

The County of Santa Cruz Integrated Community Health Center Commission

AGENDA

November 10th, 2016 @ 12:30 pm

Meeting Location:

1080 Emeline Avenue, Small Auditorium (basement), Santa Cruz, CA 95060

ORAL COMMUNICATIONS - Any person may address the Commission during its Oral Communications period. Presentations must not exceed three (3) minutes in length, and individuals may speak only once during Oral Communications. All Oral Communications must be directed to an item not listed on today's Agenda, and must be within the jurisdiction of the Commission. Commission members will not take actions or respond immediately to any Oral Communications presented, but may choose to follow up at a later time, either individually, or on a subsequent Commission Agenda.

Welcome and Introductions

1. Welcome/Introductions
2. Oral Communications
3. Review and Accept October 13th, 2016 Meeting Minutes
4. Budget/Financial Update
5. CEO Update
6. Quality Management Committee Update
 - a. Summer 2016 Patient Survey

Action Items from Previous Meetings:

Action Item	Person(s) Responsible	Date Completed	Comments
Action Item 1: Invite Santa Cruz Aids Project (SCAP) to a presentation	Amy Peeler		
Action Item 2: Phone Meeting with Gustavo Mendoza and Amy Peeler to discuss the availability and services for undocumented persons.	Amy Peeler	9/20/2016	
Action Item 3: Schedule a commission meeting in Watsonville and a tour of the Watsonville Health Clinic requested by Rahn Garcia.	Jessica McElveny		
Action Item 4: The Commission would like a speaker on Drug Medi-Cal.	Amy Peeler		
Action Item 5: The Commission asked if Jessica could send out a survey for a time change for the meeting	Jessica McElveny		

Next meeting: December 8th 12:30 pm-2:30 pm (small auditorium, 1080 Emeline, Santa Cruz, CA)

The County of Santa Cruz Integrated Community Health Center Commission

Minute Taker: Kristina Riera

Minutes of the meeting held *October 13, 2016*

1. Attendance	
Rahn Garcia	Vice-Chair
Christina Berberich	Member
Pamela Hammond	Member
Fernando Alcantar	Member
Kristen Meyer	Member
Nicole Pfeil	Member
Dinah Phillips	Member
Dr. Arnold Leff	Interim Health Officer
Amy Peeler	County of Santa Cruz, Health Services, CEO of Clinics
Raquel Ramirez-Ruiz	County of Santa Cruz, Health Services, Senior Health Center Manager
Kristina Riera	County of Santa Cruz, Health Services, Analyst
Nikki Yates	County of Santa Cruz, Health Services, Accountant III
Meeting Commenced at 12:38 pm and concluded at 1:35 pm	
2. Apologies/Absent	
Apologies were noted from: Rama Khalsa and Gustavo Mendoza	
3. Oral Communications	
4. Review of September 8, 2016 minutes	
Christina Berberich motioned for the acceptance of the minutes, the motion was seconded by Fernando Alcantar. The rest of the members present were in favour.	
5. Public Health Update	
Dr. Leff did an update on Public Health	
6. Budget/Financial Update	
Nikki Yates, provided a budget/financial update.	
7. Quality Management	
Raquel Ramirez-Ruiz reviewed the privileging policy. Dinah motioned for the acceptance of this policy, the motion was seconded by Fernando. The rest of the members present were in favour. Rahn Garcia excused himself at 1:15 pm and Christina Berberich assumed the role of Acting Chairperson for the remainder of the meeting.	
8. CEO Update	
Amy Peeler, CEO provided an update.	
Action Item 1: The Commission would like a speaker on Drug Medi-Cal.	Amy Peeler
Action Item 2: The Commission asked if Jessica could send out a survey for a time change for the meeting	Jessica McElveny

Next Meeting: *November 10th at 12:30 pm at 1080 Emeline Ave, Santa Cruz, CA*

Minutes approved _____ / / _____
 (Signature of Board Chair or Co-Chair) (Date)

**All Clinics
Financials Ending 10/31/2016**

	Sum of Budget	Sum of Actual	Sum of Estimated Actuals	Variance	Variance %	Notes
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EXPENDITURES

CLINIC ADMINISTRATION	5,436,296.00	1,942,494.36	5,598,483.84	162,187.84	3%	
CORAL STREET CLINIC (HPHP)	4,083,111.00	840,717.89	3,321,983.77	(761,127.23)	-19%	
EMELINE CLINIC	6,821,776.00	1,802,773.11	6,141,950.99	(679,825.01)	-10%	
FORENSIC SERVICES	98,831.00	25,443.44	67,975.45	(30,855.55)	-31%	
MENTAL HEALTH FQHC	10,961,603.00	0.00	3,326,310.00	(7,635,293.00)	-70%	
WATSONVILLE CLINIC	6,245,760.00	1,628,533.44	5,530,842.92	(714,917.08)	-11%	
WATSONVILLE DENTAL	2,150,000.00	114,865.59	1,921,197.95	(228,802.05)	-11%	

TOTALS	35,797,377.00	6,354,827.83	25,908,744.92	(9,888,632.08)	-28%	
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REVENUES

CORAL STREET CLINIC (HPHP)	4,311,066.00	212,037.07	3,973,423.00	(337,643.00)	-8%	
EMELINE CLINIC	7,004,453.00	840,993.81	5,494,972.00	(1,509,481.00)	-22%	Down providers
MENTAL HEALTH FQHC	12,061,603.00	1,385,529.85	4,426,310.00	(7,635,293.00)	-63%	Billing issues remaining
WATSONVILLE CLINIC	7,224,071.00	1,644,369.79	7,534,602.00	310,531.00	4%	
WATSONVILLE DENTAL	2,656,785.00	514,916.47	1,921,198.00	(735,587.00)	-28%	Lag time between service at post date about 30 days

				0.00		
TOTALS	33,257,978.00	4,597,846.99	23,350,505.00	(9,907,473.00)	-30%	

Grand Total	2,539,399.00	1,756,980.84	2,558,239.92			Overall budget even
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Year January-16			Year July-16			Percentage Points Change
Total Surveys Collected: 219			Total Surveys Collected: 274			
In general, what is the quality of your health?						
Excellent	0	0%	Excellent	16	6%	Survey question was modified in July 2016 and is therefore not comparable to previous survey.
Outstanding	14	6%	Outstanding	0	0%	
Very Good	0	0%	Very Good	48	18%	
Good	86	39%	Good	102	37%	
Fair	0	0%	Fair	87	32%	
Some chronic Issues	76	35%	Some chronic Issues	0	0%	
Poor	9	4%	Poor	17	6%	
No Response	34	16%	No Response	4	1%	
How would you rate our concern for your privacy?						
Outstanding	73	33%	Outstanding	68	25%	-9%
Good	109	50%	Good	149	54%	5%
Ok	21	10%	Ok	42	15%	6%
Needs Improvement	4	2%	Needs Improvement	8	3%	1%
Poor	1	0%	Poor	0	0%	0%
No Response	11	5%	No Response	7	3%	-2%
How often have you visited The County of Santa Cruz, Health Services Agency within the past year?						
1-3 Visits	43	20%	1-3 Visits	93	34%	14%
4-6 Visits	74	34%	4-6 Visits	61	22%	-12%
6 + Visits	90	41%	6 + Visits	103	38%	-4%
No Response	12	5%	No Response	17	6%	1%
Type of Payment?						
MediCal	155	71%	MediCal	177	65%	-6%
M-Care	19	9%	M-Care	17	6%	-2%
Combo	27	12%	Combo	34	12%	0%
Self-Pay	11	5%	Self-Pay	25	9%	4%
Private	1	0%	Private	3	1%	1%
No Response	6	3%	No Response	18	7%	4%
Ease of Scheduling your visit:						
Outstanding	60	27%	Outstanding	88	32%	5%
Good	125	57%	Good	132	48%	-9%
Ok	17	8%	Ok	31	11%	4%
Needs Improvement	11	5%	Needs Improvement	14	5%	0%
Poor	1	0%	Poor	2	1%	0%
No Response	5	2%	No Response	7	3%	0%
Was the person who scheduled your visit nice and helpful?						
Very Much	185	84%	Very Much	230	84%	1%
Somewhat	12	5%	Somewhat	19	7%	-1%
Neutral	17	8%	Neutral	11	4%	4%
Not Really	0	0%	Not Really	1	0%	0%
Absolutely Not	0	0%	Absolutely Not	1	0%	0%
No Response	5	2%	No Response	12	4%	-2%
Ease of our business hours?						
Outstanding	59	27%	Outstanding	62	23%	-4%

Health Services Agency

Patient Satisfaction Survey Data

All Three Clinics

Good	128	58%	Good	158	58%	-1%
Ok	13	6%	Ok	31	11%	5%
Needs Improvement	2	1%	Needs Improvement	7	3%	2%
Poor	1	0%	Poor	0	0%	0%
No Response	16	7%	No Response	16	6%	-1%
Do you know how to reach us during after hours?						
Yes	93	42%	Yes	111	41%	-2%
No	95	43%	No	128	47%	3%
No Response	31	14%	No Response	35	13%	-1%
Do you have a MyChart account to access your health information online?						
Yes	33	15%	Yes	56	20%	5%
No	159	73%	No	181	66%	-7%
No Response	27	12%	No Response	37	14%	1%
Do you Access Medications or Lab Results?						
Yes	21	10%	Yes	28	10%	1%
No	6	3%	No	21	8%	5%
No Response	192	88%	No Response	225	82%	-6%
Do you get your Discharge Instructions?						
Yes	6	3%	Yes	4	1%	-1%
No	21	10%	No	45	16%	7%
No Response	192	88%	No Response	225	82%	-6%
Do you send your doctor secure email messages?						
Yes	17	8%	Yes	23	8%	1%
No	10	5%	No	26	9%	5%
No Response	192	88%	No Response	225	82%	-6%
Do you refill your prescriptions request?						
Yes	9	4%	Yes	15	5%	1%
No	18	8%	No	34	12%	4%
No Response	192	88%	No Response	225	82%	-6%
Do you check details of past or upcoming appointments?						
Yes	21	10%	Yes	30	11%	1%
No	6	3%	No	19	7%	4%
No Response	192	88%	No Response	225	82%	-6%
Do you schedule an appointment?						
Yes	5	2%	Yes	10	4%	1%
No	22	10%	No	39	14%	4%
No Response	192	88%	No Response	225	82%	-6%
If you do not have online access, why not?						
I do not have Internet	33	15%	I do not have Internet	40	15%	0%
I do not have a computer	49	22%	I do not have a computer	53	19%	-3%
Doctor/Staff never asked me	35	16%	Doctor/Staff never asked me	38	14%	-2%
No interest in Online Access	30	14%	No interest in Online Access	41	15%	1%
Other	0	0%	Other	2	1%	1%
No Response	72	33%	No Response	100	36%	4%

Was the staff at the reception desk nice and helpful?

Very Much	168	77%	Very Much	212	77%	1%
Somewhat	17	8%	Somewhat	24	9%	1%
Neutral	14	6%	Neutral	6	2%	-4%
Not Really	0	0%	Not Really	1	0%	0%
Absolutely Not	0	0%	Absolutely Not	1	0%	0%
No Response	20	9%	No Response	30	11%	2%

How long did you wait in the reception area beyond your scheduled visit time?

0 - 5 Mins	62	28%	0 - 5 Mins	77	28%	0%
5-20 Mins	76	35%	5-20 Mins	117	43%	8%
20-40 mins	43	20%	20-40 mins	39	14%	-5%
Other	7	3%	Other	8	3%	0%
No Response	31	14%	No Response	33	12%	-2%

How long did you wait in the exam room before the doctor appeared?

0 - 5 Mins	48	22%	0 - 5 Mins	82	30%	8%
5-20 Mins	105	48%	5-20 Mins	125	46%	-2%
20-40 mins	25	11%	20-40 mins	19	7%	-4%
Other	3	1%	Other	5	2%	0%
No Response	38	17%	No Response	43	16%	-2%

Did you have privacy at all times during your visit?

Yes	179	82%	Yes	216	79%	-3%
No	5	2%	No	10	4%	1%
No Response	35	16%	No Response	48	18%	2%

Was the nurse/medical assistant nice and helpful?

Very Much	163	74%	Very Much	215	78%	4%
Somewhat	22	10%	Somewhat	23	8%	-2%
Neutral	9	4%	Neutral	9	3%	-1%
Not Really	0	0%	Not Really	0	0%	0%
Absolutely Not	1	0%	Absolutely Not	0	0%	0%
No Response	24	11%	No Response	27	10%	-1%

Did the nurse/medical assistant show concern for your problem?

Very Much	145	66%	Very Much	183	67%	1%
Somewhat	31	14%	Somewhat	47	17%	3%
Neutral	18	8%	Neutral	12	4%	-4%
Not Really	0	0%	Not Really	2	1%	1%
Absolutely Not	1	0%	Absolutely Not	0	0%	0%
No Response	24	11%	No Response	30	11%	0%

Did you feel that your doctor spent a fair amount of time with you?

Yes	188	86%	Yes	221	81%	-5%
No	4	2%	No	12	4%	3%
No Response	27	12%	No Response	41	15%	3%

Did you feel comfortable asking the doctor about your healthcare?

Yes	185	84%	Yes	209	76%	-8%
No	4	2%	No	4	1%	0%

Health Services Agency

Patient Satisfaction Survey Data

All Three Clinics

No Response	30	14%	No Response	61	22%	9%
How would you rate the doctor's explanation of your condition, treatment options and instructions?						
Outstanding	119	54%	Outstanding	110	40%	-14%
Good	72	33%	Good	104	38%	5%
Ok	7	3%	Ok	24	9%	6%
Needs Improvement	4	2%	Needs Improvement	4	1%	0%
Poor	0	0%	Poor	2	1%	1%
No Response	17	8%	No Response	30	11%	3%
How well did your doctor include you in the healthcare decisions?						
Outstanding	112	51%	Outstanding	102	37%	-14%
Good	73	33%	Good	108	39%	6%
Ok	9	4%	Ok	24	9%	5%
Needs Improvement	5	2%	Needs Improvement	4	1%	-1%
Poor	0	0%	Poor	3	1%	1%
No Response	20	9%	No Response	33	12%	3%
Did your doctor discuss specific goals or offer support for making healthy changes during your visit, such as diet, exercise, s						
Yes	164	75%	Yes	204	74%	0%
No	22	10%	No	33	12%	2%
No Response	33	15%	No Response	37	14%	-2%
Did the Doctor give you clear information about and lab results, medical changes, specialist referrals and/or test results today						
Yes	160	73%	Yes	203	74%	1%
No	20	9%	No	22	8%	-1%
No Response	39	18%	No Response	49	18%	0%
How would you rate the skill and knowledge of the person who took your blood and worked on your lab exam?						
Outstanding	88	40%	Outstanding	90	33%	-7%
Good	76	35%	Good	103	38%	3%
Ok	10	5%	Ok	6	2%	-2%
Needs Improvement	4	2%	Needs Improvement	4	1%	0%
Poor	0	0%	Poor	1	0%	0%
N/A	0	0%	N/A	23	8%	8%
No Response	41	19%	No Response	47	17%	-2%
If you received a lab exam, was the service prompt, comfortable, and nice?						
Outstanding	81	37%	Outstanding	77	28%	-9%
Good	74	34%	Good	100	36%	3%
Ok	12	5%	Ok	15	5%	0%
Needs Improvement	4	2%	Needs Improvement	5	2%	0%
Poor	0	0%	Poor	0	0%	0%
N/A	0	0%	N/A	23	8%	8%
No Response	48	22%	No Response	54	20%	-2%
Would you recommend this facility and its staff to your family and friends?						
Yes	192	88%	Yes	227	83%	-5%
No	4	2%	No	7	3%	1%
No Response	23	11%	No Response	40	15%	4%
Overall friendliness of our staff?						
Outstanding	109	50%	Outstanding	138	50%	1%

Health Services Agency

Patient Satisfaction Survey Data

All Three Clinics

Good	86	39%	Good	99	36%	-3%
Ok	6	3%	Ok	6	2%	-1%
Needs Improvement	2	1%	Needs Improvement	1	0%	-1%
Poor	0	0%	Poor	0	0%	0%
No Response	16	7%	No Response	30	11%	4%
Overall cleanliness of our health center?						
Outstanding	86	39%	Outstanding	106	39%	-1%
Good	98	45%	Good	121	44%	-1%
Ok	13	6%	Ok	15	5%	0%
Needs Improvement	6	3%	Needs Improvement	2	1%	-2%
Poor	0	0%	Poor	0	0%	0%
No Response	16	7%	No Response	30	11%	4%
Comment						
Yes	54	25%	Yes	103	38%	13%
No	165	75%	No	171	62%	-13%



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upport programs/groups?

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