Santa Barbara County PUBLIC Health DEPARTMENT

AGENDA

Staff Attendees: Polly Baldwin, MD, Ralph Barbosa, Michael Camacho-Craft, Dana Gamble, Elvia Lopez, Jeanie Sleigh, Paola Hurtado, Kendall Johnston, Van Do-Reynoso, Elizabeth Simpson, Daniel Denhalter, Gus Meija, Sarah Adams

Board Members		Consumer Members: Lee Herrington, Celia Lee, Filipo Chapelle, Richard Osbourne, Christopher Hutton, Wm Darrel Gardner, Stephen Ferrara Community Members: Judy Taggart, Sylvia Barnard, Skip Szymanski, Jason Prystowsky, MD, Arianna Castellanos, Emily Casarez Non-Voting Staff Member: Dr. Douglas Metz	
Item #	**Time**	**Item**	**Owner**
I.	12:00-12:03	Welcome and Call to Order	Szymanski
II.	12:03-12:05	Review and Approve Minutes from June 26th 2019	Szymanski
III.	12:05-12:08	Roll Call and Sign In Sheet, Establish Quorum	Johnston
IV.	12:08-12:10	Public Comment Period	
V.		**Old Business:** None	
VI.	12:10-12:40	**New Business:**	
	15 min	1. Bi-Annual Patient Satisfaction Report: For Board Review. No action necessary	Gamble
	10 min	2. Behavioral Health Services Presentation	Adams
	5 min	3. BOS Proclamation of Health Center Week	Gamble
VII.	12:40-1:08	**Standing Reports**	
	10 min	1. June 2019 and FY 18-19 Financial Report: Staff recommends that the Board accept and approve the Financial Report as presented.	Mejia
	5 min	2. Policy Review Committee Report: The Policy Review Committee recommends that the Board vote to approve the policies as presented	Taggart
	3 min	3. Provider Appointments: Staff recommends that the Board approve the Appointments and Re-Appointments as presented.	Baldwin
		4. Quality Measures Report: None this month	Gomez
	10 min	5. Executive Director's Report: For Board Review. No action necessary.	Metz
VIII.	1:08-1:12	**Member Announcements**	
IX.	1:12	**Adjournment**	

Next HC Board Meeting: Wednesday, August 28th, 2019
Santa Barbara County Public Health Department 300 N. San Antonio Road, Santa Barbara, CA
Room C101/102

HEALTH CARE CENTERS
PUBLIC HEALTH DEPARTMENT
SANTA BARBARA COUNTY

Health Center (HC) Board Minutes
June 26th 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, Wm. Darrel Gardner, Celia Lee, Stephen Ferrara
Community Members: Judy Taggart, Sylvia Barnard, Emily Casarez (by phone), Jason Prystowsky,
Non-Voting Member: Douglas Metz, Health Center Executive Director
Staff: Daniel Denhalter, Kendall Johnston, Suzanne Jacobson, Gus Mejia, Melissa Gomez, Elvia Lopez, Michael Camacho-Craft (by phone), Paola Hurtado, Elizabeth Simpson-Wong.
Guests/Speaker: None.

Agenda Items

I. **Call to Order**
Meeting was called to order by Co-Chair Judy Taggart at 12:02pm.

II. **Review and Approve Minutes from the May 22 2019 Meeting**
No revisions to the minutes were suggested.

Mr. Chapelle motioned that the minutes from the May 22 2019 meeting be accepted by the Board; Mr. Gardner seconded.

Motion Carried Unanimously

III. **Roll Call, Sign-In Sheet, and Quorum**
The sign-in sheet was distributed and quorum established.

IV. **Public Comment Period**
None.

V. **Old Business: None**

VI. **New Business: None**

VIII. Standing Reports:

1. **May 2019 Financial Report-Ms. Jacobson**

Ms. Jacobson presented a brief overview of the May 2019 financial report. The budget saw a plateau effect as the bottom line hasn't significantly changed from the previous month. Ms. Jacobson also noted that the June report that will be presented to the Board in July will be of importance as it will be a comprehensive picture of the entire fiscal year results.

Both revenue and expenditures for the fiscal year are 98.3% and 99.2% respectively. The monthly results reflect improvement from earlier in the year, but are considered "break-even" with a slightly negative amount of $12,705. The net financial impact for year-to-date is $484,960 in which PHD is working hard to close the gap on, but a more concrete result will be available after the close of the fiscal year.

Mr. Hutton motioned that the HC Board approve and accept the March 2019 financial report; Ms. Lee seconded.

Motion Carried Unanimously.

[Ms. Barnard joined the meeting at 12:10pm]

2. Policy Review Committee-Ms. Taggart

Ms. Taggart confirmed that the 19 policies submitted for May 2019 were reviewed by the policy review committee and that there were no issues.

Mr. Herrington motioned that the Board approve and accept the policies presented, Mr. Hutton seconded.

Motion Carried Unanimously.

3. Quality Measures Report-Ms. Gomez

Ms. Gomez presented the quality measures report for May 2019 out of order from the Board Agenda. Measures for the 2019 calendar year include diabetes control, asthma with appropriate medication, hypertension, depression screening and intervention, mammography and patient satisfaction regarding clinic wait time.

Ms. Gomez explained that while there was much improvement over the course of the past year with the depression screening measure, there has been a slight decline. To address this, Ms. Gomez is working with Dr. Baldwin and Ochin EPIC to develop the appropriate workflow and will roll out to staff for training once approved.

4. Provider Appointments-Dr. Baldwin

In Dr. Baldwin's absence, Ms. Johnston briefly reviewed the list of providers for Board appointment. It was noted that Dr. Dean was previously a resident at the Santa Barbara Health Care Center and Dr. Frerking is now the supervising physician at the Lompoc Health Care Center.

Dr. Prystowski made the motion to approve the aforementioned providers for initial appointment and reappointment; Mr. Herrington seconded.

Motion Carried Unanimously.

5. Executive Director's Report-Dr. Metz

Dr. Metz referred the Board members to his written executive director report for May 2019. Highlights for the health centers include a brainstorming workshop held for the health center administrators, de-escalation training for SBHCC staff, and Dr. Metz' financial presentation to each site. Ms. Sleigh spoke briefly about the Lompoc riverbed homeless crisis and the coalition that been created to continuously address the issues for those living there that are high risk. Dr. Metz continued with the patient volume report explaining that while the month exceeded the target for daily visits, there is a slight decrease overall from the last month. It is estimated that by the end of June PHD will fall short of the target by 7% for the entire year.

[Dr. Baldwin joined the meeting at 12:27pm]

VII. Member Announcements

Mr. Ferrara announced that his band is performing at the Lompoc Flower Fest at Ryon Field on 6/26/19 5:30-7:30pm and all are welcome to attend.

IX. Adjournment

Meeting was adjourned at 12:44pm

MEETING DATE: July 24th 2019

AGENDA ITEM NO: VI.1

HEALTH CENTER BOARD

PUBLIC HEALTH DEPARTMENT

Date: July 17th 2019

To: Health Care Center Board

From: Dana Gamble

Subject: Patient Satisfaction Survey Results and Patient Comments

RECOMMENDATION:

That the Board:

Review presentation of patient satisfaction survey results and Patient Comments

DISCUSSION/BRIEF SUMMARY OF ITEM:

This is an informational item only. No board action is required.

The second quarter of patient satisfaction data and patient comments is available and staff would like to share this information and their action plan with the board.

MEETING DATE: July 24th 2019

AGENDA ITEM NO: VI.1

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PUBLIC HEALTH DEPARTMENT

Date: July 17th 2019

To: Health Care Center Board

From: Dana Gamble

Subject: Patient Satisfaction Survey Results and Patient Comments

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The second quarter of patient satisfaction data and patient comments is available and staff would like to share this information and their action plan with the board.

Santa Barbara County PUBLIC Health DEPARTMENT

CROSSROADS GROUP, INC.

Santa Barbara County Public Health Department

Patient Satisfaction & Experience

Executive Summary (Q2 2019)

CROSSROADS

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- B. By-Location Score Comparisons

III. Loyalty & Referral Intentions

IV. Patient Satisfaction Scores

V. Patient Experience Scores

VI. Supplemental Analysis
- A. Reception Area
- B. Appointment Access
- C. Provider Wait
- D. Pharmacy Satisfaction
- E. Lab Satisfaction

List of Quarterly Reports

Introduction

- **Population:** Patients seen at Santa Barbara County Public Health Department during encounter time frame
- **Reporting Period**: Q2 2019
- **Sample Size**: n = 277 completed surveys

Reference: *Page 1 of Patient Satisfaction & Experience Questionnaire*

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Santa Barbara County PUBLIC Health DEPARTMENT

Patient Satisfaction & Experience Survey

Hello, may I please speak with Mr./Ms./the parent or guardian of (Patient Name)? Good morning/afternoon/evening, my name is ____ and I am calling from The Crossroads Group on behalf of Santa Barbara County Public Health Department to follow up on your (your child's) most recent visit on (date) with Provider (Provider Full Name) at (Location Name). Do you recall seeing this provider on this date?

(If Yes) Great, thank you. The reason I am calling is because Santa Barbara County Public Health Department would like to know more about your recent experience. Your responses will be used to continue to improve future care. This confidential call will only take a few minutes and may be recorded for quality assurance; are you ready to begin?

(1) **Overall,** how would you rate your most recent experience at Santa Barbara County Public Health Department? (Aided)

☐ Poor ☐ Fair ☐ Good ☐ Excellent ☐ NA

(2) Was this medical visit for a condition that needed care right away or for a check-up or routine care?

☐ Needed care right away ☐ Check-up or routine care ☐ Don't Remember/Not Sure

(3) Did you have an appointment before arriving for this visit or walk-in without an appointment?

☐ Had appointment before visit ☐ Walked-in ☐ Don't Remember/Not Sure

(4) Did you make the appointment for this visit by phone, in person, or through an online portal request?

☐ By phone- by patient ☐ In person- by patient ☐ Don't Remember/Not Sure
☐ By phone- by other person ☐ Patient portal (online)

(4A) (Phone) How would you rate the courtesy and helpfulness of the person you spoke with on the phone? (Aided)

☐ Poor ☐ Fair ☐ Good ☐ Excellent ☐ NA

(5) How many days passed from when you asked for an appointment until the actual appointment date? (Unaided)

☐ Same Day ☐ 4-7 Days ☐ 1 month or more
☐ Next Day ☐ 8-14 Days ☐ Don't Remember/Not Sure
☐ 2-3 Days ☐ More than 2-3 weeks

(5A) How would you rate your satisfaction with this wait of ____ for an appointment? (Aided)

☐ Poor ☐ Fair ☐ Good ☐ Excellent ☐ NA

(6) When you arrived at the center, how would you rate the courtesy and helpfulness of the check-in staff? (Aided)

☐ Poor ☐ Fair ☐ Good ☐ Excellent ☐ NA

The following questions relate to your experience at this visit with Provider (Provider Full Name).

(7) From the time of arrival, about how long did you wait in total to see this provider? (Unaided)

☐ Instant - no wait ☐ About 30 minutes ☐ Over 2 hours
☐ 15 minutes or less ☐ Over 30 minutes - 1 hour ☐ Don't Remember/Not Sure
☐ About 20 minutes ☐ Over 1 hour - 2 hours

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Overall Satisfaction

- The aggregate *Overall Satisfaction* mean score **increased** from 88.2 in Q1 2019 to **89.7** in Q2 2019.
- The percentage of respondents rating their *Overall Satisfaction* as "Excellent" **increased** for the third consecutive quarter, from 56.0% in Q3 2018 to **64.3%** in Q2 2019.

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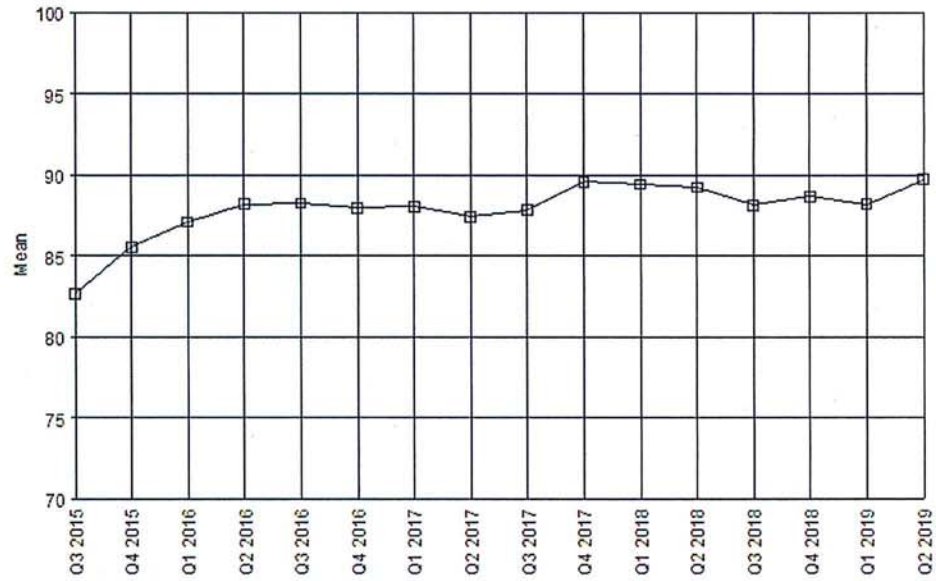
Overall Satisfaction Scores
Mean Scores
Quarter-to-Quarter Comparison

Q: Overall, how would you rate your most recent experience at Santa Barbara County Public Health Department?



Overall Satisfaction

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Overall Satisfaction
Q2 2019 (By-Location)

Overall Satisfaction
mean score ranking by-location:

1. SMHCC† (**91.7**, *n*=60)
2. LHCC (**90.0**, *n*=80)
3. SBHCC (**89.0**, *n*=59)
4. FHCC (**88.6**, *n*=57)
5. CHCC (**88.1**, *n*=21)

*† Mean score **increase** from previous quarter was statistically significant at 68% CL*

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By-Location Overall Satisfaction Scores

Percentages, Replies, **Mean Scores** and Mean Standard Errors (68% CL)

Quarter-to-Quarter Comparison

Q: **Overall,** how would you rate your most recent experience at Santa Barbara County Public Health Department?

	Rolling 2 Quarters											
	Location:											
	CHCC				**LHCC**				**FHCC**			
	Quarter:				Quarter:				Quarter:			
	Q1 2019		Q2 2019		Q1 2019		Q2 2019		Q1 2019		Q2 2019	
Overall Satisfaction												
Poor	4.0%	1	4.8%	1	0.0%	0	0.0%	0	0.0%	0	1.8%	1
Fair	4.0%	1	0.0%	0	8.0%	6	1.3%	1	13.1%	8	7.0%	4
Good	32.0%	8	33.3%	7	33.3%	25	37.5%	30	23.0%	14	26.3%	15
Excellent	60.0%	15	61.9%	13	58.7%	44	61.3%	49	63.9%	39	64.9%	37
Totals	100.0%	25	100.0%	21	100.0%	75	100.0%	80	100.0%	61	100.0%	57
Mean	87.0		88.1		87.7		90.0		87.7		88.6	
Mean Err(68)*	±3.9		±4.1		±1.9		±1.4		±2.3		±2.3	

	Rolling 2 Quarters							
	Location:							
	SBHCC				**SMHCC**			
	Quarter:				Quarter:			
	Q1 2019		Q2 2019		Q1 2019		Q2 2019	
Overall Satisfaction								
Poor	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Fair	3.1%	2	6.8%	4	5.4%	3	3.3%	2
Good	32.3%	21	30.5%	18	39.3%	22	26.7%	16
Excellent	64.6%	42	62.7%	37	55.4%	31	70.0%	42
Totals	100.0%	65	100.0%	59	100.0%	56	100.0%	60
Mean	90.4		89.0		87.5		91.7	
Mean Err(68)*	±1.7		±2.0		±2.0		±1.7	

* Note: Mean Err(68) covers 68% of distribution.

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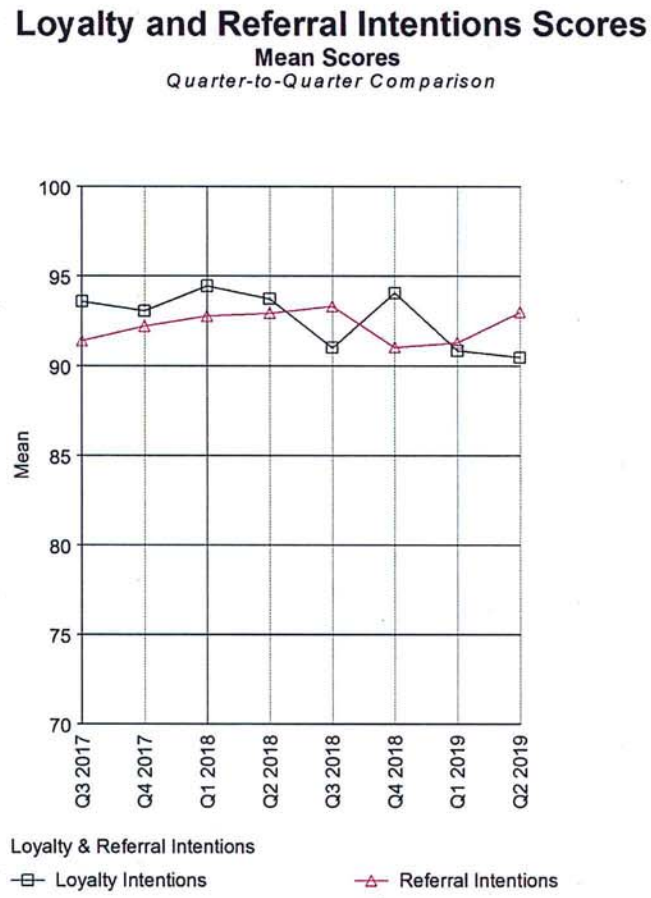
Loyalty & Referral Intentions

Loyalty Intentions: The percentage of respondents indicating they are "Very Likely" to return to SBCPHD **decreased** for the second consecutive quarter, from 88.3% in Q4 2018 to **80.8%** in Q2 2019.

Referral Intentions: The percentage of respondents indicating they are "Very Likely" to refer friends and family to SBCPHD **increased** for the second consecutive quarter, from **82.0%** in Q4 2018 to **84.8%** in Q2 2019.



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Satisfaction Scores
Q2 2019

- **Highest** Mean Score: *Provider Asst. Courtesy & Helpfulness* (**93.3**; $n = 276$)
- **Lowest** Mean Score: *Provider Wait* (**83.9**; $n = 274$)

Net Score Change (**Q2 2019** vs Q1 2019):

- Largest **increase**: *Pharmacy Satisfaction*† (**+6.5**)
- Largest **decrease**: *Lab Satisfaction* (**-2.2**)

† *Mean score **increase** from previous quarter was statistically significant at 68% CL*

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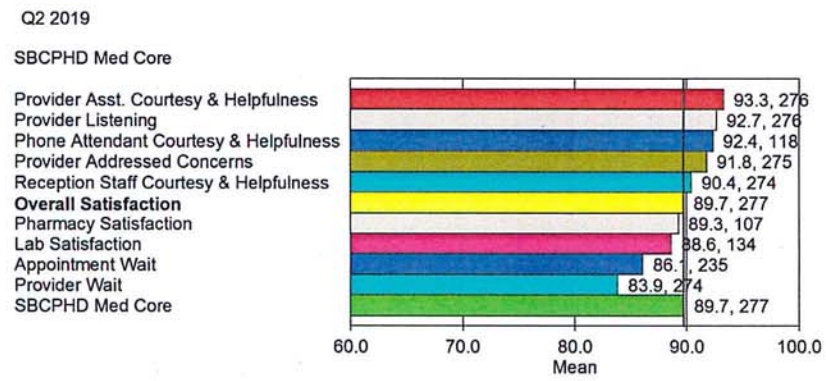
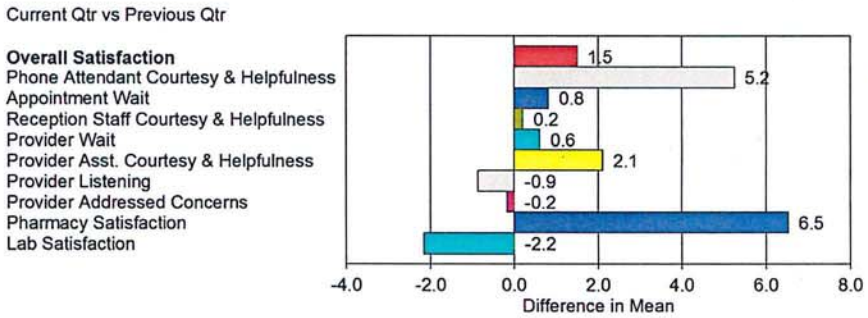
Patient Satisfaction Score Rankings
Mean Scores and Replies
Current Quarter



Patient Satisfaction Scores
Net Mean Score Change
Current vs. Previous Quarter



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Experience Scores
Q2 2019

- **Highest** % "Yes" Score: *Provider Involved You in Healthcare Decisions?* (**96.3%**; *n* = 267)
- **Lowest** % "Yes" Score: *Specific Health Goals Discussed?* (**68.6%**; *n* = 261)

Net Score Change (**Q2 2019** vs. Q1 2019):

- Largest **increase**: *Specific Health Goals Discussed?* (**+5.2%**)
- Only **decrease**: *Provider Involved you in Healthcare Decisions?* (**-1.6%**)

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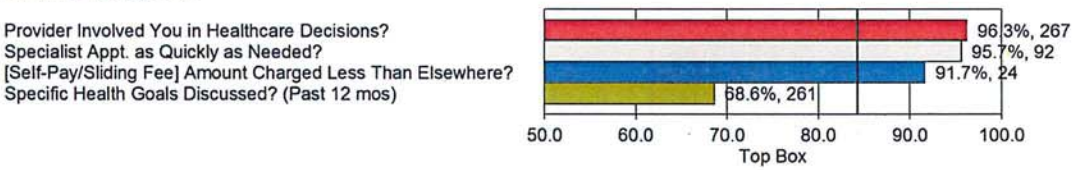
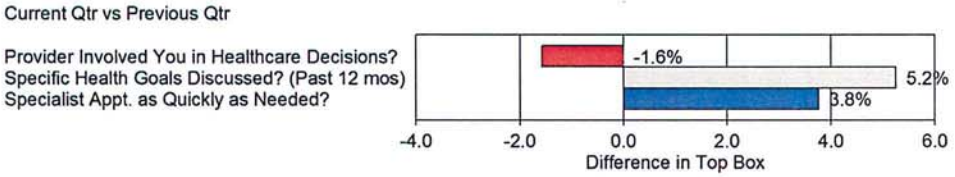
Patient Experience Scores
Percentage "Yes" Scores and Replies
Current Quarter



Patient Experience Scores
Net Percentage "Yes" Score Change
Current vs. Previous Quarter



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Supplemental Analysis

Q2 2019

Reception Area

- **In Q2 2019**, *Reception Staff Courtesy & Helpfulness* % "Excellent" scores by-location ranking:
  1. **78.3%** for SMHCC (*n*=60)
  2. **67.2%** for SBHCC (*n*=58)
  3. **66.7%** for FHCC (*n*=57)
  4. **60.3%** for LHCC (*n*=78)
  5. **52.4%** for CHCC (*n*=21)

4 out of 5 locations reported **lower** *Reception Staff Courtesy & Helpfulness* mean score in Q2 2019 compared to Q1 2019.

- The only **increase** was for Santa Maria County (**+3.2**).

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By-Location Reception Staff Courtesy & Helpfulness

Percentages, Replies, **Mean Scores** and Mean Standard Errors (68% CL)

Quarter-to-Quarter Comparison

	Rolling 2 Quarters											
	Location:											
	CHCC				LHCC				FHCC			
	Quarter:				Quarter:				Quarter:			
	Q1 2019		Q2 2019		Q1 2019		Q2 2019		Q1 2019		Q2 2019	
Reception Staff Courtesy & Helpfulness												
Poor	0.0%	0	0.0%	0	0.0%	0	0.0%	0	1.6%	1	1.8%	1
Fair	8.0%	2	0.0%	0	1.3%	1	2.6%	2	3.3%	2	1.8%	1
Good	24.0%	6	47.6%	10	37.3%	28	37.2%	29	24.6%	15	29.8%	17
Excellent	68.0%	17	52.4%	11	61.3%	46	60.3%	47	70.5%	43	66.7%	38
Totals	100.0%	25	100.0%	21	100.0%	75	100.0%	78	100.0%	61	100.0%	57
Mean	90.0		88.1		90.0		89.4		91.0		90.4	
Mean Err(68)*	±3.2		±2.8		±1.5		±1.5		±2.0		±2.1	

	Rolling 2 Quarters							
	Location:							
	SBHCC				SMHCC			
	Quarter:				Quarter:			
	Q1 2019		Q2 2019		Q1 2019		Q2 2019	
Reception Staff Courtesy & Helpfulness								
Poor	1.6%	1	1.7%	1	0.0%	0	1.7%	1
Fair	0.0%	0	3.4%	2	0.0%	0	3.3%	2
Good	34.4%	22	27.6%	16	41.1%	23	16.7%	10
Excellent	64.1%	41	67.2%	39	58.9%	33	78.3%	47
Totals	100.0%	64	100.0%	58	100.0%	56	100.0%	60
Mean	90.2		90.1		89.7		92.9	
Mean Err(68)*	±1.8		±2.1		±1.7		±2.0	

* Note: Mean Err(68) covers 68% of distribution.

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Appointment Access

Urgent Visit:

- The percentage of patients reporting they were able to schedule their appointment on the *same or next day* **decreased** from 60.6% in Q1 2019 to **55.4%** in Q2 2019.
- The % Excellent score for *Appointment Wait Satisfaction* **decreased** from 59.4% in Q1 2019 to **56.9%** in Q2 2019.

Routine Visit:

- The percentage of patients reporting they were able to schedule their appointment *within a week* **increased** from 43.4% in Q1 2019 to **50.6%** in Q2 2019.
- The % Excellent score for *Appointment Wait Satisfaction* **increased** from 51.3% in Q1 2019 to **53.3%** in Q2 2019.

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By-Visit Nature Appointment Wait Experience & Satisfaction

Cumulative and Row Percentages, Replies, **Mean Scores**

Percentage "Excellent" Scores, Percentage "Poor" or "Fair" Scores (combined)

Quarter-to-Quarter Comparison

	Rolling 2 Quarters											
	Visit Nature:											
	Urgent Visit						**Routine Visit**					
	Quarter:						Quarter:					
	Q1 2019			Q2 2019			Q1 2019			Q2 2019		
Appointment Wait Experience												
Same or Next Day	60.6%	60.6%	43	55.4%	55.4%	36	13.8%	13.8%	21	11.2%	11.2%	19
2-3 Days	69.0%	8.5%	6	69.2%	13.8%	9	23.7%	9.9%	15	24.1%	12.9%	22
4-7 Days	84.5%	15.5%	11	83.1%	13.8%	9	43.4%	19.7%	30	50.6%	26.5%	45
8-14 Days	88.7%	4.2%	3	84.6%	1.5%	1	50.0%	6.6%	10	60.0%	9.4%	16
More than 2-3 Weeks	91.5%	2.8%	2	87.7%	3.1%	2	63.8%	13.8%	21	71.2%	11.2%	19
1 Month or More	100.0%	8.5%	6	100.0%	12.3%	8	100.0%	36.2%	55	100.0%	28.8%	49
Totals		100.0%	71		100.0%	65		100.0%	152		100.0%	170
Mean			4.9			4.8			2.9			3.2
Appointment Wait												
Mean			87.3			85.0			84.5			86.5
Top Box			59.4%			56.9%			51.3%			53.3%
Bottom 2 Boxes			7.2%			12.3%			10.0%			7.1%

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Provider Wait

Longitudinal Comparison

- The aggregate *Provider Wait Satisfaction* mean score has been trending **higher** since Q3 2018.

3 out of 5 locations reported **higher** *Provider Wait Satisfaction* mean scores in Q2 2019 compared to Q1 2019. *(not shown here)*

- The largest **increase** was for Carpinteria County (**+5.3**).

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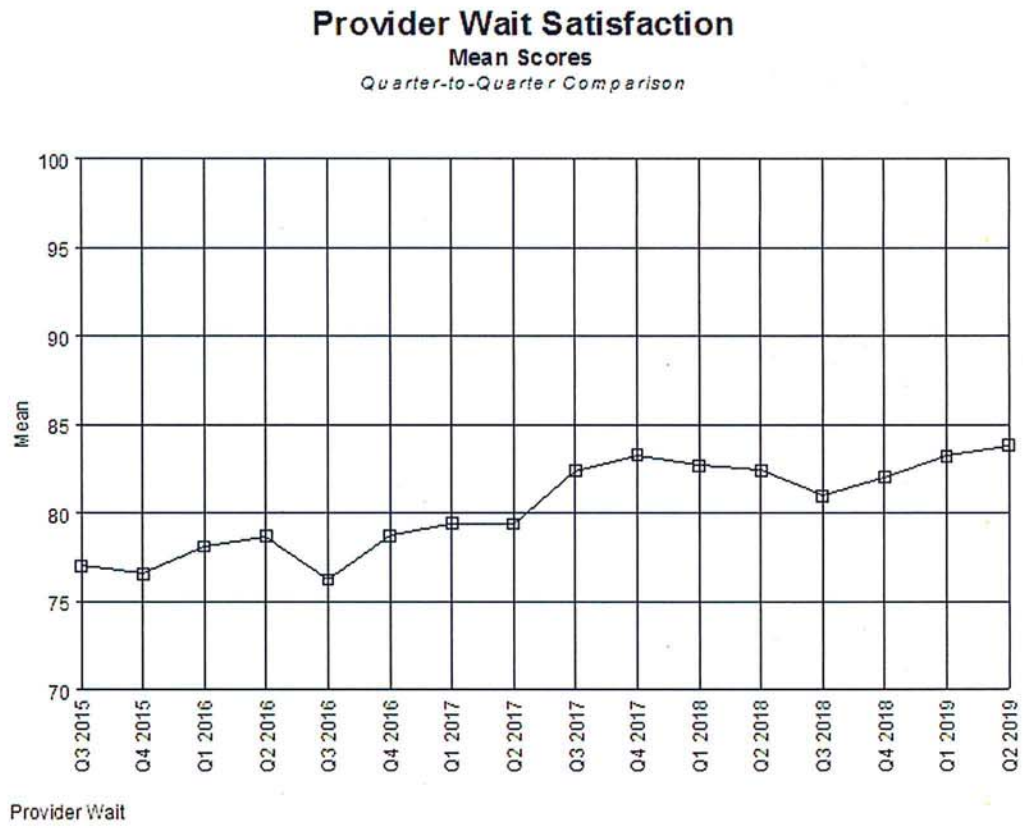

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Pharmacy Satisfaction
Q2 2019

Pharmacy Satisfaction % "Excellent" scores by-location ranking:

1. **81.5%** for Santa Maria (*n*=27)
2. **61.9%** for Lompoc (*n*=42)
3. **47.2%** for Santa Barbara (*n*=36)

All the locations reported a **higher** *Pharmacy Satisfaction* mean score in Q2 2019 compared to Q1 2019.

- The largest **increase** was for Lompoc† (**+6.0**).

*† Mean score **increase** from previous quarter was statistically significant at 68% CL*

CROSSROADS

By-Location Pharmacy Satisfaction Scores

Percentages, Replies, **Mean Scores** and Mean Standard Error (68% CL)

Quarter-to-Quarter Comparison

	Rolling 2 Quarters											
	Pharmacy Location:											
	Lompoc				**Santa Barbara**				**Santa Maria**			
	Quarter:				Quarter:				Quarter:			
	Q1 2019		Q2 2019		Q1 2019		Q2 2019		Q1 2019		Q2 2019	
Pharmacy Satisfaction												
Poor	0.0%	0	0.0%	0	2.0%	1	0.0%	0	0.0%	0	0.0%	0
Fair	5.6%	2	4.8%	2	22.0%	11	8.3%	3	4.2%	1	0.0%	0
Good	55.6%	20	33.3%	14	34.0%	17	44.4%	16	33.3%	8	18.5%	5
Excellent	38.9%	14	61.9%	26	42.0%	21	47.2%	17	62.5%	15	81.5%	22
Totals	100.0%	36	100.0%	42	100.0%	50	100.0%	36	100.0%	24	100.0%	27
Mean	83.3		89.3		79.0		84.7		89.6		95.4	
Mean Err(68)*	±2.4		±2.3		±3.0		±2.7		±3.0		±1.9	

* Note: Mean Err(68) covers 68% of distribution.

Comments:

- **Santa Barbara:** The pharmacy needs to pay closer attention when I ask to hold the medication at the SB site so that I can pick it up from there instead they send it to the Franklin Health Center.
- **Santa Maria:** I only get the lancets at this pharmacy and not the medication because of the cost. I go to an outside pharmacy for my prescription.

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Lab Satisfaction
Q2 2019

- *Lab Satisfaction* % "Excellent" scores by-location ranking:

  1. **69.2%** for Santa Maria (*n*=39)
  2. **68.6%** for Santa Barbara (*n*=51)
  3. **58.5%** for Lompoc (*n*=41)

2 out of 3 locations reported a **higher** *Lab Satisfaction* mean score in Q2 2019 compared to Q1 2019.

- The only **decrease** was for Santa Barbara† (**-5.7**).

† *Mean score **decrease** from previous quarter was statistically significant at 68% CL*

CROSSROADS

By-Location Lab Satisfaction Scores

Percentages, Replies, **Mean Scores** and Mean Standard Error (68% CL)

Quarter-to-Quarter Comparison

	Rolling 2 Quarters											
	Lab Location:											
	Lompoc				Santa Barbara				Santa Maria			
	Quarter:				Quarter:				Quarter:			
	Q1 2019		Q2 2019		Q1 2019		Q2 2019		Q1 2019		Q2 2019	
Lab Satisfaction												
Poor	3.3%	1	2.4%	1	0.0%	0	3.9%	2	2.9%	1	2.6%	1
Fair	3.3%	1	4.9%	2	0.0%	0	2.0%	1	5.9%	2	12.8%	5
Good	36.7%	11	34.1%	14	18.5%	10	25.5%	13	32.4%	11	15.4%	6
Excellent	56.7%	17	58.5%	24	81.5%	44	68.6%	35	58.8%	20	69.2%	27
Totals	100.0%	30	100.0%	41	100.0%	54	100.0%	51	100.0%	34	100.0%	39
Mean	86.7		87.2		95.4		89.7		86.8		87.8	
Mean Err(68)*	±3.3		±2.8		±1.3		±2.5		±3.2		±3.3	

* Note: Mean Err(68) covers 68% of distribution.

Comments:

- **Lompoc:** The lab is a bit chaotic when you check in. You put your lab slip in a basket and wait for them to call you at random.
- **Santa Barbara:** I was not pleased at all with my experience with the lab. I understand that my child had to be still and not be squirming so that a needle could be used. There were two men holding him down and were not comforting him. My child was crying and I was trying to comfort him.

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List of Quarterly Reports

Recommended for further in-depth review and analysis of aggregate scores as well as drill-down assessments of scores and trends.

- Aggregate Score & Comment Reports
- Reception Area Report
- Appointment Access Report
- Provider Wait Report
- By-Provider Score & Comment Report
- Leadership Cross-tabulation Reports
- Site Score & Comment Reports
- Service Recovery Reports
- Negative Staff Mention (NSM) Report
- Pharmacy Satisfaction Report
- Lab Satisfaction Report
- YTD Executive Leadership Report

Benchmarking results will be provided in late July 2019

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Santa Barbara County PUBLIC Health DEPARTMENT

CROSSROADS GROUP, INC.

Thank you!

We love to hear from you! Share feedback about this report to Project Manager Wendy Lu:
Wendy@crossroadsgrp.com

MEETING DATE: 7/24/2019

AGENDA ITEM NO.: VI.2

HEALTH CENTER BOARD

PUBLIC HEALTH DEPARTMENT

Date: 7/24/2019

To: HC BOARD

From: Sarah Adams, LCSW

Subject: Behavioral Health Services at Health Care Centers

RECOMMENDATION: For informational purposes.

DISCUSSION:

Review of services provided by Behavioral Health Staff. For Board review only; no action necessary.

Santa Barbara County
PUBLIC Health
DEPARTMENT

Behavioral Health Services at PHD Health Care Centers

Sarah Adams
Behavioral Health Specialist
Licensed Clinical Social Worker

Behavioral Health Services

- Diagnosis / Assessment
- Brief Intervention Same Day Visit (Warm handoff)
- Brief Therapy (1-6 Sessions)
- Referral to Higher Level / Ongoing Mental Health Care

What is a Behavioral Health Specialist?

- Licensed Psychologist or LCSW
- Integrated in Primary Care, Pediatrics and Women's Health Clinics – shared EHR, daily face-to-face contact
- Specialized in medical issues and how they interact with mental health issues
- Supports Providers working with patients with severe mental health issues
  - Facilitate communication/coordination with Behavioral Wellness and other service providers

What does a Behavioral Health Specialist do?

- Same Day Visit (Warm Handoff)
  - Ultra brief functional assessment and intervention on same day as primary care visit
  - Link to crisis services
- Intake Visit: initial assessment & evaluation
  - Diagnose mental health and behavioral health issues
  - Make recommendations for treatment
- Follow-Up Visits: Brief Therapy (1-6 Sessions)
- Curbside Consults with Providers

What does Behavioral Health Specialist do?

- Maintain daily schedule of 8-10 patients, with a panel of 60-70 active patients
- Attend multidisciplinary meetings in PHD Clinic
- Attend other MDT meetings in the community

- BHS Does not:
  - Prescribe medications
  - Write 5150s
  - Placement at Skilled nursing or board and care

How to Refer to Behavioral Health Specialist

- Patients must be established with Primary Care or Women's Health Physician at a PHD Health Care Center
- PCP refers patient through EHR/Same Day Visit

- Consideration:
  - If a patient is already connected with Behavioral Wellness or outside therapist, will try to problem solve if patient has unmet needs

Short-term therapy

- Increases access to evidence-based psychological therapies using the **minimum** level of intervention necessary to create the **maximum** gain
- Is developed for patients with **mild to moderate** psychological disorders, reserving high intensity mental health services for patients with more severe disorders (Bennett-Levy et al., 2010)

Short-term Therapy

- Typically Utilizes:
  - Cognitive Behavioral Therapy
  - Motivational Interviewing
  - Acceptance and Commitment Therapy
  - Dialectical Behavior Therapy skills

Integrated healthcare helps the team

- Decreases patient visits to their PCP
- Reduces staff burnout
- Increases provider satisfaction
- Decreases anxiety through providing extra level of support
- Provides the interdisciplinary team with a psychological perspective

Practical application: What will behavioral health clinician do?

1. Obtain Collateral Information from Referring Provider:
   - Referral Question and Current Symptoms
   - What is Purpose of Referral?
   - Risk?
2. Consider: Is this within the scope of a Brief Intervention?
   - Additional services or re-referral on case-by- case basis

Practical application

3. Perform Brief Assessment of Patient
4. Assess Patient's Motivation and/or ability to Engage in Treatment
5. Create Brief Formulation including: Problem, Maintaining Factors, Treatment Plan

Practical application

6. Provide CBT / Evidence Based Intervention
7. Validate and Normalize
8. Psycho-education / Handouts
9. Recommend Follow Up to Patient
10. Communicate Intervention, Plan, and Recommendations with Referring Provider

Questions?

How to Reach Me

- Email: sarah.adams@sbcphd.org
- Phone: 805-737-6400

MEETING DATE: 07/24/2019

AGENDA ITEM NO.: VI.3

HEALTH CENTER BOARD

PUBLIC HEALTH DEPARTMENT

Date: July 24, 2019

To: HC BOARD

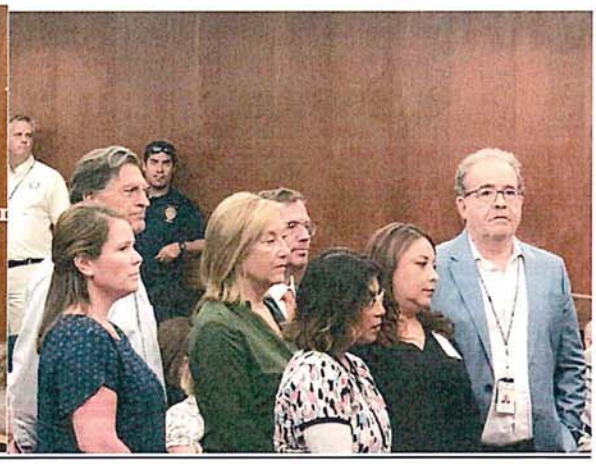
From: Dana Gamble

Subject: BOS Proclamation of Health Center Week

RECOMMENDATION:

Accept Discussion about the Resolution received from the Board of Supervisors proclaiming the week of August 4, 2019 through August 10, 2019 as National Health Center Week in Santa Barbara County.

DISCUSSION:



RESOLUTION PROCLAIMING
AUGUST 4 - 10, 2019
NATIONAL HEALTH CENTER WEEK
IN SANTA BARBARA COUNTY

WHEREAS, the Santa Barbara County Public Health Department (PHD) has been providing medical services since 1926 and has operated the Health Care for the Homeless (HCH) program in the county since 1989. The PHD's Five Health Care Centers and Three Shelter Based Clinics have provided high-quality, affordable, comprehensive primary health care in our County's underserved communities; and

WHEREAS, the PHD Health Care Centers are the health care home for over 25,000 people. Every day, the Centers provide a wide range of services beyond primary care, including vision, behavioral health, pharmacy, and other medical specialty services to meet the needs and challenges of county residents. 1 in every 17 people in the County gets their care at a Santa Barbara County Health Care Center; and

WHEREAS, Health Care Centers reduce overall costs of care by helping manage patients' chronic conditions, keeping them out of costlier health care settings like hospital emergency rooms; and

WHEREAS, Health Care Centers are on the front lines of emerging health care crises, providing access to care for veterans, addressing the opioid epidemic, and responding to public health threats in the wake of natural disasters; and

WHEREAS, National Health Center Week offers the opportunity to celebrate the dedicated staff, board members, patients and all those responsible for their continued success and growth since the first County Health Care Centers opened their doors more than 40 years ago.

NOW, THEREFORE, BE IT ORDERED AND RESOLVED that this Board of Supervisors does hereby proclaim August 4 -10, 2019, as National Health Center Week in Santa Barbara County.

PASSED AND ADOPTED by the Board of Supervisors of Santa Barbara County, State of California, this sixteenth day of July 2019 by a unanimous vote of all members present.

MEETING DATE: 7/24/2019

AGENDA ITEM NO.: VII.1

HEALTH CENTER BOARD

PUBLIC HEALTH DEPARTMENT

Date: 7/16/2019

To: Health Center Board

From: Suzanne Jacobson

Subject: Financial Report for June 2019

RECOMMENDATION:

That the Board: Accept and approve the Financial Report for the month, quarter, and year ended June 30, 2019

DISCUSSION/BRIEF SUMMARY OF ITEM:

Financial Report and presentation for the month, quarter, and year ended 6/30/2019.

Santa Barbara County Public Health Department Health Care Centers
Financial Monthly Report for CHC/HCH Grant H80CS00046
For the Month of June 2019 - Fiscal Year 2018-19

	FY 18-19 ADOPTED BUDGET	FY 18-19 As of 6-30-19 BUDGET	FY 18-19 As of 6-30-19 YTD ACTUALS	FY 18-19 June YTD Variance	FY 18-19 YTD % of Budget	ONE MONTH ADJUSTED BUDGET	FY 18-19 June ACTUALS	FY 18-19 June Variance	FY 18-19 June % of Budget
REVENUES									
PROGRAM INCOME									
Medicaid	$ (36,571,300)	$ (36,571,300)	$ (36,175,892)	$ 395,408	99%	$ (3,047,608)	$ (3,569,679)	$ (522,071)	117%
Medicare	(5,234,500)	(5,234,500)	(5,654,178)	(419,678)	108%	(436,208)	(441,501)	(5,293)	101%
Self-pay (includes HAP)	(1,667,200)	(1,667,200)	(2,029,961)	(362,761)	122%	(138,933)	(169,060)	(30,127)	122%
Other Public-Healthy Kids	-	-	-	-	0%	-	-	-	0%
LOCAL AND STATE FUNDS									
State/Local Funds-TSAC/GF	(8,154,625)	(8,154,625)	(7,506,755)	647,870	92%	(632,894)	(510,133)	122,761	81%
FEDERAL 330 GRANT	(1,922,400)	(1,922,400)	(2,054,806)	(132,406)	107%	(160,200)	(392,348)	(232,148)	245%
OTHER FEDERAL FUNDING									
ADAP	(700,000)	(700,000)	(947,453)	(247,453)	135%	(58,333)	(62,655)	(4,322)	107%
TOTAL REVENUE	**$ (54,250,025)**	**$ (54,250,025)**	**$ (54,369,045)**	**$ (119,020)**	**100.2%**	**$ (4,474,177)**	**$ (5,145,376)**	**$ (671,199)**	**115.0%**
EXPENDITURES									
PERSONNEL	$ 21,390,456	$ 21,390,456	$ 23,146,040	$ 1,755,584	108%	$ 1,782,538	$ 1,764,621	$ (17,916)	99%
FRINGE BENEFITS	13,624,744	13,624,744	12,120,360	(1,504,384)	89%	1,135,395	894,148	(241,247)	79%
TOTAL PERSONNEL	35,015,200	35,015,200	35,266,400	251,200	101%	2,917,933	2,658,769	(259,163)	91%
TRAVEL									
PHD Carpool	58,000	58,000	49,919	(8,081)	86%	4,833	2,066	(2,767)	43%
Transportation - Local Mileage	25,400	25,400	19,074	(6,326)	75%	2,117	2,489	372	118%
Training and Travel	79,700	79,700	71,114	(8,586)	89%	6,642	20,508	13,866	309%
TOTAL TRAVEL	163,100	163,100	140,107	(22,993)	86%	13,592	25,063	11,471	184%
SUPPLIES									
Medical Supplies	648,500	648,500	600,215	(48,285)	93%	54,042	58,696	4,654	109%
Office Supplies	143,200	143,200	153,824	10,624	107%	11,933	15,199	3,266	127%
Pharmaceuticals	4,436,900	4,436,900	4,078,182	(358,718)	92%	369,742	328,084	(41,658)	89%
Bus Tokens	25,500	25,500	850	(24,650)	3%	2,125	-	(2,125)	0%
TOTAL SUPPLIES	5,254,100	5,254,100	4,833,071	(421,029)	92%	437,842	401,979	(35,863)	92%
CONTRACTUAL									
Janitorial Services	298,500	298,500	292,506	(5,994)	98%	24,875	56,825	31,950	228%
Physician Fees	2,174,300	2,174,300	2,452,257	277,957	113%	181,192	440,931	259,739	243%
Professional Services	890,400	890,400	979,119	88,719	110%	74,200	203,717	129,517	275%
TOTAL CONTRACTUAL	3,363,200	3,363,200	3,723,882	360,682	111%	280,267	701,473	421,206	250%
OTHER									
Building Maintenance	22,900	22,900	39,380	16,480	172%	1,908	8,334	6,426	437%
Communications	270,100	270,100	276,051	5,951	102%	22,508	23,436	928	104%
Data Processing	849,800	849,800	855,844	6,044	101%	70,817	1,270	(69,547)	2%
Liability Insurance	315,900	315,900	315,900	-	100%	-	-	-	0%

Santa Barbara County Public Health Department Health Care Centers
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Malpractice Insurance	244,000	244,000	85,245	(158,755)	35%	-	(158,755)	(158,755)	0%
Other Clinical Expenditures	264,000	264,000	258,298	(5,702)	98%	22,000	38,423	16,423	175%
Other Office Expenditures	1,112,200	1,112,200	1,287,579	175,379	116%	92,683	284,270	191,587	307%
Public Health Lab Services	123,400	123,400	92,223	(31,177)	75%	10,283	42,194	31,911	410%
Rents & Leases	139,400	139,400	116,351	(23,049)	83%	11,617	10,328	(1,289)	89%
Services County Provided	119,600	119,600	119,600	-	100%	9,967	18,180	8,213	182%
Utilities	494,200	494,200	445,931	(48,269)	90%	41,183	47,154	5,971	114%
TOTAL OTHER	3,955,500	3,955,500	3,892,402	(63,098)	98%	282,967	314,834	31,867	111%
TOTAL DIRECT COSTS	$ 47,751,100	$ 47,751,100	$ 47,855,862	$ 104,762	100.2%	$ 3,932,600	$ 4,102,118	$ 169,519	104.3%
INDIRECT COST (13.61% OF TADC)	6,498,925	6,498,925	6,513,183	14,258	100.2%	541,577	558,298	16,721	103.1%
TOTAL BUDGET	**$ 54,250,025**	**$ 54,250,025**	**$ 54,369,045**	**$ 119,020**	**100.2%**	**$ 4,474,177**	**$ 4,660,416**	**$ 186,240**	**104.2%**
Net Surplus/ Deficit	$ (0)	$ (0)	$ (0)	$ (0)		$ (0)	$ (484,960)	$ (484,960)	

HEALTH CARE CENTERS
PUBLIC HEALTH DEPARTMENT
SANTA BARBARA COUNTY

Health Care Centers
Public Health Department

June 2019 Monthly Report
and
FY 2018-19 4rd QTR and Year-End Financial Report

July 24, 2019

Santa Barbara County PUBLIC Health DEPARTMENT

HEALTH CARE CENTERS

PUBLIC HEALTH DEPARTMENT
SANTA BARBARA COUNTY

June YTD and MTD Financial

Santa Barbara County Public Health Department Health Care Centers
Financial Monthly Report for CHC/HCH Grant H80CS00046
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HEALTH CARE CENTERS
PUBLIC HEALTH DEPARTMENT
SANTA BARBARA COUNTY

June YTD and MTD Financial

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Net Surplus/ Deficit	$ (0)	$ (0)	$ (0)	$ (0)		$ (0)	$ (484,960)	$ (484,960)	

HC Budget Summary

FY 2018-19 HC Financials

	Budget	Actuals
Revenues	$ 54,250,025	$ 54,369,045
Expenditures	$ 54,250,025	$ 54,369,045
Net Margin	$ 0	$ 0

- Year to date, our grant actual revenues and expenditures are balanced. Both were *slightly* above but pretty much right on the grant budget.

Revenue Highlights

UNDER BUDGET

- ✓ Medi-Cal ($ 395K)
- ✓ State/local Funds ($ 647K)

OVER BUDGET

- ✓ Medicare $ 420K
- ✓ Self Pay & HAP/PACT $ 363K
- ✓ Federal 330 Grant $ 132K
- ✓ ADAP $ 247K

Expenditure Highlights

UNDER BUDGET

- ✓ Pharmaceuticals $ 359K
- ✓ Malpractice Insurance $ 159K

OVER BUDGET

- ✓ Personnel Costs ($ 251K)
- ✓ Physician Fees ($ 278K)
- ✓ Other Office Expenditures ($ 175K)

HEALTH CARE CENTERS

PUBLIC HEALTH DEPARTMENT
SANTA BARBARA COUNTY

FY 18-19 Federal Grant Drawdowns

PRIOR GRANT PROJECT PERIOD 03-01-201 to 02-28-2019

					QI 1-TIME	AIMS	SUD-MH		
CFDA	93.224	93.527	93.527	93.527	93.527	93.527	93.527		
	Base/PCMH	ACA	EMS 1	EMS 2	One-Time	Supplementals		TOTAL	
H80CS00046 FEDERAL FUNDS	**895,453**	**250,480**	**302,776**	**340,814**	**75,815**	**218,300**	**285,000**	**2,368,638**	
3rd QTR FY 2017-18 (MARCH)	(38,161)	(20,873)	(25,321)	(28,401)				(112,756)	March 2018 only
4th QTR FY 2017-18	(315,117)	(62,620)	(75,694)	(85,204)	-	(82,515)	-	(621,150)	April to June 2018
BALANCE AVAILABLE AS OF 6/30/2018	**542,175**	**166,987**	**201,761**	**227,209**	**75,815**	**135,785**	**285,000**	**1,634,732**	
1st QTR FY 2018-19 Expends	(154,311)	(62,620)	(76,644)	(85,204)		(10,581)		(389,360)	July to Sept 2018
2ND QTR ACTUALS FY 2018-19	(210,501)	(62,620)	(75,694)	(85,203)		(17,770)		(451,788)	Oct to Dec 2018
3rd QTR ACTUALS FY 2018-19	(177,363)	(41,747)	(49,423)	(56,802)	(41,269)	(107,434)	(60,897)	(534,935)	Jan to Feb 2019
BALANCE OF 3-1-2018 TO 2-28-2019 PERIOD	-	-	-	-	**34,546**	-	**224,103**	**258,649**	**TO BE CARRIED OVER**

NEW GRANT PROJECT PERIOD 03-01-2019 to 02-29-2020

					QI 1-TIME	AIMS	SUD-MH		
CFDA	93.224	93.527	93.527	93.527	93.527	93.527	93.527		
	Base/PCMH	ACA	EMS 1	EMS 2	One-Time	Supplementals		TOTAL	
H80CS00046 FEDERAL FUNDS	**920,695**	**230,388**	**275,812**	**362,628**		**85,200**		**1,874,723**	3-1-2019 TO 2-28-2020
SUD-MH 2nd Year Supplemental							**110,000**	**110,000**	9-1-2019 TO 8-31-2020
BALANCE OF 3-1-2018 TO 2-28-2019 PERIOD					**34,546**	-	**224,103**	**258,649**	**TO BE CARRIED OVER**
TOTAL GRANT AMOUNT FOR GY 2018	**920,695**	**230,388**	**275,812**	**362,628**	**34,546**	**85,200**	**334,103**	**2,243,372**	
3rd QTR March 2019	(40,093)	(19,199)	(22,984)	(30,219)		(14,292)		(126,787)	March 2019
4th QTR ACCRUAL FY 2017-18	(239,522)	(57,597)	(68,953)	(90,657)		(15,442)	(77,177)	(549,348)	April to June 2018 ACCRUAL
Total drawdowns for FY 2018-19	897,385	248,806	300,439	342,632	41,269	232,592	60,897	2,124,020	includes 4th QTR FY 2017-18
4th Quarter Accrual 2017-18								(618,562)	4th Quarter Accrual 2017-18
4th Quarter Accrual 2018-19								549,348	4th Quarter Accrual 2018-19
							FY 18-19 Total for Federal 330 Funds Received	**$2,054,806**	

Summary & Big Picture

At the end of FY 2018-19:

- Both expenses and revenues ended the year pretty much right on the grant projections and budget.
- We are balanced for the Fiscal Year.

Recommendation

- Approve the financial report for 6/30/2019.

MEETING DATE: 7/24/19

AGENDA ITEM NO.: VII.3

HEALTH CENTER BOARD

PUBLIC HEALTH DEPARTMENT

Date: July 24, 2019

To: Health Center Board

From: Dr. Polly Baldwin

Subject: Approval of Provider Appointments

RECOMMENDATION:

That the Board: Vote to approve the reappointment of the following providers:

- Sara Taylor, NP — Women's Health
- John Landsberg, MD — Family Medicine

DISCUSSION/BRIEF SUMMARY OF ITEM:

All providers have been approved by Board Delegate.

MEETING DATE: 7/24/2019

AGENDA ITEM NO.: VII.2

HEALTH CENTER BOARD

PUBLIC HEALTH DEPARTMENT

Date: July 17th 2019

To: Health Center Board

From: Policy Review Committee

Subject: Policy Recommendations

RECOMMENDATION:

That the Board approve the policies referenced below as reviewed and approved by the Policy Review Committee.

DISCUSSION:

The Policy Review Committee recommends the Board vote to approve the following policies reviewed during the month of July 2019.

POLICY NO.	TITLE
1. 10-CM-12	Prescription Pad Security
2. 15-C-603	Conflict of Interest
3. 16-C-616	Primary Care Provider Selection and Documentation
4. 01-C-156	Medical Practices Committee: Measuring and Improving Clinical Performance
5. 10-CM-03	Controlled Medications: Prescription Limits in Urgent Care, Primary Care and Specialty Clinic Settings
6. 13-C-589	Managing Patient Populations with Preventative Care, Chronic Condition and Special Medication Needs
7. 15-C-607	Health Center Equipment Safety and Inventory Control
8. 12-C-567	Weight Management Policy and Procedures
9. 15-C-604	Credentialing of Clinical Providers
10. 19-C-644	AIDS Drug Assistance Program (ADAP) Enrollment Policy
11. 95-C-071	Record Retention

Santa Barbara County PUBLIC Health DEPARTMENT	Number: 10-CM-12
Prepared By: Polly Baldwin, MD MPH	Effective Date: 07/24/2019
	Original Date: 11/1/2010
Authorized By: Polly Baldwin, MD MPH	Next Review Date: 07/24/2020
TITLE: Prescription Pad Security	

POLICY

To maintain secure control of Public Health Department (PHD) clinician prescription pads as required by Federal and State regulations.

PURPOSE

- To avoid diversion of prescription blanks for inappropriate or illicit use.

Santa Barbara County PUBLIC Health DEPARTMENT	Number: 15-C-603
Prepared By: Douglas Metz, DPM, MPH, Deputy Director PCFH	Effective Date: 7/15/2019
	Original Date: 7/15/2017
Authorized By: Douglas Metz, DPM, MPH, Deputy Director PCFH	Next Review Date: 7/15/2020
TITLE: Conflict of Interest	

POLICY

Health Center Board ("Board") members will perform their duties conscientiously and in accordance with the best interests of the health center. In order to assure impartial decision making, it is the policy of the Board that any conflicts of interest, or apparent or potential conflicts of interest, be fully disclosed before a discussion is initiated on the matter involved, and that no board member participate in any decision in which he or she has a conflict of interest. Additionally, Board members are expected to comply with the directives outlined in the following documents, all of which address conflict of interest:

1) Santa Barbara County Health Center Board Bylaws, Article X
2) Santa Barbara County Chief Executive Officer (CEO) Rules Regarding Incompatible Activities and Conflict of Interest, Item Number 121-103, County of Santa Barbara Administrative Manual
3) Santa Barbara County Public Health Department Compliance Plan, Section II, Code of Conduct

Each Board member will sign a Conflict of Interest Statement delineating their agreement to abide by these conflict of interest requirements.

It is the continuing responsibility of all Board members to review their outside business interests, philanthropic interests, personal interests, and family and other close relationships for actual, apparent, or potential conflicts of interest with respect to the Health Center, and to promptly disclose the nature of the interest or relationship.

PURPOSE

The purpose of this policy is to define conflict of interest and outline the expectations of Board members in the event that they should encounter a conflict of interest situation.

Santa Barbara County PUBLIC Health DEPARTMENT	Number: 16-C-616
Prepared By: Melissa Gomez, R.N., and Janette Avina, R.N., Performance Improvement Coordinators	Effective Date: 8/15/2018
	Original Date: 1/2014
Authorized By: Douglas Metz, DPM, Deputy Director and Polly Baldwin, MD, Medical Director	Next Review Date: 8/15/2019
TITLE: Primary Care Provider Selection and Documentation	
☑ Approved by Santa Barbara Health Center Board on 9/26/18 (See Board Meeting minutes)	

POLICY

The Public Health Department Health Care Centers will encourage each patient to select a primary care provider (PCP) from available providers. If the patient does not want to choose, a PCP will be selected for the patient. With approval from the providers involved, patients may change PCPs within guidelines explained in the affiliated procedure.

PURPOSE

- To encourage patient choice of PCP as a step towards patient engagement and satisfaction
- To outline a process for the patient to select their PCP

Santa Barbara County PUBLIC Health DEPARTMENT	Number: 01-C-156
Prepared By: Melissa Gomez RN, Performance Improvement Coordinator	Effective Date: 07/24/2019
	Original Date: 11/24/2004
Authorized By: Polly Baldwin, MD, Medical Director	Next Review Date: 07/24/2020
TITLE: Medical Practices Committee: Measuring and Improving Clinical Performance	

POLICY

The Primary Care & Family Health (PCFH) Division will support a Medical Practices Committee Medical (MPC) which oversees clinical and quality operations for the system. The Committee will produce an annual Medical Quality Improvement Plan, which incorporates performance measures for the Health Care Centers (HCC), providers, and patient populations. The MPC will develop goals for these measures and will review reports quarterly, reassessing the improvement plans, and revising actions to be taken as necessary to reach the goals. These activities will result in documentation that supports the Community Health Center Uniform Data Set, Affordable Care Act Meaningful Use, Patient Centered Medical Home, Ryan White Part C Grant, and all other required program reporting.

PURPOSE

- To define the organization of the Medical Practices Committee (MPC)
- To describe the charge of the MPC
- To define the Medical Quality Improvement Plan (MQI Plan) and outline the process by which the MPC develops the plan annually.
- To describe the functions of the Medical Practices Committee

Santa Barbara County PUBLIC Health DEPARTMENT	Number: 10-CM-03
Prepared By: Polly Baldwin, MD, MPH, Medical Director	Effective Date: 07/24/2019
	Original Date: 03/01/2015
Authorized By: Polly Baldwin, MD, MPH, Medical Director	Next Review Date: 07/24/2020
TITLE: Controlled Medications: Prescription Limits in Urgent Care, Primary Care and Specialty Clinic Settings	

POLICY

Public Health Department (PHD) clinicians who prescribe controlled medications (CM) for PHD patients must follow criteria to assure safe and appropriate use of CMs including limits to the quantities of CMs and/or the duration of treatment with CMs.

PURPOSE

- To provide guidance to clinicians on prescription of CM in various PHD clinical settings
- To increase patient safety
- To standardize patient care across medical providers in the PHD

Santa Barbara County PUBLIC Health DEPARTMENT	Number: 13-C-589
Prepared By: Melissa Gomez, RN	Effective Date: 07/24/2019
	Original Date: 7/29/2013
Authorized By: Polly Baldwin, MD, Medical Director.	Next Review Date: 07/24/2020
TITLE: Managing Patient Populations with Preventive Care, Chronic Condition and Special Medication Needs	

POLICY

The Health Care Centers will use communication tools to assist in managing patient populations in need of specific services.

PURPOSE

To address population of patients due for:

- Preventive medical care services
- Immunizations
- Chronic medical conditions in need of services
- Patients not seen regularly in the practice

Santa Barbara County PUBLIC Health DEPARTMENT	Number: 15-C-607
Prepared By: Jeanie Sleigh, Health Center Administrator	Effective Date: 7/24/2019
	Original Date: 3/1/2015
Authorized By: Douglas Metz, MPH, DPM, Deputy Director PCFH	Next Review Date: 07/24/2020
TITLE: Health Center Equipment Safety and Inventory Control	

POLICY

It is the policy of the Public Health Department to protect the safety of patients and clinic staff while preserving County assets.

PURPOSE

The purpose of this policy is provide direction to clinic staff to ensure clinic equipment is cleaned, sterilized, kept in good working order and protected from damage and/or theft.

Santa Barbara County PUBLIC Health DEPARTMENT	Number: 12-C-567
Prepared By: Polly Baldwin, MD, Medical Director and Melissa Gomez, RN, CCM	Effective Date: 07/24/2019
	Original Date: 07/01/2011
Authorized By: Polly Baldwin, MD, Medical Director	Next Review Date: 07/10/2019
TITLE: Weight Management Policy and Procedures	

POLICY

All patients will have their body mass index (BMI) or BMI percentile calculated and documented in the medical record at each clinic visit. Adult patients with a BMI out of the normal range will be provided counseling at least every six months. All pediatric patients will be provided counseling at least annually regardless of their BMI percentile. Counseling must include dietary and activity recommendations.

PURPOSE

To establish a policy and procedure for weight measurement, counseling and the management of Santa Barbara County Health Care Center patients with a BMI out of the normal range.

Santa Barbara County PUBLIC Health DEPARTMENT	Number: 15-C-604
Prepared By: Polly Baldwin, MD, MPH, Medical Director	Effective Date: 07/24/2019
	Original Date: 02/01/2015
Authorized By: Douglas Metz, DPM, MPH, Deputy Director PCFH	Next Review Date: 07/24/2020
TITLE: Credentialing of Clinical Providers	

POLICY

All employed, contracted and volunteer clinicians providing direct patient care at the Health Care Centers in the Public Health Department (PHD) will submit to the credentialing process prior to beginning their appointment and as needed for re-appointment. Providers' credentials are reviewed at regular intervals, and at least every two years, while the clinician is providing patient care at the PHD.

PURPOSE

To define the criteria and process for credentialing and re-credentialing providers with the aim of establishing a provider's clinical background and current competence.

Santa Barbara County PUBLIC Health DEPARTMENT	Number: 19-C-644
Prepared By: Dana Gamble, Assistant Deputy Director	Effective Date: 07/24/2019
	Original Date: 07/24/2019
Authorized By: Douglas Metz, MPH, DPM, Deputy Director PCFH	Next Review Date: 07/24/2020
TITLE: AIDS Drug Assistance Program (ADAP) Enrollment Policy	

POLICY

All PHD ADAP enrollment locations will follow the California AIDS Drug Assistance Program (ADAP) Guidelines as it is considered to be the ADAP policy and procedure manual which includes standardized administrative policies, procedures, and protocols which guide ADAP enrollment services. Procedures and protocols specific to ADAP are provided by California Department of Public Health/Office of AIDS (CDPH/OA), including periodic updates.

PURPOSE

The California AIDS Drug Assistance Program (ADAP) provides medications that prolong the quality of life and delay health deterioration to people living with HIV and/or AIDS who cannot afford them. ADAP is administered by the California Department of Public Health, Office of AIDS (CDPH/OA). Procedures and protocols specific to ADAP are provided by California Department of Public Health/Office of AIDS (CDPH/OA), including periodic updates.

ADAP enrollment is conducted at the local level through enrollment sites at the Santa Barbara Health Care Center and the Santa Maria Health Care Center. ADAP Enrollment Workers provide enrollment services, which include:

- Eligibility screening
- Enrollment/application services
- Third-party-payer screening
- Referral and follow-up to other sources of prescription drug coverage (Medi-Cal, Medicare, and Insurance)
- Referral to ADAP Pharmacies
- Annual recertification services
- Disenrollment

Santa Barbara County PUBLIC Health DEPARTMENT	Number: 95-C-071
Prepared By: June English, Health Care Program Coordinator	Effective Date: 07/24/2019
	Original Date: 08/17/2007
Authorized By: Dana Gamble, Assistant Deputy Director PCFH	Next Review Date: 07/24/2020
TITLE: Record Retention	

POLICY

Records of the Public Health Department are subject to requirements including, but not limited to Federal, State, and local statutes, regulations, licensing and accreditation standards, and related policies including requirements applicable to Health Center's grant under Section 330 of the Public Health Service Act. This Policy and Procedure is intended to increase administrative efficiency and cost savings by ensuring that required records are properly created and maintained, by facilitating the destruction of unnecessary Records and documents, and by ensuring that necessary documents are not inadvertently destroyed.

PURPOSE

All records shall be retained and securely maintained or archived for the designation of the appropriate Retention Period, as set forth in the Retention schedule below.

MEETING DATE: 7/24/19

AGENDA ITEM NO.: VII.3

HEALTH CENTER BOARD

PUBLIC HEALTH DEPARTMENT

Date: July 24, 2019

To: Health Center Board

From: Dr. Polly Baldwin

Subject: Approval of Provider Appointments

RECOMMENDATION:

That the Board: Vote to approve the reappointment of the following providers:

Sara Taylor, NP Women's Health

John Landsberg, MD Family Medicine

DISCUSSION/BRIEF SUMMARY OF ITEM:

All providers have been approved by Board Delegate.

MEETING DATE: 07/24/2019

AGENDA ITEM NO.: VII.5

HEALTH CENTER BOARD

PUBLIC HEALTH DEPARTMENT

Date: July 24, 2019

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, July 24, 2019
To: Health Center Board of Directors
From: Dr. Douglas Metz, Executive Director, Health Centers
RE: E.D. Report

Focus Area	Monthly Highlights
Health Center Operations	
• **HRSA Relations** (Ralph Barbosa, Dana Gamble)	▪ Next HRSA requirement will be the SAC grant continuation application in September, 2019 ▪ IBHSS Supplemental Funding Application ▪ Begin meetings/prep for SAC grant application 9/19
• **Santa Barbara** (Paola Hurtado)	▪ SBHCC staff and HCA participated in the CPSP Maximization Workgroup and joined Sub-Committee ▪ Held 2019 New Resident Group orientation & training on 6/24/2019 ▪ New provider, Dr. Chelsea Dean started providing service in Infectious Disease clinic June 26, 2019 ▪ Hosted 45 Santa Barbara Safety Net tour participants (including: nurses, social workers, county councilman, Fire Chief and Dr. Prystowsky)
• **Franklin** (Elvia Lopez)	▪ Adult and Women's Health Provider took part in the State Family PACT training ▪ Code Blue Training and Drill for Staff ▪ Took part in the New Santa Barbara Cottage Hospital Residents Tour
• **Carpinteria** (Daniel Denhalter)	▪ Presented at Compassionate Care of Carpinteria Community Event ▪ Expanded ACE screening to all pediatric providers ▪ Outreach and collaborative activities with local skilled nursing facilities and home health care agencies ▪ Participated in THRIVE Carpinteria Partner Network
• **Santa Maria** (Michael Camacho-Craft)	▪ Gathered staff input on improving efficiency ▪ Began giving physical exams to patients in substance abuse treatment programs ▪ Completed initial Fam-PACT recertification requirements ▪ Participated in CPSP maximization workgroup
• **Lompoc** (Jeanie Sleigh)	▪ LHCC staff participated in the CPSP Maximization Workgroup and joined Sub-Committee ▪ LHCC HCA and AOP Senior participated in a Latino/Hispanic Advisory Committee discussion at Lompoc Valley Medical Center ▪ HCA participated in monthly Lompoc community collaboration meetings: Healthy People, Happy Trails, Lompoc Homelessness Provider's Collaborative, Healthy Lompoc Coalition
• **Healthcare for the Homeless** (Ralph Barbosa)	▪ HCCs HRSA/FQHC/UDS Updates (Presentations at all clinics) ▪ Re-Elected to Continuum of Care Board – County of Santa Barbara/Santa Maria COC ▪ Conducted Homeless Death Review Team Meeting #2
• **Pharmacy** (Carol Millage)	▪ ScriptPro required an install onsite for new hardware and software. This was complete in June ▪ New phone interactive system was contracted and purchased; Install scheduled for July ▪ Annual DME recertification completed

• **Clinical Lab** (Linda Weisman)	▪ Replaced 27 yr. old cell washer (usual life span 7-10 yrs.) used for prenatal blood typing and antibody screen tests. ▪ At the request of Dr. Baldwin, began reformatting how the estimated glomerular filtration rate (eGFR) reports, to include a value for patients with age greater than 70 ▪ Salee Burton, Clinical Laboratory Scientist (CLS) resigned to join her husband, who is serving in the military; Requested recruitment for full-time regular CLS. ▪ Linda W., Lab Manager, to go out on medical leave scheduled for July 29th through at least August 30th
• **Health Information Management / HIPAA / Data Security** (Dana Gamble, June English, Laura Lui)	Privacy Officer: ▪ Data Management committee review of proposed HPAA related projects – weekly ▪ ADAP audit prep – Meetings with various ADAP staff/supervisors; Update record retention policy for ADAP, walk through of SM HCC (6/27)and SB HCC (7/2) with Security Officer Training Coordinator: ▪ Compliance and HIPAA training provided to IT for posting in early July
• **PCMH** (Melissa Gomez, Polly Baldwin, Doug Metz)	▪ Nothing new to report
• **Customer Service** (Health Center Administrators)	▪ The aggregate Overall Satisfaction mean score increased from 88.2 in Q1 2019 to 89.7 in Q2 2019 ▪ The percentage of respondents rating their Overall Satisfaction as "Excellent" increased for the third consecutive quarter, from 56.0% in Q3 2018 to 64.3% in Q2 2019 ▪ Santa Maria's Reception Area saw a significant jump in Excellent scores from Quarter 1 to Quarter 2

PATIENT VOLUME REPORT*

June 2019

Site	"Billable" Visits This Month	Visits Last Month	Unique Patients This Month	Unique Patients Last Month	Notes June = 20 clinic days	End of '18-'19 Fiscal Year Targets Target	Actual
Carpinteria HCC	550	676	437	544	*28 visits / day*	*9,443*	*7,524*
Franklin HCC	889	1,104	731	861	*44 visits / day*	*15,345*	*12,279*
Franklin Elementary School Clinic (1 evening/wk)	0	4	0	4			
Santa Barbara HCC	2,094	2,329	1,501	1,618	*105 visits / day*	*29,509*	*26,986*
Lompoc HCC	2,549	3,061	1,960	2,300	*127 visits / day*	*35,430*	*34,628*
Santa Maria HCC	2,145	2,355	1,373	1,452	*107 visits / day (target 93)*	*23,607*	*24,793*
Homeless Shelters (3 sites combined)	149	152	109	119			
Outside Sites: PHN Home Visits, Hospital, Deliveries, SNF, etc.)	114	143	113	140			
TOTALS	**8,490**	**9,824**	**6,224**	**7,038**	*Note:* *June pt. visits/day = 425, a 5% decrease over last month, and short of the monthly target of 463 by 8%*	*118,036*	*109,948*
% difference of pts/day from previous month	**5% Decrease of daily pts over last month**				*Congrats to Santa Maria who met monthly targets 9th consecutive month!*	*Organizational Targets for FY '18-'19 missed by 7%*	

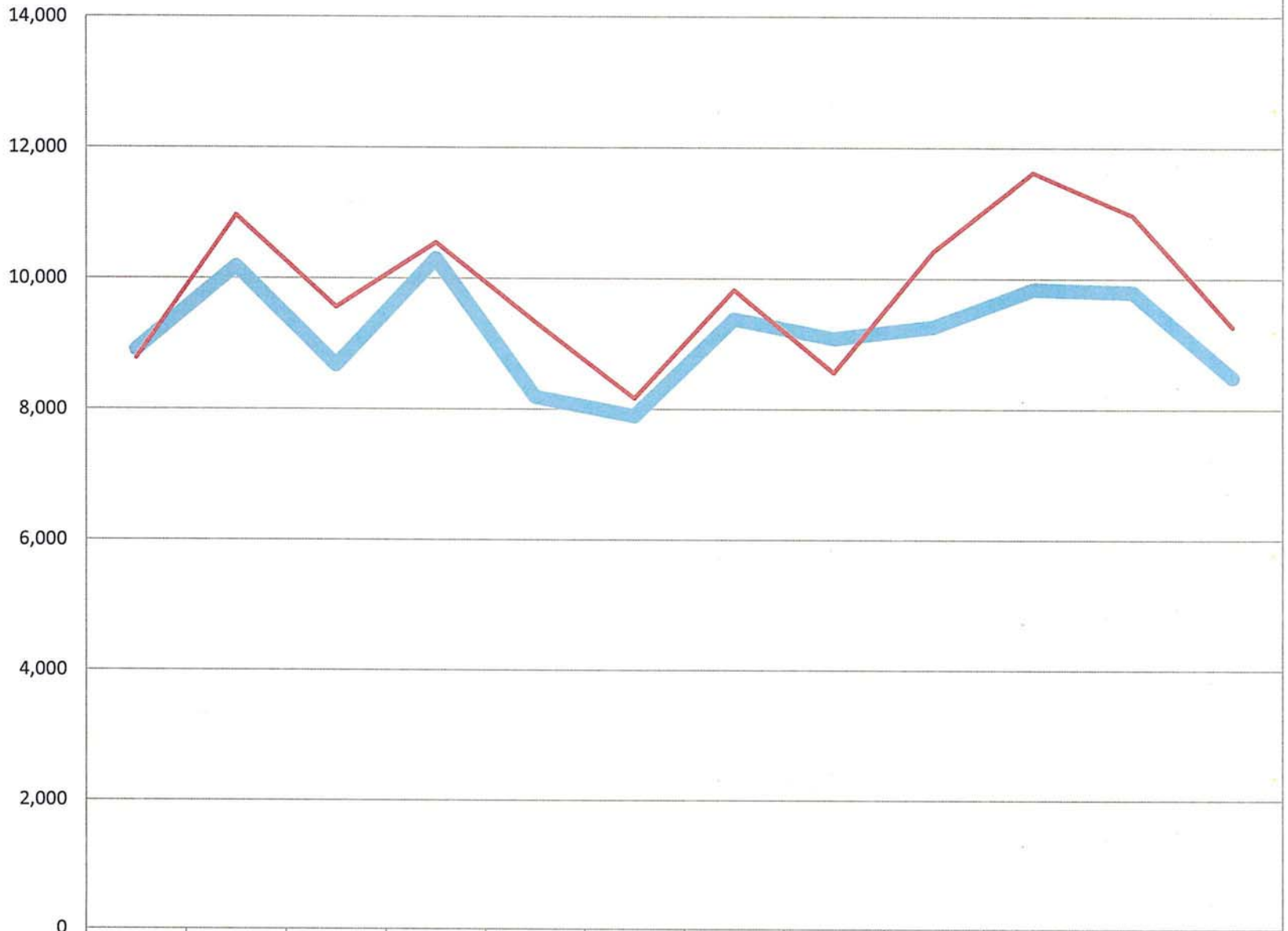
**Preliminary reporting from the new system – monthly data not fully verified and may differ from 10-15% from actual numbers*

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	Epic Reporting System not yet available		Epic Reporting System not yet available
% 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 = 11%	Avg. across all sites (Jan-Mar '19 = 11%	
"Third Next Available" (TNAA) Appointment	< 14 days	~17 days (average across all sites)	~17 days (average across all sites)	These reports are not yet verifiable from Epic
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



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Visits-actual	8,907	10,182	8,668	10,299	8,184	7,891	9,379	9,080	9,262	9,836	9,791	8,490
TARGETS	8,782	10,967	9,562	10,551	9,336	8,171	9,829	8,561	10,418	11,623	10,969	9,265