

The County of Santa Cruz Integrated Community Health Center Commission

Minute Taker: Mary Olivares

Minutes of the meeting held January 3, 2024

TELECOMMUNICATION MEETING: Microsoft Teams Meeting - or call-in number +1 916-318-9542 – PIN# 500021499#

Attendance	
Len Finocchio	Co-Chair Officer
Rahn Garcia	Member
Dinah Phillips	Member
Marco Martinez-Galarce	Member
Maximus Grisso	Member
Michelle Morton	Member
Michael Angulo	Member
Miku Sodhi	County of Santa Cruz, Asst. Director of HSA
Amy Peeler	County of Santa Cruz, Chief of Clinics
Raquel Ramirez Ruiz	County of Santa Cruz, Sr. Health Services Manager
Julian Wren	County of Santa Cruz, Admin Services Manager
Mary Olivares	County of Santa Cruz, Admin Aide
Meeting Commenced at 4:03 pm and concluded at 5:00 pm	
Excused/Absent:	
Excused: Christina Berberich Absent: Tammi Rose Excused: Gidget Martinez	
1. Welcome/Introductions	
Commissioners and staff introduced themselves to new member Michael Angulo.	
2. Oral Communications:	
None	
3. December 6, 2023, Meeting Minutes – Action Required	
Review of December 6, 2023, Meeting Minutes – Recommended for Approval. Dinah moved to accept minutes as presented. Marco second, and the rest of the members present were all in favor.	
4. 2024 Operational Objectives – Action Required	
Raquel reported on the 2024 Health Center Operational Goals, which are: 1) HSA-Health Centers will identify the main factors limiting access to care, disaggregated by zip code, including voices of our patients, 2) complete an interim expansion plan for the Homeless Persons Health Project (HHP) to meet the need of the current patient population and evaluate options to expand, 3) identify opportunities to develop a training on cultural humility and health equity with 75 percent staff participation and 4) design a sustainable training program, supporting the organization's strategic plan focus areas of operational excellence and community collaboration, with 75 percent staff participation. Raquel also reported on the 2024 Clinical Quality Goals, which are: 1) Cervical Cancer Screening - Increase cervical cancer screening rates at Santa Cruz County HSA Health Centers, 2) Child and Adolescents Well-Care Visits - Increase the rate of Child and Adolescent Well-Care Visits and, 3) Breast Cancer Screening - Increase breast cancer screening. Rahn moved to accept the 2024 Operational Objectives as presented. Marco second, and the rest of the members present were all in favor.	
5. Stipends for Commissioners	
Amy was happy to report that the Board of Supervisors approved \$75.00 stipends for commissioners. Amy will find out process and report back on this.	
6. Board Composition and Meeting Times	
Amy stated it is important that the commission meet in person. She will send survey out to commissioners next week and report back results at next meeting.	
7. Quality Management Update	
Raquel reported that HHP provided an update on their quality improvement project, Medication Assisted Treatment (MAT) intervention during code blue response to accidental overdoses. Raquel also reported they reviewed the 2024 Clinical Goal Setting and on the patient satisfaction survey results, Raquel reviewed patient satisfaction survey with commissioners. She stated this was sent out via text message blast, and the response rate was about 20%. Raquel presented quality improvement project that	

resulted from the data gathered from the satisfaction survey which are: access to care, standardizing templates maximizing every visit, sending out lab documents through MyChart, and the launching of a centralized call center.

There was much discussion and grievance with the commissioners regarding MyChart and long waiting holds when calling clinics. Some of the topics that were discussed was:

- Really hard to get through phone lines, long waits on phone.
- Commissioner visited Watsonville Clinic, no mention of MyChart, Commissioner brought it to staff's attention.
- Commissioner asked why they don't have access to Nurses, MA's and other staff on MyChart.
- Not having access to all their personal providers on MyChart.

Action items follow up: Invite EPIC site specialist, Jessica McElveny to next meeting, MyChart outreach to patients, orient patients to use MyChart, and what does clinics plan to do to increase participation?

Clinics: Refresh staff of workflow on registering patients to MyChart

Commissioners would like updates at future meetings to hear what the call center measures are, measures you will be tracking, workflows, and quarterly reports on how the call center is doing.

Raquel also reported that Peer Review and Risk Management Committee met and reviewed six patient deaths. Two out of the six had alcohol use disorder related causes of death. Raquel also reported they are starting to keep track of the fentanyl overdoses.

8. Financial Update

Amy reported that our net county cost is at 5.2 million. Amy also reported on the following: Open encounters, are currently at 2.9 days; Claim acceptance is at 99%; Days in AR, are currently at 61 days. Amy lastly reported some of the things we are implementing to minimize the deficit: Running reports to have primary care providers close encounters, running reports to identify payments missing Wrap payments to revise and rebill, reviewing schedules to streamline process, prioritizing critical spending, delaying non-critical spending, moratorium on non-essential travel, implementing automation where possible, re-prioritizing billing focus, reduce denials, increase average daily charges and reduce total accounts receivable.

9. CEO/COVID 19 update

Amy reported that all Californian's regardless of documentation status and age are now eligible to apply for Medi-Cal but would need to meet Med-Cal eligibility to qualify. She also reported Amy McEntee was offered the position of Medical Director at the Watsonville Health Center, she will start in early April. Amy will be sending survey out next week to find out commissioners' availability to meet. Amy also asked commissioners if they knew anyone that was interested in becoming a commission member, please send them her way as there is one vacancy.

Next meeting: February 7, 2024, 4:00pm - 5:00pm

Meeting Location: In- Person- 1430 Freedom Blvd., Suite F, Watsonville, Ca 95076 and 1080 Emeline Ave., Bldg. D, Santa Cruz, CA 95060. Commission will connect through Microsoft Teams Meeting or call in (audio only) [+1 916-318-9542](tel:+19163189542), [500021499#](tel:500021499) United States, Sacramento Phone Conference ID: **500 021 499#**

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