

MEETING DATE: April 22, 2020

AGENDA ITEM NO.: VII.3

**HEALTH CENTER BOARD
PUBLIC HEALTH DEPARTMENT**

Date: April 15, 2020
To: Health Center Board
From: Dr. Polly Baldwin
Subject: Approval of Provider Appointments



Adams



Brown



Brunet



DiModica



Hawkins

RECOMMENDATION:

That the Board: Vote to approve the reappointment of:

- Sarah Adams, LCSW LHCC
- Danette Brown, PA, Women’s Health SBHCC
- Greg Brunet, PA SBHCC
- Lisa DiModica, PA SMHCC
- Rachel Hawkins, PsyD SMHCC
- Karen Hougo, MD, Internal Medicine SMHCC
- Mark Wilson, MD, Internal Medicine SBHCC
- Tomas Wy, Family Practice FHCC/CHCC
- Tushar Yadav, Family Practice SMHCC
- Carolyn Griffith, MD, OBGYN SMHCC
- Anthony Rogers, MD, Family Practice SBHCC
- Lynn Fitzgibbons, MD, Internal Medicine SBHCC

DISCUSSION/BRIEF SUMMARY OF ITEM:

All providers approved by Board Delegate



Hougo



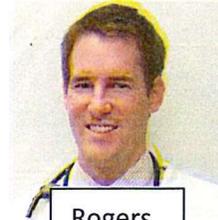
Wilson



Wy



Griffith



Rogers



Fitzgibbons

MEETING DATE: April 22, 2020

AGENDA ITEM NO.: VII.3

**HEALTH CENTER BOARD
PUBLIC HEALTH DEPARTMENT**

Date: 4/22/20

To: HC BOARD

From: Melissa Gomez

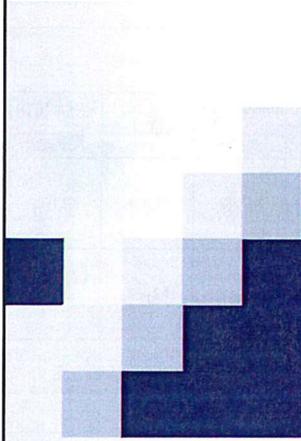
Subject: Monthly Medical Quality Report

RECOMMENDATION:

That the Board: Review

DISCUSSION/BRIEF SUMMARY OF ITEM:

This is the monthly review of the quality measures selected by the medical quality team for the annual performance improvement plan.



Medical Quality performance improvement plan measures update

March 2020 Data

Melissa Gomez RN CCM 04/2020



Measures for Improvement 2019

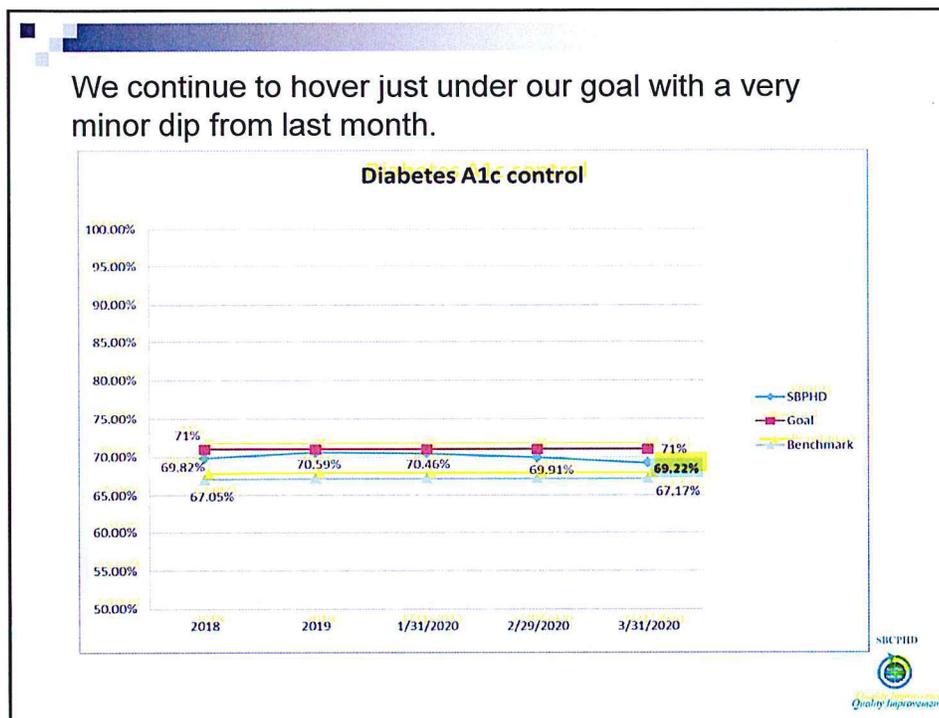
- Diabetes Control
- Asthma with appropriate medication
- Hypertension
- Depression screening and intervention
- Breast cancer screening(Mammography)
- Patient satisfaction with wait time(in clinic)-
crossroads quarterly report



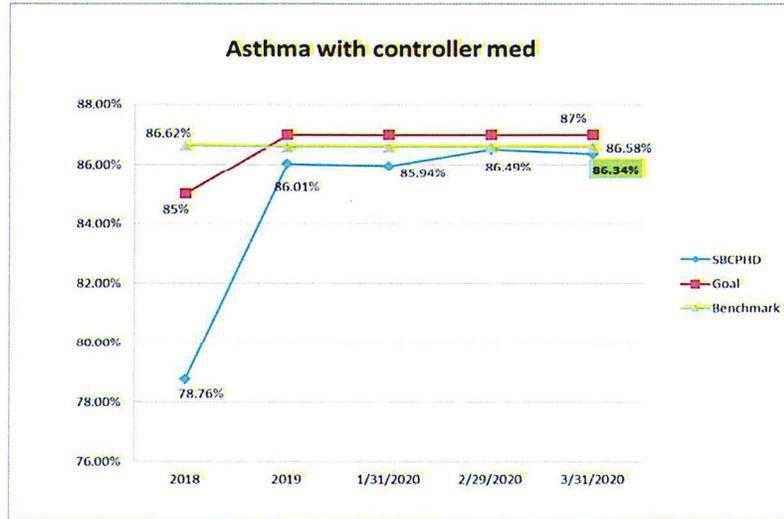
Performance Measure 2019 EPIC(3/31/19 to 4/01/20)	Patients	Percentage	Homeless	Percentage Homeless	Goal	HRSA 2018 National
	Total		Total			
HbA1c 9 or less	2069	69.22%	86	56.58%	71.00%	67.17%
	2989		152			
Asthma- persistent asthma and on controller medication	335	86.34%	18	85.71%	87.00%	86.58%
	388		21			
Hypertension- Blood Pressure controlled with last BP less than 140/90	2246	55.96%	125	42.37%	65.00%	63.26%
	2854		295			
Depression Screening with intervention if screening is positive	8469	54.98%	516	55.66%	60.00%	70.57%
	15403		927			
Mammography -women 50-74 q2 years	1569	51.43%	17	12.98%	59%	58.4%
	3051		131			



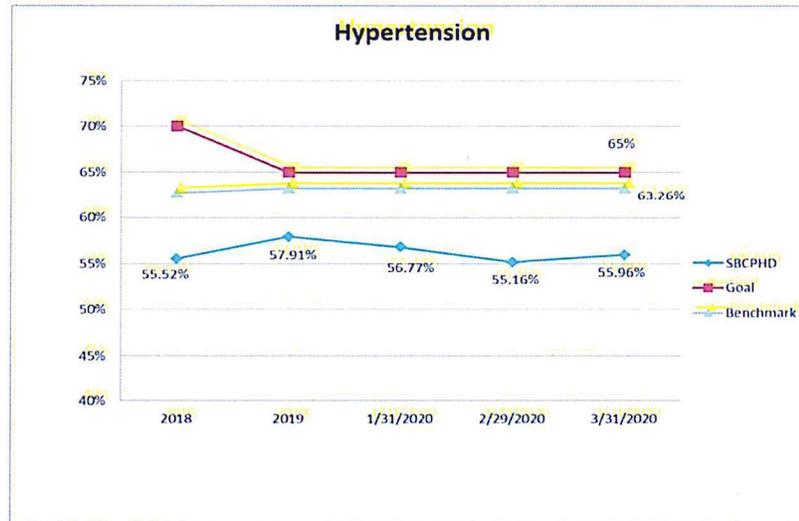
 SBPHD
 Quality Improvement



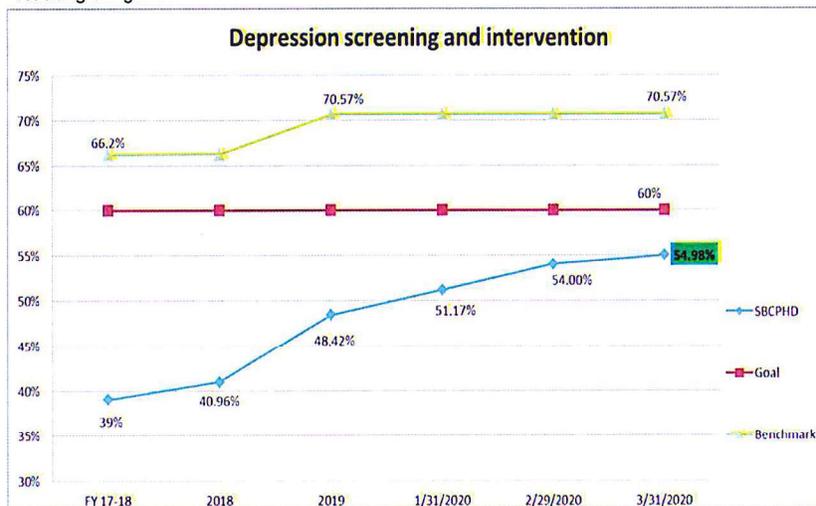
We are almost at our goal. Our health care teams have done a wonderful job! This measure is being "retired" from our grant reporting requirements next year. The medical quality committee (MQI) will be reviewing other possible measures for performance improvement



This measure remains fairly stagnant. This data will be reviewed by health care teams to identify additional improvement measures that can be taken.



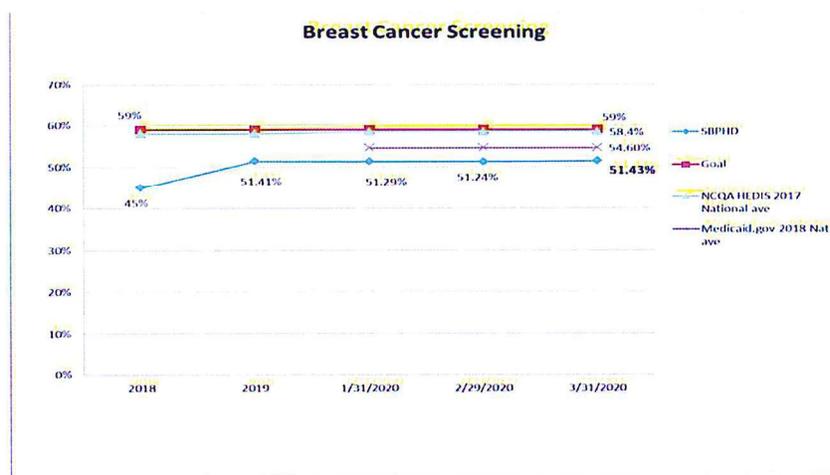
After extensive review, and training- including updated policies and workflows, we have seen a huge improvement on depression screening and intervention. We are up over 6.5% already for 2020 ! We will continue to focus on this measure closely as we have a long way to go but we are much closer to reaching our goals.



SBCPHD

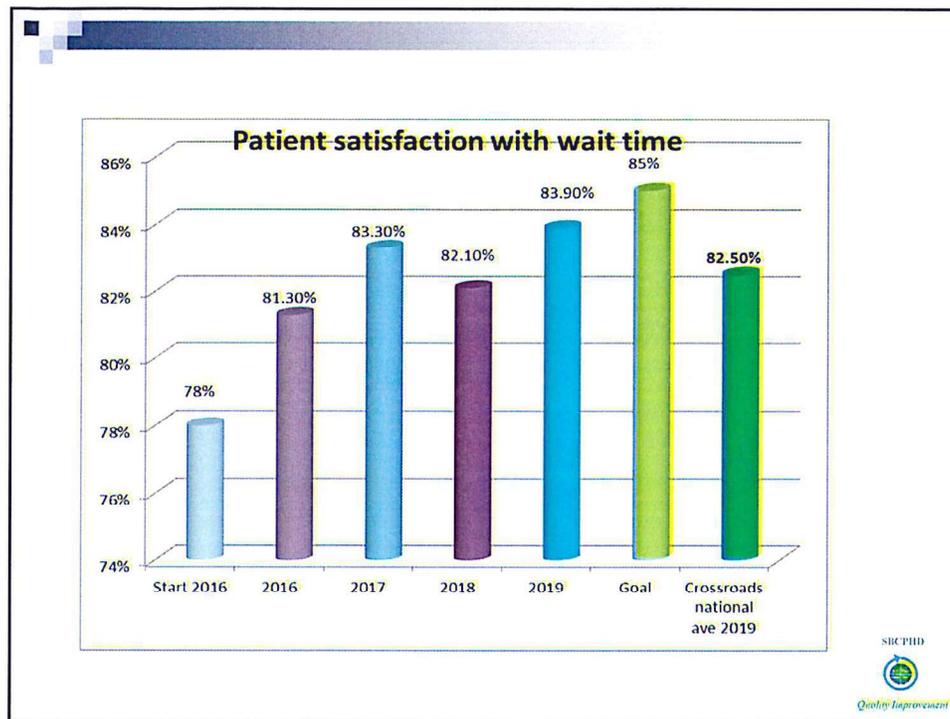


We have struggled with this measure over the years, but with several HCCs focusing on this measure we have made over a 6% improvement in the last year. As more of the HCCs focus on addressing this measure we anticipate ongoing improvement in the next year!



SBCPHD





Plan

Last month we received the updated measures that HRSA (health resources and service administration) will be looking at for our grant in 2020. The Medical Quality Improvement Committee will review these changes and identify the new measures for the Primary Care and Family Health Performance Improvement Plan, and any needed changes will be made to the annual performance improvement plan for 2020.

MEETING DATE: April 22, 2020

AGENDA ITEM NO.: VII.5

**HEALTH CENTER BOARD
PUBLIC HEALTH DEPARTMENT**

Date: April 17, 2020

To: Health Center Board

From: Douglas Metz

Subject: Executive Director's Standing Report

RECOMMENDATION:

No action required – Submitted as Executive Director's monthly report to the Board.

DISCUSSION/BRIEF SUMMARY OF ITEM:

N/A

Date: Wednesday, April 22, 2020 – VIRTUAL MEETING
To: Health Center Board of Directors
From: Dr. Douglas Metz, Executive Director, Health Centers
RE: E.D. Report

Focus Area	Monthly Highlights
<ul style="list-style-type: none"> ● HRSA Relations (Ralph Barbosa, Dana Gamble) 	<ul style="list-style-type: none"> ▪ SAC grant continuation application accepted; new 3 yr period granted ▪ UDS Report Annual Data Report accepted as final
<ul style="list-style-type: none"> ● Santa Barbara (Paola Hurtado) 	<ul style="list-style-type: none"> ▪ SBHCC scrubbed all non-essential visits from schedules ▪ Implemented Phone Consult appointments for all Primary Care & Women’s Health providers ▪ Implemented Virtual Visits with the assistance of provider champion and EHR team. ▪ Facilitated training to staff on MyChart patient registration ▪ Canceled Specialty clinic schedules ▪ HCA assisted at Call Center ▪ SBHCC Leadership worked on Building security plan to implement daily employee screenings (Staff & Employee screenings were implemented) ▪ Developed workflow to limit public entrance to clinic, including setting-up equipment for Pharmacy staff at Front Entrance to handle pharmacy operations ▪ Deployed staff to DOC, EOC, Public Health Lab & DCP (total of 12 employees including RNs, AOPs, MD & MAs) ▪ Took inventory of all clinic PPE and estimated burn rate & SBHCC leadership took over PPE clinic wide allocation ▪ Implemented daily debrief meetings with Leadership & provider group ▪ HCA & AOP Sr. Worked with EHR Manager to create & fine tune Daily Encounter report via EPIC system ▪ Provided COVID-19 testing ▪ AOP Senior secured PPE supplies from multiple avenues ▪ Leadership worked with janitorial service to ensure staff was following safety practices while working at clinic
<ul style="list-style-type: none"> ● Franklin (Elvia Lopez) 	<ul style="list-style-type: none"> ▪ FHCC scrubbed all non-essential visits from schedules ▪ Initiated phone consults for Women’s Health , Pediatrics and Adult Care ▪ Dr. Duncan assisting with the COVID public Provider Assistance Line ▪ 2 RN, 2 MA and 1 OP assisting in Disease Containment ▪ Staff and Patient temperature screening taking place

<ul style="list-style-type: none"> ● Carpinteria (Jeannette Gumber) 	<ul style="list-style-type: none"> ▪ March began with efforts to maximize office visits for each specialty ▪ By mid-March the clinic was fully focused on COVID-19 ▪ Clinic schedules were reduced to provide only essential services, screening for COVID-19 symptoms at entrance of clinic was initiated and workstations/locations adjusted to support social distancing ▪ Some leadership and staff were deployed to COVID-19 efforts including call center operations, clinical branch manager and Disease containment ▪ By the end of March efforts turned to an outreach effort to our patients especially those with chronic conditions and the elderly ▪ Outside signage was increased to communicate that the clinic was still open and a COVID-19 information station was set up on two bulletin boards outside of the clinic to keep the community aware of events like food distribution sites and services like the Carpinteria Children's Project Care Call Line
<ul style="list-style-type: none"> ● Santa Maria (Michael Camacho-Craft) 	<ul style="list-style-type: none"> ▪ Responded to COVID pandemic: reduced in-person appointments to essential visits, implemented phone visits, and deployed staff to containment effort ▪ HCA served as Call Center manager ▪ Supervising physician participated in Health Officer rotation and handled one day/week on Provider Assistance Line, assisting community physicians with COVID response ▪ Completed CPR training for nursing staff
<ul style="list-style-type: none"> ● Lompoc (Jeanie Sleight) 	<ul style="list-style-type: none"> ▪ Most efforts of LHCC have been toward COVID 19 Response: ▪ HCA has been functioning as the DOC Operations Section Chief for the majority of the month ▪ Schedules were scrubbed to go down to only essential visits to avoid having patients exposed unnecessarily ▪ Staff, patient and visitor screening was implemented prior to building entry at all 3 entrances ▪ A number of staff were deployed to DOC activities (disease containment activities, disease control activities, call center operators, etc) for COVID Response ▪ Telephone visits were implemented and schedules refilling efforts put under way via telephone visits in addition to essential in person visits ▪ COVID testing for symptomatic Tier 1 patients done by the HCC ▪ Supervising Physician added to Provider Assistance Line rotation
<ul style="list-style-type: none"> ● Healthcare for the Homeless (Ralph Barbosa) 	<p>From March 10-End of March 100% time to COVID (Homeless Focus):</p> <ul style="list-style-type: none"> ▪ Outreach focus and concerns ▪ Shelter Congregate Homeless Site Preparations ▪ Implementing CDC Recommendations ▪ Quarantine Assessments ▪ Procedures for removing guests with positive symptoms ▪ Transportation System for Homeless with symptoms ▪ Isolation ▪ Increasing Shelter Capacity to address stay at "home" orders ▪ Non-Congregate Sheltering ▪ Homeless Task Force

<ul style="list-style-type: none"> ● Pharmacy (Carol Millage) 	<ul style="list-style-type: none"> ▪ Covid-19 workflow changes at the pharmacies; Provided Visio workflow and collaborated with Patient Accounting and SB cashiering ▪ Disseminated information on drug availability issues for providers (Dr. Baldwin) ▪ Set up comprehensive tracking system with Robert Real's help for Manufacturer repayments for the past and future in SharePoint site ▪ Coordinated bilingual pharmacy technicians to help in the EOC call center
<ul style="list-style-type: none"> ● Clinical Lab (Linda Weisman) 	<ul style="list-style-type: none"> ▪ Continued attempts to order PPE and COVID-19 specimen collection supplies from all contracted vendors (Quest, Fisher, McKesson, Hardy, PDL) ▪ Began reporting daily COVID-19 specimen collection inventory to PHD DOC Plans Chief ▪ Due to social distancing restrictions, the annual group trainings for Aerosol Transmissible Disease and Bloodborne Pathogen were assigned to be done online from the Employee Health and Safety SharePoint ▪ Karla Quintana came to the SB Clinical Lab to bring a thermometer from the DOC for daily employee and patient temperature screenings; she also assisted in developing a workflow for social distancing for waiting patients. ▪ Worked with Darrin Eisenbarth, Alan Camez, and Marc Goldsmith to develop a plan to control the entry to Building 3 to commence in April, to align with restrictions in the other PHD buildings on campus ▪ Validation studies were completed for the Beckman Coulter DxH hematology analyzer, which will replace the Beckman Coulter LH500 ▪ Staffing schedules were adapted to handle decreased staff due to staff on PTL, and EXH that is not available due to COVID-19 risk factors ▪ Hired a new Clinical Laboratory Scientist to fill a position that had been vacant since June
<ul style="list-style-type: none"> ● Health Information Management / HIPAA / Data Security (Dana Gamble, June English, Laura Lui) 	<ul style="list-style-type: none"> ▪ Presentation to Behavioral Health specialists at their monthly March meeting regarding various approved release of information forms that clients may use and a new resource information sheet table breaking down the choices by recipient and providing active links to forms. ▪ Discussion with HIM at Behavioral Wellness on handling of subpoenas including requests that include Behavioral Wellness records ▪ EWC (Breast Cancer Screening Program) – short presentation on program updates at March MPC meeting ▪ Most of the latter part of the month was in the EOC JIC and virtual EOC JIC for COVID response ▪ Nothing new to report
<ul style="list-style-type: none"> ● PCMH (Karla Quintana, Melissa Gomez, Polly Baldwin, Doug Metz) 	<ul style="list-style-type: none"> ▪ COVID-19 questions added to patient survey for near-future
<ul style="list-style-type: none"> ● Customer Service (Health Center Administrators) 	

PATIENT VOLUME REPORT
February 2020

Site	"Billable" Visits This Month	Visits Last Month	Unique Patients This Month	Unique Patients Last Month	Notes
Carpinteria HCC	521	649	435	507	
Franklin HCC	915	1,199	708	898	
<i>Franklin Elementary School Clinic (1 evening/wk)</i>	0	3	0	3	
Lompoc HCC	2,616	3,284	1,978	2,457	
Santa Barbara HCC	1,521	2,028	1,112	1,476	
Santa Maria HCC	1,884	2,378	1,240	1,573	
Homeless Shelters (3 sites combined)	226	150	152	106	<i>Significant increase in homeless care this month (51%)! Due to focus on this population at shelters.</i>
Outside Sites: PHN Home Visits, Hospital, Deliveries, SNF, etc.)	102	96	102	96	
TOTALS	7,785	9,787	5,727	7,116	<i>Note: March pt. visits/day = 354 due to COVID-19; this represents approx. 21% decrease from previous 8 mo. Average.</i>
% difference of pts/day from previous month	<i>31% decrease of daily pts over last month</i>				<i>Summary: An excellent 1st 2 weeks of the month. As virus concerns hit and non-essential visits cancelled, volume reduced significantly.</i>

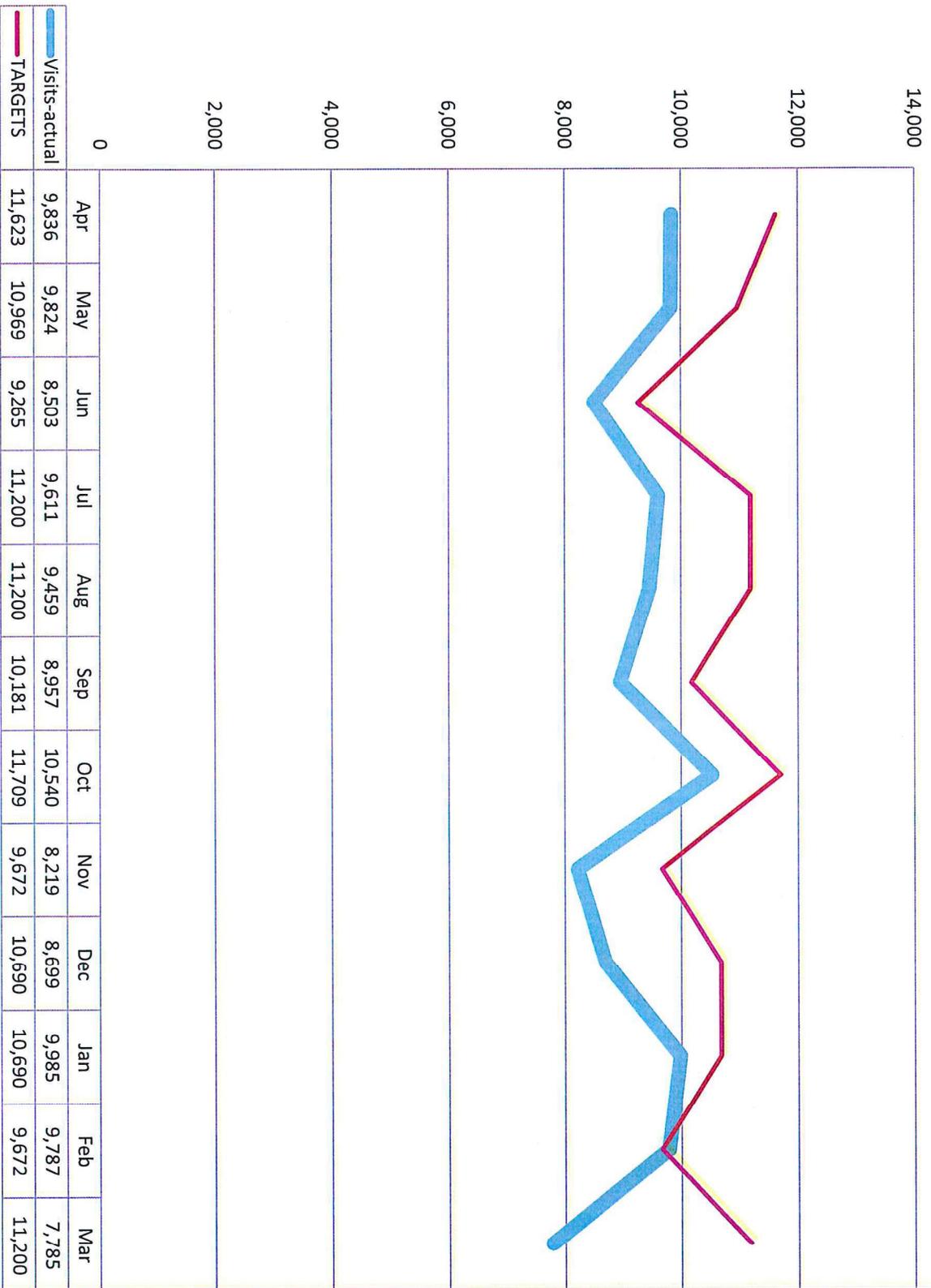
CLINIC OPERATIONAL MEASURES REPORT (ACROSS ALL SITES)*

No report this month due to COVID-19 schedule abnormalities necessary

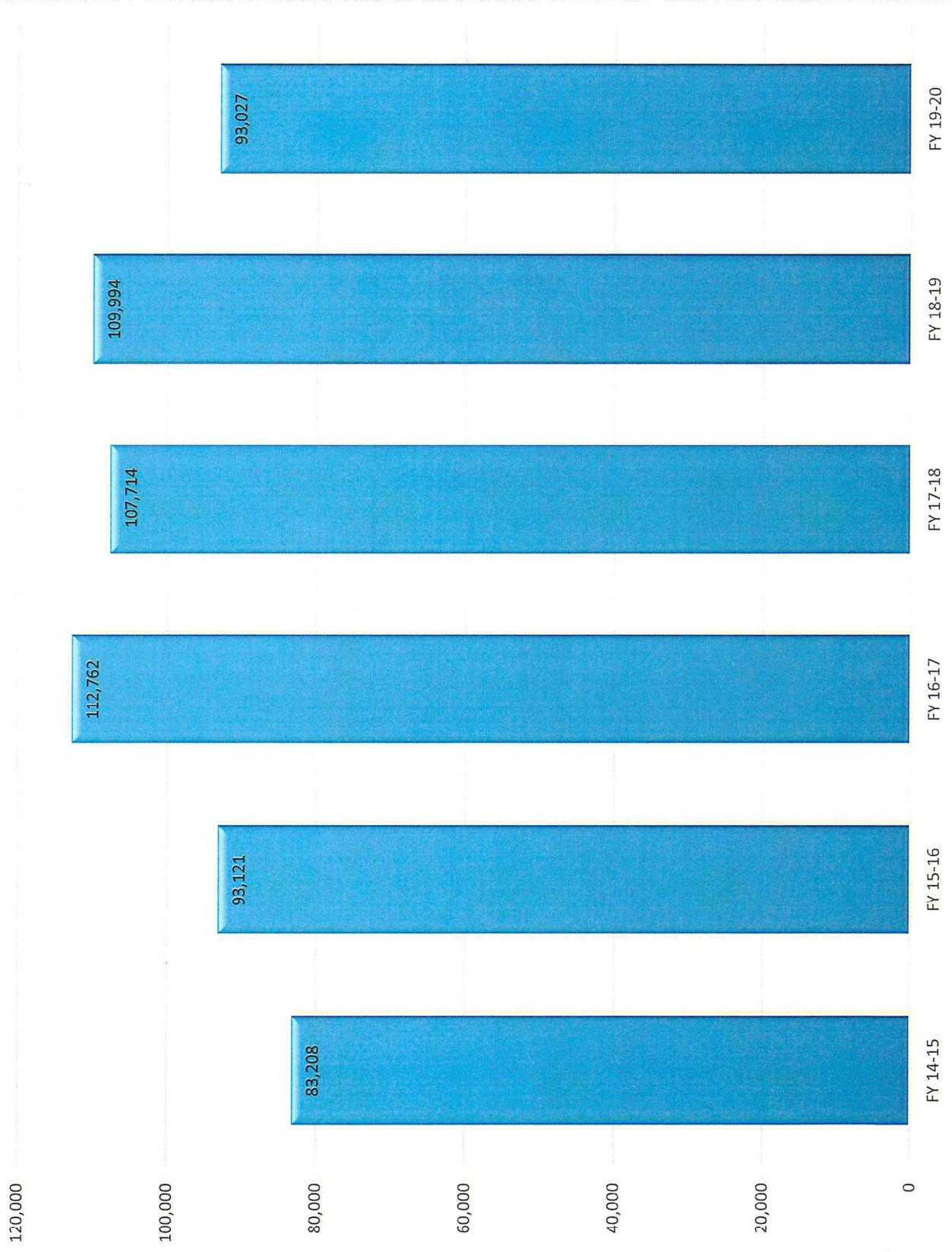
Metric	Current Benchmark	Actual This Month	Last month	Notes
Pt visits / Clinical FTE	16 overall visits / 1.0 clinical FTE		~15 visits/FTE	
% of unfilled appointment slots	<10%, not counting purposely unfilled "day-of" open access slots)		*	
No show rates	<15%		Avg. across all sites = 12%	
"Third Next Available" (TNAA) Appointment (routine primary care)	< 14 days		~7days (average across all sites)	
Clinic Waiting Time (Cycle Time: registration to provider visit)	< 45 min.		*	

**Some metrics reports are still being written for the new system*

Patient Visit Trending Over 12 Months



FY Visits Over Years



MEETING DATE: April 22, 2020

AGENDA ITEM NO.: VII.6

**HEALTH CENTER BOARD
PUBLIC HEALTH DEPARTMENT**

Date: April 17, 2020

To: Health Center Board

From: Douglas Metz

Subject: COVID-19 Update

RECOMMENDATION:

No action required

DISCUSSION/BRIEF SUMMARY OF ITEM:

–Discussion of current status of COVID19 response in Santa Barbara County.