

# The County of Santa Cruz Integrated Community Health Center Commission

**Minute Taker: Mary Olivares**

Minutes of the meeting held January 7, 2021

**TELECOMMUNICATION MEETING:** Microsoft Teams 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 11:08 am and Concluded at 12:26 pm</b>	
Excused/Absent:	
Absent: Gustavo Mendoza	
1. Welcome/Introductions	
2. Oral Communications:	
3. December 3, 2020 Meeting Minutes - Action item	
Review of December 3, 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. Credentialing and Privileging 200.03 – For Approval Items	
Nothing to approve currently on this item.	
5. Compliance Items - Action Required	
<p>Amy stated there is no action required at this time. Amy stated she went through the operational site visit check off list. She stated it looks like we are up to date on our policy reviews of Sliding Fee Policy, and Quality Management Policy. She stated it is possible we might have some small actions next month. Amy stated we will need to be sure everyone is up to date in signing the Conflict-of-Interest form. Mary and Amy will work on getting this form out to the commission members in a DocuSign format.</p> <p>Amy stated that the HRSA site visit is scheduled for the end of February and she is going to see if we could postpone for a later date. Dinah asked if it would be helpful if the commission wrote a letter requesting to postpone. Amy thought that would be a good idea. Rahn moved to make a motion to have two executive committee members to take action in case there is something that absolutely needs to be done before HRSA's scheduled site visit. Marco second, and the rest of the members present all in favour.</p>	
6. Strategic Plan Update	
<p>Raquel reported they are finalizing the strategic plan it will be effective from 7-2021 to 6-2023. The Quality Management Committee will review and make any edits then it will be brought to the Commission for final review/approval in April or May 2021. She stated there are three focus areas with goals they worked on. They are:</p> <p><b>Focus Area 1: Organizational Culture</b></p> <ul style="list-style-type: none"> <li>■ GOAL 1.1 WORKFORCE DEVELOPMENT: Create a premiere workplace that fosters an equitable, stable and highly competent workforce.</li> <li>■ GOAL 1.2 EMPLOYEE WELLBEING: Strengthen organizational resiliency by optimizing employee well-being, safety and quality of life.</li> <li>■ GOAL 1.3 REFLECTIVE WORKFORCE: Create a workforce that reflects the diversity of the community at all levels.</li> </ul> <p><b>Focus Area 2: Operational Excellence</b></p> <ul style="list-style-type: none"> <li>■ GOAL 2.1 CONTINUOUS PROCESS IMPROVEMENT: Strengthen systems through continuous process improvements.</li> <li>■ GOAL 2.2 FINANCIAL RESILIENCE: Create fiscally sustainable systems that support operational services and growth.</li> <li>■ GOAL 2.3 EQUITY IN PROGRAM RESOURCES: Maximize equity in division and program resources, support and technology.</li> </ul>	

**Focus Area 3: Community Collaboration-Patient Outreach, Education and Quality Care**

- GOAL 3.1 PUBLIC AWARENESS: Increase public awareness to empower our community to address key health and environmental issues.
- GOAL 3.2 ACCESS TO HEALTH AND WELLBEING: Maximize access to services to improve health and wellbeing.
- GOAL 3.3 PROMOTE EQUITY: Normalize health equity, resiliency and environmental stewardship for current and future residents.

7. Social Justice

Caitlin thanked the commission members for filling out the brief survey she e-mailed out to everyone. Caitlin also shared a handout from the ALLYSHIP workshop she attended. Caitlin stated the assessment she did provides a good frame around the actions that can be taken to move more actively into an antiracism practice. She shared this as a resource and framework of how we can move forward together with the idea that we will also be adopting a health equity.

Raquel will share with the commission the draft strategic plan that was recently finished. There was much discussion with the commission members regarding this topic. Raquel will put this on the next Quality Managements agenda to possibly add a question or two on our patient satisfaction survey regarding antiracism. There was some discussion on how some patients might not know what next steps are when leaving our clinics. Amy stated this can be a topic on our agenda for our next customer service training on how to ask patients if they understand what to do next and find ways to give them information.

8. Quality Management Committee Update

Raquel reported on the continuing Quality Improvement Projects (diabetes, BMI, cervical and colorectal cancer screenings). She stated that the UDS Data is due February 15<sup>th</sup> this data is reported on an annual basis. Raquel reported on Peer Review she stated there were 8 deaths reported this month, all patients received proper care there were no corrective actions.

9. Financial Update

Julian stated they are reflecting on last year’s budget and where we ended up at and focusing on strategies for building next years budget. He stated they now have data to work with to make a more educated estimate and where our budget is going to be. Last year we ended up with a deficit of approximately 5.7 million. We had a lot of loss in revenue that was directly caused by COVID-19. Julian stated they just received the budget instructions for developing 21/22 budget. He stated last year they were instructed to do a two-year budget cycle but because of things changing so quickly they now have moved to a one-year cycle and the proposed budget needs to be done by the middle of February 2021. Julian stated we have a lot of unique revenue streams. Over the last several years our budget has continued to grow. This last fiscal year we received 12.2 million dollars to help us with net county cost. One of the positive highlights for us is the county-based MAA. This allows for federal reimbursement for the cost of performing administrative activities that directly support efforts to identify and enrol protentional eligible s into Medi-Cal. This year we have been asked to create 3 budgets scenarios for clinics. First Scenario – acting like how it is now with furlough at 7.5%, Second Scenario - with half a furlough at 3.75% reduction, and the third scenario - no furlough. This needs to be submitted by mid-February to CAO office. Lastly, next steps:

- Searching for more grant opportunities.
- Completed proposal for HSA and Clinics use for future CARES funding to help support operations and services expenditures.
- Maximizing MAA funding.
- Completed proposal for funding to support Outside Professional Billing services to assist the Business office maximize revenue collection.
- Create 3 revenue scenarios factoring in COVID effects and: 1) No Furlough, 2) Half Furlough, and 3) Full Furlough scenario for next FY planning.
- Actively planning on how to open clinics more for more in-person visits safely in a COVID environment.
- Maximizing the use of expenditures to COVID-19 related JL keys for reimbursement.

10. CEO/COVID-19 Update

Amy reported on vaccinations. She stated that Public Health is receiving them weekly. Public Health distributes these depending on the tiers from CDC and CA Dept. of Public Health. Amy stated that a lot of our staff has been vaccinated by the hospital and that we still do not have enough vaccines for everyone in phase one. Amy stated FQHC clinics are being asked to step up in ways like we’ve never been asked to before. We are being asked to be a vaccine pod so people could come to our Watsonville and Emeline Clinics to be vaccinated by our staff. Another thing being asked is to be able to do monoclonal infusions for our patients that are recovering from COVID-19. Amy stated the week of X-Mas we did a little over 100 test and that 50% in Watsonville came back positive. Lastly, Amy stated we received approval to go back to the furlough days that the rest of the county is on. This will mean furlough Fridays for North County and furlough Mondays for South County.

*Action items:*

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**Next Meeting:** February 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)

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(Date)