

The County of Santa Cruz

Integrated Community Health Center Commission

MEETING AGENDA

September 4, 2024 @ 4:00pm - 5:00pm

MEETING LOCATION: In-Person – 150 Westridge, Suite 101, Watsonville, Ca 95076 and 1080 Emeline Ave., Bldg. D, Admin Conference Room, Santa Cruz, CA 95060 will connect through Microsoft Teams Meeting or call in (audio only) [+1 831-454-2222, 191727602#](tel:+18314542222191727602) United States, Salinas Phone Conference ID: 191 727 602#

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.

1. Welcome/Introductions
2. Oral Communications
3. August 14, 2024, Meeting Minutes – Action Required
4. FQHC Report
5. Quality Management Update
6. Financial Update
7. CEO Update

Action Items from Previous Meetings:	Person(s) Responsible	Date Completed	Comments
Action Item			
Send out patient satisfaction survey results	Mary	8/20/2024	E-mailed to commissioners
FQHC and how it fits into the services provided	Mary/Amy		
Overview - EHCCM/CalAim - How do we participate in the program?	Mary/Amy/Raquel		

Next meeting: Wednesday, October 2, 2024, 4:00pm - 5:00pm **Meeting Location: In-Person** - 150 Westridge, Suite 101, Watsonville, Ca 95076 and 1080 Emeline Ave., Bldg. D, Admin Conference Room, Santa Cruz, CA 95060. Commission will connect through Microsoft Teams Meeting or call in (audio only) [+1 831-454- 2222,191727602#](tel:+18314542222191727602) United States, Salinas Phone Conference ID: 191 727 602#

The County of Santa Cruz Integrated Community Health Center Commission

Minute Taker: Mary Olivares

Minutes of the meeting held September 4, 2024

TELECOMMUNICATION MEETING: Microsoft Teams Meeting - or call-in number +1 916-318-9542 -- PIN# 500021499#

Attendance	
Christina Berberich	Executive Board - Chair
Len Finocchio	Executive Board - Co-Chair
Rahn Garcia	Member
Dinah Phillips	Member
Marco Martinez-Galarce	Member
Michael Angulo	Member
Maximus Grisso	Member
Amy Peeler	County of Santa Cruz, Chief of Clinics
Raquel Ruiz	County of Santa Cruz, Senior Health Services Manager
Julian Wren	County of Santa Cruz, Admin Services Manager
Mary Olivares	County of Santa Cruz, Admin Aide
Meeting Commenced at 4:01 pm and concluded at 5:02 pm	
Excused/Absent:	
Excused: Tammi Rose Absent: Michelle Morton	
1. Welcome/Introductions	
2. Oral Communications:	
3. August 14, 2024, Meeting Minutes – Action Required	
Review of August 14, 2024, Meeting Minutes – Recommended for Approval. It was noted by one of the commissioners that the action items were not listed to agenda, Mary will add to agenda. Rahn motioned to accept minutes as amended. Len second, and the rest of the members present were all in favor. Christina abstained as she was not present at that meeting.	
4. FQHC Report	
Amy gave a Federally Qualified Health Center (FQHC) overview. An FQHC is a primary care clinic that receives federal funding to provide healthcare services to underserved communities. They provide primary care services regardless of a patient's ability to pay and offer sliding scale fees based on a patient's ability to pay. Amy reported HRSA came in 2014 to conduct our first site visit. The Health Centers received a grant from HRSA in 2015 to open the Watsonville Health and Dental Center and the addition of IBH services. In 2016, we submitted a Change in Scope to HRSA to add 330(e) to our scope. Additional grants were secured in 2016 and 2017 to implement the Medication Assistance Treatment. In 2021, the Homeless Persons Health Project received funding to purchase a mobile health unit for street medicine. Amy reported the grant amounts received for these grants totaled \$7,283,919.00. Amy stated there are only three FQHC centers in our area which are County of Santa Cruz, Santa Cruz Community Health Centers, and Salud Para la Gente. Lastly, Amy reported what makes our FQHC different as a public entity is the use of EHR at Juvenile Hall, Behavioral Health & Public Health, FQHC billing for Behavioral Health, no philanthropic fundraising, MediCruz & Access to Care for all safety-net clinics, HIV & TB Care for the community, employees as disaster service workers, and a safety net for Public Health.	
5. Quality Management Update	
Raquel reported Emeline Health Center presented this month's quarterly quality improvement. Emeline Clinic reported on well-child visits and increasing visits. Raquel stated they are working with the Alliance to reassign patients if they have been seeking services at another FQHC. Raquel also reported they received data from HRSA on the Workforce Wellbeing Survey that was conducted last year in January of 2023. She stated a dashboard for the data was created from the results of the survey. Raquel stated a sub-committee has been established to review results of survey. Raquel also reported they had finalized the staff satisfaction survey which was sent out in the middle of August to the end of August, she will come back and share results. Raquel stated the Ryan White-Patient Satisfaction Survey had been sent out and will review the results next month. Lastly, Raquel reported on Peer Review & Risk Management Committee. She stated peer review had worked on the Peer Review Policy, and they are about halfway through, and she will bring back to commission once it is finalized. She also reported they are bringing forward complaints and grievances as a team. She stated they will be doing a high-level overview and come up with common themes of grievances to bridge with all the clinics to help improve in those areas.	

6. Financial Update

This month Julian presented a high-level look at the revenue cycle. He presented Days in A/R this is how long it takes in average to receive payment; they are currently at 54 days. Julian reported average daily charges median for large CA FQHCs using Epic is \$87,211.50, we are currently at \$89,647.00. He reported on charge review days, they are currently at 2.1 days. In overall denial rate, they are currently at 11.3%. A question was asked from one of the commissioners, at the 11.3 that are denied initially how many are cured within the year what Is the percentage, Julian will report back on this number.

12. CEO Update

Amy reported in August COVID-19 was high now in September numbers are going down. She also asked commissioners if they knew anyone to sit in on our commission meetings please refer them to her. Mary to send out flier to commissioners.

Next meeting: October 9, 2024, 4:00pm - 5:00pm

Meeting Location: In- Person- 150 Westridge Drive, Suite 101, Watsonville, Ca 95076 and 1080 Emeline Ave., Bldg. Clinic. Cruz, CA 95060. Commission will connect through Microsoft Teams Meeting or call in (audio only) +1 831-451-2722,191727602# United States, Salinas Phone Conference ID: **191 727 602#**

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



Health Centers Division

Quality Management Report

September 2024



Quality Management Committee

- Quarterly Quality Improvement Presentation-
Emeline Health Center: Well-child Visits
(reassignment form)
- HRSA Workforce Wellbeing Survey
- Finalized Staff Satisfaction Survey Tool
- Patient Satisfaction Survey Results
- Ryan White-Patient Satisfaction Survey sent out



Peer Review & Risk Management Committee

- Peer Review Policy
- Complaint and Grievance Review

Questions?

Thank You





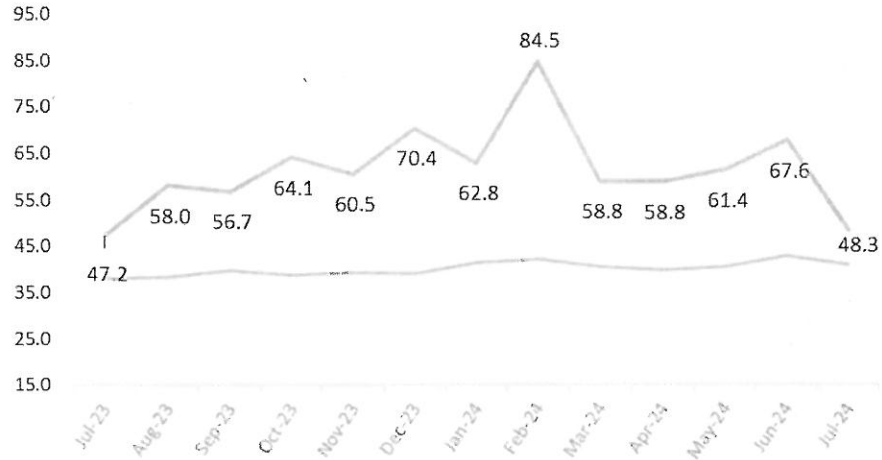
Health Centers Division

Integrated Health Care Commission Monthly Budget

9/6/24

Days In A/R

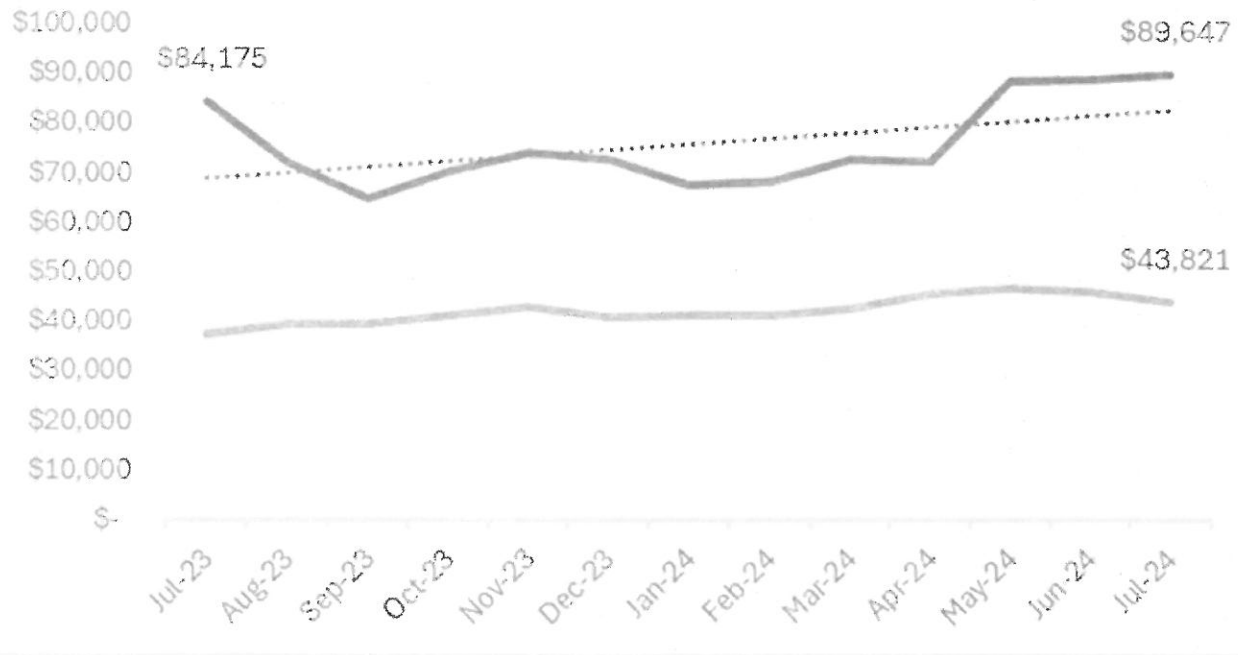
Top Performers are less than 26 days



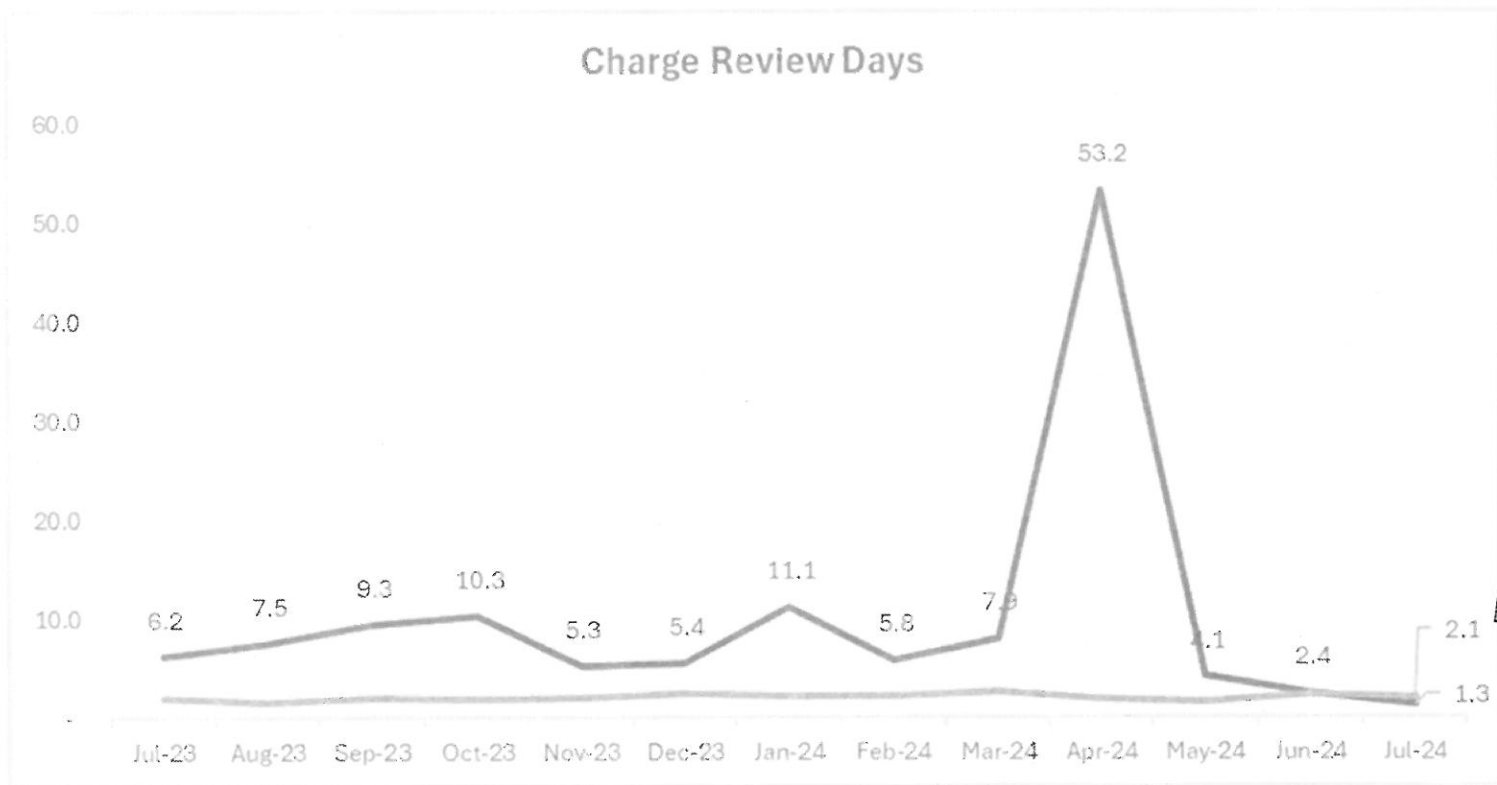
*Large CA FQHCs Ave Days in AR is 54 Days

Note for all graphs: _____ Collaborative _____ Member

Average Daily Charges

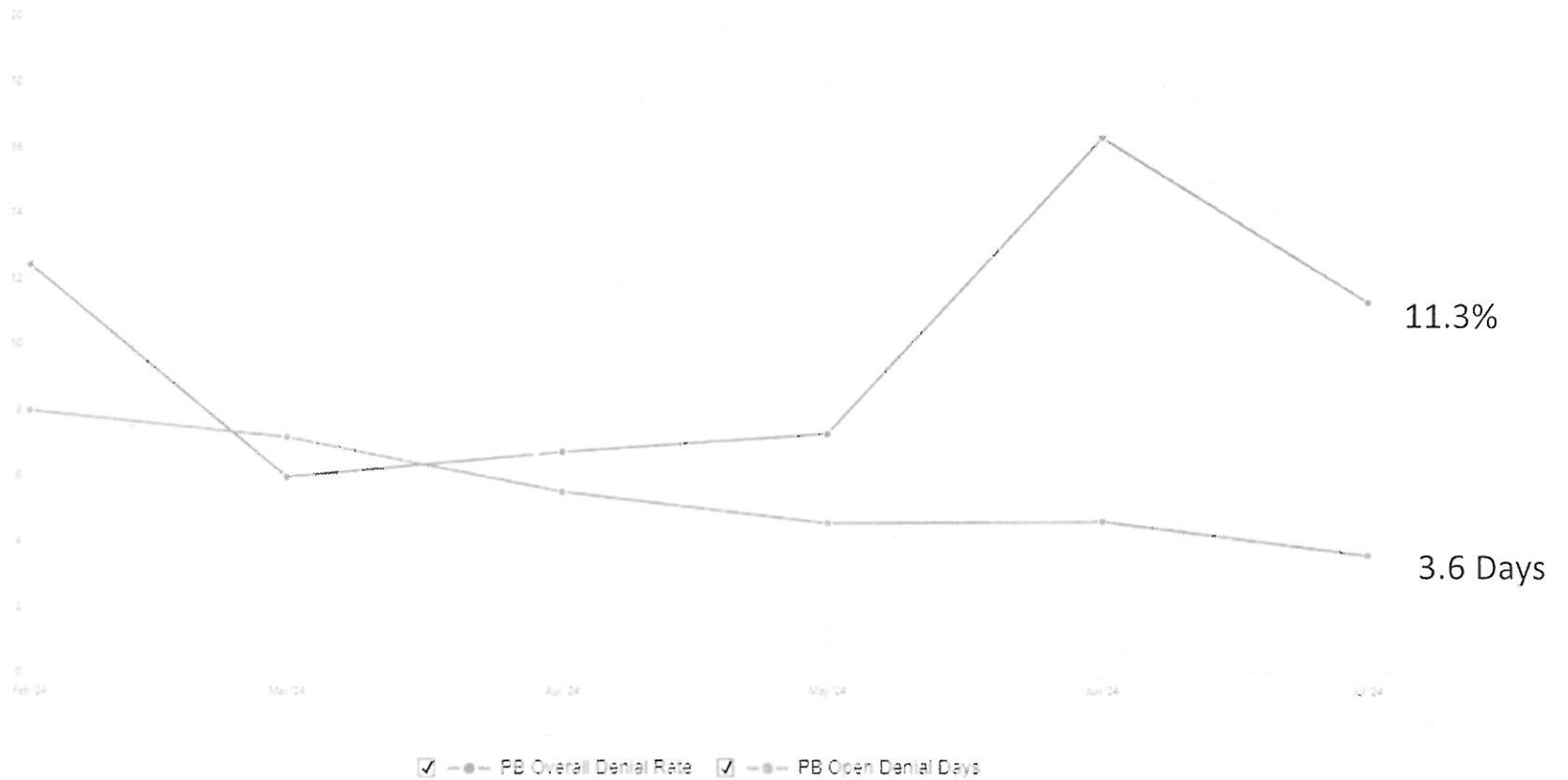


Note for all graphs: _____ Collaborative _____ Member



Note for all graphs: _____ Collaborative _____ Member

Overall Denial Rate



Top Denial Reasons for June 2024

PB Top Ten Denial Reasons (for the last 30 days)

Denial Code / Reason	Denial Count	Amount	Amount (%) *
2013-COB13-PREVIOUSLY PAID	1,150	106,397	36%
16-CO16-LACKS INFO NEEDED FOR ADJUDICATION	2,160	42,816	14%
Other	377	28,650	10%
109-CO109-NOT CVD, INCORRECT PAYER/CONTRACTOR	221	21,956	7%
22-CO22-DENIED/REDUCED, COB	192	21,529	7%
11-CO11-DX INCONSISTENT WITH PX	120	15,924	5%
29-CO29-TIME LIMIT FOR FILING HAS EXPIRED	75	14,020	5%
4-CO4-PX INCONSISTENT WITH MOD USED	187	13,056	4%
2007-COB7-PROVIDER NOT CERTIFIED ON DQS	59	11,128	4%
31-CO31-DENIED, PATIENT NOT INSURED	40	13,048	4%
97-CO97-PMT IN ALLOWANCE FOR OTHER SVC/PX	40	8,735	3%

Questions?

Thank You

