

CGH MEDICAL CENTER
Physician Services Council
Meeting Minutes
September 8, 2021

Call to order

Dr. Matthew Cutter called to order the meeting of the Physician Services Council at 7:01 a.m. via Zoom.

The following members were present: Dr. Mir Alikhan, Dr. Thomas McGlone, Dr. Vincent Racanelli, Dr. Eric Riley, Dr. Young Song, Shane Brown, Concha Sitter, Jackie Greve, and Virginia Heal. Others present were: Dr. William Bird, Randy Davis, Dr. Paul Steinke, and Dena Wheeler.

Approval of Minutes

The minutes of the previous meeting of July 14 were unanimously approved.

Unfinished business

A. Recruitment update

There were two visits recently from Family Medicine and Interventional Cardiology physicians. Both are J1 visa candidates, for whom we have recently opened the search and continuing to learn the lengthy process. It is likely an offer will be made to the Family Medicine physician to join next summer. Dr. Kieso (Interventional Cardiology) will join as an employee September 20, after providing locums coverage since 2019. Dr. Kurian's last day is September 10, and Dr. Malki's is September 17. Dr. McGlone has announced his retirement date of December 31. There is a Pulmonology physician visiting September 10, and his wife is a Physician Assistant in Pulmonology also. Dr. Racanelli suggested a small group of physicians meet regarding each visiting candidate, due to Covid and the decrease in personal interaction. Shane explained this is happening, selectively. Dr. Song asked about voicing concerns regarding locum physicians. Any such concerns should be voiced to Shane or Dr. Bird.

B. FCC Telehealth grant application

CGH was not chosen in the first round, but still waiting for notification before the money runs out.

New business

A. CEO update

Dr. Steinke reported volumes continue to diminish, currently at 90% of historical volumes before Covid. As a result, this is affecting our budget negatively. He encouraged providers to be mindful of having access to see patients in a timely manner, and let him know if there is something they need that would help accommodate this. CGH is still in good strong financial footing.

IT is almost ready to kickoff the Community Works project. This has the potential to be disruptive to providers, but will make for a better organization and provide a unified platform with better communication between inpatient and outpatient care.

Dr. Song asked for direction on seeing out of town Medicaid patients. Shane will look into this and make recommendations to ensure appropriate patient access is available.

B. Central Reception

Randy reported on the last four months of clinic phone system data. There was an average of 2,000 abandoned calls and interflows (transferred to someone else after hold) per month. Callers can currently be on hold 5-6 minutes. This Central Reception process will address that. The average net revenue per primary care visit is \$173, and a good portion is ancillary revenue. The objective of Central Reception is to be more efficient with scheduling. Ashley Roux (EMR) will meet with providers to discuss schedule preferences, appointment types, etc. Staff is also working to finish the automated check-in process, integrate online forms, and transition the process of not having receptionists in every area.

C. CMO Update

Dr. Bird reminded of the opportunities to improve patient care via communication to patients and family.

D. Clinic org chart modifications

Shane shared changes being made to the clinic organization chart prior to being announced to staff. This will be relayed to providers this week, and clinic staff next week. The typical span of control in management is 12-16 people, and CGH clinic management is almost double. This makes it difficult to communicate effectively with staff. In order to improve this, service lines management models will be instituted in four specialties - Ob/Gyn (Vanessa Simonton), Cardiology (Alice Vetter), GI (DeDe Sandroock), and Oncology (Cindy Wadsworth). This entails one director managing operations on both hospital and clinic side, under the direction of Kristie Geil and Shane. Kate Janssen, Surgical Specialties Manager, will inherit most departments Cindy oversaw, and an additional assistant nurse manager will be added to help. There has also been good success thus far with team coordinators, which is an RN in the department who takes an additional management role. There will be more of this position added for certain areas. Jodie Gaffey will continue as Primary Care Manager, and also take on diabetic educators. Her assistant nurse manager, Tabby Whitebread, will provide direct management over nursing staff in satellite clinics to the north and south.

E. Clinic operations updates

Drive-thru Flu vaccine clinics will be held at the main clinic on October 2 and October 9 from 8am-12pm. The Flu clinic will start late September/early October in the main clinic. Covid testing is offered at the Fulton, Mt. Carroll, and Walnut clinics for patients in those areas.

F. Other

Dr. Alikhan reported he has received compliments on the CGH clinic billing system.

Adjournment

The meeting adjourned at 7:59 a.m.

Minutes submitted by: Dena Wheeler, Physician Services Assistant

Minutes approved by: Matthew Cutter, O.D.