

**Date: March 15th, 2024**

**Attendees:** Michael Mesisca, Rodney Koenig, Alyssa Schulz, Cameron Learman, Christine Paley, Frank Nguyen, Jocelyn Le, Krista St. Onge, Kurt Harris, Loni Silveira, Magen Costilla, Matthew Keane, Rebecca Alves, Tara Guentz, Tiffany Mendoza, Veronique Au, Vivian Acevedo, Saifuddin Talib, Katelyn Ito

**Location: Ring Central**

<b><i>Topic</i></b>	<b><i>Discussion</i></b>
<b>Introductions</b>	Christine Paley: <ul style="list-style-type: none"><li>• Introduced Tara Guentz and Loni Silveira from United Health Center administrative team in Central California. Invited to participate in XC meeting to gain different insights on how same-day clinics can be run.</li></ul>
<b>Corona Clinic Updates</b>	Vivian Acevedo: <ul style="list-style-type: none"><li>• There is still no on-site XR technician; APs to send patients needing XR imaging to the main hospital or RadNet. She sent out emails to APs as a reminder to set up RadNet accounts if not already completed.</li><li>• There is a new tonometer pen. Contact Rodney with questions on how to use.</li><li>• Lawrence Gates and Bushra Hasan will be joining the team soon.</li></ul> Michael Mesisca: <ul style="list-style-type: none"><li>• There are 5-6 new XR technicians being on-boarded at the hospital. He will talk to finance team about sending some of the new technicians to Corona Clinic to avoid overwhelming RadNet.</li></ul>
<b>Palm Springs Clinic Updates</b>	Matthew Keane: <ul style="list-style-type: none"><li>• Patient volume has increased to a steady 20 patients per day on weekdays. Weekends have been slow. There is opportunity for collaboration with primary care; XC can help primary care meet DM metrics.</li><li>• Team will be incorporating a <u>new staff meeting model</u>. This will consist in team meetings during lunch on Wednesdays. 30 minutes will be dedicated to general clinic updates. The remaining 30 minutes will be spent in breakout rooms. (Rooms will be assigned so that providers, nurses, and MAs can have smaller group discussions).</li><li>• There will be <u>monthly meeting with primary care</u> to discuss ways to collaborate.</li><li>• There was a meeting with the director of mobile clinic today. Mobile clinic provides care to rescue shelter in Indio.</li></ul>

	<ul style="list-style-type: none"> <li>• Team is considering implementing more telehealth visits to increase volume. This will be more convenient than a mobile clinic (requires driving time). Veronique Au says that telehealth encounters have worked in her clinics.</li> <li>• XC flyers disseminated throughout the school district. No further plan for local marketing in place right now.</li> </ul>
<b>MSC Clinic Updates</b>	<p>Tiffany Mendoza:</p> <ul style="list-style-type: none"> <li>• Clinic running low on POCT tests; orders placed for new tests. She advised providers to order POCT testing selectively.</li> <li>• There have been some days where only 2-3 rooms were available for XC in the morning. XC's rooms have been used by cardiology in the morning. In the future, cardiology will stop using XC rooms at 10:20 AM. XC will start rooming at 10:30 AM.</li> <li>• Record-breaking day on Monday (98 patients checked in with 4 nurses). 9 rooms were available at the end of the day, as family practice left at 4:30 PM. 89 patients checked in on Tuesday. Tiffany says thank you to the team for handling the rush well.</li> <li>• Encouraged providers to order XR imaging selectively in order to avoid inundating XR.</li> </ul> <p>Rodney Koenig:</p> <ul style="list-style-type: none"> <li>• He is pushing for more nursing staff at MSC. He expresses appreciation to providers for making nursing team feel heard and empowered. He affirms his availability to discuss ways to reduce load for nursing team and ultimately avoid high turnover.</li> <li>• He notes that he is open to new go-to foods with parties. He enjoys XC's pizza parties.</li> </ul> <p>Mesisca:</p> <ul style="list-style-type: none"> <li>• He wants to establish clear indicators to call in a third provider on high volume days. He thanked Rodney for helping with Monday's surge. Also thanked Vivian and Tiffany for reaching out to providers for possible back-up. He adds that the ED appreciates Express Care for taking some of their volume.</li> </ul>
<b>MoVal Clinic Updates</b>	<p>Rodney Koenig:</p> <ul style="list-style-type: none"> <li>• Averaging 15-17 patients per day. No local marketing done. Gilbert (RN) and Julio (clinic manager) have been easy to communicate with.</li> <li>• Altura removed a cabinet in the staff room wall, so there is room for nurses and providers to work together.</li> <li>• He spoke to sports medicine physicians in clinic and told them to send patients who need follow-up to XC. XC can refer patients requiring concussion clearance to sports medicine.</li> <li>• Rodney will be teaching providers how to perform slit lamp examination.</li> </ul>

<b>Neighborhood Clinic Updates</b>	<p>Jocelyn Le:</p> <ul style="list-style-type: none"> <li>• Clinic has been averaging 28 patients during the week this month and. 10 patients on the weekends. There are now scribes on every day of the week. Providers from EIP are thankful that the Neighborhood clinic is able to see HIV and Prep patients.</li> <li>• Rodney Koenig and Frank Nguyen:</li> <li>• Roxy is a good resource for any questions from nursing staff. She wants to remind providers to leave cover on tonometer pen after use. Again, providers can contact Rodney if they're experiencing difficulty with tonometer.</li> </ul>
<b>Lake Elsinore Clinic</b>	<p>Rodney Koenig:</p> <ul style="list-style-type: none"> <li>• Katie is the site lead. LEC is open 7 days a week. Abraham is a new LVN there and is still training. Providers/staff to contact Katie with C number in case badge access is not working. Leslie, the clinic manager, will be able to help with badge access. There is now badge access required to enter the staff room. Marketing will increase to push volume.</li> </ul>
<b>Vaccine Orders</b>	<p>Rodney Koenig:</p> <ul style="list-style-type: none"> <li>• Nurses to start pending all vaccines due for patients, even if they would only like to receive vaccines required for school/work clearance. This is so that it doesn't look like XC is neglecting immunizations due. Providers can sign orders and patients can decline vaccines. All of this must be documented.</li> </ul>
<b>MSC Rooming and Inventory</b>	<p>Rodney Koenig:</p> <ul style="list-style-type: none"> <li>• Contact Rodney or Kim Boker if XC rooms are being used during clinic hours so that he can escalate and document appropriately.</li> <li>• RN Darryl is in charge of supplies. There is now a sheet listing Express Care supplies and medications to be ordered when needed.</li> </ul>
<b>Education and Leadership Opportunities</b>	<p>Michael Mesisca:</p> <ul style="list-style-type: none"> <li>• Dr. Mesisca and Rodney want to work on a continuing educational program for APs, or maybe an internship or fellowship program for newly graduated PAs. Asking if any APs want to assume a mentor role and to reach out to Rodney if they are.</li> </ul> <p>Rodney Koenig:</p> <ul style="list-style-type: none"> <li>• XC leadership is working on designing new workflows. APs to contact Rodney if they are interest in designing work flow for specific cases (i.e. suicidal ideation, etc.)</li> </ul>
<b>POCT Upper Respiratory Swabs</b>	<p>Rodney Koenig:</p> <ul style="list-style-type: none"> <li>• The county has asked XC to do surveillance testing for upper respiratory symptoms. Due to finite POCT tests, advised APs to treat empirically when possible.</li> </ul>

<b>Diabetes Treatment Recommendations</b>	<p>Matthew Keane:</p> <ul style="list-style-type: none"> <li>• Refer to the DM handout presented during the meeting. (Providers will have access to this). Matthew emphasizes the importance of reviewing ER precautions for hypoglycemia and hyperglycemia (this is on the handout). If starting new DM medication, (if POCT a1c &gt; 7.5) refer to primary care for follow-up within 4 weeks for medication management.</li> <li>• Also consider starting a DM patient on low dose BP medication if BP is greater than 140/80 on visit.</li> </ul>
<b>Child BMI</b>	<p>Rodney Koenig:</p> <ul style="list-style-type: none"> <li>• Hit “accept” when a notification pops up in Epic to acknowledge child BMI and attach appropriate nutritional guidelines. This helps the county hit certain metrics.</li> </ul>
<b>MSC Troubleshooting</b>	<p>Tiffany Mendoza:</p> <ul style="list-style-type: none"> <li>• She will be sending email regarding issues with SSO and a list of common diagnoses to avoid. Some charts have been sent back due to improper chief diagnosis. She also wants providers to have buttons for AVS resources to expedite the discharge process.</li> </ul>
<b>Timecards</b>	<p>Rodney Koenig:</p> <ul style="list-style-type: none"> <li>• Reminding providers to sign time cards on the Saturday before end of pay period, and to identify the site where hours are clocked. He needs to review time cards on Sunday.</li> </ul>

Meeting Called to Order 8:00a; Meeting adjourned 8:56a