

The County of Santa Cruz Integrated Community Health Center Commission

Minute Taker: Mary Olivares

Minutes of the meeting held March 6, 2024

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

Attendance	
Christina Berberich	Chair Officer
Len Finocchio	Co-Chair Officer
Rahn Garcia	Member
Dinah Phillips	Member
Marco Martinez-Galarce	Member
Maximus Grisso	Member
Tammi Rose	Member
Gidget Martinez	Member
Monica Morales	County of Santa Cruz, Director HSA
Miku Sodhi	County of Santa Cruz, Asst. Director of HSA
Amy Peeler	County of Santa Cruz, Chief of Clinics
Raquel Ramirez Ruiz	County of Santa Cruz, Sr. Health Services Manager
Julian Wren	County of Santa Cruz, Admin Services Manager
Mary Olivares	County of Santa Cruz, Admin Aide
Meeting Commenced at 4:03 pm and concluded at 4:55 pm	
Excused/Absent:	
Excused: Michael Angulo Absent: Michelle Morton, Amy Peeler	
1. Welcome/Introductions	
Introductions were done.	
2. Oral Communications:	
Raquel stated that Amy Peeler was out on a leave of absence and will return sometime in March. Marco stated that he recently visited the Watsonville Clinic and liked the new video screens and mentioned he was treated well by the reception staff. Lastly, Maximus would like to discuss mental health protocols at next month's commission meeting.	
3. February 7, 2024, Meeting Minutes – Action Required	
Review of February 7, 2024, Meeting Minutes – Recommended for Approval. Rahn moved to accept minutes as presented. Tami second, and the rest of the members present were all in favor. Dinah abstained as she was not in attendance at the last meeting.	
4. Policy 100.03 - Update to Business Office - Action Required	
Julian presented policy 100.03 Update to Billing Department and Front Office Operations Policies and Procedures; he stated only minor updates made to policy. Tammi moved to accept policy with minor updates. Rahn second, and the rest of the members present were all in favor.	
5. Policy 200.03 - Credentialing and Privileging – Action Required	
Raquel presented Policy 200.03 - Credentialing and Privileging. She stated only a few small updates were made. Dinah moved to accept policy as presented. Tami second, and the rest of the members present were all in favor.	
6. Policy 300.24 – Outside of Normal Business Hours Advice by Telephone – Action Required	
Raquel presented Policy 300.24 – Outside of Normal Business Hours Advice by Telephone. She stated minor edits were made and reviewed edits with commissioners. Rahn motion to accept policy as presented. Tami second, and the rest of the members present were all in favor.	
7. Policy 300.05 – Patient F/U Upon Discharge – Action Required	
Raquel presented policy 300.05 – Patient Follow-up Upon Discharge from Clinic. She reviewed edits with commissioners. The question came up if there was a sort of prioritization is applied to follow-up visits such as after an Emergency Room visit. Raquel will report back on this item at the next month's meeting. Raquel will send out policies/protocol: After ER Admissions and ER Visits to commissioners. Maximus motion to accept policy as presented. Tami second, and the rest of the members present were all in favor.	

8. Policy 520.05 – After-Hours Availability of Medical Records – Action Required
Raquel presented Policy 520.05 – After-Hours Availability of Medical Records. She stated minor edits were made and went over edits with commissioners. Rahn motion to accept policy as presented. Maximus second, and the rest of the members present were all in favor.
9. Policy 700.01 – Medical Emergencies – Action Required
Raquel presented Policy 700.01 – Medical Emergencies. Raquel reviewed policy with commissioners in which various questions were asked. Question was asked as to why there was no mention of codes, and overdoses such as the presentation that was given by the Homeless Persons Health Project a few months ago. There was a lot of questions on this policy from commissioners to defined and to put in language and references in policy. Raquel will do some edits and bring back to next months meeting.
10. My Chart Presentation – Jessica McElveny
This item was tabled for next month’s meeting.
11. Quality Management Update
Raquel reported on the Emeline Quality Improvement Presentation. She stated the Emeline Health Clinic presented on Child and Adolescents Well Child-Care Visits and they are going to shadow the Watsonville Clinic on how they do advanced rooming. Raquel also reported they are doing a revenue cycle and increase access to care workplan. She stated they are looking at all the clinician’s schedules to make sure they are they being utilized to their maximum potential, and making sure admin time is equitable. Raquel also reported on Peer Review & Risk Management Committee. She reported on the committee discussed In Basket Management and will explore assigning this to a team to assist. Lastly, Raquel reported on mortality review she stated there were thirteen chart audits completed all received appropriate care, three were overdoses or complications with a substance use disorders.
12. Financial Update
Julian stated they are building a system where they can easily access accountability, baselines, and outcomes. Once the development of the system is done Medical Directors, Admin, and staff will have access to data for clinical and fiscal decisions. Julian reported that clinics is \$4,118,710.00 in the deficit, but clinics is also making changes. Julian stated they are looking at expenditures and meeting with vendors to negotiate supply costs. Julian reported on the following: Days in Account Receivable, are at 61 days: Percentage in Claims aged 90 days, are at 29%; and Charge Review Days, are currently at 11 days. Julian also reported that overall accounts receivable has increased by 26% between January and February.
13. CEO/COVID 19 update
Raquel reported on Amy’s behalf. She stated the operational site visit from HRSA will be May 14, 15, and 16, 2024. She stated commissioners are welcome to attend the entire visit but if they need to prioritize it would be good for Commissioners to attend the opening of the visit, the meeting specifically for Commissioners and the closing meeting. Raquel will send out information to commissioners. One of the Commissioners asked about the Shigella outbreak, Raquel stated the Homeless Persons Health Project (HHP) manager and staff are currently deployed, and there were 31 confirmed cases as of yesterday. It was stated by commissioner <u>When there is an outbreak of infectious decease that impact our clinics, the Commission should be alerted.</u>

Next meeting: April 3, 2024, 4:00pm - 5:00pm

Meeting Location: In- Person- 150 Westridge Drive, Suite 101, Watsonville, Ca 95076 and 1080 Emeline Ave., Bldg. D, Santa Cruz, CA 95060. Commission will connect through Microsoft Teams Meeting or call in (audio only) [+1 831-454-2222,191727602#](tel:+18314542222) United States, Salinas Phone Conference ID: **191 727 602#**

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