

**Date: February 19th, 2024**

**Attendees: Michael Mesisca, Rodney Koenig, Tiffany Mendoza, Vivian Acevedo, Rodney Koenig, Karla Montes, Sheranda McGee, Katie Alexander, Jocelyn Le, Matthew Keane, Cameron Learman, Frank Nguyen, Saifuddin Talib, Elizabeth Loverso, Christine Paley, Cheryl Chow**

**Location: Ring Central**

<b>Topic</b>	<b>Discussion</b>
<b>Introductions</b>	<ul style="list-style-type: none"><li>• Welcome Saify and Elizabeth! Both will mostly be in the Palm Springs location.</li><li>• Karla the lead scribe for the Express Cares. She does all the training.</li><li>• Sheranda is the senior practice administrator. Make sure everyone is responding to all her emails as if they would to Mesisca and Rodney.</li><li>• Christine Paley is national director of outpatient medicine</li></ul>
<b>Site Report</b>	<p>Lake Elsinore</p> <ul style="list-style-type: none"><li>• Katie<ul style="list-style-type: none"><li>○ Volume ranges 10-25 patients a day currently</li><li>○ Great clinic staff</li><li>○ Eye tray missing numbing medication for the eye but working on getting it by next week</li></ul></li><li>• Rodney<ul style="list-style-type: none"><li>○ Badge lock for the office door has been ordered to increase security on our personal items</li></ul></li></ul> <p>Corona</p> <ul style="list-style-type: none"><li>• Vivian<ul style="list-style-type: none"><li>○ New clinic manager Andre Cox is settling in nicely.</li><li>○ Nurse Shawn is always helpful</li><li>○ If there are call offs for staff, Family Medicine staff pitches in to help</li></ul></li></ul> <p>Riverside</p> <ul style="list-style-type: none"><li>• Jocelyn<ul style="list-style-type: none"><li>○ Staff team has been improving since starting</li><li>○ Volume is ranging mid 20s to high 20s with some days over 30.</li><li>○ Spoke to Dan Brown from Early Intervention Program (EIP) who wanted to say thank you for all the refers (especially through epic messaging)</li></ul></li></ul>

MoVal

- Rodney
  - Day 3 of being open, only a two room clinic but there are other rooms that can be used.
  - Security Guard: Rodney

MSC

- Tiffany
  - Clinic is improving with regards to staffing. Clinic staff on Mondays and Tuesdays there are at least 5 people that are scheduled to be there. 3 of the clinic staff have nursing licenses.
  - When sending patients to the ED, we do not need to call the ED staff with each patient sent nor do the nurses have to escort all of them. This is to be decided at the providers' discretion.
    - If the patient is unstable you need to call 911 after hours or on the weekends. Code MET can be called until 1630H or 1700H, Monday through Friday.
- Mesisca
  - He would like us to call the ED providers for every patient so that they could be pre-arrived.
  - If unable to call, you could just send the ED provider a message with the patient's chart attached with the reason they are being sent to the ED (other than just an XR). This is to improve communication
- Rodney
  - We will need to work on a streamlining a process

Palm Springs

- Matthew
  - New per diem provider: Elizabeth
  - Volume ranges from 15-17 patients during the week but weekend volume is still low. Palm Springs schedule for appointments is open for hospital discharge follow or bilirubin but still census is low.
  - Matthew and the clinic manager will be meeting with the school district in Palm Springs to give them information about the Express Care clinic in an attempt to drive up the volume with pediatric patients and their families.
  - Meeting was held with primary care in Palm Springs to help discuss how we can help them in meeting their diabetes metrics.

<b>Marketing</b>	<p>Rodney</p> <ul style="list-style-type: none"> <li>Rodney is working with Chris Malone who works with Melissa Charolla who runs the outpatient systems from the operation side. He will want to be meeting with PIC, site lead, nurse and clinic manager of each site to help market each site using banners, flyers, magnet, and outreach opportunities.</li> </ul>
<b>Chlamydia Project</b>	<p>Katie</p> <ul style="list-style-type: none"> <li>She will be posting reminders near the providers work station</li> <li>She is working on creating a smartphrase to add to the discharge paperwork when there is a discussion in regards to the screening with the patient. It will have information leading to the CDC website where they can look up any questions they may have.</li> </ul>
<b>Infinite Strategy</b>	<p>Mesisca</p> <ul style="list-style-type: none"> <li>Vituity is launching this adoption of Simon Sinek's infinite game. He talks a lot about leadership and leadership development. We are calling <i>Infinite Strategy</i> for leadership development.</li> <li>Need to build infinite teams where the team comes above the individual and the way we support one another. That our individual success is built largely on how we support each other.</li> <li>By being able to cover for each other, it makes it so that we do not have an on call schedule. Some organizations with this type of on-call schedule result in a lot more call offs and a different provider ends up working more days they were not planning on.</li> <li>Commitment to our community is by filling all the shifts in the schedule and not closing the clinic. We do not want to leave these patients on any given day without access to healthcare.</li> <li>Understanding things come up but we don't want to take advantage of that because of the hardships it puts on the leadership team and on each other to cover shifts.</li> <li>We can't assume that the people we work with always share the same mission, views and strategy when talking about patient centered care.</li> <li>Need to have an attitude of: I will handle it. What can we do to help? Even if its seeing a patient who needs vaccines to start school.</li> </ul>
<b>Supervising Attendings</b>	<p>Mesisca</p> <ul style="list-style-type: none"> <li>Is hearing positive feedback about the attendings who are being contacted.</li> <li>APs are also doing excellent job when contacting the attendings with having a good summary</li> <li>Dr. Azad is back!</li> </ul>
<b>ED Triage Communication</b>	<p>Rodney</p> <ul style="list-style-type: none"> <li>Communication with triage has been escalated to Lisa. They are helping to educate the triage nursing team. Rodney would like to meet with the ED nursing team to allow them to ask any questions they may have about Express Care. This will help create the bridge or team support between ED and Express Care.</li> </ul>

	<p>Mesisca</p> <ul style="list-style-type: none"> <li>• Wants the express care team to feel comfortable to notify him or Rodney if there are any barriers they come across when having a patient check in to the ED.</li> <li>• Would like to see if it is possible to move a patient to the “expected” tab of the ED trackboard.</li> </ul>
<p><b>Open Forum</b></p>	<p><b><u>Tunneling Abscess</u></b></p> <p>Katie</p> <ul style="list-style-type: none"> <li>• Magen last week had a patient that was tachycardic with a really painful rectal abscess that was not well visualized. That patient had already been seen multiple times for this but Magen sent her to the ED. Patient ended up having to go into surgery where they found a large tunneling abscess.</li> </ul> <p>Rodney</p> <ul style="list-style-type: none"> <li>• Kudos to the providers for not being afraid to ask or elevate patient complaints</li> </ul> <p>Mesisca</p> <ul style="list-style-type: none"> <li>• He would like a few slides to be put together to present to the county</li> </ul> <p><b><u>Incidental Finding</u></b></p> <p>Saifuddin</p> <ul style="list-style-type: none"> <li>• Had an incidental finding he found interesting yesterday when a 16 week baby presented with parent for concern of otitis media but had incidental finding of cutis marmorata telangiectatica congenita (CMTC), a rare birthmark that causes a mottled, net-like pattern on a baby's skin.</li> </ul>
<p><b>Miscellaneous</b></p>	<p><b><u>Monthly Timecards</u></b></p> <ul style="list-style-type: none"> <li>• Sheranda needs to have the timecards early in the morning on the first of every month!</li> <li>• Start prepping your timecard towards your last few shifts of the month so that it is ready by the 1st.</li> </ul> <p><b><u>Provider Schedule</u></b></p> <ul style="list-style-type: none"> <li>• Mesisca: Shout out to Vivian for having the schedule built all the way out to May. Having the schedule completed so far ahead gives the opportunity to plan ahead</li> </ul> <p><b><u>Shout Out to All the Express Care Providers</u></b></p> <p>Christine Paley</p> <ul style="list-style-type: none"> <li>• Shout out to Express Care providers who have set the bar high on meeting, culture and style.</li> </ul> <p>Mesisca</p> <ul style="list-style-type: none"> <li>• When you have something built off friendship and teamwork, it becomes very cyclical and the work becomes very easy.</li> </ul>

### **Extended Offers**

Rodney

- Two new full time offers were extended to providers who have primary care and urgent care experience.
- Kudos to the current team for sticking with Express Care. If anyone knows someone you think would fit our family/team well, please refer them.
  - You can get a referral bonus of \$1,000 from Vituity for referring APs and can get up \$2,500 for referring an ED physician

### **Students**

Rodney

- Students will most likely start rotating in April as all the clinics will be open by then.
- One AP student to begin with who will be going through all the sites.
- A good pipeline for recruiting and creating culture

Mesisca

- You don't realize how much you know or how good you are until you are training someone else.

### **DM and HTN**

Matthew

- DM and HTN treatment and recommendations pdf sheet was sent out yesterday. Took the RUHS DM algorithm and made a new pdf that was easier to read.
- DM and HTN will be reviewed during the Syphilis lecture that will be held on March 7th at 9 am. Email invite was sent yesterday.

### **Educational/ Procedure Interests**

Rodney

- Email, call or text Matt as he is in charge of this
- If there is anything else you are passionate about and want to begin at the clinics, let Rodney know

Meeting Called to Order 8:00a; Meeting adjourned 8:55a