



## AGENDA

**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

<b>Board Members</b>		<u>Consumer Members:</u> Lee Herrington, Celia Lee, Filipo Chapelle, Richard Osbourne, Christopher Hutton, Wm Darrel Gardner, Stephen Ferrara <u>Community Members:</u> Judy Taggart, 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.	12:05-12:08	Review and Approve Minutes from October 23, 2019	Szymanski
III.	12:09-12:13	Roll Call and Sign In Sheet	Johnston
IV.	12:13-12:18	Public Comment Period	
V.	12:18-12:20	<b>Old Business:</b> 1. Board Member Self-Evaluations	Metz
VI.	12:20-12:38	<b>New Business:</b> 1. Resignation of Board Member, Judy Taggart. Staff recommends to accept and approve item VI.1	Metz
	5 min	2. Proposed Board Member: Staff Recommends that the Board vote to approve Cynthia Guerrero for Board membership	Metz
	8 min	3. Nominations of Board Officers	Metz
VII.	12:38-1:12	<b>Standing Reports</b> 1. October 2019 Financial Report: Staff recommends that the Board accept and approve the Financial Report for October 2019.	Meija
	10 min	2. Policy Review Committee Report: The Policy Review Committee recommends that the Board vote to approve the policies referenced in VII.3	Taggart
	3 min	3. Provider Appointments: None this month	Baldwin
	1 min	4. Quality Measures Report: For Board Review, No action necessary	Gomez
	10 min	5. Executive Director's Report: For Board Review. No action necessary	Metz
VII.	1:12-1:15	<b>Member Announcements</b>	
IX.	1:15	<b>Adjournment</b>	

Next HC Board Meeting: Wednesday, December 18 2019  
Santa Barbara County Public Health Department 300 N. San Antonio Road Santa Barbara  
Room C101/102



# HEALTH CARE CENTERS

PUBLIC HEALTH DEPARTMENT  
SANTA BARBARA COUNTY

## Health Center (HC) Board Minutes October 23rd, 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, Stephen Ferrara, Richard Osbourne,

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

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

**Staff:** Kendall Johnston, Suzanne Jacobson, Elvia Lopez, Paola Hurtado, Elvira Briones-Arellano, Ralph Barbosa, Dana Gamble, Polly Baldwin, Michael Camacho-Craft (by phone), Melissa Gomez, Van Do-Reynoso,

**Guests/Speaker:** Cynthia Guerrero, Janessa Van Vechter

### Agenda Items

#### I. Call to Order

Meeting was called to order by Chair Szymanski at 12:04pm and quorum established. The two guests in attendance were invited to introduce themselves to the Board.

#### II. Review and Approve Minutes from the September 25th Meeting

There were no requested revisions to the September meeting minutes.

Mr. Hutton motioned that the minutes from the September 25th meeting be accepted by the Board; Mr. Chapelle seconded.

**Motion Carried Unanimously.**

#### III. New Business:

##### 1. September Quality Measures Report-Ms. Gomez (out of agenda order)

Ms. Gomez briefly listed the performance improvements measures for 2019 for the benefit of guests in attendance. The diabetes A1c measure showed a slight improvement in the month of September and stands slightly below the goal but well above the benchmark. The asthma measure has seen a 6% increase since the start of the year so staff anticipate a good response and therefore have increased the goal to 87%. The hypertension measure saw a 3% improvement since the start of the year, but the goal was adjusted to a more realistic level at 65%, with 63.26% being the benchmark. The depression screening at several of the health centers has seen huge improvements, but as a whole, the measure has remained stagnant this year. The new workflow and policy has been provided to health center staff so as to capture the date correctly in EPIC. Breast cancer screenings have had great improvement, specifically at the Franklin health center, but overall PHD continues to struggle to improve the compliance and documentation. Patient satisfaction with wait time has increased to 84.80% with Ms. Gomez and Mr. Gamble stepping in to answer questions from the Board regarding how that data is calculated.

##### 2. Services in the Approved Scope of Project-Mr. Gamble

Mr. Gamble reviewed the list of approved services listed on form 5a on the HRSA grant. *Required* services include: primary care, laboratory, radiology, screenings, coverage for emergencies during and after hours, family planning, immunizations, well child services, gynecological care with prenatal,

intrapartum and postpartum care, preventative dental, pharmaceutical services, homeless substance use services, case management, eligibility assistance, health education, outreach, transportation, translation, and nutrition services. Approved *specialty* services include: endocrinology, ophthalmology, dermatology, gastroenterology, urology, surgery, rheumatology, nephrology, neurology, and orthopedics.

Mr. Chapelle motioned that the Board approve the services listed in Form 5a; Mr. Ferrara seconded.

**Motion Carried Unanimously.**

[Mr. Camacho-Craft joined the meeting via phone at 12:15]

### **3. Service Area Identification-Mr. Gamble**

Mr. Gamble reviewed the Health Center's service area based on where current or proposed patient populations reside as documented by the ZIP codes reported on the health center's Form 5B: Service Sites. The Zip Codes reported on the health center's form 5B are: 93110, 93458, 93103, 93436, 93454, 93101, and 93013. The PHD sites serve 22,644 people who reside in one of these zip codes. This represents 81.7% of patients served in 2018. These service area ZIP codes are consistent with patient origin data reported by ZIP code in the annual Uniform Data System (UDS) report and at least 75 percent of current health center patients reside within these zip codes, as identified in the most recent UDS report. The service area is appropriate as per HRSA's expectations.

Ms. Taggart motioned that the Board approve the service area based on where the patients reside as per the zip codes listed in form 5b; Mr. Herrington seconded.

**Motion Carried Unanimously.**

### **4. Board Meeting Calendar-Dr. Metz**

Dr. Metz reviewed the list of dates for the Health Center Board meetings in calendar year 2020 as presented in the Board packet.

Mr. Chapelle motioned that the Board approve the meeting dates through 2020 as shown; Mr. Osbourne seconded.

**Motion Carried Unanimously.**

[Dr. Baldwin joined the meeting at 12:23pm]

### **5. Board Member Self Evaluation-Mr. Gamble**

Mr. Gamble reminded the Board that their annual Board evaluations should be submitted to staff by the November 20<sup>th</sup> Board meeting. The evaluation form was provided to anyone in attendance who wanted to submit it after the current meeting.

## **VIII. Standing Reports:**

### **1. September 2019 Financial Report-Ms. Jacobson**

As September is also the end of the first quarter for fiscal year 19-20, Ms. Jacobson presented both the monthly and quarterly financial report to the Board. Currently, expenditures are outpacing revenues, with a year-to-date deficit of \$588K. Ms. Jacobson partially attributed the deficit to vacations, medical leave and vacancies with also the timing of 330b grant activities. Medi-Cal, state/local funds and the Federal 330 grant are all under budget while Medicare is over budget by

\$122K. Revenues ended the quarter below budget at 88.7% with expenses on track at 92.7% of the budget. Staff will continue to work toward revenue enhancements for both the health center and pharmacy operations. Ms. Jacobson concluded her presentation with a photo of Chair Szymanski with health center staff when the Board of Supervisors declared August 4-10 National Health Center Week.

Mr. Hutton motioned that the HC Board approve and accept the September 2019 monthly and quarterly financial report; Ms. Castellanos seconded.

**Motion Carried Unanimously.**

**2. Policy Review Committee-Ms. Taggart**

Ms. Taggart shared with the Board that the policy review committee has reviewed the 3 policies presented for the month of October and that there were no issues.

Ms. Taggart motioned that the Board approve and accept the policies as written, Mr. Herrington seconded.

**Motion Carried Unanimously.**

**3. Provider Appointments-Dr. Baldwin**

Dr. Baldwin introduced Dr. Tasoula Vorvolakos as the newest provider set to join the Lompoc health center in early November. Dr. Vorvolakos is a locum tenens provider and will be filling the vacancy in Lompoc pediatrics until a full-time provider is hired.

Mr. Herrington made the motion to approve Dr. Vorvolakos for initial appointment; Ms. Taggart seconded.

**Motion Carried Unanimously.**

**4. Executive Director's Report-Dr. Metz**

Dr. Metz referred the Board members to the director's report that was handed out to attendees at the start of the meeting, rather than in the Board packet. Dr. Metz notified the Board that the clinics have been very much involved with the recent public safety power shutoffs (PSPS) and emergency preparedness. Kudos was extended to the PHD nursing staff that operate and maintain the standby emergency shelters for these types of events.

The recruitment is underway for the Carpinteria health center administrator position and Dr. Metz is hopeful that a candidate will be identified by the end of the year. Regarding the patient volume report, per day visits showed a 4% increase over the previous month but were short of the monthly target. Dr. Metz reiterated that PHD needs to do better and is hoping to avoid repeating the low amounts reported this past Spring.

**IV. Member Announcements**

Ms. Taggart announced that she is resigning from the HC Board and sent her resignation notice to Dr. Metz earlier this week. Ms. Taggart expressed appreciation for serving on the Board since its inception in 2010 and for working alongside such a fine group of people.

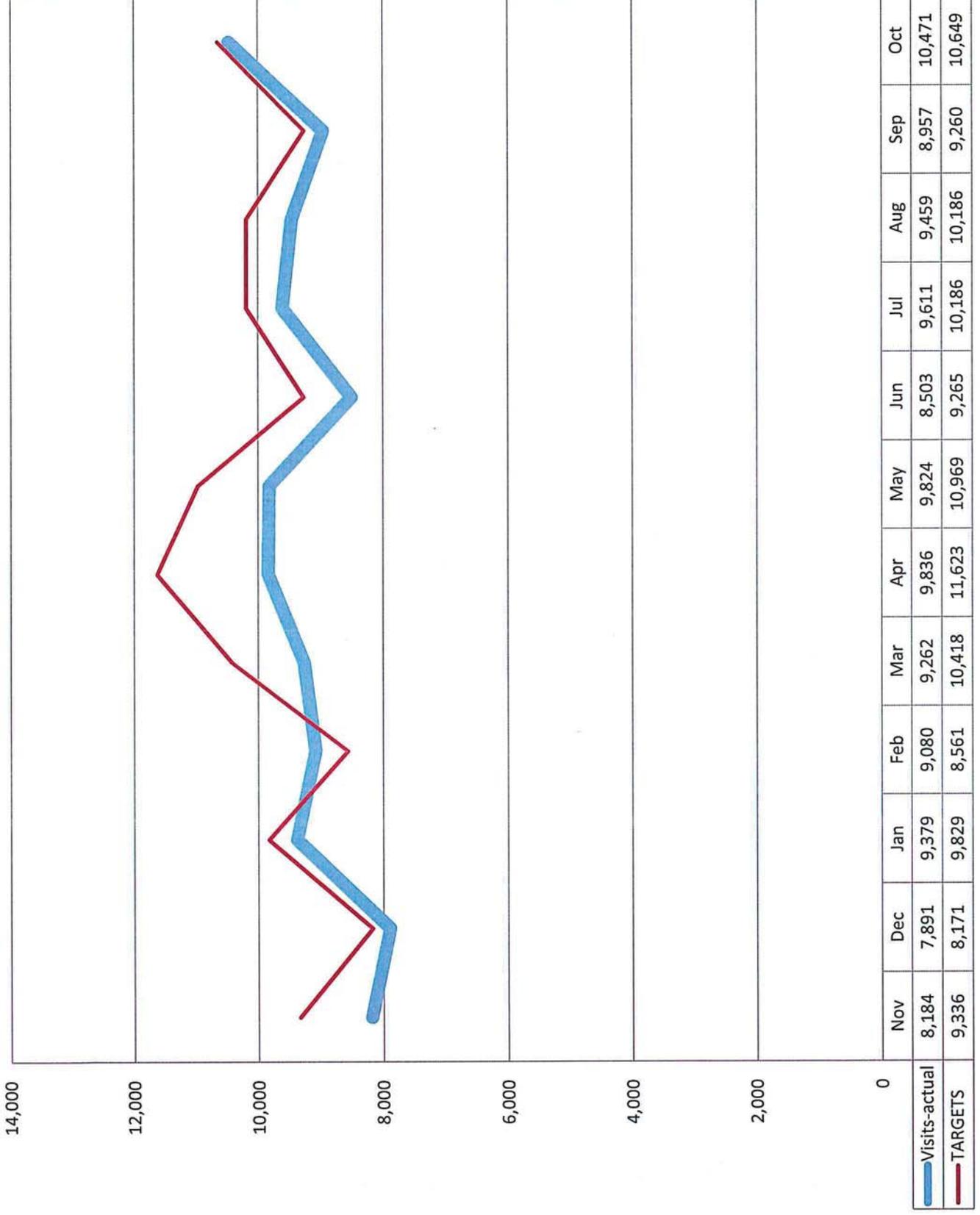
**V. Closed Session for Executive Director Evaluation-Do Reynoso**

All non-board members were excused at 1:07pm for a closed session review of Dr. Metz' annual performance evaluation as the health center executive director with Public Health Director Van Do-Reynoso. The closed session of the Health Center Board concluded at 1:17pm

**IX. Adjournment**

Meeting was adjourned at 1:18pm

## Patient Visit Trending Over 12 Months



MEETING DATE: 11/20/2019

AGENDA ITEM NO.: VI.2

**HEALTH CENTER BOARD  
PUBLIC HEALTH DEPARTMENT**

Date: 11/13/2019

To: Health Center Board

From: Douglas Metz

Subject: Proposed New Board Member

**RECOMMENDATION:**

Staff recommends that the HC Board vote & approve Board membership for Cynthia Guerrero who was introduced at October's HC Board meeting.

**DISCUSSION/BRIEF SUMMARY OF ITEM:**

The membership application for Ms. Guerrero is attached in the November 2019 HC Board packet.

# Health Center Board Membership Application

**Instructions:** Complete each section of this application; *do not leave sections blank*. Enter N/A if question is not applicable. Completed applications can be emailed to [kendall.johnston@sbcphd.org](mailto:kendall.johnston@sbcphd.org) or faxed to 805-681-5200.

First Name: Gynthia Marie Last Name: Guerrero

Home Address: 4764 Ashdale street

Mailing Address: \_\_\_\_\_

City: Santa Barbara Zip: 93110

Primary Phone: 805) 459-4361 Secondary Phone: (\_\_\_\_)

Email Address: bearheart1957@gmail.com @\_\_\_\_\_

**Demographics (Please select one)**

1. Gender Assigned at Birth:  Male  Female  Decline to State
2. Ethnicity:  Hispanic or Latino  Non-Hispanic or Non-Latino  Decline to State
3. Race:
- Native Hawaiian
  - Other Pacific Islander
  - Asian
  - Black/African American
  - American Indian/Alaska Native (Black Foot)
  - White/Caucasian
  - Decline to state
4. Age Group:
- 18-30
  - 31-42
  - 43-55
  - 55-65
  - 65+
  - Decline to state

5. Occupation: Retired  Self-Employed  Unemployed

Do you receive more than 10% of your income from the health care industry\*?  YES  NO  
 Health Care Industry is defined as involvement in the delivery of providing preventative, remedial, and therapeutic services provided by hospitals and other institutions, nurses, doctors, dentists, medical administrators, government agencies, voluntary agencies, non-institutional care facilities, pharmaceutical and medical equipment manufacturers and health insurance companies.

6. Are you currently or have you ever been an employee at any of the Santa Barbara County Health Care Centers?  YES  NO

7. Are any members of your immediate family employed by the Public Health Department?  YES  NO

8. Check any of the boxes below that indicate any experience you have in the following fields:

Government Service  Health administration  Human resources  Law

Marketing/Public relations  Finance  Other: \_\_\_\_\_

9. Within the last 2 years, have you sought medical services for yourself or a dependent at one or more of the Santa Barbara County Health Centers? If so, which location?

YES  NO Location:  Santa Barbara  Santa Maria  Lompoc  
 Carpinteria  Franklin

10. Do you require assistance in order to participate in Board activities, such as transportation or translation services?  YES  NO If Yes, Please Describe:

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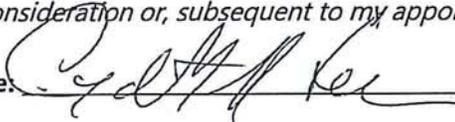
11. Please list current or most recent volunteer activities:

Organization	Duties	Length of Time Volunteering
7/24/2007 Santa Barbara 2/14/2010 Rescue mission	Overseeing the Homeless Women's housing	
5/14/2012 " "	f1 "	
4/17/2014		

12. Please explain why you are interested in serving the Health Care Center Board:

so that I can see both parties unite and give each other feedback and learn as we go on.

*My signature affirms that all information is true to the best of my knowledge and that I understand that any misstatement of fact or misrepresentation of credentials may result in this application being disqualified from further consideration or, subsequent to my appointment to the Board may result in my dismissal.*

Signature:  Date: 9/9/19

**For Administrative Purposes Only**

- Applicant Met with Executive Director/Board Chair. Date: \_\_\_\_\_
- Applicant Reviewed by Health Center Board. Date: \_\_\_\_\_
- Health Center Board Approval Date: \_\_\_\_\_
- Health Center Board Denial Date: \_\_\_\_\_
- Conflict of Interest Form Completed

Notes:

MEETING DATE: 11/20/19

AGENDA ITEM NO.: VI.3

**HEALTH CENTER BOARD  
PUBLIC HEALTH DEPARTMENT**

Date: 11/13/2019

To: Health Center Board

From: Douglas Metz

Subject: Nomination & Election of Board Officers

**RECOMMENDATION:**

Review the nominated slate of Board Officers:

Skip Szymanski – Chair

Vacant – Vice Chair

Discuss and approve slate as nominated or revise slate if requested by Board members.

Approve slate of nominees for a vote at the December Board meeting

**DISCUSSION/BRIEF SUMMARY OF ITEM:**

This item is in accordance with the Bylaws: "Nominations for Board officers shall be made at the regular November meeting. A nominee may decline nomination.

Officers shall be elected annually by a majority vote of these members present and voting, as the first order of business at the December meeting of the Board."

MEETING DATE: 10/20/2019

AGENDA ITEM NO.: VII.1

**HEALTH CENTER BOARD  
PUBLIC HEALTH DEPARTMENT**

Date: 10/12/2019

To: Health Center Board

From: Suzanne Jacobson

Subject: Financial Report for October 2019

**RECOMMENDATION:**

That the Board: Accept and approve the Financial Report for October 2019

**DISCUSSION/BRIEF SUMMARY OF ITEM:**

Financial Report and Narrative for period ended 10/31/2019.

**Santa Barbara County Public Health Department**

**Community Health Center Board**

*Financial Statement Narrative for **October, 2019***

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

<u>Financial Results:</u>	<u>Year to Date</u>	<u>August</u>
Revenues:	\$17,917,677	\$4,887,369
Expenditures:	\$18,618,057	\$4,998,911
Net Surplus/(Deficit):	<b>(\$700,380)</b>	<b>(\$111,541)</b>

**Revenue Highlights:**      **Year to Date Variance (91.5%)**      **October Variance (99.8%)**  
**Over (Under) Budget**

Medicaid/Medicare:	<b>(\$1,216,212)</b>	\$141,586
Local/State Funds:	<b>(\$514,958)</b>	<b>(\$281,230)</b>
Federal 330 grant:	<b>(\$173,174)</b>	\$55,837

**Expenditure Highlights:**      **Year to Date Variance (95.0%)**      **October Variance (102.1%)**  
**Over (Under) Budget**

Personnel/Benefits:	<b>\$174,352</b>	<b>\$90,633</b>
Pharmaceuticals:	<b>(\$687,195)</b>	<b>(\$109,847)</b>
Physician Fees:	<b>\$47,369</b>	<b>\$153,749</b>
Other Office Expenses:	<b>(\$161,710)</b>	<b>\$16,893</b>
Indirect Costs:	<b>(\$116,607)</b>	<b>(\$12,106)</b>

**Financial Results Discussion**

Our Community Health Center financial results for October 2019 reflect a negative *month to date* net financial impact of **(\$111,541)** and *year to date* net financial impact of **(\$700,380)**.

Year to date, our revenues are at 91.5% of budget and our expenditures are at 95.0% of budget. The good news is that Medi-Cal revenues for the month were very close to budget (99%) which is an improvement from previous months this fiscal year. October total revenues month to date came in at 99.8% of budget. We are hoping that this trend continues, although the next two months of November and December have a lot of holidays and will likely have revenues that will lag behind budget. Hopefully, the Health Centers can rally in January to make real progress on our *year to date* deficit.

## **Revenue Highlights:**

*We have negative variances for the following:*

- Medicaid and Medicare Revenue – Medi-Cal, hopefully, will be improving in the coming months with efforts to increase patient volume in the Health Centers. Medicare is currently tracking above budget.
- Local/State Funds – Below budget so far, but still very early in the year. We hope to improve our Medi-Cal revenues to use less of our local funds.
- Federal 330 Grant Funds – Below budget due to timing of drawdowns of funds. We are trying to perform the drawdowns more often to stay more current.

## **Expenditure Highlights:**

*We have positive variances for the following:*

- 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.
- Other Office Expenditures – Under budget due to the timing of invoices from OCHIN Epic for the Electronic Health Record Software. These generally are delayed and track approximately one month behind the services performed.
- Indirect Costs – Calculated as a percentage of total direct costs and under budget since total direct costs are under budget.

*And negative variances for:*

- Salaries and Benefits – Over budget due to the fact that October had 31 days and no holidays. The annual budget is divided equally by 12, so there are lower budgeted dollars (about 30 days' worth) than actual expenses for months with 31 days and more budgeted dollars with months with fewer working days, like February. We are hopeful that it should all even out by the end of the fiscal year.
- Physician Fees – Invoices for certain contract physician fees that tend to lag behind are starting to catch up and actually currently exceed our year to budget because of physician vacancies.

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

	FY 19-20 ADOPTED BUDGET	FY 19-20 As of 10-31-19 BUDGET	FY 19-20 As of 10-31-19 YTD ACTUALS	FY 19-20 October YTD Variance	FY 19-20 YTD % of Budget	ONE MONTH ADJUSTED BUDGET	FY 19-20 October ACTUALS	FY 19-20 October Variance	FY 19-20 Oct % of Budget
<b>REVENUES</b>									
<b>PROGRAM INCOME</b>									
Medicaid	\$ (39,270,200)	\$ (13,090,067)	\$ (11,561,415)	\$ 1,528,652	88%	\$ (3,272,517)	\$ (3,223,755)	\$ 48,762	99%
Medicare	(5,478,400)	(1,826,133)	(2,138,573)	(312,440)	117%	(456,533)	(646,882)	(190,348)	142%
Self-pay (includes HAP)	(1,772,100)	(590,700)	(718,619)	(127,919)	122%	(147,675)	(184,380)	(36,705)	125%
<b>LOCAL AND STATE FUNDS</b>									
State/Local Funds-TSAC/GF	(9,387,616)	(3,129,205)	(2,614,247)	514,958	84%	(782,301)	(501,071)	281,230	64%
<b>FEDERAL 330 GRANT</b>	(2,100,000)	(700,000)	(526,826)	173,174	75%	(175,000)	(230,837)	(55,837)	132%
<b>OTHER FEDERAL FUNDING</b>									
ADAP	(766,000)	(255,333)	(357,997)	(102,664)	140%	(63,833)	(100,444)	(36,611)	157%
<b>TOTAL REVENUE</b>	<b>\$ (58,774,316)</b>	<b>\$ (19,591,439)</b>	<b>\$ (17,917,677)</b>	<b>\$ 1,673,761</b>	<b>91.5%</b>	<b>\$ (4,897,860)</b>	<b>\$ (4,887,369)</b>	<b>\$ 10,490</b>	<b>99.8%</b>
<b>EXPENDITURES</b>									
<b>PERSONNEL</b>	\$ 22,208,800	\$ 7,402,933	\$ 7,943,090	\$ 540,157	107%	\$ 1,850,733	\$ 2,096,174	\$ 245,442	113%
FRINGE BENEFITS	14,195,500	4,731,833	4,366,028	(365,805)	92%	1,182,958	1,028,150	(154,809)	87%
<b>TOTAL PERSONNEL</b>	<b>36,404,300</b>	<b>12,134,767</b>	<b>12,309,119</b>	<b>174,352</b>	<b>101%</b>	<b>3,033,692</b>	<b>3,124,324</b>	<b>90,633</b>	<b>103%</b>
<b>TRAVEL</b>									
PHD Carpool	62,200	20,733	20,161	(572)	97%	5,183	5,544	360	107%
Transportation - Local Mileage	26,100	8,700	7,140	(1,560)	82%	2,175	2,958	783	136%
Training and Travel	88,500	29,500	9,486	(20,014)	32%	7,375	3,488	(3,887)	47%
<b>TOTAL TRAVEL</b>	<b>176,800</b>	<b>58,933</b>	<b>36,787</b>	<b>(22,146)</b>	<b>62%</b>	<b>14,733</b>	<b>11,989</b>	<b>(2,744)</b>	<b>81%</b>
<b>SUPPLIES</b>									
Medical Supplies	630,400	210,133	206,127	(4,006)	98%	52,533	38,132	(14,401)	73%
Office Supplies	168,000	56,000	55,175	(825)	99%	14,000	12,694	(1,306)	91%
Pharmaceuticals	6,724,000	2,241,333	1,554,139	(687,195)	69%	560,333	450,487	(109,847)	80%
Bus Tokens	20,000	6,667	-	(6,667)	0%	1,667	-	(1,667)	0%
<b>TOTAL SUPPLIES</b>	<b>7,542,400</b>	<b>2,514,133</b>	<b>1,815,441</b>	<b>(698,693)</b>	<b>72%</b>	<b>628,533</b>	<b>501,313</b>	<b>(127,221)</b>	<b>80%</b>
<b>CONTRACTUAL</b>									
Janitorial Services	303,500	101,167	85,129	(16,038)	84%	25,292	25,442	150	101%
Physician Fees	2,080,900	693,633	741,003	47,369	107%	173,408	327,158	153,749	189%
Professional Services	816,000	272,000	193,004	(78,996)	71%	68,000	51,294	(16,706)	75%
<b>TOTAL CONTRACTUAL</b>	<b>3,200,400</b>	<b>1,066,800</b>	<b>1,019,135</b>	<b>(47,665)</b>	<b>96%</b>	<b>266,700</b>	<b>403,893</b>	<b>137,193</b>	<b>151%</b>
<b>OTHER</b>									
Building Maintenance	35,200	11,733	8,152	(3,581)	69%	2,933	4,704	1,770	160%
Communications	287,600	95,867	88,819	(7,047)	93%	23,967	22,847	(1,119)	95%
Data Processing	912,100	304,033	228,894	(75,140)	75%	76,008	-	(76,008)	0%
Liability Insurance	361,800	120,600	120,468	(132)	100%	30,150	30,117	(33)	0%
Malpractice Insurance	452,600	150,867	167,068	16,201	111%	37,717	41,767	4,050	0%
Other Clinical Expenditures	268,500	89,500	83,512	(5,988)	93%	22,375	21,056	(1,319)	94%

Santa Barbara County Public Health Department Health Care Centers  
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 For the Month of October 2019 - Fiscal Year 2019-20

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Other Office Expenditures	1,309,700	436,567	274,857	(161,710)	63%	109,142	126,035	16,893	115%
Public Health Lab Services	90,000	30,000	503	(29,497)	2%	7,500	-	(7,500)	0%
Rents & Leases	141,600	47,200	38,492	(8,708)	82%	11,800	18,956	7,156	161%
Services County Provided	146,200	48,733	28,638	(20,095)	59%	12,183	28,638	16,455	235%
Utilities	404,200	134,733	167,810	33,076	125%	33,683	64,422	30,739	191%
<b>TOTAL OTHER</b>	<b>4,409,500</b>	<b>1,469,833</b>	<b>1,207,211</b>	<b>(262,622)</b>	<b>82%</b>	<b>367,458</b>	<b>358,543</b>	<b>(8,915)</b>	<b>98%</b>
<b>TOTAL DIRECT COSTS</b>	<b>\$ 51,733,400</b>	<b>\$ 17,244,467</b>	<b>\$ 16,387,692</b>	<b>\$ (856,774)</b>	<b>95.0%</b>	<b>\$ 4,311,117</b>	<b>\$ 4,400,062</b>	<b>\$ 88,947</b>	<b>102.1%</b>
<b>INDIRECT COST (13.61% OF TADC)</b>	<b>7,040,916</b>	<b>2,346,972</b>	<b>2,230,365</b>	<b>(116,607)</b>	<b>95.0%</b>	<b>586,742.98</b>	<b>598,848</b>	<b>12,106</b>	<b>102.1%</b>
<b>TOTAL BUDGET</b>	<b>\$ 58,774,316</b>	<b>\$ 19,591,439</b>	<b>\$ 18,618,057</b>	<b>\$ (973,381)</b>	<b>95.0%</b>	<b>\$ 4,897,860</b>	<b>\$ 4,998,911</b>	<b>\$ 101,052</b>	<b>102.1%</b>
<b>Net Surplus/ Deficit</b>	<b>\$ (0)</b>	<b>\$ (0)</b>	<b>\$ 700,380</b>	<b>\$ 700,380</b>		<b>\$ (0)</b>	<b>\$ 111,541</b>	<b>\$ 111,541</b>	

**HEALTH CENTER BOARD  
PUBLIC HEALTH DEPARTMENT**

Date: November 13, 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 November 2019.

<b><u>POLICY NO.</u></b>	<b><u>TITLE</u></b>
1. 04-C-191	Vaccine Adverse Event Reporting System (VAERS)
2. 05-C-262	Pregnancy Testing Walk-Ins
3. 12-C-566	Management of Behaviors Interrupting Patient Care
4. 11-C-555	Medical Marijuana
5. 16-C-617	Same Day Access for Patient Appointments
6. 96-C-077	Well Child Clinic (WCC) Referrals
7. 06-C-278	Clinician Scheduling in Health Care Centers
8. 18-C-641	Kiosk Receptacles for Patient Disposal
9. 12-C-577	Child Health and Disability Prevention (CHDP) Program Billing Process
10. 96-C-099	California Children's Service (CCS) Patients Seen at County Clinics
11. 08-C-314	Fraud, Waste and Abuse Prevention, Detection and Correction
12. 18-C-639	Scheduling Lactation Appointments

<p>Santa Barbara County  <b>PUBLIC Health</b>    DEPARTMENT</p>	<p>Number: 04-C-191</p>
<p>Prepared By: Yvette Calhoun, RN, Director of Nursing, Performance Improvement Coordinator</p>	<p>Effective Date: 11/20/2019  Original Date: 1/13/2004</p>
<p>Authorized By: Polly Baldwin, MD, Medical Director</p>	<p>Next Review Date: 11/20/2020</p>
<p><b>TITLE: Vaccine Adverse Event Reporting System (VAERS)</b></p>	

**POLICY**

Any clinically significant adverse event that occurs after the administration of any vaccine licensed in the United States will be reported through the Vaccine Adverse Event Reporting System (VAERS).

**PURPOSE**

To direct providers on how and when to report clinically important adverse events that occur after vaccination of adults and children.

<p>Santa Barbara County  <b>PUBLIC Health</b>    DEPARTMENT</p>	<p>Number: 05-C-262</p>
<p>Prepared By: Polly Baldwin, MD, Medical Director</p>	<p>Effective Date: 11/20/2019</p>
<p>Authorized By: Douglas Metz, DPM, MPH, Deputy Director</p>	<p>Original Date: 7/1/2007</p>
<p>TITLE: Pregnancy Testing Walk-Ins</p>	<p>Next Review Date: 11/20/2020</p>

**POLICY**

It is the policy of Santa Barbara County Public Health Department clinics to provide appropriate health care including the performing of pregnancy testing when requested.

**PURPOSE**

To help encourage women to enter into prenatal care early during their pregnancy, clinics will offer walk-in pregnancy testing.

<p>Santa Barbara County  <b>PUBLIC Health</b>    DEPARTMENT</p>	<p>Number: 12-C-566</p>
<p>Prepared By: Polly Baldwin, MD, Medical Director</p>	<p>Effective Date: 11/20/2019  Original Date: 5/4/2012</p>
<p>Authorized By: Polly Baldwin, MD, Medical Director; Douglas Metz, DPM, MPH, Deputy Director PCFH</p>	<p>Next Review Date: 11/20/2020</p>
<p><b>TITLE: Management of Behaviors Interrupting Patient Care</b></p>	

**POLICY**

It is the mission of the Santa Barbara County Health Care Centers (SBCHCC) to provide safe and effective medical care to all patients. When a patient's behavior interrupts the ability of the SBCHCC staff to provide care to the patient, or other patients, the Staff and Providers at the SBCHCCs have the right to defer treatment of the patient.

**PURPOSE**

To establish a policy and procedure for the staff and providers at the SBCHCC to identify and intervene when a patient's behavior is threatening, abusive or the patient is under the influence at the time of the visit and the staff or providers believe they are not able to provide safe or effective care.

<p>Santa Barbara County</p>  <p><b>PUBLIC Health</b> DEPARTMENT</p>	<p>Number: 11-C-555</p>
<p>Prepared By: Polly Baldwin, MD, Medical Director</p>	<p>Effective Date: 11/20/2019</p> <p>Original Date: 6/6/2011</p>
<p>Authorized By: Supervising Physicians and Medical Practices Committee</p>	<p>Next Review Date: 11/20/2020</p>
<p><b>TITLE: Medical Marijuana</b></p>	

**POLICY**

The Public Health Department (PHD) Health Care Providers will not recommend medical marijuana or write prescriptions for marijuana use. At this time, there is little medical evidence supporting that marijuana is equal or superior to other available treatment modalities.

**PURPOSE**

To give support and guidance to PHD clinicians in the management of patients with complex conditions when medical marijuana is requested or considered.

<p>Santa Barbara County</p>  <p><b>PUBLIC Health</b> DEPARTMENT</p>	<p>Number: 16-C-617</p>
<p>Prepared By: Melissa Gomez, R.N., Performance Improvement Coordinator</p>	<p>Effective Date: 11/20/2019</p> <p>Original Date: 2/1/2014</p>
<p>Authorized By: Polly Baldwin MD, Medical Director, and Douglas Metz DPM, Deputy Director</p>	<p>Next Review Date: 11/20/2020</p>
<p><b>TITLE: Same Day Access for Patient Appointments</b></p>	

**POLICY**

The Health Care Center (HCC) appointment schedules will provide access in a timely manner and whenever possible follow the standard time frames highlighted below for same day visits, preventive care, non-urgent visits, and prenatal visits to meet acute and routine patient care needs. To the extent possible patients will be scheduled with the patient’s Primary Care Provider (PCP).

**PURPOSE**

To offer patients access, flexibility, consistency and convenience for scheduling appointments

<p>Santa Barbara County  <b>PUBLIC Health</b>    DEPARTMENT</p>	<p>Number: 96-C-077</p>
<p>Prepared By: Jeanie Sleigh, Health Center Administrator</p>	<p>Effective Date: 11/20/2019  Original Date: 7/1/2008</p>
<p>Authorized By: Douglas Metz, DPM, MPH, Deputy Director, PCFH</p>	<p>Next Review Date: 11/20/2020</p>
<p><b>TITLE: Well Child Clinic (WCC) Referrals</b></p>	

**POLICY**

The Public Health Department (PHD) system of care and, specifically, the Well Child Clinic (WCC) has an obligation to facilitate the follow up of children with identified health care problems. This policy and procedure establishes the processes that guide the staff.

**PURPOSE**

To ensure that a child identified with a specific health problem is referred to the proper specialist as ordered by the provider.

Applicable staff:

- Front Office Staff
- RN
- MA

Santa Barbara County <b>PUBLIC Health</b> DEPARTMENT	<b>Number: 06-C-278</b>
<b>Prepared By: Polly Baldwin, MD, Medical Director</b>	<b>Effective Date: 11/20/2019</b>
	<b>Original Date: 3/1/2006</b>
<b>Authorized By: Douglas Metz, DPM, MPH, Deputy Director PCFH</b>	<b>Review Date: 11/20/2020</b>
<b>TITLE: Clinician Scheduling in Health Care Centers</b>	

## POLICY

The Deputy and Medical Director submit an annual budget forecast to the PHD Director and Board of Supervisors with projected expenses and revenues. The revenue figure includes the projected number of patient visits. Based on current and historical patient encounter information, the annual budget will be developed with the following expectations for the number of encounters each provider will achieve.

The Health Center Administrators (HCA) with the input of the AOP supervisors and clinician leadership will establish appointment schedules that meet established PCFH leadership goals for quality, access to care, and fiscal integrity.

## PURPOSE

- Establish a general procedure for creating, managing, and balancing provider schedules, for individual providers and within provider teams
- Define terms, establish goals, set objectives, and provide guidelines for schedules in order to reach a level of clinician productivity that balances patient access with PHD operational capacity and business necessities.
- To define a procedure where all HCC staff understand their role in achieving the clinical and financial goals.

<p>Santa Barbara County  <b>PUBLIC Health</b>  DEPARTMENT</p> 	<p><b>Number 18-C-641</b></p>
<p><b>Prepared By: Carol Millage, PharmD  Pharmacy Director</b></p>	<p><b>Effective Date: 11/20/2019</b></p>
<p><b>Authorized By: Dana Gamble, Assistant  Deputy Director</b></p>	<p><b>Original Date: 03/13/2018</b></p>
<p><b>TITLE: Kiosk Receptacles for Patient Disposal</b></p>	<p><b>Next Review Date: 11/20/2020</b></p>

**POLICY**

It is the policy of the Public Health Department that state and federal regulations are followed for pharmaceutical take back receptacles.

**PURPOSE**

The purpose of this Policy and Procedure is to provide guidance for clinic and pharmacy staff regarding the appropriate requirements for and maintenance of prescription drug take-back service.

<p>Santa Barbara County  <b>PUBLIC Health</b>    DEPARTMENT</p>	<p><b>Number: 12-C-577</b></p>
<p><b>Prepared By: Terry Boyd-Gamson, Health Care Program Coordinator</b></p>	<p><b>Effective Date: 11/20/2019</b></p> <p><b>Original Date: 12/10/2012</b></p>
<p><b>Authorized By: Suzanne Jacobson, CPA, Chief Financial Officer</b></p>	<p><b>Next Review Date: 11/20/2020</b></p>
<p><b>TITLE: Child Health and Disability Prevention (CHDP) Program Billing Process</b></p>	

**POLICY**

As a Federally Qualified Health Center (FQHC) CHDP provider, Santa Barbara County HCCs will bill Medi-Cal for services provided under the CHDP program for health assessment services performed on Medi-Cal recipients from birth to 21 years of age. All billing for the CHDP program will be billed in accordance with existing FQHC rules, with the exception CHDP eligible non-Medi-Cal recipients. These services will be billed fee-for-service.

**PURPOSE**

This policy is to provide instructions on the proper billing procedure for the Child Health and Disability Prevention (CHDP) program, a limited set of preventive services to eligible low income children and youth in California. The services include health and developmental history; physical exam; dental, nutritional and developmental assessments; vision and hearing screening; immunizations; lab screening including hemoglobin and blood lead; tuberculosis, lead and tobacco risk assessments; anticipatory guidance and appropriate health education, based on the Bright Future Periodicity Schedule or meets one of the criteria for a Medically Necessary Inter-periodic Health Assessment services (MNIHA)

<p>Santa Barbara County  <b>PUBLIC Health</b>    DEPARTMENT</p>	<p>Number: 96-C-099</p>
<p>Prepared By: Terry Boyd-Gamson Health Care Program Coordinator.</p>	<p>Effective Date: 11/20/2019  Original Date: 6/23/2008</p>
<p>Authorized By: Suzanne Jacobson, Fiscal Director</p>	<p>Next Review Date: 11/20/2020</p>
<p><b>TITLE: California Children's Service (CCS) Patients Seen at County Clinics</b></p>	

**POLICY**

The Public Health Department will see CCS eligible patients for CCS specific conditions when the patient presents with CCS authorizations and is scheduled with a CCS paneled provider. PHD will provide services for CCS patients for unrelated CCS conditions and bill the patient's guarantor or insurance.

**PURPOSE**

The purpose of this policy is to provide instructions on registration and billing for CCS eligible patients.

	<b>Number: 08-C-314</b>
<b>Prepared By: Janice J Payment, Health Care Program Coordinator</b>	<b>Effective Date: 11/20/2019</b> <b>Original Date: 05/01/2010</b>
<b>Authorized By: Suzanne Jacobson, CFO and Douglas Metz, Deputy Director PCFH</b>	<b>Next Review Date: 11/20/2020</b>
<b>TITLE: Fraud, Waste and Abuse Prevention, Detection and Correction</b>	
<div style="border: 1px solid black; padding: 5px; text-align: center;"> <input checked="" type="checkbox"/> Approved by Santa Barbara Health Center Board on 1/23/2019 (See Board Meeting minutes) </div>	

**POLICY**

It is the Public Health Department’s policy to ensure that its employees, service providers, management, and any contractor(s) or agent(s) of the entity exercise due diligence in the prevention, detection, and correction of fraud, waste and abuse. The PHD promotes an ethical culture of compliance with all State and Federal regulatory requirements, and mandates the reporting of any suspected fraud, waste and abuse immediately to a supervisor, the Public Health Billing and Coding Compliance Officer, or the County of Santa Barbara Compliance Officer.

**PURPOSE**

The purpose of this policy and procedure is to ensure that all employees, contractors and agents of the Public Health Department understand their role in the prevention, detection and correction of fraud, waste and abuse.

<p>Santa Barbara County  <b>PUBLIC Health</b>    DEPARTMENT</p>	<p><b>Number: 18-C-639</b></p>
<p><b>Prepared By: Susan Liles, Nutrition Services Manager; Ed Tran, Assistant Deputy Director Community Health</b></p>	<p><b>Effective Date: 11/20/2019</b></p> <p><b>Original Date: 11/7/2017</b></p>
<p><b>Authorized By: Douglas Metz, DPM, MPH, Deputy Director PCFH</b></p>	<p><b>Next Review Date: 11/20/2020</b></p>
<p><b>TITLE: Scheduling Lactation Appointments</b></p>	

**POLICY**

Santa Barbara Public Health Department (PHD) will promote breastfeeding as normal nutrition for infants up to age one year and beyond and ensure that breastfeeding support is available for patients needing assistance.

**PURPOSE**

To ensure standardization of scheduling for Lactation Consultant appointments for high-risk breastfeeding issues and determine the best service options for patients/clients.

MEETING DATE: Nov 20, 2019

AGENDA ITEM NO.: VII.4

**HEALTH CENTER BOARD  
PUBLIC HEALTH DEPARTMENT**

Date: 11/20/2019

To: HC Board

From: Melissa Gomez RN

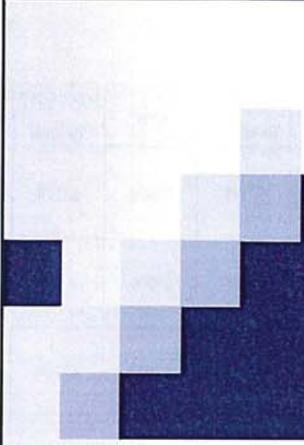
Subject: Quality Update-2019 monthly quality improvement measures update  
(October data)

**RECOMMENDATION:** for review

That the Board: Review

**DISCUSSION/BRIEF SUMMARY OF ITEM:**

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



## Monthly Medical Quality Update performance improvement measures 2019

Melissa Gomez RN CCM 11/2019

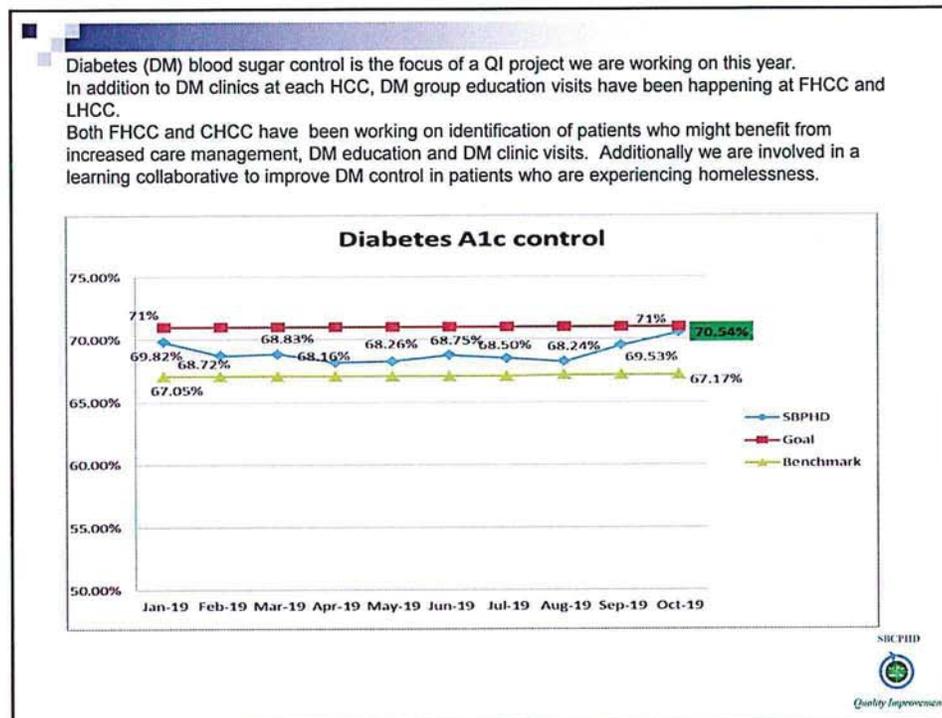


## Measures for Improvement 2019

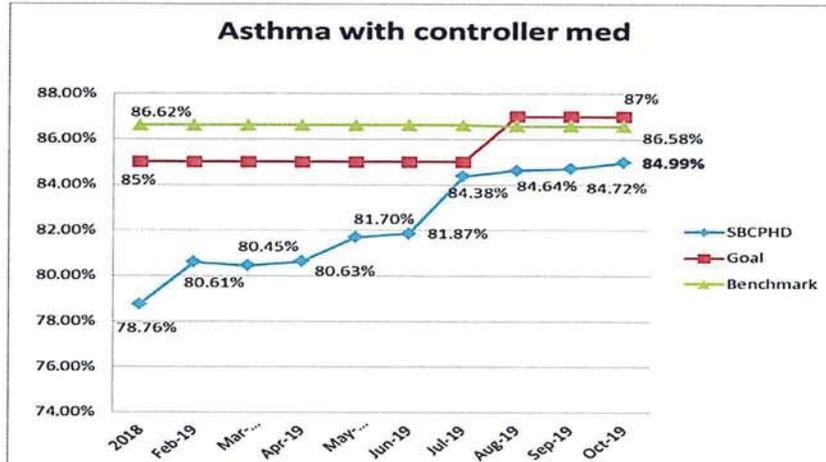
- Diabetes Control
- Asthma with appropriate medication
- Hypertension
- Depression screening and intervention
- Breast cancer screening(Mammography)
- Patient satisfaction with wait time(in clinic)-  
crossroads quarterly report



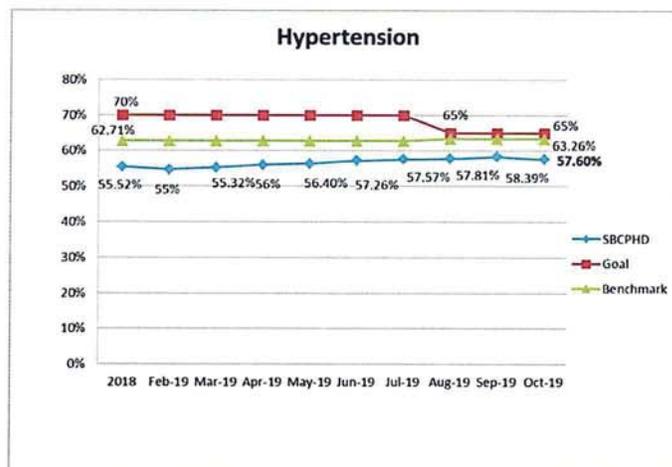
Performance Measure 2019 EPIC(10/31/18 to 10/31/19)	Patients	Percentage	Homeless	Percentage Homeless	Goal	HRSA 2018 National
	Total		Total			
HbA1c 9 or less	2109	70.54%	88	57.14%	71.00%	67.17%
	3020		154			
Asthma- persistent asthma and on controller medication	334	84.99%	14	73.68%	87.00%	86.58%
	393		19			
Hypertension- Blood Pressure controlled with last BP less than 140/90	2917	57.60%	132	40.87%	65.00%	63.26%
	5064		323			
Depression Screening with intervention if screening is positive	6762	43.64%	486	53.82%	60.00%	70.57%
	15496		903			
Mammography -women 50-74 q2 years(Data for 12 months, 10/31/18-10/31/19)	1624	50.31%	21	16.54%	59%	58.0%
	3228		127			



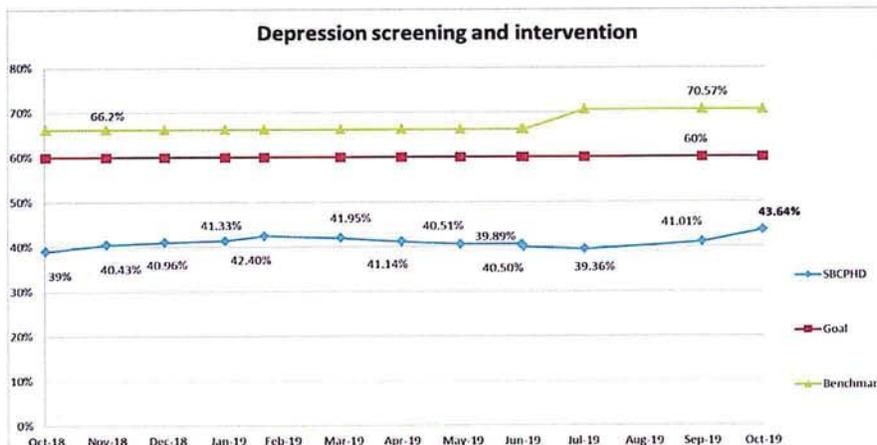
We have seen over a 6% improvement in this measure since the start of the year-As the EHR staff and the providers continue to work on improved asthma action plans and training on diagnosis codes we should see ongoing improvement. For our competitive grant submission we have increased our goal to 87%



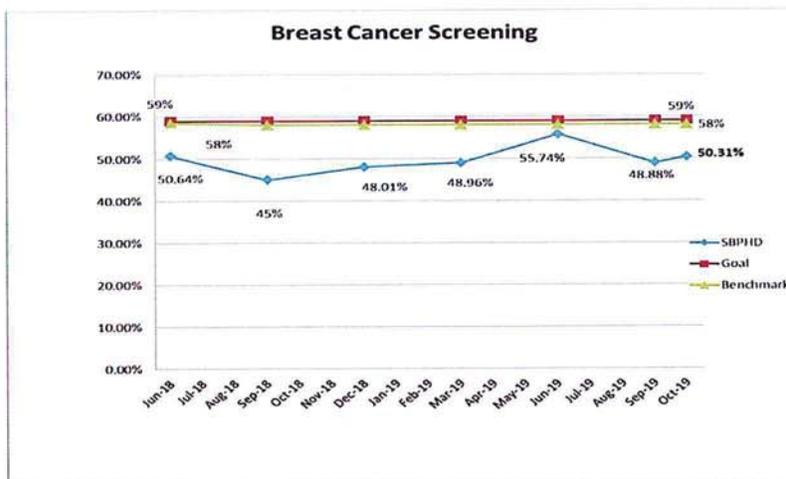
There has been almost a 3% improvement in blood pressure control since the start of the year. We adjusted our goal from 70% to 65%, which is a more realistic goal and is above the benchmark of 63.26% for our grant application submission

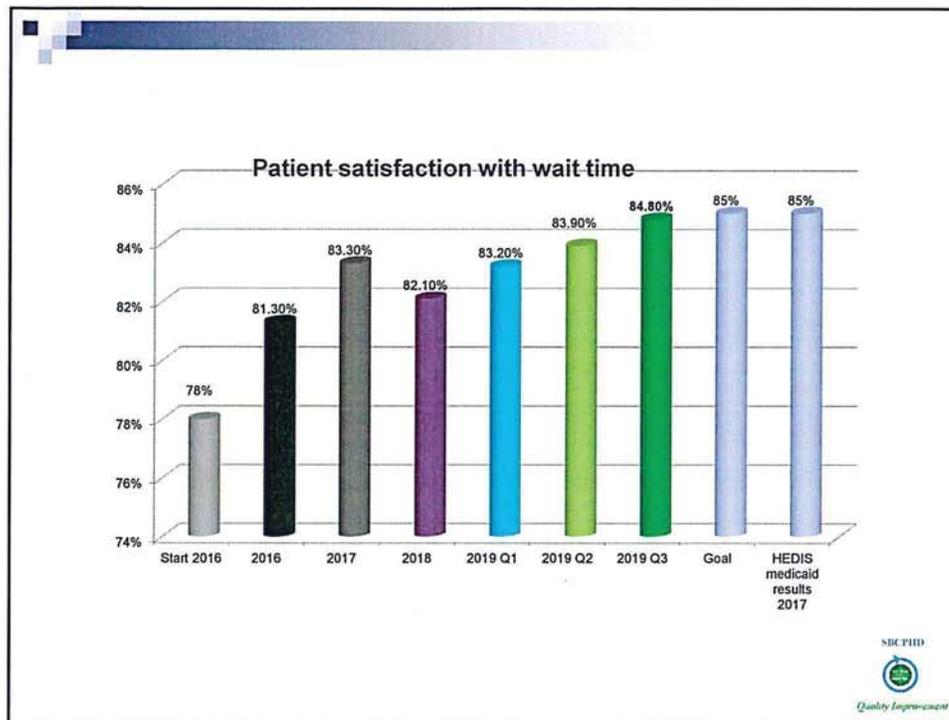


After extensive review, and training- including updated policies and workflows, we have a 2.5% movement in the right direction in the past month! PROGRESS! We will continue to focus on this screening and intervention closely as we have a long way to go to reach our goals, but this was a great i



SBHCC and FHCC have been focused on this measure and they have had great improvement. FHCC went from 48% to 56% in this quarter. Overall we continue to struggle with this measure and are working to improve both the compliance and the documentation to better capture this information





## Plan

- Increased care management at FHCC and CHCC of patients with A1c greater than 9%
- Participation in a learning collaborative hosted by the National Health Care for the Homeless Council working to improve diabetes control for patients experiencing homelessness.
- Ongoing QI work on Mammography compliance as well as work on documentation and data
- Implementation of workflow for depression screening and intervention with close follow-up as we work to greatly improve on this measure
- Continued Care team work on Asthma action plans.

MEETING DATE: 11/20/2019

AGENDA ITEM NO.: VII.5

**HEALTH CENTER BOARD  
PUBLIC HEALTH DEPARTMENT**

Date: 11/13/2019

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, November 20, 2019  
**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"> <li>● <b>HRSA Relations</b> (Ralph Barbosa, Dana Gamble)</li> </ul>	<ul style="list-style-type: none"> <li>▪ SAC grant continuation application completed and submitted 9/26!</li> </ul>
<ul style="list-style-type: none"> <li>● <b>Santa Barbara</b> (Paola Hurtado)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Participated in the Great Shake Out Drill</li> <li>▪ Facilitated Alliance for Living and Dying Well In-service</li> <li>▪ Facilitated Evacuation Chair Training for Floor Evacuation Coordinators</li> <li>▪ Facilitated Fire Extinguisher Training for Floor Evacuation Coordinators</li> <li>▪ Conducted N95 Fit testing</li> <li>▪ Prepared for Planned Safety Power Shutoff</li> <li>▪ SBHCC had Every Woman Counts Program review and received a score of 98% compliance</li> <li>▪ Conducted Walkthrough of SBHCC for Department Heads</li> </ul>
<ul style="list-style-type: none"> <li>● <b>Franklin</b> (Elvia Lopez)</li> </ul>	<ul style="list-style-type: none"> <li>▪ On boarded New Office Professional</li> <li>▪ Held interviews for the FHCC Behavioral Health Specialist position</li> <li>▪ Completed and passed Vaccines For Children audit</li> <li>▪ Participated in the Great Shake Out Drill 10/17</li> <li>▪ Staff participated in yearly Fire Drill-no casualties!</li> </ul>
<ul style="list-style-type: none"> <li>● <b>Carpinteria</b> (Interim: Elvia Lopez)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Participated in Carpinteria Children's Project health fair</li> <li>▪ Alliance for Living and Dying Well Inservice</li> <li>▪ New Behavioral Specialist joined the CHCC team</li> <li>▪ Completed and passed Vaccines For Children audit</li> <li>▪ Participated in the Great Shake Out Drill 10/17</li> </ul>
<ul style="list-style-type: none"> <li>● <b>Santa Maria</b> (Michael Camacho-Craft)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Completed biannual Vaccines For Children audit in full compliance</li> <li>▪ Participated in Righetti High School health fair</li> <li>▪ Administered flu vaccinations at the New Cuyama health fair</li> <li>▪ Collaborated with Dignity Health on homeless resource assessment</li> </ul>

<ul style="list-style-type: none"> <li>● <b>Lompoc</b> (Jeanie Sleight)</li> </ul>	<ul style="list-style-type: none"> <li>▪ HCA conducted a Site Tour and informal interview along with Medical Director and LHCC Supervising Physician for potential Pediatrician</li> <li>▪ LHCC Annual Employee Flu Clinic was conducted and completed</li> <li>▪ HCA and Provider Staff attended Annual Bridges to Resilience Conference</li> <li>▪ Hosted Medical Assistants and Pharmacy Staff for a lunch and gifts in celebration of National MA and Pharmacy Week</li> <li>▪ Participated in the “Great Shakeout Drill”</li> <li>▪ Underwent Annual VFC State Audit with NO findings</li> <li>▪ Attended meeting for Phase I Report Out of LHCC Marketing Plan</li> <li>▪ LHCC Safety Committee conducted required annual Table Top Disaster Drill</li> <li>▪ Participated in Annual Disaster Preparedness Exercise planning meetings</li> <li>▪ Participated in PeRC (Aces Implementation) program planning meeting</li> <li>▪ Conducted/Coordinated Several Important Community/Program Meetings: <ul style="list-style-type: none"> <li>○ Conducted Tri-Annual HCH Team Meeting (All staff present; presentation provided by Home for Good and Continuum of Care)</li> <li>○ Homeless Death Report/Slides Reviewed with PHD Steering Committee</li> <li>○ Coordination of Carp Connect Community Stakeholder Meeting to discuss progress thus far and increase participation in the project</li> <li>○ Conducted Quarterly UDS Planning Meeting</li> <li>○ Attended/Participated in Key Community Meetings/Events Pertaining to Residents Experiencing Homelessness</li> <li>○ Central Coast Water Quality Control Board: The Intersection of Water Quality and People Experiencing Homelessness on the Central Coast</li> <li>○ Union Pacific Rail Road/Highway 101 Corridor Safety Task Force regarding cleaning up and clearing corridor</li> </ul> </li> <li>▪ Attended World Homeless Day event with Home for Good</li> <li>▪ Coordinated AmeriCorp volunteers for service with PHD</li> </ul>
<ul style="list-style-type: none"> <li>● <b>Pharmacy</b> (Carol Millage)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Pharmacy Director met with Congressman Carbajal in round table with other health care stakeholders in the community regarding the high costs of pharmaceuticals; significant input was provided and the issue of 340B was promoted and discussed during the roundtable</li> <li>▪ Worked with the C-suite team to provide data for 340B advocacy for Medi-Cal in an effort to maintain the revenues that are currently captured through the MCO contract</li> <li>▪ Started implementation of using Kalderos to assist with auditing for duplicate discounts; so far no claims of concern have been found</li> <li>▪ The Pharmacist-in-Charge, Matt Nguyen, completed comprehensive Supervisory training through the University of California Davis</li> </ul>
<ul style="list-style-type: none"> <li>● <b>Clinical Lab</b> (Linda Weisman)</li> </ul>	<ul style="list-style-type: none"> <li>▪ The Clinical Laboratories at all three sites participated in the Great Shakeout Earthquake Drill</li> <li>▪ Linda returned to the Clinical Lab after 6 weeks of leave and 2 weeks working from home</li> <li>▪ Crystal Ho and Linda met with Beckman Coulter regarding a cost neutral solution to replacing the hematology analyzer with an upgraded model</li> <li>▪ Linda attended the College of American Pathologists (CAP) webinar, “2019 CAP Accreditation Checklist Updates: Changes that Matter” to prepare for the unannounced accreditation inspection due between February and May 2020</li> </ul>

<ul style="list-style-type: none"> <li>● <b>Health Information Management / HIPAA / Data Security</b> (Dana Gamble, June English, Laura Lui)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Training: <ul style="list-style-type: none"> <li>○ Staff HIPAA and Compliance training updates are nearly complete but reports continue to be issues. Working out arrangements for January 23 training with Linda Garrett with BeWell. Free CEU offered.</li> </ul> </li> <li>▪ Privacy: <ul style="list-style-type: none"> <li>○ Incidents: 2 issues under review</li> </ul> </li> <li>▪ Policies: <ul style="list-style-type: none"> <li>○ Alt Communication (texting, email, etc.) policy approved by IT. Form has been drafted</li> </ul> </li> <li>▪ Nothing new to report</li> </ul>
<ul style="list-style-type: none"> <li>● <b>PCMH</b> (Karla Quintana, Melissa Gomez, Polly Baldwin, Doug Metz)</li> </ul>	
<ul style="list-style-type: none"> <li>● <b>Customer Service</b> (Health Center Administrators)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Nothing new to report</li> </ul>

# PATIENT VOLUME REPORT\*

October 2019

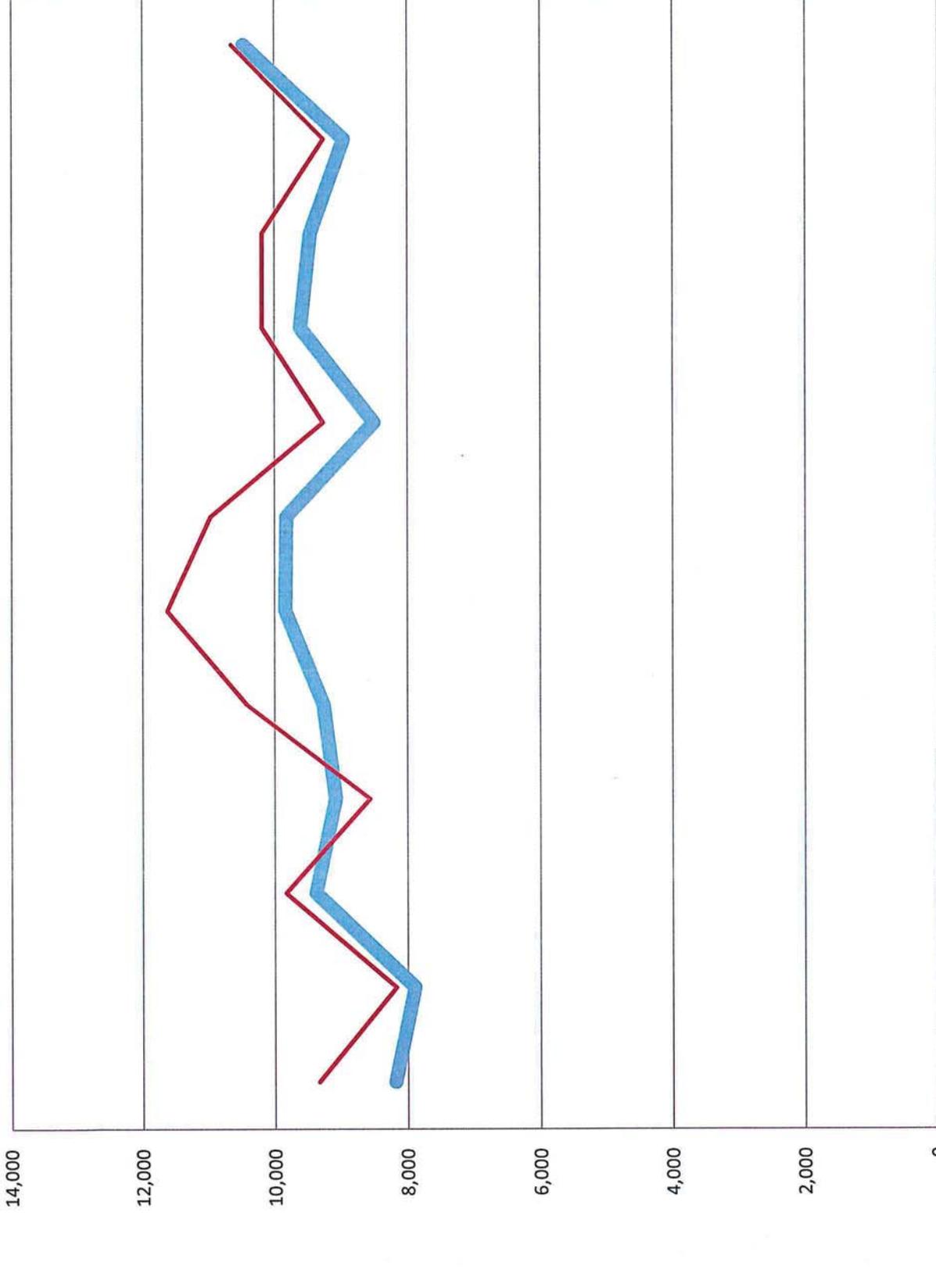
Site	"Billable" Visits This Month	Visits Last Month	Unique Patients This Month	Unique Patients Last Month	Notes
Carpinteria HCC	698	657	550	524	<b>October = 23 clinic days</b> <b>30 visits / day – decrease by 10% over last month</b>
Franklin HCC	1,143	1,062	870	842	<b>50 visits / day – decrease by 6% over last month</b>
Franklin Elementary School Clinic (1 evening/wk)	0	0	0	0	(Quoting Alice Cooper, "School is out")
Lompoc HCC	3,256	2,767	2,402	2,103	<b>142 visits / day - increase by 3% over last month</b>
Santa Barbara HCC	2,649	2,106	1,808	1,517	<b>115 visits / day - increase by 10% over last month</b>
Santa Maria HCC	2,406	2,141	1,521	1,396	<b>105 visits / day – decrease by 3%</b>
Homeless Shelters (3 sites combined)	155	121	119	99	
Outside Sites: PHN Home Visits, Hospital, Deliveries, SNF, etc.)	164	113	163	112	
<b>TOTALS</b>	<b>10,471</b>	<b>8,967</b>	<b>7,433</b>	<b>6,593</b>	Note: <b>October pt. visits/day = 455, an increase of 2% over last month but short of the monthly target of 509 by 11%</b>
% difference of pts/day from previous month	2% Increase of daily pts over last month				Summary: A month trending in the right direction, but short of targeted patient visit goals; treading water in our goal of increasing visits.

## 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 = 17%	Avg. across all sites = 16%	
"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



Visits-actual	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
TARGETS	8,184	7,891	9,379	9,080	9,262	9,836	9,824	8,503	9,611	9,459	8,957	10,471
	9,336	8,171	9,829	8,561	10,418	11,623	10,969	9,265	10,186	10,186	9,260	10,649