

The County of Santa Cruz
Integrated Community Health Center Commission
MEETING AGENDA

July 19, 2023 @ 4:00pm - 5:00pm

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

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. June 7, 2023, Meeting Minutes – Action Required
4. Quality Management Update
5. Social Justice
6. Financial Update
7. CEO/COVID-19 Update

<u>Action Items from Previous Meetings:</u>	Person(s)	Date	Comments
Action Item	Responsible	Completed	

Next meeting: Wednesday, August 2, 2023, 4:00pm - 5:00pm **Meeting Location: In-Person** - 1430 Freedom Blvd., Suite F, Watsonville, Ca 95076 and 1080 Emeline Ave., Bldg. D, Admin Conference Room, Santa Cruz, CA 95060. Commission will connect through Microsoft Teams Meeting or call in (audio only) +1 916-318-9542, 500021499# United States, Sacramento Phone Conference ID: **500 021 499#**

The County of Santa Cruz Integrated Community Health Center Commission

Minute Taker: Mary Olivares

Minutes of the meeting held July 19, 2023.

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

Attendance	
Len Finocchio	Co-Chair Officer
Rahn Garcia	Member
Marco Martinez-Galarce	Member
Dinah Phillips	Member
Maximus Grisso	Member
Gidget Martinez	Member
Amy Peeler	County of Santa Cruz, Chief of Clinic Services
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
Frank Perez	County of Santa Cruz, Health Center Manager
Meeting Commenced at 4:05 pm and concluded at 4:59 pm	
Excused/Absent:	
Excused: Christina Berberich Absent: Michelle Morton Absent: Tammi Rose	
1. Welcome/Introductions	
2. Oral Communications:	
Amy informed commission that Caitlin will be stepping down temporarily but will help us find a replacement. Amy also informed commission that Coach is no longer on the commission. Raquel also introduced Emeline's new Health Center Manager, Frank Perez.	
3. June 7, 2023, Meeting Minutes – Action Required	
Review of June 7, 2023, Meeting Minutes – Recommended for Approval. Rahn moved to accept minutes as presented. Dinah second, and the rest of the members present were all in favor.	
4. Quality Management Update	
Raquel stated they are working diligently on the care base incentives, quality improvement projects, which are immunizations for children (combo 10), child and adolescent well care visits (3-21 years) and cervical cancer screening. Raquel stated they are creating a lead at each clinic for the three areas they are focusing on, and the Watsonville Clinic has already met 2 out of the 3 quality improvement projects. Raquel reported on the Ryan White Part C program. She stated they are having a shortage of staff, and trying to get extra help workers in.	
5. Social Justice	
Caitlin usually leads this topic. Amy will reach out to contact Caitlin to see if she is willing to stay on commission and take a leave of absence. Amy will also check in with Caitlin to see if she knows of any possible candidates to sit on commission to replace Coach's vacancy. Amy will report back.	
6. Financial Update	
Amy reported as of 6/30/23 they had projected to make the county \$390,000.00 but instead they are costing the county about \$1.2 million dollars. Amy acknowledges this is not great but considering the staffing crisis that they are in, they are doing more with less. Amy stated they need the Personnel Department to help them hire Staff. There was much discussion on the barriers in getting staff hired. Amy reported that 55% of Integrated Behavioural Health Clinicians are vacant, and that Clinics has a few Physicians and the Medical Director position vacant. Commission thanked staff for this year's budget. Amy then continued and reviewed the fiscal report with commission.	
7. CEO/COVID 19 update	
Amy reported they currently use the Central California Alliance for Health for their Medicaid/Medical services, and that Kaiser will now be the second entity around the area to provide this. Amy reported they had met with Kaiser, she stated what we want from them is to provide specialty care for our patients. Len also stated there are eligibility requirements to be in Kaiser and they have	

some ability to restrict these than could come into Kaiser. Amy reported they have another scheduled meeting with Kaiser and will report back. Commission asked Mary to send out calendar.

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

Fiscal Report (Revised 7/14/23)

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

7/5/23 INTEGRATED COMMUNITY HEALTH CLINIC COMMISSION MEETING

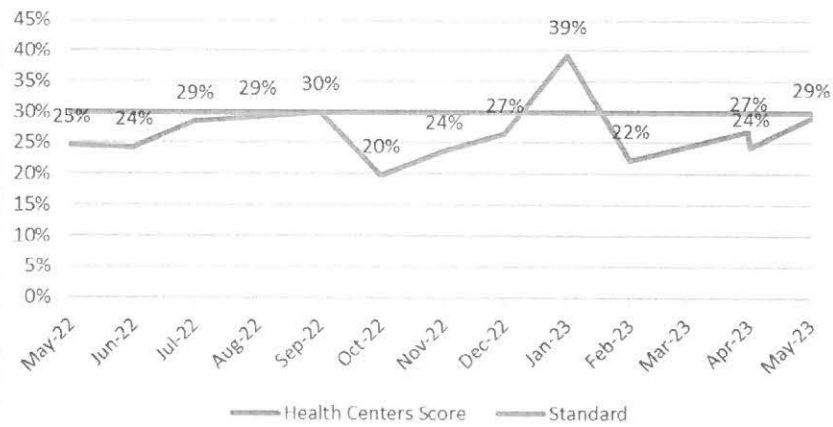


County of Santa Cruz (HSA)
FY 22/23 CLINIC(Multiple Items)
As of 5.31.23

Division CLINIC
 GLKey (Multiple Items)

Row Labels	Budget	Actual	Divison EA's 6.30.23	EA Difference 4.14.23 to 6.30.23	Percentage of Approved Budget
REVENUE	(58,873,184)	(36,383,931)	(45,794,284)	(2,320,282)	62%
15-INTERGOVERNMENTAL REVENUES	(11,804,229)	(7,000,934)	(10,378,664)	(752,135)	88%
19-CHARGES FOR SERVICES	(46,112,367)	(29,094,232)	(34,928,549)	(1,629,234)	63%
23-MISC. REVENUES	(736,550)	(68,727)	(487,071)	61,087	66%
25-OTHER FINANCING SOURCES	(220,038)	(220,038)	0	0	
EXPENDITURE	58,482,955	44,676,725	46,963,751	2,397,402	80%
50-SALARIES AND EMPLOYEE BENEF	33,508,427	27,999,282	29,160,265	339,243	87%
60-SERVICES AND SUPPLIES	9,986,595	6,631,351	7,826,951	(2,047,952)	78%
70-OTHER CHARGES	4,345,299	4,095,983	4,345,299	0	100%
80-FIXED ASSETS	1,423,174	207,548	2,328	480,871	34%
90-OTHER FINANCING USES	118,615	0	118,615	0	100%
95-INTRAFUND TRANSFERS	9,100,845	5,742,561	5,510,292	3,625,240	61%
Grand Total	(390,229)	8,292,794	1,169,467	77,120	

Percentage of Claims aged > 90 Days



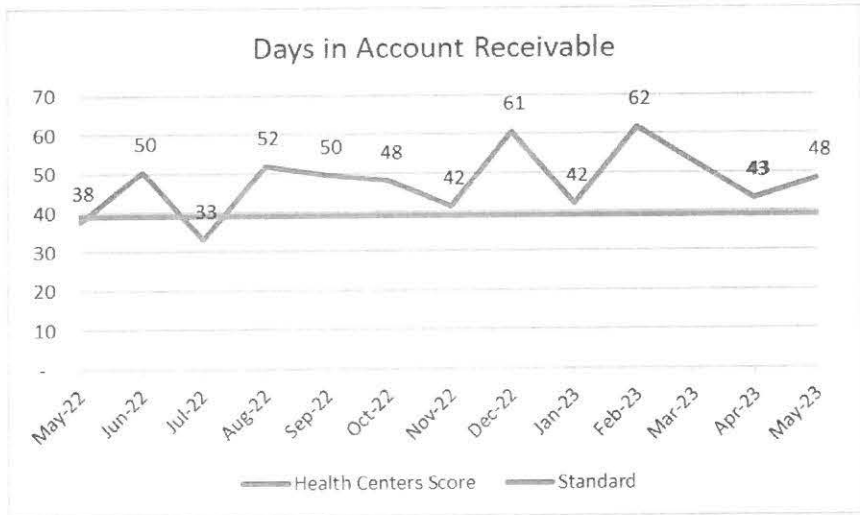
Percentage of Claims Aged > 90 days

Gold Standard

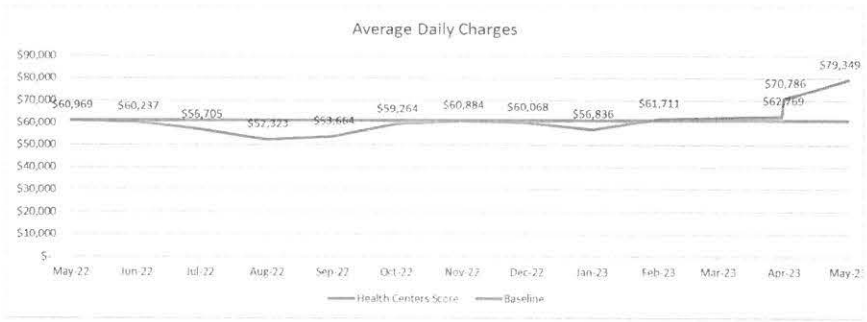
<25%

Average

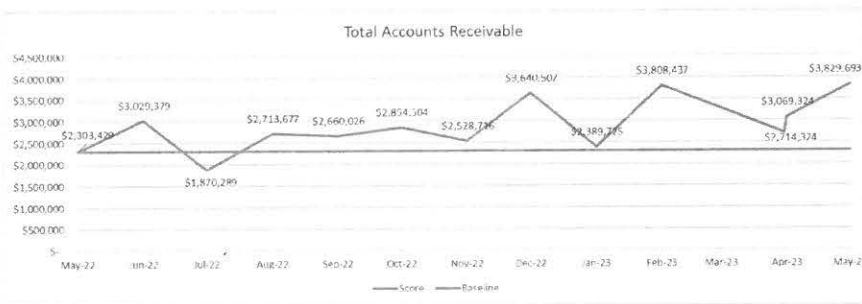
30%-40%



Days in AR (3rd Party)	
Gold Standard	< 25 days
Average	< 39



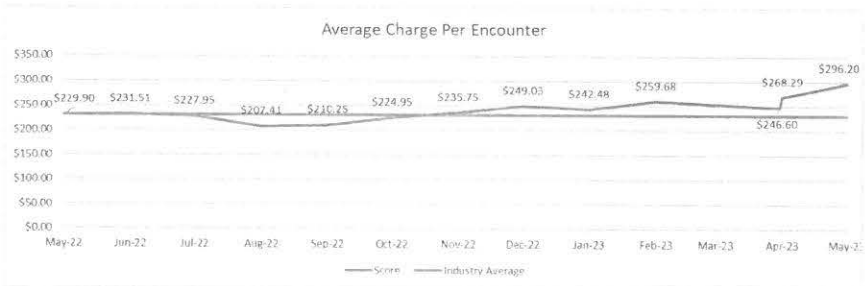
Average Daily Charges	
Baseline	\$60,969



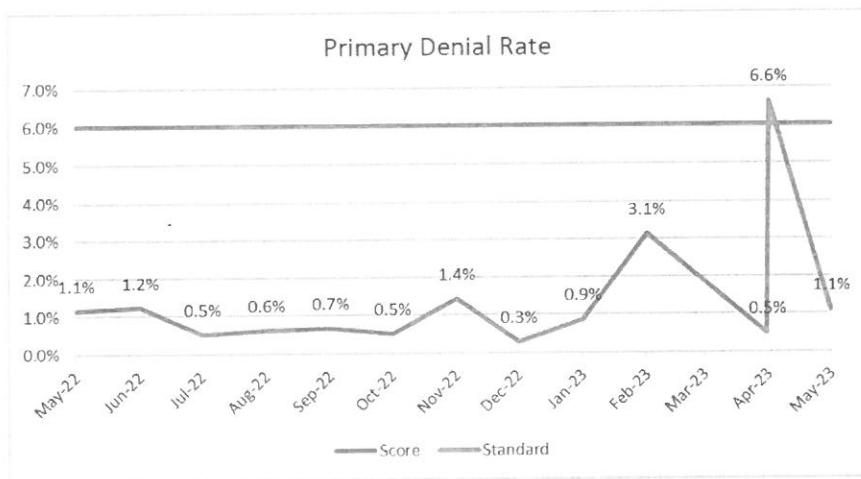
Total AR (3rd Party)

Baseline

\$2,303,429



Average Charge Per Encounter	
Industry Average	\$255.07
Baseline	\$229.90



Primary Denial Rate (%)

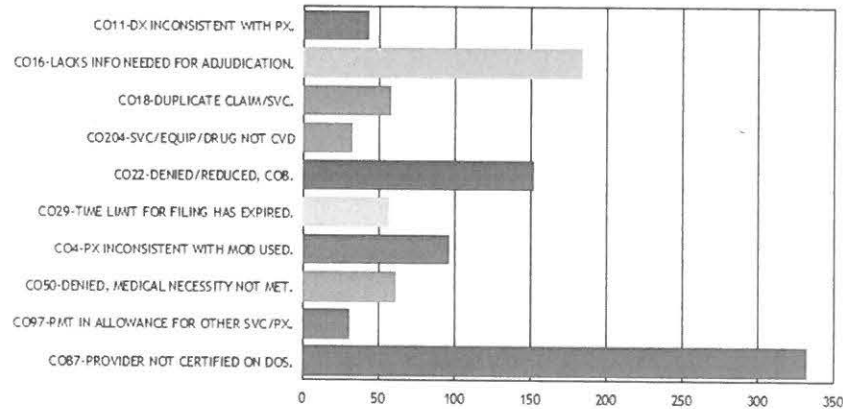
Standard

< 6%

Epic Billing Data
Denials posted during last full month: 05/01/2023 to 05/31/2023

Denials by Reason (Top 10)

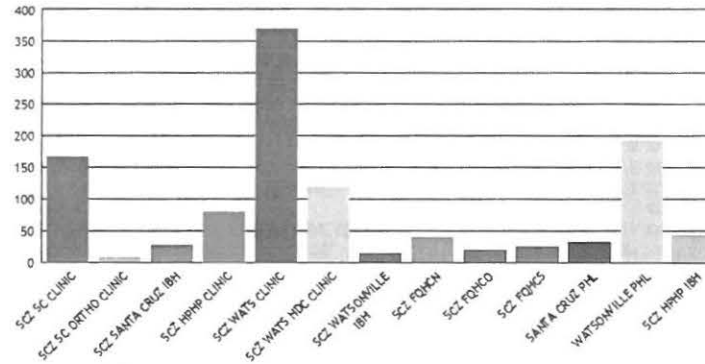
<u>Denial Reason</u>	<u>Number of Denials</u>	
COB7-PROVIDER NOT CERTIFIED ON DOS.	332	29.2%
CO16-LACKS INFO NEEDED FOR ADJUDICATION.	184	16.2%
CO22-DENIED/REDUCED, COB.	152	13.4%
CO4-PX INCONSISTENT WITH MOD USED.	96	8.5%
CO50-DENIED, MEDICAL NECESSITY NOT MET.	61	5.4%
CO18-DUPLICATE CLAIM/SVC.	58	5.1%
CO29-TIME LIMIT FOR FILING HAS EXPIRED.	57	5.0%
CO11-DX INCONSISTENT WITH PX.	43	3.8%
CO204-SVC/EQUIP/DRUG NOT CVD	32	2.8%
CO97-PMT IN ALLOWANCE FOR OTHER SVC/PX.	31	2.7%



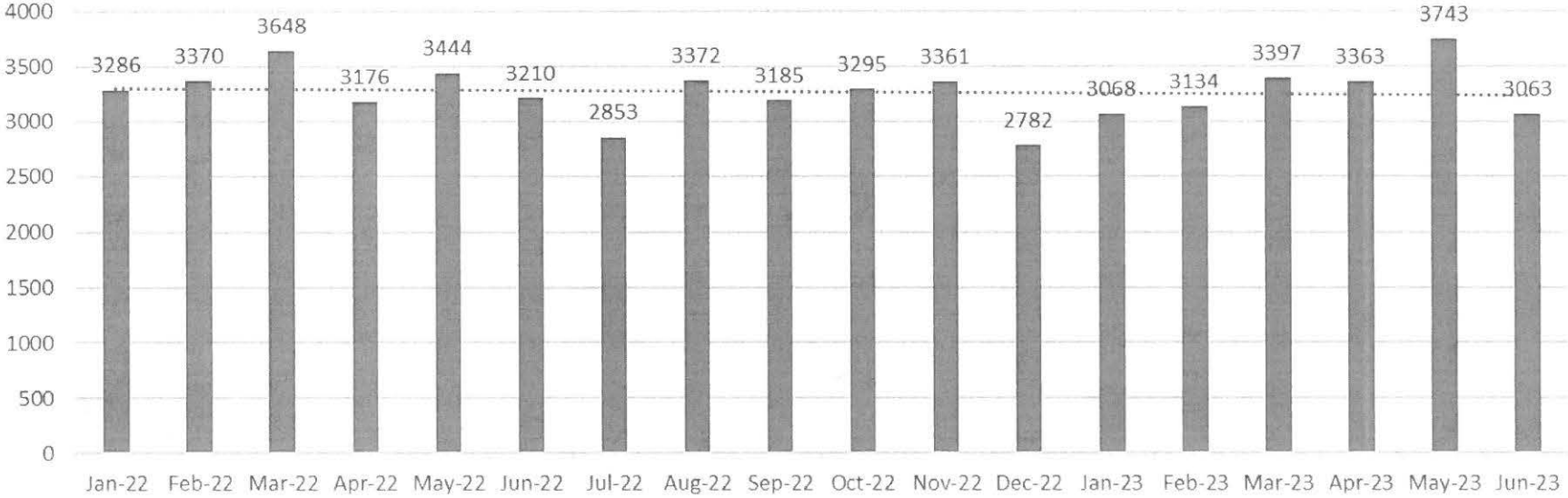
Epic Billing Data
Denials posted during last full month: 05/01/2023 to 05/31/2023

Denials by Department

<u>Department</u>	<u>Number of Denials</u>	
SCZ SC CLINIC	167	14.7%
SCZ SC ORTHO CLINIC	8	0.7%
SCZ SANTA CRUZ IBH	27	2.4%
SCZ HPHP CLINIC	79	7.0%
SCZ WATS CLINIC	369	32.5%
SCZ WATS HDC CLINIC	118	10.4%
SCZ WATSONVILLE IBH	14	1.2%
SCZ FQHCN	40	3.5%
SCZ FQHCO	21	1.8%
SCZ FQHCS	26	2.3%
SANTA CRUZ PHL	32	2.8%
WATSONVILLE PHL	191	16.8%
SCZ HPHP IBH	44	3.9%



Watsonville Health Center Visits



WATSONVILLE CLINIC

Select the Next Summary Level

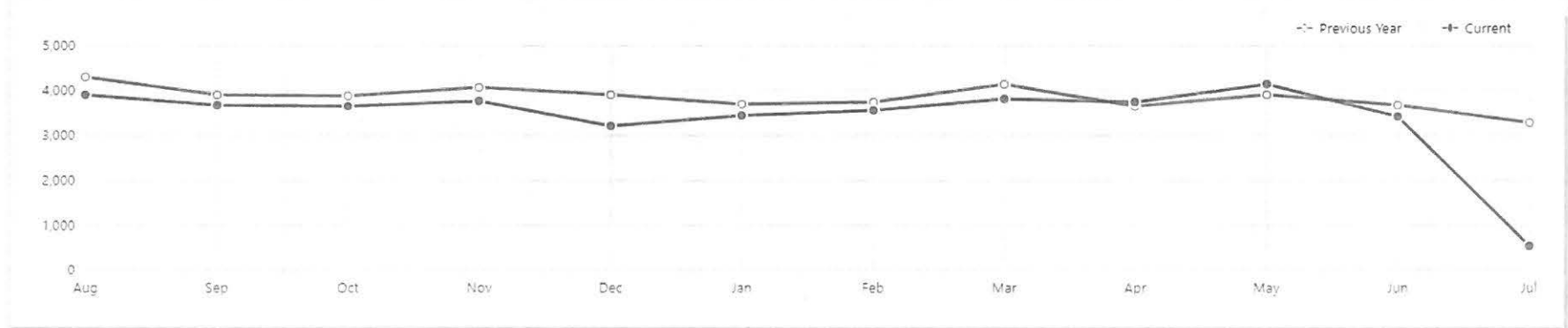
YTD

Month

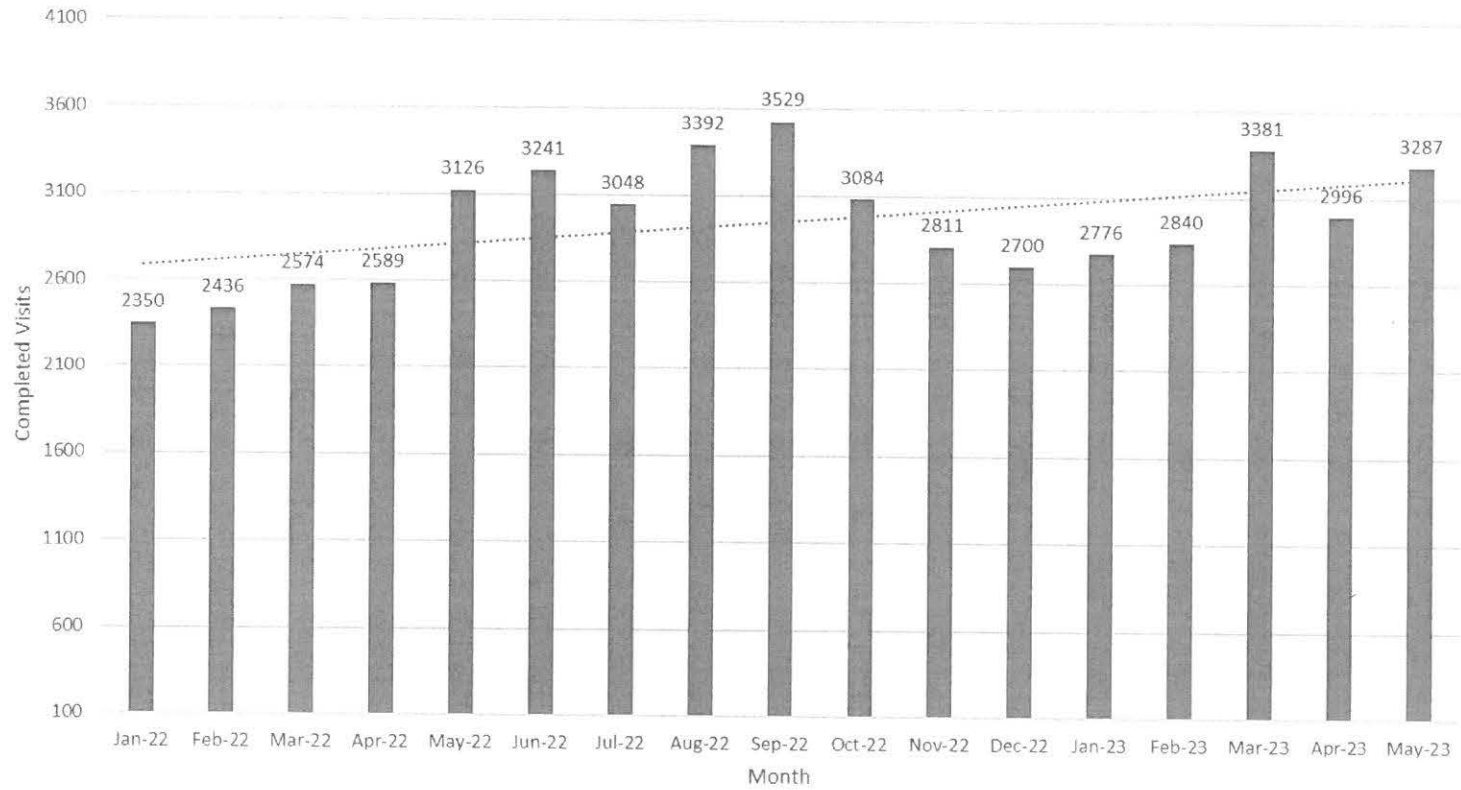
Week

Day

Outpatient Visits



Santa Cruz Clinic



SANTA CRUZ CLINIC

Select the Next Summary Level

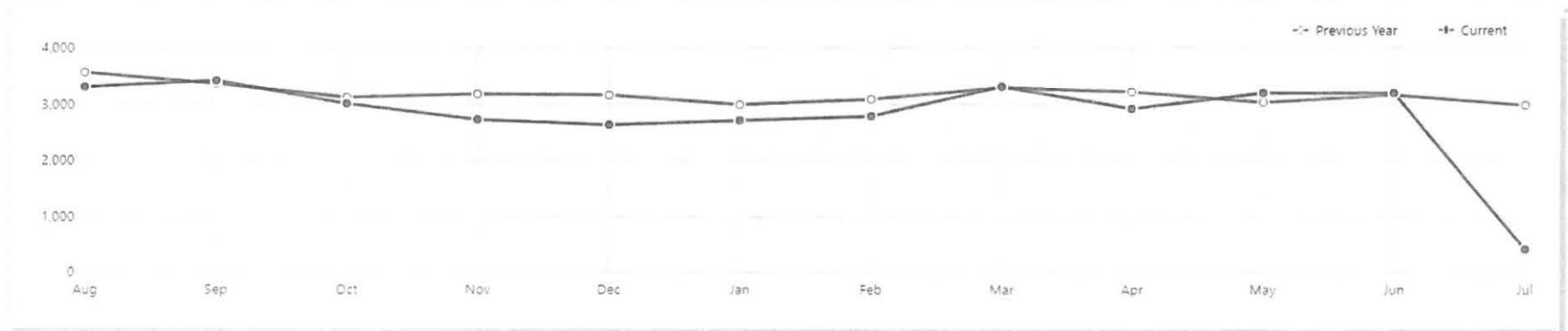
YTD

Month

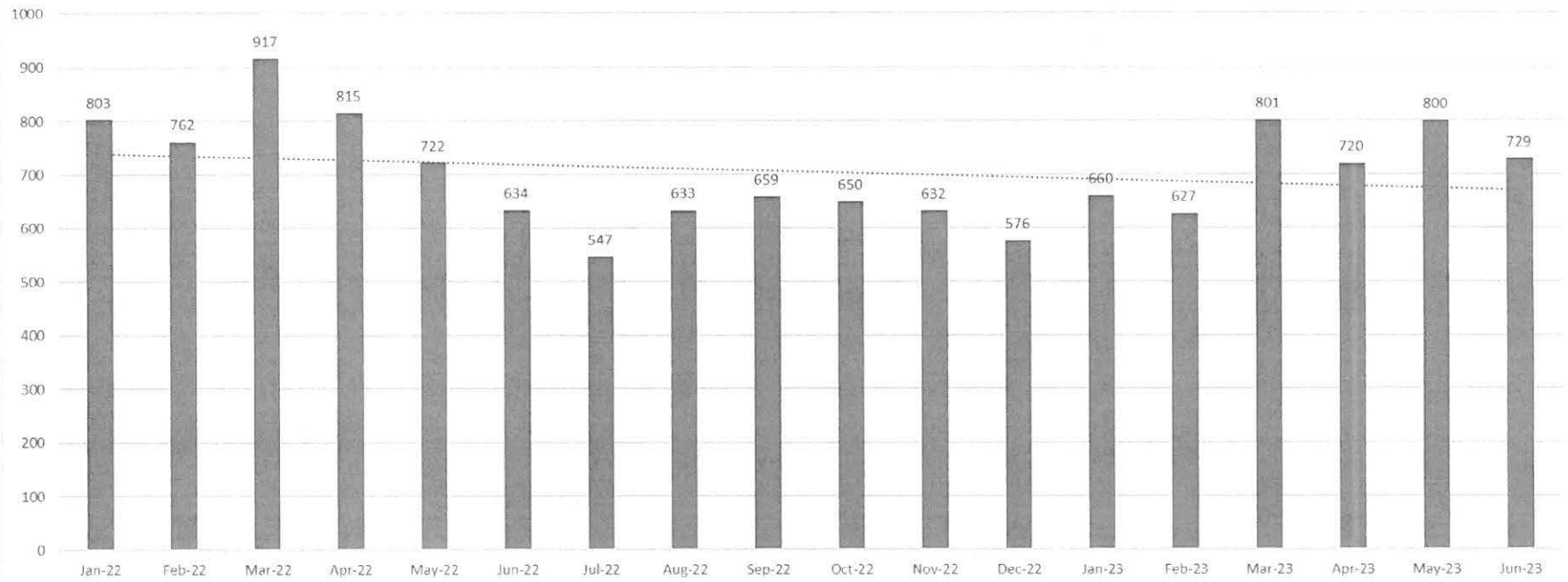
Week

Day

Outpatient Visits



HPHP Visits



SCZ HPHP CLINIC ▾ SCZ HPHP CLINIC ▾

Select the Next Summary Level ▾

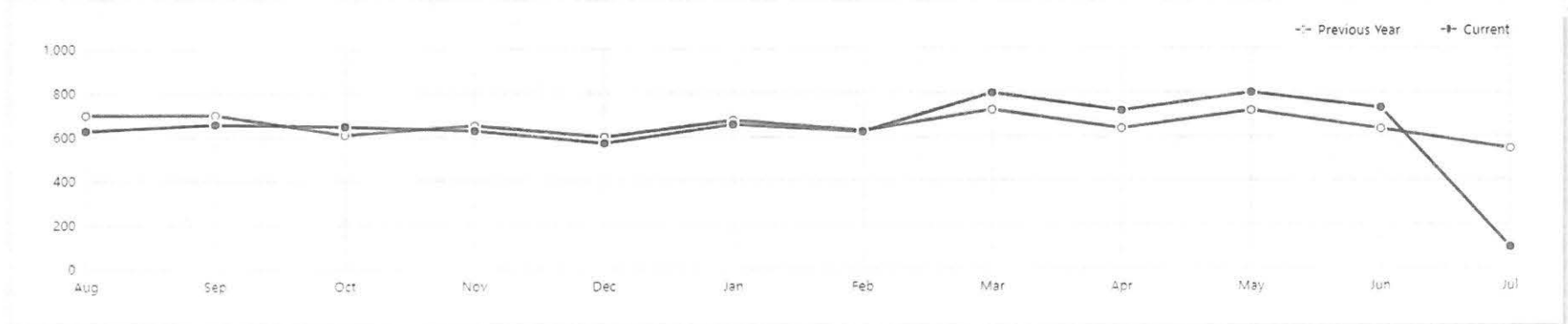
YTD ▾

Month ▾

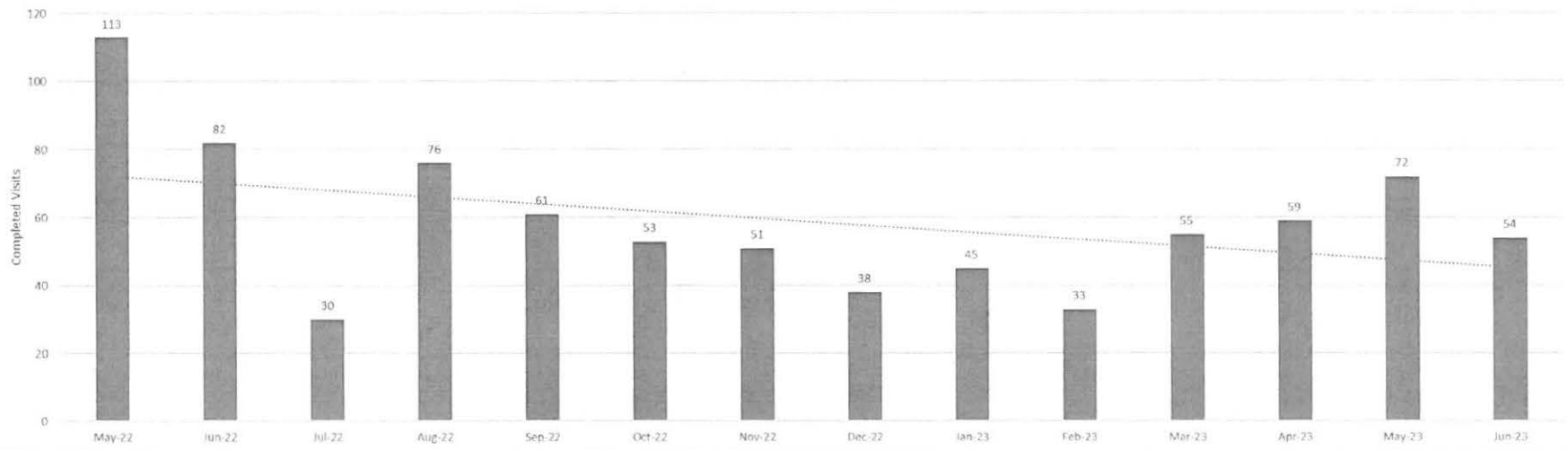
Week ▾

Day ▾

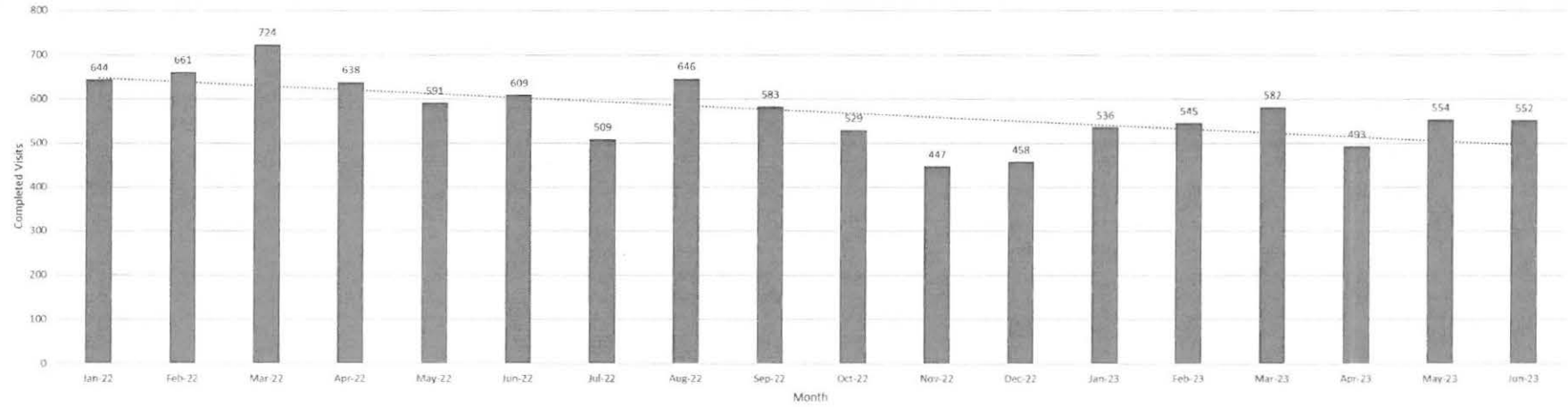
Outpatient Visits



HPPH Mobile Outreach Visits



Santa Cruz IBH Visits



SANTA CRUZ CLINIC

SCZ SANTA CRUZ IBH

Select the Next Summary Level

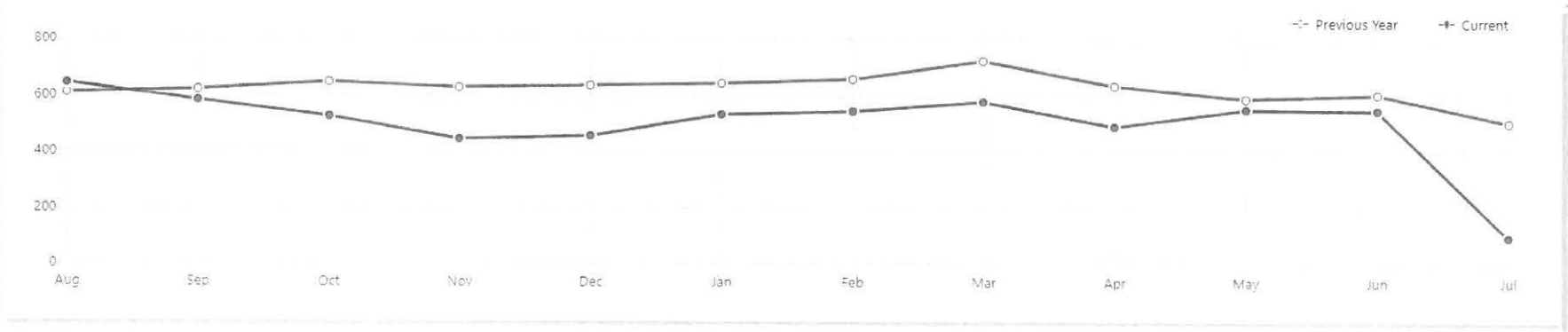
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Month

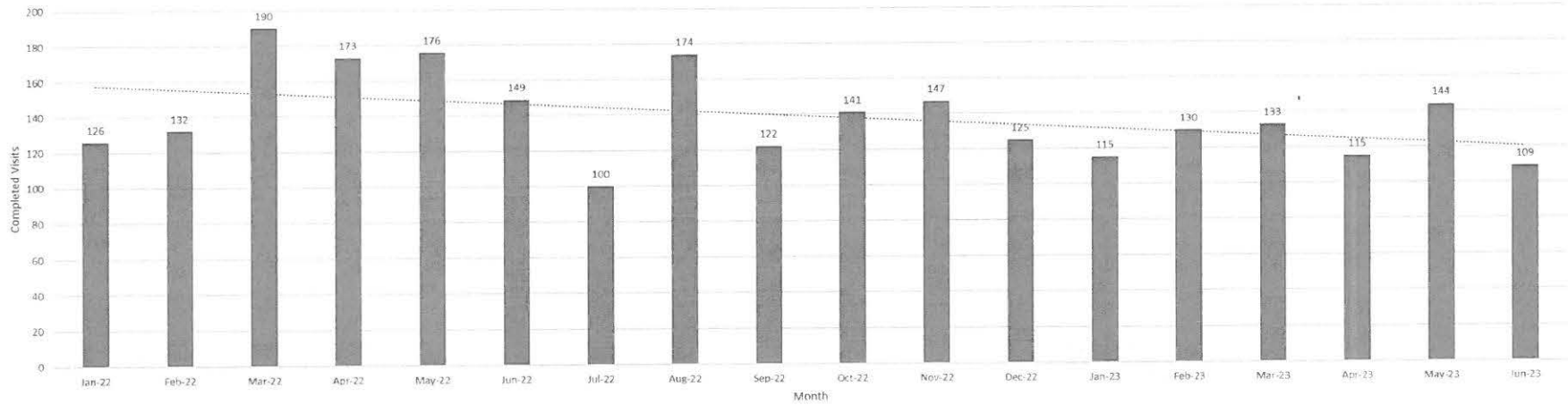
Week

Day

Outpatient Visits



HPPH IBH Visits

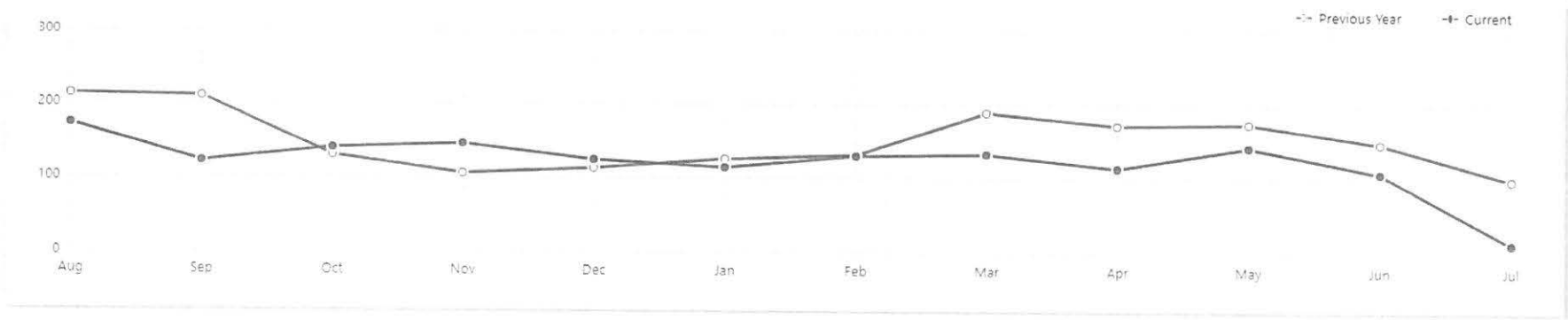


SCZ HPHP CLINIC > SCZ HPHP IBH >

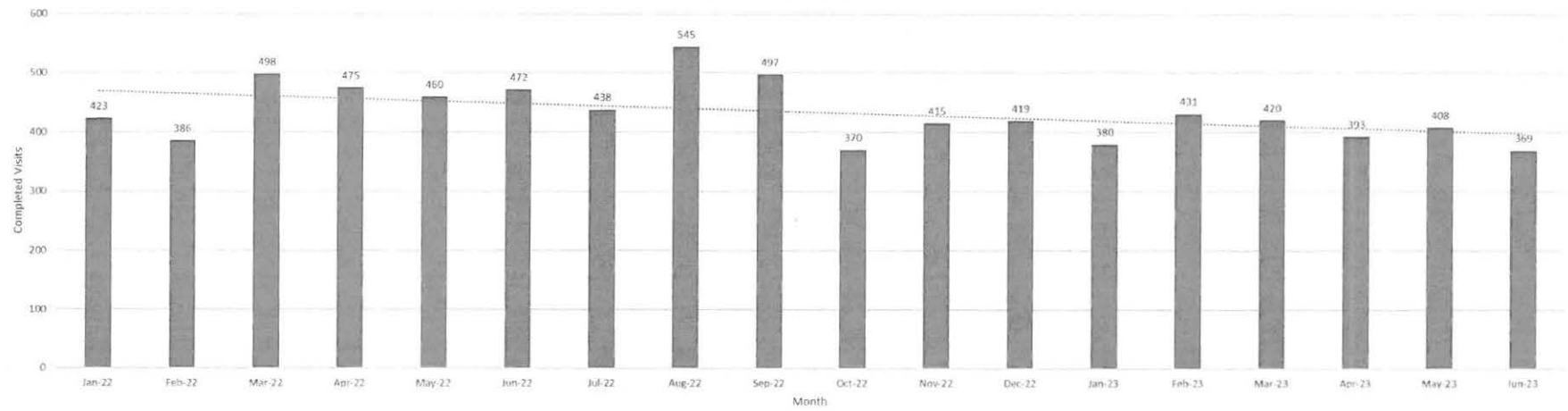
Select the Next Summary Level >

YTD > Month > Week > Day >

Outpatient Visits



WATSONVILLE IBH Visits



WATSONVILLE CLINIC ▾

SCZ WATSONVILLE IBH ▾

Select the Next Summary Level ▾

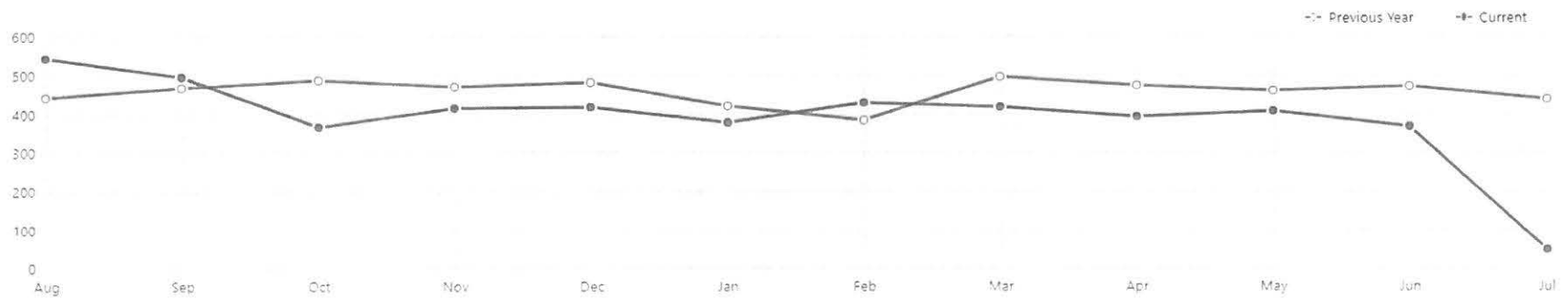
YTD ▾

Month ▾

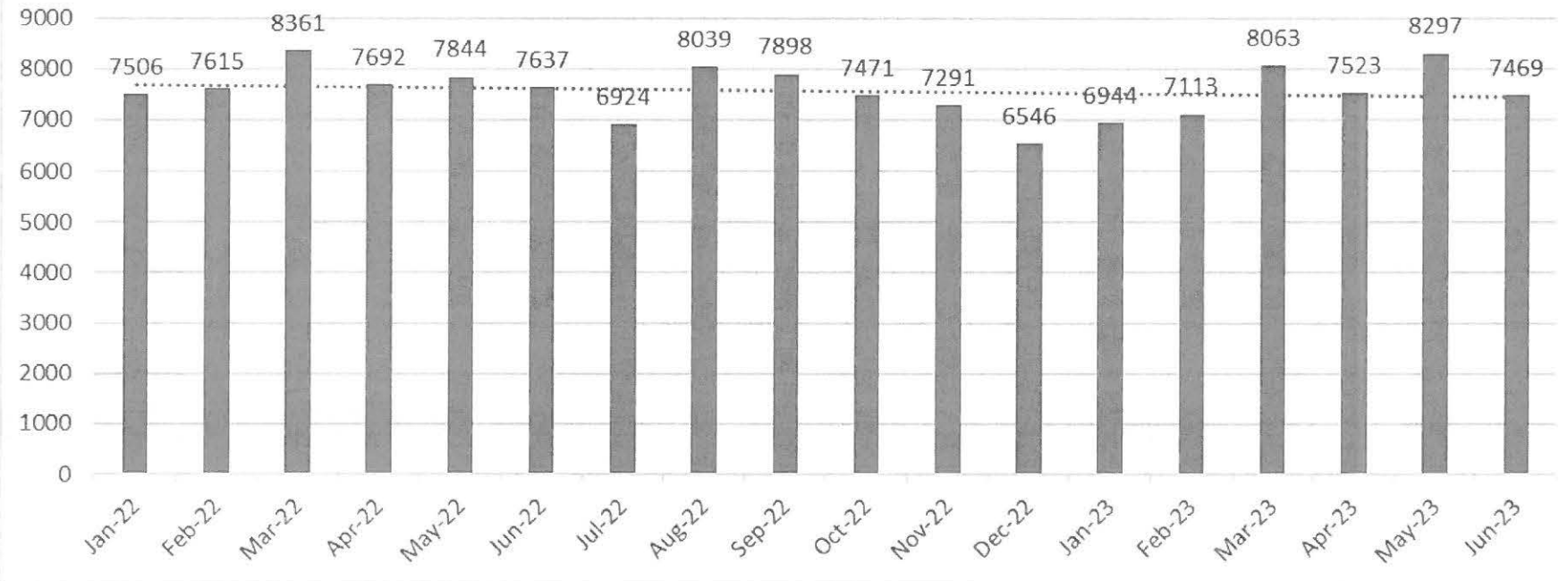
Week ▾

Day ▾

Outpatient Visits



All Clinic Visits



All Clinics Visits Year Comparison

Select the Next Summary Level ▾

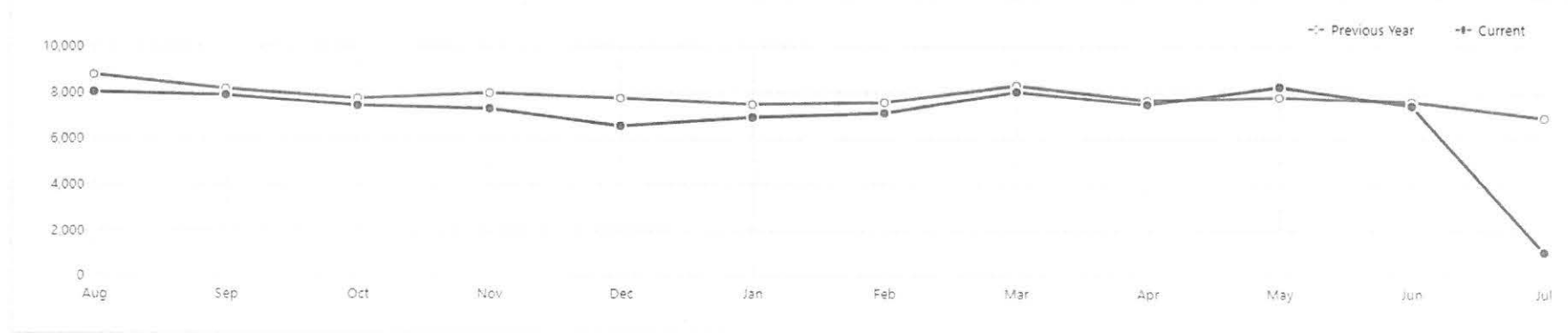
YTD ▾

Month ▾

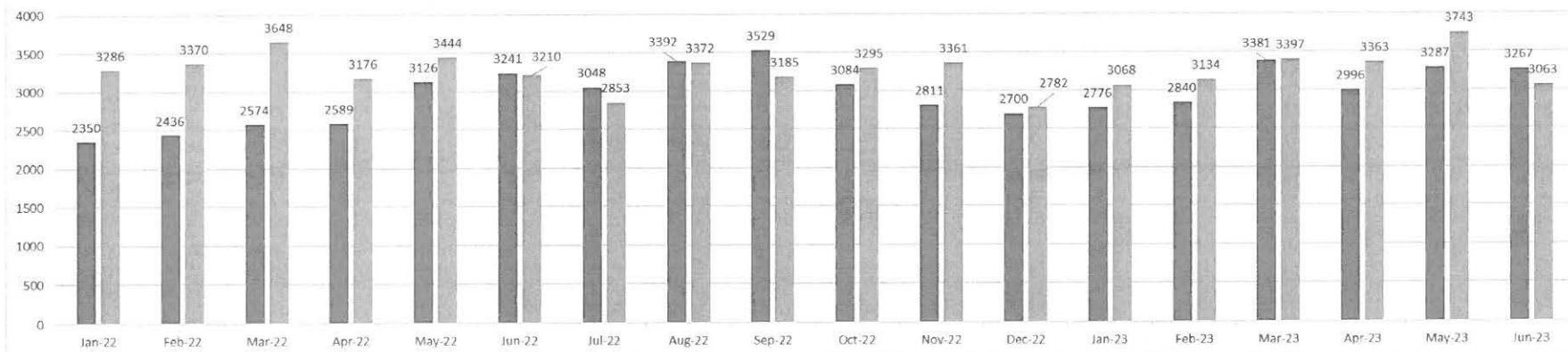
Week ▾

Day ▾

Outpatient Visits



Emeline (blue) and Watsonville (orange) Comparison



References

5/31/23 Financials

May Revenue Cycle Scorecard

Epic Professional Billing Dashboard

Epic Executive Dashboard





Clinic Services Division

Quality Management Report

July 2023



Quality Management Committee

- Central California Alliance for Health (CCAH) CBI Spotlight IZ and Well Child Visits (Watsonville)
- CCAH Care Based Quality Improvement Program Objectives-Cervical Cancer (Lead Assignments/Current State and Future State)
- Ryan White Committee Update

Questions?

Thank You

