

FY 2023-24 Top Achievements

July 29, 2024
Karin Freese

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The more you praise and celebrate your life, the more there is in life to celebrate.

Oprah Winfrey

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Achievements by Area

- Internal Operations
- Community Relations
- Leadership Development
- Board Relations
- Strategic Development
- Team Building
- Financial Development
- Regulatory Compliance

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Internal Operations

Health Center

- 15,273 encounters (5.0% increase).
- Added pediatric fluoride treatment services.
- Increased availability of Point of Care Testing (e.g., HbA1c, lead, EKG, audiometer).
- Recruited, hired, and onboarded new Physician Assistant for a total of five providers (i.e., four medical and one behavioral health).


Ambulance

- 2,234 transports (4.5% increase).
- Kept the ambulance fleet staffed and operational.


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Leadership Development




PDA sponsored the first recipient for the EMT-to-Paramedic program




HC took on a CSU Stanislaus Health Management student intern



HC improved consistency of the MA onboarding program



HR Conducted 20+ individual mentoring sessions with medical assistants to work on leadership skills



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Strategic Development



Built a partnership with Radiologist to bring X-ray and ultrasound medical imaging back into the health center.



Completed Community Health Services Demand Study for the next 30 years.



Lobbied successfully to exclude RHCs from Health Care Minimum Wage.



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Financial Development



Administration

- Adjusted GEMT standard with state auditor to not include investments as revenue to offset Medi-Cal expenses (\$25,000 savings).
- Negotiated new, fiscally sustainable four-year organized labor contract with USW/TEMSA 12911.

Finance

- Collected \$920k in Overdue Mitigation Fees.
- Collected \$95k COVID Loss Insurance Claim.
- Improved Clinic's All Inclusive Rate (AIR) by 36% and received \$600k in Retro Payments.
- Invested excess cash in high-yield interest-earning accounts, netting \$82,000.
- Secured county partnership to cover any Urgent Care Operating losses.

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Brief Overview of FYE Results* (*subject to audit)

	01 Administration	02 Patterson District Ambulance	03 Del Puerto Health Center	090 Other Non-Operating	096 Keystone Bldg C	TOTAL
Ordinary Income/Expense						
Total Income	2,098	3,619,742	3,807,642			7,429,482
Total Expense	54,858	4,049,659	3,744,262	24,300	47,727	7,920,806
Total Other Income	2,154	250,573	(42,780)	2,733,451	137,956	3,081,354
Total Other Expense					15,895	15,895
Net Income	(50,606)	(179,344)	20,601	2,709,151	74,334	2,574,136

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Community Relations

Health Center

- Initiated Urgent Care Hours two days per week.
- Provided 225 high school sports physicals, 58 youth football physicals, and 32 mobile mammograms for the community.

Administration

- Launched a new DPHCD brand.



Ambulance

- Participated in multiple community events (e.g., Apricot Fiesta, Grayson Night Out, Patterson National Night Out), city events, ceremonies, and meetings (e.g., fire chief pinning, city council and building commission meetings, fire ALS quality improvement), and PJUSD activities (e.g., United Patterson, Back to School & graduation events, three different Career Days).

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Board Relations



Board members attended educational conferences.



Board members participated in advocacy.



Board members attended community events.



Board members interacted with staff.

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Team Building

Hosted staff appreciation dinner and family picnic day with board member attendance.

Recruited and onboarded 14 new team members: 4 for the Ambulance and 10 for the Health Center. With a loss of 5 (2 PDA, 3 HC), it is a net employee increase of 8%.



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Regulatory Compliance

Health Center

- Received 100% score on the 2023 Vaccine for Children Audit

Finance

- FY 2022-23 Clean Audit

Human Resources

- Updated policies to comply with changes in state law.



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Summary

This year, we are celebrating significant achievements in healthcare, community relations, financial savings, expanded services, increased patient encounters, ambulance outreach, leadership development, and team building, reflecting our collective dedication and hard work.

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Success lights our path,
Joy in each milestone reached,
Together we rise.
~krf

Del Puerto
Health Care District

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Del Puerto Health Care District
FY 2023-24 Accomplishments, Achievements, and Activities
Presented July 29, 2024

Competency	Department	Description	Accomplishments: unique events or achievements	Activity: what we do everyday
Internal Operations	Admin	Served as IT head at district collaborating with advanced network & IT vendor; new server installation, QuickBooks updates, new hardware in Health Center,		X
Internal Operations	Admin	Collaborated on two district legal matters		X
Internal Operations	Ambulance	2,234 transports (4.5% increase)		X
Internal Operations	Ambulance	Kept the ambulance fleet staffed and operational		X
Internal Operations	Ambulance	Acquired, prepared, and launched 2024 ambulance	X	
Internal Operations	Finance	GEMT FY 2019, 2020, 2021 & 2022 Completed and Reimbursement Received	X	
Internal Operations	Finance	Completed all cost reports in-house (e.g., Medicare, Medi-Cal)		X
Internal Operations	Health Center	15,273 encounters (5.0% increase)		X
Internal Operations	Health Center	Added pediatric fluoride treatment services	X	
Internal Operations	Health Center	Increased availability of Point of Care Testing (e.g., HbA1c, lead, EKG, audiogram,	X	
Internal Operations	Health Center	Recruited, hired, and onboarded new Physician Assistant for a total of five providers (i.e., four medical and one behavioral health)	X	
Internal Operations	Health Center	Prepared facility to open Medical Imaging (i.e., x-ray and ultrasound)	X	
Internal Operations	Human Resources	Organized procedures to reflect Human Resource practices and procedures more accurately		X
Internal Operations	Human Resources	Began work on 2024 Salary Surveys for management		X
Leadership Development	Admin	Participated in ACHD & CSDA Leadership (e.g., finance and legislative committees)		X
Leadership Development	Admin	Sponsored one CSU Stanislaus health management intern		X
Leadership Development	Admin	Participated in ten learning events (e.g., behavioral health transformation in California, health center diagnostic equipment, CVRA, high-performance EMS, ground transportation reimbursement, and BETA risk management symposium).		X
Leadership Development	Ambulance	Contributed to 7 different industry committees at the local, county, and state level		X
Leadership Development	Ambulance	Attended 4 conferences (e.g., CSDA Leadership Academy, CAA Annual Conference, CAA Stars of Life, EMSAAC Conference)		X
Leadership Development	Ambulance	Attended 4 EMS training activities		X
Leadership Development	Ambulance	First recipient for EMT-to-Paramedic Sponsorship enrolled	X	
Leadership Development	Health Center	Improved HC MA training programs		X

Del Puerto Health Care District
FY 2023-24 Accomplishments, Achievements, and Activities
Presented July 29, 2024

Competency	Department	Description	Accomplishments: unique events or achievements	Activity: what we do everyday
Strategic Development	Admin	Built a partnership with Radiologist to bring X-ray and ultrasound medical imaging back into the health center	X	
Strategic Development	Admin	Completed Health Services Demand Study for the next 30 years	X	
Strategic Development	Admin	Lobbied successfully to exclude RHC from Health Care Minimum Wage	X	
Strategic Development	Admin	Leading Medical Campus Building project: developer partnership, financing, master planning with city, design-build contract attorney, project advisor		X
Strategic Development	Admin	Led team for Urgent Care Service Expansion	X	
Strategic Development	Admin	Initiated Development Impact Mitigation Fee Nexus Study	X	
Strategic Development	Admin	Applied for California CalAIM \$5 million grant to improve patient health access but was not selected due to heavy competition.	X	
Strategic Development	Admin	Collaborated with county EMS leadership on west side EMS system needs		X
Strategic Development	Admin	Investigated Behavioral Health Transformation opportunities (i.e., Prop 1 funding)		X
Strategic Development	Admin	Participated in CSDA and ACHD legislative days in Sacramento		X
Strategic Development	Health Center	Hosted Intern from CSU Stanislaus	X	
Financial Development	Admin	Adjusted GEMT standard with state auditor to not include investments as revenue to offset Medi-Cal expenses (\$25,000 savings)	X	
Financial Development	Admin	Negotiated new, fiscally sustainable four-year organized labor contract with USW/TEMSA 12911	X	
Financial Development	Finance	Collected of \$900k in Overdue Mitigation Fees	X	
Financial Development	Finance	Collected of \$95k COVID Loss Insurance Claim	X	
Financial Development	Finance	Improved Clinic's All Inclusive Rate by 36% and received \$600k in Retro Payments received	X	
Financial Development	Finance	Invested excess cash in high-yield interest-earning accounts, netting \$84,000	X	
Financial Development	Finance	Secured county partnership to cover any Urgent Care Operating losses	X	
Financial Development	Finance	All Operations reached a self-sustaining threshold of 95%	X	
Financial Development	Finance	Finalized Next Year's Budget before the current Year-End	X	
Community Relations	Admin	Launched new DPHCD brand	X	
Community Relations	Admin	Initiated weekly Social Media posts	X	

Del Puerto Health Care District
FY 2023-24 Accomplishments, Achievements, and Activities
Presented July 29, 2024

Competency	Department	Description	Accomplishments: unique events or achievements	Activity: what we do everyday
Community Relations	Admin	Published 7+ articles in the Patterson Irrigator, including several front pages	X	
Community Relations	Admin	Participated in seven community relations events (e.g., Apricot Fiesta, Farm to Fork, IAFF meeting, Love Patterson, United Patterson, and politician activities).		X
Community Relations	Admin	Attended several city council and planning commission as well as county board of supervisor meetings		X
Community Relations	Admin	Participated in five city, county, and state legislative meet and greets (e.g., Alanis, Alvarado-Gill, Condit, Flora, Rodriguez).		X
Community Relations	Ambulance	Participated in seven community-wide events (e.g., Apricot Fiesta, Grayson Night Out, Patterson National Night Out), multiple city events, ceremonies, and meetings (e.g., fire chief pinning, city council and building commission meetings, fire ALS quality improvement), and six different PJUSD activities (e.g., United Patterson, Back to School & graduation events, three different Career Days)		X
Community Relations	Ambulance	Provided EMS standby for youth and high school football games		X
Community Relations	Health Center	Initiated Urgent Care Hours two days per week	X	
Community Relations	Health Center	Provided 225 high school sports and 58 youth football physicals, and 32 mobile mammograms for the community	X	
Community Relations	Health Center	Hosted two medical student observations	X	
Community Relations	Health Center	KCRA interview with Dr. Rodriguez to raise awareness regarding urgent care availability.	X	
Community Relations	Health Center	Restarted Gurnick Academy 160 hours LVN/MA student rotations. Recruited one MA to our team		X
Community Relations	Health Center	Participated in Apricot Fiesta		X
Board Relations	Admin	Board members attended three educational conferences	X	
Board Relations	Admin	Organized annual Board Retreat for Strategic Planning and coordinated with a facilitator		X
Board Relations	Admin	Held regular calls with the Board President		X
Board Relations	Admin	Updated Board of Directors an average of three times monthly via email on district, health, and legislative topics		X
Team Building	Admin	Hired and onboarded a new HR Manager to replace a retiring employee	X	
Team Building	Admin	Initiated and sustained an employee recognition program	X	
Team Building	Health Center	Reviewed & Practiced Emergency Response Plan	X	
Team Building	Health Center	Held monthly HC staff and provider meetings with recognition		X

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Competency	Department	Description	Accomplishments: unique events or achievements	Activity: what we do everyday
Team Building	Health Center	Sponsored in-house BETA Training on safe patient handling		X
Team Building	Health Center	Cross-trained HC staff so they can work in other HC sections		X
Team Building	Human Resources	Hosted staff appreciation dinner and family picnic day with board member attendance	X	
Team Building	Human Resources	Recruited and onboarded 14 new team members: 4 for the Ambulance and 10 for the Health Center. With a net of 9 we have increased employees by 8%		X
Team Building	Human Resources	Strategically hired personnel for the soon-to-open medical imaging in the clinic	X	
Team Building	Human Resources	Conducted 20+ individual mentoring sessions with medical assistants to work on leadership skills	X	
Team Building	Human Resources	Sponsored quarterly employee appreciation activities		X
Regulatory Compliance	Finance	FY 2022-23 Audit completed with no findings	X	
Regulatory Compliance	Finance	Updated Foundation Registration Renewal & Reporting Compliance		X
Regulatory Compliance	Health Center	Received 100% score on Vaccine for Children audit	X	
Regulatory Compliance	Human Resources	Updated personnel rules book	X	
Regulatory Compliance	Human Resources	Updated seven local polices, with two being distributed.		X
Total			76	40
				36