

Date: November 17th, 2023

Attendees: Mike Mesisca, Sheranda McGee, Rodney Koenig, Tiffany Mendoza, Vivian Acevedo, Cheryl Chow, Karla Montes, Erika Reyes, Frank Nguyen, Jocelyn Le, Magen Costilla, Katie Alexander, Krista St. Onge, Cameron Learman, Rosilyn Kattiyaman, Matthew Keane

Location: Ring Central

Topic	Discussion
Fetal Demise	Vivian <ul style="list-style-type: none">• If ultrasound calls regarding fetal demise, the US technician will attempt to contact the ordering provider first but if they are unable to reach them, they will call express care.• The patient needs to be seen first.• Make sure to consult the supervising provider, OB and Rodney for any questions• Show compassion and empathy for the patient• If surgical candidate make sure to make patient NPO
EM Transfers from MSC	Rodney <ul style="list-style-type: none">• If there is a high suspicion Express Care patient might be sent to the ED, make sure to make them NPO as soon as possible so that there is no delay in care when they are in the ED.• Triage nurses in the ED have been a little resistant BUT there should be no reason by they make the express care staff wait longer than a minute for a hand off.• If patient is of high concern, Express Care Provider should be speaking to ED providers
Scheduled Visits	Rodney <ul style="list-style-type: none">• Scheduled visits can be seen sooner than “scheduled time”.• Scheduled visits should be on the weekends in all clinics EXCEPT for Saturdays in MSC
Call Offs	Rodney <ul style="list-style-type: none">• Staff Call Offs:<ul style="list-style-type: none">○ Leadership and/or clinic manager should be dealing with it ASAP and within 30 minutes there needs to be a solution.<ul style="list-style-type: none">■ Solution should not be “we will have an MA assisting at 1700H.■ The nurse for the day should be aware of what is going on.○ Escalate the situation to Rodney if needed

	<ul style="list-style-type: none"> ● Vituity Sick Calls: <ul style="list-style-type: none"> ○ Should feel comfortable getting help when needed but do not abuse this ○ When someone calls off, we are putting pressure on all our colleagues. ○ Try to send a message in the group chats to ask for a trade or coverage prior to escalating to leadership. If you are so sick where this can't be done, it is understandable. ○ We do not have the luxury of not having a clinic open so please try your best to let the leads or assistant leads know what is going on as soon as you do.
<p>Care Gaps</p>	<p>Katie</p> <ul style="list-style-type: none"> ● She is currently working on a school project that is focused on care gaps. She would like all providers to participate. ● Expect a questionnaire via email on what would be a good way to motivate everyone on ordering them and to get patient's asking about them. ● Expected time frame for implementation: starting February and ending in June ● Will speak to IT to see if it would be possible to get numbers of orders/completion to compare the express care team with the county. <p>Matthew</p> <ul style="list-style-type: none"> ● If there are any questions on how care gaps are ordered/completed on the family care side feel free to ask Matthew as he used to work with family medicine. <p>Rodney</p> <ul style="list-style-type: none"> ● Ordering the care gaps is not enough to be considered/counted. The specimen/blood must also be collected.
<p>Katie- Case Study PPT Presentation:</p>	<p>Katie</p> <ul style="list-style-type: none"> ● Case Presentation on Fournier's Gangrene <p>Mesisca</p> <ul style="list-style-type: none"> ● Mesisca was the Treating Doctor in the ED. ● He would like to give a shout out to all the providers that saw the patient before he presented to the ED. The documentation on the physical exam was good so it gave a detailed description of what was going on at that time with the patient. ● Necrotizing Fasciitis is out there. <ul style="list-style-type: none"> ○ Consider Nec Fasc if a patient is having fast moving cellulitis, crepitus or anything in the groin/perineum area. ● Threshold to escalate things should be low. <ul style="list-style-type: none"> ○ Do not be discouraged to escalate something even if another provider might not think it warrants escalation. ○ Missing something can be detrimental for the patient.

	<p>Rodney</p> <ul style="list-style-type: none"> • Take into account the time frame of when results of labs are expected. • Remember to look at your inbasket regularly. <p>Matthew</p> <ul style="list-style-type: none"> • If a patient is back at Express Care for an unscheduled follow up, the Supervising Doctor should be contacted. <p>Rodney</p> <ul style="list-style-type: none"> • Document in the clinic note whether patient was asked to return for a follow up/recheck
POC Testing	<p>Tiffany</p> <ul style="list-style-type: none"> • Time Frame for Ordering POCs: <ul style="list-style-type: none"> ○ COVID: Less than 5 days ○ Influenza A/B: Less than 3 days ○ RSV: Order under 2 years of age only as children are the ones at most risk. <p>Katie</p> <ul style="list-style-type: none"> • Concerned with time frame because regardless of the number of days with symptoms, Family Care want COVID testing completed <p>Rodney</p> <ul style="list-style-type: none"> • Does not mind ordering these POCs out of the time frame just as long it does not delay clinic flow • If the patient comes in with basic URI symptoms, it is okay to test them but do not wait for the results to go in the room. Patients can be seen by the provider prior to receiving the results. <ul style="list-style-type: none"> ○ Don't need to wait on results to come up with a treatment plan. <ul style="list-style-type: none"> ■ Have in mind the treatment plan if positive results vs negative results <p>Laura</p> <ul style="list-style-type: none"> • Prefers to run the POCs without the nursing staff asking the provider if they should if they are out of the time frame. <p>Matthew</p> <ul style="list-style-type: none"> • It is always useful to get POCs if possible. It is just to help with ruling things out, confirming what you have high suspicion for and why they were treated
Miscellaneous	<p>Tiffany</p> <ul style="list-style-type: none"> • Portal Access: If you don't have access to your portal reach out to Tiffany • Inbasket Results: Make sure to tag yourself first and then tag the supervising provider after to avoid them getting two notifications. <p>Rodney</p> <ul style="list-style-type: none"> • Physical Exams: Ensure to have staff chaperone of the same sex of patient in the room during a genital, rectal or breast exam.

Meeting Called to Order 8:00a; Meeting adjourned 9:00a