

Time: 5:00 pm – 6:30 pm

Location: WebEx

Voting Members Present: D. Lafreniere MD, R. Fuller MD, S. Levine MD, P. Luthra MD, I. Moss MD, S. Scippa MD, R. Simon MD

Non-Voting Members Present: A. Horbatuck. A. Keilty

Clinical Council Subcommittee Present: T. Agresta MD, S. Allen MD, R. Andrews MD, E. Ballesteros MD, F. Celi MD, P. Coll MD, J. Greenfield MD, J. Hines MD, P. Kerr MD, D. McFadden MD, M. Metersky MD, D. Stanley MD, L. Wolansky MD

Guests: D. Hayes, K. Parham MD, C. Ryan, G. Sznaj, L. Wall, C. Molin

Dr. Lafreniere called the meeting to order at 5:02 pm.

- The minutes for the September 26, 2023 meeting were reviewed and approved as written.
- Faculty Requests
 - Department of Otolaryngology
Division of Audiology
Assistant Professor/Clinical
New – 0.95 Clinical FTE UMG
Approved
 - Department of Medicine
Division of Endocrinology
Assistant Professor/Clinical
Replacement – 0.95 Clinical FTE UMG
Approved
 - Department of Surgery
Division of Oncology
Chief, Surgical Oncology
New – 0.70 Clinical FTE UMG
Approved
This will be a new department within Surgery
- Managing Complaints and Grievances
Ms. Molin discussed the increasing number of patient complaints that are going to the Patient Relations Department. Complaints are issues with service, access and attitude. Issues include not getting responses to calls re: prescriptions, appointments, forms and complaints about rudeness. These need to be addressed by the clinics. Patient Relations handles Grievances. Complaints and grievances are handled differently. A formal Grievance process is mandated by CMS for facilities that participate in Medicare. Grievances have to be resolved on a timely basis and documented with a written response to the patient. This would include abuse, neglect, quality of care, patient rights etc. Some complaints are potential grievances but there should be a standard to closing out complaints. Patient Relations is working to put together scripting of patient-centered messaging.

- Standing Orders
 - SARS-CoV2 Vaccine for Employees - official approval
 - Urine Pregnancy Test
 - Screening Mammograms-Self Requested
 - Screening Mammograms-Self Referred
 - For Antepartum Testing with Fluid Assessment or Biophysical ProfileAll were Approved
- Policy Review
 - Chronic Opioid Therapy Pain Management Agreement for Patients with Chronic Pain from the Chronic Opioid Therapy ToolkitApproved
- Financial Updates

The health center, which budgeted a breakeven budget for the first three months, is about \$1.7 million ahead mainly led by clinical operations of UMG and JDH. UMG year-to-date patient revenues were about 4% ahead of what was anticipated in the budget – led by hospitalists, MOHS, dermpath and radiology. Expenses are under budget at this time. Anticipating more scribes starting in November, a significant amount had been budgeted starting in July. RVU's were almost 5% ahead for the month and about 6% year to date. Mr. Sznaj referenced Strata to show that visits, for the quarter, were over 114,00 as compared to 108,000 last year. This was a 5% growth. The biggest growth was in UMG: Radiology had 7% growth, Surgery 6% growth with over 19,000 for 3 months compared to just over 18,000 last year. The month of August was the biggest month in a while, partially due to more work days. Dr. Lafreniere asked about the continuation of the Medicaid reimbursement from CMS and fringe benefits. Per Mr. Sznaj, the CMA supplement was \$5.6 million vs \$5.2 million last year. This lowers the contractual allowance numbers. Last year the Retirement cost was \$12.5 million but because the state is picking up that cost directly, this year there is zero cost.
- Lab Utilization Committee

Dr. Allen explained that the Lab Utilization Committee has an inpatient focus and is chaired by a hospitalist. He would like to expand the committee to include outpatient and is looking for representatives from outpatient, including a possible co-chair. Please forward to Dr. Allen, any names of those who might be interested in working with Dr. Sne Naik. Dr. Ballesteros added that is important to get clinical people involved.
- UMG Updates

A specific project will be initiated to address 2024 CPT codes updates. Geriatrics has officially moved to the first floor of South Road along with some specialty services and a blood draw that will be open to the public. West Hartford is open for surgical specialties. Internal Medicine in Simsbury has a new provider. The Laser Center will have a grand opening soon and Neurology will be moving to 5 Munson in the beginning of January. Other moves include Rheumatology, Woman's Health, Radiology and Lab. Additional updates from Ms. Horbatuck include: November 2, Cheers will be starting Phase 2 with Diabetes and Ophthalmology. There is consideration to use AI scribes. Vaccines are available and masking protocols have been developed. The utilization of My Chart is 68-69%.

The meeting was adjourned at 6:01 pm.

Respectfully Submitted,
Laurie W. Wall, Executive Assistant