

West Volusia Hospital Authority
BOARD OF COMMISSIONERS REGULAR MEETING
August 15, 2024 5 PM
Sanborn Center
815 S. Alabama Avenue, DeLand, FL
AMENDED AGENDA

1. Call to Order
2. Pledge of Allegiance Followed by a Moment of Silence
3. Approval of Proposed Agenda
4. Consent Agenda – Approval of Minutes
 - A. Workshop on July 18, 2024
 - B. Regular Meeting on July 18, 2024
5. Citizens Comments – Comments are limited to three minutes per speaker.
6. Contractual Annual Utilization Reports to the WVHA Board of Commissioners
 - A. Community Legal Services of Mid-Florida, Christina Russo Walters, Senior Managing Attorney
 - B. Hispanic Health Initiatives, Peter Willems, Executive Director
 - C. Chris Booker, COO of The House Next Door – Therapeutic Services
7. Reporting Agenda
 - A. EBMS July Report – Written Submission
 - B. WVHA miCare Clinic DeLand/Deltona July Report – Written Submission
 - C. The House Next Door July Application Processing Report
 - D. Hospital Services 2nd Quarter of 2024 (April – June)
 1. Halifax Health | UF Health – Medical Center of Deltona
 2. AdventHealth DeLand & AdventHealth Fish Memorial
 3. EMPros
8. Discussion Items
 - A. LIP Funding for SMA Healthcare – CFO Andrea Schweizer
 - B. Review Proposed Budget 2024-2025 & CAC Ranking Recommendations
 - C. Fuel Options for Standby Generator (Tabled on 7/18/24)
 - D. Performance Goals/Objectives for WVHA Activities in FY 2024-2025
 - E. Request from Hispanic Health Initiatives for Funding Increase in FY 2023-2024
 - F. Plymouth Avenue Property Insurance
 - G. Heffley & Associates – Outside Legislative Advisory (Commissioner Manning)
 - H. Request from RAAO for Funding Transfer from RAAO Health Card Pre-Screening Program to RAAO HIV Outreach Program
9. Administrator Report
10. Finance Report
 - A. July Financials
 - B. Approval of Disbursements – Check Register & Estimated Expenditures
11. Legal Update
12. Upcoming Meetings – Tentative Budget Hearing on 9/5/24 and Final Budget Hearing & Regular Meeting on 9/19/24
13. Adjournment

If any person decides to appeal any decision made by the WVHA with respect to any matter considered at this meeting or hearing he/she will need a record of the proceedings, and for such purpose he/she may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based (FS 286.0105). Individuals with disabilities needing assistance to participate in any of these proceedings should contact the WVHA Administrator at least three (3) working days in advance of the meeting date and time at (386) 626-4870.

**WEST VOLUSIA HOSPITAL AUTHORITY
BOARD OF COMMISSIONERS BUDGET WORKSHOP**

Sanborn Center Ballroom A
815 S. Alabama Avenue, DeLand, FL

4:00 P.M.
July 18, 2024

Those in Attendance:

Commissioner Voloria Manning
Commissioner Donna Pepin
Commissioner Judy Craig
Commissioner Jennifer Coen (arrived at 4:22 p.m.)

Absent:

Commissioner Roger Accardi

Others Present:

Attorney for the Authority: Theodore Small, Law Office of Theodore W. Small, P.A.
Accountant for the Authority: Webb Shephard, CPA of James Moore & Company
WVHA Administrator Stacy Tebo

Call to Order

Vice Chair Craig called the meeting to order. The meeting took place at the Sanborn Center Ballroom A, located at 815 S. Alabama Ave., DeLand, Florida, having been legally noticed in the Daytona Beach News-Journal, a newspaper of general circulation in Volusia County, commencing at 4:08 p.m.

Approval of Proposed Agenda

Motion 047 – 2024 Commissioner Manning motioned to approve the agenda with the Reserve Spending Plan addressed first. Commissioner Pepin seconded the motion. The motion passed by a 3-0-2 vote.

Citizens Comments

There were none.

Discussion Items

Attorney Small referred to his legal update and provided the context for the workshop and the budget process that is required by the Truth in Millage (TRIM) law. He noted that the purpose of the workshop is for the Board to discuss a preliminary millage rate that would be approved by resolution at the regular meeting following the workshop.

Reserve Spending Plan

Mr. Shephard stated there are three options included in the working budget, but there are many more possibilities; that Option A is the rolled-back rate of 0.9091 with use of reserves at \$3.3 million; that Option B is a flat rate that would match the same millage as the current fiscal year of 0.9806 with a \$2 million use of reserves; that Option C is an increased millage rate of 1.095 with no use of reserves;

WVHA Budget Workshop July 18, 2024

and that the maximum millage rate is 1.8. He explained that Option A would use all the excess reserves within two years; that Option B would use all the excess reserves in the next three years; and that Option C would use all the excess reserves in the next five years. He reminded everyone that the policy goal for reserves is forty to sixty percent. He discussed several ways in which the Board could reach their target.

Mr. Shephard pointed out that over the past three years, the WVHA has spent seven and a half million dollars of reserves; that there has been a significant spend down of excess reserves; that the Auditor General suggested that the WVHA should have a plan to spend reserves down; that he thinks there has been significant effort and accomplishment in that area; that he is projecting \$4 million in reserves at year end 2024; and that they would be at approximately eighty percent reserve balance at September 30, which is not far off from the preferred target of sixty percent.

Millage Rate

Mr. Shephard advised the Board they would need to have a significant increase in tax revenue to catch up with total expenditures because tax revenue has been significantly less than the total budgeted expenditures due to reserve spending. He added that a couple of years ago, Medicaid was not a budgeted line item, and there is a significant increase in the amount due to the county. He pointed out that Option C budgets revenues to match total expenditures, which would be a twenty percent increase in fiscal year 2025. He said they could then follow with the rolled-back rate for the next three years, while utilizing the \$4 million in reserves. He clarified that the other options presented would also require an increase in taxes, and it was the Board's decision how they would get there.

Commissioner Pepin commented that it would be better to go ahead and raise rates this year so that they could leave it at the rolled-back for the next few years.

Chair Coen pointed out that Option C is a straight tax increase without any reserve spending, and she would also be willing to consider the other options that were a more moderate approach to the tax increase.

Commissioner Craig noted that the last time there was an increase, the newspapers said the WVHA was increasing taxes by 64%. She added that because the millage rate is so low, the percentage increase does not equal a large amount in actual dollars. She advocated for balancing the budget now so they would be prepared to continue WVHA's work.

Commissioner Manning agreed and said if you keep coming back to people year after year increasing taxes, they are going to become frustrated. She said she was in favor of doing the increase once, so they did not have to keep doing it each year in smaller percentages.

Attorney Small advised the Board that their adopted preliminary millage rate should be the top of where they intended to go with the tax rate. He added that anything above the rolled-back rate had to be advertised as a tax increase regardless of the percentage.

WVHA 2024-2025 Budget Forecast

Chair Coen asked Mr. Shephard to explain the options with respect to the spending of reserves.

Mr. Shephard explained Options A and B but noted that reserves were not included in Options C; that Option C increases the revenues to match expenditures; that simply due to inflation, if revenues are not raised for the next three years, it will naturally spend down the reserves; that the rolled-back rate

provides the same revenue not including any inflation or adjustments; and that generally speaking, expenses are going to increase. He added that he used a conservative estimate of three percent inflation.

Chair Coen suggested that the line items for advertising and other healthcare expenditures could be lowered. She noted that the HCRA expenses never reach the budgeted amount, and it contributes to the accumulation of reserves.

There was discussion regarding the incremental increase in card members with respect to the budget. Darik Croft, COO of miCare, said his budget projections were based on a membership number of 1450.

County's Proposed Medicaid Reimbursement Expense

Attorney Small noted Volusia County's letter of June 21, 2024, stating the Florida Department of Revenue has notified Volusia County that the required 2024-2025 Medicaid contribution is \$9,197,595. He stated that the WVHA is receiving a huge increase in the Medicaid expense; that the allocation between Southeast Volusia, Halifax, and West Volusia is tipped so that WVHA has to pay 47.38% of the amount charged to the hospital districts; and that WVHA's payment is \$3,444,857.11 whereas Halifax that operates a hospital and receives Medicaid reimbursement, is paying \$3,124,219.30.

Attorney Small noted in FY 2022-2023, the Board voted to lower its final millage rate to 1.0816, which resulted in a 14.3% decrease below the rolled-back rate due to the removal of the Medicaid expense. He explained that the Board hoped that WVHA would prevail in litigation and that Medicaid reimbursement would no longer be put on the backs of West Volusia taxpayers.

There was discussion and consensus that the preliminary millage rate of 1.0950 should be adopted during the Regular Meeting commencing upon the conclusion of the workshop.

Funding Applications and Amounts Requested

The funding requests were not discussed.

Adjournment

There being no further business to come before the Board, the workshop was adjourned at 5:12 p.m.

Adjournment

Jennifer Coen, Chair

**WEST VOLUSIA HOSPITAL AUTHORITY
BOARD OF COMMISSIONERS REGULAR MEETING**

Commencing upon the Conclusion of the Budget Workshop
Sanborn Center Ballroom A
815 S. Alabama Avenue, DeLand, FL
July 18, 2024

Those in Attendance:

Commissioner Voloria Manning
Commissioner Judy Craig
Commissioner Jennifer Coen
Commissioner Donna Pepin

Absent:

Commissioner Roger Accardi

Others Present:

Attorney for the Authority: Theodore Small, Law Office of Theodore W. Small, P.A.
Accountant for the Authority: Webb Shephard, CPA of James Moore & Co.
WVHA Administrator Stacy Tebo

Call to Order

Chair Coen called the meeting to order. The meeting took place at the Sanborn Center Ballroom A, located at 815 S. Alabama Ave., DeLand, Florida, having been legally noticed in the Daytona Beach News-Journal, a newspaper of general circulation in Volusia County, commencing at 5:19 p.m. The meeting was opened with The Pledge of Allegiance followed by a moment of silence.

Approval of Proposed Agenda

Motion 048 – 2024 Commissioner Manning moved to approve the agenda as presented. Commissioner Craig seconded the motion. The motion passed 4-0-1.

**Consent Agenda – Approval of Minutes
Joint Meeting held June 20, 2024**

Motion 049 – 2024 Commissioner Pepin moved to approve the Consent Agenda. Commissioner Manning seconded the motion. The motion passed 4-0-1.

Citizen Comments

Commissioner-Elect Jennifer Moore addressed the Board.

Commissioner-Elect Ray Ford addressed the Board.

**Contractual Annual Utilization Reports to the WVHA Board of Commissioners
Jennifer Nadelkov, CEO of The House Next Door – Therapeutic Services**

The presentation was rescheduled to August.

John Guthrie, ED, Healthy Communities

Mr. Guthrie provided a verbal report of program activities from October through June. He said they helped 311 families and attended forty events with approximately 6,000 participants. He said he had spoken with Ms. Tebo the previous day regarding making sure the card members in the age group 1 – 19 were evaluated for coverage elsewhere.

Commissioner Craig said she was notified that babies cannot be covered by KidCare from birth to age one. She added that it takes up to three months for babies to be covered by Medicaid. Mr. Guthrie said he was unaware why that was the case, and he would do some research and report back to the Board.

Chair Coen asked where the events took place. Mr. Guthrie said he had the event dates, but he would get back to the Board with the locations.

Reporting Agenda

EBMS June Report – Written Submission

WVHA miCare Clinic DeLand/Deltona June Report – Darik Croft, COO of miCare, and Sue Wayte, Senior Account Executive at miCare Health Centers

1. Quarter 3 (April – June) Report

miCare Practice Manager Gretchen Soto highlighted the main points for the DeLand and Deltona monthly reports and the quarterly report.

Commissioner Craig applauded the survey results in the quarterly report. She asked if there was a doctor overseeing the referrals to specialty care. Ms. Soto answered that Medical Supervisor Dr. Gilmer does review all the patients' charts and is available to the providers by phone for consultation when he is not physically present in the clinics.

Commissioner Craig asked if they could include specialty care in the reporting. Mr. Croft asked for clarification. There was discussion that specialty care could be included in the quarterly reporting.

There was discussion regarding the average number of card members. Mr. Croft said that he averaged the population over a twelve-month period when he was considering the budget forecast for the next year. He recommended that they lean on The House Next Door to understand the metrics of eligibility and projections for the future.

Citizen Comments

Chair Coen read aloud a question from Tanner Andrews asking if a full-time doctor at the clinics would reduce the number of referrals. Mr. Croft said it would cost the WVHA much more to employ a full-time doctor to care for the patients. He said Dr. Gilmer is providing supervision to the mid-level practitioners, which are nurse practitioners and physician assistants; that he is providing opportunities for growth and advancement while helping them increase their skills and abilities; and that Dr. Gilmer is always available for consult.

Commissioner Manning asked about the status of Phase Three to bring in partners for expansion. Mr. Croft said he and John Simmons have had conversations with local groups, and he has found that many are in fully funded groups like United and Cigna. He thanked John Simmons for scheduling the meetings with a couple of employers. He added that they are looking for partners to share in the cost of the clinic to reduce costs for the WVHA.

John Simmons said when he originally brought recommendations to DRT, they contained three phases. He noted there have been millions in savings due to the prescriptions. He said it has been difficult to bring other players on board, and they have been strategic in their planning. He affirmed his belief they are moving in a positive direction with the meetings they had earlier in the day in educating employers on the benefits of being a self-funded group.

Commissioner Manning asked if the clinics provide telemedicine services. Mr. Croft said they do, and they could add it to the reporting.

Mr. Croft introduced Sue Wayte, Account Executive, to the Board and explained her role on the team.

The House Next Door (THND) June Application Processing Report

Dorcas Sanabria, Health Card Supervisor, was present. There were no questions on the report.

The EBMS, miCare, and THND reports were received into the written record.

Discussion Items

Resolution #2024-001 – Adopting a Preliminary Millage Rate for FY 2024/2025

Chair Coen said there was consensus at the workshop for Option C with a millage rate of 1.0950.

Attorney Small read Resolution #2024-001 aloud stating that the first budget hearing would be held on September 5, 2024, at 5:05 p.m. in the Sanborn Center; that the proposed millage and the tentative 2024-2025 budget would be discussed and adopted; that the proposed millage rate to be discussed would be 1.0950; and that the rolled-back rate is 0.9091.

Motion 050 – 2024 Commissioner Craig moved to adopt Resolution #2024-001 as read. Commissioner Manning seconded. The motion passed 4-0-1.

Roll call:

Commissioner Pepin	Yes
Commissioner Craig	Yes
Commissioner Manning	Yes
Commissioner Coen	Yes

EBMS/Veracity Official Notice of Renewal Fees Effective October 1, 2024

Chair Coen said they received the official notice per the contract. There were no questions, and the notice was received.

James Moore & Co Engagement Letter for Standard Annual Site Visits

Mr. Shephard said he amended the letter to be ongoing to avoid signing a new one each year. He stated the engagement letter is a required document for James Moore's files, and he needed the Board to sign the letter.

Motion 051 – 2024 Commissioner Pepin moved to approve the engagement letter and authorize the Chair's signature. Commissioner Craig seconded. The motion passed 4-0-1.

CPI Indexed for Accounting Services in Financial Management Services Agreement

Mr. Shephard stated that James Moore did not include an annual adjustment for inflation in their original agreement with WVHA; that it would be an automatic increase each year based on the Consumer Price Index released in June by the Bureau of Labor Statistics; that it would not exceed five percent; and that it would be included in the working budget each July at the workshop.

Motion 052 – 2024 Commissioner Craig moved to approve the amendment to the Financial Services Agreement to provide for an annual increase based on the CPI released in June each year. Commissioner Pepin seconded. The motion passed 4-0-1.

Roll call:

Commissioner Pepin	Yes
Commissioner Craig	Yes
Commissioner Manning	Yes
Commissioner Coen	Yes

Method of Compensation for Attorney Small (Commissioner Pepin)

Commissioner Pepin explained her reason for requesting the Board to consider a change in the way Attorney Small is paid; that there were many years he did not receive a raise; that he has worked very hard for the Board; and that she would like to reduce the burden on him for documentation of every expense by allowing a monthly flat rate.

Commissioner Craig said the Board is lucky to have Attorney Small, that he came from a prestigious law firm, and he has worked hard for the WVHA for seventeen years.

Chair Coen voiced concern regarding the flat rate which means they would not receive an itemized bill; that she believes itemization is needed for transparency reasons; that she does not have enough information to make a decision at this time; that she would like to get rates for other attorneys in Volusia County before making a decision; that she requests the Board gets comparison rates from government attorneys before moving forward; and that the bottom line is a \$35 per hour increase.

Citizen Comments

Tanner Andrews offered his opinion to the Board that flat rates are okay if they are based on a reasonable estimate.

Commissioner Manning advocated for moving ahead with the request.

Attorney Small said he had forgone years without an increase, and the county attorneys receive a four to five percent increase each year; that he can complete tasks in a few minutes whereas other attorneys might take hours; that rates are adjusted by the attorney's experience; and that other WVHA agreements do not require itemized billing.

The new arrangement would modify Paragraph Two of Attorney Small's 2007 agreement to substitute the existing hourly billable rate language with the following flat rate retainer language effective immediately upon adoption by the Board: "Payment of a reasonable flat rate annual retainer of \$78,000, payable in \$6,500 monthly installments for recurring general legal advice and counsel to the Board, subject to an annual increase starting on October 1, 2025 based on the most recent June Consumer Price Index (CPI; Series ID CUUR0300SA0; All items in South; average for All Urban Customers), not to exceed 5%. The Law Office will notify the client prior to accepting responsibility for nonrecurring matters and the parties agree to negotiate in good faith to reach agreement on a mutually acceptable supplemental retainer for such nonrecurring matters."

Motion 053 – 2024 Commissioner Pepin moved to approve Attorney Small's proposal for inflation adjustment and flat fee retainer method of payment. Commissioner Manning seconded. The motion passed 3-1-1.

Roll call:

Commissioner Pepin	Yes
Commissioner Craig	Yes
Commissioner Manning	Yes
Commissioner Coen	No

Fuel Options for Standby Generator

Ms. Tebo stated she solicited quotes for propane and natural gas to power the generator; that the lowest quote for propane is \$5,059 for the two tanks, 200 gallons of fuel, and connection to the generator from Discount Propane; that the fueled tanks would last approximately four days; that propane costs vary the way gasoline prices do; and it would cost approximately \$600 to refill the tanks depending on the then current price per gallon.

She said that Florida Public Utilities (FPU) would install the natural gas connection from the roadway to the building at no cost if WVHA installed a commercial gas water heater; that the WVHA would pay FPU a deposit of \$410, the connection fee of \$125, the monthly tariff of \$70, and whatever fuel is used; that a master plumber with a gas certification would install underground piping from the gas meter to the generator and water heater; and that there is a rebate through FPU up to \$2,500 for the gas water heater and installation. She noted that Attorney Small reviewed FPU's owner consent form and their standard agreement; that he suggested a modification to the agreement that is allowed for customers that are governmental agencies per the tariff approved by the FL Public Service Commission; and that she is awaiting FPU's general counsel review and response.

There was discussion regarding the gas plumber quotes received, and Ms. Tebo said she was awaiting a third. She asked the Board to consider if they preferred propane or natural gas.

Citizen Comments

Chair Coen read aloud a comment from Tanner Andrews advocating for natural gas.

Attorney Small suggested that Ms. Tebo consult with the complex's Architectural Committee to sign off on the placement of propane tanks and to inquire with the insurance company as well.

The item was tabled until the next meeting.

Administrator Report

Ms. Tebo said she verified yesterday that the county and school board budget hearing dates remain the same as scheduled. She notified the Board that she set up an account on Bill.com to receive the monthly payments from Healthy Start electronically. She informed the Board that the Orange City Police Department is hosting National Night Out at Veterans Memorial Park on Friday, October 4th at 5 PM, and she will be attending. She added that the Volusia County Fact Fair will be held on the west side on February 13th at Deltona Middle School, and she signed up to attend.

Finance Report

June Financials

Approval of Disbursements – Check Register & Estimated Expenditures

Mr. Shephard outlined the financials and estimated expenditures for the Board. He noted that there would be a transfer of \$1 million from the Ameris Money Market account to the Ameris Operating account.

Motion 054– 2024 Commissioner Manning moved to approve, authorize, and warrant the payment of the bills outlined in the check register presented by James Moore & Co and estimated expenditures for the next month totaling \$2,759,349. Commissioner Pepin seconded the motion. The motion passed 4-0-1.

Legal Update

Attorney Small had nothing further to report.

There being no further business to come before the Board, the meeting was adjourned at 7:18 p.m.

Adjournment
Jennifer Coen, Chair

Legal Access For All

COMMUNITY

LEGAL SERVICES

A blue line-art illustration of Lady Justice, the personification of the law. She is depicted as a woman wearing a blindfold, holding a pair of scales in her raised right hand, and holding a sword in her left hand. The illustration is positioned to the right of the word 'COMMUNITY'.

West Volusia MLP
2024 Report to the Board

The Justice Gap Report

EXAMINING THE DIFFERENCE BETWEEN THE CIVIL LEGAL NEEDS OF LOW-INCOME AMERICANS AND THE RESOURCES AVAILABLE TO MEET THOSE NEEDS.

74%

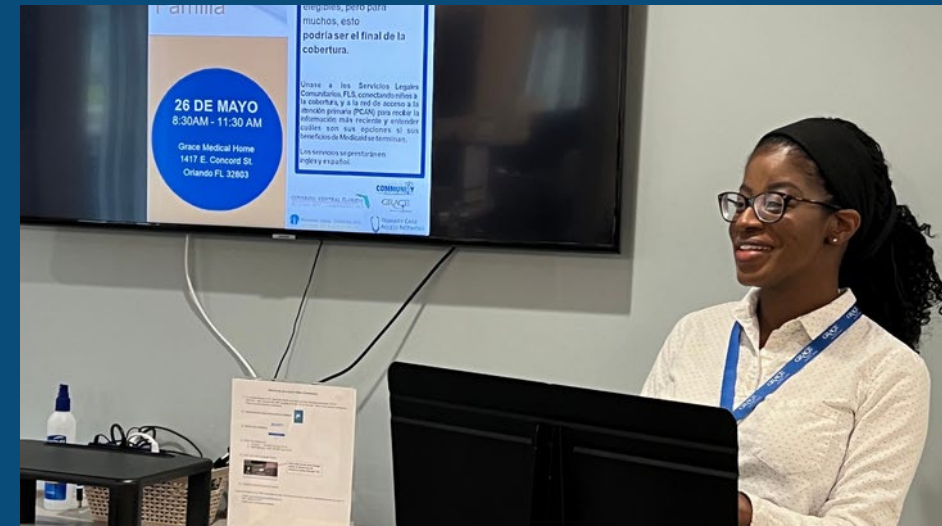
experienced 1 or more civil
legal problems in the past year

92%

of the civil legal needs go
without any or enough help



Who We Are



Community Legal Services (CLS) is the primary provider of no-cost civil legal services to the most vulnerable in Central Florida, helping them to protect their families, health, and livelihoods.

Our advocates provide no-cost legal advice, and representation, to more than 10,000 people each year.

Areas of Assistance



HOUSING LAW



CONSUMER LAW



CHILDREN'S RIGHTS



FAIR HOUSING



FAMILY LAW &
DOMESTIC VIOLENCE



PUBLIC & VETERAN'S
BENEFITS



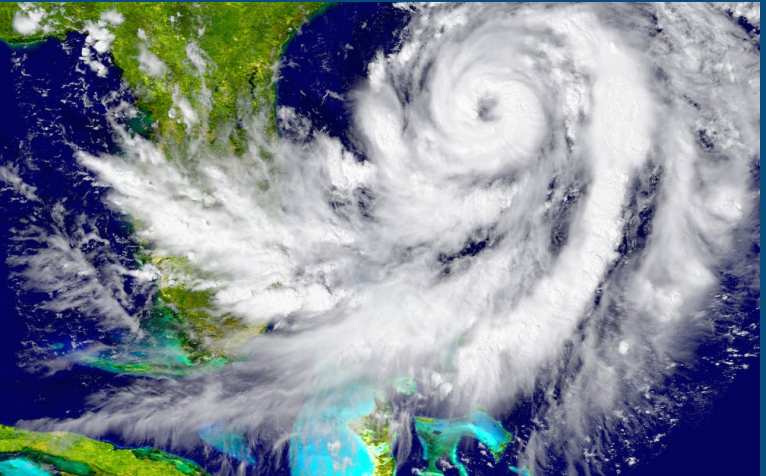
HOUSING & CONSUMER
COUNSELING



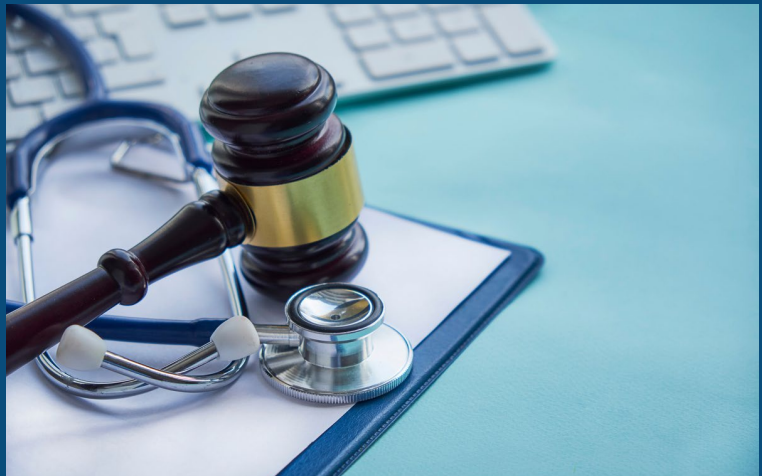
COMMUNITY ECONOMIC
DEVELOPMENT



ELDER ADVOCACY



DISASTER RELIEF



MEDICAL-LEGAL
PARTNERSHIPS



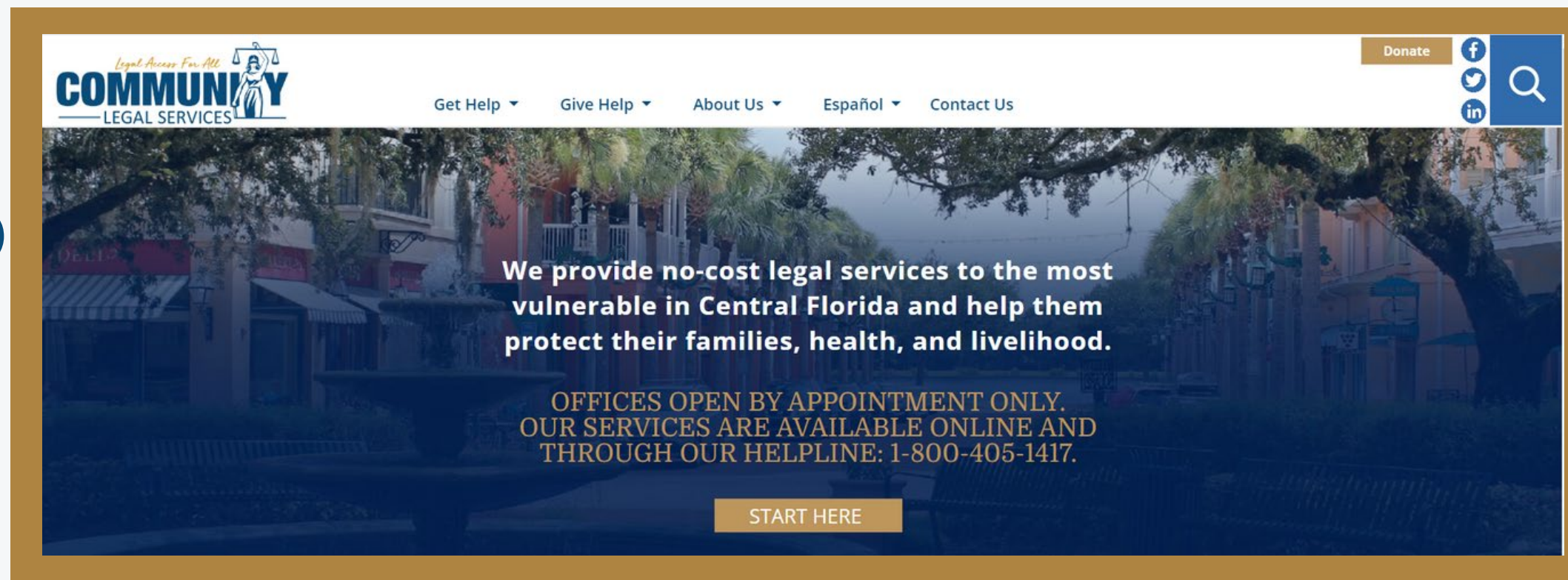
HEIRS PROPERTY

Contact Us

HELPLINE

1-800-405-1417

MONDAY AND THURSDAY 8:30-4:30
TUESDAY AND WEDNESDAY 8:30-6:30
FRIDAY 8:30-3:30



Visit our website
LegalAccessForAll.org
for more information
including self-help materials

Online Application
Self-Help Chatbot
available
24 HOURS/7 DAYS A WEEK



West Volusia MLP

FUNDED ACTIVITIES

ACCESS TO HEALTHCARE

Resolve legal issues preventing cardholders from qualifying for alternative types of healthcare

MEDICAL DEBT COLLECTIONS

Defend against collection attempts for emergency department services at AdventHealth DeLand, Fish Memorial, or Halifax Deltona

Use non-WVHA funds for other activities including outreach, partnership building, and other areas of law, when available.

October 1, 2023 - July 31, 2024

37 UNIQUE CARDHOLDERS SERVED IN 40 CASES

35 Social Security Disability

5 Collections

CASE STATUS

14 cases currently open, pending a resolution (all SSA)

22 cases closed (17 SSA, 5 Collections)

4 transferred to other funding (moved, no longer WVHA)

CASE OUTCOMES

7 cardholders now with access to alternative health coverage

\$8,254.87 in monthly benefits awarded

\$118,848.13 in retroactive benefits awarded

\$53,720.47 in Emergency Department bills waived

Since 2016

37 cardholders
now with access to alternative health coverage

\$28,340.72 in monthly benefits awarded

\$491,824.25 in retroactive benefits awarded

\$154,715.87 in Emergency Department bills waived

Return on Investment

\$457	Cost per member per month
x37	Cardholders with alternative health coverage
<hr/>	
\$16,909	WVHA's Monthly cost avoidance
x12	
<hr/>	
\$202,908	WVHA's Annual cost avoidance
-\$105,833	Current funded amount
<hr/>	
\$97,075	Annual Return on Investment



Martha's Story

Suffered stroke while working

Hospitalized for months

Hospital started SSA application

Gathered and submitted records

Initial application approved!

\$1,498.00 monthly benefit

\$21,732.00 retroactive benefits

Access to Medicare

AUGUST 6, 2024

“Cuidando Mi Salud/Taking Care of My Health”

A Chronic Disease Awareness, Prevention And Self-Management Program

WVHA GRANT 2023-2024
UTILIZATION REPORT

Submitted to:

West Volusia Hospital Authority

Submitted by:

HISPANIC HEALTH INITIATIVES, INC.
70 Spring Vista Dr. Unit# 1, Debary, FL 32713



EDUCATE • ADVOCATE • CONNECT

*Building Healthier Communities
One Person At A Time!*

On behalf of the Board, staff, and volunteers of Hispanic Health Initiatives, we commend the WVHA Board for their foresight in taking a proactive approach to the health and well-being of the west Volusia residents they serve.

The "Cuidando Mi Salud/Taking Care of My Health" (CMS/TCMH) program enhances access to healthcare by conveniently delivering relevant health information and services directly into the community. Throughout the program year, HHI hosts numerous one-on-one, face-to-face outreach and screening events across West Volusia for county residents. HHI's successful initiatives are rooted in a community-centered approach, reaching target populations at venues such as food pantries, soup kitchens, churches, community events, and partner agencies. The CMS/TCMH program effectively eliminates barriers that restrict West Volusia's medically underserved residents from accessing competent health and social services. By providing programming that emphasizes culturally sensitive and linguistically appropriate health information and services, and by engaging with the community where they live, work, play, and pray, HHI is significantly improving health outcomes within our community.

The CMS/TCMH face-to-face encounters aim to create meaningful opportunities for individuals and families to learn, advocate for themselves, and connect with essential health information and services. HHI's programs enable participants to immediately and often unexpectedly discover and begin addressing their risk for chronic diseases such as type II diabetes. These early-stage discoveries allow for the prevention, control, or delay of avoidable health problems associated with these conditions. The CMS/TCMH program promotes healthy lifestyle changes, including weight loss, increased physical activity, healthy nutritional adjustments, and regular primary care visits, all contributing to the reduction of risk and/or management of chronic diseases.

Over the past four years, HHI's has expanded its efforts to address broader community needs by undertaking additional projects such as:

- HHI's continuing partnership with Volusia Toys for Tots, for participant registration and toy distribution has positively impacted over 4,000 children of Volusia County.
- In February of this year, in collaboration with a local partner, HHI launched a mobile food pantry to provide healthier food options for the residents of west Volusia. To date the pantry has successfully provided thousands of pounds of meats and vegetables to 368 families, feeding 1,490 individuals, thus addressing food insecurity and improving access to healthier food options for West Volusia residents. The initiation of the pantry exemplifies HHI's proactive approach to promoting healthier food options for the community it serves.
- In addition, HHI has participated in several community health needs assessments which demonstrates its commitment to understanding and addressing local health challenges.

HHI's comprehensive approach to the health of those it serves underscores its dedication to enhancing the overall well-being of the community through diverse and impactful initiatives. Ultimately, HHI achieves the triple aim of reducing medical costs, improving health, and creating a better quality of life for the underserved residents of West Volusia.

Background and Program Description:

Since 2000, HHI's service model has been distinguished by the use of paraprofessional bilingual Community Health Workers (CHW). The utilization of bilingual CHWs has been recognized as a

best practice for improving access to health care among uninsured and medically under-served individuals.


HHI's programs promote wellness and improve health indicators among adults by providing community-based, culturally, and linguistically competent chronic disease health screening and education. As part of the West Volusia Hospital Authority funding, HHI offers eligible West Volusia residents FREE chronic disease health screenings. These screenings aim to raise awareness of the participants' current health status and improve their health risk profiles, assessed by body mass index (B.M.I.), blood glucose, blood pressure, and cholesterol levels.

Based on the client's screening results, HHI's CHWs provide individualized one-on-one chronic disease education. This includes assisting participants in preparing an action plan with healthier lifestyle goals to address issues identified through the health risk assessment.

Need:

2021 Chronic Disease Profile for Volusia County Hispanic Residents:

(<https://www.flhealthcharts.gov/ChartsDashboards/rdPage.aspx?rdReport=ChronicDisease.Report&rdRequestForwarding=Form>)

Indicator	Measure	Year(s)	County Number	County	Quartile (Most to Least Favorable) 	State	U.S. Healthy People 2030 Goal
Cardiovascular Disease							
Coronary Heart Disease							
Deaths From Coronary Heart Disease	Per 100,000 Total Population	2019-21	176	76.2	3	73.5	71.1
Heart Attack							
Deaths From Acute Myocardial Infarction (Heart Attack)	Per 100,000 Total Population	2019-21	52	22.3	4	22.6	
Hospitalizations From Acute Myocardial Infarction	Per 100,000 Total Population	2019-21	382	160.1	4	136.3	
Stroke							
Deaths From Stroke	Per 100,000 Total Population	2019-21	122	54.1	4	43.4	33.4
Diabetes							
Deaths From Diabetes	Per 100,000 Total Population	2019-21	71	30.1	3	21.1	
Hospitalizations From or With Diabetes as Any Listed Diagnosis Which Resulted in a Diabetes-Attributable Amputation of a Lower Extremity	Per 100,000 Total Population	2019-21	113	46.2	3	32.5	4.3
Chronic Disease Risk and Protective Factors							
Adults Who Are Inactive or Insufficiently Active	Percent	2016		72.8%		65.3%	

A review of Flhealthcharts-Behavioral Risk Factor Surveillance System (BRFSS) most recent health profile for Volusia County indicates:

- In 2019, the percentage of adults who were obese in Volusia County was 35%, compared to Florida's overall rate of 27%. This disparity is even greater when filtered by race/ethnicity and income levels, with minority and lower-income residents of Volusia County experiencing higher obesity rates.

A 2017 public health data brief published by the Volusia County DOH outlines the cost burden of diabetic emergency room visits for Volusia residents. The total cost for the northwest and southwest Volusia areas was 5748 individual visits totaling \$69,230,198, averaging \$8,200 per visit. (FL DOH - Public Health Data Brief)

Diabetes Measures for Emergency Department Visits, Volusia County, 2016 Measures	Florida	Volusia County	Quadrants			
			Northeast	Northwest	Southeast	Southwest
Age-adjusted ED visits rates per 100,000 population	N/A	2461.6	2339.7	2521.1	1695.1	3227.1
Total charges	\$6,098,599,376	\$109,546,549	\$23,232,692	\$20,820,742	\$14,954,886	\$48,409,456
Average charge per visit	\$8,961.64	\$6,641.20	\$5,017.86	\$8,197.14	\$4,720.61	\$8,218.92

The Flhealthcharts-BRFSS indicated:

- In 2022, age-adjusted emergency department visits from diabetes in Volusia County, filtered by race (White vs. Black & Other), indicate a significant disparity in rates. The data show notable differences between Volusia County and Florida, as well as between White and Black & Other residents.

Age-Adjusted Emergency Department Visits From Diabetes				
	Volusia		Florida	
	White	Black & Other	White	Black & Other
Data Year	Rate per 100,000	Rate per 100,000	Rate per 100,000	Rate per 100,000
2022	171.1	471.5	146.7	451.2

- In 2022, age-adjusted hospitalizations from diabetes in Volusia County, filtered by race (White vs. Black & Other), indicated a significant disparity in rates, contributing to an increased cost burden of the disease.

Age-Adjusted Hospitalizations From Diabetes				
	Volusia		Florida	
	White	Black & Other	White	Black & Other
Data Year	Rate per 100,000	Rate per 100,000	Rate per 100,000	Rate per 100,000
2022	196.4	441.3	161.3	397.2

Activities:**"Cuidando Mi Salud/Taking Care of My Health" Health Risk Assessment (HRA):**

The Health Risk Assessment (HRA) consists of biometric and behavioral screenings to identify risks for metabolic diseases such as type II diabetes and cardiovascular disease. The biometric measures include screenings for B.M.I., blood glucose, blood pressure, and cholesterol, as well as outlining personal and familial health history.

Results from the biometric screening and health history are discussed in culturally and linguistically appropriate one-on-one coaching sessions led by HHI's CHWs. Participants at increased risk for chronic disease receive behavioral education using evidence-based curricula and strategies. Additionally, each participant works with the CHW to formulate a healthier lifestyle action plan with simple, achievable goals for preventing and/or managing chronic disease. The HRA goals are designed to raise awareness of lifestyle-related risk factors for chronic conditions and engage high-risk individuals in behavioral modifications known to improve clinical outcomes related to disease progression.

The CMS/TCMH program stresses the importance of regular primary care visits, healthy nutrition, and regular physical activity focused on prevention, control, or delay of avoidable health problems associated with chronic diseases. As well as provide recommendations and referrals for ongoing primary and/or behavioral health care, as indicated by the screening outcomes.

Outcomes & Achievements:

The HHI/WVHA contract began on October 1, 2023 and as of July 31, 2024, program outcomes are as follows: *(Not all participants are reimbursable under the guidelines of the WVHA contract.)*

Expected Outcomes:

- Increased knowledge and awareness of their current health status related to chronic disease through screenings for glucose, cholesterol, blood pressure, and Body Mass Index (BMI).
- Increased knowledge and awareness of healthier nutrition substitutes and techniques for preventing and/or self-managing chronic diseases by providing evidence-based, one-on-one health education focused on the client's risk factors and the importance of prevention, delaying onset, or self-management of these conditions.
- Increased knowledge and awareness of physical activity techniques for preventing and/or self-managing chronic diseases by helping clients develop action plans for straightforward healthy lifestyle changes, aimed at improving their health risk profiles as determined by weight/BMI, blood glucose, blood pressure, and cholesterol levels.
- Increased knowledge and awareness of primary care options available within the West Volusia area by referring uninsured clients without primary care to local resources such as The House Next Door and RAO for the WVHA health card, MiCare clinic, Northeast Florida Health Services, Inc., and/or Good Samaritan Clinic for follow-up primary care services.
- Providing follow-up case management as needed for any client requiring additional support with their health and social service needs.

Measurable Outcomes:

- Over 70 "Cuidando Mi Salud/Taking Care of My Health" HRA sessions were held.
- 371 participants were served through the program, a 15.5% increase over the 2022-2023 program.

- 22 MiCare referrals – WVHA card holders who attended at least 1 one-on-one personal screening/education session with HHI's CHWs.
- 309 participants, billed under the guidelines of the WVHA contract, were screened for blood pressure, B.M.I., cholesterol, and glucose.
- 219 participants, billed under the WVHA contract, received one-on-one health and behavioral education using evidence-based curricula and strategies focused on regular primary care visits, healthy nutrition, and regular physical activity for the prevention and self-management of chronic disease.
- All HRA participants billed under the WVHA contract received direct case management, which includes support for behavioral education, contacting and collaborating with relevant health care providers, providing immediate referrals to appropriate health care providers, and connecting with WVHA's Health Card prescreening enrollment service providers and other necessary medical and/or social services.
- 309 participants were referred to the House Next Door for WVHA's Health Card prescreening enrollment service and to appropriate health care providers (NEFHS & Good Samaritan) for primary care services.
- Program participants with screening results in high ranges

	% of Total Participants
BLOOD PRESSURE (SYSTOLIC ≥ 130 or DIASTOLIC ≥ 90)	37% & 17%
CHOLESTEROL (≥ 200)	40%
GLUCOSE (≥ 200)	10%
BMI (≥ 25)	76%

Participant demographics: (These numbers are based on all program participants including those not reimbursable under the guidelines of the WVHA contract.)

- The program had a 55% female and 45% male participation rate.
- The race/ethnicity of program participants was as follows:

AFRICAN AMERICAN	55	15%
WHITE	137	37%
HISPANIC	137	37%
ASIAN	6	2%
AMERICAN INDIAN	5	1%
OTHER	30	8%

The numbers outlined above should dispel any rumors or misconceptions that HHI provides services in a discriminatory manner.

- 27% of program participants have limited English proficiency.

- Program participant age ranges were as follows:

AGE		
18-24	9	2%
25-44	119	32%
45-64	198	53%
65+	44	12%

- Program participants live within several zip codes in west Volusia.

32102	1	32724	47
32105	0	32713	1
32130	14	32764	0
32180	11	32725	35
32190	7	32738	29
32706	0	32739	0
32722	0	32763	48
32720	144	32774	0
32721	2	32744	3
32723	0	32754	0

Early interventions for individuals at risk for chronic diseases are crucial, offering both clinical and financial benefits for them and their communities. Studies have shown that lifestyle changes such as losing weight, increasing physical activity, and adopting healthier nutrition can significantly reduce the risk of chronic conditions. The CMS/TCMH program interventions are designed to facilitate these positive lifestyle changes, equipping West Volusia residents with the knowledge and tools needed to effectively prevent or manage chronic diseases.

Program Value/Savings:

HHI regularly encounters participants who are unaware of their current health status or the local primary care options available to them. On several occasions, HHI's CMS/TCMH program has provided an eye-opening moment for participants who previously felt that their health was fine, but then realized, based on their screening results, that they needed to seek a primary care physician to further investigate potential health issues.

The positive health outcomes achieved by participants are a testament to the program's cost-saving benefits for both the WVHA and the West Volusia community.

Lessons Learned:

Successes:

- HHI has over 24 years of experience successfully educating, advocating for, and connecting thousands of Central Florida's medically underserved residents to health and social services. The organization has effectively managed several multi-year federal, state, and foundation grants totaling millions of dollars.

- Participants who follow the guidance provided by HHI's CMS/TCMH program can reduce their risk of uncontrolled chronic diseases.
- All HHI health programs are designed to address existing disparities by creating access to competent healthcare options and reduce the financial burden of uncontrolled diseases and conditions. The programs enhance a participants' potential for preventing or managing chronic conditions, which results in significant savings for both individuals and the community.
- HHI continues to build collaborative partnerships with grassroots organizations, businesses, and governmental agencies. These successful partnerships improve the delivery of health and human services to West Volusia's disadvantaged residents. Outreach sites include churches, food pantries, and partner agency locations, which help bring essential services directly into the community.
- HHI, along with several other WVHA grantees, remains an active member of The West Volusia Collaborative.

Challenges:

- There is a misconception that HHI's chronic disease screening and education program duplicates existing services. However, a review of local resources revealed that HHI is the only provider offering bilingual chronic disease health risk assessments free of charge for indigent populations in West Volusia.
- Securing additional funding outside of the WVHA has been an ongoing challenge for HHI.

Recommendations:

- Studies have shown that the return on investment (ROI) for chronic disease prevention and self-management programs ranges from \$3 to \$5 or more for every dollar invested. Continuing and expanding funding for HHI would be a practical decision for any entity interested in enhancing access to quality healthcare for our most vulnerable populations.

Thank you for your support in making a difference for our neighbors in need within our community!



EBMS

AUGUST 15, 2024

Submission Report for
WVHA Board Members

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Executive Summary for 00532

Client:

West Volusia Hospital Authority

Department: All

Paid Dates:

7/1/2024 to 7/31/2024

Benefit Plan: All

Location:

All

TIN: All

Plan Experience Summary			Cash Flow Summary		Disallowed Charges by Category		
Claim Counts	8317		Charges	\$9,210,742	Disallowed Category	Amount	% of Gross
Claim Type	Total Paid	Per EE/Mo	less Disallowed	\$8,441,606	Addl Info Not Provided	\$169,050	1.84%
Medical	\$745,450	\$497	Allowed	\$769,136	Duplicate Charges	\$452,264	4.91%
Professional	\$287,241	\$192	less Member	\$10,210	Plan Limitations	\$3,113,752	33.81%
Facility	\$458,209	\$306	less Adjustments	\$13,477	Cost Savings	\$4,702,782	51.06%
PBM	\$0	\$0	Paid Benefit	\$745,450	UCR Reductions	\$339	0.00%
Vision	\$0	\$0	plus Admin Costs	\$270,849	Other	\$3,419	0.04%
Total Plan Paid:	\$745,450	\$497	Total Plan Paid:	\$1,016,299	Total:	\$8,441,606	91.65%

Census										
Census Date: 7/31/2024	Male Emp	Female Emp	Total Employees	Male Spouse	Female Spouse	Male Dep	Female Dep	Total Medical	Total Dental	Total Vision
0 to 19	48	37	85	0	0	0	0	85	0	0
20 to 25	33	53	86	0	0	0	0	86	0	0
26 to 29	34	23	57	0	0	0	0	57	0	0
30 to 39	115	120	235	0	0	0	0	235	0	0
40 to 49	163	168	331	0	0	0	0	331	0	0
50 to 59	182	239	421	0	0	0	0	421	0	0
60 to 64	91	106	197	0	0	0	0	197	0	0
65 and Older	33	54	87	0	0	0	0	87	0	0
Totals	699	800	1499	0	0	0	0	1499	0	0
Average Age	45.08	46.86	46.03	0.00	0.00	0.00	0.00	46.03	0.00	0.00

Top Paid			Plan Payment by Age & Claimant Type			
Name	Claim Count	Paid	Census Date: 7/31/2024	Employee	Spouse	Dependent
Halifax Hospital Medical	22	\$163,207	0 to 19	\$2,468	\$0	\$0
Adventhealth Fish	91	\$118,057	20 to 25	\$9,666	\$0	\$0
Medical Center Of Deltona	24	\$102,272	26 to 29	\$32,671	\$0	\$0
Deland Dialysis	66	\$56,702	30 to 39	\$67,860	\$0	\$0
Halifax Health	21	\$27,156	40 to 49	\$102,560	\$0	\$0
Quest Diagnostics Tampa	343	\$23,051	50 to 59	\$330,647	\$0	\$0
Florida Cancer Specialists	66	\$22,427	60 to 64	\$151,909	\$0	\$0
Adventhealth Deland	99	\$17,559	65 and Older	\$47,669	\$0	\$0
06 Radiology Associates	143	\$15,322	Totals	\$745,450	\$0	\$0
Gastroenterology Of	63	\$12,521				

Claims Paid by Month		Average Lag & Average Spend (rolling 12 months)			
October 23	\$598,474	Product	Avg Paid per Day	Avg Lag Days	Lag Dollars
November 23	\$486,358	Medical	\$21,913	43	\$942,259
December 23	\$460,092	Vision	\$0	14	\$0
January 24	\$743,884	RX	\$4	49	\$196
February 24	\$473,664	Total:			\$942,455
March 24	\$840,187				
April 24	\$767,579				
May 24	\$955,619				
June 24	\$763,128				
July 24	\$745,450				
Total:	\$6,834,434				



Executive Summary for 00532

Client: West Volusia Hospital Authority
Paid Dates: 7/1/2024 to 7/31/2024
Location: All
Department: All
Benefit Plan: All
TIN: All

Benefit Analysis								
Benefit Category	Line Counts	Charges	Disallowed	Allowed	Member	Adjustments	Plan Paid	% of Total
AMBULANCE	4	\$1,745	\$1,745	\$0	\$0	\$0	\$0	0.00%
ANESTHESIA	80	\$88,621	\$53,902	\$34,719	\$0	\$0	\$34,719	4.66%
CHIROPRACTIC	8	\$561	\$295	\$266	\$80	\$0	\$186	0.02%
COVID-19	3	\$200	\$200	\$0	\$0	\$0	\$0	0.00%
DIALYSIS	114	\$2,228,998	\$2,166,526	\$62,472	\$0	\$0	\$62,472	8.38%
DME/APPLIANCE	13	\$12,434	\$12,434	\$0	\$0	\$0	\$0	0.00%
EMERG ROOM CHRGS	492	\$942,586	\$884,934	\$57,653	\$1,908	\$0	\$55,744	7.48%
INELIGIBLE	504	\$456,179	\$456,179	\$0	\$0	\$0	\$0	0.00%
INPATIENT PHYS	367	\$90,388	\$68,447	\$21,941	\$0	\$0	\$21,941	2.94%
IP HOSP CHARGES	89	\$3,400,918	\$3,178,665	\$222,253	\$800	\$0	\$221,453	29.71%
MATERNITY	3	\$6,000	\$6,000	\$0	\$0	\$0	\$0	0.00%
MEDICAL MISC	13	\$1,009	\$699	\$310	\$30	\$0	\$280	0.04%
OFFICE VISIT	838	\$107,152	\$66,066	\$41,086	\$3,340	\$0	\$37,746	5.06%
OP PHYSICIAN	194	\$69,224	\$57,985	\$11,239	\$200	\$0	\$11,039	1.48%
OTHER	249	\$0	\$0	\$0	\$0	\$13,477	-\$13,477	-1.81%
OUTPAT HOSP	44	\$93,938	\$83,692	\$10,246	\$952	\$0	\$9,294	1.25%
PSYCHIATRIC	91	\$41,695	\$25,701	\$15,994	\$220	\$0	\$15,774	2.12%
RADIATION /CHEMO	42	\$46,394	\$29,082	\$17,311	\$9	\$0	\$17,303	2.32%
REHAB	1	\$34,081	\$29,362	\$4,719	\$0	\$0	\$4,719	0.63%
SLEEP DISORDER	3	\$796	\$796	\$0	\$0	\$0	\$0	0.00%
SUBS ABUSE	15	\$135,476	\$135,476	\$0	\$0	\$0	\$0	0.00%
SURG FACILITY	65	\$632,091	\$503,526	\$128,565	\$850	\$0	\$127,715	17.13%
SURGERY	284	\$913	-\$9,139	\$10,052	\$0	\$0	\$10,052	1.35%
SURGERY IP	36	\$92,890	\$78,879	\$14,011	\$0	\$0	\$14,011	1.88%
SURGERY OP	49	\$77,101	\$63,126	\$13,975	\$0	\$0	\$13,975	1.87%
THERAPY	449	\$55,131	\$41,670	\$13,462	\$1,010	\$0	\$12,452	1.67%
URGENT CARE	8	\$2,389	\$1,822	\$567	\$150	\$0	\$417	0.06%
VISION	3	\$180	\$180	\$0	\$0	\$0	\$0	0.00%
WELLNESS	1032	\$88,688	\$72,128	\$16,559	\$0	\$0	\$16,559	2.22%
XRAY/ LAB	3685	\$502,965	\$431,228	\$71,737	\$660	\$0	\$71,077	9.53%
Totals:	8778	\$9,210,742	\$8,441,606	\$769,136	\$10,210	\$13,477	\$745,450	



Executive Summary for 00532

Client: West Volusia Hospital Authority
Paid Dates: 10/1/2023 to 7/31/2024
Location: All

Department: All
Benefit Plan: All
TIN: All

Plan Experience Summary			Cash Flow Summary		Disallowed Charges by Category		
Claim Counts	71286		Charges	\$63,139,938	Disallowed Category	Amount	% of Gross
Claim Type	Total Paid	Per EE/Mo	less Disallowed	\$56,189,578	Addl Info Not Provided	-\$853,204	-1.35%
Medical	\$6,833,267	\$456	Allowed	\$6,950,360	Duplicate Charges	\$2,333,553	3.70%
Professional	\$2,744,955	\$183	less Member	\$106,384	Plan Limitations	\$16,363,760	25.92%
Facility	\$4,088,312	\$273	less Adjustments	\$9,542	Cost Savings	\$37,897,498	60.02%
PBM	\$1,168	\$0	Paid Benefit	\$6,834,434	UCR Reductions	\$8,741	0.01%
Vision	\$0	\$0	plus Admin Costs	\$2,899,986	Other	\$439,230	0.70%
Total Plan Paid:	\$6,834,434	\$456	Total Plan Paid:	\$9,734,420	Total:	\$56,189,578	88.99%

Census										
Census Date: 7/31/2024	Male Emp	Female Emp	Total Employees	Male Spouse	Female Spouse	Male Dep	Female Dep	Total Medical	Total Dental	Total Vision
0 to 19	48	37	85	0	0	0	0	85	0	0
20 to 25	33	53	86	0	0	0	0	86	0	0
26 to 29	34	23	57	0	0	0	0	57	0	0
30 to 39	115	120	235	0	0	0	0	235	0	0
40 to 49	163	168	331	0	0	0	0	331	0	0
50 to 59	182	239	421	0	0	0	0	421	0	0
60 to 64	91	106	197	0	0	0	0	197	0	0
65 and Older	33	54	87	0	0	0	0	87	0	0
Totals	699	800	1499	0	0	0	0	1499	0	0
Average Age	45.08	46.86	46.03	0.00	0.00	0.00	0.00	46.03	0.00	0.00

Top Paid			Plan Payment by Age & Claimant Type			
Name	Claim Count	Paid	Census Date: 7/31/2024	Employee	Spouse	Dependent
Halifax Hospital Medical	145	\$972,820	0 to 19	\$60,531	\$0	\$0
Adventhealth Deland	776	\$923,668	20 to 25	\$110,710	\$0	\$0
Adventhealth Fish	748	\$786,526	26 to 29	\$210,086	\$0	\$0
Medical Center Of Deltona	232	\$761,333	30 to 39	\$629,334	\$0	\$0
Florida Cancer Specialists	926	\$489,618	40 to 49	\$1,136,234	\$0	\$0
Deland Dialysis	456	\$344,323	50 to 59	\$2,902,525	\$0	\$0
Quest Diagnostics Tampa	3467	\$218,541	60 to 64	\$1,292,095	\$0	\$0
06 Radiology Associates	1210	\$134,881	65 and Older	\$492,919	\$0	\$0
Wellness Avenue Surgery	252	\$130,824	Totals	\$6,834,434	\$0	\$0
Quest Diagnostics Nichols	700	\$119,665				

Claims Paid by Month		Average Lag & Average Spend (rolling 12 months)			
October 23	\$598,474	Product	Avg Paid per Day	Avg Lag Days	Lag Dollars
November 23	\$486,358	Medical	\$21,913	43	\$942,259
December 23	\$460,092	Vision	\$0	14	\$0
January 24	\$743,884	RX	\$4	49	\$196
February 24	\$473,664	Total:			\$942,455
March 24	\$840,187				
April 24	\$767,579				
May 24	\$955,619				
June 24	\$763,128				
July 24	\$745,450				
Total:	\$6,834,434				



Executive Summary for 00532

Client: West Volusia Hospital Authority
Paid Dates: 10/1/2023 to 7/31/2024
Location: All

Department: All
Benefit Plan: All
TIN: All

Benefit Analysis								
Benefit Category	Line Counts	Charges	Disallowed	Allowed	Member	Adjustments	Plan Paid	% of Total
ALLERGY CARE	2	\$1,200	\$835	\$365	\$0	\$0	\$365	0.01%
AMBULANCE	36	\$36,508	\$36,508	\$0	\$0	\$0	\$0	0.00%
ANESTHESIA	608	\$764,447	\$628,488	\$135,959	\$0	\$0	\$135,959	1.99%
CHIROPRACTIC	143	\$7,772	\$4,813	\$2,960	\$680	\$0	\$2,280	0.03%
COVID-19	87	\$6,293	\$6,293	\$0	\$0	\$0	\$0	0.00%
DIALYSIS	742	\$12,626,109	\$12,223,593	\$402,516	\$0	\$0	\$402,516	5.89%
DME/APPLIANCE	85	\$55,223	\$55,223	\$0	\$0	\$0	\$0	0.00%
EMERG ROOM CHRGS	4031	\$8,223,370	\$7,360,316	\$863,054	\$27,271	\$0	\$835,783	12.23%
HOME HEALTH CARE	4	\$1,866	\$1,815	\$51	\$0	\$0	\$51	0.00%
HOSPICE CARE	5	-\$23,405	-\$23,405	\$0	\$0	\$0	\$0	0.00%
INELIGIBLE	3820	\$4,546,078	\$4,545,939	\$139	\$0	\$0	\$139	0.00%
INPATIENT PHYS	2770	\$720,174	\$532,527	\$187,647	\$0	\$0	\$187,647	2.75%
IP HOSP CHARGES	571	\$17,434,014	\$15,663,537	\$1,770,477	\$8,500	\$0	\$1,761,977	25.78%
MATERNITY	21	\$45,000	\$45,000	\$0	\$0	\$0	\$0	0.00%
MEDICAL MISC	126	\$18,374	\$16,725	\$1,650	\$216	\$0	\$1,434	0.02%
OFFICE VISIT	7026	\$1,055,171	\$639,390	\$415,781	\$33,370	\$0	\$382,411	5.60%
OP PHYSICIAN	2201	\$951,418	\$792,675	\$158,742	\$3,555	\$0	\$155,187	2.27%
OTHER	1810	\$14,071	\$13,548	\$523	\$10	\$9,542	-\$9,029	-0.13%
OUTPAT HOSP	232	\$226,457	\$178,825	\$47,632	\$1,764	\$0	\$45,868	0.67%
PSYCHIATRIC	954	\$241,554	\$135,236	\$106,317	\$3,711	\$0	\$102,606	1.50%
RADIATION /CHEMO	606	\$1,612,442	\$1,187,276	\$425,165	\$43	\$0	\$425,122	6.22%
REHAB	2	\$66,692	\$58,577	\$8,115	\$0	\$0	\$8,115	0.12%
SLEEP DISORDER	5	\$1,402	\$1,402	\$0	\$0	\$0	\$0	0.00%
SUBS ABUSE	59	\$766,710	\$663,471	\$103,239	\$5	\$0	\$103,234	1.51%
SURG FACILITY	804	\$5,995,148	\$4,958,437	\$1,036,711	\$12,000	\$0	\$1,024,711	14.99%
SURGERY	1805	\$391,006	\$315,832	\$75,173	\$0	\$0	\$75,173	1.10%
SURGERY IP	216	\$458,985	\$372,104	\$86,881	\$0	\$0	\$86,881	1.27%
SURGERY OP	324	\$457,287	\$366,116	\$91,171	\$0	\$0	\$91,171	1.33%
THERAPY	2903	\$338,448	\$245,958	\$92,490	\$7,410	\$0	\$85,080	1.24%
URGENT CARE	65	\$20,602	\$15,311	\$5,291	\$1,175	\$0	\$4,116	0.06%
VISION	7	\$803	\$803	\$0	\$0	\$0	\$0	0.00%
WELLNESS	5901	\$564,245	\$440,000	\$124,245	\$4	\$0	\$124,240	1.82%
XRAY/ LAB	34944	\$5,514,476	\$4,706,410	\$808,065	\$6,669	\$0	\$801,397	11.73%
Totals:	72915	\$63,139,938	\$56,189,578	\$6,950,360	\$106,384	\$9,542	\$6,834,434	



PCORI Membership Count

Block of Business ID: EBMSI
Client ID: 00532

Eligibility Date: : 1/1/2024 to 7/31/2024

Month-Year	Employee Count	Dependent Count	Total Member
00532-West Volusia Hospital Authority			
1/1/2024	1445	0	1445
2/1/2024	1454	0	1454
3/1/2024	1489	0	1489
4/1/2024	1508	0	1508
5/1/2024	1539	0	1539
6/1/2024	1567	0	1567
7/1/2024	1576	0	1576
Total Member Days			1,511.14



Enrollment Counts by City and State

Block of Business ID:
Client ID:

EBMSI
00532

As Of Date: 7/31/2024

City, State	Employee Count	Dependent Count	Total Count
Astor, FL	2	0	2
Barberville, FL	1	0	1
De Leon Springs, FL	113	0	113
Debary, FL	36	0	36
Deland, FL	711	0	711
Deltona, FL	385	0	385
Enterprise, FL	1	0	1
Fruitland Park, FL	1	0	1
Lake Helen, FL	13	0	13
Orange City, FL	99	0	99
Osteen, FL	8	0	8
Pierson, FL	92	0	92
Seville, FL	31	0	31
Total	1493	0	1493



Tier Census by Product 7/1/2024

Block of Business ID: EBMSI
Client ID: 00532
Status: A,C,NC,R,V

Products: MM,DE,VI

00532 : West Volusia Hospital Authority

Medical	Status	Coverage Level	Total Members	Male Members	Female Members	Male Spouses	Female Spouses	Male Dependents	Female Dependents	Total Enrolled
	Active	Employee Only	1481	695	786	0	0	0	0	1481
		Subtotal for Active:	1481	695	786	0	0	0	0	1481
		Total for Medical:	1481	695	786	0	0	0	0	1481



Tier Census by Product 7/15/2024

Block of Business ID: EBMSI
Client ID: 00532
Status: A,C,NC,R,V

Products: MM,DE,VI

00532 : West Volusia Hospital Authority

Medical	Status	Coverage Level	Total Members	Male Members	Female Members	Male Spouses	Female Spouses	Male Dependents	Female Dependents	Total Enrolled
	Active	Employee Only	1456	683	773	0	0	0	0	1456
		Subtotal for Active:	1456	683	773	0	0	0	0	1456
		Total for Medical:	1456	683	773	0	0	0	0	1456



Benefit Analysis Summary

Block of Business ID: EBMSI
Client ID: 00532
Paid Date: 7/1/2024 to 7/31/2024

	Line Count	Charge	Ineligible	Cost Savings	Allowed	Patient Responsibility	Adjustments	Paid	% Paid
00532-West Volusia Hospital Authority									
AMBULANCE	4	1,745.20	1,745.20	0.00	0.00	0.00	0.00	0.00	0.00%
ANESTHESIA	80	88,620.70	-1,771.80	55,673.40	34,719.10	0.00	0.00	34,719.10	4.66%
CHIROPRACTIC	8	560.96	0.00	295.24	265.72	80.00	0.00	185.72	0.02%
COVID-19	3	200.00	200.00	0.00	0.00	0.00	0.00	0.00	0.00%
DIALYSIS	114	2,228,997.65	633,393.15	1,533,132.87	62,471.63	0.00	0.00	62,471.63	8.38%
DME/APPLIANCE	13	12,434.00	12,434.00	0.00	0.00	0.00	0.00	0.00	0.00%
EMERG ROOM...	492	942,586.28	532,664.56	352,269.03	57,652.69	1,908.48	0.00	55,744.21	7.48%
INELIGIBLE	504	456,179.29	456,179.29	0.00	0.00	0.00	0.00	0.00	0.00%
INPATIENT PHYS	367	90,388.37	30,716.61	37,730.85	21,940.91	0.00	0.00	21,940.91	2.94%
IP HOSP CHARGES	89	3,400,917.92	1,538,934.73	1,639,730.42	222,252.77	800.00	0.00	221,452.77	29.71%
MATERNITY	3	6,000.00	6,000.00	0.00	0.00	0.00	0.00	0.00	0.00%
MEDICAL MISC	13	1,009.03	0.03	699.20	309.80	30.00	0.00	279.80	0.04%
OFFICE VISIT	838	107,152.06	8,127.48	57,938.63	41,085.95	3,340.00	0.00	37,745.95	5.06%
OP PHYSICIAN	194	69,223.98	1,102.00	56,882.82	11,239.16	200.33	0.00	11,038.83	1.48%
OTHER	317	0.00	0.00	0.00	0.00	0.00	13,477.00	-13,477.00	-1.81%
OUTPAT HOSP	44	93,938.33	180.21	83,511.73	10,246.39	951.92	0.00	9,294.47	1.25%
PSYCHIATRIC	91	41,694.52	21,623.45	4,077.42	15,993.65	220.00	0.00	15,773.65	2.12%
RADIATION /CHEMO	42	46,393.88	300.00	28,782.43	17,311.45	8.84	0.00	17,302.61	2.32%
REHAB	1	34,081.00	0.00	29,361.52	4,719.48	0.00	0.00	4,719.48	0.63%
SLEEP DISORDER	3	795.75	795.75	0.00	0.00	0.00	0.00	0.00	0.00%
SUBS ABUSE	15	135,476.00	135,476.00	0.00	0.00	0.00	0.00	0.00	0.00%
SURG FACILITY	65	632,090.83	187,733.23	315,793.09	128,564.51	850.00	0.00	127,714.51	17.13%
SURGERY	284	913.29	915.00	-10,053.69	10,051.98	0.00	0.00	10,051.98	1.35%
SURGERY IP	36	92,890.00	47,364.00	31,515.01	14,010.99	0.00	0.00	14,010.99	1.88%
SURGERY OP	49	77,100.84	279.00	62,846.69	13,975.15	0.00	0.00	13,975.15	1.87%
THERAPY	449	55,131.27	13,573.27	28,096.32	13,461.68	1,010.00	0.00	12,451.68	1.67%
URGENT CARE	8	2,388.81	474.81	1,346.70	567.30	150.00	0.00	417.30	0.06%
VISION	3	180.00	180.00	0.00	0.00	0.00	0.00	0.00	0.00%
WELLNESS	1032	88,687.69	1,799.94	70,328.41	16,559.34	0.00	0.00	16,559.34	2.22%
XRAY/ LAB	3685	502,964.71	106,657.51	324,570.44	71,736.76	660.00	0.00	71,076.76	9.53%
Totals for 00532	8846	9,210,742.36	3,737,077.42	4,704,528.53	769,136.41	10,209.57	13,477.00	745,449.84	

Requested by: ReportScheduler from p316 data [P316]

Generated at: 07:39:43 on 01 August 2024



Benefit Analysis Summary

Block of Business ID: EBMSI
 Client ID: 00532
 Paid Date: 10/1/2023 to 7/31/2024

	Line Count	Charge	Ineligible	Cost Savings	Allowed	Patient Responsibility	Adjustments	Paid	% Paid
00532-West Volusia Hospital Authority									
ALLERGY CARE	2	1,200.00	0.00	835.08	364.92	0.00	0.00	364.92	0.01%
AMBULANCE	36	36,507.90	36,507.90	0.00	0.00	0.00	0.00	0.00	0.00%
ANESTHESIA	608	764,447.38	124,290.28	504,197.69	135,959.41	0.00	0.00	135,959.41	1.99%
CHIROPRACTIC	143	7,772.48	1,600.28	3,212.58	2,959.62	680.00	0.00	2,279.62	0.03%
COVID-19	87	6,292.95	6,292.95	0.00	0.00	0.00	0.00	0.00	0.00%
DIALYSIS	742	12,626,108.93	2,643,257.15	9,580,336.17	402,515.61	0.00	0.00	402,515.61	5.89%
DME/APPLIANCE	85	55,223.45	55,223.45	0.00	0.00	0.00	0.00	0.00	0.00%
EMERG ROOM...	4031	8,223,369.92	1,484,425.25	5,875,890.67	863,054.00	27,271.26	0.00	835,782.74	12.23%
HOME HEALTH CARE	4	1,866.06	1,794.06	20.57	51.43	0.00	0.00	51.43	0.00%
HOSPICE CARE	5	-23,405.21	-23,405.21	0.00	0.00	0.00	0.00	0.00	0.00%
INELIGIBLE	3820	4,546,077.71	4,545,166.06	773.01	138.64	0.00	0.00	138.64	0.00%
INPATIENT PHYS	2770	720,173.85	240,373.88	292,153.37	187,646.60	0.00	0.00	187,646.60	2.75%
IP HOSP CHARGES	571	17,434,014.11	5,397,886.32	10,265,650.47	1,770,477.32	8,500.00	0.00	1,761,977.32	25.78%
MATERNITY	21	45,000.00	45,000.00	0.00	0.00	0.00	0.00	0.00	0.00%
MEDICAL MISC	126	18,374.27	5,163.27	11,561.33	1,649.67	216.04	0.00	1,433.63	0.02%
OFFICE VISIT	7026	1,055,171.36	85,640.61	553,749.54	415,781.21	33,370.00	0.00	382,411.21	5.60%
OP PHYSICIAN	2201	951,417.70	126,472.84	666,202.49	158,742.37	3,555.24	0.00	155,187.13	2.27%
OTHER	2007	14,071.00	8,167.00	5,380.74	523.26	10.00	9,607.09	-9,093.83	-0.13%
OUTPAT HOSP	232	226,456.57	17,455.49	161,369.20	47,631.88	1,763.78	0.00	45,868.10	0.67%
PSYCHIATRIC	954	241,553.65	89,268.62	45,967.62	106,317.41	3,711.00	0.00	102,606.41	1.50%
RADIATION /CHEMO	606	1,612,441.66	133,992.10	1,053,284.26	425,165.30	43.31	0.00	425,121.99	6.22%
REHAB	2	66,692.00	0.00	58,576.53	8,115.47	0.00	0.00	8,115.47	0.12%
SLEEP DISORDER	5	1,402.08	1,402.08	0.00	0.00	0.00	0.00	0.00	0.00%
SUBS ABUSE	59	766,709.87	500,507.20	162,963.93	103,238.74	5.00	0.00	103,233.74	1.51%
SURG FACILITY	804	5,995,148.38	728,596.93	4,229,840.23	1,036,711.22	12,000.00	0.00	1,024,711.22	14.99%
SURGERY	1805	391,005.53	30,730.57	285,101.59	75,173.37	0.00	0.00	75,173.37	1.10%
SURGERY IP	216	458,985.00	113,112.02	258,992.24	86,880.74	0.00	0.00	86,880.74	1.27%
SURGERY OP	324	457,286.87	20,136.96	345,978.76	91,171.15	0.00	0.00	91,171.15	1.33%
THERAPY	2903	338,447.79	72,301.30	173,656.70	92,489.79	7,410.00	0.00	85,079.79	1.24%
URGENT CARE	65	20,601.81	3,262.81	12,048.25	5,290.75	1,175.00	0.00	4,115.75	0.06%
VISION	7	803.00	803.00	0.00	0.00	0.00	0.00	0.00	0.00%
WELLNESS	5901	564,244.62	15,550.39	424,449.26	124,244.97	4.48	0.00	124,240.49	1.82%
XRAY/ LAB	34944	5,514,475.62	795,715.23	3,910,695.05	808,065.34	6,668.68	0.00	801,396.66	11.73%

Requested by: ReportScheduler from p316 data [P316]

Generated at: 07:30:13 on 01 August 2024



Benefit Analysis Summary

Block of Business ID: EBMSI
Client ID: 00532
Paid Date: 10/1/2023 to 7/31/2024

	Line Count	Charge	Ineligible	Cost Savings	Allowed	Patient Responsibility	Adjustments	Paid	% Paid
Totals for 00532	73112	63,139,938.31	17,306,690.79	38,882,887.33	6,950,360.19	106,383.79	9,607.09	6,834,369.31	



Summary of Claims Paid By Location

Block of Business ID: EBMSI
Client ID: 00532

Paid Date: 7/1/2024 to 7/31/2024

Description	Claims	Medical	Dental	Vision	Prescription	Disability	Total Paid
00532-West Volusia Hospital Authority							
miCareDeLand	1861	419,229.36	0.00	0.00	0.00	0.00	419,229.36
miCareDelton	1525	296,382.86	0.00	0.00	0.00	0.00	296,382.86
miCarePierse	163	29,837.62	0.00	0.00	0.00	0.00	29,837.62
N/A	44	0.00	0.00	0.00	0.00	0.00	0.00
00532 Totals:	3593	745,449.84	0.00	0.00	0.00	0.00	745,449.84



Summary of Claims Paid By Location

Block of Business ID: EBMSI
Client ID: 00532

Paid Date: 10/1/2023 to 7/31/2024

Description	Claims	Medical	Dental	Vision	Prescription	Disability	Total Paid
00532-West Volusia Hospital Authority							
DeLand	4	0.00	0.00	0.00	0.00	0.00	0.00
Deltona	1	0.00	0.00	0.00	0.00	0.00	0.00
miCareDeLand	16308	3,645,226.26	0.00	0.00	1,167.78	0.00	3,646,394.04
miCareDelton	12525	2,973,845.86	0.00	0.00	0.00	0.00	2,973,845.86
miCarePierse	1103	214,194.57	0.00	0.00	0.00	0.00	214,194.57
N/A	249	0.00	0.00	0.00	0.00	0.00	0.00
00532 Totals:	30190	6,833,266.69	0.00	0.00	1,167.78	0.00	6,834,434.47



Top Providers by Paid Amount for Tins: '204552956'

Block of Business ID: EBMSI
Client ID: 00532

Paid Date: 7/1/2024 to 7/31/2024

Tin	NPI	Provider	City	State	Specialty	Claim Count	Billed Charges	Over UCR	PPO Discount	Allowed	Plan Paid	Patient Resp
20-4552956	1942540356	Micare LLC	Billings	MT	Clinic	701	0.00	0.00	0.00	0.00	0.00	0.00



Top Providers by Paid Amount for Tins: '204552956'

Block of Business ID: EBMSI
Client ID: 00532

Paid Date: 10/1/2023 to 7/31/2024

Tin	NPI	Provider	City	State	Specialty	Claim Count	Billed Charges	Over UCR	PPO Discount	Allowed	Plan Paid	Patient Resp
20-4552956	1942540356	Micare LLC	Billings	MT	Clinic	4846	0.00	0.00	0.00	0.00	0.00	0.00

CLAIMS PAID BY MONTH

Paid Date: 10/1/23 to 7/31/24

Location Name	Month	Hospital	Laboratory	PCP	Speciality	Facility Physician	Total Claims Count	Total Paid Claims	Total Fixed Costs	Employee Count	PEPM Cost/Employee	Hospital PEPM	Lab PEPM	PCP PEPM	Speciality PEPM	Facility PEPM
00532 - West Volusia Hospital Authority																
DeLand	03-2024	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	2	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
DeLand	04-2024	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	2	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
DeLand	07-2024	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00	1	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Subtotal:	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	4	\$0.00	\$0.00	1	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Deltona	05-2024	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	1	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Subtotal:	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	1	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
miCareDeLand	10-2023	\$91,816.35	\$13,613.00	\$0.00	\$124,891.59	\$0.00	1532	\$230,320.94	\$0.00	852	\$270.33	\$107.77	\$15.98	\$0.00	\$146.59	\$0.00
miCareDeLand	11-2023	\$103,725.42	\$16,686.73	\$0.00	\$141,229.30	\$0.00	1683	\$261,641.45	\$0.00	860	\$304.23	\$120.61	\$19.40	\$0.00	\$164.22	\$0.00
miCareDeLand	12-2023	\$175,720.86	\$13,167.09	\$0.00	\$114,600.83	\$0.00	1275	\$303,488.78	\$0.00	851	\$356.63	\$206.49	\$15.47	\$0.00	\$134.67	\$0.00
miCareDeLand	01-2024	\$243,901.78	\$24,175.34	\$0.00	\$176,646.00	\$0.00	1967	\$444,723.12	\$0.00	881	\$504.79	\$276.85	\$27.44	\$0.00	\$200.51	\$0.00
miCareDeLand	02-2024	\$71,806.12	\$22,274.00	\$0.00	\$99,965.61	\$0.00	1425	\$194,045.73	\$0.00	889	\$218.27	\$80.77	\$25.06	\$0.00	\$112.45	\$0.00
miCareDeLand	03-2024	\$241,567.35	\$26,119.63	\$0.00	\$119,295.43	\$0.00	1349	\$386,982.41	\$0.00	918	\$421.55	\$263.15	\$28.45	\$0.00	\$129.95	\$0.00
miCareDeLand	04-2024	\$257,898.22	\$26,472.69	\$0.00	\$135,478.41	\$0.00	1460	\$419,849.32	\$0.00	941	\$446.17	\$274.07	\$28.13	\$0.00	\$143.97	\$0.00
miCareDeLand	05-2024	\$286,930.01	\$23,148.41	\$0.00	\$220,730.33	\$0.00	1803	\$530,808.75	\$0.00	942	\$563.49	\$304.60	\$24.57	\$0.00	\$234.32	\$0.00
miCareDeLand	06-2024	\$236,768.10	\$30,058.05	\$0.00	\$185,901.91	\$0.00	1842	\$452,728.06	\$0.00	952	\$475.55	\$248.71	\$31.57	\$0.00	\$195.28	\$0.00
miCareDeLand	07-2024	\$200,022.86	\$25,988.90	\$0.00	\$193,217.60	\$0.00	1832	\$419,229.36	\$0.00	961	\$436.24	\$208.14	\$27.04	\$0.00	\$201.06	\$0.00
	Subtotal:	\$1,910,157.07	\$221,703.84	\$0.00	\$1,511,957.01	\$0.00	16168	\$3,643,817.92	\$0.00	9047	\$402.77	\$211.14	\$24.51	\$0.00	\$167.12	\$0.00
miCareDelton	10-2023	\$240,491.90	\$15,991.46	\$0.00	\$99,201.08	\$0.00	1115	\$355,684.44	\$0.00	514	\$691.99	\$467.88	\$31.11	\$0.00	\$193.00	\$0.00
miCareDelton	11-2023	\$65,021.78	\$10,271.43	\$0.00	\$122,627.30	\$0.00	1052	\$197,920.51	\$0.00	510	\$388.08	\$127.49	\$20.14	\$0.00	\$240.45	\$0.00
miCareDelton	12-2023	\$71,875.83	\$8,055.61	\$0.00	\$61,840.26	\$0.00	945	\$141,771.70	\$0.00	508	\$279.08	\$141.49	\$15.86	\$0.00	\$121.73	\$0.00
miCareDelton	01-2024	\$117,945.03	\$16,983.57	\$0.00	\$150,796.76	\$0.00	1455	\$285,725.36	\$0.00	498	\$573.75	\$236.84	\$34.10	\$0.00	\$302.80	\$0.00
miCareDelton	02-2024	\$96,426.24	\$16,099.63	\$0.00	\$130,012.33	\$0.00	1239	\$242,538.20	\$0.00	499	\$486.05	\$193.24	\$32.26	\$0.00	\$260.55	\$0.00
miCareDelton	03-2024	\$302,299.51	\$19,039.70	\$0.00	\$103,823.64	\$0.00	1071	\$425,162.85	\$0.00	504	\$843.58	\$599.80	\$37.78	\$0.00	\$206.00	\$0.00
miCareDelton	04-2024	\$146,279.01	\$17,121.37	\$0.00	\$176,632.61	\$0.00	1060	\$340,032.99	\$0.00	503	\$676.01	\$290.81	\$34.04	\$0.00	\$351.16	\$0.00
miCareDelton	05-2024	\$285,489.67	\$12,999.56	\$0.00	\$105,659.78	\$0.00	1489	\$404,149.01	\$0.00	531	\$761.11	\$537.65	\$24.48	\$0.00	\$198.98	\$0.00
miCareDelton	06-2024	\$121,300.26	\$17,088.60	\$0.00	\$146,089.08	\$0.00	1512	\$284,477.94	\$0.00	550	\$517.23	\$220.55	\$31.07	\$0.00	\$265.62	\$0.00
miCareDelton	07-2024	\$197,924.04	\$12,312.25	\$0.00	\$86,146.57	\$0.00	1473	\$296,382.86	\$0.00	550	\$538.88	\$359.86	\$22.39	\$0.00	\$156.63	\$0.00
	Subtotal:	\$1,645,053.27	\$145,963.18	\$0.00	\$1,182,829.41	\$0.00	12411	\$2,973,845.86	\$0.00	5167	\$575.55	\$318.38	\$28.25	\$0.00	\$228.92	\$0.00
miCarePierso	10-2023	\$818.41	\$2,657.79	\$0.00	\$8,992.74	\$0.00	101	\$12,468.94	\$0.00	71	\$175.62	\$11.53	\$37.43	\$0.00	\$126.66	\$0.00
miCarePierso	11-2023	\$14,410.74	\$1,318.11	\$0.00	\$9,658.89	\$0.00	116	\$25,387.74	\$0.00	69	\$367.94	\$208.85	\$19.10	\$0.00	\$139.98	\$0.00
miCarePierso	12-2023	\$3,296.82	\$1,053.55	\$0.00	\$9,312.94	\$0.00	93	\$13,663.31	\$0.00	65	\$210.20	\$50.72	\$16.21	\$0.00	\$143.28	\$0.00
miCarePierso	01-2024	\$5,225.70	\$2,055.00	\$0.00	\$6,154.71	\$0.00	124	\$13,435.41	\$0.00	66	\$203.57	\$79.18	\$31.14	\$0.00	\$93.25	\$0.00
miCarePierso	02-2024	\$20,676.75	\$2,033.97	\$0.00	\$14,369.69	\$0.00	125	\$37,080.41	\$0.00	66	\$561.82	\$313.28	\$30.82	\$0.00	\$217.72	\$0.00
miCarePierso	03-2024	\$17,087.07	\$1,344.64	\$0.00	\$9,609.95	\$0.00	76	\$28,041.66	\$0.00	67	\$418.53	\$255.03	\$20.07	\$0.00	\$143.43	\$0.00
miCarePierso	04-2024	\$2,653.34	\$2,037.08	\$0.00	\$3,005.99	\$0.00	56	\$7,696.41	\$0.00	65	\$118.41	\$40.82	\$31.34	\$0.00	\$46.25	\$0.00
miCarePierso	05-2024	\$3,144.73	\$749.77	\$0.00	\$16,766.86	\$0.00	104	\$20,661.36	\$0.00	66	\$313.05	\$47.65	\$11.36	\$0.00	\$254.04	\$0.00
miCarePierso	06-2024	\$8,731.45	\$2,993.96	\$0.00	\$14,196.30	\$0.00	139	\$25,921.71	\$0.00	65	\$398.80	\$134.33	\$46.06	\$0.00	\$218.40	\$0.00
miCarePierso	07-2024	\$10,578.28	\$1,359.43	\$0.00	\$17,899.91	\$0.00	163	\$29,837.62	\$0.00	65	\$459.04	\$162.74	\$20.91	\$0.00	\$275.38	\$0.00
	Subtotal:	\$86,623.29	\$17,603.30	\$0.00	\$109,967.98	\$0.00	1097	\$214,194.57	\$0.00	665	\$322.10	\$130.26	\$26.47	\$0.00	\$165.37	\$0.00
N/A	10-2023	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	58	\$0.00	\$294,578.05	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
N/A	11-2023	\$1,408.34	\$0.00	\$0.00	\$0.00	\$0.00	40	\$1,408.34	\$314,356.68	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
N/A	12-2023	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	17	\$0.00	\$318,022.05	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
N/A	01-2024	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	6	\$0.00	\$275,272.53	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
N/A	02-2024	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	12	\$0.00	\$274,436.64	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
N/A	03-2024	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	9	\$0.00	\$274,969.04	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
N/A	04-2024	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	25	\$0.00	\$293,619.68	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
N/A	05-2024	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	29	\$0.00	\$327,177.17	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
N/A	06-2024	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	8	\$0.00	\$256,704.91	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
N/A	07-2024	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	42	\$0.00	\$270,849.12	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Subtotal:	\$1,408.34	\$0.00	\$0.00	\$0.00	\$0.00	246	\$1,408.34	\$2,899,985.87	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Total:	\$3,643,241.97	\$385,270.32	\$0.00	\$2,804,754.40	\$0.00	29927	\$6,833,266.69	\$2,899,985.87	14880	\$654.12	\$244.84	\$25.89	\$0.00	\$188.49	\$0.00

Parameters

Beginning Location:
Ending Location:
Paid Date: 10/1/2023-7/31/2024
Reporting Period: CLIENTYTD
Location: 000-zzzzz



WVHA miCare Clinic Deland and Deltona

July 2024 Report

miCare Utilization

Deland	Total Available Hours	Total Utilized Hours	% Of Total Available Hours
2024	252	222	88%

Deltona	Total Available Hours	Total Utilized Hours	% Of Total Available Hours
2024	176	158	90%

	Total Available Hours	Total Utilized Hours	% Of Total Available Hours
2024	428	280	89%

Total Utilized Hours: Total time that has been scheduled (including “no-shows” since this time was unavailable for other members to schedule an appointment)

Key Insights:

- The Utilization measures Physician Assistant/Nurse Practitioner time available to provide direct patient care.
- The Utilization measures the clinician’s scheduled availability to the amount of time used to meet patient appointments.
- Between the two clinics 89% of the available clinician capacity was used for scheduled appointments; 11% of clinician time was available for walk-ins and other patient care activities.
- “No Shows” is where patients didn’t attend their scheduled clinic appointment.
 - DeLand - 9%
 - Deltona - 8%

Such no shows create systematic “waste” since this scheduled appointment slot was not available to other health card members.

- Administrative Time (chart reviews, medication follow-ups, referrals, provider-to-provider communication; etc.) represents approx. 2% of total capacity and is in line with industry standard for this type of patient care model.



Visit Type Utilization

WVHA miCare Clinic Total Visits for DeLand			
Clinic Services	Number of visits	%	Notes
Total Provider visits	284	39%	Schedulable patient activities
Total Labs	192	20%	Schedulable patient activities
Total Nurse Visits	5	1%	Schedulable patient activities
Total medication pick-up	367		Don't have a visit type and are not scheduled appointments
Total PAP med pick-up	34		Don't have a visit type and are not scheduled appointments
Total Visits	982		

DeLand

- There was a total of 982 clinic visits at the DeLand clinic in Julye plus 367 medication pick-ups and an additional 34 med pick-ups from the PAP program
- Of the 982 clinic visits, 33 were phone visits
- There were 28 **new patients** that established care at the DeLand clinic last month
- There were 91 **Physicals** in July – Male/Female Wellness – Established Patients

WVHA miCare Clinic Total Visits for Deltona			
Clinic Services	Number of visits	%	Notes
Total Provider visits	289	47%	Schedulable patient activities
Total Labs	82	13%	Schedulable patient activities
Total Nurse Visits	7	1%	Schedulable patient activities
Total medication pick-up	221		Don't have a visit type and are not scheduled appointments
Total PAP med pick-up	18		Don't have a visit type and are not scheduled appointments
Total Visits	617		

Deltona

- There was a total of 617 clinic visits at the Deltona clinic in July plus 221 medication pick-ups from Deltona as well as 18 med pick-ups from the PAP program
- Of the 617 visits, 58 were phone visits
- There were 22 **new patients** that established care at the Deltona clinic last month
- There were 47 **Physicals** in July – Male/Female Wellness – Established Patients



miCare Member Migration

July 2024

	Total Unique Patients with Appointments	Total Eligible Membership	Penetration of Membership (%)
Total	746	1,510	49%

*The data above represents unique members who have completed clinic visits or lab appointments. Several health card members have had multiple encounters for the month.

PAP (Pharmacy Assistance Program)- WVHA Health Card Members

- The data below demonstrates pharmacy cost avoided for the WVHA for prescribed branded medications.
- WVHA health card members can qualify for manufacturer discounts and the ability to receive prescription branded medications with no out of pocket expense to health card members
- The WVHA miCare Clinic care coordinators work with patients to complete the necessary paperwork to qualify for the PAP (Pharmacy Assistance Program) through the pharmaceutical company.

	July 2024	
PAP Summary 7/1/2024- 7/31/2024		
Application Approved	344	\$174,741
Application Pending Approval	1	\$342
Application Started but Not Submitted	4	\$2,229
Totals	349	\$177,312
	(Active Applications)	Monthly Savings for July

Key Insights:

- 588 medications were picked up between both sites.
- 52 PAP medications were picked between the two locations.
- 349 patients had applications for pharmacy assistance programs last month.
- WVHA avoided \$177,312 of the cost for branded medication in July.
- Projected annual cost avoided \$2,127,756



The House Next Door

*Serving
Volusia and Flagler Counties*

Administrative Offices
804 North Woodland Blvd.
DeLand, FL 32720
386-734-7571
386-734-0252 (fax)

DeLand Service Center
114 South Alabama Avenue
DeLand, FL 32724
386-738-9169
386-943-8823 (fax)

Flagler Service Center
160 Cypress Point Parkway
Palm Coast, FL 32164
386-738-9169
386-492-7638 (fax)

Deltona WVHA Office
840 Deltona Blvd., Suite K
Deltona, FL 32725
386-232-2055
386-860-6006 (fax)



visit our website at
www.thehnd.com

August 8, 2024

West Volusia Hospital Authority

Monthly Enrollment Report addendum

In the month of July there were 314 client interviews conducted. 300 of these were appointments to assist with new applications and 14 appointments were to assist clients with pended applications from June and July.

The number of applications submitted for verification and enrollment was 261. Of these 261, all were processed by the end of the month with no rollovers from the previous month. This leaves zero applications to roll over into August 2024 for approval.

Of the 261 that were processed, 220 were approved, 14 denied, 27 pended.

Currently applications are being processed, approved and the client enrolled in 7 business days. Current enrollment with EBMS takes up to 7-14 days to appear active in the system.

How did clients hear about program: HND - 215; Halifax or Change Health Care - 7; Florida Health or Advent Health - 11; RAAO - 23; Other/Family/Web - 5 (260 total).

Outreach Efforts:

- Attended West Volusia Community Partners meeting.
- Reached out to all clients due to renew with a reminder phone call as well as the reminder letter.
- Communicating with Partners working together to better service the community
- Meeting with new organizations that can possibly benefit from the Health Card to partner with them.
- Attending Events

Respectfully submitted by Chris Booker

Halifax Health Quarterly Report to West Volusia Hospital Authority

Halifax Health continues to provide exceptional care for WVHA cardholders. The Halifax Health case management teams continue to work with MiCare to ensure hospital inpatients are transitioned appropriately. Halifax Health continues to support WVHA members by providing an expansive list of services within the WVHA district.

The Halifax Health | UF Health Medical Center of Deltona is Deltona's only full-service hospital. With a six-story medical facility that includes a 24-hour emergency room, surgical operating rooms, the latest in diagnostic equipment and plentiful hospital rooms, along with a two-story medical office annex available to service WVHA member needs.

The Halifax Health | UF Medical Center of Deltona provides the following services and more: Cardiology, Gastroenterology, Pediatrics, Infusion Therapy, Radiology, Psychiatry, and Primary Care. Expect new services to be added at the Halifax Health | UF Medical Center of Deltona to better serve patients within the WVHA district as we will inform WVHA as announcements become public.

The Halifax Health | UF Medical Center of Deltona is currently accredited by The Joint Commission. The facility's LeapFrog grade for Spring 2024 was a C because it is a new facility that has only been open for four years, and because there was incomplete data. In November of 2024, Halifax Health | UF Medical Center of Deltona will receive a new rating, which is expected to be an A.

[The remainder of this page is intentionally left blank. See next pages for statistics.]

WVHA Member Patient Type				
	Month	Inpatient	Outpatient	Grand Total
2022	Jan	8	30	38
	Feb	6	26	32
	Mar	5	33	38
	Apr	5	33	38
	May	5	33	38
	Jun	1	32	33
	Jul	3	28	31
	Aug	3	27	30
	Sep	6	23	29
	Oct	5	22	27
	Nov	5	26	31
	Dec	1	26	27
	2022 Total	53	339	392
2023	Jan	6	31	37
	Feb	3	25	28
	Mar	5	22	27
	Apr	6	32	38
	May	2	18	20
	Jun	5	20	25
	Jul	1	15	16
	Aug	6	23	29
	Sep	2	33	35
	Oct	7	28	35
	Nov	2	23	25
	Dec	5	26	31
	2023 Total	50	296	346
2024	Jan	9	17	26
	Feb	8	28	36
	Mar	10	31	41
	Apr	3	35	38
	May	9	39	48
	June	7	38	45
	July	1	13	14
	2024 Total	47	201	248

WVHA Members Served by Halifax Health Physicians 2023

Specialty	Visits
Emergency Medicine	269
Hospitalist	257
Cardiovascular Disease	126
Critical Care: Intensive	88
Psychiatry	72
Hematology/Oncology	61
Family Medicine	53
Wound Care	43
Infectious Disease	35
Internal Medicine	33
Gastroenterology	32
General Practice	31
Cardiology	28
Phys. Med. & Rehab.	28
Gynecological/Oncology	15
Pulmonary Disease	11
Neurology	9
Palliative Care	6
Ophthalmology	6
Clinical Cardiac Electrophysiology	5
Urology	5
Medical Oncology	4
Radiation Oncology	2
Pulmonary Critical Care	2
Transplant Surgery	2
Total	1,223

WVHA Members Served by Halifax Health Physicians 2024

Specialty	Visits
Hospitalist	146
Emergency Medicine	101
Cardiovascular Disease	50
Wound Care	43
Family Medicine	21
Pulmonary Disease	18
Hematology/Oncology	15
General Surgery	15
Critical Care: Intensive	14
Psychiatry	13
Infectious Disease	13
General Practice	13
Gastroenterology	12
Cardiology	11
Pediatric Medicine	8
Phys. Med. & Rehab.	6
Neurology	6
Internal Medicine	4
Gynecological/Oncology	1
Pulmonary Critical Care	1
Total	511

Age Mix		
	Patients	Percent
<20	29	5%
20-29	83	14%
30-39	124	21%
40-49	216	37%
50-59	334	57%
60-69	173	30%
70-79	19	3%
80+	4	1%
Total	982	100%

ER Times - All Patient Types (May – July 2024)	Arrival to Discharge/Admit Minutes	Arrival to Provider Minutes
---	---	--

Halifax Health | UF Health Deltona

196

23

Halifax Health UF Health Deltona Left Without Being Seen by Provider – All Patient Types	Total Patients	LWBS	Percent
---	-----------------------	-------------	----------------

CY 2022

18,287

440

2.41%

CY 2023

19,693

183

0.93%

CY 2024

11,802

106

0.90%

Halifax Health UF Health Deltona Left Against Medical Advice – All Patient Types	Total Patients	AMA	Percent
---	-----------------------	------------	----------------

CY 2022

18,287

1

0.01%

CY 2023

19,693

0

0.00%

CY 2024

11,802

4

0.03%

<u>Medical Center of Deltona</u>	<u>JULY 2022</u>	<u>JULY 2023</u>	<u>JULY 2024</u>
<u>Patient Experience (HCAHPS Top Box %)</u>			
Overall Hospital Rating 0-10	66%	69%	69%
Willingness to Recommend Hospital	71%	66%	71%
<u>Hospital Compare Healthcare Associated Infections (Raw Patient Count)</u>			
MRSA	1	1	
CDiff	0	1	1
CLABSI	0	0	0
CAUTI	1	0	1
SSI (Colo)	1	1	0
SSI (Hyst)	N/A	0	N/A

**N/A – Procedure was not performed during reporting timeframe*

AdventHealth DeLand Quality Indicators for West Volusia Hospital Authority

August 2024

- A. Fully accredited by The Joint Commission- www.jointcommission.org
- B. Rated A by The Leapfrog Group in Spring 2024 and Top hospital for 2023-
www.leapfroggroup.org
- C. No separate specific ER department accreditation
- D. **Customer Satisfaction:** <https://www.medicare.gov>
Completed surveys-1,013 Response rate- 19%.

Patients who reported that their nurses "Always" communicated well: 77%.

National average: 80%

Florida average: 75%

Patients who reported that their doctors "Always" communicated well: 75%.

National average: 80%

Florida average: 75%

Patients who reported that they "Always" received help as soon as they wanted: 59%.

National average: 66%

Florida average: 59%

Patients who reported that the staff "Always" explained about medicines before giving it to them: 61%.

National average: 62%

Florida average: 57%

Patients who reported that their room and bathroom were "Always" clean: 72%.

National average: 73%

Florida average: 69%

Patients who reported that the area around their room was "Always" quiet at night: 52%.

National average: 62%

Florida average: 57%

Patients who reported that YES, they were given information about what to do during their recovery at home: 87%.

National average: 86%

Florida average: 83%

Patients who "Strongly Agree" they understood their care when they left the hospital: 51%.

National average: 52%

Florida average: 48%

Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest):
65%

National average: 72%

Florida average: 66%

Patients who reported YES, they would definitely recommend the hospital: 64%

National average: 70%

Florida average: 66%


E. Emergency Department Metrics

- a. Door to Provider:
 - i. (CY2023) Average: 12 minutes
 - ii. (YTD2024) Average: 11 Minutes
- b. Door to Discharge:
 - i. (CY2023) Average: 157 minutes
 - ii. (YTD2024) Average: 159 minutes
- c. Left Without Being Seen %
 - i. (CY 2023): 0.7%
 - ii. (YTD2024): 0.7%

F. Annual tracking of Healthcare Associated Infections (Hospital Compare / August 2024):

- a. Catheter-associated Urinary Tract Infection (CAUTI) Outcome Measure: 0.000
- b. Clostridium difficile Infection (CDI) Outcome Measure: 0.306
- c. Central line-associated Bloodstream Infection (CLABSI) Outcome Measure: 0.317
- d. Methicillin-resistant Staphylococcus aureus (MRSA) Bacteremia Outcome Measure: 1.871
- e. Surgical Site Infection (SSI) for Abdominal Hysterectomy and Colon Procedures Outcome Measure: 0.820

G. LeapFrog Healthcare Associated Infections published 6/25/2024. Scores are published twice annually.

Measure name	Leapfrog's Standard	Hospital's Progress
C. difficile Infection	<p>Hospitals should have fewer than expected colon infections from C. diff bacteria.</p> <p>Leapfrog uses a standardized infection ratio (SIR) calculated by the CDC's National Healthcare Safety Network (NHSN) to compare the number of infections that actually happened at this hospital to the number of infections expected for more</p>	 <p>ACHIEVED THE STANDARD</p>
<p>▲ SHOW LESS ▲</p> <p>This hospital's standardized infection ratio (SIR) is: 0.298</p>		

Infection in the Blood

Hospitals should have fewer than expected central-line associated blood stream infections.

Leapfrog uses a standardized infection ratio (SIR) calculated by the CDC's National Healthcare Safety Network (NHSN) to compare the number of infections [more](#)



▲ SHOW LESS ▲

This hospital's standardized infection ratio (SIR) is: **0.314**

Infection in the Urinary Tract

Hospitals should have fewer than expected catheter-associated urinary tract infections.

Leapfrog uses a standardized infection ratio (SIR) calculated by the CDC's National Healthcare Safety Network (NHSN) to compare the number of infections [more](#)



▲ SHOW LESS ▲

This hospital's standardized infection ratio (SIR) is: **0.000**

MRSA Infection

Hospitals should have fewer than expected antibiotic resistant bacterial infections.

Leapfrog uses a standardized infection ratio (SIR) calculated by the CDC's National Healthcare Safety Network (NHSN) to compare the number of infections [more](#)



▲ SHOW LESS ▲

This hospital's standardized infection ratio (SIR) is: **1.116**

Surgical Site Infection After Colon Surgery

Hospitals should have fewer than expected surgical site infections after major colon surgery.

Leapfrog uses a standardized infection ratio (SIR) calculated by the CDC's National Healthcare Safety Network (NHSN) to compare the number of infections [more](#)



▲ SHOW LESS ▲

This hospital's standardized infection ratio (SIR) is: **0.815**

Additional publicly reported data is available at

<https://ratings.leapfroggroup.org/facility/details/10-0045/adventhealth-deland-deland-fl>



AdventHealth Fish Memorial Quality Indicators for West Volusia Hospital Authority

August 2024

- A. Fully accredited by The Joint Commission- www.jointcommission.org
- B. Rated A by The Leapfrog Group in Spring 2024 - www.leapfroggroup.org
- C. No separate specific ER department accreditation
- D. **Customer Satisfaction:** <https://www.medicare.gov>
Completed surveys-1,602 Response rate- 20%.

Patients who reported that their nurses "Always" communicated well: 81%.

National average: 80%

Florida average: 75%

Patients who reported that their doctors "Always" communicated well: 75%.

National average: 80%

Florida average: 75%

Patients who reported that they "Always" received help as soon as they wanted: 70%.

National average: 66%

Florida average: 59%

Patients who reported that the staff "Always" explained about medicines before giving it to them: 62%.

National average: 62%

Florida average: 57%

Patients who reported that their room and bathroom were "Always" clean: 71%.

National average: 73%

Florida average: 69%

Patients who reported that the area around their room was "Always" quiet at night: 65%.

National average: 62%

Florida average: 57%

Patients who reported that YES, they were given information about what to do during their recovery at home: 88%.

National average: 86%

Florida average: 83%

Patients who "Strongly Agree" they understood their care when they left the hospital: 55%.

National average: 52%

Florida average: 48%

Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest): 73%

National average: 72%

Florida average: 66%

Patients who reported YES, they would definitely recommend the hospital: 72%

National average: 70%

Florida average: 66%

E. Emergency Department Metrics

- a. Door to Provider:
 - i. (CY2023) Average: 19 Minutes
 - ii. (YTD2024) Average: 23 Minutes
- b. Door to Discharge:
 - i. (CY2023) Average: 148 minutes
 - ii. (YTD2024) Average: 185 minutes
- c. Left Without Being Seen %
 - i. (CY 2023): 1.62%
 - ii. (YTD2024): 0.9%

F. Annual tracking of Healthcare Associated Infections (Hospital Compare / August 2024):

- a. Catheter-associated Urinary Tract Infection (CAUTI) Outcome Measure: 0.532
- b. Clostridium difficile Infection (CDI) Outcome Measure: 0.147
- c. Central line-associated Bloodstream Infection (CLABSI) Outcome Measure: 1.284
- d. Methicillin-resistant Staphylococcus aureus (MRSA) Bacteremia Outcome Measure: 0.00
- e. Surgical Site Infection (SSI) for Abdominal Hysterectomy and Colon Procedures Outcome Measure: 0.434

G. LeapFrog Healthcare Associated Infections published 6/25/2024. Scores are published twice annually.

C. difficile Infection

Hospitals should have fewer than expected colon infections from C. diff bacteria.

Leapfrog uses a standardized infection ratio (SIR) calculated by the CDC's National Healthcare Safety Network (NHSN) to compare the number of infections that actually happened at this hospital to the number of infections expected for [more](#)



▲ SHOW LESS ▲

This hospital's standardized infection ratio (SIR) is: **0.186**

Infection in the Blood

Hospitals should have fewer than expected central-line associated blood stream infections.

Leapfrog uses a standardized infection ratio (SIR) calculated by the CDC's National Healthcare Safety Network (NHSN) to compare the number of infections [more](#)



▲ SHOW LESS ▲

This hospital's standardized infection ratio (SIR) is: **0.879**

Infection in the Urinary Tract

Hospitals should have fewer than expected catheter-associated urinary tract infections.

Leapfrog uses a standardized infection ratio (SIR) calculated by the CDC's National Healthcare Safety Network (NHSN) to compare the number of infections [more](#)



▲ SHOW LESS ▲

This hospital's standardized infection ratio (SIR) is: **0.268**

MRSA Infection

Hospitals should have fewer than expected antibiotic resistant bacterial infections.

Leapfrog uses a standardized infection ratio (SIR) calculated by the CDC's National Healthcare Safety Network (NHSN) to compare the number of infections [more](#)



▲ SHOW LESS ▲

This hospital's standardized infection ratio (SIR) is: **0.478**

Surgical Site Infection After Colon Surgery

Hospitals should have fewer than expected surgical site infections after major colon surgery.

Leapfrog uses a standardized infection ratio (SIR) calculated by the CDC's National Healthcare Safety Network (NHSN) to compare the number of infections [more](#)



▲ SHOW LESS ▲

This hospital's standardized infection ratio (SIR) is: **0.790**

Additional publicly reported data is available at

<https://ratings.leapfroggroup.org/facility/details/10-0045/adventhealth-deland-deland-fl>



Emergency Medicine Professionals, P.A. (EMPros)
2nd Q 2024 Report for West Volusia Hospital Authority
August 15, 2024 Report

AdventHealth Deland	2Q 2024
Emergency Department Metrics	
Total ED Visits	11,849
Total WVHA Cardholder ED Visits	130
Total WVHA Cardholder Charges	\$237,478.00
Total WVHA Cardholder Payments	\$12,136.17
Total ED	
Minutes from Door to Doc	11
Minutes from Door to Discharge or Inpatient Admission	155
Left Without Being Seen (LWBS)	66
LWBS/Day	0.73
LWBS/%	0.60%

AdventHealth Fish Memorial	2Q 2024
Emergency Department Metrics	
Total ED Visits	12,039
Total WVHA Cardholder ED Visits	65
Total WVHA Cardholder Charges	\$121,926.00
Total WVHA Cardholder Payments	\$6,987.97
Total ED	
Minutes from Door to Doc	24
Minutes from Door to Discharge or Inpatient Admission	185
Left Without Being Seen (LWBS)	79
LWBS/Day	0.87
LWBS/%	0.60%

AdventHealth Fish Memorial/Deltona OSED	2Q 2024
Emergency Department Metrics	
Total ED Visits	5,309

Total WVHA Cardholder ED Visits	18
Total WVHA Cardholder Charges	\$30,017.00
Total WVHA Cardholder Payments	\$1,717.48
Total ED	
Minutes from Door to Doc	15
Minutes from Door to Discharge or Inpatient Admission	108
Left Without Being Seen (LWBS)	33
LWBS/Day	0.36
LWBS/%	0.50%

AdventHealth Combined Deland/Fish Memorial/Deltona OSED	2Q 2024
Emergency Department Metrics	
Total ED Visits	29,197
Total WVHA Cardholder ED Visits	213
Total WVHA Cardholder Charges	\$389,421.00
Total WVHA Cardholder Payments	\$20,841.62
Total ED	
Minutes from Door to Doc	15
Minutes from Door to Discharge or Inpatient Admission	153
Left Without Being Seen (LWBS)	178
LWBS/Day	1.96
LWBS/%	0.60%

From: [Andrea Schweizer](#)
To: [Stacy Tebo](#)
Cc: [Jennifer Stephenson](#)
Subject: Agenda Item for August 15th
Date: Monday, August 5, 2024 3:27:55 PM
Attachments: [image001.png](#)

Good afternoon, Stacy,

I would like to request inclusion of SMA on the August 15 agenda for the topic “LIP Funding for SMA Healthcare”. We plan to reintroduce the concept of LIP funding to the WVHA Board of Commissioners and answer any questions they may have. I know that you are aware, but I have provided a summary narrative of the process below.

SMA has received Low Income Pool (LIP) funding from the Agency for Healthcare Administration (AHCA). This funding helps compensate for unreimbursed expenses related to providing services to low-income clients, also described as “Charity Care”. SMA is one of 16 behavioral health organizations in the state that have achieved Central Receiving System (CRS) certification. That CRS designation is a requirement for participation in LIP funding. Another requirement is to partner with a community government organization to provide an Intergovernmental Transfer (IGT). The IGT is a transfer of community funding directly to AHCA. Through ACHA, the funds are matched by federal Medicaid dollars, the original IGT and match amount are returned to SMA to pay for charity care costs related to provision of behavioral health services. The dollars transferred from the WVHA comes out of the existing contracts with SMA and does not result in additional expense to the WVHA.

In FY 2024 we requested \$300,000 from the “Baker Act” contract and \$550,000 from the “Residential Services” contract, for a total of \$850,000 to be included in the IGT. Due to a shortfall of services under the Baker Act contract this year we are asking to reduce that amount to \$150,000 in the FY 2025 request. The result is a total of \$700,000 under next year’s contract to be sent to AHCA as an IGT. This level of transfer will pick up a 57.17% match from the Medicaid program. That translates to \$934,368 in federal dollars that will come into Volusia County to further enhance the ability to provide services to our low income population with no increase in funding at the local level.

Participation in the LIP program, is based on our ability to provide an executed Letter of Agreement (LOA) by 10/1/2024. The LOA will be between AHCA and the WVHA on behalf of SMA and defines the IGT and AHCA match requirements. The purpose of asking to be included on the August agenda is to answer any questions the board may have in advance of that deadline. AHCA will not produce the LOA until mid-September. So, we will need to ask for approval of that specific agreement at the September 19 board meeting.

Let me know if you have any questions.

Thank you,

Andrea Schweizer

CFO

SMA Healthcare

150 Magnolia Avenue

Daytona Beach FL 32114

(386)236-1683

aschweizer@smahealthcare.org



West Volusia Hospital Authority
2025 Budget Working

Account	Description	<div> <div>Option A (rollback)</div> <div>Option B (flat rate)</div> <div>Option C (increased mill) (no use of reserves)</div> </div>						Proposed Budget Notes
		ACTUAL 9/30/2023	FINAL BUDGET 9/30/2023	ADOPTED BUDGET 9/30/2024	PROPOSED BUDGET 9/30/2025	PROPOSED BUDGET 9/30/2025	PROPOSED BUDGET 9/30/2025	
Millage Rate		1.0816	1.0816	0.9806	0.9091	0.9806	1.0750	
FUND BALANCE FROM PRIOR FISCAL YEAR		\$ 23,457,783	\$ 23,457,783	\$ 19,090,227	\$ 16,000,000	\$ 16,000,000	\$ 16,000,000	Est. used since CY underway
REVENUES AND OTHER SOURCES						7.86%	18.25%	Millage % relative to TRIM rolled-back rate
Revenues								
001.000.3110	Ad Valorem Taxes (96%)	\$ (15,549,906)	\$ (15,900,000)	\$ (15,700,000)	\$ (16,200,000)	\$ (17,500,000)	\$ (19,200,000)	Rollback rate 0.9091
001.000.3611	Investment Income	(459,929)	(45,000)	(400,000)	(400,000)	(400,000)	(400,000)	interest rates are leveling out
001.000.3690	Other Income	(2,842)	-	-	(34,333)	(34,333)	(34,333)	Healthy Start reimbursement (\$103k over 3 years)
Total Revenues		(16,012,677)	(15,945,000)	(16,100,000)	(16,634,333)	(17,934,333)	(19,634,333)	
Other Sources								
001.000.2840	Addition to (Use of) Reserves	(4,367,556)	(5,743,390)	(2,800,000)	(3,000,000)	(1,700,000)	-	
Total Revenues and Other Sources		\$ (20,380,233)	\$ (21,688,390)	\$ (18,900,000)	\$ (19,634,333)	\$ (19,634,333)	\$ (19,634,333)	
EXPENDITURES AND OTHER USES								
Healthcare Expenditures								
001.562.3401	Specialty Care Services	\$ 3,690,927	\$ 3,000,000	\$ 3,500,000	\$ 3,500,000	\$ 3,500,000	\$ 3,500,000	Est. per EBMS 6/26
001.562.3403	Emergency Room Care	836,773	1,000,000	1,000,000	1,000,000	1,000,000	1,000,000	Est. per EBMS 6/26
001.562.3404	Florida Dept of Health Dental Svcs	146,908	150,000	150,000	160,000	160,000	160,000	Per 6/20 funding request
001.562.3406	Hispanic Health Initiatives	79,700	79,700	75,000	100,000	100,000	100,000	Per 6/20 funding request
001.562.3407	Community Legal Services	78,910	105,794	105,833	88,500	88,500	88,500	Per 6/20 funding request
001.562.3408	Rising Against All Odds	215,758	215,758	167,683	223,017	223,017	223,017	Per 6/20 funding request
001.562.3410	Halifax Hospital	1,460,763						
001.562.3411	AdventHealth	1,791,061	3,000,000	3,000,000	3,200,000	3,200,000	3,200,000	Est. per EBMS 6/26
001.562.3430	Primary Care	2,408,965	2,500,000	2,500,000	2,500,000	2,500,000	2,500,000	Est. per EBMS 6/26
001.562.3432	Pharmacy	541,468	900,000	900,000	900,000	900,000	900,000	Est. per EBMS 6/26
001.562.3440	HSCFV - Outreach	81,557	81,560	81,560	-	-	-	No funding request
001.562.3441	HSCFV - Fam Services	76,331	76,331	76,331	-	-	-	No funding request
001.562.3450	The House Next Door	19,054	60,000	45,000	45,000	45,000	45,000	Per 6/20 funding request
001.562.3460	SMA - Homeless Program	78,336	78,336	90,000	90,000	90,000	90,000	Per 6/20 funding request
001.562.3461	SMA - Residential Treatment	528,134	550,000	550,000	550,000	550,000	550,000	Per 6/20 funding request
001.562.3462	SMA - Baker Act - Match	300,000	300,000	300,000	150,000	150,000	150,000	Per 6/20 funding request
001.562.3470	County Medicaid Reimbursement	5,743,390	5,743,390	2,810,405	3,444,857	3,444,857	3,444,857	Per 6/21 letter from County
001.562.3480	H C R A - In County	54,412	400,000	400,000	400,000	400,000	400,000	Budget req'd based on population
001.562.3481	H C R A - Outside County	21,657	400,000	400,000	400,000	400,000	400,000	Budget req'd based on population
001.562.3490	The Neighborhood Center	100,000	100,000	125,000	125,000	125,000	125,000	Per 5/21 funding request
001.562.3499	Other Healthcare Expenditures	-	276,431	126,183	117,267	117,267	117,267	
Total Healthcare Expenditures		18,254,104	19,017,300	16,402,995	16,993,641	16,993,641	16,993,641	
Personnel Services								
001.562.2001	Regular salaries and wages	65,588	65,588	67,556	69,064	69,064	69,064	Per employment agreement
001.562.2101	FICA	5,249	5,017	5,168	5,283	5,283	5,283	
001.562.2201	Retirement	7,033	8,467	9,843	10,104	10,104	10,104	FY25 regular class FRS is 13.63
001.562.2301	Life and Health Insurance	11,538	12,000	12,000	12,000	12,000	12,000	\$1K/month per contract
001.562.2401	Workers Compensation Claims	9,764	25,000	25,000	25,000	25,000	25,000	Old claim payments
Total Personnel Services		99,172	116,072	119,567	121,451	121,451	121,451	
Other Expenditures								
001.562.3101	Legal Counsel	70,297	85,000	70,000	78,000	78,000	78,000	Per Attorney Small agreement
001.562.3103	Outside Legal Counsel	71,077	72,000	10,000	30,000	30,000	30,000	Est per John Mullen 6/28
001.562.3104	Outside Legislative Advisory	72,000	72,000	72,000	72,000	72,000	72,000	Per 1/11/2023 renewal agreement
001.562.3201	Audit	19,170	20,000	20,500	21,575	21,575	21,575	Per 9/13/2022 agreement
001.562.3202	General Accounting - Recurring	108,000	108,000	114,000	118,560	118,560	118,560	Per JMCo agreement
001.562.3203	General Accounting - Nonrecurring	21,684	25,000	10,000	15,000	15,000	15,000	Any potential one-time consulting
001.562.3409	Healthy Communities Kid Care Outreach	64,169	72,202	72,203	72,203	72,203	72,203	Per 6/20 funding request
001.562.3412	Application Screening - THND	441,034	447,364	521,989	563,761	563,761	563,761	Per 6/20 funding request
001.562.3413	Application Screening - RAAO	47,808	81,452	86,746	97,742	97,742	97,742	Per 6/20 funding request
001.562.3421	TPA Services	345,177	682,000	500,000	500,000	500,000	500,000	Reduced based on prior year actual
001.562.4602	Building Repairs	26,662	100,000	100,000	100,000	100,000	100,000	Est. per EBMS 6/26
001.562.4801	Advertising	4,343	10,000	10,000	10,000	10,000	10,000	
001.562.4901	Other Operating Expenditures	27,349	30,000	15,000	65,400	65,400	65,400	2025 includes \$4,200/mo. Deltona clinic lease
001.562.6001	Capital Expenditures	-	-	-	-	-	-	
001.562.9101	Tax Collector & Appraiser Fee	596,382	650,000	650,000	650,000	650,000	650,000	
001.562.9102	City of DeLand Tax Increment District	111,805	100,000	125,000	125,000	125,000	125,000	2024 was \$125K
Total Other Expenditures		2,026,957	2,555,018	2,377,438	2,519,241	2,519,241	2,519,241	
Total Expenditures		\$ 20,380,233	\$ 21,688,390	\$ 18,900,000	\$ 19,634,333	\$ 19,634,333	\$ 19,634,333	

CAC Final Ranking 5/21/2024 for Applicants 2024-2025

A = Fund at 100% B = Not fund C = Fund, but not at requested amount. Instead, fund at \$ _____

Applicant	Amount	Moore	Bello	Lake	Belton	Rogers	Mercier	Kiser	Valdivia
FDOH Dental Services	\$160,000.00	A	A	A	A	A	A	A	A
The Neighborhood Center Outreach	\$125,000.00	A	C +10%	A	A	A	A	A	A
THND Therapeutic Services	\$45,000.00	A	A	A	A	A	A	A	A
Community Legal Services	\$88,500.00	A	C +10%	A	A	A	C \$66,375	A	A
Hispanic Health Initiative	\$100,000.00	A	C +10%	A	A	A	A	A	A
SMA Residential	\$550,000.00	A	C -25%	A	A	A	A	A	A
SMA Psychiatric Outpatient	\$90,000.00	A	A	A	A	A	A	A	A
SMA Emergency Behavioral	\$300,000.00	A	A	A	A	A	A	A	A
RAAO HIV/Outreach	\$223,017.06	A	C +5%	A	A	C \$200,000	A	C \$200,000	C \$200,000
Foundations to Freedom	\$50,400.00	A	C +15%	A	A	B	A	B	C \$50,000

Tiffanee Grant - absent

Wakia Muhammad - absent

WEST VOLUSIA HOSPITAL AUTHORITY

AGENDA MEMO

TO: WVHA Commissioners

FROM: Stacy Tebo, WVHA Administrator

RE: Fuel Options for Standby Generator

DATE: August 7, 2024

After we received the survey, we realized that the proposed location for propane tanks was not possible due to permitting restrictions. Discount Propane said that they would have to be placed on the north side of the building which faces Plymouth Avenue. Although the Architectural Committee was agreeable to propane tanks behind the building, they do not approve of placement in the front of the clinic.

Florida Public Utilities (FPU) confirmed they would provide the line installation from the building to the natural gas line running down Plymouth Avenue at no cost to us if we also install a commercial gas water heater. We would pay FPU a deposit of \$410, the connection fee of \$125, and the monthly tariff of \$70; the total cost to initiate service is \$605.

Attorney Small reviewed FPU's owner consent form and their standard agreement. He suggested a modification to the agreement that is allowed for customers that are governmental agencies per the tariff approved by the FL Public Service Commission; this is identified as a "rider" to the agreement. He prepared the rider on 7/16/24, and it was forwarded to FPU's general counsel for review. She approved the rider for our use. The three documents are attached.

The recommended motion is to approve payment of \$605 to FPU for service and the chair's signature on the FPU property owner's consent form, the FPU natural gas service agreement, and the rider.

The recommendation for the gas certified master plumber will be made at the next meeting.



PROPERTY OWNER'S CONSENT FORM

_____ as the owner(s) of the property located at
Owner/Tenant

Street Address City or Town State

_____ hereby grant to Florida Public Utilities Company the right to
County

install on said property the natural gas facilities required to provide gas service to the property and the right of ingress and egress to maintain, repair and operate said installed gas facilities provided, however, that Florida Public Utilities Company shall, upon completion of construction, be responsible for restoring that portion of the property used to facilitate the installation to a safe and usable condition similar or equal to that which existed prior to construction. Further, I/we agree that the installed gas service facilities shall remain forever the property and responsibility of Florida Public Utilities, its successors or assignees.

Consent Granted:

Owner

Name and Title

Print or Type

Date



Natural Gas Service Agreement

The applicant named on this front page hereof identified as ("Customer") agrees to buy gas from Florida Public Utilities ("Company"), and Company agrees to sell gas to Customer under the rate classification indicated on the first page hereof and under the terms and conditions of this contract and pursuant to the applicable provisions of Company's tariff approved by the Florida Public Service Commission.

Customer: West Volusia Hospital Authority

Phone: 386-456-1252

DBA: West Volusia Hospital Authority

Service Address: 842 W. Plymouth Ave., DeLand, FL 32720

Mailing Address: PO Box 940, DeLand, FL 32721

Rate Class: CS

Connect Fee: \$125.00

Monthly Charge: \$70.00

Account Deposit: \$410.00

Appliance Conversion Charge: N/A

Company contends to provide gas service to the Customer in consideration of the following appliance(s) being installed for gas operation with the estimated annual consumption.

Estimated Annual Usage in Therms: 1,194.00

Gas Appliance(s) Schedule		Description
1.00	Other-1	26kw Generator 348 MB
1.00	Tankless Water Heater	Tankless Water Heater

Account Manager: Mark Thompson

Phone: (386) 747-6553

Field Coordinator: Jason Garfola- DEBARY

Phone: (386) 747-8701

This agreement shall not be binding upon Company until approved and accepted on its behalf by one of its representatives in the space provided below, and thereafter shall bind and benefit the parties hereto for the term of (___) years after the commencement of service by Company to Customer and thereafter from year to year until written notice of cancellation shall be given by either party to the other at least 90 days prior to the annual renewal date, their successors and assigns. This agreement may not be amended or modified except by an instrument in writing signed by the Company and Customer.

APPROVED AND ACCEPTED:

By: _____

By: _____

Florida Public Utilities Agent's Signature

Customer's Signature

Mark Thompson

Account Manager

Customer

Date

☐ Customer elects a minimum annual commitment in lieu of the advance in aid of construction as described on applicable tariff rate schedule.
(Applicable only to Customers Natural Gas Vehicle Service Rates)



Natural Gas Service Terms and Conditions

The appliance names on the front page hereof identified as ("Customer") agrees to buy gas from Florida Public Utilities ("Company"), and Company agrees to sell gas to Customer under the rate classification indicated on the first page hereof and under the terms and conditions of this contract and pursuant to the applicable provisions of Company's tariff approved by the Florida Public Service Commission.

Customer and owner agree to permit the Company to install its facilities on the property listed on the first page hereof and to provide Company with egress and ingress to install, maintain or remove its gas line and equipment and to periodically read meter. Customer and owner further agree that all facilities installed by the Company, up to and including the outlet of the gas meter, shall forever remain the property of the Company. Customer, if other than owner of property on which installation is to be made, shall provide Company with either written documentation of property's owner consent for the installation of a natural gas service on the property or have the property owner complete a Property Owner's Consent Form (FPUC Form No. POCF).

Customer agrees to pay Company for all service rendered hereunder at the designated rate as it now or may subsequently be lawfully amended or superseded. If Customer fails or refuses to take gas service from the Company, Customer shall pay to the Company the actual cost incurred by the Company in constructing the facilities to have been used in providing service to the Customer. Any deposits currently held by the Company shall be forfeited by Customer in payment or partial payment of these costs.

No agent or employee of Company has any power to amend or waive any of the provisions of this contract or to make any promise or representation contrary to, or inconsistent with, the provisions hereof. This instrument constitutes the entire contract between the parties.

Customer agrees to accept and be bound by all rules and regulations of Company in connection with the service hereby covered, which are now or may hereafter be filed with, issued and promulgated by the Florida Public Service Commission or other Governmental bodies having jurisdiction thereof.

Company and Customer do respectively assume full responsibility and liability for the maintenance and operation of the facilities owned or operated by each and each shall indemnify and save harmless the other from any and all loss or damage sustained, and from any and all liability including injury to persons and property incurred, arising from any act or accident in connection with the installation, presence, maintenance and operation of facilities operated by the indemnifying party unless the same shall be due to the sole negligence of the other party, its agents, employees, contractors, guests or invitees.



**RIDER TO FLORIDA PUBLIC UTILITIES NATURAL GAS SERVICES AGREEMENT
WITH WEST VOLUSIA HOSPITAL AUTHORITY (“Rider”)**

This Rider is entered into as of the ____ day of _____ 2024, between Florida Public Utilities (“Company”) and West Volusia Hospital Authority, a special taxing district, public body corporate and politic of the State of Florida in Volusia County, Florida (the "Customer").

Whereas, Company and Customer agree to the terms of the FLORIDA PUBLIC UTILITIES NATURAL GAS SERVICES AGREEMENT in the form required by the Public Services Commission except for the last, Paragraph 6 of the Natural Gas Services Terms and Conditions which concerns indemnification.

NOW THEREFORE, in consideration of the mutual promises and covenants contained therein, the parties agree that the FLORIDA PUBLIC UTILITIES NATURAL GAS SERVICES AGREEMENT is amended as follows:

1. Paragraph 6 of the Natural Gas Services Terms and Conditions shall be amended and restated as follows:

Any other provision of this Paragraph and Agreement notwithstanding, Customer’s obligation to indemnify Company is limited to the sum of \$200,000 per person and \$300,000 per occurrence or such other sums as may be set forth in Section 768.28, Florida Statutes from time to time for the limited waiver of sovereign immunity. Nothing in this Paragraph or Agreement shall in any way be deemed a waiver of Customer’s sovereign immunity nor shall anything in this Agreement be deemed a consent by Customer to be sued by any third party. Subject to the aforementioned limitations and without waiver of any applicable sovereign immunity, Company and Customer do respectively assume full responsibility and liability for the maintenance and operation of the facilities owned or operated by each and each shall indemnify and save harmless the other from any and all loss or damage sustained, and from any and all liability including injury to persons and property incurred, arising from any act or accident in connection with the installation, presence, maintenance and operation of facilities operated by the indemnifying party unless the same shall be due to the sole negligence of the other party, its agents, employees, contractors, guests or invitees.

2. Any term not defined herein shall have the same meaning as under the FLORIDA PUBLIC UTILITIES NATURAL GAS SERVICES AGREEMENT.
3. The provisions of the FLORIDA PUBLIC UTILITIES NATURAL GAS SERVICES AGREEMENT shall control the relationship of the parties, except as specifically modified by the content of this Rider.

IN WITNESS THEREOF, the parties have executed this Rider as of the effective day and year set forth above.

WEST VOLUSIA HOSPITAL AUTHORITY

By: _____

Jennifer L. Coen, Its Chair
West Volusia Hospital Authority
P.O. Box 940
DeLand, FL 32721-0940

Date:

FLORIDA PUBLIC UTILITIES

By: _____

Mark Thompson, Its: Account Manager

Date: _____



Web: HHI2001.org
Email: info@hhi2001.org

"Building Healthier Communities
One Person At A Time"

Tel: 386-320-0110
Fax: 386-320-0861

August 6, 2024

Board of Commissioners
West Volusia Hospital Authority
P.O. Box 940
DeLand, FL 32721-0940

Dear Board of Commissioners,

I hope this letter finds you well. I am writing on behalf of Hispanic Health Initiatives, Inc. (HHI) to request additional grant funds due to an unanticipated 15% increase in participation in our "Cuidando Mi Salud/Taking Care of My Health"(CMS/TCMH) Health Risk Assessment (HRA) program for the residents of West Volusia County.

To date, HHI has utilized 94% (\$70,650) of its 2023-2024 WVHA funding. Over the past ten months of the program year, monthly HRA billing has averaged \$7,065 per month and with only \$4,350 remaining in HHI's budget, we will not be able to provide HRA services through the end of the program year (September 30, 2024).

The unexpected rise in participation highlights the growing need and demand for HHI's services within the community. While I am encouraged by this heightened engagement, it has also placed a significant strain on HHI's current budget. To ensure that the CMS/TCMH program can continue providing essential HRA sessions and support to residents of West Volusia, I kindly request to the WVHA's help to sustain HHI's programs through the end of the 2023-2024 program year

Specifically, I seek an adjustment to our budget to cover the deficit caused by the increase in program participation. I estimate that an additional \$10,000 will be necessary to meet the needs of HHI's expanded program participant base and to sustain its services through the end of the program year. The WVHA's acceptance of this request will ensure that no client is turned away due to budgetary constraints.

The WVHA's support has been invaluable in helping HHI serve the medically underserved residents of West Volusia County. HHI is committed to improving the health outcomes and quality of life for the residents of west Volusia and the WVHA's continued support is vital to that. Especially during this period of increased demand.

Thank you for your consideration of this funding request and your unwavering commitment to the health and well-being of the residents of West Volusia.

Sincerely,

Peter Willems
Executive Director
Hispanic Health Initiatives, Inc.



RISING | AGAINST | ALL | ODDS

340 S Woodland Blvd, DeLand FL 32720, (386) 202-4209

July 29, 2024

To: The West Volusia Hospital Authority Board of Commissioners:

I want to extend my deepest gratitude to the Board of Commissioners for their unwavering commitment and steadfast dedication to the community agencies they fund. Your hard work is not just appreciated; it is essential to the progress and well-being of our community.

As a community partner, RAAO stands as a crucial gateway for our priority populations. (priority population being marginalized, hard to reach, indigent-low income). The substantial rise in client numbers we have witnessed is a direct result of strengthened engagement and referrals from our community partners who are dedicated to serving marginalized and hard-to-reach individuals. This collaborative effort is pivotal in expanding our impact and meeting the needs of those most in need.

RAAO requested \$167,682.52 for the current funding year and we will have exceeded that amount with our July 2024 invoice. This leaves RAAO's HIV/AIDS Outreach Program with a deficit for the remainder of this fiscal year. We are requesting that The Commissioners please consider moving \$31,980 from the WVHA Health Card Pre-screening program to the HIV/AIDS Outreach program in order to continue providing HIV/AIDS Outreach services throughout this funding period. This amount is our average monthly invoice multiplied to account for August and September HIV/AIDS Outreach services. Our continued development of public awareness and education campaigns to address HIV/AIDS locally has helped expand access to HIV prevention, treatment, and medical services for those with the greatest need in our community.

I urge the Commissioners to keep in mind that the primary mission of RAAO is to amplify the urgent message that HIV/AIDS remains a critical public health threat, now more than ever. Additionally, we are committed to providing essential outreach services, particularly to WVHA Health Card applicants, who represent some of the most marginalized members of our community. Our focus is on breaking down barriers to healthcare and creating new pathways to access for those who, due to various challenges, have limited to no access to necessary healthcare in West Volusia County.

According to the Centers for Disease Control (CDC), HIV/AIDS remains a pandemic, and the number of new HIV infections has been growing since the coronavirus quarantine and shut down. RAAO addresses these challenges daily, throughout our community, by pursuing a High-Impact Prevention approach aimed at reducing new HIV infections in West Volusia County and bridging the gap to healthcare for HIV positive residents.

As you are aware, the allocated funds for the WVHA Health Card Pre-Screening Program in the 2023-2024 fiscal year is projected to remain underutilized. RAAO's intended expansion of the Health Card Program was hindered by a range of challenges. To address this and ensure no future shortfalls,



RISING | AGAINST | ALL | ODDS

340 S Woodland Blvd, DeLand FL 32720, (386) 202-4209

RAAO is taking decisive action by introducing new strategies: we have recruited additional bilingual

staff to effectively reach non-English speaking residents, strengthening our partnerships with local agencies that serve marginalized and low-income communities, and advancing the skills of our current WVHA Health Card Navigators. We ask for your continued support to ensure these critical initiatives succeed.

We have enhanced our capacity by identifying inefficiencies and streamlining operations within our HIV/AIDS Outreach Program. These strategic improvements have empowered us to expand our outreach efforts and reduce barriers to HIV treatment, including the pervasive stigma associated with HIV. Through culturally relevant education and targeted interventional case management, RAAO is creating opportunities for those living with HIV in West Volusia County to achieve optimum health conditions.

We are small and impactful.

In our initial projections for the 2023-2024 HIV/AIDS Outreach Program, we anticipated serving 1,298 unduplicated individuals. Through unwavering dedication, focus, and determination, we have surpassed that goal. While we recognized the urgent need for HIV/AIDS outreach in West Volusia County, the surge in new HIV infections following the coronavirus shutdown was unforeseen. During this challenging period, RAAO went above and beyond, delivering services to individuals who otherwise would not have received services. This achievement was driven by the tireless efforts of our staff and the strategic use of available resources. It's important to note that no reimbursement requests for these services have been or will be submitted to the WVHA.

OUTCOMES AND EVALUATION:

Due to RAAO's existing funding with the WVHA our services are focused in West Volusia County.

95% of participants in the HIV/AIDS Outreach are from Volusia County. These participants are low income, uninsured, and are disproportionately at risk of HIV/AIDS and other communicable diseases.

Thank you for your consideration of this request.

Respectfully,

A handwritten signature in black ink, appearing to read "B. Flowers", is written over a horizontal line. Below the line, the name "Brenda V. Flowers" is printed.

Brenda V. Flowers

WEST VOLUSIA HOSPITAL AUTHORITY

FINANCIAL STATEMENTS

JULY 31, 2024



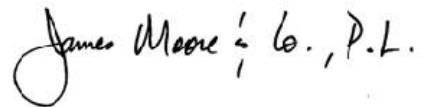
ACCOUNTANTS' COMPILATION REPORT

To the Board of Commissioners,
West Volusia Hospital Authority:

Management is responsible for the accompanying financial statements of West Volusia Hospital Authority (the Authority), which comprise the balance sheet – modified cash basis as of July 31, 2024, and the related statement of revenue and expenditures budget and actual – modified cash basis for the one month and year to date period then ended in accordance with accounting principles generally accepted in the United States of America. We have performed a compilation engagement in accordance with Statements on Standards for Accounting and Review Services promulgated by the Accounting and Review Services Committee of the AICPA. We did not audit or review the financial statements nor were we required to perform any procedures to verify the accuracy or the completeness of the information provided by management. We do not express an opinion, a conclusion, nor provide any form of assurance on these financial statements.

Management has elected to omit substantially all of the disclosures required by accounting principles generally accepted in the United States of America. If the omitted disclosures were included in the financial statements, they might influence the user's conclusions about the Authority's financial position, results of operations, and cash flows. Accordingly, the financial statements are not designed for those who are not informed about such matters.

We are not independent with respect to West Volusia Hospital Authority.



DeLand, Florida
August 15, 2024

**WEST VOLUSIA HOSPITAL AUTHORITY
BALANCE SHEET - MODIFIED CASH BASIS
JULY 31, 2024**

ASSETS

Ameris Bank - operating	\$ 704,317
Ameris Bank - MM	7,013,967
Ameris Bank - payroll	24,685
Mainstreet Community Bank - EBMS operational escrow	200,000
Mainstreet Community Bank - MM	5,735,946
Surety Bank - MM	1,580,797
Mainstreet Community Bank - Certificates of deposit	5,666,065
Prepaid items and deposits	2,000
Total Assets	<u><u>\$ 20,927,777</u></u>

FUND BALANCE

Total Fund Balance	<u><u>\$ 20,927,777</u></u>
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See accountants' compilation report.

WEST VOLUSIA HOSPITAL AUTHORITY
STATEMENT OF REVENUES AND EXPENDITURES BUDGET AND ACTUAL - MODIFIED CASH BASIS
FOR THE ONE MONTH AND TEN MONTHS ENDED JULY 31, 2024

	One Month Period Actual	Year to Date Actual	Annual Budget	Amount Remaining Budget Balance	Percent Budget Used
Revenues					
Ad valorem taxes	\$ 2,375	\$ 15,954,076	\$ 15,700,000	\$ (254,076)	102%
Interest income	80,672	574,593	400,000	(174,593)	144%
Other income	2,860	105,918	-	(105,918)	0%
Total revenues	<u>85,907</u>	<u>16,634,587</u>	<u>16,100,000</u>	<u>(534,587)</u>	<u>103%</u>
Expenditures					
Healthcare expenditures					
Hospitals					
Halifax Hospital	283,702	1,296,855			
AdventHealth	209,025	1,318,024			
Total hospitals	<u>492,727</u>	<u>2,614,879</u>	3,000,000	385,121	87%
Specialty Care Services					
Specialty Care - ER	10,032	59,161			
Specialty Care - Non-ER	484,688	3,023,298			
Total Specialty Care Services	<u>494,720</u>	<u>3,082,459</u>	3,500,000	417,541	88%
Emergency Room Care	80,208	705,429	1,000,000	294,571	71%
Primary Care	428,239	2,048,207	2,500,000	451,793	82%
Pharmacy	227,116	458,897	900,000	441,103	51%
Florida Dept of Health Dental Svcs	11,266	123,922	150,000	26,078	83%
Hispanic Health Initiatives	7,200	61,450	75,000	13,550	82%
Community Legal Services	5,021	61,958	105,833	43,875	59%
Rising Against All Odds	15,800	151,225	167,683	16,458	90%
HSCFV - Outreach	-	34,191	81,560	47,369	42%
HSCFV - Fam Services	-	31,737	76,331	44,594	42%
The House Next Door	3,852	26,774	45,000	18,226	59%
SMA - Homeless Program	4,430	56,369	90,000	33,631	63%
SMA - Residential Treatment	-	550,000	550,000	-	100%
SMA - Baker Act - Match	-	300,000	300,000	-	100%
County Medicaid Reimbursement	234,200	2,342,004	2,810,405	468,401	83%
H C R A - In County	52,319	89,751	400,000	310,249	22%
H C R A - Outside County	-	2,363	400,000	397,637	1%
The Neighborhood Center	12,425	106,575	125,000	18,425	85%
Healthy Communities Kid Care Outreach	6,438	48,703	72,203	23,500	67%
Other Healthcare Expenditures	-	-	95,872	95,872	0%
Total healthcare expenditures	<u>2,075,961</u>	<u>12,896,893</u>	<u>16,444,887</u>	<u>3,547,994</u>	<u>78%</u>
Personnel services					
Regular salaries and wages	5,588	55,878	67,556	11,678	83%
FICA	428	4,506	5,168	662	87%
Retirement	762	7,586	9,843	2,257	77%
Life and Health Insurance	886	8,109	12,000	3,891	68%
Workers Compensation Claims	3,724	72,710	25,000	(47,710)	291%
Total personnel services	<u>11,388</u>	<u>148,789</u>	<u>119,567</u>	<u>(29,222)</u>	<u>124%</u>

See accountants' compilation report.

WEST VOLUSIA HOSPITAL AUTHORITY
STATEMENT OF REVENUES AND EXPENDITURES BUDGET AND ACTUAL - MODIFIED CASH BASIS
FOR THE ONE MONTH AND TEN MONTHS ENDED JULY 31, 2024

	One Month Period Actual	Year to Date Actual	Annual Budget	Amount Remaining Budget Balance	Percent Budget Used
Other expenditures					
Legal Counsel	9,450	52,988	70,000	17,012	76%
Outside Legal Counsel	-	40,311	40,311	-	100%
Outside Legislative Advisory	6,000	60,000	72,000	12,000	83%
Audit	-	-	20,500	20,500	0%
General Accounting - Recurring	9,500	85,500	114,000	28,500	75%
General Accounting - Nonrecurring	3,557	17,184	10,000	(7,184)	172%
Application Screening - THND	43,619	388,687	521,989	133,302	74%
Application Screening - RAAO	3,456	37,440	86,746	49,306	43%
TPA Services (EBMS)	73,671	348,132	500,000	151,868	70%
Building Repairs	18,664	46,031	100,000	53,969	46%
Advertising	137	3,025	10,000	6,975	30%
Other Operating Expenditures	583	16,295	15,000	(1,295)	109%
Tax Collector & Appraiser Fee	43,427	531,665	650,000	118,335	82%
City of DeLand Tax Increment District	-	124,098	125,000	902	99%
Total other expenditures	<u>212,064</u>	<u>1,751,356</u>	<u>2,335,546</u>	<u>584,190</u>	<u>75%</u>
Total expenditures	<u>2,299,413</u>	<u>14,797,038</u>	<u>18,900,000</u>	<u>4,102,962</u>	<u>78%</u>
Excess (deficiency) of revenues over expenditures	<u><u>\$ (2,213,506)</u></u>	<u><u>\$ 1,837,549</u></u>	<u><u>\$ (2,800,000)</u></u>	<u><u>\$ (4,637,549)</u></u>	<u><u>-66%</u></u>

See accountants' compilation report.