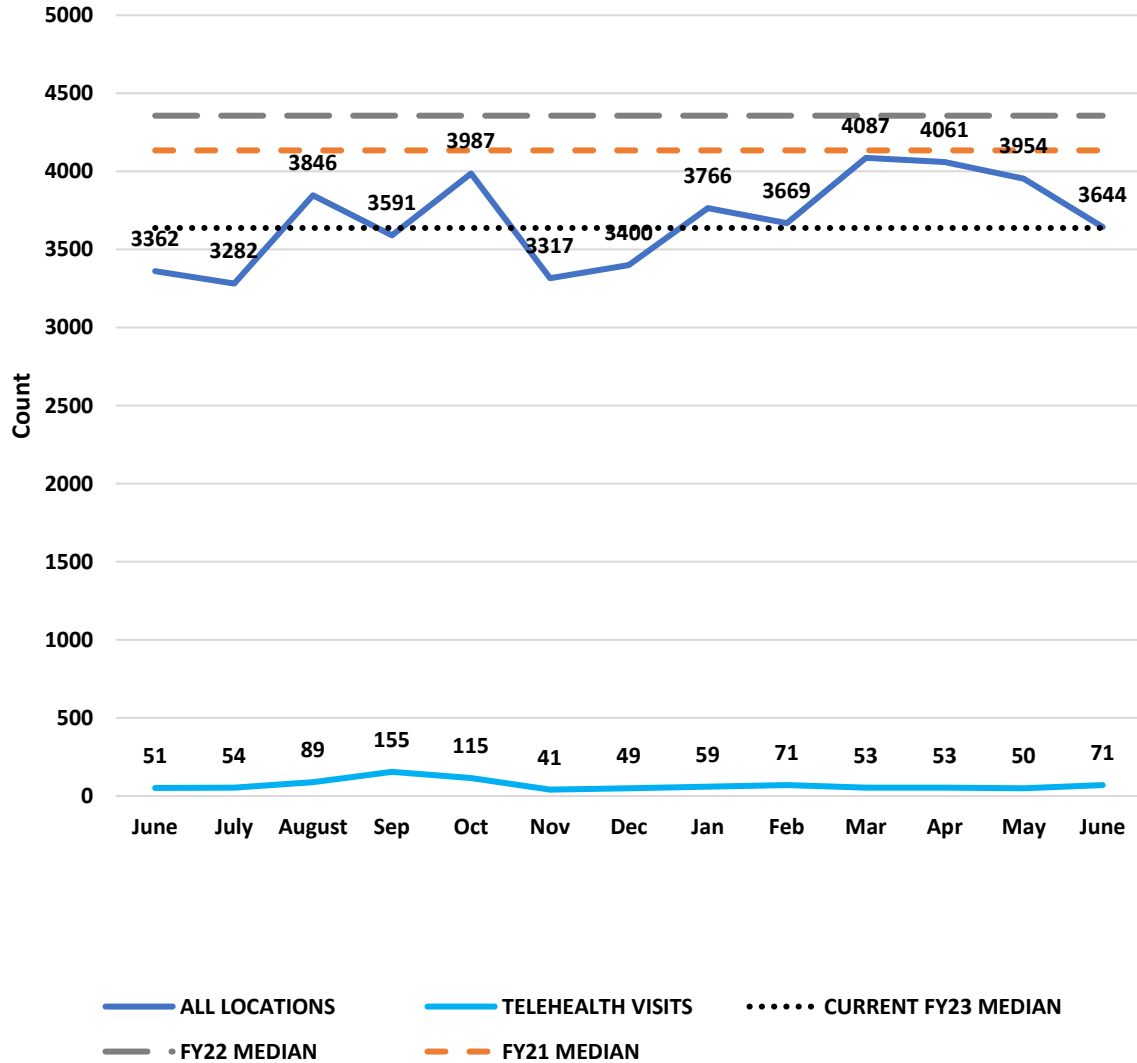
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CCPC Board Meeting – Efficiency Update

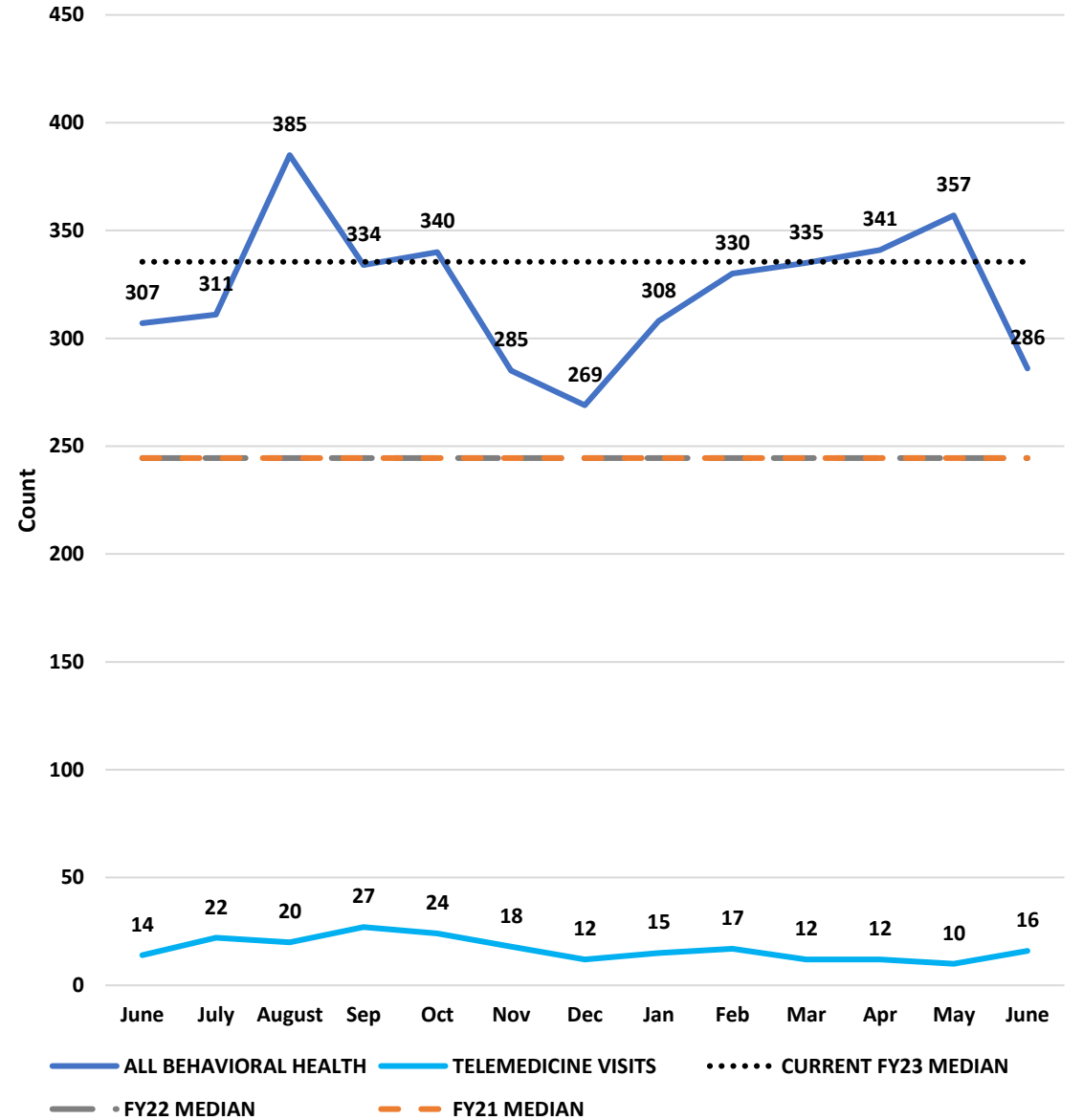
August 2024

Medical/Behavioral Health

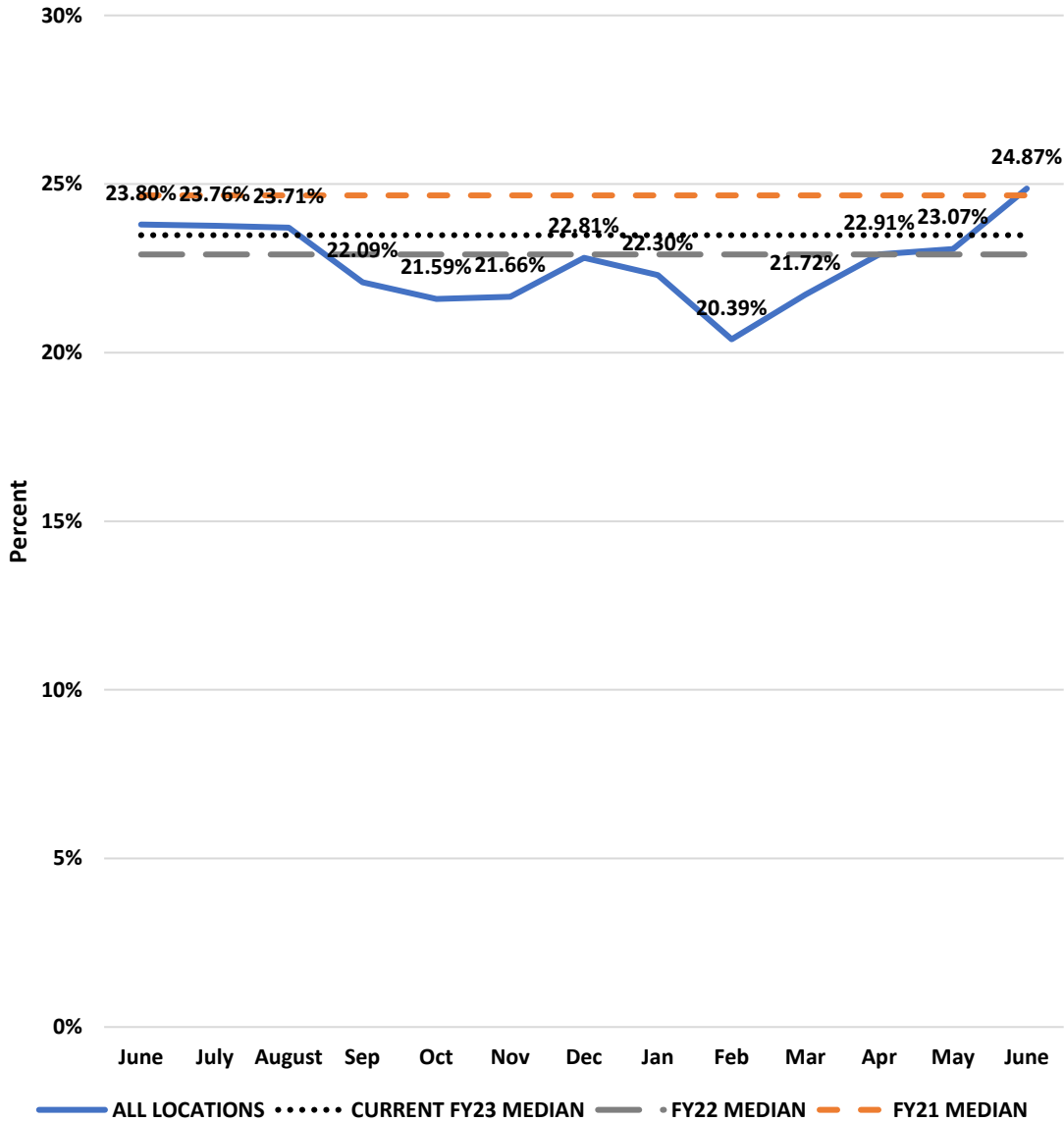
NUMBER OF VISITS - ALL LOCATIONS



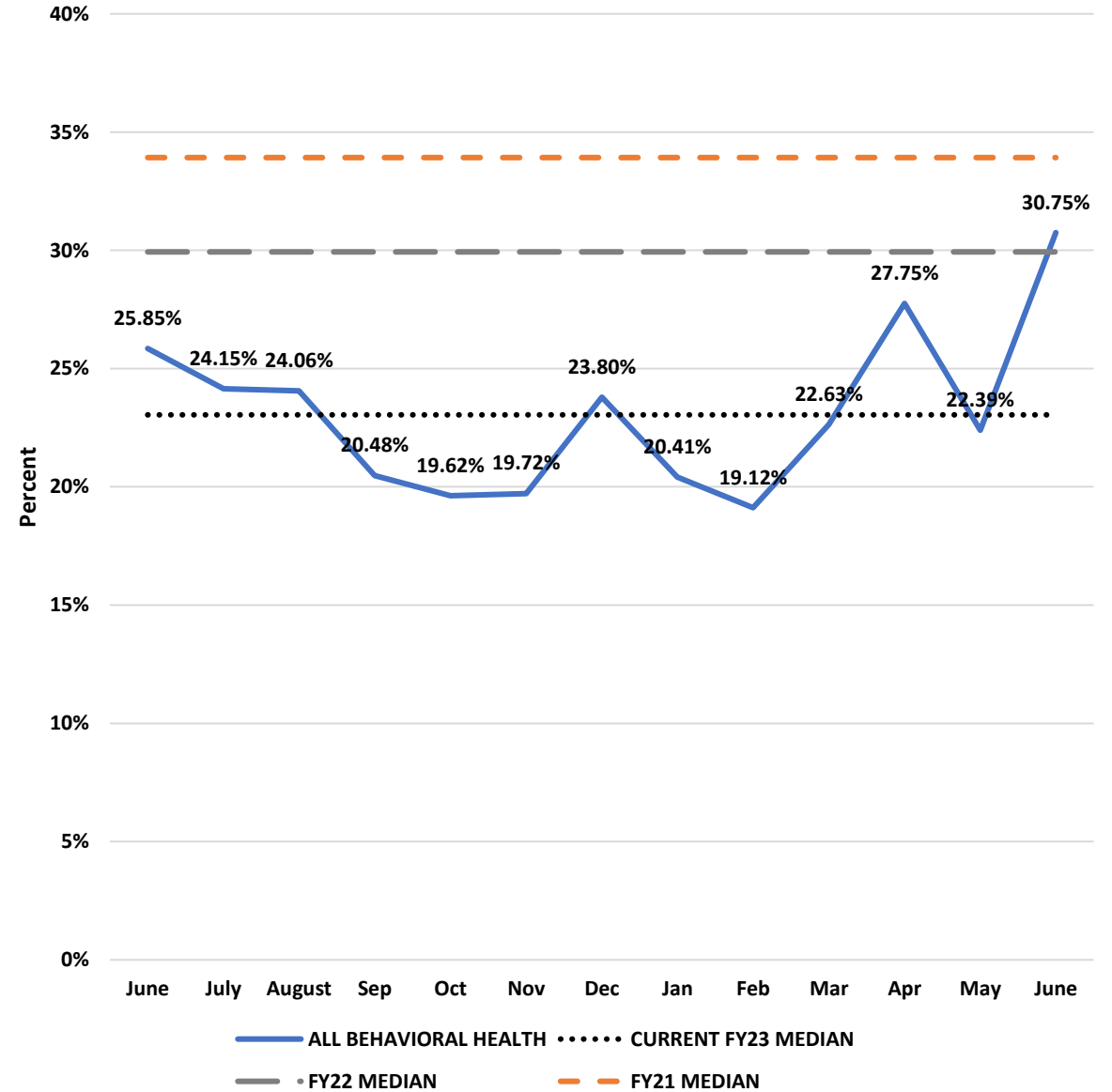
NUMBER OF VISITS - ALL BEHAVIORAL HEALTH



NO SHOW % - ALL LOCATIONS

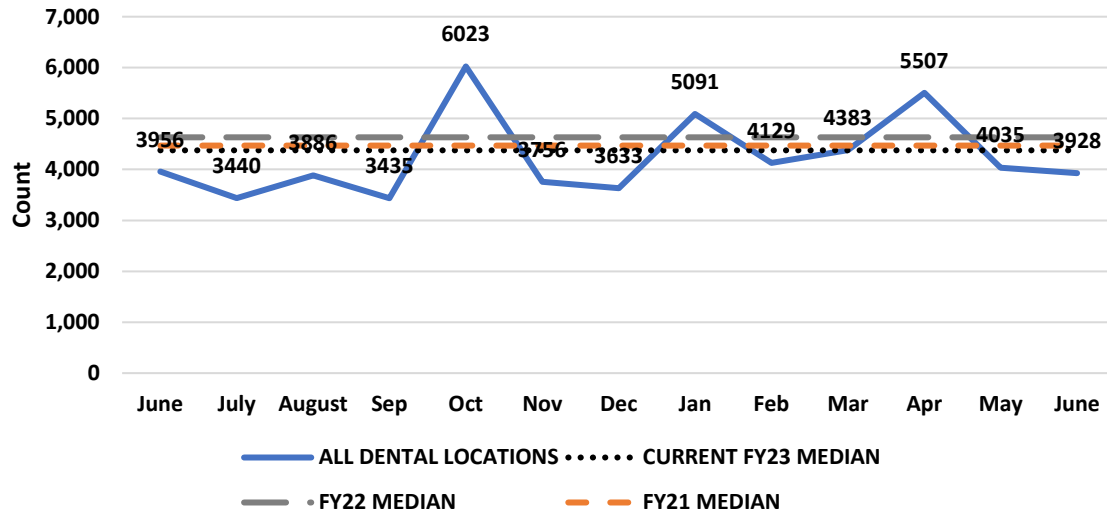


NO SHOW % - ALL BEHAVIORAL HEALTH

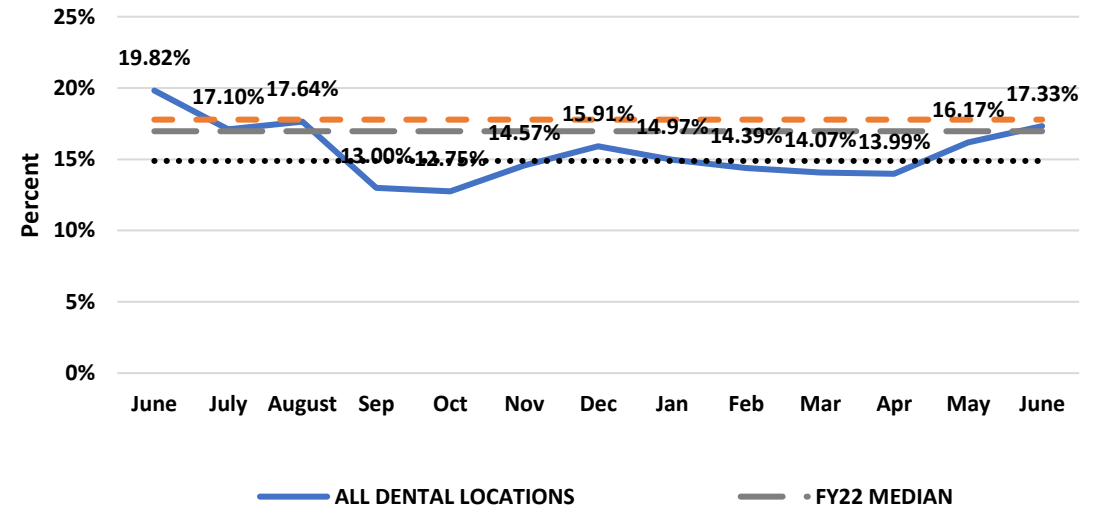


Dental

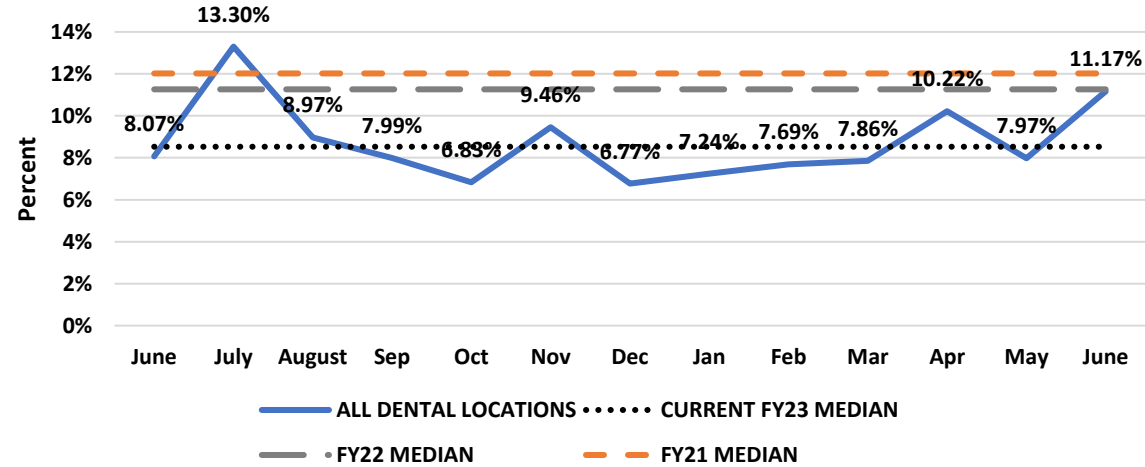
DENTAL VISITS - ALL LOCATIONS



DENTAL BROKEN APPT % - ALL LOCATIONS

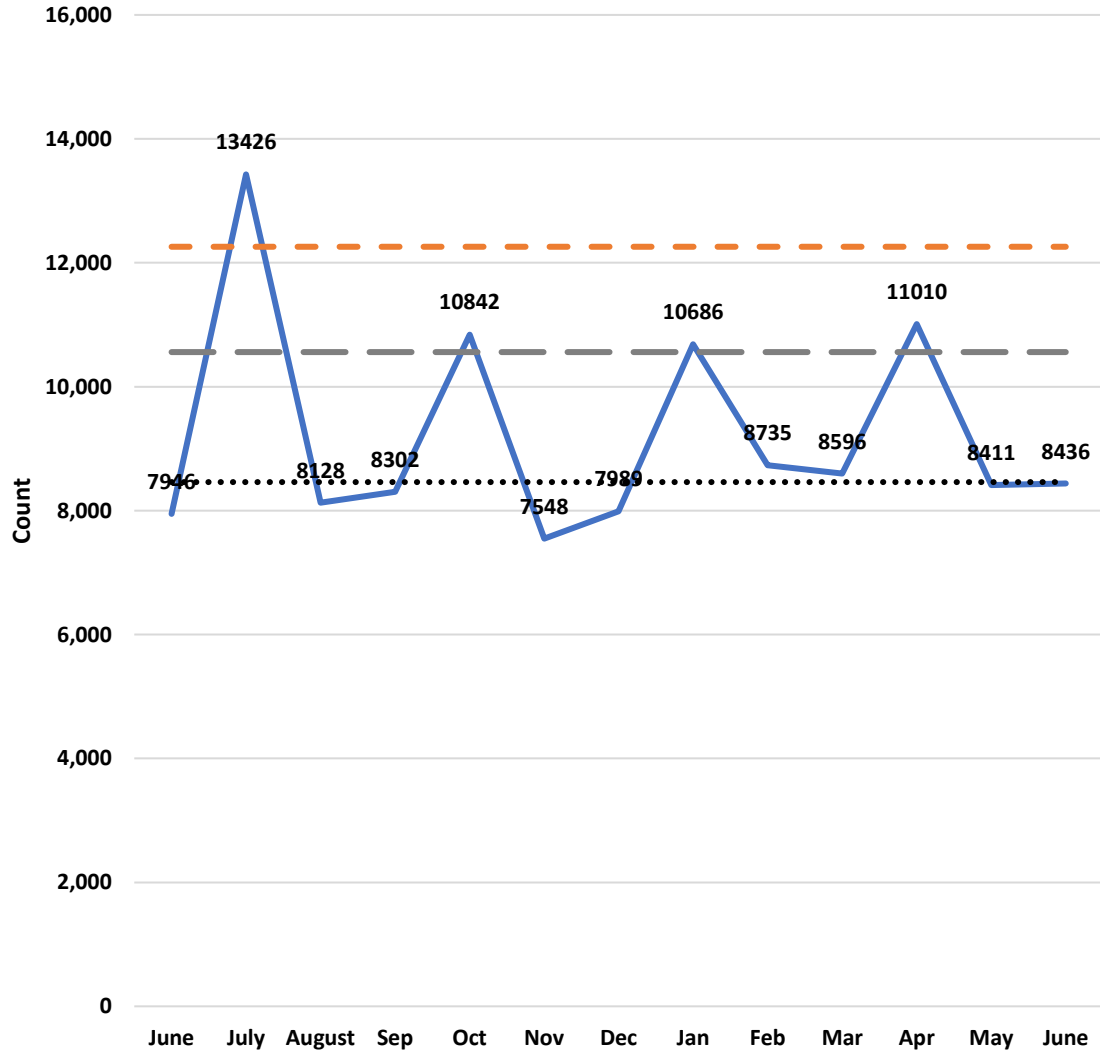


DENTAL NEW PATIENT % - ALL LOCATIONS



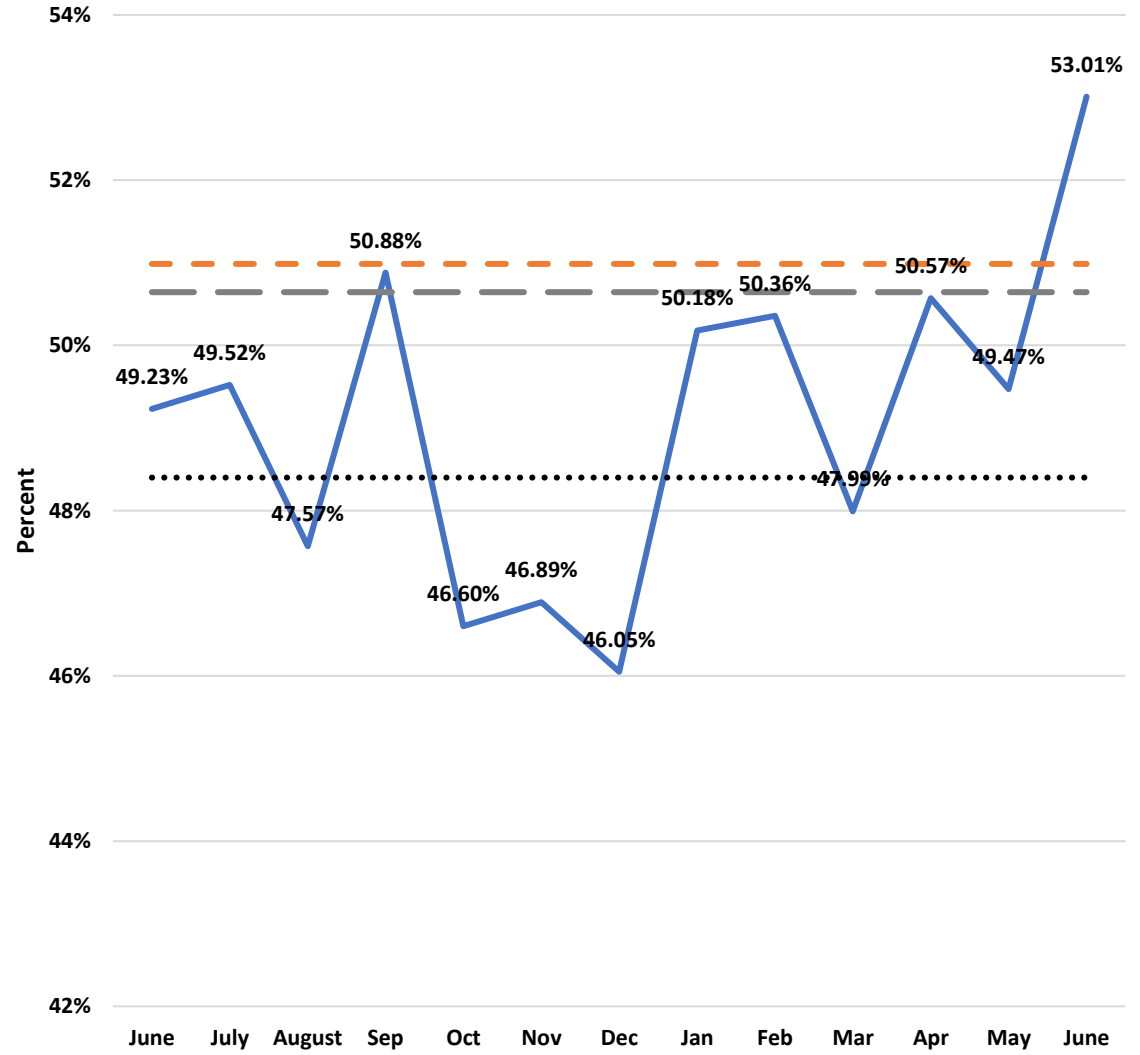
Pharmacy

PHARMACY NUMBER OF FILLS - ALL LOCATIONS



— ALL PHARMACY LOCATIONS
 - - - - - CURRENT FY23 MEDIAN
— FY22 MEDIAN
 - - - - - FY21 MEDIAN

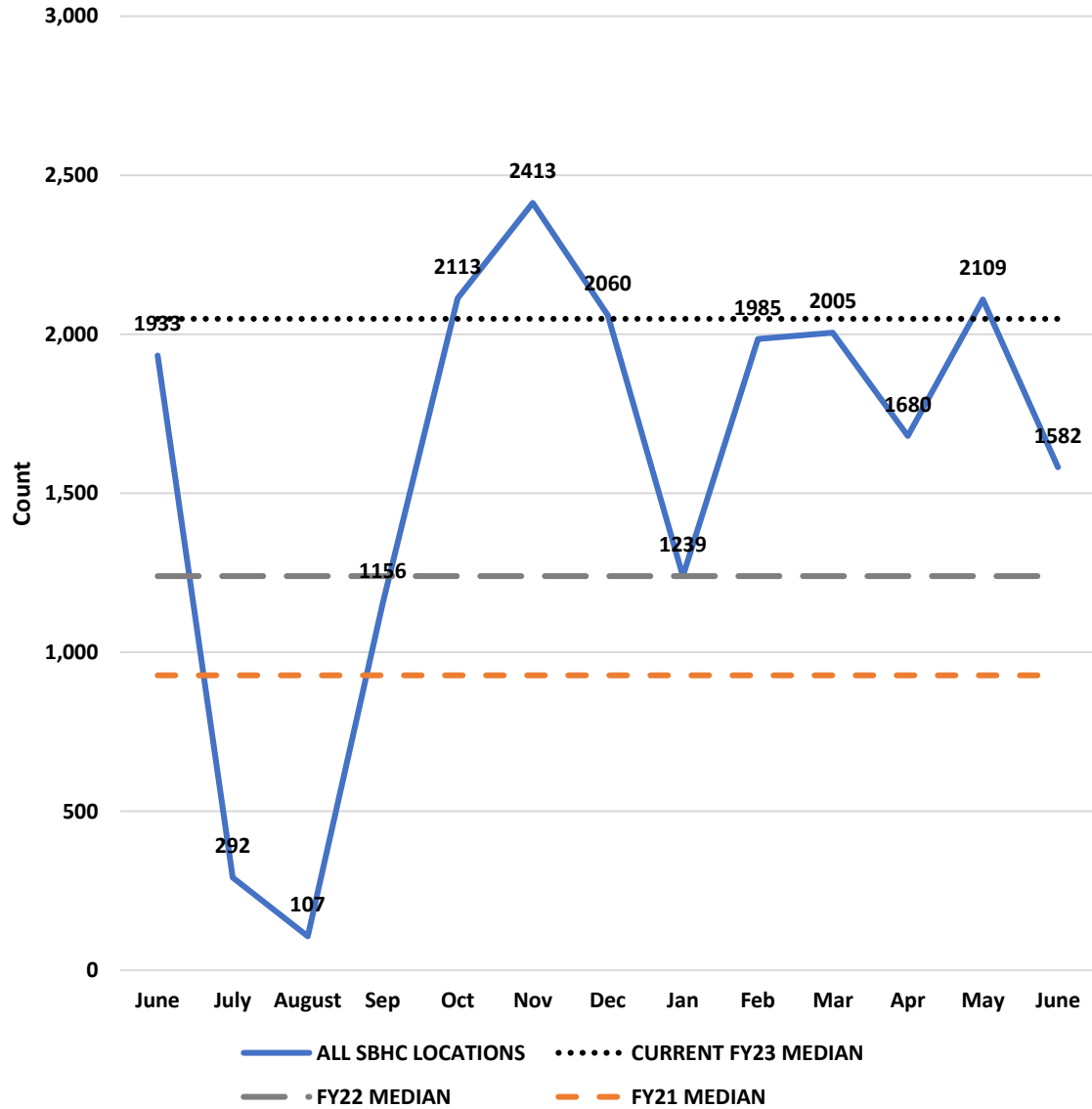
PHARMACY ESCRIBE % - ALL LOCATIONS



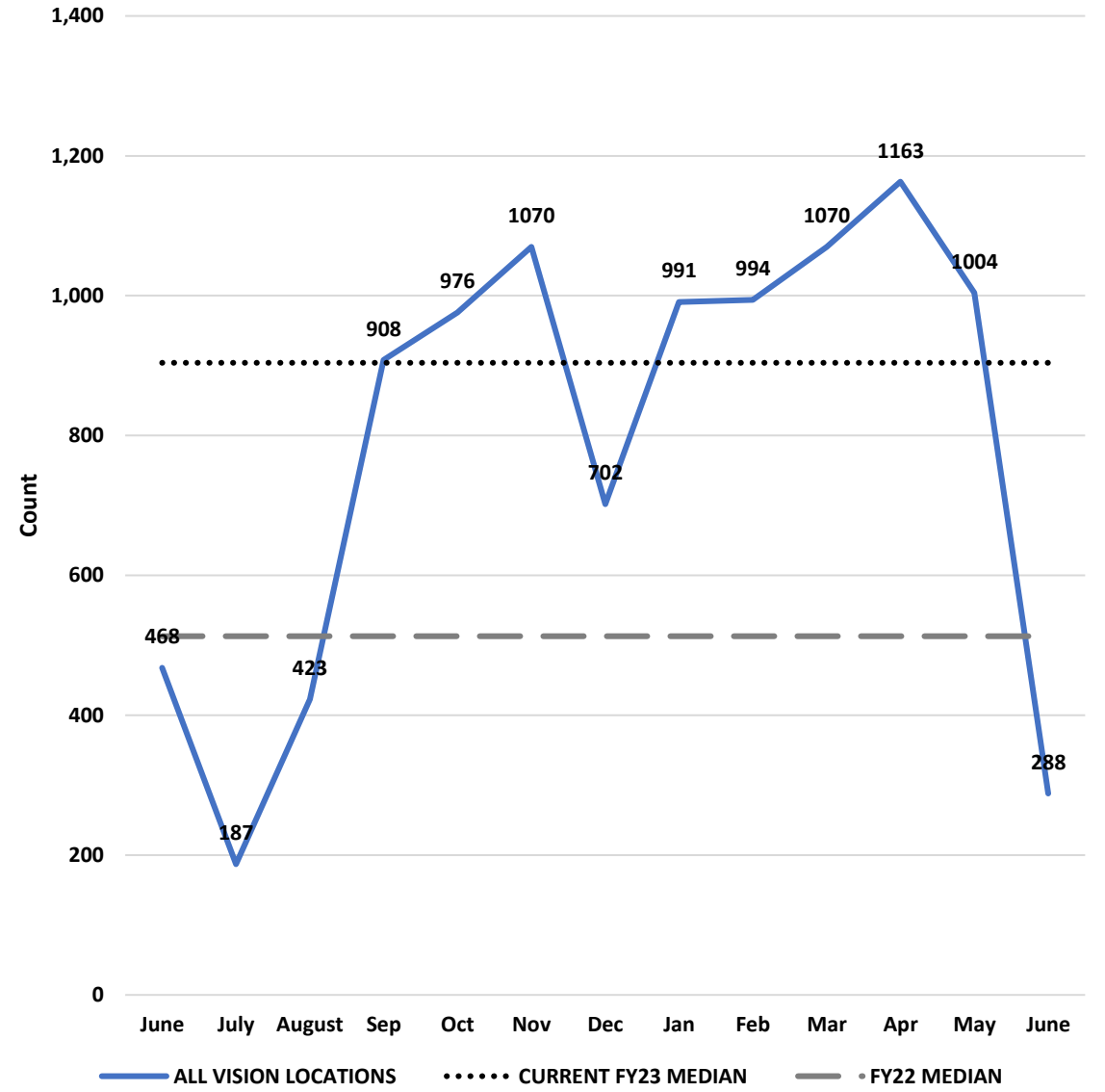
— ALL PHARMACY LOCATIONS
 - - - - - CURRENT FY23 MEDIAN
— FY22 MEDIAN
 - - - - - FY21 MEDIAN

School Based Health Centers

SBHC VISITS - ALL LOCATIONS



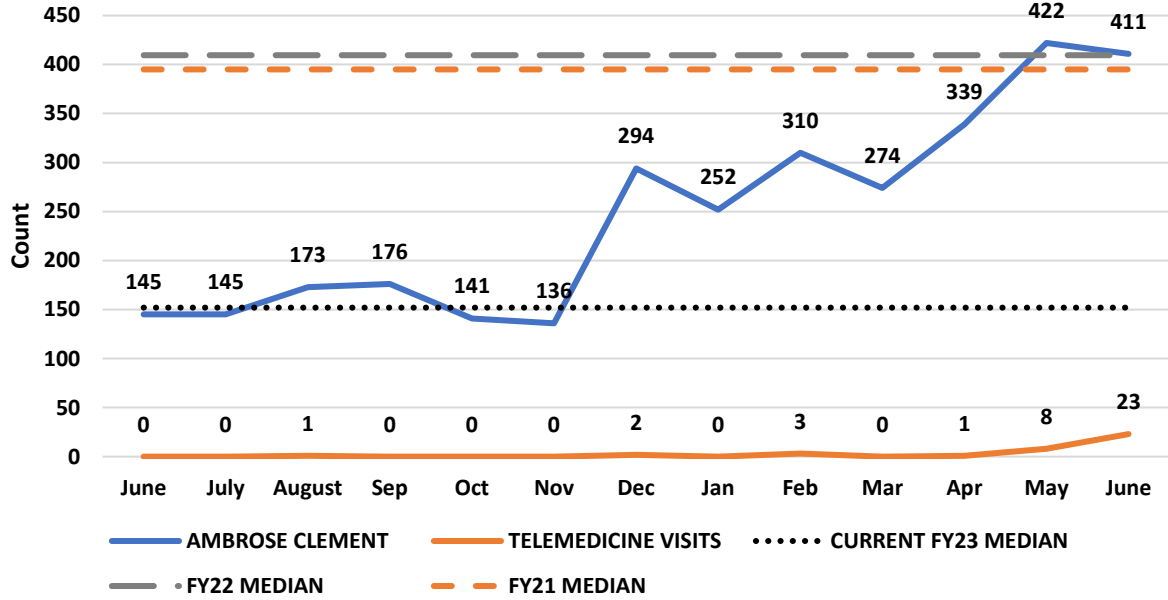
VISION VISITS - ALL LOCATIONS



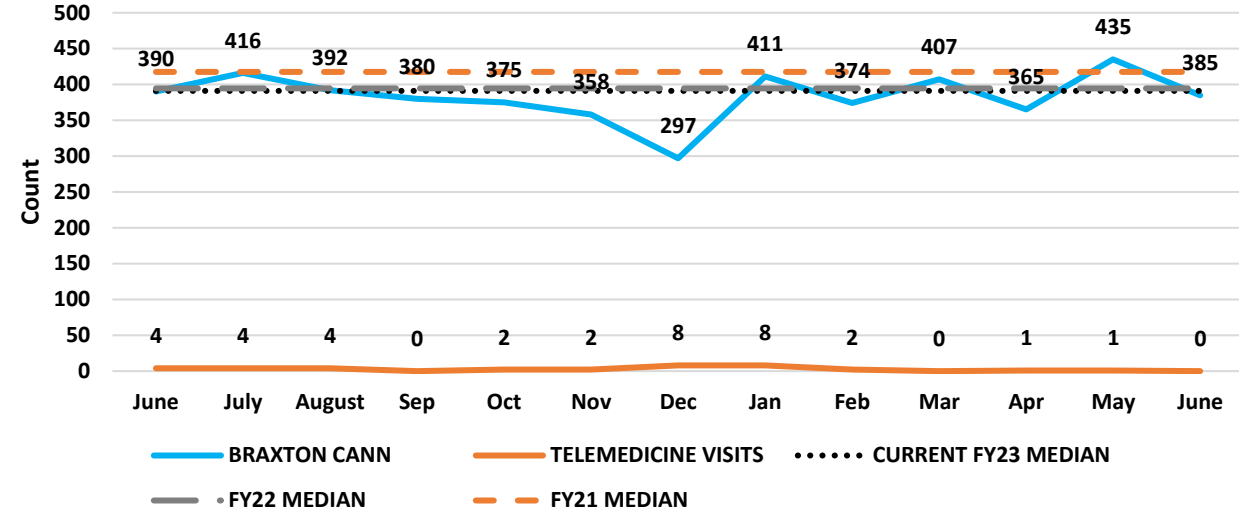
Supplemental Slides

VISITS

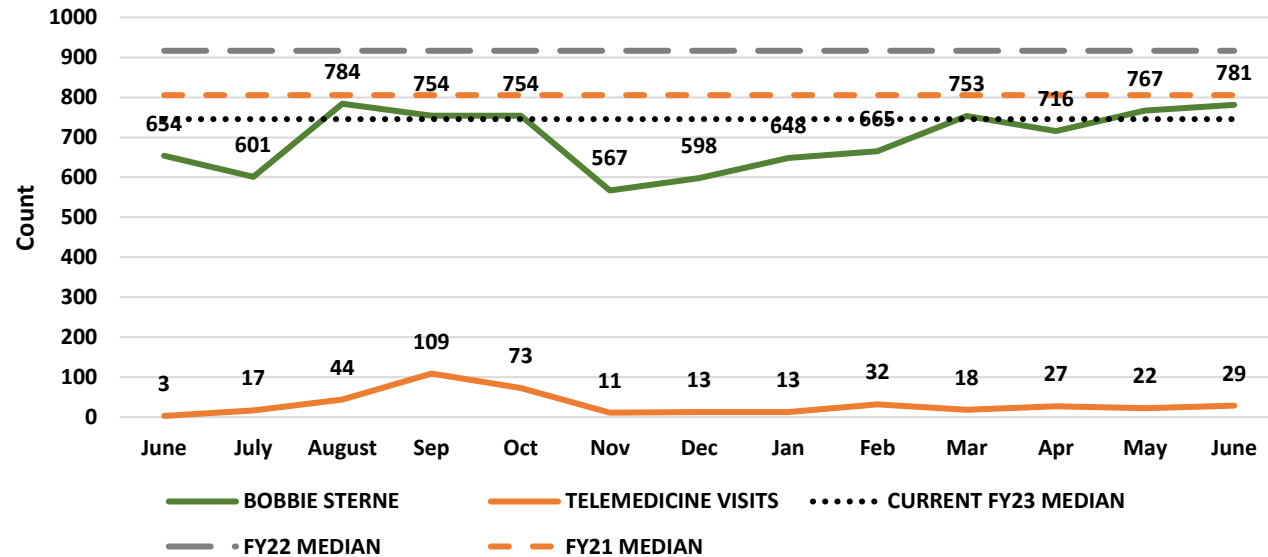
AMBROSE



BRAXTON CANN

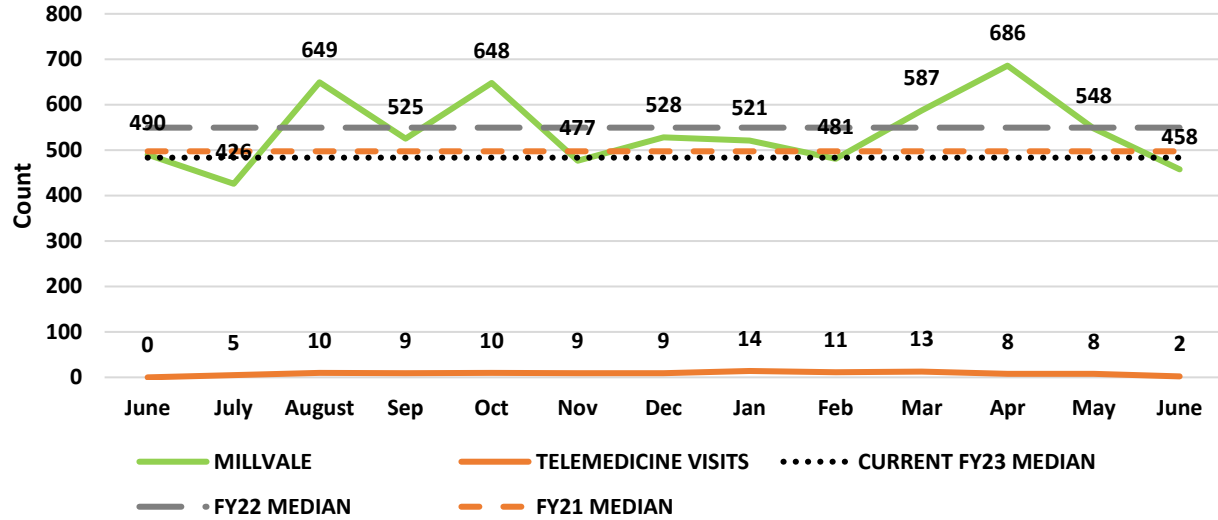


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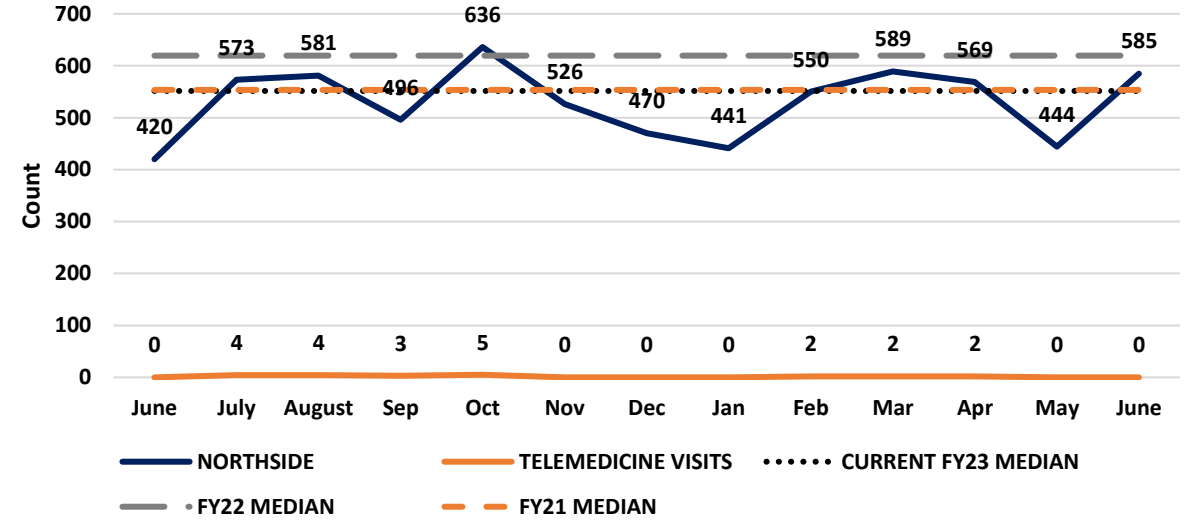


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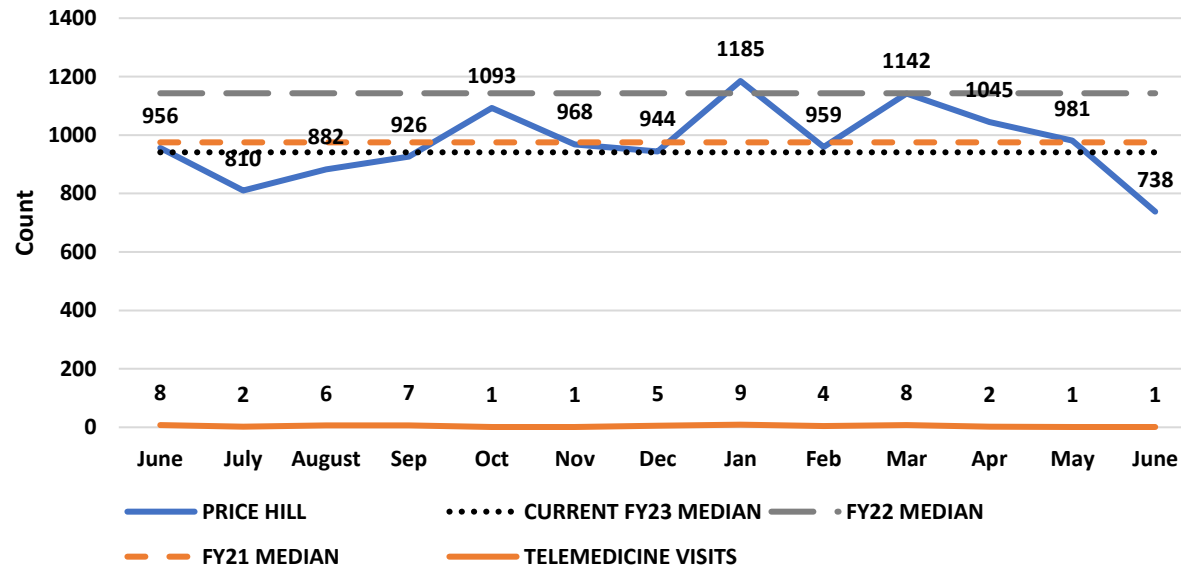
MILLVALE



NORTHSIDE

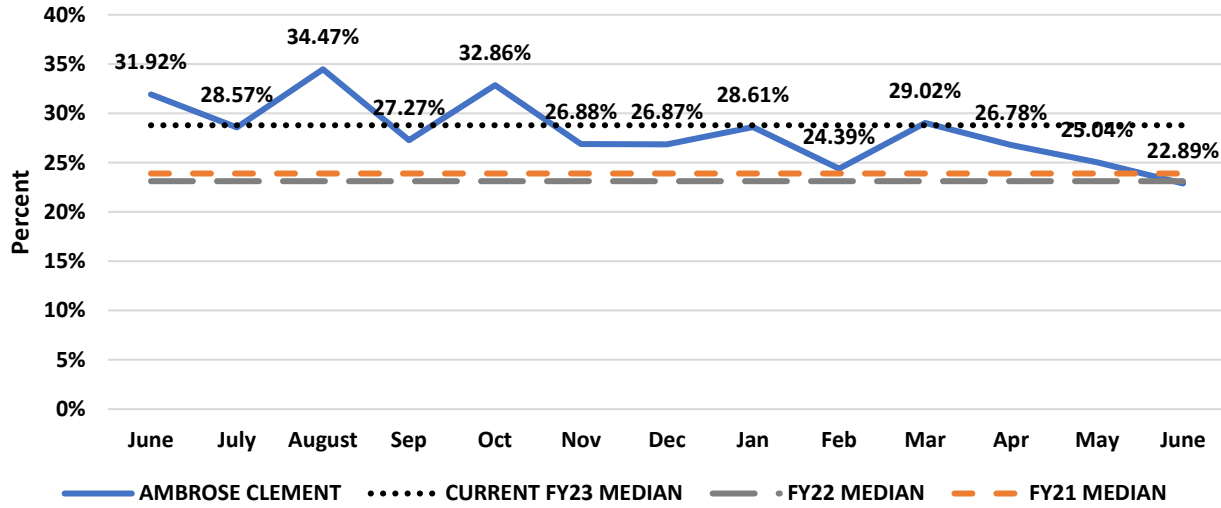


PRICE HILL

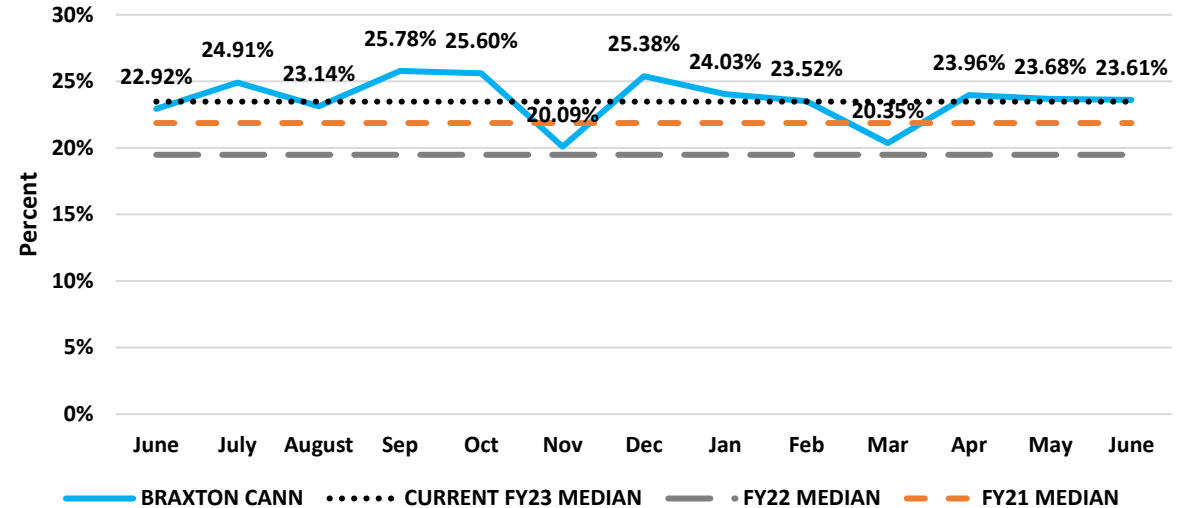


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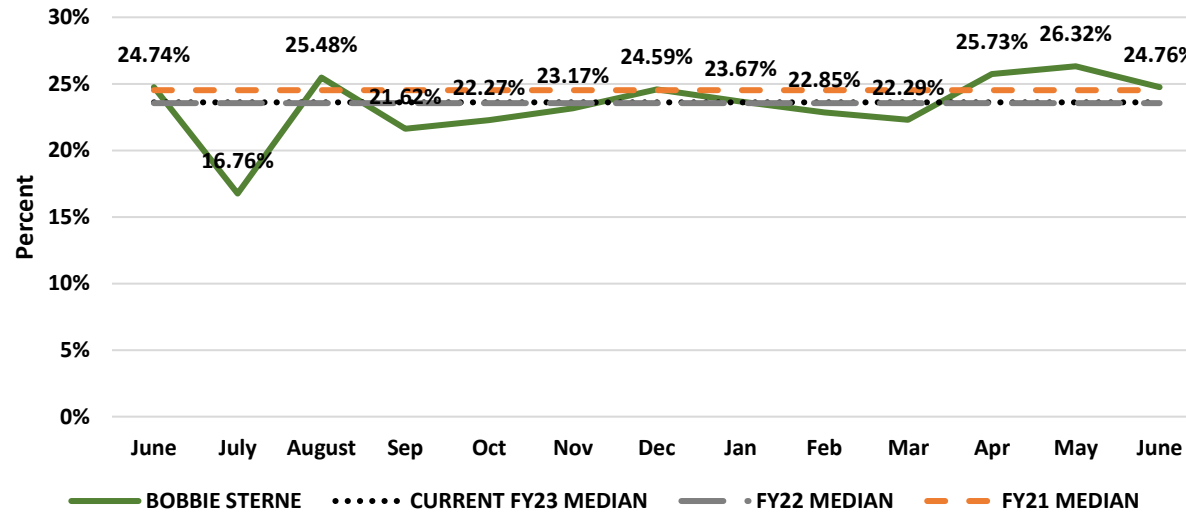
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BRAXTON CANN

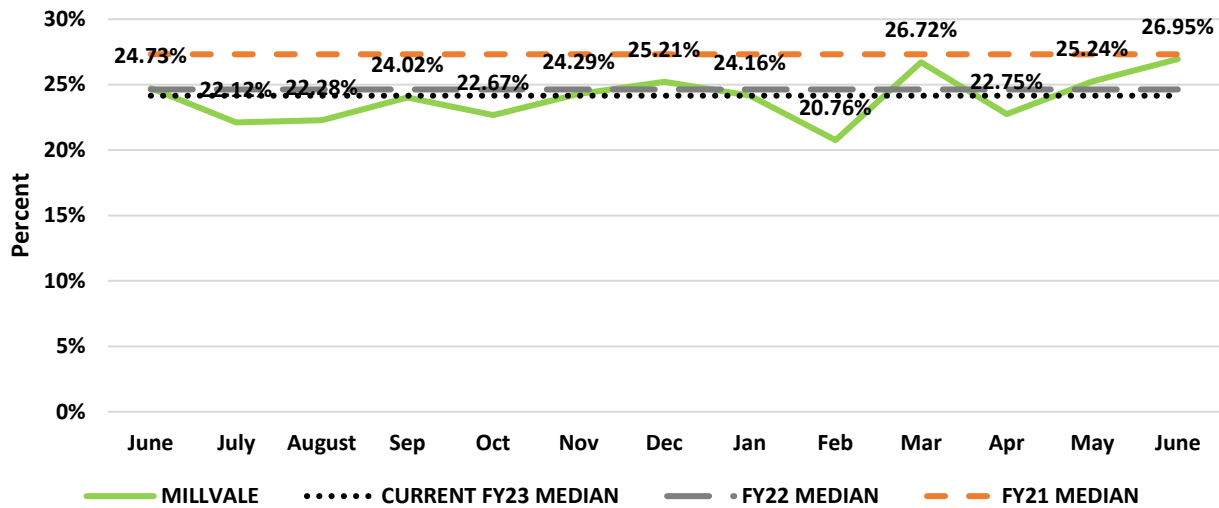


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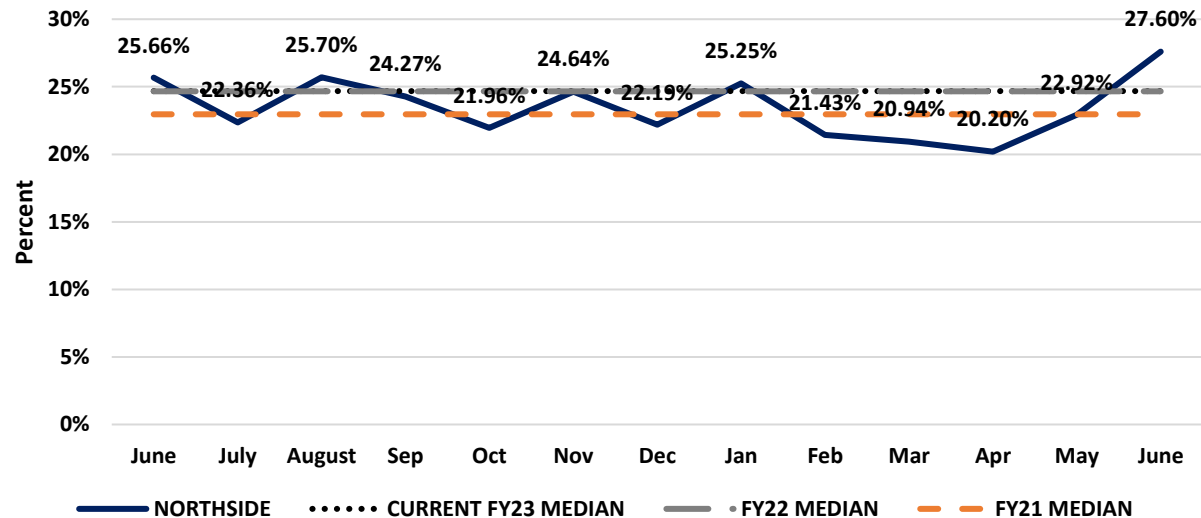


NO SHOW PERCENT

MILLVALE



NORTHSIDE



PRICE HILL

