



HEALTH CARE CENTERS

PUBLIC HEALTH DEPARTMENT
SANTA BARBARA COUNTY

Health Center (HC) Board Minutes July 24th 2019

The Health Center Board met at the PHD Administration building at 300 N. San Antonio Road in Santa Barbara.

Present: Consumer Members: Christopher Hutton, Filipo Chapelle, Lee Harrington, Celia Lee, Stephen Ferrara, Richard Osbourne.

Community Members: Skip Szymanski (Chair) Judy Taggart (Co-Chair; by phone), Sylvia Barnard, Emily Casarez, Jason Prystowsky, Arianna Castellanos

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

Staff: Daniel Denhalter, Kendall Johnston, Gus Mejia, Elvia Lopez, Michael Camacho-Craft, Paola Hurtado, Elizabeth Simpson-Wong, Ralph Barbosa, Dana Gamble, Polly Baldwin,

Guests/Speaker: Sarah Adams, Elya Prystowsky

Agenda Items

I. Call to Order

Meeting was called to order by Chair Szymanski at 12:04pm

II. Review and Approve Minutes from the June 26th 2019 Meeting

No revisions to the minutes were suggested.

Mr. Chapelle motioned that the minutes from the June 26th meeting be accepted by the Board; Ms. Lee seconded.

Motion Carried with one abstention.

[Ms. Barnard joined the meeting at 12:12pm; Dr. Baldwin joined the meeting at 12:13pm]

III. New Business:

1. Bi-Annual Patient Satisfaction Report-Mr. Gamble

Mr. Gamble presented the 2nd Patient Satisfaction report to the Board since the last HRSA OSV and will continue to bring the results to the Board Bi-annually as requested. The survey is broken down between both the Health Centers and ancillary services such as laboratory and pharmacy. While Santa Barbara County Public Health had great scores overall compared to national averages, the Santa Maria Health Center and its pharmacy had the highest levels of satisfaction of all the centers.

Overall patient satisfaction increased for the third consecutive quarter by 8.3%. Wait time satisfaction is broken down by urgent care and routine visits and urgent care saw a decrease in satisfaction for last quarter. Mr. Gamble explained that the decrease may be due to a high amount of staff turnover during that timeframe.

Lastly, the company conducting the surveys created a new visual tool for showing results in a graphic design. The size of the font of each word correlates to the most frequent words used in the satisfaction survey. The most frequently used positive terms were Provider, Staff, Care and the most frequent words for opportunities to improve is Appointment wait, Provider Wait, Time

2. Behavioral Health Services Presentation-Ms. Adams

Ms. Adams introduced herself to the Health Center Board and began to explain what services Behavioral Health (BH) staff provide in the Health Care Centers. BH staff are either certified as a licensed clinical social worker (LCSW) or Doctor of Psychology (PsyD) and are specialized in medical issues and how they interact with mental health. Referrals to BH staff come directly from the health center. Behavioral Health staff are integrated into patient care, and work in the same electronic health record (EHR) so providers can view and keep track of a patient's goals. Each BH staff member is full time on site and has direct contact with patients and medical staff. Medical issues such as chronic pain and diabetes often affect mental health so these BH staff support the providers in developing specific plans, providing resources and links to care. Often, visits to BH staff occur on the same day as the patient's appointment with their primary care provider via warm handoff.

Patients undergo an assessment and brief therapy, usually 1-6 sessions and a referral to higher level of mental health care as needed. Lompoc is the busiest health center with only one LCSW so she has a full schedule; Ms. Adams stated that she usually sees 8-10 patients per day with a panel of 60-70 active patients. Behavioral Health practitioners do not prescribe medications; write 5150 hold orders, or place patients in skilled nursing facilities. Integrated healthcare helps the team to decrease visits to their primary care physician, reduce staff burnout, increase provider satisfaction, decrease patient anxiety and provide the team with a psychological perspective.

A lively discussion ensued among the Board members with commendation to the County for integrating Behavioral Health into Primary Care. Behavioral Health specialists on staff include:

Sarah Adams, LCSW-Lompoc Health Care Center
Sherie Davis, LCSW-Santa Barbara Health Care Center
Rachel Hawkins, PsyD-Santa Maria Health Care Center
David Kendis, PsyD-Carpinteria & Franklin Health Centers (locum tenens)

IV. BOS Proclamation of Health Center Week-Dr. Metz (Out of Order)

Dr. Metz announced that the Santa Barbara County Board of Supervisors declared August 4-10th as Health Center week and displayed the proclamation signed by each Board Supervisor.

VIII. Standing Reports:

1. June 2019 Financial Report-Mr. Mejia

Mr. Mejia introduced himself on Ms. Jacobson's behalf and referred the Board to the report included in the July packet. June 30th marked the end of fiscal year 18-19 on better-than-expected overall revenue of 100.2%.

Revenue highlights for the month of June show an overage in Medicare, Self-pay/HAP/PACT, the federal 330 pharmacy grant and ADAP funds which surpass the Medi-Cal and state/local funds being under budget.

Expenditure highlights show personnel, physician fees and office expenditures as being over budget by approximately \$704K with the majority of that being physician fees due to contracts and locum tenens providers to cover gaps in coverage due to staff turnover. However, pharmaceuticals came in under budget, as did the malpractice insurance premiums with \$359K and \$159K respectively.

The County mandates a zero-based budget, which means that both the revenue and expenditures are balanced and equal for fiscal year 18-19 at \$54,369,045.00

Ms. Taggart motioned that the HC Board approve and accept the June 2019 and FY 18-19 financial reports; Mr. Hutton seconded.

Motion Carried Unanimously.

2. Policy Review Committee-Ms. Taggart

Ms. Taggart confirmed that the 11 policies submitted for June 2019 were reviewed by the policy review committee and that correction to the review dates of policies 16-C-616 and 12-C-567 is required.

Ms. Taggart motioned that the Board approve and accept the policies with the noted corrections, Mr. Herrington seconded.

Motion Carried Unanimously.

3. Quality Measures Report-None This Month

4. Provider Appointments-Dr. Baldwin

Dr. Baldwin introduced the Board to new provider Sara Taylor, Nurse practitioner in Santa Maria who is replacing Danette Brown's position when she moved to the Santa Barbara Center. For reappointment, Dr. Baldwin informed the Board that Dr. John Landsberg has transitioned and is now known as Pamela and continues to provide exceptional contract work for Public Health. While her name on medical record has not been legally changed from John, it is appropriate to informally call her "Pamela".

Dr. Prystowsky made the motion to approve the aforementioned providers for initial appointment and reappointment; Ms. Castellanos seconded.

Motion Carried Unanimously.

5. Executive Director's Report-Dr. Metz

Dr. Metz referred the Board members to the director's report in the July packet. The Santa Barbara Health Care Center welcomed 19 new residents from Cottage Hospital during the month of June, comprising of internal medicine and surgical residents. Dr. Prystowsky briefly commented on the success of the safety net tour that he hosted with 45 participants, including nurses, social workers, some elected officials and others. The tour visited Bridge Clinic, Rescue Mission, PATH, SBHCC, Behavioral Wellness, the Psychiatric Health Facility (PHF) and the Isla Vista Neighborhood Clinic, showing the commitment to serving those underrepresented in the community.

Dr. Metz announced that the Health Center Administrator for the Carpinteria Health Center, Daniel Denhalter, has resigned and his last day is Thursday August 8th. The County will be recruiting for Daniel's replacement in the weeks to come.

Dr. Metz extended kudos to Jeanie Sleigh and the Lompoc Health Center staff for their efforts in creating a city and county partnership collaboration to address the homeless crisis in Lompoc. Ms. Sleigh added that the riverbed has become a hotspot for homeless individuals in Lompoc, despite the massive cleanup efforts last year.

Dr. Metz also announced that the ADAP (AIDS Drug Assistance Program) audit is approaching and preparations underway.

Lastly, the patient volume report shows that there was a 5% decrease from the previous month and an overall shortage of 8% from the monthly target. However, congratulations were extended to Michael Camacho-Craft and his team for meeting their monthly targets for the 9th consecutive month. Dr. Metz concluded that while there were many challenges this year, he is hopeful that many can be resolved in the new fiscal year and reminded the Board that he is always available should anyone have questions.

V. Member Announcements

- Emily Casarez announced that Healthy Lompoc will be celebrating National Farmers Market week on Sunday, August 4 from 10am-2pm at the Route 1 Farmers Market in the Lompoc Village.
- Sylvia Barnard announced that Good Samaritan Shelter is coming to Santa Barbara through a collaboration between Behavioral Wellness and Santa Barbara Sheriff's Department.
- Chair Szymanski announced that the Santa Barbara Housing Authority recently purchased the former office buildings at 200 La Cumbre to be turned into affordable housing in the next 3-5 years.
- Dr. Prystowsky reminded the Board that he teaches at UCSB and the next presentation available free of charge is the history of Black Plague on August 8th.

IX. Adjournment

Meeting was adjourned at 1:21pm