

# The County of Santa Cruz Integrated Community Health Center Commission

**Minute Taker: Mary Olivares**

Minutes of the meeting held March 5, 2020

Attendance	
Christina Berberich	Chair
Len Finocchio	Vice Chair
Caitlin Brune	Member at Large
Rahn Garcia	Member
Dinah Phillips	Member
Pamela Hammond	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 11:02 am and Concluded at 12:31 pm</b>	
Excused/Absent:	
Excused: Gustavo Mendoza	
1. Welcome/Introductions	
2. Oral Communications:	
3. Consideration of Late Additions to the Agenda;	
<p>Rahn motioned to add an emergency declaration to today's agenda. This item came to the attention of the Commission after the agenda was posted, and the need to take action was required prior to the next meeting. Dinah second, the rest of the members present were in favour.</p> <p>Action: Rahn made a motion to join the Board of Supervisors declaration of a local health emergency based on an imminent threat to public health from the novel coronavirus (COVID-19) in the United States and in neighbouring Santa Clara County. Dinah second, and the rest of the members present were in favour.</p>	
4. February 6, 2020 Meeting Minutes - Action item	
<p>Caitlin had a few changes to February 6, 2020 Minutes.</p> <ol style="list-style-type: none"> <li>1. Item 4 – correction of spelling HIPAA</li> <li>2. Item 4 – Add findings to finish sentence.</li> <li>3. Item 6 - Ability to Pay needs to be capitalized, and correct mis-spelled word.</li> </ol> <p>Rahn moved to accept as amended, Pam second, and the rest of the members present were in favour.</p>	
5. Quality Management Committee Update	
<p>Raquel presented a copy of the Quality Management Report. She reviewed the HSA strategic plan overview, Clinic Services Division strategic plan overview and timeline and the three focus areas: organizational culture, operational excellence and community collaboration. Raquel stated they developed goals, strategies and objectives and the team is aiming to meet every other week to complete the project. Other updates Raquel reported on was that the Santa Cruz Health Center and the Homeless Persons Health Project are going to start a Diabetes quality improvement project similar to the Watsonville Health Center. Every month they will pull a report of patients with uncontrolled A1C (over 9) the MA will call the patient for an appointment. Commission member Pam suggested the Clinic Services Division should consider adding chair yoga for patients because it is very gentle and safe. Raquel also mentioned that the Watsonville Health Center is "prescribing" produce to patients on a regular basis for overweight children through a program called Receta Vegetal. The patients will receive a produce box from a local garden program. HPHP is exploring the idea of hosting a foot clinic, for patients with diabetes. The Alliance approached the Watsonville Health Center regarding Medication Management Therapy. Raquel stated this is a pilot project proposal and will report back on this topic at the next meeting. Raquel also reported there were two mortalities, no issues to report at the Peer Review Committee. The Peer Review Committee plan to host a chart review party on a quarterly basis to review other providers charts and then will provide constructive 1:1 feedback, and then global feedback with the providers as a group.</p>	
6. 620.03 Risk Management Plan – Action Required	

Risk Management Plan, Policy 620.03 was brought for approval. Rahn moved to approve as presented, Caitlin second, and the rest of the members present were in favour.
<b>7. 200.03 Credentialing and Privileging – Action Required</b>
Credentialing and Privileging, Policy 200.03 was brought for approval. Rahn moved to approve as presented, Caitlin second, and the rest of the members present were in favour.
<b>8. 130.02 Continuous Quality Improvement Plan – Action Required</b>
Continuous Quality Improvement Plan, Policy 130.02 was brought for approval. Rahn moved to approve as presented, Caitlin second, and the rest of the members present were in favour.
<b>9. 130.01 Patient Grievance Process – Action Required</b>
Patient Grievance Process, Policy 130.01 was brought for approval. Rahn moved to approve as presented, Caitlin second, and the rest of the members present were in favour.
<b>10. County of Santa Cruz Clinic Services Division Emergency Operations Plan (EOP) – Action Required</b>
Raquel presented the Emergency Operations Plan for approval. The purpose of the Health Services Agency, Clinic Services Division Emergency Plan (EOP) is to establish a basic emergency program to provide timely, integrated and coordinated response. Raquel stated this is a living document and will need to be revised to address specific areas in the appendices. Rahn made a motion to accept the DRAFT, Dinah second and the rest of the members present were in favour. Rahn also stated in future meetings would like to discuss the evolution of the Emergency Operations Plan.
<b>11. Review and approve Revised draft 100.03 HSA Billing FO Policy Procedures – Action Required</b>
HSA Billing FO Policy Procedures, Policy 100.03 was brought for approval. Rahn moved to approve, Dinah second, and the rest of the members present were in favour.
<b>12. Review and approve Revised draft 100.04 HSA Billing Ability to Pay Policy Procedures – Action Required</b>
HSA Billing Ability to Pay Policy Procedures, Policy 100.04 was brought for approval. Rahn moved to approve, Dinah second, and the rest of the members present were in favour.
<b>13. Review data on self-pay patients and total out of pocket cost for FY 18-19 comparing chronic illness and non-chronic illness patients.</b>
This item was tabled for next Commission Meeting Agenda.
<b>14. Operational Site Visit and Commission Attendance</b>
Commission members discussed who would be able to attend the HRSA Operational Site Visit on April 14 <sup>th</sup> from 12-1:15. It was decided that Dinah, Len, Pam and Rahn will be in attendance. Commission members were also invited to the entrance of the conference from 9-10 the same day. The exit of the conference will be April 16 <sup>th</sup> from 11-12, Len, and Christina will be in attendance. Caitlin un-sure of availability will try to attend.
<b>15. Financial Update</b>
Julian stated he still has two positions to fill in the Business Office, and that he has completed Clinics proposed budget for FY 20/21. He presented the fiscal updates. He stated overall visits remain relatively flat with a couple of exceptions: SCHC visits are up 12% compared to this time last year, WHC Visits are up 7% compared to this time last year, and Watsonville IBH is up 2% compared to this time last year. Other items discussed: Total aging of claims - he stated we remain slightly less than 13 weeks ago, Visits – this report showed Medical Billing Productivity, Financials Report – are as of 1/31/20 We are currently \$3,923,672 ahead of where we were last FY currently in revenue and we are currently scrutinizing our spending, reviewing contract and prioritizing expenditures to help HSA budget for this fiscal year.
<b>16. CEO update</b>
Amy reported on novel coronavirus (COVID-19). She stated that at this moment we do not have any one positive and there was one person tested. There are three criteria for testing for the novel coronavirus (COVID-19) CDC stated that providers can use their own judgement if they need someone tested. The clinics only have six tests available for the entire County and that Quest Labs will be able to start testing next week. Amy stated that the County is getting prepared. There was much discussion within the Commission on COVID-19. Amy to keep Commission updated on any information related to COVID-19. Amy also stated we are actively recruiting for Medical Director.
Action items: •

**Next Meeting:** April 2, 2020 11:00 am - 1:00 pm  
1080 Emeline, Santa Cruz, CA

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

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(Date)