

The County of Santa Cruz Integrated Community Health Center Commission

Minute Taker: Mary Olivares

Minutes of the meeting held October 7, 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
David Willis	Member
Amy Peeler	County of Santa Cruz, Chief of Clinic Services
Raquel Ramirez Ruiz	County of Santa Cruz, Senior Health Services Manager
Mary Olivares	County of Santa Cruz, Admin Aide
Tiffany Cantrell-Warren	Health Service Agency, Assistant Director
Mino Sarkarati	Clinic Physician, Clinical Director of Quality
Ardella Davies	Patient Guest
Meeting Commenced at 11:11 am and Concluded at 12:32 pm	
Excused/Absent:	
Excused: Christina Berberich Excused: Caitlin Brune Absent: Gustavo Mendoza Absent: Michelle Morton Excused: Julian Wren	
1. Welcome/Introductions	
Introductions done at this time.	
2. Oral Communications:	
3. September 2, 2021, Meeting Minutes - Action item	
Review of September 2, 2021, Meeting Minutes – Recommended for Approval. Rahn moved to accept minutes as submitted. Marco second, and the rest of the members present were all in favor.	
4. Alternate Meeting Dates	
Amy sent out a survey to committee. Waiting for a couple of commission members to respond back on availability. This meeting item postponed to next meeting.	
5. Quality Management Committee Update	
<p>Raquel welcomed Dr. Mino Sarkarati our new Director of Quality. Raquel reported that the staff satisfaction survey had been sent out. Quality Management Committee will review results at the next meeting, and she will report back survey results to the commission at November’s meeting. Raquel reported back to commission members on printing after visit summaries. It was agreed that Medical Assistants will ask patients if they want the summaries printed prior to printing. Another follow up item Raquel reported on was MY Chart check in process. Raquel stated that our current priority project is standardizing registration/check in process and in spring of 2022 we can start working on My Chart check in process. Raquel also reported that Quality Management was meeting on October 29 to review the new tracking tool for the Clinic Operational Plan. Lastly Raquel reported on Peer Review Committee she stated there were 13 charts with death certificate data reviewed and all charts reviewed provided appropriate care. Raquel also reported on the new pilot peer chart review project that launched in September with all clinicians including Integrated Behavioral Health (IBH-Therapist and Psychiatrist/Nurse Practitioners). The automated process assigns electronic chart reviews to identify the strengths and areas of improvement using a check list and free text. Providers are assigned one chart per month and is distributed on the 15th of the month and due on the last day of the month. Raquel reported that 25 out of 46 completed audits in September. Raquel stated she is gathering feedback to help make this pilot successful and we are already making changes for improvement.</p>	

6. Social Justice
Caitlin was unable to attend this month's meeting but sent an article as a learning opportunity. <u>What Boards Can Learn from the Story of Nikole Hannah Jones</u>
7. Board Recruitment
Amy stated officially as of today David Willis is now on our board. At our next meeting we will have a new number by the name of Gidget Martinez.
8. Financial Update
Amy reported the Integrated Community Health Care Commission ratified our application for this funding on July 8, 2021. We are reporting back that we were awarded the funding and the intended use of the funding will be: 23 new positions and converting two limited term positions to permanent, HPHP HVAC System including heating, cooling and forced air ventilation, Furniture, and parking structure for HPHP Mobile Unit as well as lab and x-ray equipment and two vehicles. This is scheduled to go to the Board of Supervisors on November 16, 2021, for ratification. No action needed. Amy also reported that we continue to reduce and maintain our accounts receivable speed despite, being understaffed. Amy also stated the charge review work queue is where the charges for each patient visit live until they are reviewed by the business office before being accepted and sent out for reimbursement. We continue to maintain our speed in terms of reviewing charges. We would like to be in the single digits. Amy also reported the visit trend so far compared to last year there has been a 12.9% increase in overall visits. These visit counts include July through August. Lastly Amy reported we have arranged to meet with Borrego Health Care in Riverside County for technical assistance on how we can integrate virtual care in a way to increase our capacity and efficiency. Borrego health has been using telemedicine with Microsoft Teams and Epic integration since the early 2000s. We can increase our use of virtual care to help us fill vacancies and no shows in our schedule to increase revenue and wait times for patients. This is just an illustration of the return on investment if we can recover just 10% of the no shows. This includes no shows only and not cancellations. If we included cancellations in this scenario, it could be double.
9. CEO/COVID-19 Update
Amy reported that our covid numbers are coming down and that we are officially in the yellow. She also stated we are going to the board on October 19 th and asking for 23 new positions to provide more services at all our sites. This is being funded by the American Recovery Plan Act. Amy also reported that County workers all must be vaccinated and possibly can lose their jobs if they don't have an exception. Amy also reported that at the Watsonville Clinic construction is happening they are redesigning a new lobby and fixing a drain in the parking lot, so it does not flood. Lastly Amy asked commission members if there is anything they'd like brought to the commission. Commission members stated it would be nice to hear from IBH staff and bring back staff from all clinics to give updates.

Next Meeting: November 4, 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)