

The County of Santa Cruz

Integrated Community Health Center Commission

AGENDA

September 20, 2018 @ 11:00 am

**Meeting Location: 1080 Emeline Avenue, DOC Conference Room (Second Floor), Santa Cruz, CA 95060
1939 Harrison Street, Suite 211, Oakland, CA 94612**

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. Executive Session – Public Employee Performance Evaluation of Chief Executive Officer pursuant to subdivision (b) of Government Code section 54957
4. August 9, 2018 Meeting Minutes – Recommend for Approval
5. HPHP -Focusing on Outreach Services
6. Vacancies
7. Quality Management Committee Update
 - Patient Satisfaction Survey Instrument
8. Financial Update – Recommend for Approval
 - Sliding Scale
9. CEO Update
 - Operational Reports

Action Items from Previous Meetings:

Action Item	Person(s) Responsible	Date Completed	Comments
#1 Len Finocchio requested additional time with Jenn Phan regarding her presentation of Service Area Review Data.		9/5/18	
#2 Current Patient Satisfaction Survey questions to be provided to members with next months agenda. The questions will be discussed for possible editing prior to distribution next January. Members would like to know where the survey questions originated.	Raquel	9/13/18	
#3 Send to Commissioners schedule for regular meetings. Let the Chair/Co-Chair know how many commissioners will be attending the meeting ahead of time.		8/9/18	
#4 Len to come back at next meeting with definition of Health Care Industry.		8/9/18	
#5 Rama would like to see a full vacancy list.			

Next meeting: October 11, 2018 11:00 am- 1:00 pm

1080 Emeline Ave, Building D, DOC Conference Room, Second Floor, Santa Cruz, CA 95060

The County of Santa Cruz Integrated Community Health Center Commission

Minutes Taker: Mary Olivares

Minutes of the meeting held August 9, 2018

1. Attendance

Rahn Garcia	Chair
Christina Berberich	Member
Rama Khalsa	Member
Kristin Meyer	Member
Pam Hammond	Member
Dinah Phillips	Member
Len Finocchio	Member- Call In
Marco Martinez-Galarce	Member
Amy Peeler	County of Santa Cruz, Health Services, CEO of Clinic Services Division
Dr. Arnold Leff	County of Santa Cruz, Medical Services Director Health Officer
Raquel Ramirez Ruiz	County of Santa Cruz, Senior Health Services Manager
Mary Olivares	County of Santa Cruz, Health Services, Admin Aide
Meeting Commenced at 11:20 am and Concluded at 1:03 pm	

2. Excused/Absent:

Absent: Gustavo Mendoza
Absent: Nicole Pfell

3. Oral Communications:

Review of July 12, 2018 minutes - Recommended for Approval. Rahn motioned for the acceptance of the minutes, the rest of the members present were in favour.

4. Policy Discussion – Recommend for Approval

Policy # 640.14 - Amy presented two examples of definitions for the health care industry. There was much discussion between the Commission, the end results were all but one member in favour to approve the definition of health care industry. Commission member Kristin Meyer voted against. Rahn Garcia motioned acceptance of policy, the rest of the members present were in favour, except for Commission member Kristin Meyer.

Commission member Kristin Meyer noted, "I oppose this definition I believe it's too narrow of a definition."

Policy # 100.03 – Amy updated some changes on policy. Unanimous vote Rahn Garcia motioned acceptance of policy, the rest of the members present were in favour.

Policy #	Policy Name	Approved
640.14	Definition -Health Care Industry	Yes
100.03	Billing Department and Front Office Operations Policies and Procedures	Yes

5. Quality Management Committee Update – Recommend for Approval

Raquel stated they are in the process of wrapping up patient survey within the next two months. Staff survey will be sent out soon. Raquel gave updates on peer committee and review of patient charts. She stated we are in the process of setting up a peer review party. This consists of protective time for physicians to review each other's charts and provide constructive positive feedback to each other. Currently only reviewing physician charts but we are also looking to do this review with nurses, and medical assistance in the future. Will return ASAP with results.

5. Financial Update:

Amy presented financials for Clinics FY 17/18 of Expenditure and Revenue, current financials will not be available until October. Rama would like to see a full vacancy list. Amy gave updates on the vacancies of Admin Services manager and Chief Fiscal Officer.

7. CEO update:

Amy shared the County Audit with the commission. Amy was also going to present a formal video on The Brown Act. Due to limited time we will put this on next agenda. Commission to come in 10 minutes early if they'd like to see the video. There was also discussion on promoting clinics. Several ideas were discussed such as: marketing on you tube and social media, commission also discussed we should wait until remodel of clinics is finished possibly present to the Board of Supervisors at next year's budget hearings.

There was also a lengthy discussion regarding the homeless issues in Santa Cruz County. The needing of more affordable housing and how to get resources out to this population. Dr. Leff stated this is a very complicated process and that almost every community is dealing with this issue.

Previous action items:

Action items:

- Rama would like to see a full vacancy list.

Next Meeting: September 13, 2018 11:00 am -1:00 pm
1080 Emeline Ave Building D (DOC Conference Room, Second Floor), Santa Cruz, CA

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



HOPES

Homeless Outreach Proactive Engagement & Services

Santa Cruz County Health Services Agency

Multidisciplinary Team:

Homeless Outreach, Proactive Engagement Services (HOPES) is a model that brings together existing resources to serve homeless individuals, inclusive of County and contract providers. The model utilizes an integrated multidisciplinary team that includes health providers, behavioral health providers, crisis services, outreach specialists, veteran providers and criminal justice personnel. HOPES core MDT Members are:

- Homeless Persons Health Project (HPPH)
- County Behavioral Health
 - Adult Mental Health Services
 - Substance Use Disorder Services
- Downtown Outreach Workers (DOW)
- Mobile Emergency Response Team (MERT)
- Veteran Advocate
- Behavioral Health Court Liaison

Referral Process:

Any member of the HOPES MDT can make referrals within the model. Additional referrals can be generated from the community inclusive of law enforcement, fire department, concerned citizens, local businesses, and other service providers. Referrals can be made to a confidential email portal. The portal is:

hopesteam@santacruzcounty.us

Engagement Process:

The coordinated services include outreach and engagement from a harm reduction approach, developing rapport while identifying risks and needs. During the engagement phase, a comprehensive assessment will be completed by the active disciplines, inclusive of medical needs, psychosocial assessment, safety assessment, substance use disorder assessment (ASAM as needed), housing needs (Safe Path Coordinated Entry assessment) and other relevant areas of concern.

Each HOPES participant will be assigned a lead provider, based on the agency the individual is most identified with. For example, if an individual is concerned about a medical issue and willing to work with the Homeless Person's Health Project, they would take the lead on coordinating the other services. All agency participants will coordinate service delivery to the individual based on need. To facilitate close coordination of services, the HOPES MDT will meet three times per week. (We are recommending a shared "Problem List" format to include areas of Physical Health, Behavioral Health – Mental Health & SUD, Housing, Benefits, Criminal Justice Issues, Social Services Issues.) Each Engagement Plan will be based on the identified needs on the Problem List and a Stages of Change Approach to move treatment intervention strategies forward.

Stabilization:

Through the HOPES MDT, participants can be linked directly to stabilization services as part of the engagement process and/or as a link to ongoing services. Stabilization services are focused on a planned intervention to affect change in at least one of the engagement disciplines (physical health, mental health, substance use disorder, or homelessness.) Stabilization services include:

- HOPES beds at River Street Shelter (2 HOPES funded beds)
- Telos – Mental Health Crisis Residential facility
- SUD Residential Treatment – based on ASAM score
- Specialty Court – PACT for HOPES participants or Behavioral Health Court for MOST participants

Leveraging the progress made in stability and treatment readiness, the participant can be referred to an ongoing treatment provider when deemed appropriate by the MDT.

Integrated Treatment:

Participants of the HOPES MDT will be linked to an integrated treatment service after successfully demonstrating stability. There are four tracks for treatment:

- Mild to Moderate Mental Health; Mild to Severe SUD and not court involved.
 - County health clinic services with Integrated Behavioral Health and SUD services.
- Mild to Moderate Mental Health; Mild to Severe SUD and court involved.
 - County health clinic services with Integrated Behavioral Health, SUD services and PACT Court.
- Serious Mental Illness; Mild to Severe SUD and not court involved.
 - Specialty Mental Health, County health clinic services for participants of Innovations/Whole Person Care, and SUD Services.
- Serious Mental Illness; Mild to Severe SUD and court involved.
 - Specialty Mental Health, County health clinic services for participants of Innovations/Whole Person Care, SUD Services and Behavioral Health Court.

In addition to the treatment tracks identified above, participants may qualify for additional services through Innovations and/or Whole Person Care. These supports can include:

- Health & Housing Support (MHSA Innovations)
 - Housing Support Services
 - Occupational Therapy
 - Nursing Support
 - Peer Support
 - Telehealth device for health monitoring
- Whole Person Care
 - Housing Navigator
 - Deposit assistance
 - Peer Support
 - Telehealth device

County of Santa Cruz

Health Services Agency



Santa Cruz Health Center
1080 Emeline Avenue
Santa Cruz, CA 95060

Watsonville Health Center
1430 Freedom Boulevard
Watsonville, CA 95076

Homeless Person's Health Project
115A Coral Street
Santa Cruz, CA 95060

How Are We Doing?

Please take a few minutes to fill out this survey on the timeliness and quality of the service you received today. We welcome your feedback and your answers will be kept confidential. Thank you for your participation. **Please select only one answer for each question.**

General Information

Your Race:

<input type="checkbox"/> Asian	<input type="checkbox"/> American Indian/Alaskan	<input type="checkbox"/> Black/African American	<input type="checkbox"/> Hispanic or Latino
<input type="checkbox"/> White	<input type="checkbox"/> Pacific Islander	<input type="checkbox"/> More than one race	<input type="checkbox"/> Prefer not to answer

In general, how would you describe your overall health?

Outstanding Good OK Needs Improvement Poor

How would you rate our concern for your privacy?

Outstanding Good OK Needs Improvement Poor

How often have you visited the County of Santa Cruz, Health Services Agency within the past year?

1-3 Visits 4-6 Visits More than 6 Visits

Type of payment?

Medi-Cal Medicare Self-pay (no insurance) Private Insurance

Access to Care

Ease of scheduling your visit:

Outstanding Good OK Needs Improvement Poor

Was the person who scheduled your visit nice and helpful?

Very much Somewhat Neutral Not really Absolutely not

County of Santa Cruz

Health Services Agency

Ease of our business hours?

Outstanding Good OK Needs Improvement Poor

Doctors are available for illness or injury care when the center is closed. Do you know how to reach us during those times? Yes No

Online access to your medical chart

Do you have access to your health information online? Yes No

How do you use your online access? Please check all that apply.

- | | |
|---|--|
| <input type="checkbox"/> Access medications or lab results | <input type="checkbox"/> Get your After Visit Summary |
| <input type="checkbox"/> Send your doctor a secure email message | <input type="checkbox"/> Refill prescriptions requests |
| <input type="checkbox"/> See details of past or upcoming appointments | <input type="checkbox"/> Schedule an appointment |

If you do not have online access, why not? Please check only one answer.

- | | |
|---|---|
| <input type="checkbox"/> I do not have access to the Internet | <input type="checkbox"/> I do not have a computer |
| <input type="checkbox"/> Doctor/staff never asked me | <input type="checkbox"/> No interest in online access |

During Your Most Recent Visit

Was the staff at the reception desk nice and helpful?

Very much Somewhat Neutral Not really Absolutely not

How long did you wait in the reception area beyond your scheduled visit time?

0 to 5 mins 6 to 20 mins 21 to 40 mins Other _____

How long did you wait in the exam room before the doctor appeared?

0 to 5 mins 6 to 20 mins 21 to 40 mins Other _____

Did you have privacy at all times during your visit? Yes No

Nurse/Medical Assistant

Was the nurse/medical assistant nice and helpful?

Very much Somewhat Neutral Not really Absolutely not

County of Santa Cruz

Health Services Agency

Did the nurse/medical assistant show concern for your problem?

Very much Somewhat Neutral Not really Absolutely not

The Medical Provider

Did you feel that your Medical Provider spent a fair amount of time with you? Yes No

Did you feel comfortable asking your Medical Provider about your healthcare? Yes No

How would you rate you Medical Provider's explanation of your condition, treatment options and instructions?

Outstanding Good OK Needs Improvement Poor

How well did your Medical Provider include you in healthcare decisions?

Outstanding Good OK Needs Improvement Poor

Did your Medical Provider discuss specific goals or offer support for making healthy changes during your visit, such as diet, exercise, support programs/groups?

Yes No

Did the medical provider give you clear information about?

lab results Yes No N/A

medication changes Yes No N/A

specialist referrals Yes No N/A

test results Yes No N/A

The Lab Staff

How long did you wait in the reception area before your blood was drawn?

0-5 minutes 6-20minutes 21-40 minutes N/A

How would you rate the skill and knowledge of the person who took your blood and worked on your lab exam?

Outstanding Good OK Needs Improvement Poor N/A

Was the lab assistant nice and helpful?

Very much Somewhat Neutral Not really Absolutely not N/A

County of Santa Cruz

Health Services Agency

The Integrated Behavioral Health Staff (IBH) if applicable

Santa Cruz County Integrated Behavioral Health is a multidisciplinary team that seeks to bridge the gap between physical and behavioral health by providing collaborative, patient centered, trauma informed services in the primary care setting.

In general, how would you rate your overall experience with IBH?

Outstanding Good OK Needs Improvement Poor N/A

How would you rate your IBH clinicians' knowledge in helping you deal with your difficulties?

Outstanding Good OK Needs Improvement Poor N/A

Through your work with IBH staff, what kind of progress did you make on dealing with your problems?

Outstanding Good OK Below Average Poor N/A

Ability to Pay Program

Do you know about the Ability to Pay (ATP) Program? Yes No

Are you a member of the Ability to Pay (ATP) Program? Yes No

If you use the Ability to Pay (ATP) Program, do you feel that the fees are affordable?

Very much Somewhat Neutral Not really Absolutely not N/A

If you use the Ability to Pay (ATP) Program, do you feel that the program makes clinic services more accessible to you?

Very much Somewhat Neutral Not really Absolutely not N/A

County of Santa Cruz

Health Services Agency

Additional Feedback

Would you recommend this facility and its staff to your family and friends? Yes No

Overall friendliness of our staff?

Outstanding Good OK Needs Improvement Poor

Overall cleanliness of our health center?

Outstanding Good OK Needs Improvement Poor

Please list any areas in which our service could be improved or additional comments.

SHORT-FORM PATIENT SATISFACTION QUESTIONNAIRE (PSQ-18)

These next questions are about how you feel about the medical care you receive.

On the following pages are some things people say about medical care. Please read each one carefully, keeping in mind the medical care you are receiving now. (If you have not received care recently, think about what you would expect if you needed care today.) We are interested in your feelings, good and bad, about the medical care you have received.

How strongly do you **AGREE** or **DISAGREE** with each of the following statements?

(Circle One Number on Each Line)

	<u>Strongly Agree</u>	<u>Agree</u>	<u>Uncertain</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
1. Doctors are good about explaining the reason for medical tests	1	2	3	4	5
2. I think my doctor's office has everything needed to provide complete medical care	1	2	3	4	5
3. The medical care I have been receiving is just about perfect	1	2	3	4	5
4. Sometimes doctors make me wonder if their diagnosis is correct	1	2	3	4	5
5. I feel confident that I can get the medical care I need without being set back financially	1	2	3	4	5
6. When I go for medical care, they are careful to check everything when treating and examining me	1	2	3	4	5
7. I have to pay for more of my medical care than I can afford	1	2	3	4	5
8. I have easy access to the medical specialists I need	1	2	3	4	5

How strongly do you AGREE or DISAGREE with each of the following statements?

(Circle One Number on Each Line)

	<u>Strongly</u> <u>Agree</u>	<u>Agree</u>	<u>Uncertain</u>	<u>Disagree</u>	<u>Strongly</u> <u>Disagree</u>
9. Where I get medical care, people have to wait too long for emergency treatment	1	2	3	4	5
10. Doctors act too businesslike and impersonal toward me	1	2	3	4	5
11. My doctors treat me in a very friendly and courteous manner	1	2	3	4	5
12. Those who provide my medical care sometimes hurry too much when they treat me	1	2	3	4	5
13. Doctors sometimes ignore what I tell them	1	2	3	4	5
14. I have some doubts about the ability of the doctors who treat me	1	2	3	4	5
15. Doctors usually spend plenty of time with me	1	2	3	4	5
16. I find it hard to get an appointment for medical care right away	1	2	3	4	5
17. I am dissatisfied with some things about the medical care I receive	1	2	3	4	5
18. I am able to get medical care whenever I need it	1	2	3	4	5

LONG-FORM PATIENT SATISFACTION QUESTIONNAIRE (PSQ-III)

These next questions are about how you feel about the medical care you receive.

On the following pages are some things people say about medical care. Please read each one carefully, keeping in mind the medical care you are receiving now. (If you have not received care recently, think about what you would expect if you needed care today.) We are interested in your feelings, good and bad, about the medical care you have received.

How strongly do you AGREE or DISAGREE with each of the following statements?

(Circle One Number on Each Line)

	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
1. If I need hospital care, I can get admitted without any trouble.....	1	2	3	4	5
2. Doctors need to be more thorough in treating and examining me.....	1	2	3	4	5
3. I am very satisfied with the medical care I receive.....	1	2	3	4	5
4. I worry sometimes about having to pay large medical bills.....	1	2	3	4	5
5. It is easy for me to get medical care in an emergency.....	1	2	3	4	5
6. Doctors are good about explaining the reason for medical tests.....	1	2	3	4	5
7. I am usually kept waiting for a long time when I am at the doctor's office...	1	2	3	4	5
8. I think my doctor's office has everything needed to provide complete medical care.....	1	2	3	4	5
9. The doctors who treat me should give me more respect.....	1	2	3	4	5
10. Sometimes it is a problem to cover my share of the cost for a medical care visit.....	1	2	3	4	5

How strongly do you AGREE or DISAGREE with each of the following statements?

(Circle One Number on Each Line)

	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
11. The medical care I have been receiving is just about perfect.....	1	2	3	4	5
12. Sometimes doctors make me wonder if their diagnosis is correct.....	1	2	3	4	5
13. During my medical visits, I am always allowed to say everything that I think is important.....	1	2	3	4	5
14. I feel confident that I can get the medical care I need without being set back financially.....	1	2	3	4	5
15. When I go for medical care, they are careful to check everything when treating and examining me.....	1	2	3	4	5
16. It's hard for me to get medical care on short notice.....	1	2	3	4	5
17. The doctors who treat me have a genuine interest in me as a person.....	1	2	3	4	5
18. Sometimes doctors use medical terms without explaining what they mean.....	1	2	3	4	5
19. Sometime I go without the medical care I need because it is too expensive.....	1	2	3	4	5
20. The office hours when I can get medical care are convenient (good) for me.....	1	2	3	4	5
21. There are things about the medical system I receive my care from that need to be improved.....	1	2	3	4	5
22. The office where I get medical care should be open for more hours than it is.....	1	2	3	4	5

How strongly do you AGREE or DISAGREE with each of the following statements?

(Circle One Number on Each Line)

	<u>Strongly</u> <u>Agree</u>	<u>Agree</u>	<u>Uncertain</u>	<u>Disagree</u>	<u>Strongly</u> <u>Disagree</u>
23. The medical staff that treats me knows about the latest medical developments.....	1	2	3	4	5
24. I have to pay for more of my medical care than I can afford.....	1	2	3	4	5
25. I have easy access to the medical specialists I need.....	1	2	3	4	5
26. Sometimes doctors make me feel foolish.....	1	2	3	4	
27. Regardless of the health problems I have now or develop later, I feel protected from financial hardship.....	1	2	3	4	5
28. Where I get medical care, people have to wait too long for emergency treatment.....	1	2	3	4	5
29. Doctors act too businesslike and impersonal toward me.....	1	2	3	4	5
30. There is a crisis in health care in the United States today.....	1	2	3	4	5
31. Doctors never expose me to unnecessary risk.....	1	2	3	4	5
32. The amount I have to pay to cover or insure my medical care needs is reasonable	1	2	3	4	5
33. There are some things about the medical care I receive that could be better.....	1	2	3	4	5
34. My doctors treat me in a very friendly and courteous manner.....	1	2	3	4	5
35. Those who provide my medical care sometimes hurry too much when they treat me.....	1	2	3	4	5

How strongly do you AGREE or DISAGREE with each of the following statements?

(Circle One Number on Each Line)

	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
36. Some of the doctors I have seen lack experience with my medical problems.	1	2	3	4	5
37. Places where I can get medical care are very conveniently located.....	1	2	3	4	5
38. Doctors sometimes ignore what I tell them.....	1	2	3	4	5
39. When I am receiving medical care, they should pay more attention to my privacy.....	1	2	3	4	5
40. If I have a medical question, I can reach a doctor for help without any problem.....	1	2	3	4	5
41. Doctors rarely give me advice about ways to avoid illness and stay healthy.	1	2	3	4	5
42. All things considered, the medical care I receive is excellent.....	1	2	3	4	5
43. Doctors listen carefully to what I have to say.....	1	2	3	4	5
44. I feel insured and protected financially against all possible medical problems.....	1	2	3	4	5
45. I have some doubts about the ability of the doctors who treat me.....	1	2	3	4	5
46. Doctors usually spend plenty of time with me.....	1	2	3	4	5
47. Doctors always do their best to keep me from worrying.....	1	2	3	4	5
48. I find it hard to get an appointment for medical care right away.....	1	2	3	4	5
49. I am dissatisfied with some things about the medical care I receive.....	1	2	3	4	5

How strongly do you AGREE or DISAGREE with each of the following statements?

(Circle One Number on Each Line)

	<u>Strongly</u> <u>Agree</u>	<u>Agree</u>	<u>Uncertain</u>	<u>Disagree</u>	<u>Strongly</u> <u>Disagree</u>
50. My doctors are very competent and well-trained.....	1	2	3	4	5
51. I am able to get medical care whenever I need it.....	1	2	3	4	5

Unit Counts and Total Net Charges by Department Group and Fiscal Posting Group - Projection Report

Post Dates through: 08/31/2018 (44 workdays)
All Departments

PostGroup	FY 16-17		FY 17-18		FY 18-19							
	Units	Net Charges	Units	Net Charges	Units	Net Charges						
MEDI-CAL	92,403	69.4%	21,379,458	84.4%	91,493	71.2%	23,048,869	83.4%	13,329	72.7%	3,507,697	82.8%
MCA	3	0.0%	-303	0.0%	151	0.1%	-10,047	0.0%	0	0.0%	0	0.0%
MEDICARE	13,762	10.3%	2,291,837	9.0%	15,515	12.1%	3,152,391	11.4%	2,312	12.6%	540,699	12.8%
MEDI-CRUZ	5,205	3.9%	420,514	1.7%	3,673	2.9%	435,112	1.6%	378	2.1%	52,951	1.3%
HPHP	1,449	1.1%	142,327	0.6%	1,352	1.1%	175,900	0.6%	186	1.0%	27,569	0.7%
FEIS	348	0.3%	58,395	0.2%	223	0.2%	31,900	0.1%	34	0.2%	8,824	0.2%
INTERFUND	517	0.4%	39,704	0.2%	278	0.2%	39,687	0.1%	8	0.0%	888	0.0%
MCWP	302	0.2%	80,070	0.3%	184	0.1%	47,839	0.2%	0	0.0%	-157	0.0%
MENTAL HLTH	226	0.2%	167,633	0.7%	262	0.2%	217,512	0.8%	47	0.3%	9,277	0.2%
OTHER	18,898	14.2%	758,316	3.0%	15,418	12.0%	492,282	1.8%	2,021	11.0%	84,894	2.0%
No Group Assigned	0	0.0%	0	0.0%	2	0.0%	73	0.0%	28	0.2%	1,701	0.0%
Totals:	133,113		25,337,950		128,551		27,631,518		18,343		4,234,344	
Less Reserve Amount:			308,819		321,212		137,359				137,359	
Actual Recognition:			25,029,131		27,310,306		4,096,985					

PostGroup	Effective Per Unit Rates		
	FY 16-17	FY 17-18	FY 18-19
MEDI-CAL	231.37	251.92	263.16
MCA	-101.10	-66.54	0.00
MEDICARE	166.53	203.18	233.87
MEDI-CRUZ	80.79	118.46	140.08
HPHP	98.22	130.10	148.22
FEIS	167.80	143.05	259.54
INTERFUND	76.80	142.76	111.04
MCWP	265.13	260.00	0.00
MENTAL HLTH	741.74	830.20	197.37
OTHER	40.13	31.93	42.01
No Group Assigned	0.00	36.27	60.75
Totals:	190.35	214.95	230.84

Post Group	Projected Changes FY 18-19	
	Projected Units	Projected Charges
MEDI-CAL	76,031	19,810,516
MCA	0	0
MEDICARE	13,188	3,053,720
MEDI-CRUZ	2,156	299,053
HPHP	1,061	155,703
FEIS	194	49,838
INTERFUND	46	5,017
MCWP	0	-885
MENTAL HLTH	268	52,392
OTHER	11,528	479,460
No Group Assigned	160	9,607
Total Charges:		23,914,421
Less Projected Reserve Amount:		775,766
Total Net Charges:		23,138,655

Projected Charges = Net Charges / Workdays * Total Workdays (248.5)
Projected Units = Units / Workdays * Total Workdays (plus extra 2% for second half of FY)

Unit Counts and Total Net Charges by Department Group and Fiscal Posting Group - Projection Report

Post Dates through: 08/31/2018 (44 workdays)

No Department

		FY 16-17		FY 17-18		FY 18-19	
PostGroup	Units	Net Charges	Units	Net Charges	Units	Net Charges	
MEDI-CAL	0	0.0%	0	0.0%	0	0.0%	
MCA	0	0.0%	0	0.0%	0	0.0%	
MEDICARE	0	0.0%	0	0.0%	0	0.0%	
OTHER	0	0.0%	0	0.0%	0	0.0%	
Totals:	0	-416	4	4100.0%	0	0.0%	
Less Reserve Amount:		0			0		
Actual Recognition:		-416			4		

Effective Per Unit Rates			
PostGroup	FY 16-17	FY 17-18	FY 18-19
MEDI-CAL	0.00	0.00	0.00
MCA	0.00	0.00	0.00
MEDICARE	0.00	0.00	0.00
OTHER	0.00	0.00	0.00
Totals:	0.00	0.00	0.00

Projected Charges FY 18-19			
Post Group	Projected Units	Projected Charges	
MEDI-CAL	0	0	
MCA	0	0	
MEDICARE	0	0	
OTHER	0	0	
Total Charges:		0	
Less Projected Reserve Amount:		0	
Total Net Charges:		0	

Projected Charges = Net Charges / Workdays * Total Workdays (248.5)
 Projected Units = Units / Workdays * Total Workdays (plus extra 2% for second half of FY)

Unit Counts and Total Net Charges by Department Group and Fiscal Posting Group - Projection Report

Post Dates through: 08/31/2018 (44 workdays)
 Santa Cruz Health Center

Includes Epic Department(s): SANTA CRUZ PHL, SCZ CENTRAL BILLING, SCZ SC CLINIC, SCZ SC ORTHO CLINIC

FY 16-17

FY 17-18

FY 18-19

PostGroup	Units	Net Charges	Units	Net Charges	Units	Net Charges						
MEDI-CAL	29,122	68.3%	4,058,406	84.4%	27,194	67.8%	4,603,813	87.9%	3,386	72.4%	582,744	87.1%
MCA	1	0.0%	-160	0.0%	129	0.3%	-8,859	-0.2%	0	0.0%	0	0.0%
MEDICARE	7,100	16.7%	341,472	7.1%	7,514	18.7%	349,845	6.7%	605	12.9%	52,781	7.9%
MEDI-CRUZ	1,185	2.8%	104,420	2.2%	819	2.0%	86,977	1.7%	61	1.3%	7,319	1.1%
HPHP	297	0.7%	23,923	0.5%	279	0.7%	23,026	0.4%	17	0.4%	1,975	0.3%
FEIS	257	0.6%	41,495	0.9%	169	0.4%	20,528	0.4%	23	0.5%	4,576	0.7%
INTERFUND	473	1.1%	36,261	0.8%	238	0.6%	34,384	0.7%	4	0.1%	450	0.1%
MCWP	302	0.7%	80,070	1.7%	184	0.5%	47,839	0.9%	0	0.0%	-157	0.0%
MENTAL HLTH	34	0.1%	1,112	0.0%	5	0.0%	265	0.0%	0	0.0%	0	0.0%
OTHER	3,870	9.1%	122,577	2.5%	3,600	9.0%	82,271	1.6%	557	11.9%	19,055	2.8%
No Group Assigned	0	0.0%	0	0.0%	2	0.0%	73	0.0%	22	0.5%	548	0.1%
Totals:	42,641		4,809,575		40,133		5,240,163		4,675		669,291	
Less Reserve Amount:			259,951				111,132				21,226	
Actual Recognition:			4,549,624		5,129,031		648,065					

PostGroup	FY 16-17	FY 17-18	FY 18-19
MEDI-CAL	139.36	169.30	172.10
MCA	-160.39	-68.67	0.00
MEDICARE	48.09	46.56	87.24
MEDI-CRUZ	88.12	106.20	119.98
HPHP	80.55	82.53	116.18
FEIS	161.46	121.47	198.95
INTERFUND	76.66	144.47	112.50
MCWP	265.13	260.00	0.00
MENTAL HLTH	32.71	53.03	0.00
OTHER	31.67	22.85	34.21
No Group Assigned	0.00	36.27	24.91
Totals:	112.79	130.57	143.16

Post Group	Projected Units	Projected Charges
MEDI-CAL	19,314	3,291,181
MCA	0	0
MEDICARE	3,451	298,091
MEDI-CRUZ	348	41,333
HPHP	97	11,154
FEIS	131	25,843
INTERFUND	23	2,541
MCWP	0	-885
MENTAL HLTH	0	0
OTHER	3,177	107,619
No Group Assigned	125	3,095
Total Charges:		3,779,972
Less Projected Reserve Amount:		119,879
Total Net Charges:		3,660,093

Projected Charges = Net Charges / Workdays * Total Workdays (248.5)
 Projected Units = Units / Workdays * Total Workdays (plus extra 2% for second half of FY)

Unit Counts and Total Net Charges by Department Group and Fiscal Posting Group - Projection Report

Post Dates through: 08/31/2018 (44 workdays)
 Watsonville Health Center

Includes Epic Department(s): SCZ WATS CLINIC, SCZ WATS HDC CLINIC, WATSONVILLE PHIL

PostGroup	FY 16-17		FY 17-18		FY 18-19							
	Units	Net Charges	Units	Net Charges	Units	Net Charges						
MEDI-CAL	34,260	61.8%	6,490,175	82.0%	32,046	64.3%	6,977,962	84.7%	4,287	68.5%	1,068,596	86.2%
MCA	1	0.0%	-34	0.0%	19	0.0%	-1,238	0.0%	0	0.0%	0	0.0%
MEDICARE	3,847	6.9%	506,314	6.4%	4,556	9.1%	492,073	6.0%	587	9.4%	80,669	6.5%
MEDI-CRUZ	4,127	7.4%	282,534	3.6%	3,036	6.1%	330,355	4.0%	344	5.5%	43,435	3.5%
HPHP	459	0.8%	30,435	0.4%	252	0.5%	27,656	0.3%	25	0.4%	3,441	0.3%
FEIS	79	0.1%	9,007	0.1%	48	0.1%	7,515	0.1%	18	0.3%	4,249	0.3%
INTERFUND	66	0.1%	3,443	0.0%	44	0.1%	4,275	0.1%	5	0.1%	438	0.0%
MCWP	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
MENTAL HLTH	8	0.0%	498	0.0%	2	0.0%	181	0.0%	0	0.0%	0	0.0%
OTHER	12,581	22.7%	591,651	7.5%	9,852	19.8%	398,473	4.8%	994	15.9%	38,916	3.1%
Totals:	55,428		7,914,023		49,855		8,237,251		6,260		1,239,745	
Less Reserve Amount:			34,479		113,083		8,124,168		23,629		1,216,116	
Actual Recognition:			7,879,544									

Effective Per Unit Rates

PostGroup	FY 16-17	FY 17-18	FY 18-19
MEDI-CAL	189.44	217.75	249.26
MCA	-33.75	-65.17	0.00
MEDICARE	131.61	108.01	137.43
MEDI-CRUZ	68.46	108.81	126.26
HPHP	66.31	109.75	137.66
FEIS	114.02	156.57	236.03
INTERFUND	52.17	97.15	87.67
MCWP	0.00	0.00	0.00
MENTAL HLTH	62.19	90.66	0.00
OTHER	47.03	40.45	39.15
Totals:	142.78	165.22	198.04

Projected Charges FY 18-19

Post Group	Projected Units	Projected Charges
MEDI-CAL	24,454	6,035,138
MCA	0	0
MEDICARE	3,348	455,598
MEDI-CRUZ	1,962	245,306
HPHP	143	19,436
FEIS	103	23,995
INTERFUND	29	2,476
MCWP	0	0
MENTAL HLTH	0	0
OTHER	5,670	219,790
Total Charges:	7,001,739	7,001,739
Less Projected Reserve Amount:		133,450
Total Net Charges:		6,868,289

Projected Charges = Net Charges / Workdays * Total Workdays (248.5)
 Projected Units = Units / Workdays * Total Workdays (plus extra 2% for second half of FY)

Unit Counts and Total Net Charges by Department Group and Fiscal Posting Group - Projection Report

Post Dates through: 08/31/2018 (44 workdays)
Watsonville Dental Clinic

Includes Epic Department(s): SCZ WAITS DENTAL CLINIC

		FY 16-17		FY 17-18		FY 18-19						
PostGroup	Units	Net Charges	Units	Net Charges	Units	Net Charges						
MEDI-CAL	5,822	92.5%	2,043,028	98.7%	5,950	93.5%	2,107,384	99.8%	1,163	94.7%	417,247	100.0%
MEDI-CRUZ	128	2.0%	19,207	0.9%	1	0.0%	0	0.0%	1	0.1%	0	0.0%
HPHP	7	0.1%	1,123	0.1%	6	0.1%	1,138	0.1%	0	0.0%	0	0.0%
FEIS	36	0.6%	6,767	0.3%	19	0.3%	3,610	0.2%	0	0.0%	0	0.0%
OTHER	301	4.8%	-682	0.0%	387	6.1%	417	0.0%	64	5.2%	198	0.0%
Totals:	6,294		2,069,443		6,363		2,112,549		1,228		417,445	
Less Reserve Amount:			0		0		0		0		0	
Actual Recognition:			2,069,443		2,112,549		417,445					

Effective Per Unit Rates

PostGroup	FY 16-17	FY 17-18	FY 18-19
MEDI-CAL	350.92	354.18	358.77
MEDI-CRUZ	150.06	0.00	0.00
HPHP	160.43	189.66	0.00
FEIS	187.96	190.02	0.00
OTHER	-2.27	1.08	3.10
Totals:	328.80	332.01	339.94

Projected Charges FY 18-19

Post Group	Projected Units	Projected Charges
MEDI-CAL	6,634	2,356,498
MEDI-CRUZ	6	0
HPHP	0	0
FEIS	0	0
OTHER	355	1,121
Total Charges:		2,357,619
Less Projected Reserve Amount:		0
Total Net Charges:		2,357,619

Projected Charges = Net Charges / Workdays * Total Workdays (248.5)
 Projected Units = Units / Workdays * Total Workdays (plus extra 2% for second half of FY)

Unit Counts and Total Net Charges by Department Group and Fiscal Posting Group - Projection Report

Post Dates through: 08/31/2018 (44 workdays)
Coral Street Clinic

Includes Epic Department(s): SCZ HPH CLINIC

PostGroup	FY 16-17		FY 17-18		FY 18-19			
	Units	Net Charges	Units	Net Charges	Units	Net Charges		
MEDI-CAL	3,143	71.5%	948,071	87.8%	709	68.4%	204,096	86.4%
MCA	1	0.0%	-109	0.0%	0	0.0%	0	0.0%
MEDICARE	273	6.2%	46,674	4.3%	126	12.2%	7,344	3.1%
MEDI-CRUZ	2	0.0%	200	0.0%	3	0.3%	346	0.1%
HPHP	708	16.1%	82,924	7.7%	147	14.2%	22,153	9.4%
INTERFUND	0	0.0%	0	0.0%	0	0.0%	0	0.0%
OTHER	268	6.1%	1,729	0.2%	52	5.0%	2,370	1.0%
Totals:	4,395		1,079,490		1,037		236,310	
Less Reserve Amount:			1,466		26,436		2,981	
Actual Recognition:			1,078,024		1,767,190		233,329	

PostGroup	Effective Per Unit Rates		
	FY 16-17	FY 17-18	FY 18-19
MEDI-CAL	301.65	347.75	287.87
MCA	-108.52	16.58	0.00
MEDICARE	170.97	150.49	58.29
MEDI-CRUZ	100.00	119.40	115.33
HPHP	117.12	138.13	150.70
INTERFUND	0.00	274.83	0.00
OTHER	6.45	12.78	45.58
Totals:	245.62	288.23	227.88

Post Group	Projected Charges FY 18-19	
	Projected Units	Projected Charges
MEDI-CAL	4,044	1,152,681
MCA	0	0
MEDICARE	719	41,480
MEDI-CRUZ	17	1,954
HPHP	839	125,112
INTERFUND	0	0
OTHER	297	13,387
Total Charges:		1,334,614
Less Projected Reserve Amount:		16,836
Total Net Charges:		1,317,778

Projected Charges = Net Charges / Workdays * Total Workdays (248.5)
 Projected Units = Units / Workdays * Total Workdays (plus extra 2% for second half of FY)

Unit Counts and Total Net Charges by Department Group and Fiscal Posting Group - Projection Report

Post Dates through: 08/31/2018 (44 workdays)
Behavioral Health North

Includes Epic Department(s): SCZ FOHCN, SCZ FOHCO

	FY 16-17		FY 17-18		FY 18-19							
PostGroup	Units	Net Charges	Units	Net Charges	Units	Net Charges						
MEDI-CAL	14,021	87.9%	3,963,391	77.8%	14,272	87.8%	3,363,032	65.9%	2,335	79.8%	466,773	58.2%
MEDICARE	769	4.8%	983,364	19.3%	690	4.2%	1,610,622	31.5%	361	12.3%	313,627	39.1%
MENTAL HLTH	133	0.8%	125,515	2.5%	175	1.1%	148,421	2.9%	34	1.2%	5,893	0.7%
OTHER	1,022	6.4%	21,224	0.4%	1,119	6.9%	-16,076	-0.3%	194	6.6%	15,568	1.9%
No Group Assigned	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	0.0%	621	0.1%
Totals:	15,945		5,093,495		16,256		5,105,999		2,925		802,482	
Less Reserve Amount:			1,162		25,223						62,722	
Actual Recognition:			5,092,333		5,080,776						739,760	

Effective Per Unit Rates			
PostGroup	FY 16-17	FY 17-18	FY 18-19
MEDI-CAL	282.68	235.64	199.90
MEDICARE	1,278.76	2,334.23	868.77
MENTAL HLTH	943.72	848.12	173.33
OTHER	20.77	-14.37	80.25
No Group Assigned	0.00	0.00	620.90
Totals:	319.44	314.10	274.35

Projected Charges FY 18-19			
Post Group	Projected Units	Projected Charges	
MEDI-CAL	13,319	2,636,208	
MEDICARE	2,059	1,771,279	
MENTAL HLTH	194	33,283	
OTHER	1,107	87,922	
No Group Assigned	6	3,507	
Total Charges:		4,532,199	
Less Projected Reserve Amount:		354,237	
Total Net Charges:		4,177,962	

Projected Charges = Net Charges / Workdays * Total Workdays (248.5)
Projected Units = Units / Workdays * Total Workdays (plus extra 2% for second half of FY)

Unit Counts and Total Net Charges by Department Group and Fiscal Posting Group - Projection Report

Post Dates through: 08/31/2018 (44 workdays)
Behavioral Health South
 Includes Epic Department(s): SCZ FQHCS

		FY 16-17		FY 17-18		FY 18-19						
PostGroup	Units	Net Charges	Units	Net Charges	Units	Net Charges						
MEDI-CAL	3,212	86.1%	976,256	83.8%	3,580	88.3%	1,005,116	74.7%	715	85.8%	184,084	79.4%
MEDICARE	153	4.1%	140,325	12.0%	161	4.0%	274,636	20.4%	56	6.7%	41,381	17.9%
MENTAL HLTH	51	1.4%	40,507	3.5%	80	2.0%	68,645	5.1%	12	1.4%	3,282	1.4%
OTHER	315	8.4%	7,637	0.7%	233	5.7%	-3,184	-0.2%	48	5.8%	2,465	1.1%
No Group Assigned	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	0.2%	532	0.2%
Totals:	3,731		1,164,725		4,054		1,345,214		833		231,743	
Less Reserve Amount:			8,451		22,269		15,292		216,451			
Actual Recognition:			1,156,274		1,322,945							

Effective Per Unit Rates

PostGroup	FY 16-17	FY 17-18	FY 18-19
MEDI-CAL	303.94	280.76	257.46
MEDICARE	917.16	1,705.82	738.94
MENTAL HLTH	794.26	858.06	273.46
OTHER	24.24	-13.66	51.35
No Group Assigned	0.00	0.00	266.10
Totals:	312.17	331.82	278.20

Projected Charges FY 18-19

Post Group	Projected Units	Projected Charges
MEDI-CAL	4,079	1,039,657
MEDICARE	319	233,706
MENTAL HLTH	68	18,533
OTHER	274	13,922
No Group Assigned	11	3,006
Total Charges:		1,308,824
Less Projected Reserve Amount:		86,365
Total Net Charges:		1,222,459

Projected Charges = Net Charges / Workdays * Total Workdays (248.5)
 Projected Units = Units / Workdays * Total Workdays (plus extra 2% for second half of FY)

Unit Counts and Total Net Charges by Department Group and Fiscal Posting Group - Projection Report

Post Dates through: 08/31/2018 (44 workdays)
Integrated Behavioral Health

Includes Epic Department(s): SCZ SANTA CRUZ IBH, SCZ WATSONVILLE IBH

PostGroup	FY 16-17		FY 17-18		FY 18-19							
	Units	Net Charges	Units	Net Charges	Units	Net Charges						
MEDI-CAL	6,548	68.6%	2,900,509	90.4%	7,983	73.2%	3,415,896	90.0%	1,307	60.4%	584,156	91.7%
MEDICARE	1,706	17.9%	273,724	8.5%	2,086	19.1%	334,019	8.8%	657	30.4%	44,897	7.0%
MEDI-CRUZ	136	1.4%	14,153	0.4%	142	1.3%	17,184	0.5%	14	0.6%	1,852	0.3%
HPHP	28	0.3%	3,922	0.1%	7	0.1%	1,148	0.0%	0	0.0%	0	0.0%
FEIS	2	0.0%	1,126	0.0%	9	0.1%	246	0.0%	0	0.0%	0	0.0%
INTERFUND	0	0.0%	0	0.0%	1	0.0%	203	0.0%	0	0.0%	0	0.0%
MENTAL HLTH	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	0.0%	102	0.0%
OTHER	1,121	11.7%	14,181	0.4%	678	6.2%	28,016	0.7%	184	8.5%	6,321	1.0%
Totals:	9,541		3,207,613		10,906		3,796,713		2,163		637,328	
Less Reserve Amount:			0				0				0	
Actual Recognition:			3,207,613				3,796,713				637,328	

PostGroup	Effective Per Unit Rates		
	FY 16-17	FY 17-18	FY 18-19
MEDI-CAL	442.96	427.90	446.94
MEDICARE	160.45	160.12	68.34
MEDI-CRUZ	104.06	121.01	132.29
HPHP	140.06	164.00	0.00
FEIS	562.75	27.36	0.00
INTERFUND	0.00	203.00	0.00
MENTAL HLTH	0.00	0.00	102.00
OTHER	12.65	41.32	34.35
Totals:	336.19	348.13	294.65

Post Group	Projected Charges FY 18-19	
	Projected Units	Projected Charges
MEDI-CAL	7,455	3,299,154
MEDICARE	3,748	253,567
MEDI-CRUZ	80	10,460
HPHP	0	0
FEIS	0	0
INTERFUND	0	0
MENTAL HLTH	6	576
OTHER	1,050	35,700
Total Charges:		3,599,457
Less Projected Reserve Amount:		0
Total Net Charges:		3,599,457

Projected Charges = Net Charges / Workdays * Total Workdays (248.5)
 Projected Units = Units / Workdays * Total Workdays (plus extra 2% for second half of FY)

**2018 Ability to Pay
Office Visit Charges**

E/M Code	Federal Poverty Level				Private Pay > 200% No Discount
	ATP Tier 1 Nominal Fee at or below 100%	ATP Tier 2 101 - 133%	ATP Tier 3 134 - 166%	ATP Tier 4 167 - 200%	
99201	\$ 12	\$ 25	\$ 35	\$ 45	
99202	\$ 12	\$ 25	\$ 35	\$ 45	
99203	\$ 12	\$ 25	\$ 35	\$ 45	
99204	\$ 12	\$ 25	\$ 35	\$ 45	
99205	\$ 12	\$ 25	\$ 35	\$ 45	
99211	\$ 12	\$ 15	\$ 20	\$ 25	
99212	\$ 12	\$ 25	\$ 35	\$ 45	
99213	\$ 12	\$ 25	\$ 35	\$ 45	
99214	\$ 12	\$ 25	\$ 35	\$ 45	
99215	\$ 12	\$ 25	\$ 35	\$ 45	
Other Charges:	Included	20%	40%	60%	100%

FQHC-Defined Visits and Patients Report
(includes Open Charts and CRWQ)
Compare Current Year Period to Same Period Last

Current Fiscal Year to Date
07/01/2017 - 06/30/2018

Visits

SCZ SC CLINIC includes SCZ SC ORTHO CLINIC
 SCZ WATS CLINIC includes SCZ WATS HDC CLINIC

	SCZ SC CLINIC			SCZ SANTA CRUZ IBH			SCZ HPHP CLINIC			SCZ WATS CLINIC			SCZ WATSONVILLE IBH			Totals		
	Current Year	Last Year	Change	Current Year	Last Year	Change	Current Year	Last Year	Change	Current Year	Last Year	Change	Current Year	Last Year	Change	Current Year	Last Year	Change
MEDI-CAL	9,605	9,338	3%	4,708	4,692	0%	3,442	2,271	52%	15,244	13,407	14%	3,177	1,914	66%	36,175	31,622	14%
MEDI-MEDI	2,723	2,281	19%	1,353	1,251	8%	829	596	39%	3,502	3,254	8%	574	432	33%	8,981	7,813	15%
CHDP	71	105	-32%	0	0	0%	0	0	0%	1,087	2,307	-53%	0	0	0%	1,158	2,412	-52%
MEDICARE	637	419	52%	282	241	17%	189	99	91%	798	639	25%	161	70	130%	2,067	1,468	41%
FAMPACT	30	24	25%	0	0	0%	5	6	-17%	426	483	-12%	0	1	-100%	461	514	-10%
SELF PAY	362	259	40%	31	26	19%	5	2	150%	1,890	1,662	14%	97	53	83%	2,385	2,002	19%
OTHER	110	158	-30%	18	26	-31%	18	8	125%	646	755	-14%	118	23	413%	910	970	-6%
MEDICRUZ	335	422	-21%	38	33	15%	5	1	400%	1,728	1,893	-9%	104	87	20%	2,210	2,436	-9%
HPHP	4	19	-79%	1	22	-95%	783	607	29%	144	180	-20%	6	6	0%	938	834	12%
FEIS	49	54	-9%	5	2	150%	0	0	0%	16	10	60%	4	0	0%	74	66	12%
Totals	13,926	13,079	6%	6,436	6,293	2%	5,276	3,590	47%	25,481	24,590	4%	4,241	2,586	64%	55,359	50,137	10%

Patients

	SCZ SC CLINIC			SCZ SANTA CRUZ IBH			SCZ HPHP CLINIC			SCZ WATS CLINIC			SCZ WATSONVILLE IBH			Totals		
	Current Year	Last Year	Change	Current Year	Last Year	Change	Current Year	Last Year	Change	Current Year	Last Year	Change	Current Year	Last Year	Change	Current Year	Last Year	Change
MEDI-CAL	3,089	3,203	-4%	720	711	1%	553	490	13%	5,831	4,539	28%	574	433	33%	7,984	7,619	5%
MEDI-MEDI	690	645	7%	140	142	-1%	132	105	26%	908	776	17%	91	87	5%	1,503	1,434	5%
CHDP	69	94	-27%	0	0	0%	0	0	0%	964	1,789	-46%	0	0	0%	1,030	1,878	-45%
MEDICARE	239	146	64%	39	39	0%	50	23	117%	267	203	32%	29	18	61%	523	365	43%
FAMPACT	24	19	26%	0	0	0%	3	5	-40%	314	317	-1%	0	1	-100%	316	334	-5%
SELF PAY	224	168	33%	14	8	75%	5	2	150%	1,067	891	20%	38	36	6%	1,224	1,036	18%
OTHER	68	113	-40%	9	6	50%	8	4	100%	399	431	-7%	24	11	118%	455	536	-15%
MEDICRUZ	136	179	-24%	8	9	-11%	4	1	300%	741	711	4%	35	36	-3%	789	829	-5%
HPHP	4	15	-73%	1	3	-67%	292	238	23%	69	80	-23%	3	5	-40%	348	327	6%
FEIS	18	23	-22%	2	1	100%	0	0	0%	8	4	100%	1	0	0%	24	25	-8%
*Totals	4,561	4,605	-1%	933	919	2%	1,047	866	21%	10,568	9,751	8%	795	627	27%	14,196	14,384	-1%

Total Unique Patients

4,275	4,390	-3%	897	878	2%	937	801	17%	9,194	7,797	18%	757	598	27%	12,229	12,044	2%
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*Patients can be duplicated between payer groups

FQHC-Defined Visits and Patients Report
 (includes Open Charts and CRWQ)
 Compare Current Year Period to Same Period Last Year

Visits

SCZ SC CLINIC includes SCZ SC ORTHO CLINIC
 SCZ WATS CLINIC includes SCZ WATS HDC CLINIC

Current Month
 07/01/2018 - 07/31/2018

(8)

	SCZ SC CLINIC			SCZ SANTA CRUZ IBH			SCZ HPHP CLINIC			SCZ WATS CLINIC			SCZ WATSONVILLE IBH			Totals		
	Current Year	Last Year	Change	Current Year	Last Year	Change	Current Year	Last Year	Change	Current Year	Last Year	Change	Current Year	Last Year	Change	Current Year	Last Year	
MEDICAL	788	812	-3%	342	344	-1%	234	265	-12%	1,084	944	15%	267	235	14%	2,715	2,599	4%
MEDI-MEDI	219	231	-6%	118	95	24%	54	65	-17%	251	276	-9%	56	53	6%	698	720	-3%
CHDP	0	9	-100%	0	0	0%	0	0	0%	6	173	-97%	0	0	0%	6	182	-97%
MEDICARE	68	48	38%	19	25	-24%	28	9	211%	67	49	37%	17	14	21%	197	145	36%
FAMPACT	3	1	200%	0	0	0%	0	0	0%	20	31	-35%	0	0	0%	23	32	-28%
SELF PAY	39	28	39%	6	3	100%	2	0	0%	109	132	-17%	11	3	267%	167	166	1%
OTHER	7	9	-22%	0	2	-100%	0	0	0%	32	59	-46%	12	6	100%	51	76	-33%
MEDICRUZ	22	34	-35%	2	3	-33%	3	0	0%	106	119	-11%	6	7	-14%	139	163	-15%
HPHP	1	1	0%	0	0	0%	52	55	-5%	4	6	-33%	0	1	-100%	57	63	-10%
FEIS	8	4	100%	0	0	0%	0	0	0%	5	1	400%	0	0	0%	13	5	160%
Totals	1,153	1,177	-2%	487	472	3%	373	394	-5%	1,684	1,790	-6%	369	319	16%	4,066	4,151	-2%

Patients

	SCZ SC CLINIC			SCZ SANTA CRUZ IBH			SCZ HPHP CLINIC			SCZ WATS CLINIC			SCZ WATSONVILLE IBH			Totals		
	Current Year	Last Year	Change	Current Year	Last Year	Change	Current Year	Last Year	Change	Current Year	Last Year	Change	Current Year	Last Year	Change	Current Year	Last Year	
MEDICAL	667	704	-5%	209	210	0%	140	141	-1%	943	831	13%	176	125	41%	1,914	1,796	7%
MEDI-MEDI	191	209	-9%	65	53	23%	34	35	-3%	226	235	-4%	39	29	34%	480	504	-5%
CHDP	0	9	-100%	0	0	0%	0	0	0%	6	172	-97%	0	0	0%	6	181	-97%
MEDICARE	53	43	23%	15	15	0%	14	8	75%	56	43	30%	13	8	63%	141	106	33%
FAMPACT	3	1	200%	0	0	0%	0	0	0%	20	29	-31%	0	0	0%	23	30	-23%
SELF PAY	36	27	30%	3	3	0%	2	0	0%	97	116	-16%	10	3	233%	142	145	-2%
OTHER	7	9	-22%	0	1	-100%	0	0	0%	32	58	-45%	8	4	100%	44	66	-36%
MEDICRUZ	21	29	-28%	2	3	-33%	3	0	0%	95	109	-13%	6	6	0%	117	141	-17%
HPHP	1	1	0%	0	0	0%	40	39	3%	4	5	-20%	0	1	-100%	44	44	0%
FEIS	4	3	33%	0	0	0%	0	0	0%	4	1	300%	0	0	0%	8	4	100%
*Totals	982	1,036	-5%	294	285	3%	233	223	4%	1,483	1,599	-7%	252	176	43%	2,919	3,020	-3%

Total Unique Patients 981 1,032 -5% 293 285 3% 225 222 1% 1,477 1,568 -6% 250 175 43% 2,898 2,979 -3%

*Patients can be duplicated between payer groups