



## **Chief Executive Officer Report March 2024**

### **Operations Overview**

- The start date for Nelson Ogembo APRN-CNP is May 8<sup>th</sup>. He will be working in the clinic 4.5 days a week.
- We posted an ad for a Licensed Counselor for the Strong Minds program.
- Patient rounds continue to provide good feedback from our patients.
- Looking at clinic collections for March we collected a total of \$4,061.61 at time of service.
- The hospital collected \$8,482.86 in copays and collections for the month of February. This number was mainly due to a few high past due accounts.
- We had our second managers training course on Effective Communication.
- With the new changes of managed Medicaid, Cohesive has hired someone to do prior authorizations for outpatients and this does affect some ER procedures as well. The ER procedure prior authorizations will be done by MRMC staff.