



RUHS Express Care Meeting Minutes

Date: June 16th, 2023

Attendees: Mike Mesisca, Sheranda McGee, Rodney Koenig, Tiffany Mendoza, Vivian Acevedo, Veronique Au, Cheryl Chow, Karla Montes Erika Reyes, Jana Kent, Frank Nguyen, Jocelyn Le, Annie Liu, Magen Costilla, Katie Alexander

Location: Ring Central

<i>Topic</i>	<i>Discussion</i>
<p>Directors Update: Dr. Mesisca</p>	<ul style="list-style-type: none"> • Meeting Goal Statement • Supervising Attending <ul style="list-style-type: none"> ○ All providers are already doing a good job knowing when it is necessary to contact the attending but continue to contact attendings for cases you are unsure of ○ Don't be afraid to reach out • Introduction to Sheranda <ul style="list-style-type: none"> ○ The person to get things done and reach Dr. Mesisca if necessary • New "Work There" are new <i>workflows</i> + <i>protocols</i> in process <ul style="list-style-type: none"> ○ Suicidal ideation: against medical advice ○ Work release and return to work • Supplemental Training <ul style="list-style-type: none"> ○ Splinting training is in the process and upcoming. ○ Any other recommendations you would like to see, you can always suggest it • New Express Cares <ul style="list-style-type: none"> ○ Palm Springs opening in September and Second Mo Val EC opening in October ○ Once the patient volume is 40+, we can look into having a second provider on shift ○ Universal credentialing in all clinics <ul style="list-style-type: none"> ○ Would like all providers to have clearance in all clinics including Palm Springs in case of emergency need. All voluntary but to have the option/ability later ○ Might never work in Palm Springs but can compensate in an emergent situation ○ Providers will be able to see provider schedules for all clinics • Call Offs <ul style="list-style-type: none"> ○ This is a commitment to the county and a big reason why the county likes working with Vituity, it is our strong work ethic ○ Be mindful of last-minute call offs



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	<ul style="list-style-type: none"> ○ If you feel sick the night before and trying to wait out how you feel until the morning, let the leads know so that they could start to plan ahead of time ○ When leads are looking for coverage, it is helpful and greatly appreciated to respond in a timely manner, even if you are unavailable. This way there is a better representation of the current resources ○ Rodney- Differentials depend on finances and availability of it ○ If there is no coverage at a site, either a lead or the second provider from MSC will have to fill in at the necessary clinic ○ Don't want to burn out the leads or yourself. Really assess the number of shifts you are requesting ○ Vivian- more than happy to make necessary schedule changes with advance notice <ul style="list-style-type: none"> ● Don't be afraid to speak up about the challenges you are facing at work. It is important to have open communication for improvement all around
<p>OM National Updates: Dr. Au</p>	<ul style="list-style-type: none"> ● Introduction ● Quick kudos to provider work at Express Care ● The partnership meeting will take place in September in Texas ● Compliance is due by the end of July. If not completed by then, the provider will need to be taken off the schedule until they do <ul style="list-style-type: none"> ○ Mesisca is requiring compliance due <i>June 30th</i> ● There has been a growth in outpatient medicine <ul style="list-style-type: none"> ○ 3 being RUHS ○ Staff is needed for management and there is an opportunity for bonus referrals
<p>Senior Manger Operations: Cheryl Chow</p>	<ul style="list-style-type: none"> ● Introduction ● Transition to ADP timekeeping will be done by October <ul style="list-style-type: none"> ○ Courses will be launched in September. These ADP courses are not part of the compliance due in July
<p>AMD Updates: Rodney Koenig</p>	<ul style="list-style-type: none"> ● Referrals of Advanced Providers <ul style="list-style-type: none"> ○ Make sure to go on the Vituity website and input candidate's information prior to candidate placing application/contacting with Vituity ○ \$1,000 bonus for full-time hire, \$500 for part-time hire ● Low Patient Volume <ul style="list-style-type: none"> ○ There has been little marketing. This will change soon with outreach to the community school, new flags, and so forth ○ On days/times where there are low patient volumes, anticipate seeing 3-5 "scheduled" visits to help fill in these gaps <ul style="list-style-type: none"> ▪ This is just another way to help family care with any cancellations



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	<ul style="list-style-type: none"> ▪ Adds more value to express care • Better Staff Support <ul style="list-style-type: none"> ○ Rodney will be meeting with Corona site management to try and pinpoint problems and find solutions to better support the express care team ○ A change in support should be seen within a few weeks if not sooner ○ Mesisca- Patient care is the priority. If there is a problem within the clinic, do not be afraid to reach out to him, Rodney, Vivian, or Tiffany
<p>AP Lead Updates: Vivian and Tiffany</p>	<ul style="list-style-type: none"> • PTO and sick hours <ul style="list-style-type: none"> ○ Leads are unable to see total PTO and sick hours for providers ○ It is up to each provider to check their PTO and sick hours and responsible for adding it to their timecards • Compliance <ul style="list-style-type: none"> ○ Due by June 30th; email Vivian when they are completed • Educational Lectures <ul style="list-style-type: none"> ○ Via Vituity <ul style="list-style-type: none"> ▪ June 28 - Upper and lower extremities ▪ July 10 - EKG • Step by step instructions with screen sharing <ul style="list-style-type: none"> ○ Portal Timecard ○ Under PTO column ○ Make sure to add the hours under a day you are not already working ○ Provider is responsible for putting it on yourself as leads don't have access • ADP <ul style="list-style-type: none"> ○ Recommend downloading the app. Can follow the instructions on the manual ○ No SSR code
<p>Scribe Updates: Sheranda and Karla</p>	<ul style="list-style-type: none"> • Scribe updates <ul style="list-style-type: none"> ○ 3 new hires are currently going through onboarding. ○ On-floor training is anticipated to begin in July. ○ All new scribes and current scribes are agreeable with working in all three current clinics. • Rodney- Keeping track of volume to better anticipate provider needs in relation to scribes. The contract has it for scribes to work on days where patient volume is 30+.
<p>Other Items:</p>	<ul style="list-style-type: none"> • Clinic Support System – Frank Nguyen <ul style="list-style-type: none"> ○ He would like to emphasize how fast and great nursing staff was in recognizing a critical patient and making the providers aware immediately. He felt really supported in having a system set in place on how to manage something like this.



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	<ul style="list-style-type: none">○ 23 y.o transgender male presented to clinic for concern of frequent syncopal episodes even while at rest. Also reports shortness of breath and chest pressure. He had bradycardia in the 30s, EKG demonstrated a high AV degree AV block. Code MET was called, and the patient was immediately transported to the ED. In the ED patient was admitted and found to have a complete heart block. After being placed on medications and the patient was stabilized, he had a pacemaker placed
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Meeting Called to Order 8:00a; Meeting adjourned 9:00a