

Date: January 15, 2025

Attendees: Vivian Acevado, Tiffany Mendoza, Frank Nguyen, Katie Alexander, Krista StOnge, Kurt Harris, Magen Costilla, Matthew Keane, Michael Mesisca, Jocelyn Le, Karla Montes, Kimberly Ortega, Himelda Churchill, Veronique Au, Rebecca Rimka, Christine Paley, Brenda Villareal, Cheryl Chow,

Location: Ring Central

<i>Topic</i>	<i>Discussion</i>
Central	<p>Christine</p> <ul style="list-style-type: none">• Advance Providers decided a few weeks ago that they will no longer go forward with the benefit that pays volunteers for their time; they previously had money set aside to pay volunteers for 8 hours set aside to pay volunteers.• Division 2 Vituity Spring Symposium will be held in Irvine on May 6 and 7.• The 50th partnership meeting will be held at the end of September in Florida. <p>Cheryl</p> <ul style="list-style-type: none">• Jill Rob, the manager of operations from Division 2, is keeping tabs on resources for LA wildfires.• Reminder of Lyra Benefit for outside counseling. <p>Mesisca:</p> <ul style="list-style-type: none">• 2024 Opening new clinics and steady volume:• Express Care total volume for 2024: 56, 359 patients MSC: 21, 589 patients Riverside: 9, 738 patients Corona: 9, 126 patients Palm Springs: 6,514 patients Lake Elsinore: 4,910 patients

	<p>Moval: 4,482 patients Express Care total volume for 2024: 56, 359 patients for the year !!</p> <p>Previous years: 2020: 1,613 patients 2021: 7,465 patients 2022: 14, 699 patients 2023: 29. 322 patients 2024: 56, 359 patients 2025: To exceed 70k.</p>
Corona	<p>Vivian</p> <ul style="list-style-type: none"> ● Disha will be the new MA starting next week. ● Maria the MA will be training Disha and will transition to ACC in February. Maria will be working Sunday - Wednesday. ● Dr. Rodriguez is a new Internal Medicine physician who will be working every other week on the primary care side. ● Two new grads will be coming in at the end of February. ● Kelly from the Er will be starting part-time at Corona in April. ● Surge shift will start February-March.
Lake Elsinore	<p>Katie</p> <ul style="list-style-type: none"> ● Two ACCs will be coming back. <ul style="list-style-type: none"> ○ First ACC (out end of November - December) starts again this week. ● Dr. Handojo will hold an education class at the end of this month for Lake Elsinore primary care patients with asthma. <ul style="list-style-type: none"> ○ If a patient with asthma comes into Express Care for upper respiratory symptoms, medication refills, or etc., notify staff so that they can schedule them for the education class.

	<ul style="list-style-type: none"> ● Doing well with volume, up to 20's consistently. <ul style="list-style-type: none"> ○ Will keep monitoring to consider adding scribes.
Palm Springs	<p>Matt</p> <ul style="list-style-type: none"> ● The nursing staff is up. ● Express Care lost one provider. ● Providers do school/work/etc. physicals, ACCs and nurses are not allowed to turn them away. <ul style="list-style-type: none"> ○ Try to fill out as much of the physical at the initial visit before patients return for TB or lab results.
Riverside Neighborhood	<p>Jocelyn</p> <ul style="list-style-type: none"> ● MA situation is still shaky. <ul style="list-style-type: none"> ○ Float MAs from primary are present on Sunday - Wednesday. ○ Full time MA from Wednesday - Saturday is on maternity leave. ● Make sure to put in correct associated diagnosis with medication refills so they do not bounce back. ● A lot of prior authorizations and pharmacy calls are coming back for saline sprays. <ul style="list-style-type: none"> ○ Try to be specific on order or notify patient that they can buy the medication OTC to not overwhelm staff with paperwork. <p>Krista</p> <ul style="list-style-type: none"> ● Sureswabs and urine specimens have been mislabeled and patients have to return to repeat collection. More likely done by the float MAs. <ul style="list-style-type: none"> ○ Jocelyn: track which days this occurred so that the appropriate nursing staff can be contacted to recheck labels on specimens in the future.
MSC	<p>Tiffany</p> <ul style="list-style-type: none"> ● Flow has been busy. ● Strep testing is still out, date is to be determined for when more tests will come in.

- In the meantime, use Centor criteria and clinical judgement.
- Ordering a wound culture of throat for strep?
- Mesisca: Only order bacterial culture for diphtheria, gonorrhea, etc. or under extenuating circumstances (ex: patient with HIV). For pediatric patients: if rapid strep test is negative, but still suspicious for strep throat, then collect culture because of potential for false negative and potential consequences of it not being treated (<https://www.aafp.org/pubs/afp/issues/2016/0701/p24.html>).
- Testing for gonorrhea and chlamydia is not under sureswab order, only under GC chlamydia test.
- Irene the ACC left Express Care and will be working with scheduling.
- Radiology binder has been looking good and up to date.
- Staff tend to not add phone visits onto schedule as an encounter, document the visit as a telephone note on Epic.
- How to handle bilirubin babies if primary sends them to Express Care for repeat testing:
 - Follow the workflow for bilirubin.
 - Can message pediatricians directly with results to follow up with them. May also consult attendings to help with the plan.
 - After 4:30 patients won't be able to register at the hospital lab for serum draw – might end up having to go through ER. Collaborate with supervising doctors and NICU doctors for coordination of care.
- Send pictures of physical exam forms in Whatsapp group if you have any questions or concerns.

Kurt

- No security at night and the staff elevator does not work after 9 PM.
 - Would it be possible to get a pass for parking in the doctor-designated parking lot near the education building?
 - Mesisca: Vivian will contact Sheranda about the pass. In the meantime, we are able to call security for an escort. Allow time for people to move their cars closer to the

	<p>entrance before it gets dark. Discuss with the clinic manager to have security or RSO come to the parking lot at around 8:45 PM to patrol the area.</p> <ul style="list-style-type: none"> ● There are still many scheduled ER follow-ups on the weekends. <ul style="list-style-type: none"> ○ Vivian: Rodney spoke with scheduling to try to place people closer to their home (ex: follow up at Corona if they live in that area). The issue might be a potential misunderstanding about hospital follow up vs. ER follow up. Volume averages 57 on Saturdays and 46 on Sundays at MSC. ○ Mesisca: In cases where patients not local to Moreno Valley are being scheduled at MSC, notify Rodney so that it may be addressed with Melissa in the future.
In-basket groups	<p>Matt</p> <ul style="list-style-type: none"> ● Palm Springs group has been doing well.
Schedule requests	<p>Vivian</p> <ul style="list-style-type: none"> ● April schedule will be out soon. ● Notify Vivian if anyone wants to work extra days to cover people on vacation that month. ● July and August do not have many vacation requests.

Meeting called to order: 8:04a; Meeting adjourned 8:47a