

# The County of Santa Cruz Integrated Community Health Center Commission

**Minute Taker: Mary Olivares**

Minutes of the meeting held January 4, 2022.

**TELECOMMUNICATION MEETING:** Microsoft Teams Meeting - or call-in number 831-454-2222: Meeting Code: 850702.

Attendance	
Len Finocchio	Vice Chair
Caitlin Brune	Member at Large
Rahn Garcia	Member
Dinah Phillips	Member
Marco Martinez-Galarce	Member
David Willis	Member
Michelle Morton	Member
Gidget Martinez	Member
Ardella Davies	Patient Guest
Amy Peeler	County of Santa Cruz, Chief of Clinic Services
Raquel Ramirez 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
<b>Meeting Commenced at 3:05 pm and Concluded at 4:46 pm</b>	
Excused/Absent:	
Excused: Christina Berberich Absent: Gustavo Mendoza	
1. Welcome/Introductions	
Introductions done at this time.	
2. Oral Communications:	
One of the commission members stated that the last meeting felt rushed and if we could take care of the business portion at the beginning of the meeting and any updates or discussions at the end of the meeting.	
3. December 7, 2021, Meeting Minutes - Action item	
Review of December 7, 2021, Meeting Minutes – Recommended for Approval. Rahn moved to accept minutes as presented. Marco second, and the rest of the members present were all in favor.	
4. CCAH Provider Recruitment Grant – Recommend for Approval	
Raquel brought for approval of three Central California Alliance for Health Provider Recruitment Grants. If awarded, these grants will assist with recruitment and salary expenses of hiring three newly hired providers. Raquel stated expenses can be retroactive and we can submit up to three applications that will reimburse \$150,000.00 per provider. Some of the allowable costs include salaries, sign on bonuses, recruitment agency charges, loan repayments and advertisement. David made motion to accept as presented. Rahn second, and the rest of the members present were all in favor.	
5. Quality Management Committee Update	
Raquel gave an update on the hypertension project. She stated we are having some issues with android phones connecting with the software for the Bluetooth enabled blood pressure monitors. She stated we are working with our Electronic Health Record vendor to come up with a solution. Raquel also gave an update on Peer Review and Risk Management Committee. She stated the Emeline Clinic will be going back to chart review parties. On a quarterly basis, time will be carved out for providers to conduct chart reviews as well as provide feedback immediately after the chart reviews. Raquel stated the Watsonville Clinic will soon follow in April. Lastly, Raquel stated we are reviewing the policy for documenting abnormal x-ray reports in the Electronic Health Record (EHR). She stated we are going to look at our contract with a Radiology Group (RMG) to review images and reporting expectation. We will be bringing in our radiology team to look at policy. Raquel stated to commission we should be seeing an updated policy in the near future for approval.	
6. Social Justice	
Caitlin stated at our next meeting, she'd like to engage in a brief discussion of the implications for the digital divide (i.e., differential access to computers, cellphones, and software and the capacities, knowledge, and skills needed to operate them to access healthcare) for health equity. Many circumstances have converged to push healthcare more and more into avenues that rely on digital technology. She want to explore what this mean when we are aiming toward improvement.	

Caitlin also stated she would like to pause and honor two legends - Bell Hooks and Archbishop Desmond Tutu - who centered love as a tool for healing and movement toward societies where everyone experiences freedom and belonging.

#### 7. Financial Update

Julian reported on the following reports:

**Revenue:** This report shows on how much money is brought in and how much is spent. In looking at this report we have spent more than what was brought in.

**Denials - Per Week:** Julian explained this is when a patient comes in, chart is completed, and claim is sent out to be paid. This report showed around 61 denials.

**Top Ten Denials:** This report shows monetary amount and types of denials.

**Payments and Adjustments:** This report shows the money that is received each week and shows what is written off.

**Aging Dollars in System:** This report displays how long the charges will stay in our system stays. The longer something stays in our system reduces the chances of getting reimbursed.

**Pre-Account Receivable:** This shows claims that are in our system, currently we are at 31 days.

**Visits:** As of November, we are at 2,100 we would like to have this in the range of 3,000.

**Excerpt from Ability to Pay:** Julian stated they found the definition of family needs to be revised. Julian stated they would like to broaden the definition because they don't want this to be a barrier to being seen. Julian is seeking guidance from County Counsel he will report back on this item.

#### 8. CEO/COVID-19 Update

Amy reported that our covid positive numbers are going up. She stated four of our employees have tested positive and our Health Officer stated that we could expect about 40% of our population in isolation or quarantine in the next couple of weeks. Amy stated Hospitals are maxed out not because of covid but because of not having enough staff. Amy also reported that commission member Gustavo will be stepping down he thanked commission staff for the opportunity. Amy also reported they are looking for additional space for HPHP to expand, she also stated the HPHP outreach van is still just white and they are working on updating the draft decal.

**Next Meeting:** February 1, 2022, 3:00 pm - 5:00 pm  
Microsoft Teams Meeting: 1080 Emeline, Santa Cruz, CA

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