

The County of Santa Cruz Integrated Community Health Center Commission

Minute Taker: Mary Olivares

Minutes of the meeting held September 5, 2019

Attendance	
Christina Berberich	Member
Rahn Garcia	Member
Marco Martinez-Galarce	Member
Len Finocchio	Member
Caitlin Brune	Member
Pamela Hammond	Member
Raquel Ramirez Ruiz	County of Santa Cruz, Senior Health Services Manager
Julian Wren	County of Santa Cruz, Administrative Services Manager
Mary Olivares	County of Santa Cruz, Administrative Aide
Meeting Commenced at 11:09 am and Concluded at 1:03 pm	
1. Excused/Absent:	
Absent: Gustavo Mendoza Absent: Bertha Villalobos Absent: Dinah Phillips Excused: Amy Peeler	
2. Welcome/Introductions	
3. Oral Communications:	
Dr. Michele Violich, Medical Director and Walter Espinoza, Health Center Manager thanked the Commission for coming to the Watsonville Health Center (WHC). They stated last month they saw an 18% patient increase. They would like to expand the OB care and have an expanding Medication Assisted Treatment Program, but space is a limiting factor. There was much discussion on plumbing, AC issues, and long-term county space needs and functions. The Commission stated it would be useful to have a presentation on the strategic plan to understand County's long-term planning for infrastructure needs. Raquel also mentioned there is an infrastructure grant available from the Central California Alliance for Health she will investigate for construction. The Commission would like this item added on future agendas to be called "long term space needs for south county".	
4. September 5, 2019 Meeting Minutes - Action item	
Review of September 5, 2019 Meeting Minutes - Recommended for Approval. One change to minutes was to correct next meeting date to state Sept. 5, 2019. Rahn moved to accept with change of date, Caitlin second, and the rest of the members present were in favour, Christina abstained.	
5. Service Area Review-Recommend for Approval	
Raquel presented the Integrated Community Health Center Commission Annual Services Area review for approval. Raquel stated the goal is to define and review the boundaries of the catchment area to be served, including the identification of the medically underserved. This is done once a year to ensure services provided are available and accessible to residents promptly and appropriately. Raquel went over the process: review and define services area, map of medically underserved populations, Health Center locations, service area zip codes declared on HRSA Form 5B: service sites, uniform data system and review analysis & conclusions. Staff recommended to update the zip codes to more accurately reflect the patient population. Rahn moved to accept, Marco second, and the rest of the members present were in favour.	
6. Quality Management Committee Update	
Raquel reported to Commission that the Peer Review Committee is working on a tool for our employees to have a formal way to address issues observed in clinic. This will be available to employees electronically and complaints will be sent directly to Raquel for review then she will triage the complaint to the Peer Review Committee, Chief Medical Officer, Chief of Clinic Services, Medical Directors, and/or Personnel. Raquel stated she hopes to have this launched to employees within the next 2 months. Raquel also gave an update on mortality data, she stated there were six deaths reported last month and that all had received proper treatment. Raquel also stated that she is looking for an agency to contract with to conduct the patient satisfaction surveys. This will streamline the process and will result in survey data collected year-round. This will improve patient feedback and will guide quality improvement projects.	
7. Financial Update - Approval	
Julian went over budget highlights. He stated telecommunication cost were higher than expected (\$200k), \$847,707 was transferred from trust fund to keep net county cost at estimated actuals. He stated efficiencies and improvements from open encounter to registration to business office team to increase collections. Expenditures were also down and revenue in	

general was down due to provider vacancies and remodels. Julian presented visit metrics this is a weekly total of all arrived completed appointments, he stated at another meeting he will bring back break down by clinic. Other information Julian presented was General prioritization, increase collections, reduce cost to collect, and increase patient satisfaction. He stated in November he's having a billing expert come in to give suggestions on how we can be more efficient, Julian stated he will report back on this.

8. CEO update

Raquel gave an update on Amy's behalf on the following: She stated that Medication Assisted Treatment (MAT) received a grant through Janus that is helping fund position of 1 Admin Aide, and 2 Medical Assistants. She also stated that Clinics is looking at group therapy, and yoga sessions for our patients. The Health Services Agency hired Assistant Director, Marcus Pimentel.

Other items discussed at this time:

- Commission wants 30-minute alone time prior to each meeting with clinic staff and management and to rotate each meeting to each of the sites with communication and forewarning as to what to expect.
- Commission would like someone from HPHP clientele on the commission.
- Commission would like ongoing communications about progress on the Clinic strategic plan.

Action items:

- Commission Committee would like an updated calendar to list back up meeting dates.
- Some of HRSA requirements have changed a bit Amy will report back at our next meeting.
- Commission would like this item added on future agendas to be called "long term space needs for south county".
- Julian presented visit metrics this is a weekly total of all arrived completed appointments, he stated at next meeting he will bring back break down by clinic.

Next Meeting: October 3, 2019 11:00 am - 1:00 pm
1080 Emeline, Santa Cruz, CA

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