

AGENDA
Special Meeting
Remote Virtual Participation Only

Staff Attendees: Polly Baldwin, MD, Ralph Barbosa, Michael Camacho-Craft, Dana Gamble, Elvia Lopez, Melissa Gomez, Suzanne Jacobson, Jeanie Sleigh, Paola Hurtado, Kendall Johnston, Van Do-Reynoso, Elvira Briones-Arellano, Jeanette Gumber

Board Members		<u>Consumer Members:</u> Lee Herrington, Celia Lee, Filipino Chapelle, Richard Osbourne, Christopher Hutton, Wm Darrel Gardner, Stephen Ferrara, Cynthia Guerrero <u>Community Members:</u> Sylvia Barnard, Skip Szymanski, Jason Prystowsky, MD, Arianna Castellanos, Emily Casarez <u>Non-Voting Staff Member:</u> Dr. Douglas Metz	
Item #	Time	Item	Owner
I.	12:00-12:03	Welcome and Call to Order	Szymanski
II.	12:03-12:08	Review and Approve Minutes from February 26, 2020	Szymanski
III.	12:08-12:10	Roll Call and Sign In, and Quorum Established	Johnston
IV.	12:10-12:13	Public Comment Period for Items Not on the Agenda	All
V.		Old Business: None	
VI.	12:13-12:18 5 min	New Business: 1. The virtual meeting – these meetings will be virtual until further notice; after this meeting please give Kendall feedback about barriers, improvements?	Metz
VII.	12:18-12:38 8 min 2 min 10 min	Standing Reports: 1. Monthly Financial Report: Staff recommends that the Board accept and approve the Financial Report for the month of February 2020. 2. Policy Review Committee Report: TABLED 3. Provider Appointments: Staff recommends that the Board vote to approve the Provider Appointments referenced in VII.4 4. Quality Measures Report: TABLED 5. Executive Director’s Report: For Board Review, No action necessary 6. Minding the Gap Discussion: TABLED	Jacobson Policy Review Committee Baldwin Gomez Metz All
VIII.	12:40-12:59	Member Announcements	Szymanski
X.	1:00	Meeting Adjourned	Szymanski

Public Comment By phone - If you would like to make a comment by phone, please call (805) 681-5461 and state your name, your phone number and which item you would like to speak on and the clerk will call you at the appropriate time. Please make every effort to be available and mute all streaming devices once it is your turn to speak.

Disability Access

The Health Center Board meeting is located on the ground floor of the Public Health Department Administration Building at 300 North San Antonio Road, Room C101/102, Santa Barbara CA. The meeting room is wheelchair accessible. Accessible public parking is available in front of the Administration Building.

American Sign Language interpreters, Spanish language interpretation and sound enhancement equipment may be arranged by contacting Kendall Johnston by 4:00 p.m. on Friday before the Board meeting. Kendall Johnston can be reached at 805-681-5461 or by email Kendall.johnston@sbcphd.org

Late Distribution of Materials

Any disclosable public records related to an open session item on a regular meeting agenda and distributed to all or a majority of the members of the HC Board less than 72 hours prior to that meeting are available for inspection in the Primary Care & Family Health Administration office located at 300 N. San Antonio Road, Room A107, Santa Barbara, CA. 93110 and on the Internet at: <http://www.countyofsb.org/phd/primary-care/health-center-board.sbc>

Any written ex-parte communication subject to disclosure by members of the HC Board may be published online as an attachment to the corresponding item.

Next Board Meeting:
Wednesday, April 22, 2020
VIRTUAL
300 N. San Antonio Road
Santa Barbara, CA 93110



**Health Center (HC) Board Minutes
February 26, 2020**

The Health Center Board met in Room C101/102 at the Santa Barbara Public Health Administration building.

Present: Consumer Members: Lee Herrington (Co-Chair), Stephen Ferrara, Filippo Chappelle, Wm. Darrel Gardner, Cynthia Guerero, Celia Lee, Richard Osbourne

Community Members: Skip Szymanski (Chair) Emily Casarez, Arianna Castellanos, Sylvia Barnard, Jason Prystowsky

Non-Voting Member: Douglas Metz, Health Center Executive Director

Staff: Kendall Johnston, Paola Hurtado, Elvira Briones-Arellano, Dana Gamble, Elvia Lopez, Jeanette Gumber, Michael Camacho-Craft (by phone), Jeanie Sleigh, Van Do-Reynoso, Suzanne Jacobson, Polly Baldwin

Guests/Speaker: Shantal Hover-Jones

Agenda Items

I. Call to Order

Meeting was called to order by Chair Szymanski at 12:04pm. For the benefit of the Board members absent from the January meeting, Dr. Metz re-introduced Jeanette Gumber as the new Administrator for the Carpinteria Health Center.

II. Review and Approve Minutes from the January 22, 2020 Meeting

There were no requested revisions to the January meeting minutes. There were no public comments.

Mr. Chappelle motioned that the minutes from the January 22, 2020 meeting be accepted by the Board; Mr. Herrington seconded.

Motion Carried Unanimously.

[Ms. Lee joined the meeting at 12:08 pm]

III. Roll Call, Sign In and Quorum Established.

Chair Szymanski verified that a quorum was established.

IV. Public Comment: None

V. Old Business:

1. Annual Health Center Board By-Laws Review and Approval-Mr. Gamble

Mr. Gamble discussed the move from using Robert's Rules of Order for guiding the by-laws to Rosenberg's rules of order. The suggestion for the change was suggested by County Counsel as the HC Board operates at a lower level of government, therefore making it a more appropriate to use the Rosenberg model. As there was a quorum established at the meeting, the need for two-thirds Board approval was negated. There were no public comments.

Mr. Chappelle motioned that the Board approve the changes in the Health Center Board by-laws; Mr. Ferrara seconded.

Motion Carried Unanimously, with one member not present during the vote.

[Dr. Prystowsky joined the meeting at 12:15pm]

VI. New Business:

1. Tobacco Prevention Program Presentation-Ms. Hover

Ms. Hover, program coordinator for the Tobacco Prevention Program at Public Health, introduced herself to the HC Board and began her presentation about the County's Cannabis Education Program. It is a fairly new program that began in January 2019 with funding from the SBC Board of Supervisors. The limited science-based research shows that children and adolescents, pregnant women or those who are breastfeeding are at risk for negative health outcomes, so the program is targeted to those groups. The program slogan is "talk early, talk often" to encourage education about the potential risks for the three at-risk groups. The media campaign for the cannabis program was in focus with State provided materials and data has returned showing that over \$163,303 unique social media accounts viewed the material from May to December 2019 and that impressions reached a total of 3.6 million views. Ms. Hover shared that the next steps for the program will include increased community collaboration and partnership. Information handouts in both English and Spanish were made available to the attendees and she encouraged anyone with questions to email her directly or visit LetsTalkCannabisSBC.org. There were no public comments.

[Ms. Do-Reynoso joined the meeting at 12:16 pm]

2. Review of Customer Satisfaction Survey Results-Mr. Gamble

Mr. Gamble shared the 2019 Year-End summary of the patient satisfaction and experience survey. Patients are contacted within 1-3 days of their appointment to provide input (in English and Spanish) on their experience with different aspects of the health center. Overall satisfaction showed an increase of 4.4% with the Santa Maria Health center leading over the others. However, the loyalty intentions of patients who are "very likely" to return again declined by 3.4%. Mr. Gamble reminded the Board that whenever an unsatisfactory survey result is obtained, the Health Center Administrator contacts the patient directly to resolve any topics and gather additional information so as to correct the issue in the future. It was noted how astounding PHD is to have these levels of patient satisfaction for a Federally Qualified Health Center, as these are compared to other FQHC's on the state and national level.

[Mr. Osbourne joined the meeting at 12:32 pm]

VIII. Standing Reports:

1. Monthly Financial Report and Annual and Single Audit Reports-Ms. Jacobson

Ms. Jacobson started her presentation with the financial and single audits, which is consistent with previous years. Per HRSA, an independent financial audit is required to be performed each year, which for the County is called the "Comprehensive Annual Financial Report (CAFR)". In addition, a corrective action plan is required to be completed and taken to the HC Board if any weaknesses are identified. The CAFR is compiled using the entire Public Health Department financial information because HRSA does not require a separate audit of only the Health Center programs. The County uses Brown Armstrong, CPAs to perform this audit and the HC Board presentation was reviewed and approved by the County Auditor Controller's office prior to being brought before the Health Care Center Board.

The Single audit is a separate audit of federal awards which includes the Affordable Care Act grant for new and expanded services as well as a consolidated Health centers grant. These two grants amount to \$2,048,210 million in federal funding identified in the Single Audit report.

There were no material or reportable issues found, negating the need for a corrective action plan. There were no public comments.

Ms. Jacobson continued on with the monthly financial report for January 2020, which is showing some improvement, but PHD is hopeful to be able to rally and increase patient visits in the springtime months so that they can close the year in June with a balanced budget. Currently the gap between revenue and expenditures is 4.5%, which is not uncommon. Medi-Cal and Medicare, Local/State Funds and the federal 330 grant funds are showing negative revenue variances. Positive revenue variances are evident with Self-Pay/HAP due to an increase volume of family planning health access (mostly in North county) and ADAP due to increased amounts of HIV/AIDS prescription drugs being distributed by the County's pharmacies. Expenditures highlights include positive variances for salaries and benefits, pharmaceuticals and indirect costs. Physician fees are over budget due to the use of contracted physicians filling in vacancies. Additionally, other office expenditures are over

budget as PHD has caught up on payment for the monthly maintenance of the Ochin EPIC Electronic Health Record software.

Mr. Chapelle motioned that the HC Board 1) approve and accept the FY 18-19 Independent and Financial Audit and the continued use of Brown Armstrong, CPAs and 2) approve the January 2020 monthly financial report; Mr. Gardner seconded.

Motion Carried Unanimously.

[Ms. Castellanos excused herself from the meeting at 12:46 pm]

2. Policy Review Committee

Ms. Casarez motioned that the HC Board approve and accept the 34 policies presented to the policy review committee in February; Mr. Herrington seconded. There were no public comments.

Motion Carried Unanimously.

3. Provider Appointments-Dr. Baldwin

Dr. Baldwin briefly reviewed the list of providers due for reappointment, as they all have been working at the Health Care Centers previously. There were no public comments.

Dr. Prystowsky motioned that the Board approve the aforementioned providers for re-appointment; Mr. Chapelle seconded.

Motion Carried Unanimously.

4. Quality Measures Report-Dr. Baldwin

Dr. Baldwin presented the January updates to the quality measures in Ms. Gomez' absence and explained to the Board the difference of the lines on each of the measure graphs. Most notably, the asthma measure is very close to meeting the benchmark by less than 1 percent. The depression screening and intervention measure also saw slight progress from 2019. The hypertension measure was identified as being difficult to assess, as it depends on the patient to eat well and exercise and the physician being able to prescribe the appropriate level of medication needed. It is also difficult to gather data for the mammography measure as they are not a pleasant procedure and have to be outsourced and the results reported back to PHD. Dr. Baldwin ended the report with gratitude for the consumer members offering their input to these measures, as they have a direct impact on which measures that PHD should be focusing on. There were no public comments.

5. Executive Director's Report-Dr. Metz

Dr. Metz began his report with a message of gratitude to the Board members for being present and participating, despite their busy lives. Although the announcement should technically wait until the March Board meeting, Dr. Metz was happy to announce that the HRSA SAC grant that was submitted in September 2019 has been approved through 2023. Also, in January, over 50 employees from the health care centers attended a human trafficking training in Santa Maria so as to be on the lookout for patients who may be experiencing it.

Additionally, the Patient-Centered Medical Home (PCMH) coordinator has been working diligently to reapply for PCMH status at the Franklin and Carpinteria Health Care centers. Dr. Metz directed attention to the clinical operational measures report for all sites and patient visit trending graph as they show a positive improvement from the previous month. No show rates do not include outliers such as the behavioral health specialist and remain well under the national average.

Lastly, Dr. Metz announced that Elspeth Mills, PsyD, came on board at the Franklin Health Center to provide behavioral health services. With this addition, now there is a behavioral health specialist at each Health Center to help with integration into primary care and warm handoffs. There were no public comments.

6. Minding the Gap Discussion-All

Due to time constraints, the Board members verbally agreed to table the standing discussion item until the March 25 meeting.

VII. Member Announcements

Ms. Casarez announced that with the 2020 Census coming up on April 1, 2020, that the Lompoc Valley Health Organization will be doing outreach specifically targeted toward seniors so that they protect their private information online. Additionally, in the 2010 Census, less data from the Lompoc and Isla Vista communities was collected. Ms. Casarez provided handouts for any attendees to take with them. Chair Szymanski added that the Santa Barbara Housing Authority will also be engaging in community outreach and that Census takers can be paid up to \$21/hour if any of the attendees are interested.

Chair Szymanski also announced that the Housing Authority participated in the ribbon cutting ceremony at Johnson Court, a multi-unit housing development for homeless veterans. The next event will be on March 26, 2020 for the ribbon-cutting ceremony for the newly constructed senior housing units at the Gardens on Hope.

VIII. Adjournment

Meeting was adjourned at 1:30pm

MEETING DATE: March 31, 2020

AGENDA ITEM NO.: VI.1

**HEALTH CENTER BOARD
PUBLIC HEALTH DEPARTMENT**

Date: March 27, 2020

To: Health Center Board

From: Douglas Metz

Subject: Virtual Meeting

RECOMMENDATION:

Due to the Santa Barbara County Health Officer Order mandating social distancing and in the interest in protecting the health of the Board members and staff, the Health Center Board meetings will be conducted virtually until further notice.

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DISCUSSION/BRIEF SUMMARY OF ITEM:

Please email Kendall Johnston to provide feedback about the virtual meetings, including possible barriers or improvements that staff can make for future meetings.

MEETING DATE: March 31, 2020

AGENDA ITEM NO.: VII.1

**HEALTH CENTER BOARD
PUBLIC HEALTH DEPARTMENT**

Date: 3/17/2020

To: Health Center Board

From: Suzanne Jacobson

Subject: Financial Report for February 2020

RECOMMENDATION:

That the Board: Accept and approve the Financial Report for February 2020

DISCUSSION/BRIEF SUMMARY OF ITEM:

Financial Report and Narrative for period ended 2/29/2020.

Santa Barbara County Public Health Department

Community Health Center Board

Financial Statement Narrative for **February, 2020**

Includes variances over \$100K, either YTD or MTD

<u>Financial Results:</u>	<u>Year to Date</u>	<u>February</u>
Revenues:	\$36,328,372	\$4,972,492
Expenditures:	<u>\$37,709,842</u>	<u>\$4,839,303</u>
Net Surplus/(Deficit):	<u>(\$1,381,470)</u>	<u>\$133,188</u>
<u>Revenue Highlights:</u>	<u>Year to Date Variance (92.7%)</u>	<u>February Variance (101.5%)</u>
<i>Over (Under) Budget</i>		
Medicaid/Medicare:	(\$2,288,417)	\$25,109
Self-Pay (HAP):	\$158,300	(\$1,301)
Local/State Funds:	(\$797,992)	(\$35,640)
Federal 330 grant:	(\$116,548)	\$56,626
ADAP:	\$190,151	\$29,8390
<u>Expenditure Highlights:</u>	<u>Year to Date Variance (96.2%)</u>	<u>February Variance (98.8%)</u>
<i>Over (Under) Budget</i>		
Personnel/Benefits:	(\$262,845)	(\$85,452)
Pharmaceuticals:	(\$1,306,618)	(\$106,090)
Physician Fees:	\$271,799	\$17,307
Data Processing:	\$80,625	\$153,383
Indirect Costs:	(\$176,464)	(\$7,015)

Financial Results Discussion

Our Community Health Center financial results for February 2020 reflect a positive *month to date* net financial impact of \$133,188 and a negative *year to date* net financial impact of **(\$1,381,470)**.

Year to date, our revenues are at 92.7% of budget and our expenditures are at 96.2% of budget. Medi-Cal revenues for the month met our fixed monthly budget for the first time this fiscal year. The Health Centers should keep up their efforts to see more patients to not only provide more quality care to the community, but also to continue to make progress on our *year to date* deficit.

Revenue Highlights:

We have negative variances for the following:

- Medicaid and Medicare Revenue – Medi-Cal and Medicare (when combined) came in at budget for February, and we hope to continue this trending improvement.
- Local/State Funds – Below budget for this point in the fiscal year. We hope to improve our Medi-Cal revenues to use less of these local funds.
- Federal 330 Grant Funds – Below budget *year to date* due to timing of drawdowns of funds. We are performing the drawdowns more often to stay more current.

We have positive variances for the following:

- Self-Pay/HAP – Above budget due to an increased volume of services in our Health Access Program for Family Planning – mostly in north county.
- ADAP – Above budget due to an increased volume of HIV/AIDS drugs distributed from our pharmacies.

Expenditure Highlights:

We have positive variances for the following:

- Salaries and Benefits – Trending pretty much right at budget for the month to date and at 99% of budget year to date.
- Pharmaceuticals – Purchases still lag behind budget because of a lower volume of pharmacy prescriptions than anticipated. We anticipate expenditures to increase as the health centers fill provider vacancies and increase visit and prescription volume.
- Indirect Costs - These costs are based on a percentage of total direct costs. So, since total direct costs are under budget, these costs are too.

And negative variances for:

- Physician Fees – Over budget as we have been using far more contracted physician labor than budgeted. This appears to be due to physician vacancies and higher than anticipated use of locum tenens and other contract physicians.
- Data Processing expenses – Over budget in February and slightly over budget year to date as the quarterly expenses are posted in the mid-month of the quarter and the budget is posted monthly. Will fix itself next month.

Santa Barbara County Public Health Department Health Care Centers
 Financial Monthly Report for CHC/HCH Grant H80CS00046
 For the Month of February 2020 - Fiscal Year 2019-20

	FY 19-20 ADOPTED BUDGET	FY 19-20 As of 2-29-20 BUDGET	FY 19-20 As of 2-29-20 YTD ACTUALS	FY 19-20 February YTD Variance	FY 19-20 YTD % of Budget	ONE MONTH ADJUSTED BUDGET	FY 19-20 February ACTUALS	FY 19-20 February Variance	FY 19-20 Feb % of Budget
REVENUES									
PROGRAM INCOME									
Medicaid	\$ (39,270,200)	\$ (26,180,133)	\$ (23,423,259)	\$ 2,756,874	89%	\$ (3,272,517)	\$ (3,254,487)	\$ 18,030	99%
Medicare	(5,478,400)	(3,652,267)	(4,120,724)	(468,457)	113%	(456,533)	(499,672)	(43,139)	109%
Self-pay (includes HIAP)	(1,772,100)	(1,181,400)	(1,339,700)	(158,300)	113%	(147,675)	(146,374)	1,301	99%
LOCAL AND STATE FUNDS									
State/Local Funds-TSAC/GF	(9,387,616)	(6,258,411)	(5,460,419)	797,992	87%	(782,301)	(746,661)	35,640	95%
FEDERAL 330 GRANT	(2,100,000)	(1,400,000)	(1,283,452)	116,548	92%	(175,000)	(231,626)	(56,626)	132%
OTHER FEDERAL FUNDING									
ADAP	(766,000)	(510,667)	(700,818)	(190,151)	137%	(63,833)	(93,672)	(29,839)	147%
TOTAL REVENUE	\$ (58,774,316)	\$ (39,182,877)	\$ (36,328,372)	\$ 2,854,506	92.7%	\$ (4,897,860)	\$ (4,972,492)	\$ (74,632)	101.5%
EXPENDITURES									
PERSONNEL	\$ 22,208,800	\$ 14,805,867	\$ 15,535,367	\$ 729,501	105%	\$ 1,850,733	\$ 1,867,511	\$ 16,779	101%
FRINGE BENEFITS	14,195,500	9,463,667	8,471,321	(992,345)	90%	1,182,958	1,080,728	(102,230)	91%
TOTAL PERSONNEL TRAVEL	36,404,300	24,269,533	24,006,689	(262,845)	99%	3,033,692	2,948,239	(85,452)	97%
PHD Carpool	62,200	41,467	38,321	(3,146)	92%	5,183	3,313	(1,870)	64%
Transportation - Local Mileage	26,100	17,400	13,142	(4,258)	76%	2,175	1,282	(893)	59%
Training and Travel	88,500	59,000	26,344	(32,656)	45%	7,375	1,864	(5,511)	25%
TOTAL TRAVEL SUPPLIES	176,800	117,867	77,807	(40,060)	66%	14,733	6,460	(8,273)	44%
Medical Supplies	630,400	420,267	437,165	16,898	104%	52,533	53,096	562	101%
Office Supplies	168,000	112,000	102,916	(9,084)	92%	14,000	12,533	(1,467)	90%
Pharmaceuticals	6,724,000	4,482,667	3,176,049	(1,306,618)	71%	560,333	454,244	(106,090)	81%
Bus Tokens	20,000	13,333	450	(12,883)	3%	1,667	450	(1,217)	27%
TOTAL SUPPLIES CONTRACTUAL	7,542,400	5,028,267	3,716,580	(1,311,686)	74%	628,533	520,323	(108,210)	83%
Janitorial Services	303,500	202,333	171,965	(30,369)	85%	25,292	12,372	(12,920)	49%
Physician Fees	2,080,900	1,387,267	1,659,065	271,799	120%	173,408	190,715	17,307	110%
Professional Services	816,000	544,000	477,784	(66,216)	88%	68,000	63,787	(4,213)	94%
TOTAL CONTRACTUAL OTHER	3,200,400	2,133,600	2,308,814	175,214	108%	266,700	266,874	174	100%
Building Maintenance	35,200	23,467	18,584	(4,883)	79%	2,933	528	(2,405)	18%
Communications	287,600	191,733	183,867	(7,867)	96%	23,967	23,558	(409)	98%
Data Processing	912,100	608,067	688,691	80,625	113%	76,008	229,391	153,383	302%
Liability Insurance	361,800	241,200	240,936	(264)	100%	30,150	30,117	(33)	0%
Malpractice Insurance	452,600	301,733	334,136	32,402	111%	37,717	41,767	4,050	0%

Santa Barbara County Public Health Department Health Care Centers
 Financial Monthly Report for CHC/HCH Grant H80CS00046
 For the Month of February 2020 - Fiscal Year 2019-20

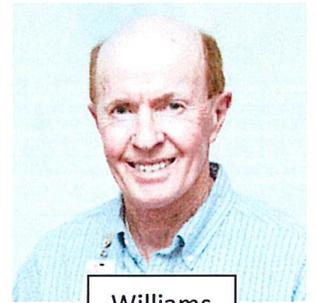
	FY 19-20 ADOPTED BUDGET	FY 19-20 As of 2-29-20 BUDGET	FY 19-20 As of 2-29-20 YTD ACTUALS	FY 19-20 February YTD Variance	FY 19-20 YTD % of Budget	ONE MONTH ADJUSTED BUDGET	FY 19-20 February ACTUALS	FY 19-20 February Variance	FY 19-20 Feb % of Budget
Other Clinical Expenditures	268,500	179,000	171,444	(7,556)	96%	22,375	9,606	(12,769)	43%
Other Office Expenditures	1,309,700	873,133	958,839	85,705	110%	109,142	129,104	19,962	118%
Public Health Lab Services	90,000	60,000	51,122	(8,878)	85%	7,500	(132)	(7,632)	-3%
Rents & Leases	141,600	94,400	77,515	(16,885)	82%	11,800	9,420	(2,380)	80%
Services County Provided	146,200	97,467	54,954	(42,513)	56%	12,183	-	(12,183)	0%
Utilities	404,200	269,467	302,385	32,919	112%	33,683	44,321	10,638	132%
TOTAL OTHER	4,409,500	2,939,667	3,082,472	142,805	105%	367,458	517,679	150,221	141%
TOTAL DIRECT COSTS	\$ 51,733,400	\$ 34,488,933	\$ 33,192,362	\$ (1,296,572)	96.2%	\$ 4,311,117	\$ 4,259,575	\$ (51,541)	98.8%
INDIRECT COST (13.61% OF TADC)	7,040,916	4,693,944	4,517,480	(176,464)	96.2%	586,743	579,728	(7,015)	98.8%
TOTAL BUDGET	\$ 58,774,316	\$ 39,182,877	\$ 37,709,842	\$ (1,473,036)	96.2%	\$ 4,897,860	\$ 4,839,303	\$ (58,555)	98.8%
Net Surplus/ Deficit	\$ (0)	\$ (0)	\$ 1,381,470	\$ 1,381,470		\$ (0)	\$ (133,188)	\$ (133,188)	

MEETING DATE: March 25, 2020

AGENDA ITEM NO.: VII.3

**HEALTH CENTER BOARD
PUBLIC HEALTH DEPARTMENT**

Date: March 18, 2020
To: Health Center Board
From: Dr. Polly Baldwin
Subject: Approval of Provider Appointments



Williams

RECOMMENDATION:

That the Board: Vote to approve the reappointment of:

- James Williams, MD LHCC Pediatrics
- Rhonda Gordon, MD FHCC Pediatrics
- Jennifer Hone, MD SBHCC Internal Medicine
- Kristen Hughes, MD CHCC & FHCC Pediatrics
- Howard Gregersen, MD LHCC Internal Medicine
- Edith Foley, MD LHCC Internal Medicine
- Robert Guerra, MD LHCC Internal Medicine



Gordon

DISCUSSION/BRIEF SUMMARY OF ITEM:

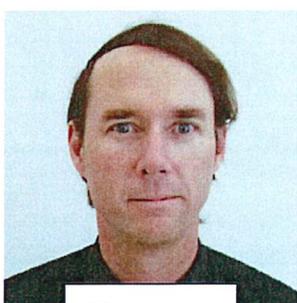
All providers approved by Board Delegate



Hone



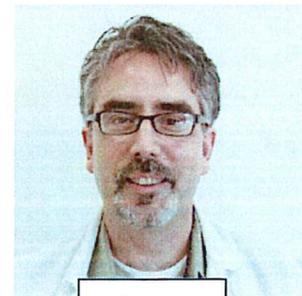
Hughes



Gregersen



Foley



Guerra

MEETING DATE: March 31, 2020

AGENDA ITEM NO.: VII.5

**HEALTH CENTER BOARD
PUBLIC HEALTH DEPARTMENT**

Date: March 27, 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, March 31, 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"> ▪ An additional staff member was trained in N95 fit testing (total of 3 staff members are now trained to perform N95 fit test for SBHCC staff) ▪ Worked with, cleaning company, Big Green to ensure proper sanitation is being followed in the interest of both PHD staff and Big Green staff ▪ The Women’s Health team began an initiative to increase BH visits by introducing BH services during the Initial Assessment visit and incorporating BH services as part of the OB patient care plan. ▪ The Women’s Health team began piloting CPSP packets for patients receiving Initial Assessments. This is an effort to help patients enrolled in CPSP stay organized and informed throughout the pregnancy. ▪ Facilitated onboarding of Medical Assistant students from Santa Barbara City College ▪ Began preparation for clinic workflow to accommodate evolving COVID19 situation
<ul style="list-style-type: none"> ● Franklin (Elvia Lopez) 	<ul style="list-style-type: none"> ▪ FHCC participated in ACES self-care training ▪ FHCC welcomed MA Angelica Lopez as “Back to Work Assignment” ▪ Met with OB team to review CPSP audit ▪ Working on maintenance plan for FHCC’s Mammogram QI project
<ul style="list-style-type: none"> ● Carpinteria (Jeanette Gumber) 	<ul style="list-style-type: none"> ▪ HCA appeared in local paper, Coastal View News, introducing self to the community and promoting the carp CHCC and Carp Connect. ▪ Marc Goldsmith, Safety Officer, conducted Hazardous Communication/Hazardous Waste training to team at monthly staff meeting. ▪ HCA collaborated with City of Carpinteria and David W. Griggs, Director/Curator of the Carpinteria Valley Museum of History to ensure repair of exterior lighting at clinic and in parking lot to contribute to after-dark safety of staff. ▪ CHCC expanded in-house phlebotomy services and now offers three sessions a week for patients to have their labs drawn. All three sessions are filling nearly to capacity each week. ▪ CHCC staff attended ARC (American Red Cross) training on February 27th, to provide clarity regarding their role as it relates to ARC shelter surveillance and staffing during a disaster response
<ul style="list-style-type: none"> ● Santa Maria (Michael Camacho-Craft) 	<ul style="list-style-type: none"> ▪ Welcomed Dr. Smith, contract physician to Women’s Health ▪ Initiated planning to make dietitian time available to community kids ▪ Completed emergency coordinator training ▪ Saw first patient using <i>Herencia Indigena</i> organization for Mixteco interpretation

<ul style="list-style-type: none"> ● Lompoc (Jeanie Sleigh) 	<ul style="list-style-type: none"> ▪ LHCC Health Care for the Homeless helped prepare and present the Homeless Death Review report to the Board of Supervisors on 2/11/2020 ▪ PHD Safety Officer conducted Building Emergency Coordinators training ▪ HCA met with LVMC (hospital) CEO and Medical Director to discuss partnership and collaboration ▪ LHCC Management team members and HCA represented LHCC at the first annual Food Bank Family Fiesta Day providing information and marketing, reaching nearly 400 people
<ul style="list-style-type: none"> ● Healthcare for the Homeless (Ralph Barbosa) 	<ul style="list-style-type: none"> ▪
<ul style="list-style-type: none"> ● Pharmacy (Carol Millage) 	<ul style="list-style-type: none"> ▪ Dr. Millage attended the 340B conference in San Diego Feb 10-12 ▪ Dr. Millage Created a Survey Monkey quiz to document an annual 340B competency for clinic staff ▪ Pharm D Candidate, Jeff Hua, created a Power point for 340B annual competency for clinic staff based off of the competency quiz ▪ Pharmacy staff completed first presentation to the SB Clinic staff and was well received (The primary presenter was Jeff Hua PharmD Candidate, Rachel, Leti, and support and clarification was provided by Dr. Millage). Other clinic presentations being scheduled ▪ Been experiencing periodic slowdown of pharmacy software at the primary pharmacists' workstations in Lompoc and SB that IT has been unable to resolve. Pharmacist have been reverting to using laptops wirelessly that are faster than the primary workstations. This has negatively impacted workflow and wait times periodically. IT is still trouble shooting the issue. Issue has been ongoing for last 2 months
<ul style="list-style-type: none"> ● Clinical Lab (Linda Weisman) 	<ul style="list-style-type: none"> ▪ Laboratory improvement: The contract details for the lease of the refurbished Beckman Coulter DxH analyzer were finalized, the analyzer was received and the schedules for set up, training and validations studies were determined ▪ The Clinical Laboratory contracts were reviewed to be sure contract limits were adequate for projected expenses during the remainder of the contract period
<ul style="list-style-type: none"> ● Health Information Management / HIPAA / Data Security (Dana Gamble, June English, Laura Lui) 	<ul style="list-style-type: none"> ▪ February privacy breach investigations: ▪ 2 at SMHC involving mishandled paperwork to patients, all resolved with immediate return of documents and with no reporting ▪ 1 with a fax from an FOP at Lompoc that went to the County Treasurer. All were caught quickly by staff and resolved with attestations of confidentiality ▪ Low literacy consents authorizing use of alternative means of communication were developed, translated, and placed on All-Resources for use with new policy ▪ County Privacy meeting on 2/27 ▪ 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"> ▪ Nothing new to report
<ul style="list-style-type: none"> ● Customer Service (Health Center Administrators) 	<ul style="list-style-type: none"> ▪ Nothing new to report

PATIENT VOLUME REPORT
February 2020

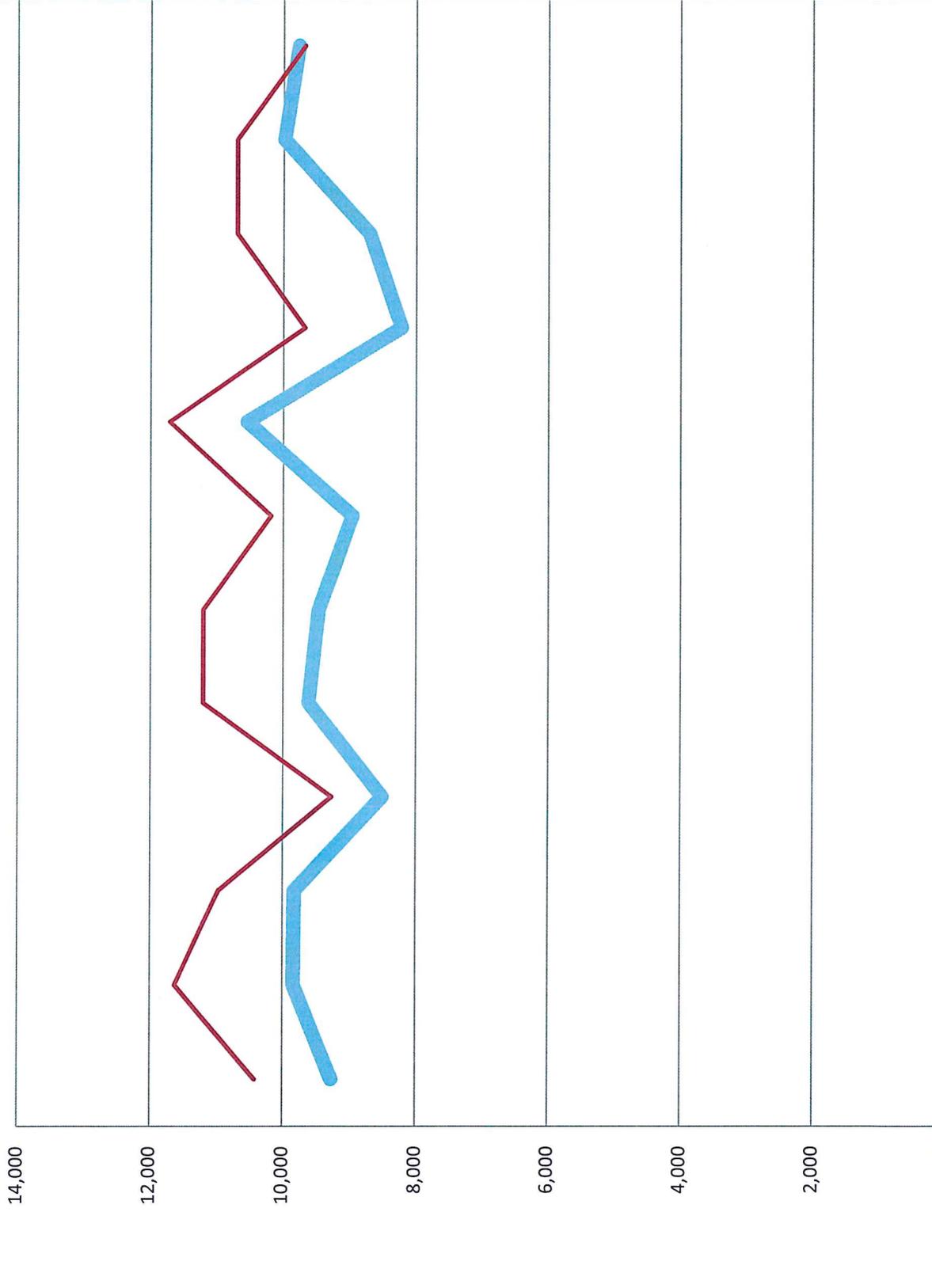
Site	"Billable" Visits This Month	Visits Last Month	Unique Patients This Month	Unique Patients Last Month	Notes
Carpinteria HCC	648	756	506	573	February = 20 clinic days (last month had 21) 34 visits / day – decrease by 6% over last month
Franklin HCC	1,191	1172	892	896	63 visits / day – increase by 13% over last month and over target
<i>Franklin Elementary School Clinic (1 evening/wk)</i>	0	0	0	0	
Lompoc HCC	3,282	3,216	2,459	2,443	173 visits / day - increase by 13% over last month and over target
Santa Barbara HCC	2,026	2,353	1,478	1,706	107 visits / day - decrease by 4% over last month
Santa Maria HCC	2,369	2,223	1,571	1,470	125 visits / day – increase by 18% over last month and over target
Homeless Shelters (3 sites combined)	150	132	106	110	
Outside Sites: PHN Home Visits, Hospital, Deliveries, SNF, etc.)	102	133	102	132	
TOTALS	9,768	9,985	7,114	7,330	Note: February pt. visits/day = 514, an increase of 8% over last month and over target by 1%, the first time this FY the daily target was reached! Summary: An excellent month as overall target was reached; 3 out of 5 sites exceeded goal. Good progress seen, as initiatives to increase visits at each site were fruitful.
% difference of pts/day from previous month	8% increase of daily pts over last month				

CLINIC OPERATIONAL MEASURES REPORT (ACROSS ALL SITES)*

Metric	Current Benchmark	Actual This Month	Last month	Notes
Pt visits / Clinical FTE	16 overall visits / 1.0 clinical FTE	~15 visits/1.0 FTE	~12 visits/FTE	6% below target of 16
% of unfilled appointment slots	<10%, not counting purposely unfilled "day-of" open access slots)	*	*	*Epic Reporting System not yet available
No show rates	<15%	Avg. across all sites = 12%	Avg. across all sites = 14%	This does not include BH providers whose avg. NS rate = ~30%
"Third Next Available" (TNAA) Appointment (routine primary care)	< 14 days	~7 days (average across all sites)	~5 days (average across all sites)	These reports are now being run monthly as a snapshot on the last day of each month
Clinic Waiting Time (Cycle Time: registration to provider visit)	< 45 min.	*	*	These metrics will be automated in Epic; not yet reliable enough to be reportable

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

Patient Visit Trending Over 12 Months



	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
Visits-actual	9,262	9,836	9,824	8,503	9,611	9,459	8,957	10,540	8,219	8,699	9,985	9,768
TARGETS	10,418	11,623	10,969	9,265	11,200	11,200	10,181	11,709	9,672	10,690	10,690	9,672

FY Visits Over Years

