

Date: June 18, 2025

Attendees: Rodney Koenig, Katie Alexander, Rebecca Rimka, Christine Paley, Jocelyn Le, Tiffany Mendonza, Vivian Acevedo, Brenda Villareal, Meagan Ponciano, Kimberly Ortega, Kelly Medina, Himelda Churchill, Lawrence Gates, Bushra Hasan, Cheryl Crow, James Bailey, Matthew Keane

Location: Ring Central

<i>Topic</i>	<i>Discussion</i>
Central	<p>Christine paley</p> <ul style="list-style-type: none">● Compliance training modules are due soon.● There are a couple of grants out this month. One is the Community Impact Grant, which is meant to be used locally within the community. The second is the Vituity Cares Foundation Grant, which is more for global and international opportunities. <p>Cheryl</p> <ul style="list-style-type: none">● A reminder that the corporate offices are closed on June 19th.● Vituity has a new AI tool for people to explore. cupercube.vituity.com acts more as a chatbot, but the plan is to incorporate it as a one-stop place for vituity resources. It is more secure and protected than ChatGPT, so please feel free to play with it.● Christine: You can ask it to review documents, change the tone of the writing, etc. <p>Rodney</p> <ul style="list-style-type: none">● There is a Vituity Cares Foundation outreach event on Sunday, the 19th of this month, down in Los Angeles. You can register online if you want to volunteer.● There is another outreach opportunity on July 26th. We put it out there, if you want to be part of the mobile health unit out in Jurupa with Dr. Lowe. This is a paid opportunity. Let me know if you want to be added to the schedule.● Ivana: Is there an update on the mobile clinic for this month?

	<ul style="list-style-type: none"> ● Matt: We are only covering 24th-26th, those shifts have already been covered. I am waiting to reach out to the manager to see if they need any help in July. If so, we will push that schedule out.
Palm Springs	<p>Matt</p> <ul style="list-style-type: none"> ● We are short an MA at the end of the week (no coverage on Thursdays and Fridays). We will also be losing an LVN because she is going to Banning. We are awaiting approval for job postings to hire replacements. ● We should be able to use the 4th room over on the dental side after getting the bed put in. ● There is a new OBGYN workflow for pregnancy verification cases in Palm Springs clinic. There is an OBGYN provider present in the clinic Monday-Wednesday, starting July it will be Monday-Friday. For patients who are assigned to us, you only need to order first-trimester labs, no need to order US. LVN will contact OBGYN's MA to put the patient in their schedule, so they won't need a referral.
MSC	<p>Tiffany</p> <ul style="list-style-type: none"> ● We have hired new people, as well. ● Kim Boker has been helping a lot with management of the team, and it seems that things have been improving. ● We will be getting a cabinet where we will keep our prescription pad and other materials. <p>Rodney</p> <ul style="list-style-type: none"> ● I want to touch on the county's hierarchy. Kim Boker and Vernon Olsen are directors for the outpatient medicine clinics. They each have their designated sites (Kim: Lake Elsinore, Corona, and Neighborhood; Vernon: Moreno Valley, MSC, Banning, and Palm Springs). They report to Melissa Charola, who reports to C-suite. You may have also seen Jannelle Morisse, who is RUHS COO.
MVC	Rodney

	<ul style="list-style-type: none"> ● Construction is essentially done. All 4 rooms are available for patients. If nurses tell you we can't, let me know. ● Nurses should be checking first thing in the morning with Gilbert/clinic manager which other pods are available. If they are not doing that, please remind them. Let me know if there is any pushback ● The nurses should be scheduling appointments for patients for follow-ups, if you get pushback, please let me know.
Riverside Neighborhood	<p>Jocelyn</p> <ul style="list-style-type: none"> ● We now have Mark, who is our new full-time MA on Sunday-Wednesday. We will also start training Amos, new per-diem MA for weekdays, on June 26th. ● There are talks about construction to extend the space, but we are waiting first to see if they are extending hours in the clinic. ● The pharmacy will stop Saturday coverage starting July 12.
Corona	<p>Vivian</p> <ul style="list-style-type: none"> ● Anabelle, the new RN, is adjusting well. ● Theresa is covering Paulina during her maternity leave (Sunday-Wednesday MA). Some Sundays she is off, so usually it is just the LVN and the provider, but it hasn't been much of a problem. ● Reminder all sites will be from 8-5 tomorrow. <p>Rodney</p> <ul style="list-style-type: none"> ● I am working with Kim to make the parkway more pleasant to look at. ● Please ask the nurse to remind Andre to put the flags up if they are not.
Lake Elsinore	<p>Katie</p> <ul style="list-style-type: none"> ● Angel LVN started Sunday-Wednesday. Our MAs are still getting pulled to MSC, but I believe they will be coming back at the end of this month because of scheduling stuff. ● There will be a scribe Monday-Friday now.

	<ul style="list-style-type: none"> ● On the weekends, there are primary care patients scheduled. This is meant to help recapture patients back into the system.
Banning	<p>Rodney</p> <ul style="list-style-type: none"> ● The clinic is still a work in progress. They are hiring more nurses, the physical building is being built, supplies have already been ordered. Opening will be extended to the end of July, possibly the beginning of August. ● Those scheduled at Banning will still be working those hours at other clinics.
Extended Hours	<p>Rodney</p> <ul style="list-style-type: none"> ● Extended hours at NBHD and Corona will be hiring. Standby to hear about when those extended hours will occur.
Hospital Discharge Follow-Up	<p>Rodney</p> <ul style="list-style-type: none"> ● Post-hospital discharge follow-ups are fine to be scheduled. They should be scheduled at MSC at least 30 minutes apart; at other sites they should be 1 hour apart. If you see them getting scheduled close together again, let me know. ● ED follow-ups should not be scheduled. Apparently, someone had written it into their work-flow, but this is getting corrected as we speak. ● Video visits should not be scheduled at MSC. ● IEHP can also schedule patients for follow-ups. ● Katie put together an info sheet that the ACCs can use to call scheduled patients in the morning and determine if it should be an in-person or a video visit.
Volume and Primary Care Patients	<p>Rodney</p> <ul style="list-style-type: none"> ● The volume is fluctuating, as it usually is this time of year. On low days, it is okay to decide with colleagues if it is safe for someone to leave early. Document it on the timecard and include “low volume” in the comments.

	<ul style="list-style-type: none"> ● My goal is to have 2 providers a day at all the clinics. One way to reach that goal is to have primary care patients scheduled on the weekends. ● They're very short on primary care physicians in APPs, so we will absorb some of their patient volume in Lake Elsinore on the weekends. It should be no more than 1 patient per hour. That might be extended to weekdays, which would help push for 2 providers at each clinic. ● Our role with these patients is to address what the emergent need is and schedule a follow-up with the PCP. We will not be managing low acuity/long-term disease processes. We are meant to close the gap to get them into primary. ● Dr. Handojo is open to consulting on these visits, but you still need to use a supervising doctor for the chart. ● Himelda: Will we have a specific primary note for this? ● Rodney: You can use the regular Express Care note. It should not deviate much from what we are already doing. The only change is that we will have 9 protected slots for primary care patients a day. It is a pilot, so we will see how this goes. The key is that this will push for 2 providers a day because it helps push the volume to 40 patients a day minimum.
Billi Checks	<p>Rodney</p> <ul style="list-style-type: none"> ● These visits do not count as newborn physical visits, they should come with a scheduled appointment already. Let me know if they don't, so I can speak with the scheduling center.
ED 2	<p>Katie</p> <ul style="list-style-type: none"> ● Is the rumor that we are going Monday-Friday still being considered? ● Rodney: That is still a rumor. We probably won't be able to do it until we are fully staffed and already have dates of extended hours at clinics. Matt and Dr. Alkotob will continue to do quality. As we find areas that we need improvement on, we will use ED2 to bring some of our experienced people in so that they can do a couple of shifts on procedures. We are also working to put together a skills course.

<p>Phone Triage</p>	<p>Rodney</p> <ul style="list-style-type: none"> ● There are patients calling the scheduling center, and what may happen is that the center says the person should be seen in Express Care. This was an issue when they recommended a 30-day-old with a fever be brought in when that is a septic workup that needs to be done in the ED. ● What will happen is that the patient will be called into the Express Care nurse to triage and redirect the patient as necessary <p>Lawrence</p> <ul style="list-style-type: none"> ● If you speak with a patient, do you need to create a note? ● Rodney: No, this is more of a triage on triage. ● Matt: Nurses just may or may not ask you if the patient needs to come here or the ED. We don't need to do anything outside of that for the call.
<p>APP students</p>	<p>Rodney</p> <ul style="list-style-type: none"> ● APP students will be coming through. Help train them if you can, some are assigned to Tiffany and Vivian. The goal is to identify potential hires who would fit our team well.

Meeting called to order: 8:01a; Meeting adjourned 8:37a