

# The County of Santa Cruz Integrated Community Health Center Commission

**Minute Taker: Mary Olivares**

Minutes of the meeting held August 6, 2020

**TELECOMMUNICATION MEETING: ZOOM Meeting - or call in number 831-454-2222: Meeting Code: 850702.**

Attendance	
Christina Berberich	Chair
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	Administrative Services Manager
Mary Olivares	Admin Aide
<b>Meeting Commenced at 11:05 am and Concluded at 12:44 pm</b>	
Excused/Absent:	
Absent: Gustavo Mendoza	
1. Welcome/Introductions	
2. Oral Communications:	
<p>Commissioner Marco stated he had a scheduled appointment at the Watsonville Clinic by teleconference. He could not get a message to the provider directly. He asked if there was any way to change our system to connect via email with providers? Commissioner Marco also stated he needed a copy of his X-ray which was completed at the Watsonville Clinic and was given a compact disc of the images. He asked why can't we include X-ray images onto my chart? There was discussion with the commission members it was suggested for Amy and Raquel to do some research and bring back for discussion at next commission meeting. Follow up item for next meeting: Image transfer between systems and ability to contact physician via email.</p>	
3. July 2, 2020 Meeting Minutes - Action item	
Review of July 2, 2020 Meeting Minutes - Recommended for Approval. Rahn moved to accept minutes as submitted. Caitlin second, and the rest of the members present were all in favour.	
4. Draft Letter to Editor – Review	
<p>Dinah projected a copy of the thank you letters that were sent on behalf of the commission to Gail Newel and Mimi Hall. She stated as she started to write the letter to the editor of Santa Cruz Sentinel, she was unclear of the purpose. It was stated the public knowledge of what the commission does is rather limited, and we are not a body that is seeking to form public consensus in a broad manner. It was suggested that perhaps we post something on social media such as: Face Book, Twitter, Etc. After much discussion within the commission it was decided that Amy reach out to Health Services Agency, Public Information Officer, Corinne Hyland to ask: What role and what usefulness would a letter play from a commission that is largely unknown, and what content of that message might be useful to the department and is there any way we can support that.</p>	
5. Quality Management Committee Update	
<p>Raquel reported on the following:</p> <p><b>Quality Management</b></p> <ul style="list-style-type: none"> <li>• She stated we are launching a “well app” which is a tech platform for our patients which will allow us to communicate with our patients through text messaging. We are looking to launch this in September.</li> <li>• There is an Epic superusers group of providers looking at the various reports to assure quality metrics are achieved. They are looking at how Epic’s data is captured, making sure providers are aware of how this data is collected to make sure we are collecting accurate data for our quality metrics reporting. We are going to try to streamline and create cheat sheets and smart phrases to enter in Epic to assist with capturing data.</li> <li>• Raquel shared the patient survey results and reviewed survey data. She stated the latest data was compared to last year. It was a telephone survey the Alliance completed for our patients. The data is shared with Clinics and we identify any areas of improvement. We then share it with our Health Center leadership to inform Quality Improvement Projects. This data is not broken down by clinics. However, the Alliance does break down our care base incentives by clinics Raquel will</li> </ul>	

share information in future meetings.

- Recovery team meeting update: we are meeting on a weekly basis with representation from all our clinics to make sure we are addressing issues in all areas of our operations. We want to make sure we are providing the best quality services for our patients and keeping staff and patient safety at the forefront. We are planning for the upcoming winter season. Our clinic administration is procuring an ample supply of PPE for the up-coming months.

**Peer Review and Risk Management Committee Updates:**

- Chart review – Starting in September the committee will assign one chart to review for two visits for each provider on a monthly basis instead of quarterly assignments. We had three deaths reported, all patients had appropriate care.
- James Dyer gave a HIPAA overview to our Peer Review and Risk Management Committee this month. He will present at our next commission meeting. He would like to know what the Commission would you like to hear from him. Members stated: Data breaches, are there any and why and how are those prevented? What kind of procedures or policies are in place to deal with data breach? Capacity to transfer images under HIPAA.

**6. Financial Update**

Julian reported on data through the end of this fiscal year 6/30/20. He stated our financial revenue was much less than we expected. In order to rectify that in the fiscal year as a deficit we need to transfer funds from the trust accounts. He stated that he is also going through the work queue and located the charges that are less than 6 months old so we can still get reimbursed at our full rate of reimbursement. He also reported on visit metrics and he stated 75% of visits were virtual visits.

**7. CEO/COVID-19 Update**

Amy stated the positive Covid-19 numbers are high and that we surpassed the 1,200 mark today about 2/3 of our total positive results have come in the last 4 weeks. She stated Public Health is overwhelmed with their ability to contact trace and they have asked our clinics to contact our own patients that have tested positive. Amy also reported that our data is the best of all the bay area counties and that most of our positive results are coming from south county, mostly due to how hard it is to isolate in the crowded households. The County has rented a hotel in Watsonville that has 90 rooms for people to isolate to help contain spreading. Should we need an alternate care site it would be located at this hotel as well.

Concluding the meeting committee shared memories of our beloved Commissioner Pam Hammond. Many beautiful things were said about her. She was a very compassionate person, very kind and she will be missed.

*Action items:*

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**Next Meeting:** September 3, 2020 11:00 am - 1:00 pm

ZOOM Meeting: 1080 Emeline, Santa Cruz, CA

Minutes approved \_\_\_\_\_  
(Signature of Board Chair or Co-Chair)

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(Date)