

The County of Santa Cruz

Integrated Community Health Center Commission

MEETING AGENDA

May 6, 2021 @ 11:00 am

MEETING LOCATION: Microsoft Teams Meeting or Teleconference Call Information - 831-454-2222: Code: 850702 / 1080 Emeline Ave., Bldg. D, Santa Cruz, CA 95060

ORAL COMMUNICATIONS - Any person may address the Commission during its Oral Communications period. Presentations must not exceed three (3) minutes in length, and individuals may speak only once during Oral Communications. All Oral Communications must be directed to an item not listed on today's Agenda and must be within the jurisdiction of the Commission. Commission members will not take actions or respond immediately to any Oral Communications presented but may choose to follow up at a later time, either individually, or on a subsequent Commission Agenda.

1. Welcome/Introductions
2. Oral Communications
3. April 1, 2021 Meeting Minutes – Recommend for Approval
4. Social Justice
5. Board Recruitment
6. Quality Management Committee Update
7. Financial Update
8. CEO/COVID-19 Update/ CZU Lightening Complex Fire Update

Action Items from Previous Meetings:

Action Item	Person(s) Responsible	Date Completed	Comments
QI Measure for Mental Health and Behavioral Health concerns. On 10/1/20 minutes. Follow up next 2-3 months.	Raquel		
E-mail Conflict-of-Interest form to commission. DocuSign format.	Mary		

Next meeting: June 3, 2021 11:00 am- 1:00 pm

Meeting Location: Microsoft Teams Meeting or Teleconference Call Information - 831-454-2222: Code: 850702 / 1080 Emeline Ave., Bldg. D, Santa Cruz, CA 95060

The County of Santa Cruz Integrated Community Health Center Commission

Minute Taker: Mary Olivares

Minutes of the meeting held May 6, 2021.

TELECOMMUNICATION MEETING: Microsoft Teams Meeting - or call-in number 831-454-2222: Meeting Code: 850702.

Attendance	
Len Finocchio	Vice Chair
Caitlin Brune	Member at Large
Rahn Garcia	Member
Dinah Phillips	Member
Marco Martinez-Galarce	Member
Amy Peeler	County of Santa Cruz, Chief of Clinic Services
Raquel Ramirez Ruiz	County of Santa Cruz, Senior Health Services Manager
Julian Wren	County of Santa Cruz, Administrative Services Manager
Mary Olivares	County of Santa Cruz, Admin Aide
Meeting Commenced at 11:10 am and Concluded at 12:18 pm	
Excused/Absent:	
Absent: Gustavo Mendoza Absent: Michelle Morton Excused: Christina Berberich	
1. Welcome/Introductions	
2. Oral Communications:	
Caitlin invited commission staff to attend the Health Improvement Partnership's 2021 Forum that is scheduled on 5/27/21 at 1:30pm. She stated the topic for May's forum is Reflections on Trust and Its Relationship to Racial Inequity on Non-profit Boards. Caitlin will e-mail information out to the commission and staff.	
3. April 1, 2021 Meeting Minutes - Action item	
Review of April 1, 2021 Meeting Minutes – Recommended for Approval. Rahn moved to accept minutes as submitted. Dinah second, and the rest of the members present were all in favour. Caitlin abstained from the vote on the minutes from the April's meeting as she was not able to attend.	
4. Social Justice	
Caitlin stated this month's homework together is to participate in the Health Improvement Partnership 5/27 forum. Caitlin thanked Amy for the weekly updates that is devoted to putting the spotlight on equity in health care in Santa Cruz County and on the violence that has been escalating. Caitlin would like everyone to think about identity that comes to play in opening access to resources that are delivered and how commissioners support the staff.	
5. Board Recruitment	
Amy stated she attended a webinar from National Community Health Centers on effective board recruitment and engagement. She stated it was very detailed and it led her to a lot of resources on ways to create engagement and make this meaningful to everyone. Amy stated she is going to try and integrate this more into our meetings. She stated one that we can look at is a video showing three ways that health center commission members can serve as ambassadors for COVID-19 vaccines. Amy will be e-mailing video out to commissioners today.	
6. Quality Management Committee Update	
Raquel reported on Quality Management Committee and Peer Review and Risk Management Committee.	
<ul style="list-style-type: none"> ■ Continuing Quality Improvement Projects (Hypertension, diabetes, BMI, cervical and colorectal cancer screenings). In the process of purchasing blue tooth devices for hypertension. ■ Customer Service Virtual Training launching May 17, 2021. Employees will be given one year to complete training. ■ Peer Review Committee: Automating Chart Review Monthly Assignments using digital DocuSign System. GO LIVE: June ■ Reviewed Clinic Two Year Strategic Plan- July 2021 through June 2023. Target Date for Approval: June 2021 ■ COVID-19 Recovery Team: Mass Vaccine Clinics ■ Central California Alliance for Health Audit- Emeline Corrective Action Plan- Some of the deficiencies were: <ul style="list-style-type: none"> ■ In-services (ie active shooter, fire safety and prevention, handling medical emergencies until individual is stable/EMS Arrives, Staying Healthy Assessment) ■ Advance Healthcare Directives-documentation ■ Follow up on specialty referrals 	

Raquel stated the Central California Alliance Health Corrective Action Plan is due on May 7, 2021. Committee would like quarterly updates on the corrective action plan deficiencies.

Raquel also presented the draft County Operational Plan Objectives for Clinic Services. They were:

- By December 2021, create an anonymous employee suggestion and response system.
- By June 2023, the Clinic Services Division will identify opportunities to develop a training on cultural humility and health equity with 75% participation.
- By June 2023, hire a full-time equivalent staff to provide focused outreach to individuals who might be fearful of utilizing our services for immigration or stigma-related reasons.
- By June 2023, increase clinical staff and patient engagement in implementing evidence-based practice by using advanced self-measured blood pressure technology, and provide clinician and patient education to improve the percentage of patients with controlled hypertension by 10%.

Raquel also gave an update on Grant Opportunities.

- HRSA Ryan White HIV/AIDS Program Part C Early Intervention Services Program. The grant is due June 2, 2021. The term of the grant is January 1, 2022-December 31, 2025. The amount of the grant is \$409,150 which will support clinical staff.
- HRSA 2021 American Rescue Plan-Health Center Construction and Capital Improvements. The grant is due June 24, 2021. The term of grant is September 1, 2021-August 31, 2024. The amount of the grant is \$672,865 possibly supporting HPHP in purchasing a new HVAC system.

Raquel also gave an update on HPHP Patient Advisory Committee. She stated there was one patient that showed up and she was very happy with the services she receives from HPHP. Raquel stated that the patient possibly would be a good candidate as a commission member. One thing the patient mentioned was the parking. Parking very challenging at HPHP Raquel notified the patient that she would bring this item to the commission.

Raquel also presented the Clinics Vaccine Saturation Report. Committee reviewed report. Raquel stated this report comes out monthly and we have given a total of 18,000 vaccines. Raquel was also going to give an update on the patient satisfaction survey results, but it was decided to table this item for next month's meeting.

7. Financial Update

Julian stated that next month he will know where the budget is going for 21/22 and he will report back on this. He stated we had received \$3.4m in Fed funding that will be used to cover budget shortfall. We will be receiving \$112,272 in Public Health Epidemiology and Laboratory Capacity funding to cover Lab personnel costs. Another \$142,402 in FY 21-22. OCHIN Billing Services Support: \$1.263 million in active claims. Julian also reported on Visits Comparison 7-2020 to 3-2021 vs 7-2019 to 3-2020. HPHP = -21%, Santa Cruz = +10%, SC Ortho = -18%, Watsonville = -6%, Watsonville HDC = -19%, IBH = +27%, Overall = -4%. Lastly, Julian stated that Projected charges are \$5 million higher than this time last year.

8. CEO/COVID-19 Update

Amy reported that we had received 3.4 million non-competitive from HRSA. Amy also reported that our staff that had been deployed to Public Health will be returning to clinics in the next two weeks. Amy also reported that a new physician will be starting in July or August and that she is finishing up a fellowship in Quality Management. Amy stated we have quite a good applicant pool of physicians right now and that this is the first time we have all the Clinic Physician positions filled. Lastly Amy stated it looks there will be no furlough next year.

Action items:

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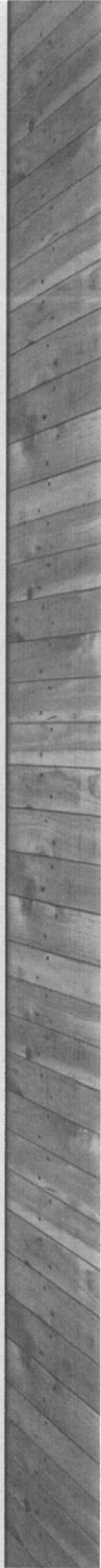
Next Meeting: June 3, 2021 11:00 am - 1:00 pm
Microsoft Teams Meeting: 1080 Emeline, Santa Cruz, CA

Minutes approved _____ / / _____
(Signature of Board Chair or Co-Chair) (Date)

FISCAL REPORT

DR. JULIAN N. WREN, MSW, ED.D.

5-6-21 COMMISSION MEETING



ESTIMATED ACTUALS

County of Santa Cruz (HSA)					
FY 20/21					
As of 3-31-21					
Division	CLINC				
GLKey	(Multiple Items)				
Row Labels		Budget	Actual	Division EA's 4.21.21	
REVENUE		(43,560,359)	(17,923,457)	(37,092,289)	
15-INTERGOVERNMENTAL REVENUES		(5,818,688)	(3,133,253)	(5,893,836)	
19-CHARGES FOR SERVICES		(36,262,366)	(14,715,244)	(29,129,836)	
23-MISC. REVENUES		(1,479,305)	(74,960)	(2,068,617)	
EXPENDITURE		42,127,363	25,954,773	39,036,972	
50-SALARIES AND EMPLOYEE BENEF		24,309,686	17,023,963	22,098,739	
60-SERVICES AND SUPPLIES		6,330,582	3,489,169	5,451,138	
70-OTHER CHARGES		2,552,213	1,940,298	2,552,213	
80-FIXED ASSETS		196,135	0	196,135	
90-OTHER FINANCING USES		200,000	0	200,000	
95-INTRAFUND TRANSFERS		8,538,747	3,501,343	8,538,747	
Grand Total		(1,432,996)	8,031,316	1,944,683	

- Just received \$3.4m in Fed funding that will be used to cover budget shortfall
- Receiving \$112,272 in PH Epidemiology and Laboratory Capacity funding to cover Lab personnel costs. Another \$142,402 in FY 21-22.
- OCHIN Billing Services Support:
 - \$1.263 million in active claims

VISITS:

COMPARISON 7-2020 TO 3-2021 VS 7-2019 TO 3-2020

- HPHP = -21%
- Santa Cruz = +10%
 - SC Ortho = -18%
- Watsonville = -6%
 - Watsonville HDC = -19%
- IBH = +27%
- Overall = -4%

Projected Charges FY 19-20

<u>Post Group</u>	<u>Projected Units</u>	<u>Projected Charges</u>
MEDI-CAL	81,906	22,030,548
MCA	0	0
MEDICARE	12,213	2,153,896
MEDI-CRUZ	2,913	303,758
HPHP	1,411	221,306
FEIS	401	63,591
INTERFUND	190	-9,210
MCWP	290	96,015
MENTAL HLTH	316	193,917
OTHER	12,198	435,017
No Group Assigned	0	0
	Total Charges:	25,488,838
	Less Projected Reserve Amount:	6,842,720
	Total Net Charges:	18,646,118

Projected Charges = Net Charges / Workdays * Total Workdays (249.0)

Projected Units = Units / Workdays * Total Workdays (plus extra 2% for second half of FY)

Projected Charges FY 20-21

<u>Post Group</u>	<u>Projected Units</u>	<u>Projected Charges</u>
MEDI-CAL	88,169	24,449,201
MCA	1	-998
MEDICARE	14,374	1,201,615
MEDI-CRUZ	8,069	222,805
HPHP	1,344	154,701
FEIS	318	30,441
INTERFUND	132	24,886
MCWP	408	41,884
MENTAL HLTH	153	155,234
OTHER	21,734	-119,573
No Group Assigned	349	107,904
	Total Charges:	26,268,100
	Less Projected Reserve Amount:	2,559,563
	Total Net Charges:	23,708,537

Projected Charges = Net Charges / Workdays * Total Workdays (249.0)

Projected Units = Units / Workdays * Total Workdays (plus extra 2% for second half of FY)

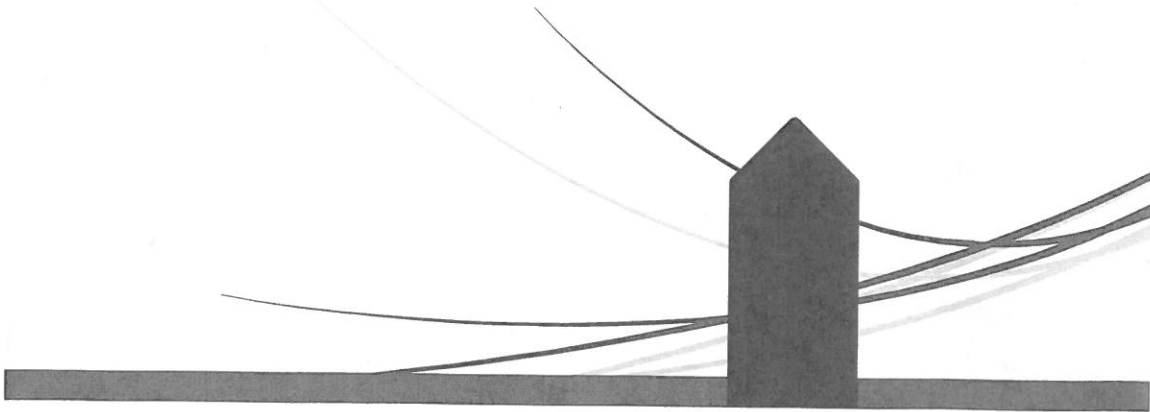
Projected charges are \$5 million higher than this time last year.

**QUESTIONS
OR
COMMENTS?**



Quality Management Report

March 4, 2021





Quality Management Committee Peer Review and Risk Management Committee

- ▶ Continuing Quality Improvement Projects(Hypertension, diabetes, BMI, cervical and colorectal cancer screenings)
- ▶ Customer Service Virtual Training launching May 17
- ▶ Peer Review Committee: Automating Chart Review Monthly Assignments using digital DocuSign System. GO LIVE: June
- ▶ Reviewed Clinic Two Year Strategic Plan- July 2021through June 2023
 - ▶ Target Date for Approval: June 2021
- ▶ COVID-19 Recovery Team: Mass Vaccine Clinics
- ▶ Central California Alliance for Health Audit- Emeline Corrective Action Plan- Deficiencies in staff training



CCAH Corrective Action Plan Due: May 7

- Deficiencies:
 - In-services (ie active shooter, fire safety and prevention, handling medical emergencies until individual is stable/EMS Arrives, Staying Healthy Assessment)
 - Advance Healthcare Directives-documentation
 - Follow up on speciality referrals

Draft-County Operational Plan Objectives for Clinic Services Division

<p>By December 2021, create an anonymous employee suggestion and response system.</p>
<p>By June 2023, the Clinic Services Division will identify opportunities to develop a training on cultural humility and health equity with 75% participation.</p>
<p>By June 2023, hire a full-time equivalent staff to provide focused outreach to individuals who might be fearful of utilizing our services for immigration or stigma-related reasons.</p>
<p>By June 2023, increase clinical staff and patient engagement in implementing evidence-based practice by using advanced self-measured blood pressure technology, and provide clinician and patient education to improve the percentage of patients with controlled hypertension by 10%.</p>



Grant Opportunities

- ▶ HRSA Ryan White HIV/AIDS Program Part C Early Intervention Services Program
 - ▶ Due June 21
 - ▶ January 1, 2022-December 31, 2025
 - ▶ \$409,150
- ▶ HRSA 2021 American Rescue Plan-Health Center Construction and Capital Improvements
 - ▶ Due June 24
 - ▶ September 1, 2021-August 31, 2024
 - ▶ \$672,865

HSA Clinics Vaccine Saturation Report

Includes Vaccines given @ HSA Clinic, CareEverywhere and Historical Documentation
Includes Pfizer, Moderna and Janssen

	15 and Under		16-24		25-34		35-44		45-54		55-64		65-74		75+	
	Completed	1st Dose	Completed	1st Dose	Completed	1st Dose	Completed	1st Dose	Completed	1st Dose	Completed	1st Dose	Completed	1st Dose	Completed	1st Dose
SCZ HPHIP CLINIC	0	17	11	2	15	7	24	11	65	13	87	19	57	12	27	2
HPHIP Total:	0	17	11	2	15	7	24	11	65	13	87	19	57	12	27	2
% of Age Group (Completed or 1st Dose):	0.00%		23.64%		12.64%		13.73%		31.08%		46.90%		55.20%		80.56%	
SANTA CRUZ CLINIC																
Completed	0	332	17	41	58	83	96	116	159	144	326	172	380	63	121	5
1st Dose	0	479	83	1176	96	1095	116	1095	159	144	326	172	380	63	121	5
Total:	0	811	100	1287	154	2190	212	2190	318	288	652	344	760	126	242	10
% of Age Group (Completed or 1st Dose):	0.00%		12.11%		11.99%		19.36%		27.80%		37.47%		52.18%		61.17%	
WATSONVILLE CLINIC																
Completed	0	1993	75	44	147	54	273	92	325	103	401	107	466	39	239	31
1st Dose	0	1173	44	1173	54	1323	92	1536	103	1337	107	1205	466	39	239	31
Total:	0	3166	119	2346	201	2646	184	2672	428	2674	214	2410	932	78	478	62
% of Age Group (Completed or 1st Dose):	0.00%		10.14%		15.19%		23.76%		32.01%		42.16%		65.76%		62.50%	
Not Santa Cruz County																
Completed	0	27	3	2	3	2	10	2	12	4	11	6	9	2	2	0
1st Dose	0	6	0	0	0	0	1	1	0	0	2	0	5	0	0	0
Total:	0	33	3	2	3	2	11	3	12	4	13	6	14	2	2	0
% of Age Group (Completed or 1st Dose):	0.00%		5.81%		5.48%		7.21%		14.55%		17.07%		36.36%		20.00%	
SCZ NORTH COUNTY MENTAL HEALTH																
Completed	0	2402	112	94	237	151	408	225	573	268	842	314	2924	913	389	38
1st Dose	0	1862	94	2983	151	3094	408	3094	268	2843	314	2924	913	116	1775	684
Total:	0	4264	206	3967	388	6188	633	6188	541	5727	628	5848	1837	1029	2564	1462
% of Age Group (Completed or 1st Dose):	0.00%		11.06%		13.01%		20.46%		29.58%		39.53%		57.97%		62.43%	

Completed Total: 3,476
1st Dose Total: 1,206
Grant Total: 18,557

Pls seen (OV, Lab/Pfizer, imm) from 2/1/2019:04/26/2021
Counts are according to Patient Primary Location, NOT where they received the VAX
Does NOT include Pts 24-months or younger

Patient Satisfaction Survey Results

2020



Watsonville Health Center 2020

Responses 166

Sent via text in December 2020

Reflecting on last 6 months



Santa Cruz Health Center

Responses 134

Sent via text in December 2020

Reflecting on last 6 months



Homeless Persons Health Project

Responses 34

Sent via text in December 2020

Reflecting on last 6 months



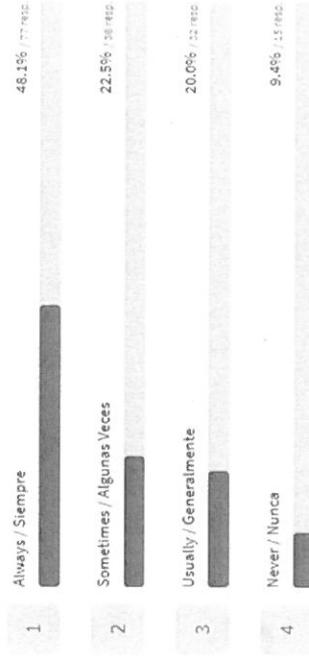
Watsonville Health Center

Question 1

In the last 6 months, when you contacted this clinician's office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?

En los últimos 6 meses, cuando se puso en contacto con el consultorio de este médico para obtener una cita para la atención que necesitaba de inmediato, ¿con qué frecuencia obtuvo una cita tan pronto como la necesitaba?

160 out of 166 answered



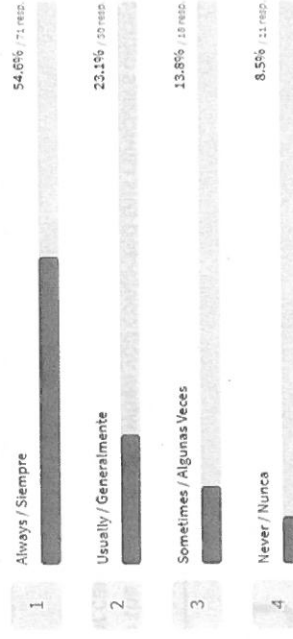
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130 out of 134 answered



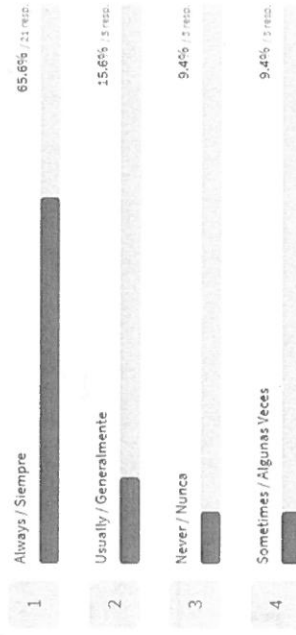
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32 out of 34 answered



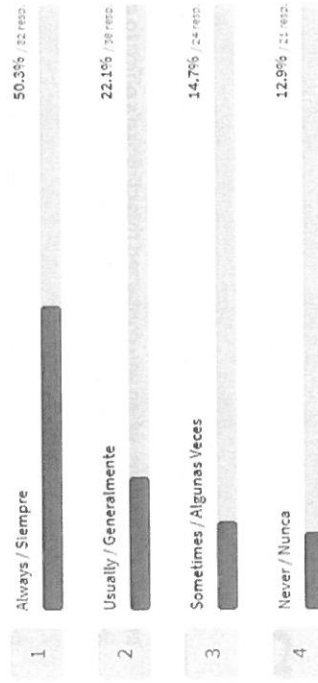
Watsonville Health Center 2020

Question 2

In the last 6 months, when you contacted this clinician's office during regular office hours, how often did you get an answer to your medical question that same day?

En los últimos 6 meses, cuando se puso en contacto con el consultorio de este médico durante el horario regular de oficina, ¿con qué frecuencia obtuvo una respuesta a su pregunta médica ese mismo día?

163 out of 166 answered



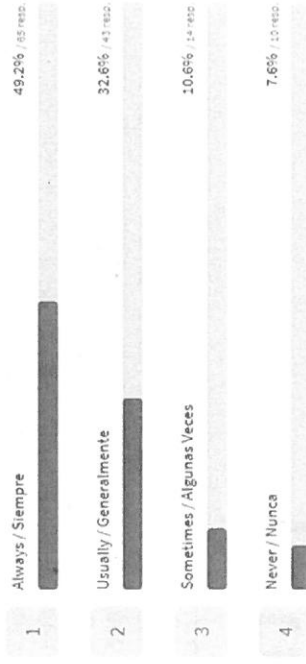
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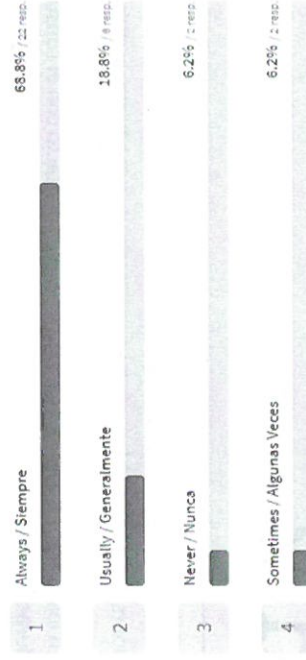
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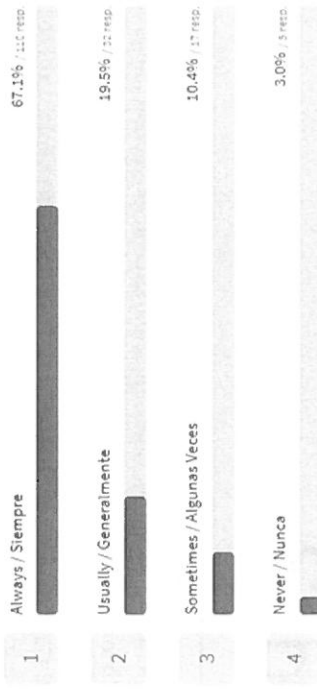
Watsonville Health Center 2020

Question 3

In the last 6 months, how often did this clinician explain things in a way that was easy to understand?

En los últimos 6 meses, ¿con qué frecuencia este clínico explicó las cosas de una manera que era fácil de entender?

164 out of 166 answered



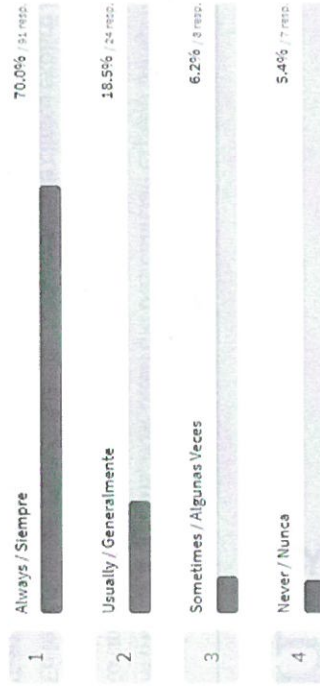
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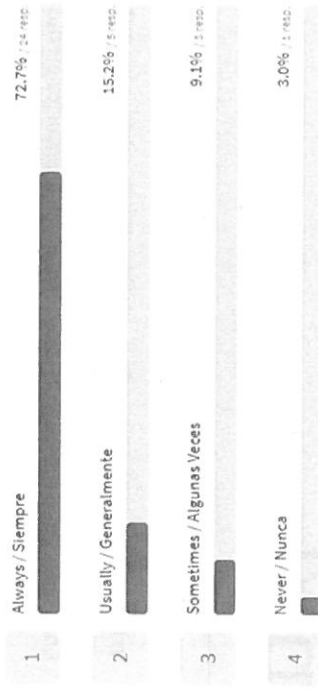
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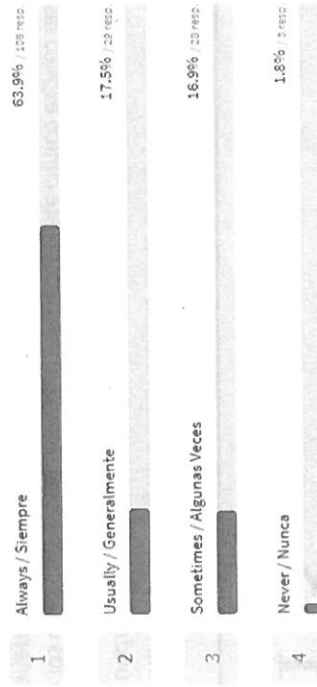
Watsonville Health Center 2020

Question 4

In the last 6 months, how often did this clinician listen carefully to you?

En los últimos 6 meses, ¿con qué frecuencia le escuchó atentamente este clínico?

166 out of 166 answered



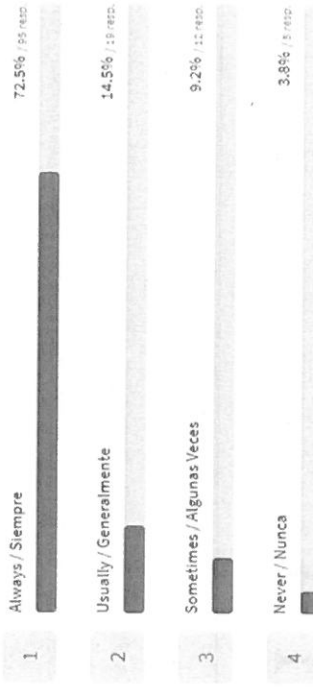
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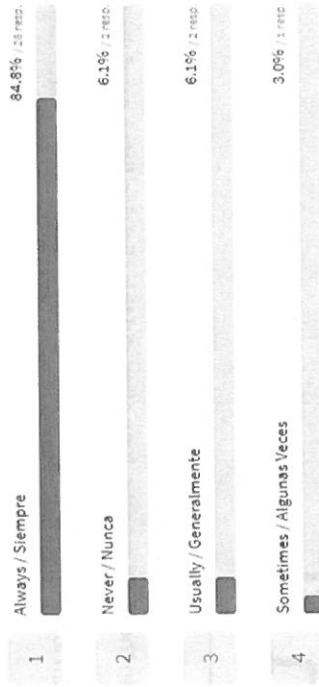
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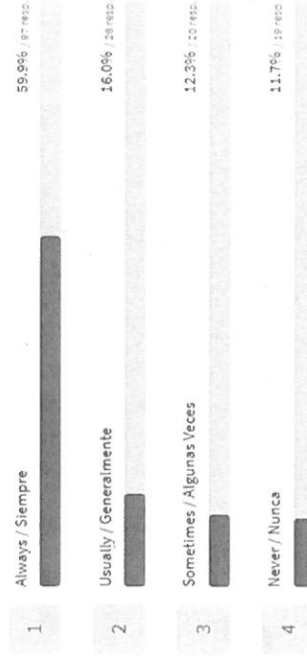
Watsonville Health Center 2020

Question 5

In the last 6 months, when this clinician ordered a blood test, x-ray, or other test for you, how often did someone from this clinician's office follow up to give you those results?

En los últimos 6 meses, cuando este médico ordenó un análisis de sangre, radiografía u otro examen, ¿con qué frecuencia alguien del consultorio de este médico le hizo seguimiento para darle esos resultados?

162 out of 166 answered



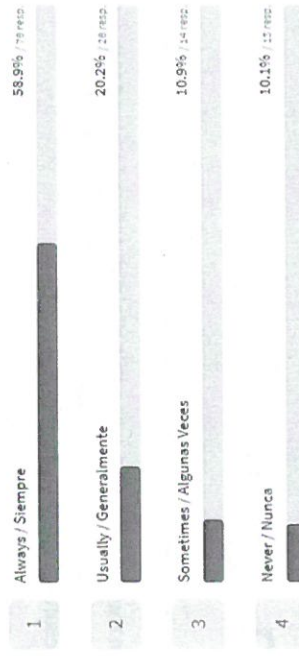
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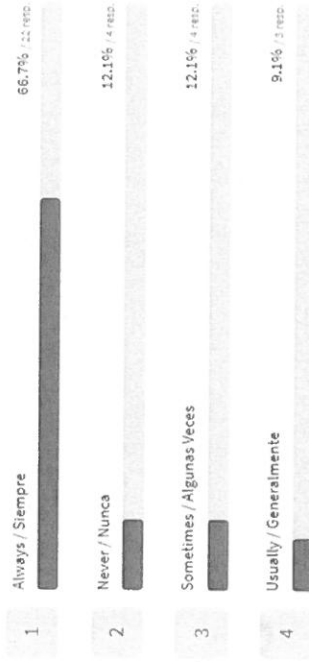
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33 out of 34 answered



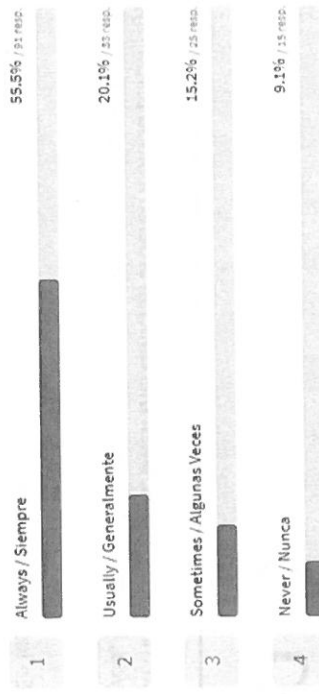
Watsonville Health Center 2020

Question 6

In the last 6 months, how often were clerks and receptionists at this clinician's office as helpful as you thought they should be?

En los últimos 6 meses, ¿con qué frecuencia los empleados y recepcionistas de la oficina de este médico fueron tan útiles como usted pensó que deberían ser?

164 out of 166 answered



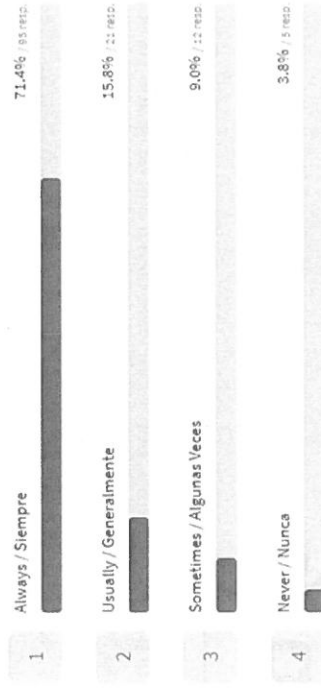
Santa Cruz Health Center

Question 6

In the last 6 months, how often were clerks and receptionists at this clinician's office as helpful as you thought they should be?

En los últimos 6 meses, ¿con qué frecuencia los empleados y recepcionistas de la oficina de este médico fueron tan útiles como usted pensó que deberían ser?

133 out of 134 answered



Homeless Persons Health Project

Question 6

In the last 6 months, how often were clerks and receptionists at this clinician's office as helpful as you thought they should be?

En los últimos 6 meses, ¿con qué frecuencia los empleados y recepcionistas de la oficina de este médico fueron tan útiles como usted pensó que deberían ser?

32 out of 34 answered

