

Clinic Update for the Board, Dec 2023

We hope you are finding the colder weather helping you get in the holiday spirit; it is sneaking up on us quickly!

The end of the year push for clinics is on and we continue to work hard to increase access within the clinics. Our clinics are still working hard to meet quality measures, making sure chart documentation is done timely and we capture and bill for all services we are providing. We continue to grow our chronic care management services and the number of annual wellness exams we complete for our patients. Our specialty providers are working hard to get patients scheduled for clinic or procedures and they continue to work on getting patients in quickly.

Jon, our COO, is working closely with the clinic managers and me to develop daily, weekly and monthly data points and score cards so we have useful data that will allow us to more objectively look at the clinics' performance and evaluate requests for additional providers, staff, equipment or supplies. We continue to refine and retrain staff on correct demographic capture and insurance verification to help reduce denials. We continue to increase time of service collections in the clinics and we will be setting new benchmarks for 2024.

Our staff and providers are hopeful that the changes we are making will bring our clinics into even better financial positions for 2024, we have made great progress in the last 4 years and we will continue to work to stabilize the clinics financially. We are eager to see the fruits of our labors and hopeful for all that 2024 will bring to Delta Health.

However you celebrate this season, Merry Christmas, Happy Hanukkah, Happy Kwanzaa, Happy Chinese New Year, Happy Boxing Day, Happy Diwali and Happy Las Posadas, we hope it is filled with joy and peace for you and your family.

Feeling Blessed,

Vickie Moore