

MOBILE MEDICAL UNIT ADVISORY COUNCIL

HHS|HRSA – PINELLAS COUNTY BOARD OF COUNTY COMMISSIONERS
HEALTH CARE FOR THE HOMELESS GRANT | #H80CS00024

MEETING AGENDA

JANUARY 10, 2017 | 3:00 PM – 4:30 PM
JUVENILE WELFARE BOARD, 14155 58TH STREET N, CLEARWATER FL 33760
CONFERENCE CALL-IN: DIAL 1-727-582-2255; PASSCODE: 718007

Welcome | Introductions

1. Chairman's Report

- i) Recruitment/Appointment/Removal of Members Informational
- ii) Consent Agenda Action/Vote
 - Approval of Minutes, December 6, 2016
 - Credentialing & Privileging of Additional Providers
- iii) Unfinished Business/Follow-Up

2. Governance/Operations

- i) Operational Site Visit by Federal Project Officer, HRSA – *Daisy Rodriguez* Informational
- ii) Strategic Planning/Communications – *Daisy Rodriguez* Informational
 - HCH Monthly Email Update/Newsletter
 - Fox 13 News Interview, October 28th - *Published December 15th*
- iii) Bay Area Legal Services – *Daisy Rodriguez*. Informational
- iv) MMU/Bayside Health Clinic Calendar – *Drew Wagner* Informational
- v) Patient Satisfaction Survey Results – *Drew Wagner*..... Informational
- vi) NAHCH Board Training Opportunity – *Meghan Lomas* Informational

3. Fiscal

- i) Notice of Awards – *Elisa DeGregorio* Action/Vote

4. Clinical

- i) HCH Client Trend Reports – *Drew Wagner* Informational

5. Other Updates

- i) New Business Informational

Adjournment | Next Meeting: Tuesday, February 7, 2017 @ 3:00 pm, Juvenile Welfare Board

TAB 1 – CONSENT AGENDA

- **Meeting Minutes – December 6, 2016**
- **Credentialing & Privileging of Providers**

**Minutes of the Monthly Meeting of the
Mobile Medical Unit Advisory Council (MMUAC)
December 6, 2016 | 3:00 pm**

Location of Meeting:

Juvenile Welfare Board
14155 58th Street North
Clearwater, FL 33760

Present at Meeting: Sgt. Zachary Haisch, Valerie Leonard*, Jerry Wennlund, Sean Murphy*, Dianne Clark and Rhonda Abbott (late arrival). Staff and community members present: Drew Wagner, Daisy Rodriguez, Dr. Chitra Ravindra, Melissa VanBruggen (via phone), Elisa DeGregorio, Meghan Lomas and Cynthia Pyle*. (*Consumer)

The regular meeting of the Mobile Medical Unit Advisory Committee (MMUAC) was called to order at 3:09 pm.

i. Chairman's Report

- i. **Recruitment/Appointment/Removal of Members:** No new members. Valerie and Sean brought Cynthia to the meeting to introduce her to the MMUAC and familiarize her with the process. She is a consumer and is considering participating on the council. She would like to attend a few more meetings before making a commitment. Daisy discussed her outreach efforts to HEP and St Vincent DePaul regarding potential candidates for representation on the Council. Drew suggested contacting ARC and Salvation Army – he will provide Daisy with contact information. Meghan inquired about the potential to recruit consumers during the patient satisfaction survey administration. The MMUAC flyer will be updated to include Daisy's email address and will be attached to the survey instrument for additional outreach opportunities.
- ii. **Approval of Previous Minutes:** Due to the lack of a quorum at the November meeting, a motion to approve the meeting minutes dated October 4, 2016, and November 1, 2016, was made by Valerie Leonard and seconded by Sean Murphy and Sergeant Zach Haisch. The Council **unanimously approved** the minutes.
- iii. **Credentialing & Privileging:** Dr. Chitra Ravindra identified seventeen (17) specialists recommended by the Medical Executive Committee to the Council for Credentialing and Privileging. The list of names are highlighted in yellow and light pink in the meeting packet. Dianne Clark made a motion to accept the specialists for credentialing and privileging and the motion was seconded by Sergeant Zach Haisch. The Council **unanimously approved** the motion.

*** Due to scheduling conflicts of Council Members, the Notice of Awards was moved up in the meeting to accommodate the potential for early departures.**

- iv. **Unfinished Business:** In follow-up to last month's meeting, the following items were discussed:
 - a. **Healthcare Education/Client Engagement Form:** **addressed after patient survey results.* Drew provided some redacted samples of Master Case file summaries that are currently available for staff to print and provide to clients. The group attempted to compare items in the files with the Client Engagement Form previously presented by Laurie (Pinellas Hope). The concern with this example is the inclusion of all records in a client's file – it is not

reflective of the current appointment, which is the items of interest for Laurie's form. Dr. Ravindra suggested the group wait until the new EHR capabilities are rolled out, as one of the requirements of Meaningful Use involves the availability of an appointment summary for client use. The summary will be more representative of the current status of the client's health.

- b. **No-Show Report:** Drew followed up regarding the potential for a no-show report. Upon initial testing, it appears the figures were skewed based upon previously requested scheduling procedures. Based on the previous process, staff were not removing client names from the schedule if a client called to reschedule or cancel the appointment prior to the appointment date. Drew discussed with Daisy Rodriguez and the determination was made to change the process to obtain a more accurate reflection of clients who are no-call/no-shows. With the change implemented, Drew has limited data (1 week). He indicated the sample (1 week) data with the new process indicated there were 20 no-shows for the van and 47 no-shows for Bayside. Starting January of 2017, a no-show report will be included with the trend reports for the Council.
 - i. Further discussion transpired regarding clients that call afterhours to re-schedule or cancel appointments. As a follow up Drew will call the clinic afterhours to determine if clients are able to leave a message. The afterhours number is not an answering service and does not take messages for the MMU/Clinic staff.

I. Governance/Operations

- i. **2017 Meeting Schedule:** Elisa presented the Council with the 2017 schedule. She noted that meetings for the months of January, July and August have been moved to the 2nd Tuesday due to holidays. These dates are January 10th, July 11th, and September 12th, 2017.
- ii. **Operation Site-Visit by Federal Project Officer, HRSA:** Daisy notified the Council she has had correspondence with the Project Officer (PO) at HRSA regarding a site visit in 2017. The PO was provided the months of Sep, Aug, and Jul as potential times (in this order). Daisy explained the PO would like to attend an MMUAC meeting as part of the visit. She will update the Council when she hears more.
- iii. **Strategic Planning/Communications:** Ms. Rodriguez discussed the continued use of focus groups in the next quarter. Focus groups will be utilized to gauge the impact of the changes implemented due to issues identified during the previous focus groups and to identify any additional areas for improvement.
 - a. **HCH Monthly Email Update/Newsletter:** Continues to go out. Valerie thanked for their work on this.
 - b. **Fox 13 News Interview:** No update. Valerie has two business cards from the Fox 13 News Team members that conducted the interview, if anyone wanted to reach out.
- iv. **Bay Area Legal Services:** Daisy informed the MMUAC that an MOU has been executed with Bay Area Legal Services to co-locate at Bayside Health Clinic one evening per month to provide screenings and referrals for legal services. The partnership will provide clients with assistance on a variety of legal issues.

- v. **MMU/Bayside Health Clinic Calendar:** Drew reported that the Bayside Clinic facility will be closed for 2 weeks for maintenance. To maximize the services available to clients, the van will be located in the facility parking lot to render services for clients at the Bayside Site during the normal clinic operational hours, with the exception of Saturday, December 24th- on this date services will be rendered out of the Safe Harbor Facility. During this time period, locations that the van is scheduled to service will have services rendered within each of the respective facilities. As such, clients should be aware that certain services will be referred to the Bayside Clinic Site (i.e., bloodwork, etc.) and the Department of Health for emergency dental services.
- vi. **Patient Satisfaction Survey Results:** Inquiry was made regarding the number of survey responses (40) and the ideal number. Drew explained that 50-70 would be “ideal” based on the average number of clients served during any one-week time. Daisy informed the MMUAC that the 6-month trends will be completed to update the Council in the New Year. She briefly explained the surveys are administered one week per month and she has provided Drew with a locked box to be located in the Clinic’s waiting area to allow for more anonymity in responses. Furthermore, a reminder was made that benchmarks will be set with the completion of a full year of client surveys.

II. Fiscal

- i. ***Notice of Awards:** Ms. DeGregorio reported that the County received a Notice of Award regarding the carryover funds for awards that span two years, including Expanded Services 15 and the QI Awards. The total carryover amount is \$311,179. A motion was made by Dianne Clark and seconded by Sean Murphy to accept the Notice of Awards. The motion **passed unanimously**.

III. Clinical

i. HCH Client Trend Reports:

Medical: As of November 30th, we have 2,157 unduplicated clients. It is anticipated that MMU will exceed 2,239 clients in 2016.

Dental: Mr. Wagner presented the dental trend report showing 454 total patients with 288 unduplicated patients served at Bayside.

Phone: Mr. Wagner presented the November call volume report for the Bayside Clinic/HCH program. The clinic received 2,397 calls. It was noted that the phone tree will be temporarily updated during the Clinic’s maintenance period.

IV. Other Updates

i. New Business:

UDS: Ms. Rodriguez informed the Council that as a HRSA funded clinic, MMU/Bayside will need to submit UDS data in February. We continue to meet quarterly to keep on top of the measures. Staff will be attending UDS specific training next week. Data will be presented to the Council in March.

Bus Passes: Drew presented the current processes that need to occur for a new client to receive a bus pass. Once the application is completed through Human Services, the client must have a medical visit to then be eligible for a bus pass. At the medical visit, the staff will document in the client’s EHR their eligibility for the pass. The following Monday, Human Services’ staff pull the list of clients who received an eligible service and submit the list to PSTA. PSTA has indicated that by

Thursday of the week they are notified, the client will be able to appear at a PSTA terminal (4 throughout the County) to obtain a free (cost to PC \$5) 10-day bus pass. The client has the option of upgrading the pass for cost of \$6 to a 30-day pass. Negotiations with PSTA continue.

E-applications: Daisy informed the Council PCHS is currently testing the new electronic application. Once internal testing is complete, Daisy will reach out for a select group of consumers to test the process prior to rolling out the new system.

Training: Meghan informed the Council of [training opportunities](#) through the Florida Association of Community Health Centers. Interest was expressed for the *Cultivating a Strong FQHC Board* training on a list of examples provided. Dianne Clarke offered PAR's training facilities at the Largo (66th St) campus for a webinar style training.

The meeting was adjourned at 4:50 pm.

The next meeting will be held at **3:00 p.m. on Tuesday, January 10, 2017 at Juvenile Welfare Board.**

TAB 2 – GOVERNANCE/OPERATIONS

- Strategic Planning/Communications – January E-news
- Monthly Calendar
- Patient Satisfaction Survey Results

From: Lomas, Meghan R
Sent: Friday, December 30, 2016 11:46 AM
Subject: Health Care for the Homeless - January E-news

HEALTH CARE FOR THE HOMELESS PROGRAM MOBILE MEDICAL UNIT & BAYSIDE HEALTH CLINIC

JANUARY 2017

Welcome to the Pinellas County's Health Care for the Homeless Program Monthly Update. This monthly publication will deliver the monthly calendar, announcements and upcoming events for the Health Care for the Homeless program. The Pinellas County Human Services Department and our partners at the Florida Department of Health are committed to providing quality care for our County's homeless residents.

Please pass this on to those in your organization who will benefit from the information.

If you were forwarded this email by a friend, subscribe [here](#).

If you wish to be removed from this list, please reply with the word "Remove" in the subject line.

Monthly Calendar

The [January Calendar](#) for the Mobile Medical Unit and Bayside Health Clinic is attached. **HOLIDAY CLOSURES:** Both the Bayside Health Clinic and Mobile Medical Van will be closed for holiday observance on Monday, January 16, 2017.

Did you know? Clients have access to an on-call physician or nurse after regular business hours through the Florida Department of Health by calling the clinic's main phone # 727-453-7866.

Announcements

Fox 13 Story on the Mobile Medical Unit

Fox 13 aired a news story about the Pinellas County Health Care for the Homeless program, specifically the Mobile Medical Unit. [Read the story and watch the video](#).

Bay Area Legal Services Representative Available at Bayside Health Clinic

Bay Area Legal Services will co-locate at Bayside Health Clinic one evening per month to provide screenings and referrals for legal services. The partnership will assist clients of Bayside Health Clinic who are seeking support on issues such as: domestic violence, foreclosure, senior advocacy, family law, public benefits, housing and tax assistance.

ACA Health Care Marketplace - Open Enrollment Continues through January 31, 2017

Pinellas County residents can sign up for an affordable health plan that meets their needs and their budgets at HealthCare.gov or by making an appointment with a [Pinellas County Navigator](#). Open Enrollment runs through January 31, 2017.

Pinellas County Navigators can:

- *Explain various options, price packages and benefits available through the Affordable Care Act.*
- *Assist in determining eligibility for coverage and where you fit on the sliding scale of subsidies and tax credits.*

- Explore any free or low-cost programs for which you may qualify.
- Provide referrals to alternative medical care coverage when appropriate.
- Offer enrollment assistance so you get the health care package that is the best fit for your family's needs.
- Guide you through the appeals and exemptions process.
- Assist you year round if you need help or information.

Human Services Enrollment Representatives Located at Shelters

Pinellas County Human Services staff have been placed at three homeless shelters/organizations to facilitate the application for enrollment into the Pinellas County Health Plan. A staff member will be available on Tuesdays at Pinellas Hope; Wednesdays at Safe Harbor; and Thursdays at WestCare. By completing the application for enrollment at the shelter, clients will save time at Bayside or the MMU when trying to schedule a medical appointment.

Dental Community Resources Available

Homeless individuals are less likely than the general population to seek dental care, and are the least likely of all vulnerable populations to carry a toothbrush, partially due to lack of access to facilities where they can attend to personal hygiene. They have limited financial resources, often have no health insurance, and are unhoused or housed in unstable situations. The [Tampa Bay Oral Health Coalition](#) offers a web-based community based dental providers listing who serve those clients most in need. Please share this dental community resource list with your clients seeking dental care and information.

- News Article: [St. Petersburg Free Clinic Providing Dentures to Uninsured Adults](#), (WUSF, July 10, 2016)
- [Homeless Empowerment Program](#) Dental & Wellness Clinic announced the receipt of a \$191,000 grant from the Florida Assoc. of Free and Charitable Clinics! The grant will cover many costs for the clinic, including the purchase of a new state-of-the-art dental chair! Last year, the HEP dental program provided more than \$600,000 worth of free dental procedures to HEP residents!

Upcoming Events

No New Events

Mobile Medical Unit Advisory Council

Next Meeting: Tuesday, January 10, 2017 @ 3:00 pm, Juvenile Welfare Board

*The Mobile Medical Unit Advisory Council is the governing board for the Health Care for the Homeless Program. Community feedback and consumer participation is key to the success of the program...come join the discussion. Meetings are held the first Tuesday of every month at 3:00 pm at the Juvenile Welfare Board office. **We are currently seeking new members...if you know a patient who wants to have input into the program, please contact [Daisy Rodriguez](#) for more information.***

If you were forwarded this email by a friend, subscribe [here](#).

If you wish to be removed from this list, please reply with the word "Remove" in the subject line.

January 2017

Mobile Medical Unit Calendar

Monday	Tuesday	Wednesday	Thursday	Friday
2 <u>Clearwater</u> SVDP Soup Kitchen 1340 Pierce Street Clearwater, FL. 33756 8:30am – 12:30 pm HEP 1051 Holt Ave Clearwater, FL 33755 1:30pm – 5:00 pm	3 <u>St Petersburg</u> SVDP Center of Hope 401 15th Street North St. Petersburg, FL 33713 8:30am –5:00 pm	4 <u>Clearwater</u> Pinellas Hope 5726 126 th Ave. North Clearwater, FL 33760 8:30am –5:00 pm	5 <u>St. Petersburg</u> Salvation Army ARC 5885 66 th St. North St. Petersburg, FL. 33709 8:30am –5:00 pm	6 <u>St. Petersburg</u> Salvation Army One Stop 1400 4 th St. South St. Petersburg, FL. 33701 8:30am – 4:00 pm
9 <u>Clearwater</u> SVDP Soup Kitchen 1340 Pierce Street Clearwater, FL. 33756 8:30am – 12:30 pm HEP 1051 Holt Ave Clearwater, FL 33755 1:30pm – 5:00 pm	10 <u>St Petersburg</u> SVDP Center of Hope 401 15th Street North St. Petersburg, FL 33713 8:30am –5:00 pm <i>MMUAC Meeting 3:00 pm</i> <i>JWB</i>	11 <u>Clearwater</u> Pinellas Hope 5726 126 th Ave. North Clearwater, FL 33760 8:30am –5:00 pm	12 <u>St. Petersburg</u> Salvation Army ARC 5885 66 th St. North St. Petersburg, FL. 33709 8:30am –5:00 pm	13 <u>St. Petersburg</u> Salvation Army One Stop 1400 4 th St. South St. Petersburg, FL. 33701 8:30am – 4:00 pm
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23 <u>Clearwater</u> SVDP Soup Kitchen 1340 Pierce Street Clearwater, FL. 33756 8:30am – 12:30 pm <i>Staff meeting 1:30 pm -3:30 pm</i>	24 <u>St Petersburg</u> SVDP Center of Hope 401 15th Street North St. Petersburg, FL 33713 8:30am –5:00 pm	25 <u>Clearwater</u> Pinellas Hope 5726 126 th Ave. North Clearwater, FL 33760 8:30am –5:00 pm	26 <u>St. Petersburg</u> Salvation Army ARC 5885 66 th St. North St. Petersburg, FL. 33709 8:30am –5:00 pm	27 <u>St. Petersburg</u> Salvation Army One Stop 1400 4 th St. South St. Petersburg, FL. 33701 8:30am – 4:00 pm
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***No Appointment Necessary--Walk-ups Preferred** Last appointment 30 minutes before closing time*

www.pinellascounty.org/humanservices 727-453-7866

January 2017

Bayside Health Clinic Calendar

Monday

Tuesday

Wednesday

Thursday

Friday

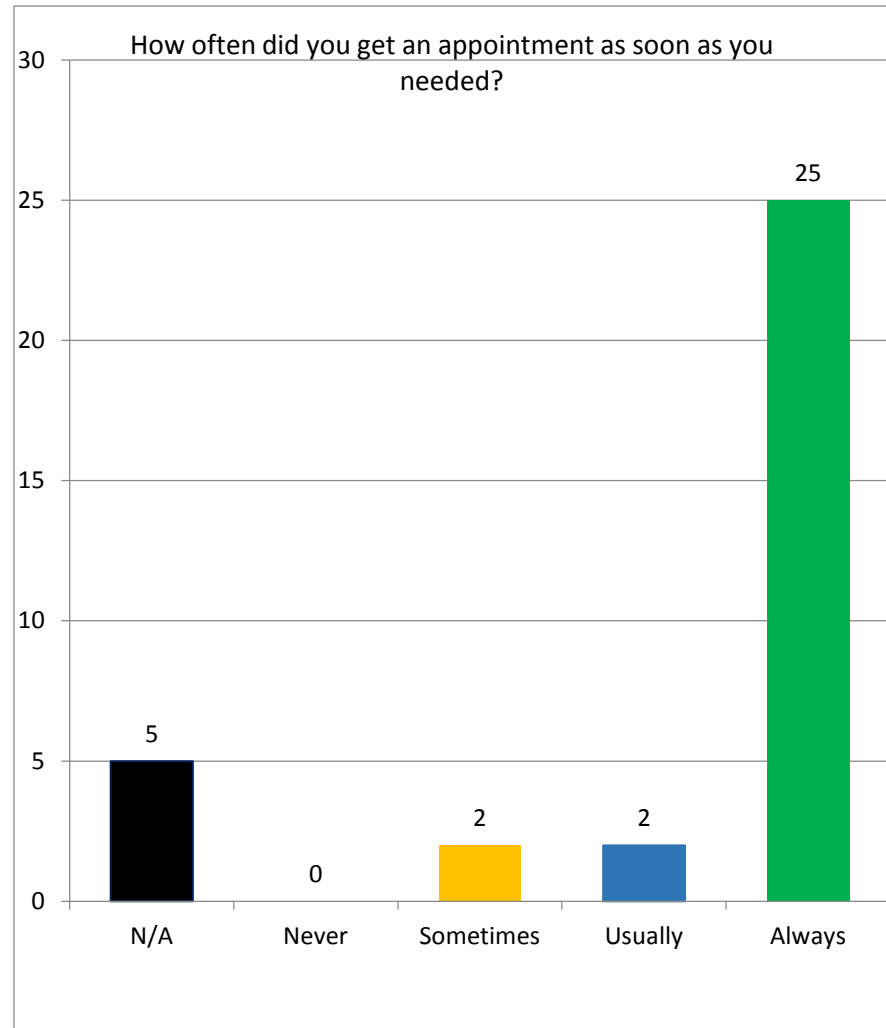
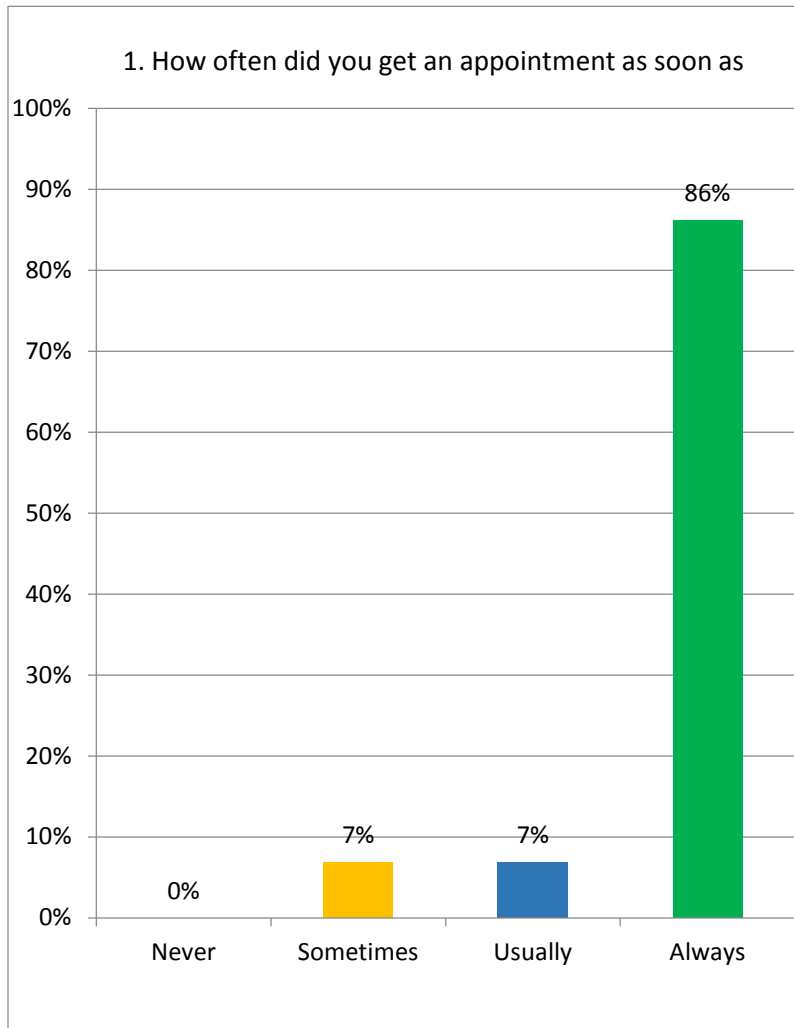
Saturday

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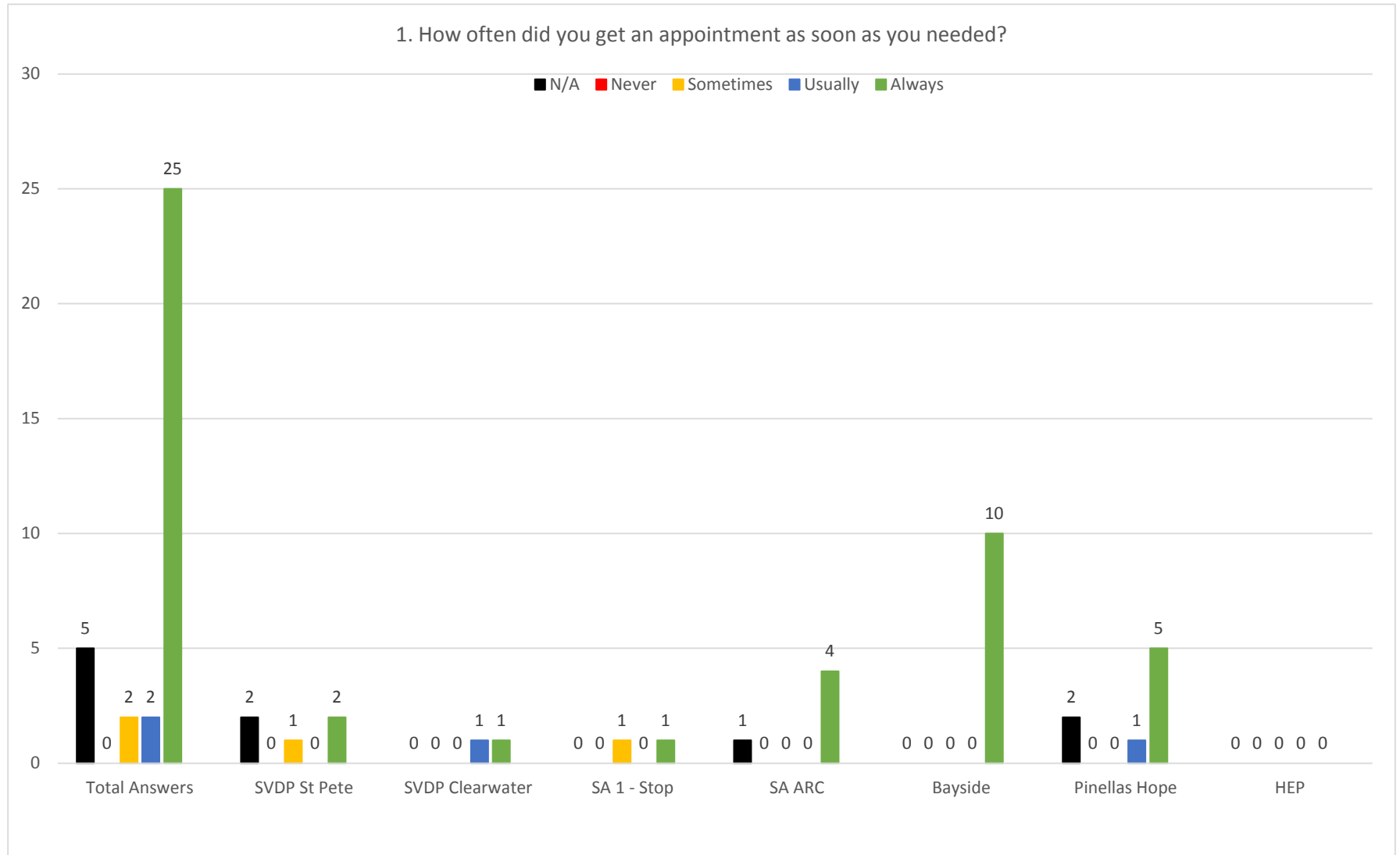
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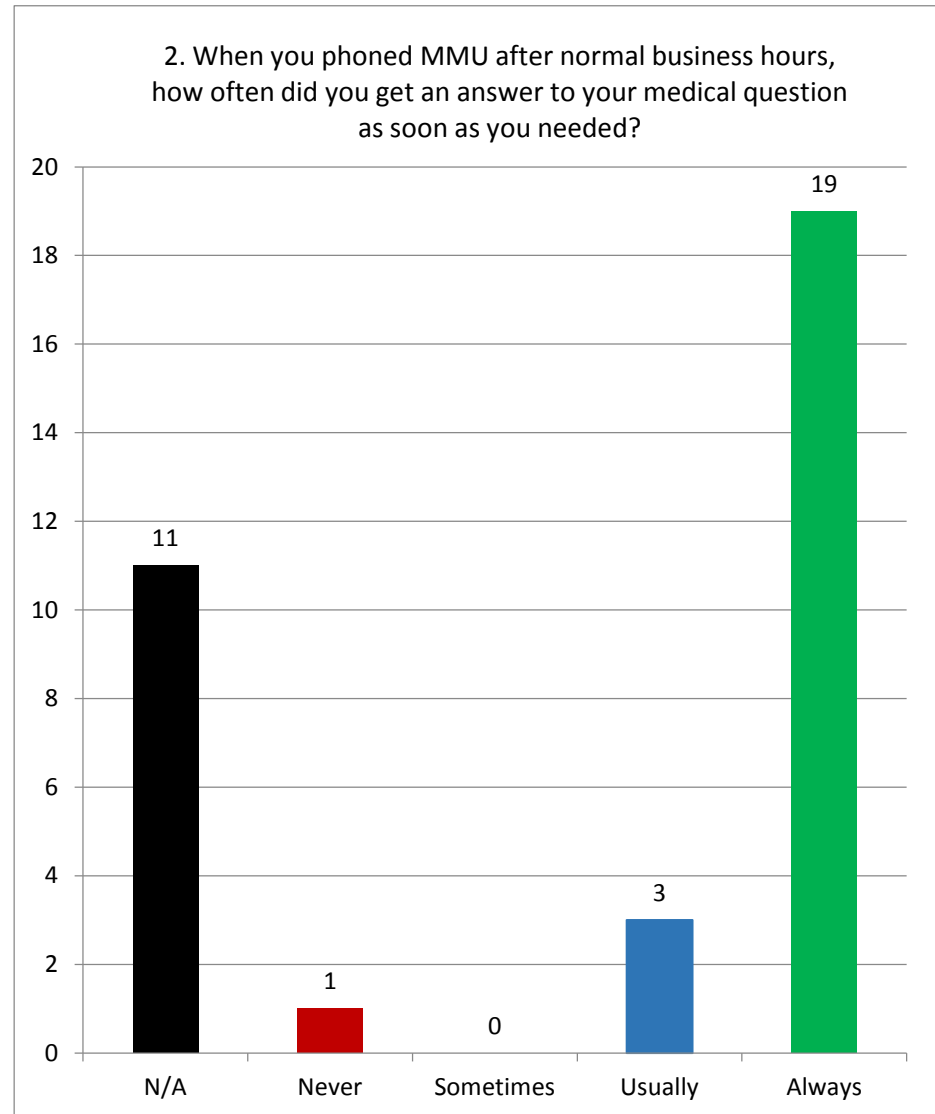
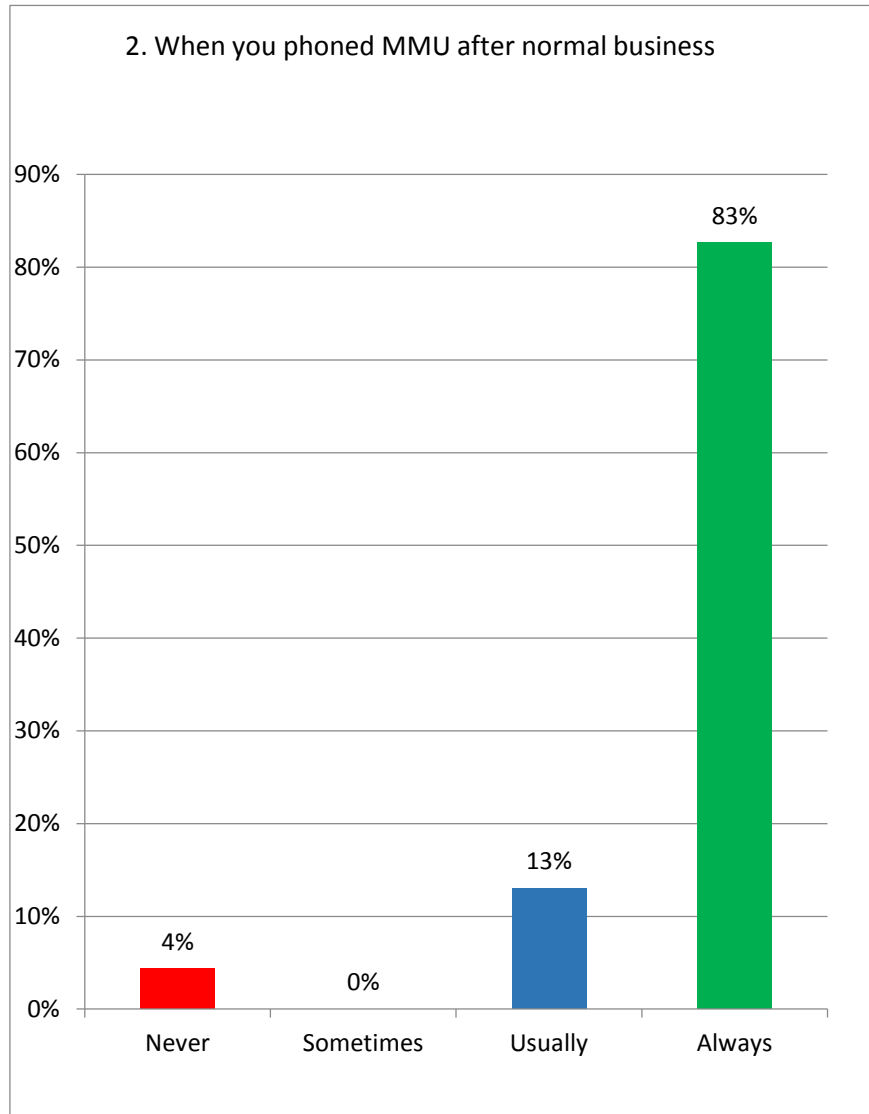
**Pinellas County I MMU/Bayside Program
Patient Satisfaction Survey Results Report
December 2016: Total surveys = 34**



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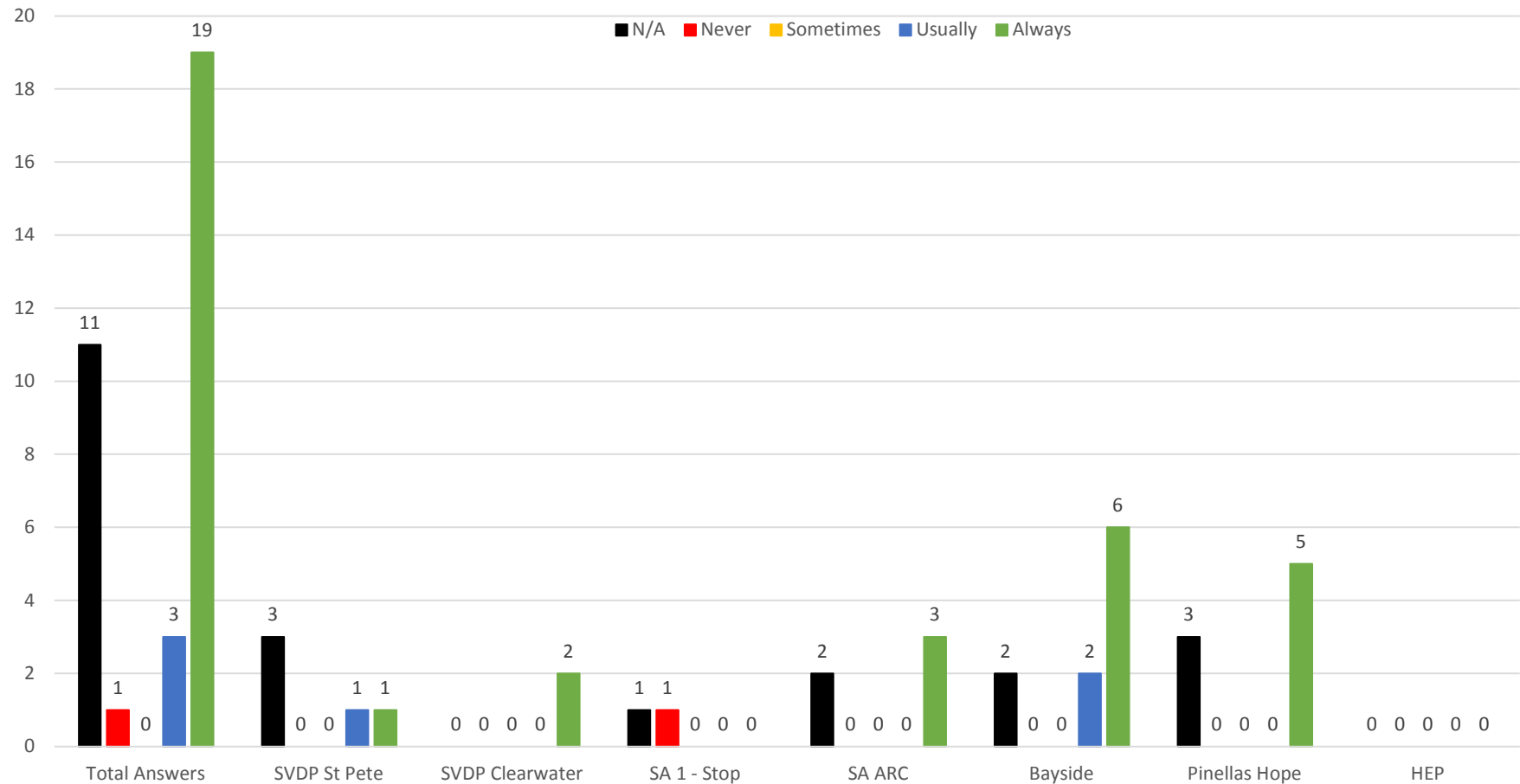


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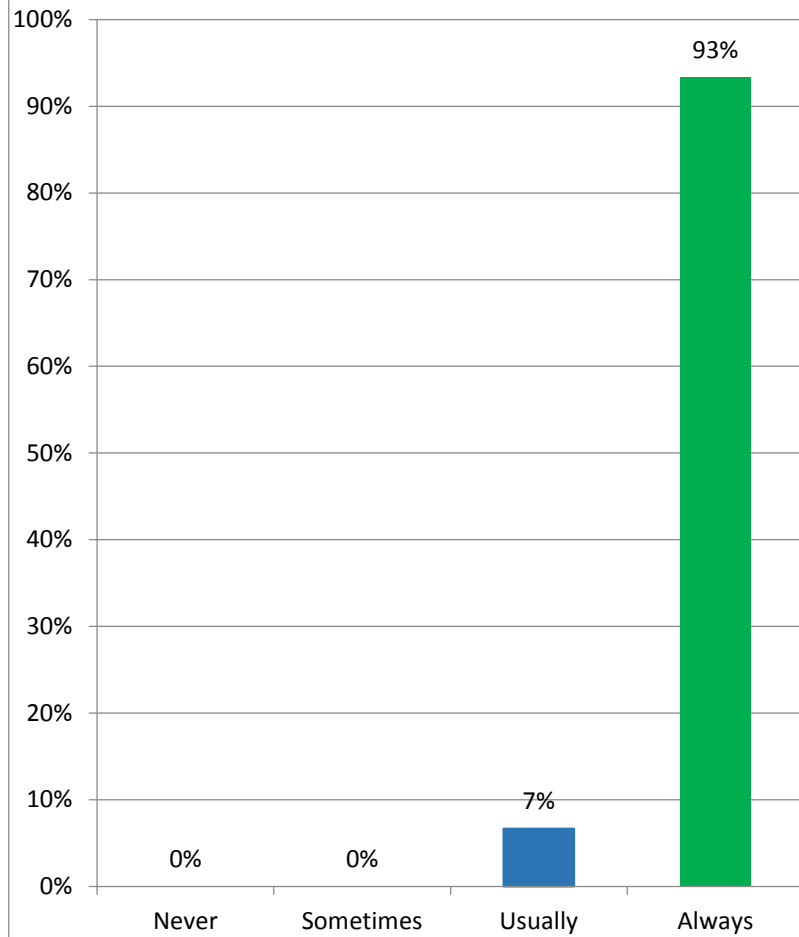
**Pinellas County I MMU/Bayside Program
Patient Satisfaction Survey Results Report
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2. When you phoned MMU after normal business hours, how often did you get an answer to your medical question as soon as you needed?

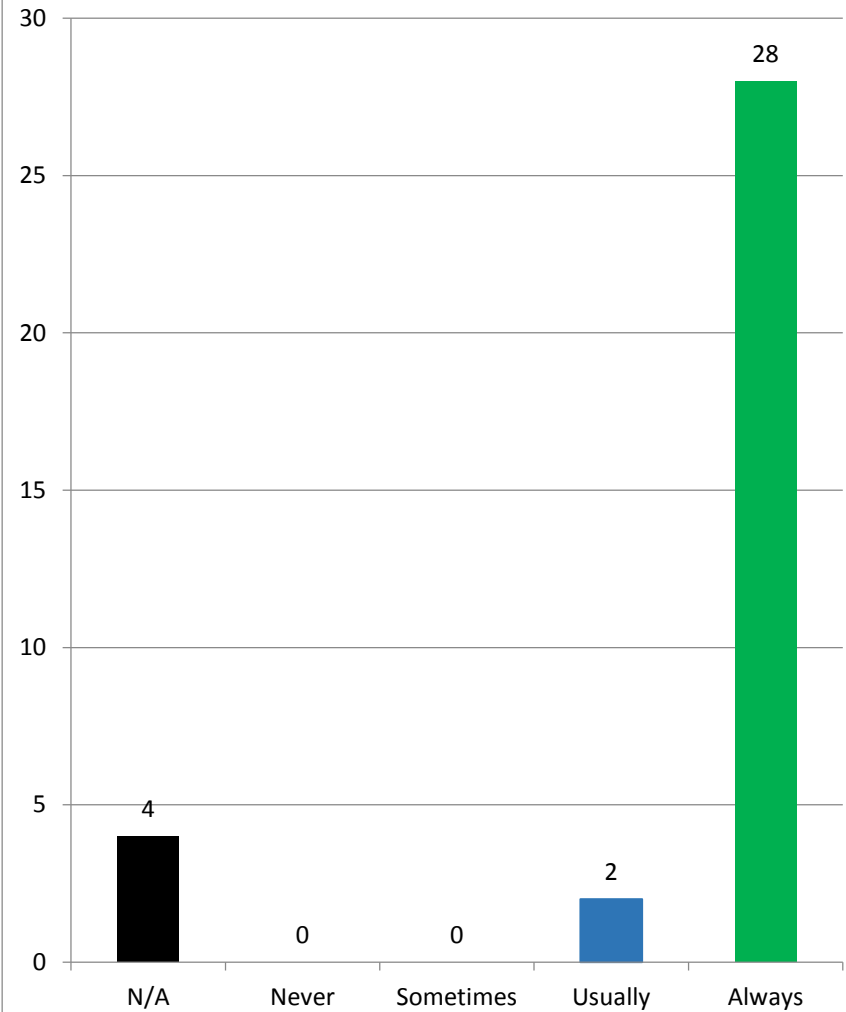


**Pinellas County I MMU/Bayside Program
Patient Satisfaction Survey Results Report
December 2016: Total surveys = 34**

3. How often did the doctor explain things in a way that

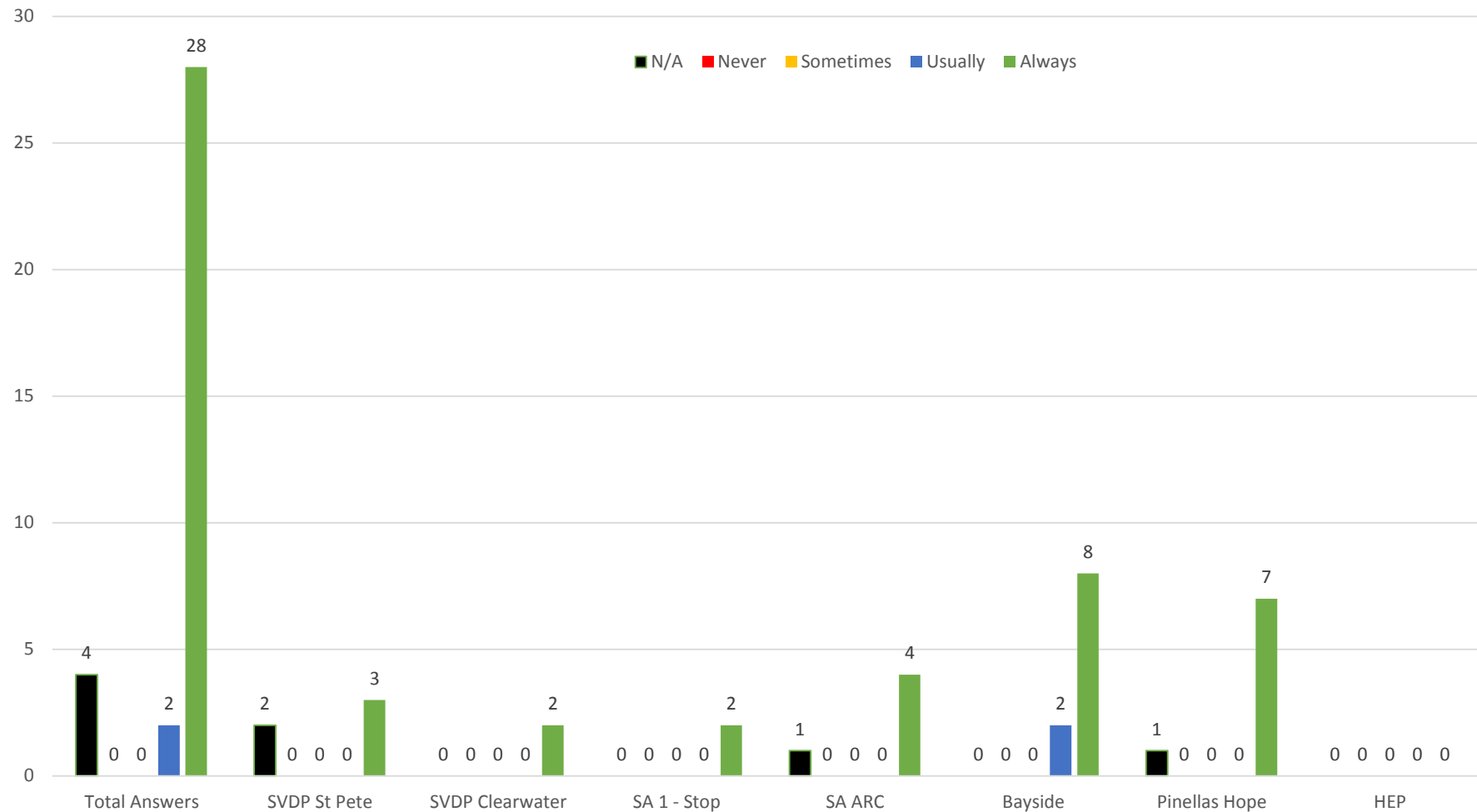


3. How often did the doctor explain things in a way that was easy to understand?

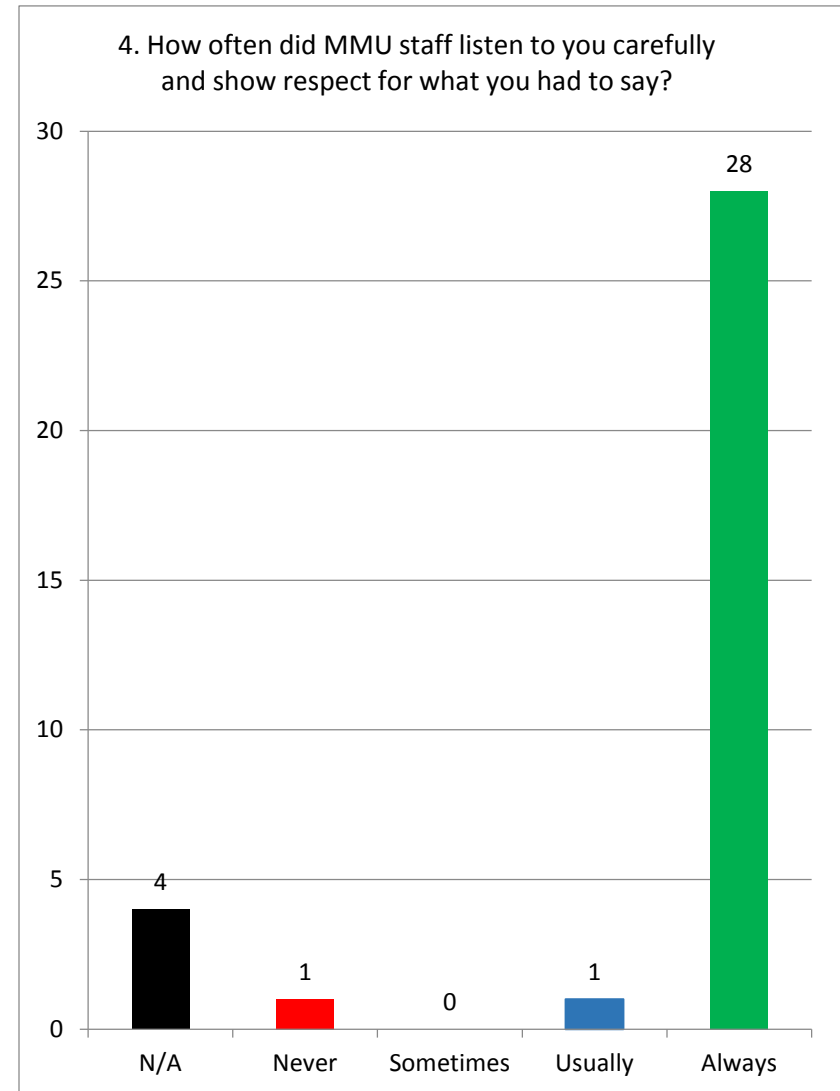
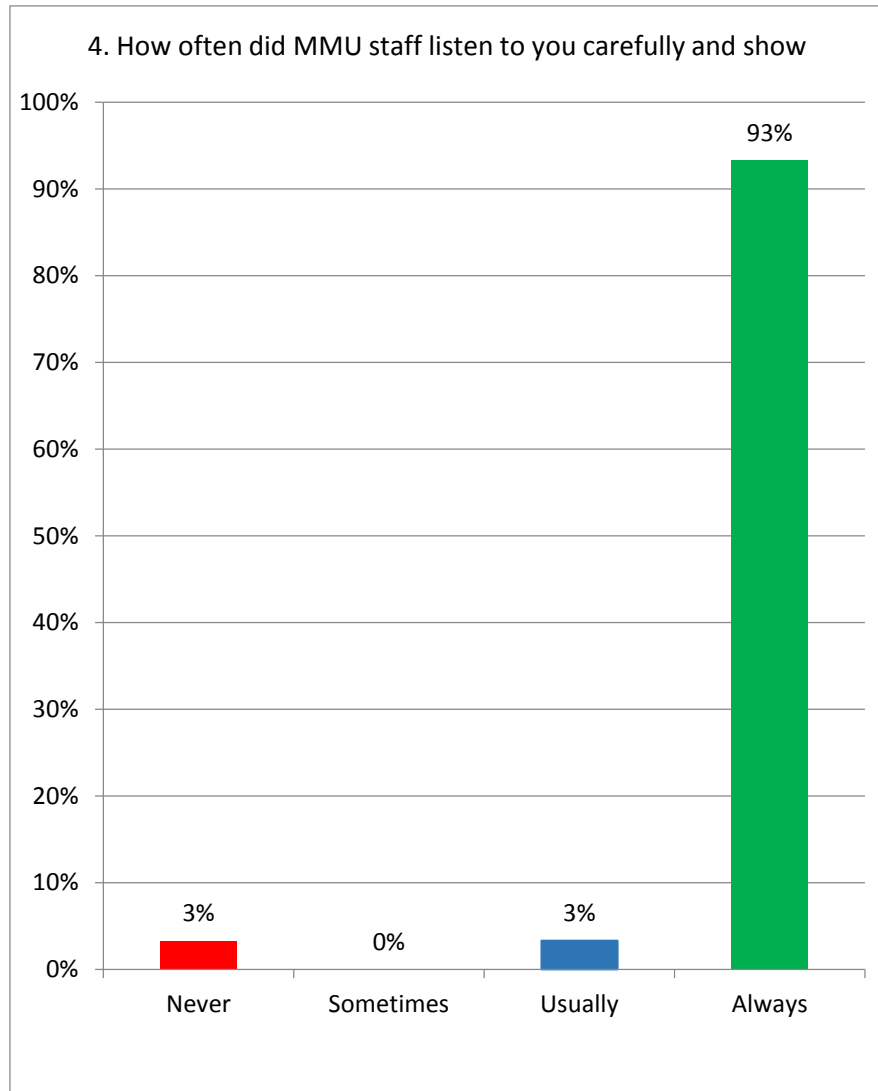


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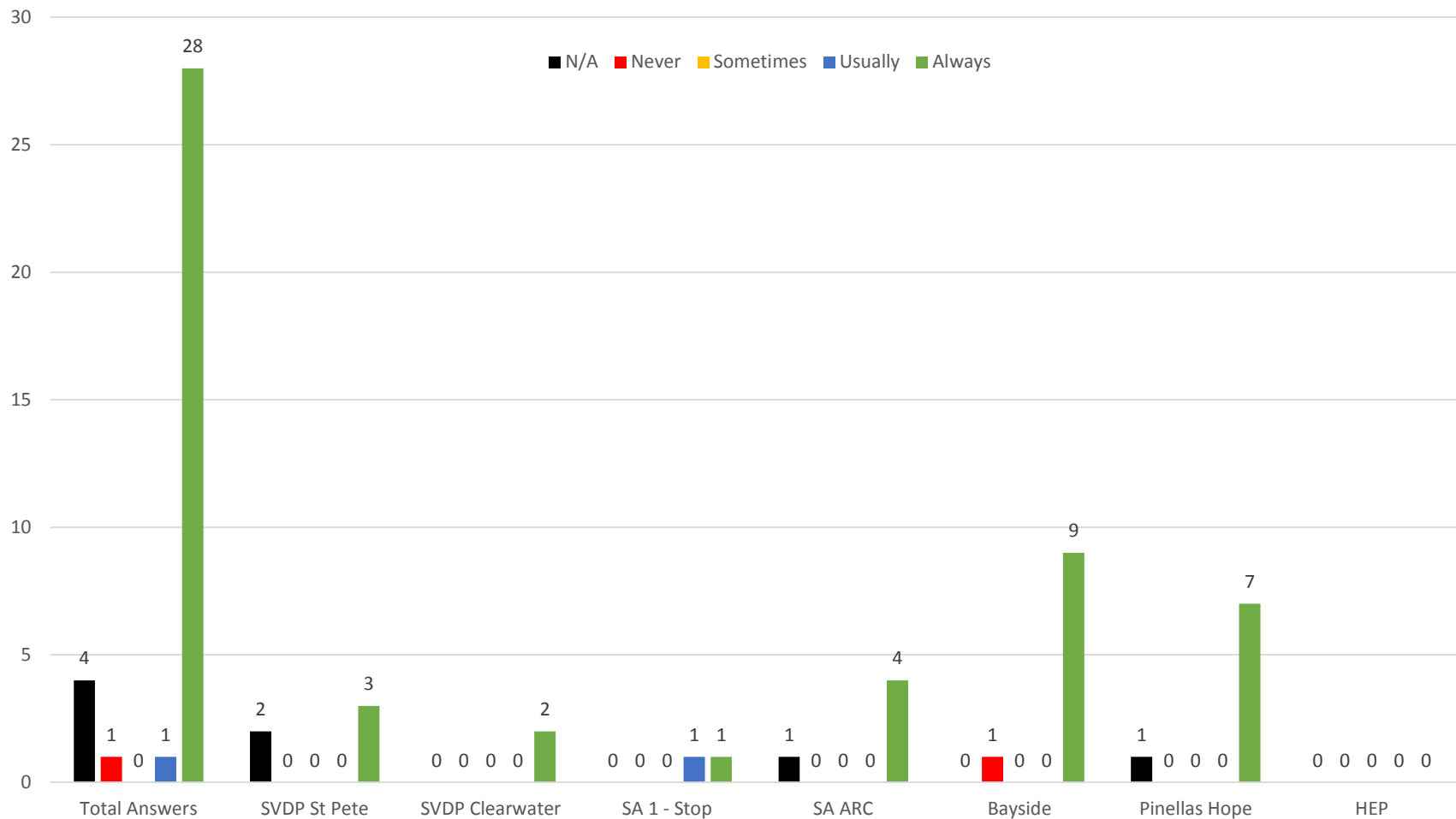


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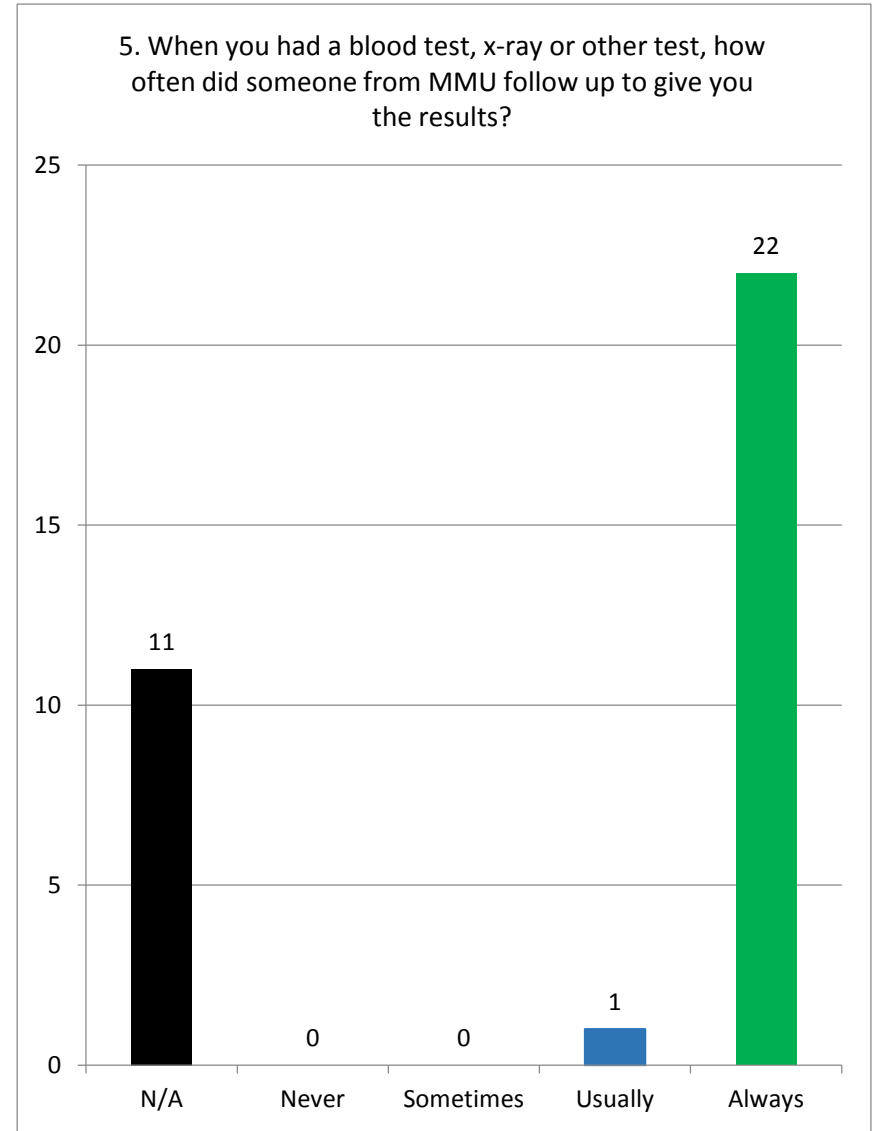
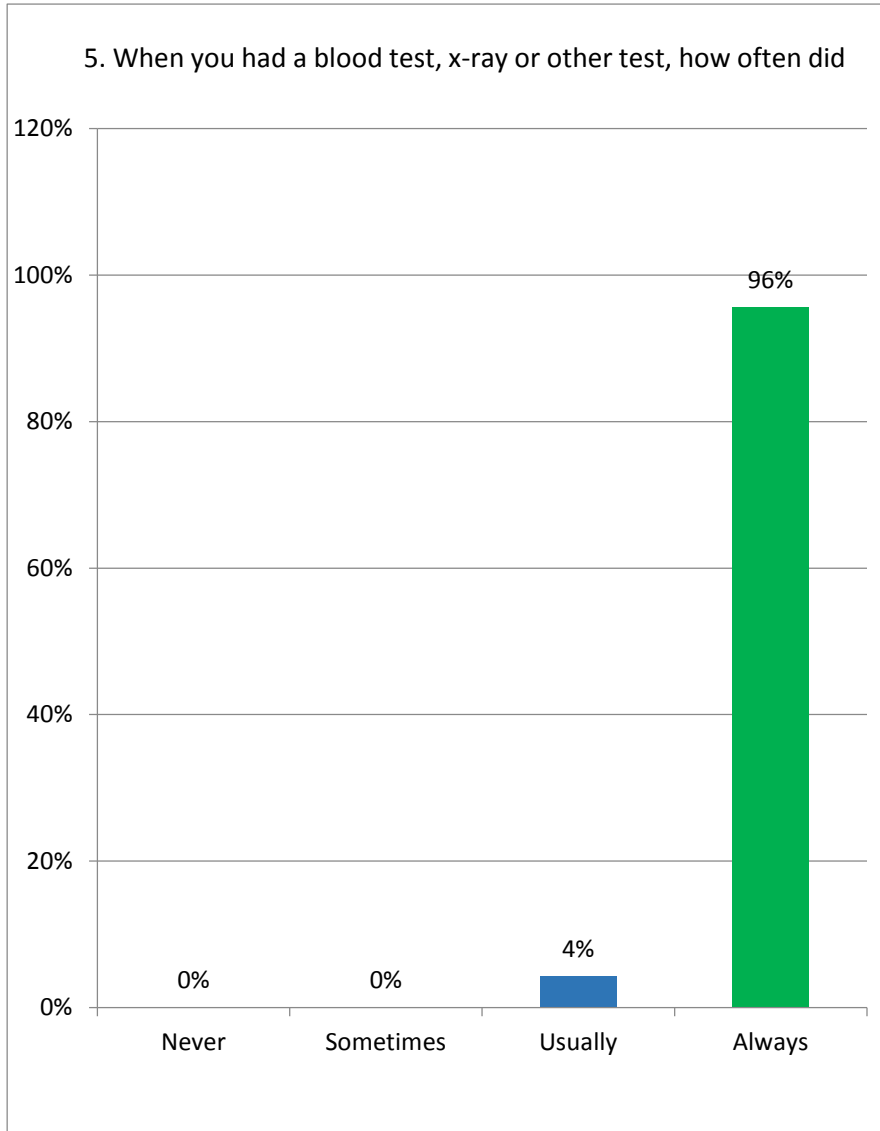


**Pinellas County I MMU/Bayside Program
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4. How often did MMU staff listen to you carefully and show respect for what you had to say?

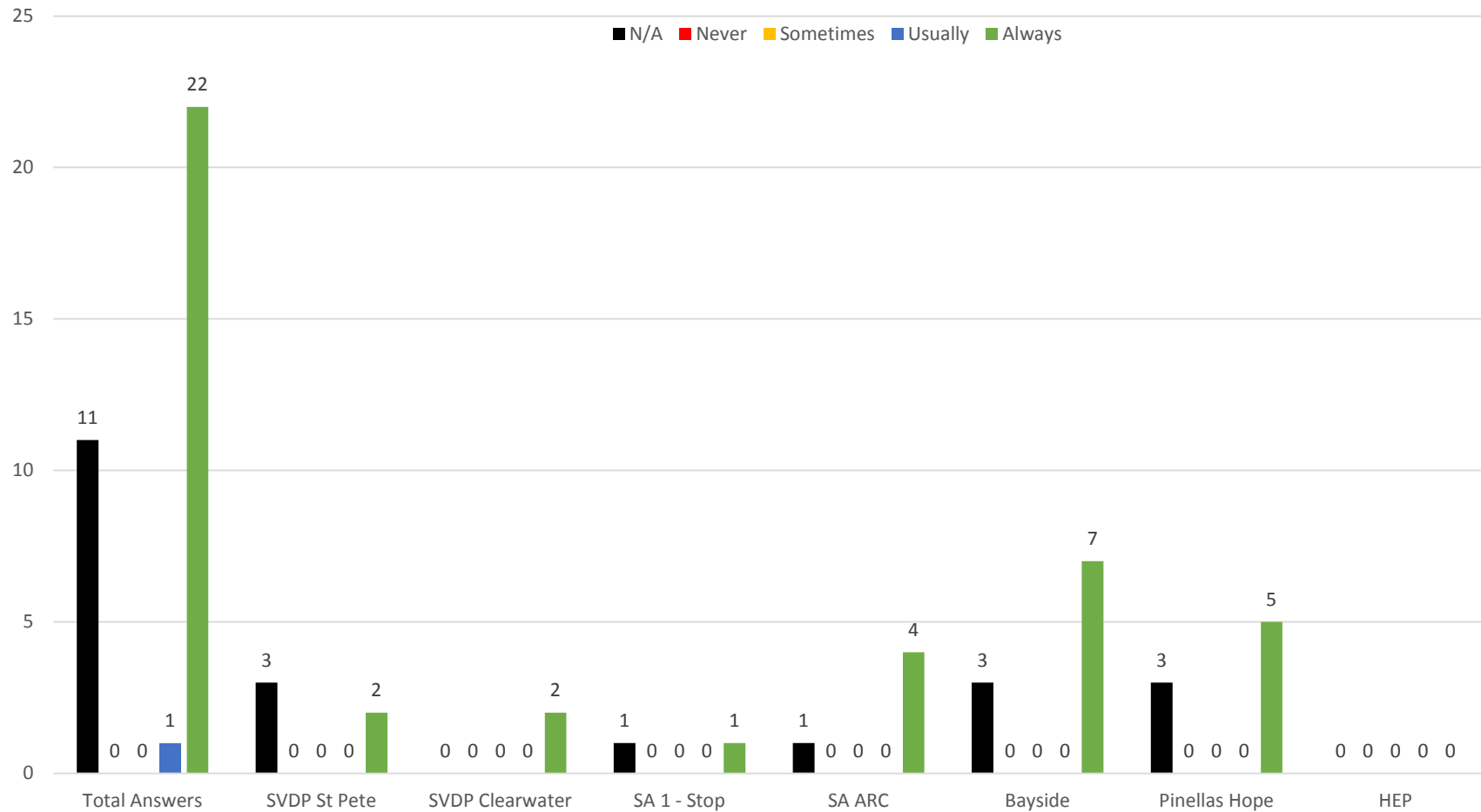


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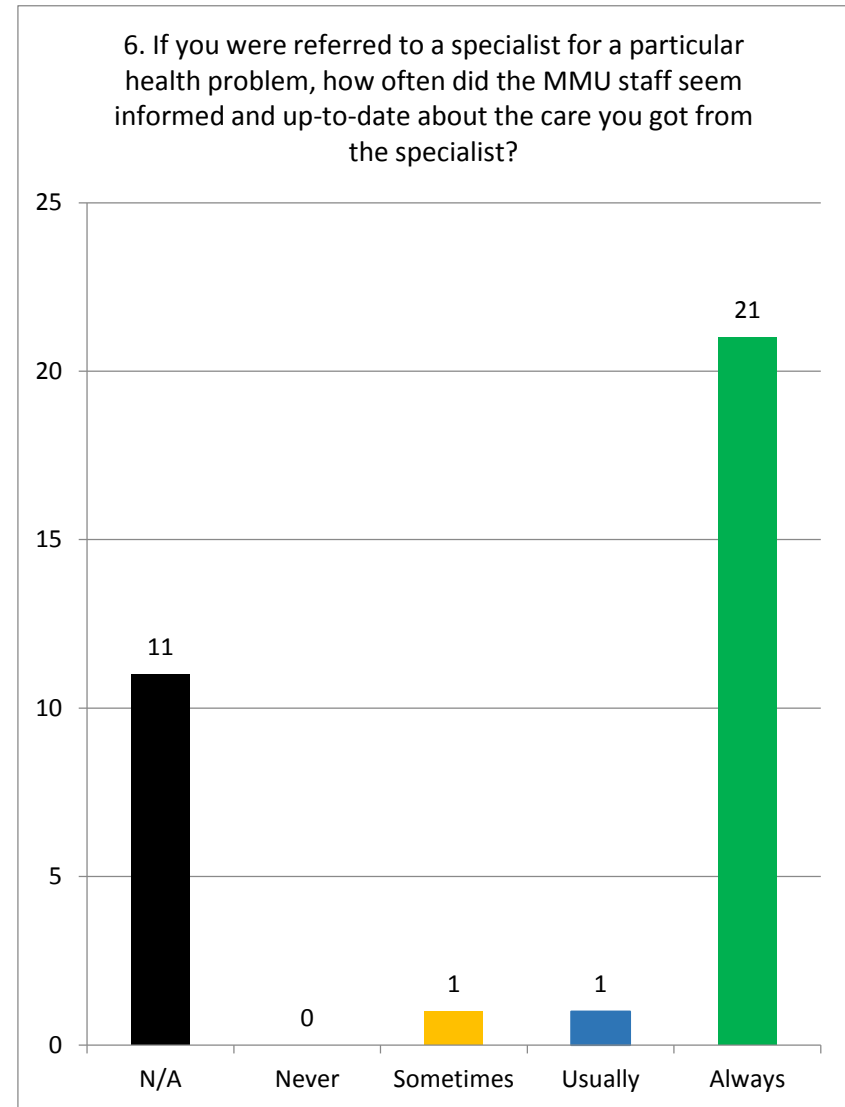
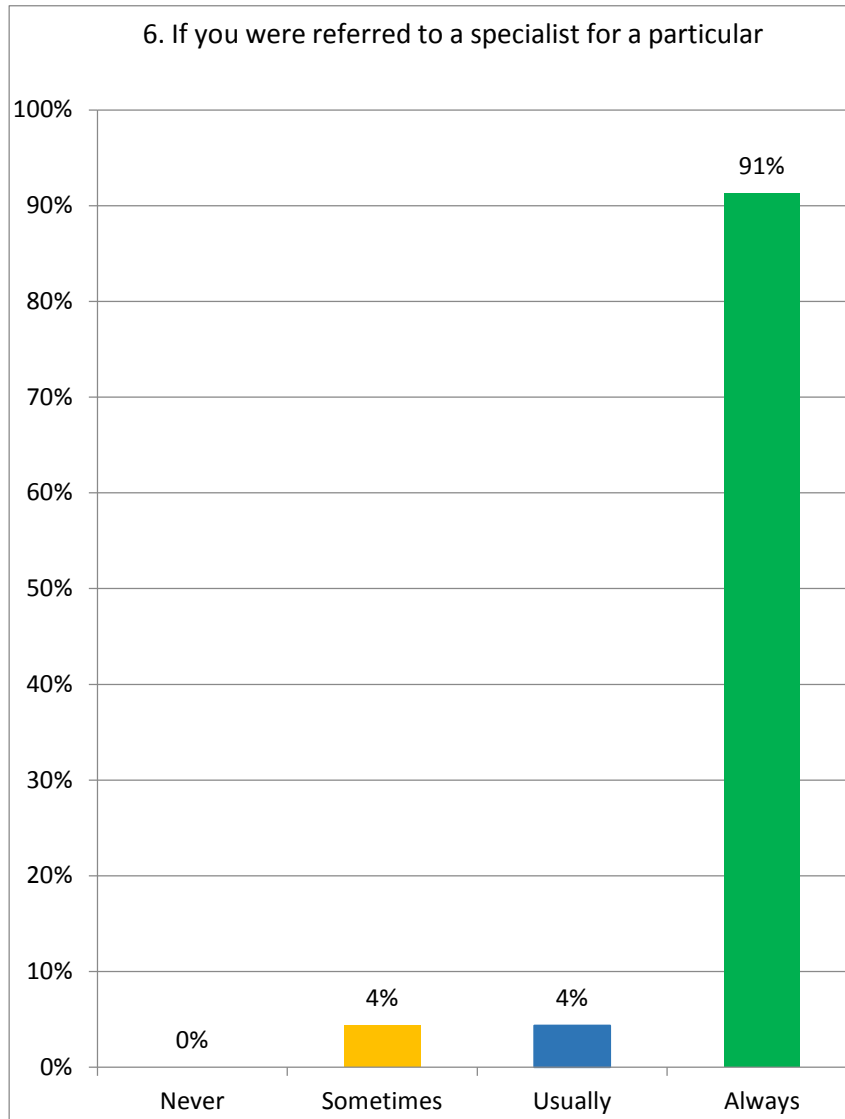


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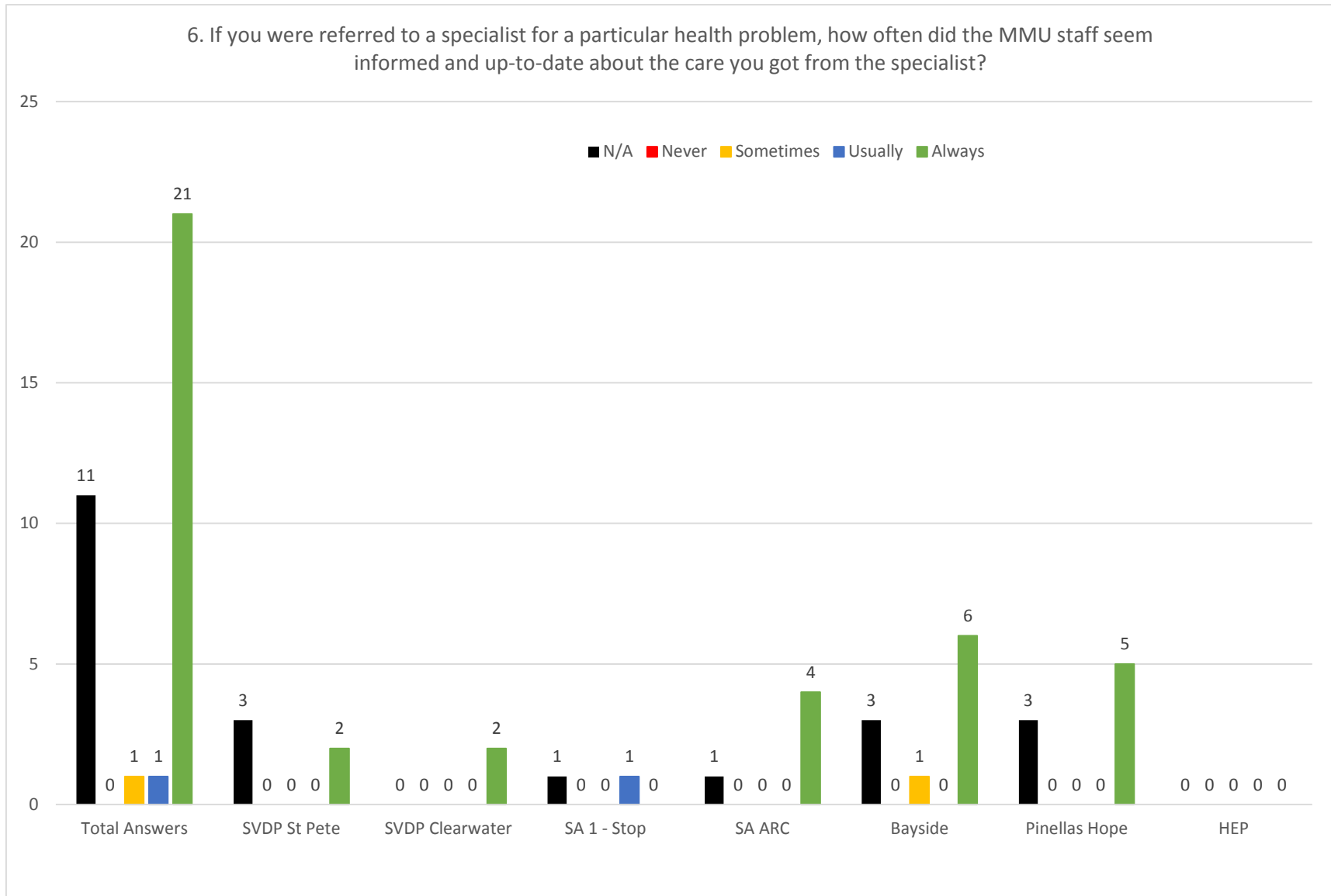
5. When you had a blood test, x-ray or other test, how often did someone from MMU follow up to give you the results?



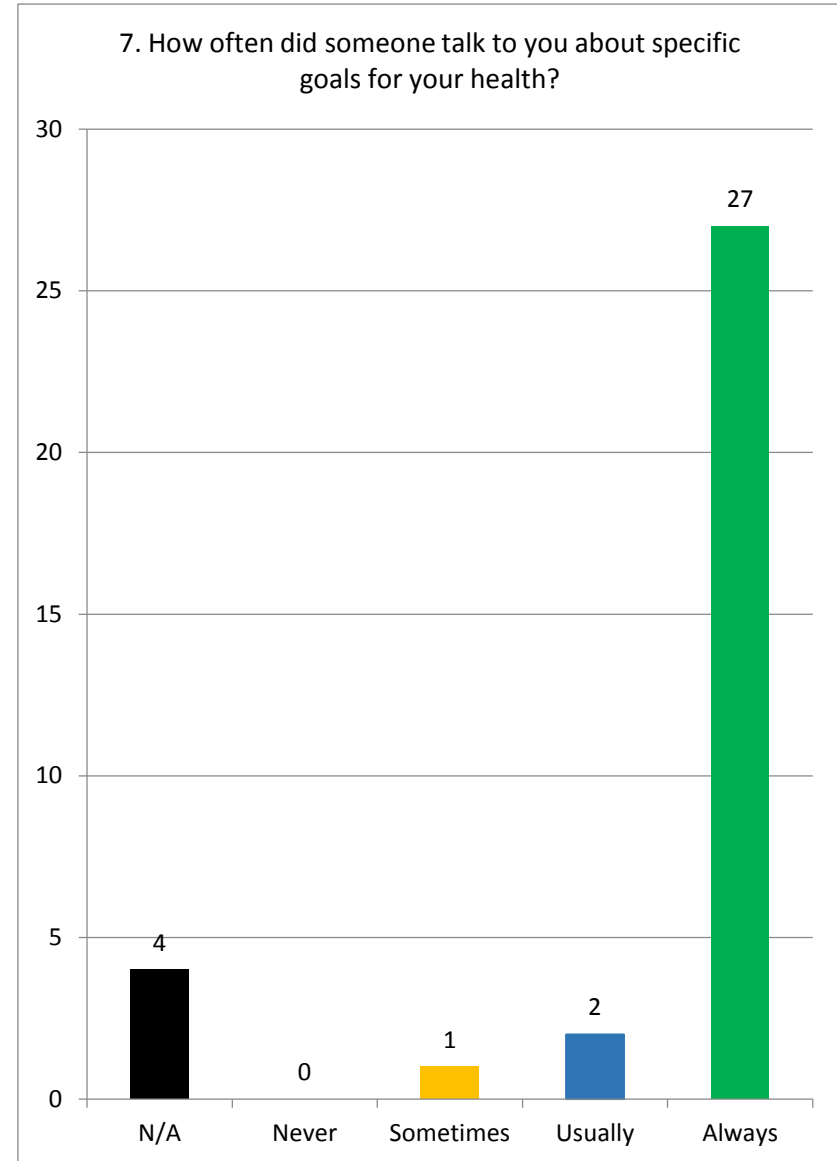
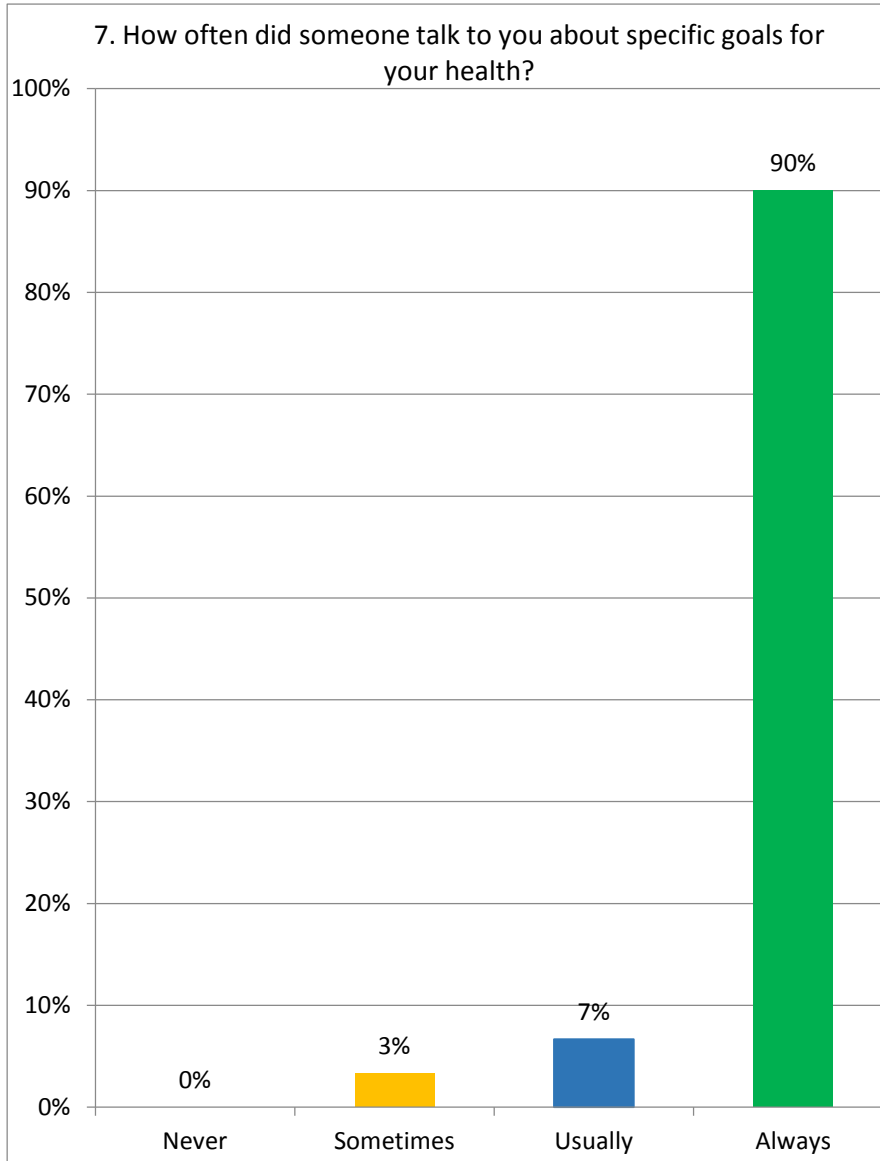
**Pinellas County I MMU/Bayside Program
Patient Satisfaction Survey Results Report
December 2016: Total surveys = 34**



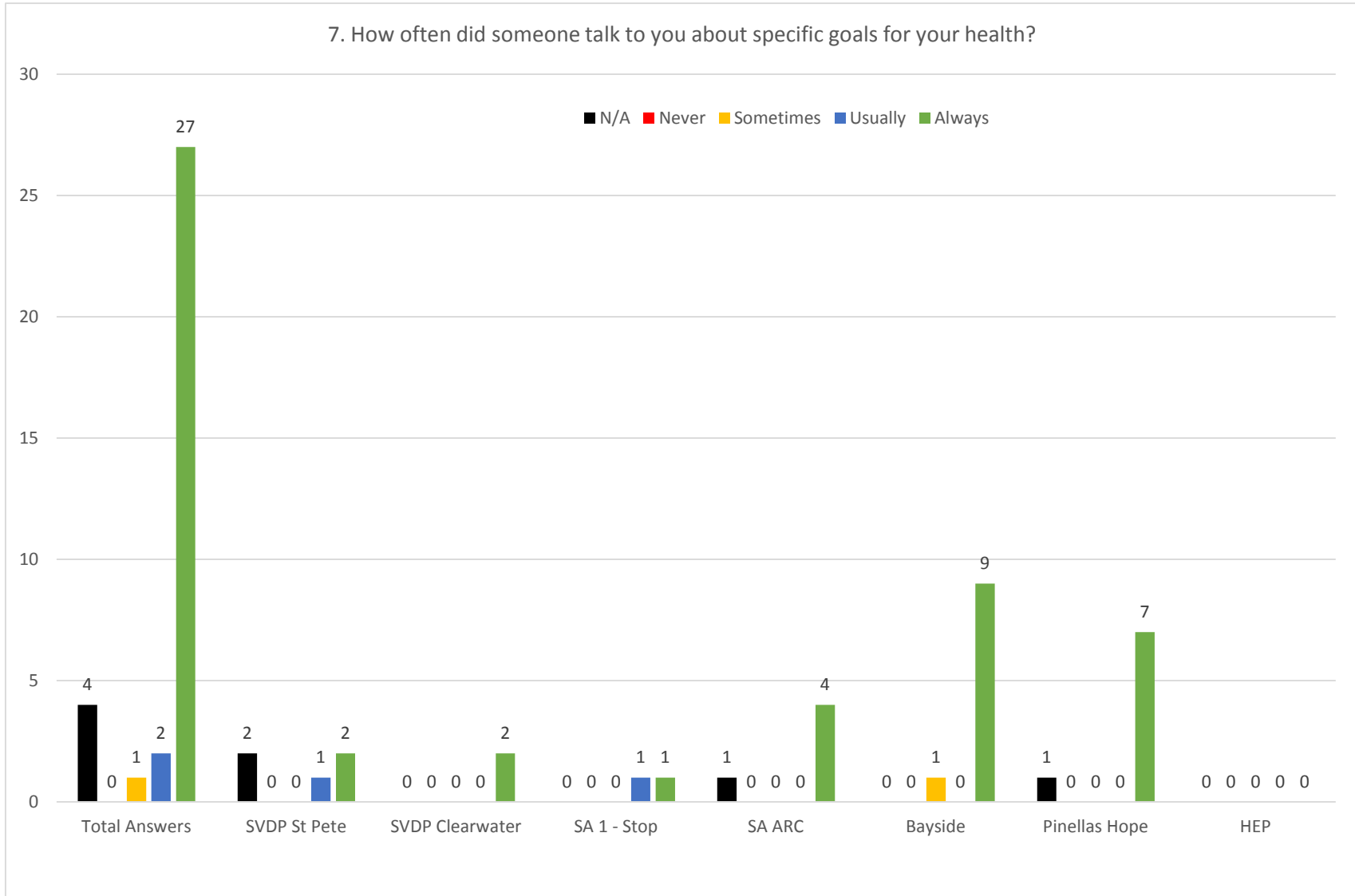
**Pinellas County I MMU/Bayside Program
Patient Satisfaction Survey Results Report
December 2016: Total surveys = 34**



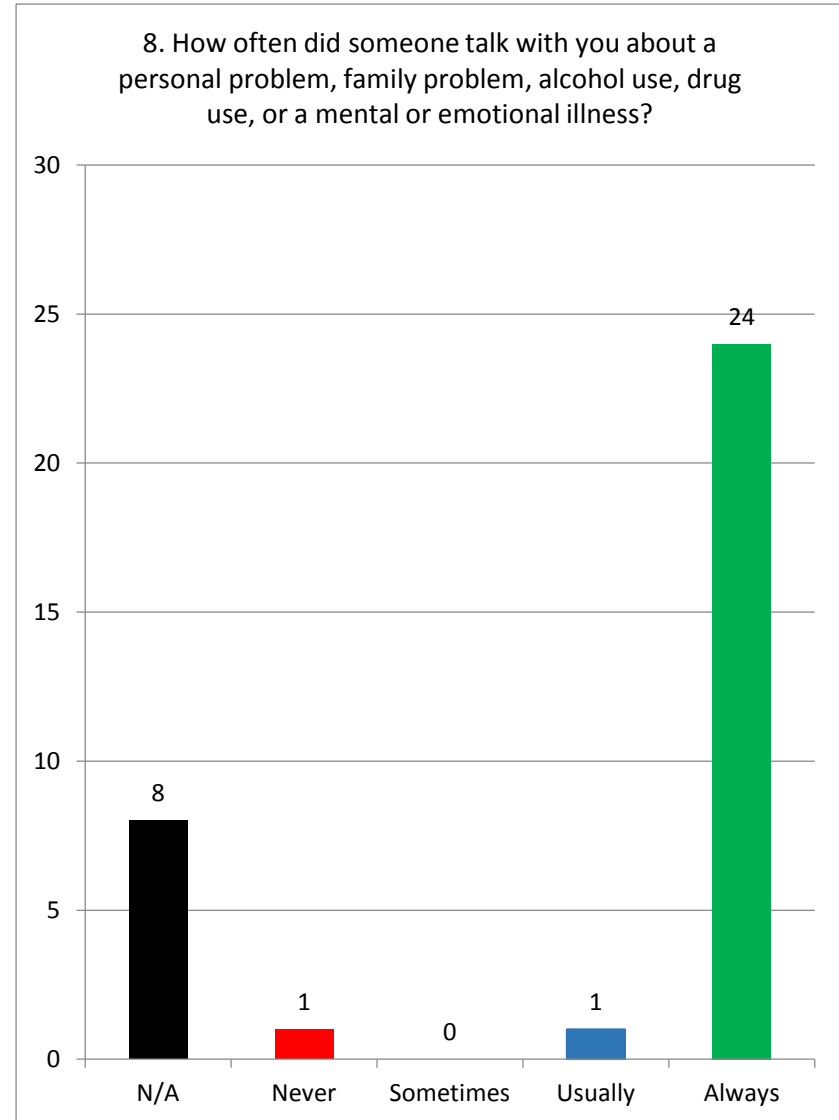
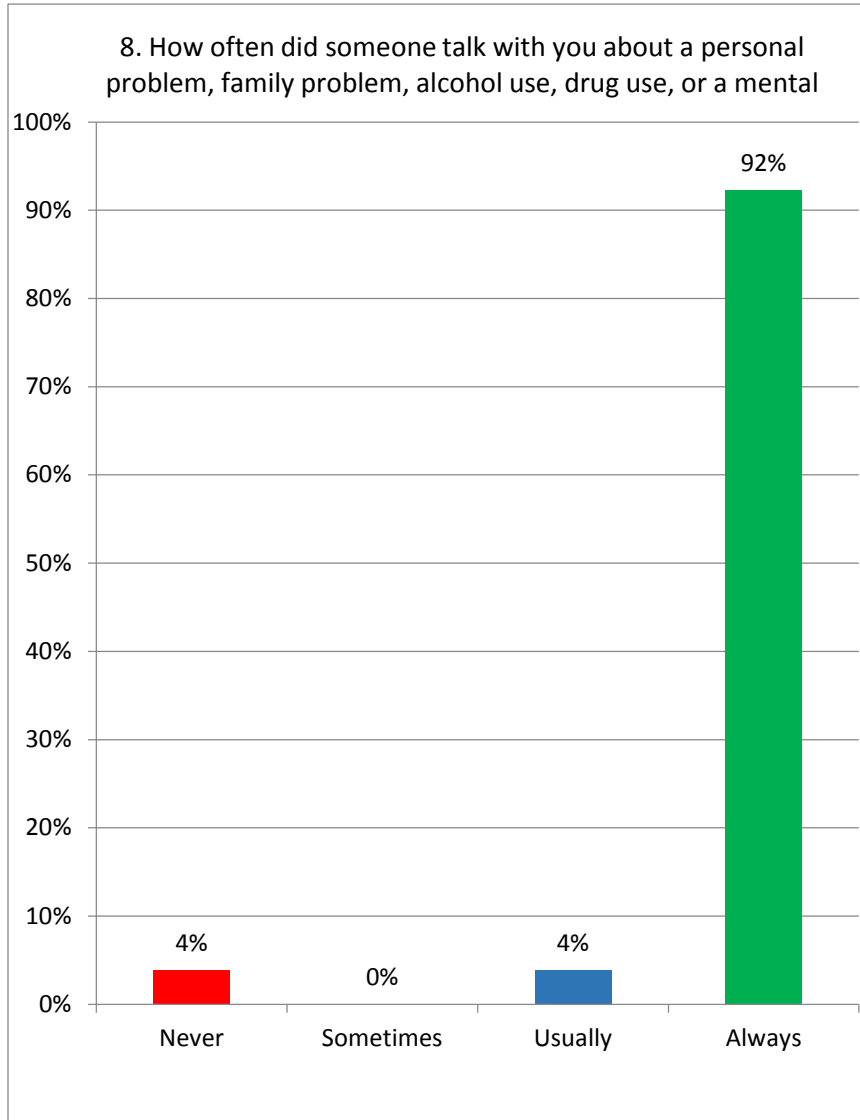
**Pinellas County I MMU/Bayside Program
Patient Satisfaction Survey Results Report
December 2016: Total surveys = 34**



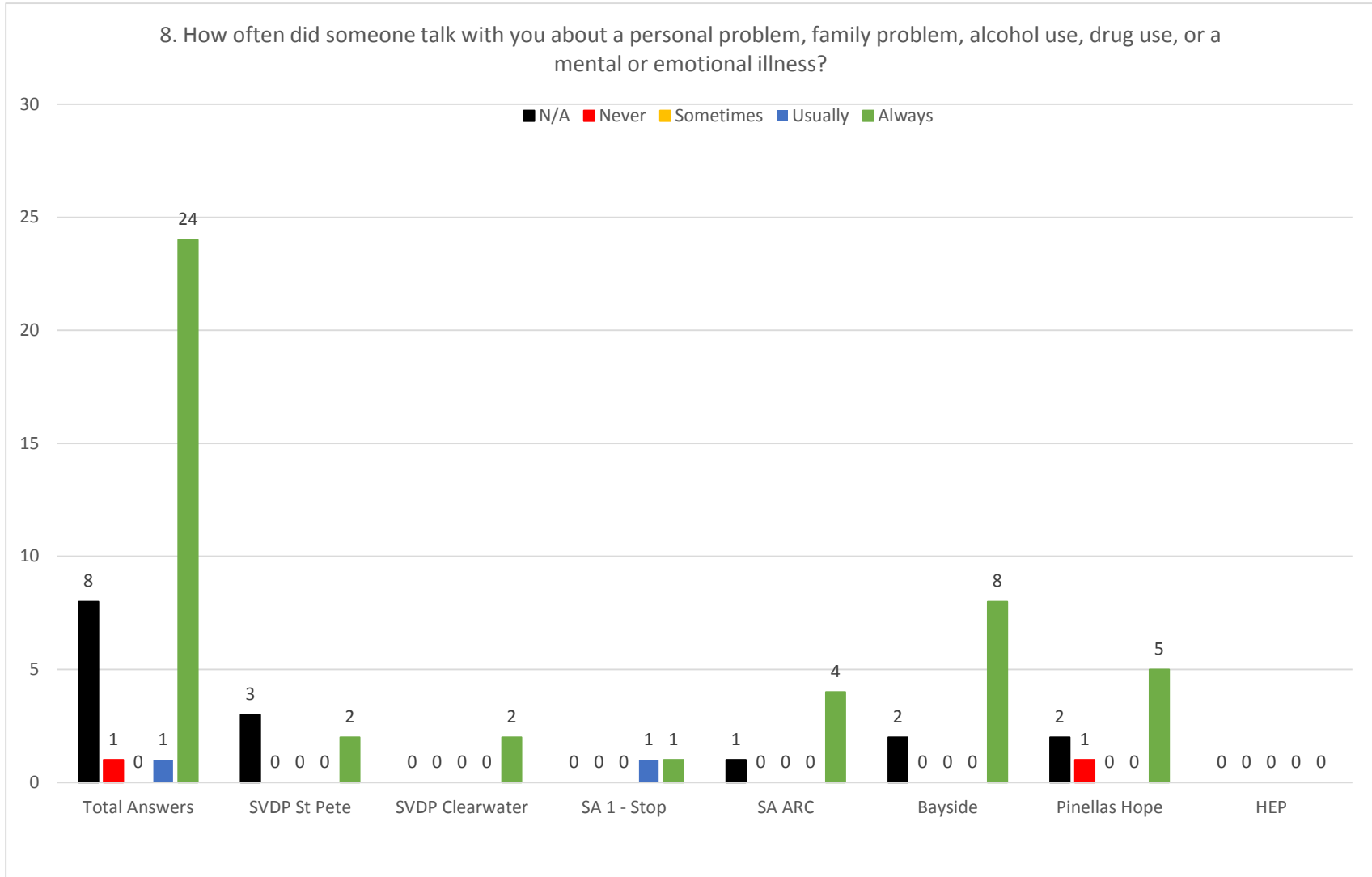
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Patient Satisfaction Survey Results Report
December 2016: Total surveys = 34**



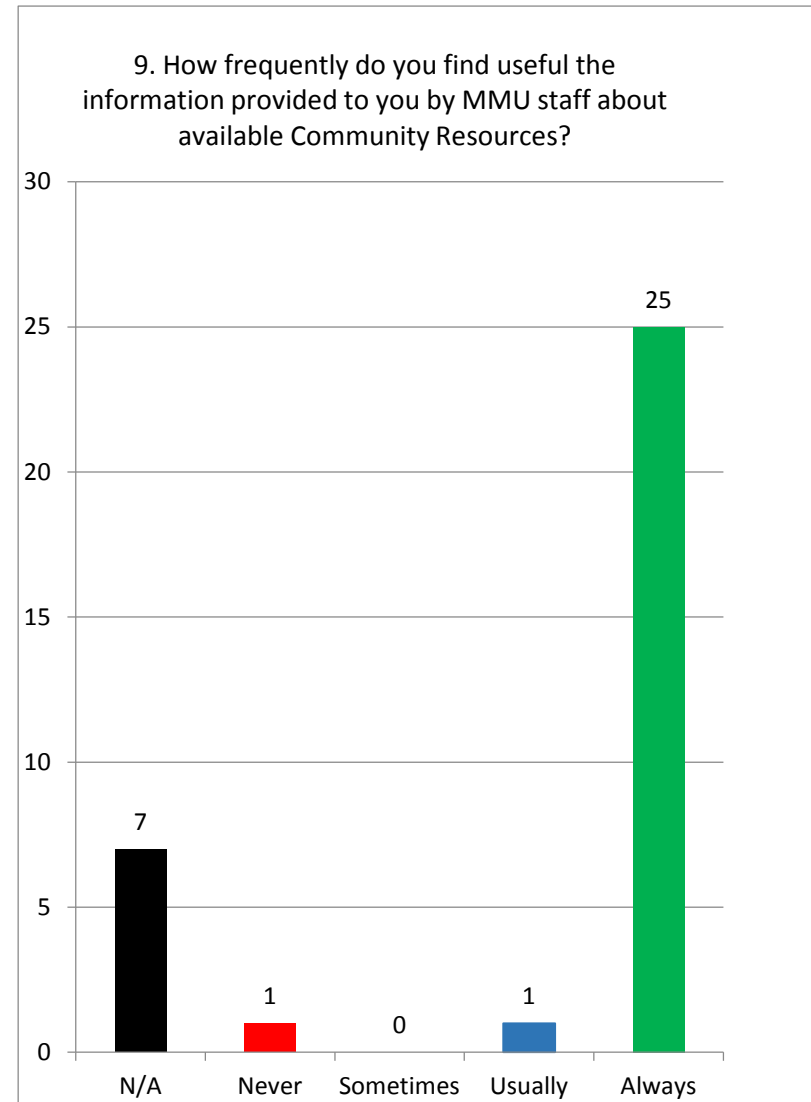
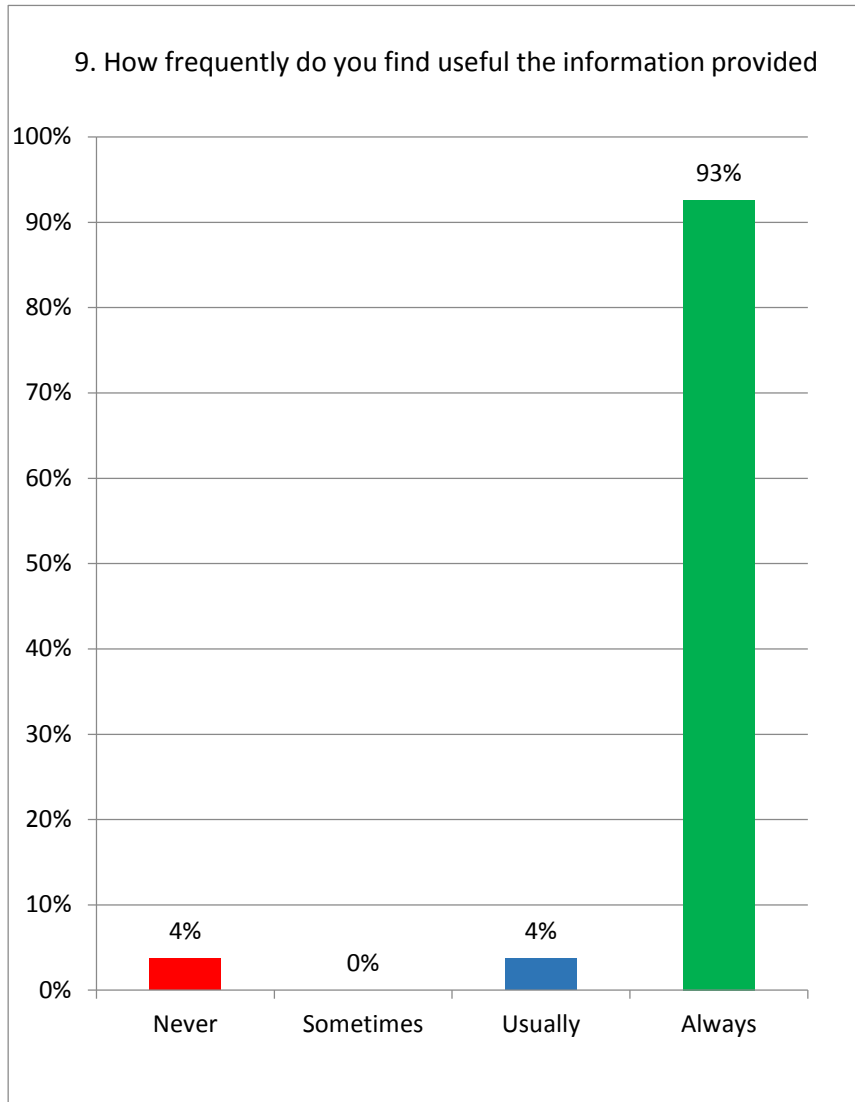
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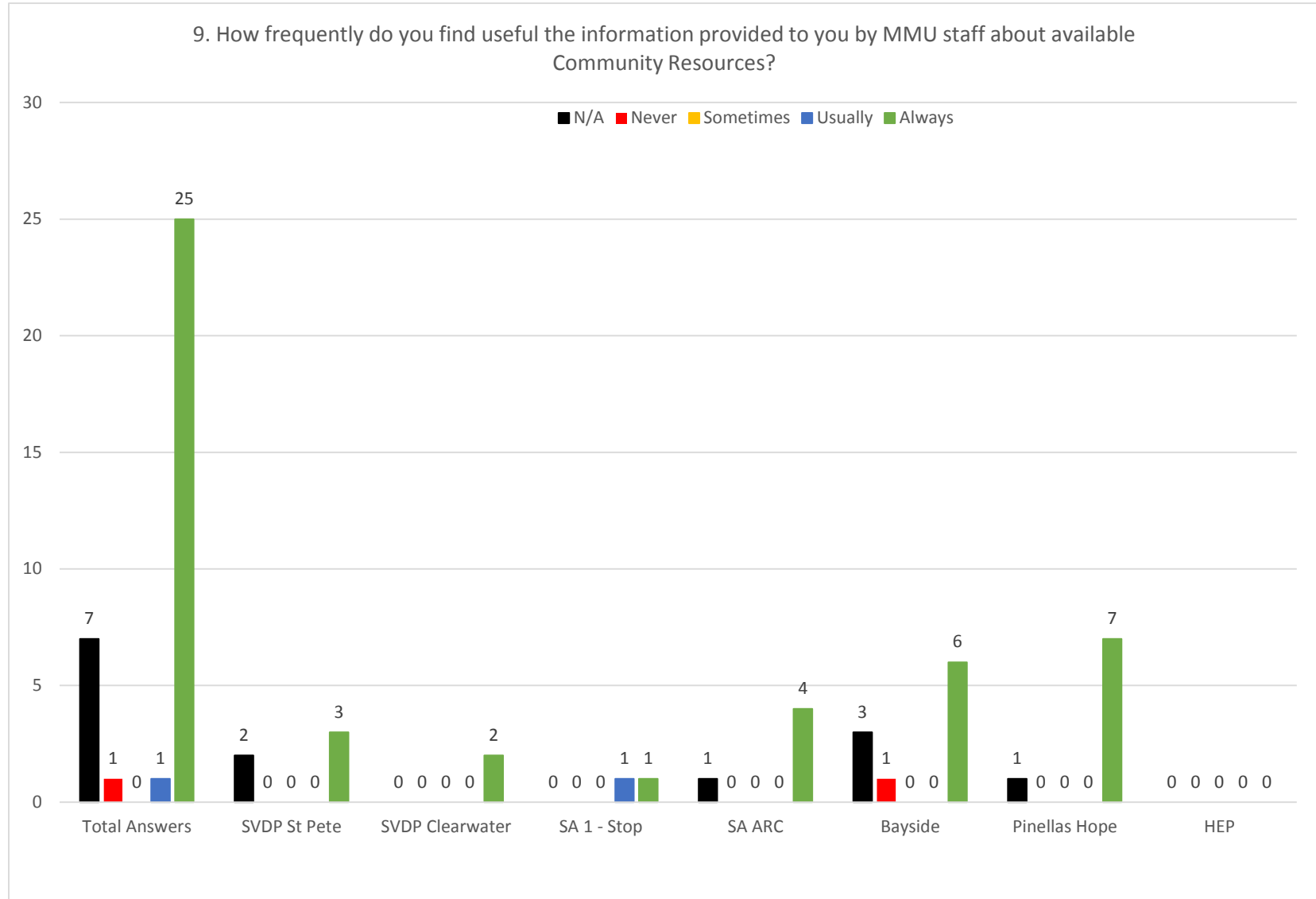
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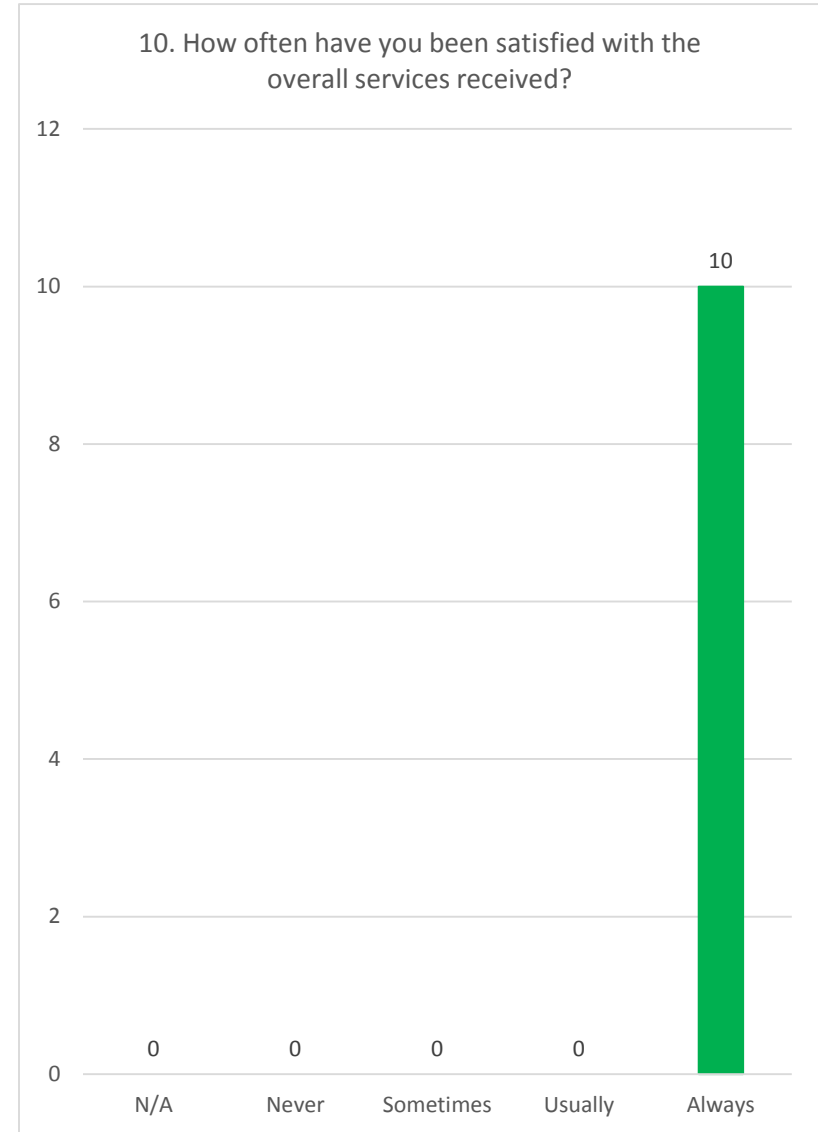
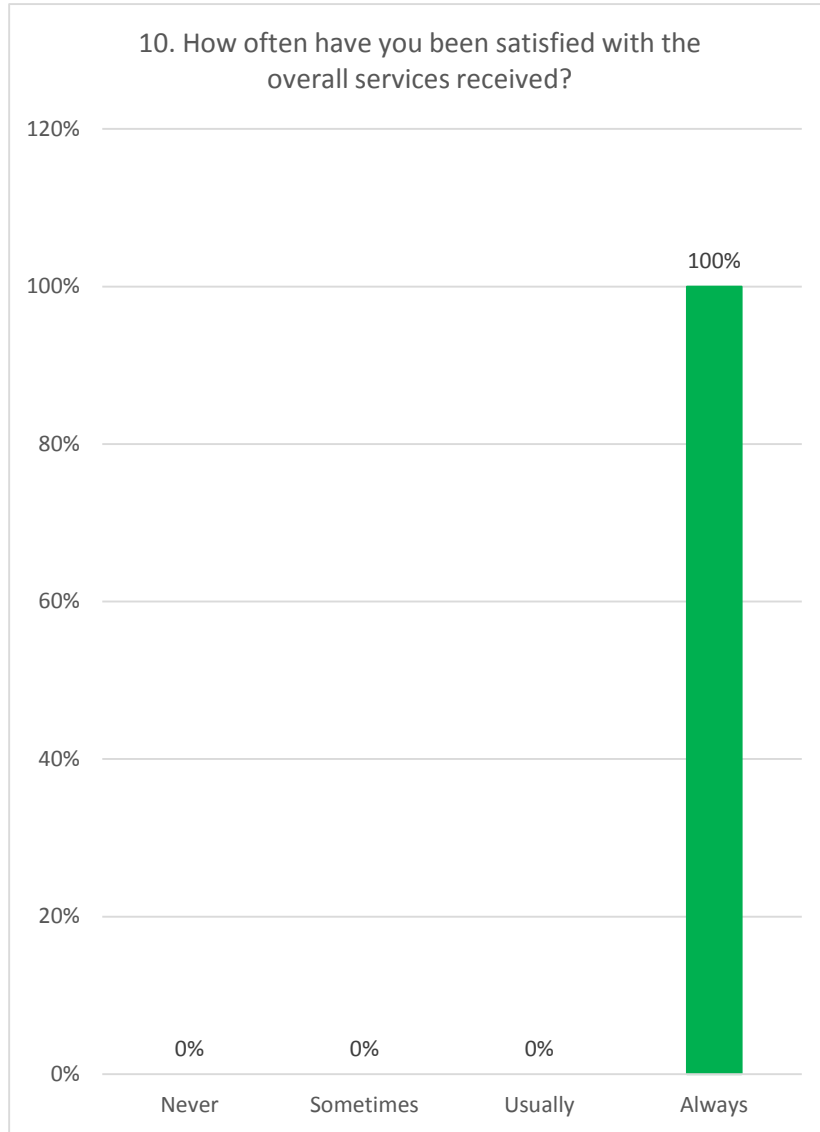
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**Pinellas County I MMU/Bayside Program
Patient Satisfaction Survey Results Report
December 2016: Total surveys = 34**



TAB 3 - FISCAL

- **Notice of Awards**
- **Funding Opportunities**

TAB 4 – CLINICAL

- **PATIENT TREND REPORT:** The medical trend report for December 2016 is attached.
- **DENTAL TREND REPORT:** The dental trend report for December 2016 is attached.
- **BAYSIDE PHONE TREND REPORT:** The phone trend report for December 2016 is attached.

The 2017 patient target for unduplicated patients is 2,980.

MMU and Safe Harbor/Bayside 2015-2016 Trend Report for Unduplicated Patients & Qualified Medical Encounters by RM O'Brien

Data source: NextGen EPM 1/03/17 starting @ 7:54 AM; and 2015-2016 Trend Reports

Unduplicated Patients				
Calendar Month	2016 Totals			2015 Totals
	Monthly increase, all sites except Safe Harbor	Safe Harbor/Bayside ONLY monthly increase	Monthly <u>cumulative</u> including expanded clinic, Safe Harbor	Monthly <u>cumulative</u> including expanded clinic
January	216	135	351	413
February	154	65	570	626
March	104	63	737	840
April	71	107	915	1024
May	78	99	1092	1165
June	50	171	1313	1354
July	53	121	1487	1512
August	35	135	1657	1657
September	54	122	1833	1794
October	25	127	1985	1980
November	59	113	2157	2109
December	48	103		
Total for year	947	1361	2308	2241* less 2 test patients

Qualified Medical Encounters				
Calendar Month	2016 Totals			2015 Totals
	Monthly increase, all sites except Safe Harbor	Safe Harbor/Bayside ONLY monthly increase	Monthly <u>cumulative</u> including expanded clinic, Safe Harbor	Monthly <u>cumulative</u> including expanded clinic
January	252	209	461	505
February	276	165	902	991
March	257	179	1338	1542
April	222	261	1821	2117
May	270	225	2316	2587
June	239	314	2869	3148
July	210	314	3393	3708
August	213	383	3989	4208
September	219	415	4623	4715
October	205	444	5272	5371
November	226	418	5916	5841
December	212	389		
Total for year	2801	3716	6517	6375

MMU and Safe Harbor/Bayside Unduplicated Patients report for 1/1/16-12/31/16 by RM O'Brien

Data source: NextGen EPM 1/03/17 starting @ 7:54 AM

Location/Site	2016 Totals for 1/1/16-12/31/16	
	Unduplicated Patient Count	Percentage of Total Unduplicated Patient Count
Ex Offender Showcase	1	0%
Pinellas Hope	222	10%
Safe Harbor/Bayside	1361	59%
Salvation Army (ARC)	225	10%
Salvation Army 1-Stop (St. Petersburg)	173	7%
St. Vincent DePaul (Clearwater)	117	5%
St. Vincent DePaul (St. Petersburg)	160	7%
Homeless Emergency Project (HEP)	49	2%
Totals (2308)	<u>2308</u>	100%

MMU and Safe Harbor/Bayside Qualified Medical Encounter report for 1/1/16-12/31/16 by RM O'Brien

Data source: NextGen EPM 1/03/17 starting @ 7:54 AM

Location/Site	2016 Totals: Qualified Medical Encounters for 1/1/16-12/31/16			
	New: 99201-99205	Established: 99211-99215	Total of New & Established: 99201-99215	Percentage of Total New and Established
ExOffender Showcase	0	0	0	0%
Pinellas Hope	127	610	737	11%
Safe Harbor /Bayside	759	2957	3716	57%
Salvation Army ARC	100	607	707	11%
Salvation Army 1-Stop (St. Petersburg)	90	431	521	8%
St. Vincent DePaul (Clearwater)	33	233	266	4%
St. Vincent DePaul (St. Petersburg)	80	259	339	5%
Homeless Emergency Project (HEP)	51	175	226	3%
Turning Point	3	2	5	0%
Totals (6517)	1243	5274	6517	100%



Florida Department of Health in Pinellas County

Trend Report For MMU Dental Clients

For Date the Range of: 1/1/2016 Thru 12/31/2016

Service Site	Number of Patients	Service Encounters
PINELLAS PARK HEALTH CENTER	38	90
MID COUNTY HEALTH CENTER	33	72
LARGO HEALTH CENTER	52	123
ST PETE HEALTH CENTER-SPECIALTY CARE	23	25
BAYSIDE CLINIC-MOBILE MEDICAL UNIT 2	300	978
OUTREACH SITE	2	2
ST PETERSBURG HEALTH CENTER	67	152
CLEARWATER HEALTH CENTER	27	65
All Sites	467	1507

The sum of the patients at each service site will not equal the total unduplicated number of patients any time a patient receives treatment at more than one service site.



Florida Department of Health in Pinellas County

Trend Report for Bayside Dental Clinic

Date Report Run 1/3/2017

Unduplicated MMU/Safe Harbor Dental Patients at all PCMH Dental Clinics including the Bayside Dental Clinic		
From 12/1/2015 to 2016-12-31		
Calendar Month	Monthly Increase	Cumulative
Totals for Year Percentages	0	

Unduplicated MMU/Safe Harbor Dental Patients at all PCMH Dental Clinics including the Bayside Dental Clinic					
Calendar Month	PCHP	MMU/BaySide	NoMedHome	Monthly Increase	Cumulative
April 2016	29	29	2	60	60
May 2016	6	32	2	40	100
June 2016	7	47	0	54	154
July 2016	9	32	1	42	196
August 2016	8	46	5	59	255
September 2016	12	31	1	44	299
October 2016	7	32	1	40	339
November 2016	6	32	0	38	377
December 2016	5	11	0	16	393
Totals for Year Percentages	89 22.65%	292 74.30%	12 3.05%	393	

Dental Encounters		
From 12/1/2015 to 2016-12-31		
Calendar Month	Monthly Increase	Cumulative
Totals for Year Percentages	0	

Dental Encounters					
From 12/1/2015 to 2016-12-31					
Calendar Month	PCHP	MMU/BaySide	NoMedHome	Monthly Increase	Cumulative
April 2016	36	40	2	78	78
May 2016	47	94	5	146	224
June 2016	52	147	2	201	425
July 2016	33	103	1	137	562
August 2016	44	158	5	207	769
September 2016	36	114	2	152	921
October 2016	37	129	2	168	1089
November 2016	35	106	1	142	1231
December 2016	24	66	0	90	1321
Totals for Year Percentages	344 26.04%	957 72.45%	20 1.51%	1321	

Menu Component Statistics [December 2016]

Report Selection Range: Menu Component Statistics [December 2016]

Menu Name	1	2	3	4	5	6	7	8	9	0	*	#	T/E	Total(s)
BAYSIDE CLINIC CLOSED MENU	24	0	0	0	0	0	0	0	0	0	0	0	84	108
Bayside Clinic Main x37866	60	404	130	12	30	12	296	0	0	96	0	0	161	1201*
Selection Total(s)	84	404	130	12	30	12	296	0	0	96	0	0	245	

* Bayside Health Clinic was closed from December 9th through 21st where all phone calls were rerouted to the Van.

Press 1	Hours and Directions
Press 2	Medical Appointments
Press 3	Dental Appointments
Press 4	Behavioral Health Referrals
Press 5	Specialty Care Referrals
Press 6	Providers
Press 7	All Other Questions
Press 8	Not in Use
Press 9	Not in Use
Press 0	Operator
T/E	Timed Out/Error

T/E = Calls that hang up BEFORE a selection is made.

TAB 5 – OTHER UPDATES