

The County of Santa Cruz

Integrated Community Health Center Commission

MEETING AGENDA

March 4, 2021 @ 11:00 am

MEETING LOCATION: Microsoft Teams Meeting or Teleconference Call Information - 831-454-2222: Code: 850702 / 1080 Emeline Ave., Bldg. D, 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.

1. Welcome/Introductions
2. Oral Communications
3. February 4, 2021 Meeting Minutes – Recommend for Approval
4. Social Justice
5. Quality Management Committee Update
6. Financial Update
7. CEO/COVID-19 Update/ CZU Lightning Complex Fire Update

Action Items from Previous Meetings:

Action Item	Person(s) Responsible	Date Completed	Comments
QI Measure for Mental Health and Behavioral Health concerns. On 10/1/20 minutes. Follow up next 2-3 months.	Raquel		
E-mail Conflict-of-Interest form to commission. DocuSign format.	Mary		

Next meeting: April 1, 2021 11:00 am- 1:00 pm

Meeting Location: Microsoft Teams Meeting or Teleconference Call Information - 831-454-2222: Code: 850702 / 1080 Emeline Ave., Bldg. D, Santa Cruz, CA 95060

The County of Santa Cruz Integrated Community Health Center Commission

Minute Taker: Mary Olivares

Minutes of the meeting held March 4, 2021.

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

Attendance	
Christina Berberich	Chair
Len Finocchio	Vice Chair
Caitlin Brune	Member at Large
Rahn Garcia	Member
Dinah Phillips	Member
Marco Martinez-Galarce	Member
Amy Peeler	County of Santa Cruz, Chief of Clinic Services
Raquel Ramirez Ruiz	County of Santa Cruz, Senior Health Services Manager
Julian Wren	Administrative Services Manager
Mary Olivares	Admin Aide
Meeting Commenced at 11:05 am and Concluded at 12:20 pm	
Excused/Absent:	
Absent: Gustavo Mendoza	
1. Welcome/Introductions	
2. Oral Communications:	
Amy stated we will have a new patient commissioner Michelle Morton starting soon. She is scheduled to be appointed on March 9, 2021.	
3. February 4, 2021 Meeting Minutes - Action item	
Review of February 4, 2021 Meeting Minutes – Recommended for Approval. Caitlin moved to accept minutes as submitted. Len second, and the rest of the members present were all in favour	
4. Social Justice	
Caitlin stated in this period as the Health Services Administration and Clinics are drafting the strategic plan that we reviewed recently that equity is flowing through those planning priorities. Caitlin wanted to talk about how we view the world and approach the issue of making progress towards health equity, racial equity and trying to reduce disparities. She stated it was important to keep sight that equity operates at different levels. Each of us come to the work we are doing with our own identities and life experiences. Caitlin shared with the committee information on " <i>How Power and Context Impact How We Experience Identity</i> ". She stated our work as a commission and as we think about decisions that are being made, we will always have the framework of the static plan that we are working within. It's important to think about who holds the power in a certain situation in a decision-making context. Then explore what biases might be at play and what strategies help to mitigate the biases might have.	
5. Quality Management Committee Update	
Raquel reported they are working on the continuous quality improvement projects (diabetes, BMI, cervical and colorectal cancer screenings). This month the diabetes report was sent out to the physicians. The physician will work with their MA on contacting patients and getting them scheduled to come in for a visit. Raquel also reported that they are gearing up for another season with Receta Vegetal organized by Esperanza Farms. Clinics will identify patients that are struggling with diabetes and high BMI. Our staff will get them enrolled to receive fresh fruits and vegetables. Raquel also reported that by the end of March they will have the customer service training videos recorded and will launch the on-line web base self-guided customer service training for our staff. Raquel also gave an update on the peer review committee stating we are automating chart review monthly assignments using a digital DocuSign system and that we will go live by mid-March. The quality management committee has reviewed the 2-year strategic plan and they are still doing some final edits and reviews. This will be brought back to the commission in May or June for final approval. Lastly Raquel gave an update on COVID-19 recovery team. She gave updates on vaccination schedules, locations and gave an update on Clinic Vaccination Saturation (as of 2/26/2021):	
<ul style="list-style-type: none"> ■ Ages 65-74 <ul style="list-style-type: none"> ■ First Dose: 642 ■ First and 2nd Dose Completed: 106 	

- Total Patient population: 1,648 = 45.39%
- Ages 75+
 - First Dose: 171
 - First and 2nd Dose Completed: 165
 - Total Patient population: 655 = 51.30%

6. Financial Update

Julian reported on the following:

Estimated Actuals – Estimated Actuals need to match budget \$1,392,401. We would need revenue actuals to be at \$19,730,374 to match budget. \$1,532,642 charges to be rereviewed. \$4,968,836 in credits to be posted. There are ongoing problems with Medicare and G2025 coding that we have no control over approx. (\$332,931) Julian has reached out to OCHIN to help us with claiming.

Julian reported on metric guiding principles. He wants to gather information so we can make decisions based on data not guessing. He stated there are a lot of interested parties interested in what we are doing. In general, we must have a benchmark for us to know how we are doing in aspects of our business. The focus is not on pass or fail, but on continuous process improvement so that we can optimize our care for Santa Cruz County residents. He stated we want to compare ourselves with apples to apples (Large (visits), EPIC EHR, OCHIN, geography). Our incremental goals are set based on our previous bests using median: When there is a wide variation in metrics, the median is best to use as outliers can skew the data significantly giving the wrong impressions. Julian stated he shares this information with the clinic managers. They are provided the data on a regular basis he schedules one on ones with each manager to dig deeper. The Health Center Managers are provided with spending and revenue data and are asked to utilize the data to make spending changes.

7. CEO/COVID-19 Update

Amy was happy to report that our clinics have given over 2000 vaccinations. She stated she was so proud of the staff for their hard work and volunteering to work weekends. Other updates Amy reported on: A job offer had been made for the vacancy of Medical Director. She has not accepted the offer yet, but we are very hopeful. Our Director of Nursing has started she has jumped right in. She is working 50% of the time in the Departmental Operations Center in Public Health on vaccines and the other 50% in getting to know staff, nursing procedures, and meetings. We are very happy to have her. Amy lastly reported on HSA furloughs and about the homeless encampment on HWY 9 and HWY 1. Cal trans is stating this is hazardous because of the location. Amy also stated we were notified yesterday we will be getting thirteen hundred of the Johnson and Johnson vaccines for the county.

Action items:

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Next Meeting: April 1, 2021 11:00 am - 1:00 pm
Microsoft Teams Meeting: 1080 Emeline, Santa Cruz, CA

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

_____/_____
(Date)

FISCAL REPORT

DR. JULIAN N. WREN, MSW, ED.D.

3-4-21 COMMISSION MEETING

21A070EDMCL0VT2

ESTIMATED ACTUALS

County of Santa Cruz (HSA)		To Update Pivot	
FY 20/21 CLINIC(Multiple Items)			
As of 1-31-21			
Division GLKey	CLINIC (Multiple Items)	Budget	Actual
		(43,506,271)	(13,231,250)
			Division EA's 2.16.21
			(38,558,354)
*15-INTERGOVERNMENTAL REVENUES		(5,764,600)	(2,724,920)
*19-CHARGES FOR SERVICES		(36,262,366)	(10,448,510)
*23-MISC. REVENUES		(1,479,305)	(57,820)
*EXPENDITURE		42,073,276	18,297,379
*50-SALARIES AND EMPLOYEE BENEF		24,291,511	13,566,281
*60-SERVICES AND SUPPLIES		6,294,670	2,203,272
*70-OTHER CHARGES		2,552,213	0
*80-FIXED ASSETS		196,135	0
*90-OTHER FINANCING USES		200,000	0
*95-INTRAFUND TRANSFERS		8,538,747	2,527,826
Grand Total		(1,432,995)	5,066,129
			(40,594)

- EA funding needed to match budget \$1,392,401.
- Would need Revenue Actuals to be at \$19,730,374 to match budget.
- \$1,532,642 charges to be reviewed.
- \$4,968,836 in credits to be posted.
- Ongoing problems with Medicare and G2025 coding that we have no control over. (\$332,931)
- Disruptions to billing office: illnesses and leaves has delayed billing.
- OCHIN Billing Services Support

METRIC GUIDING PRINCIPLES

- Transparency
- Stewardship
- If we don't compare, how do we know how we are doing?
- Shoot for the stars and land on the moon: Even if we fail to achieve our goal, we may still accomplish other great things while trying.

METRIC GUIDING PRINCIPLES

- The focus is not on pass or fail, but on continuous process improvement so that we can optimize our care for Santa Cruz County residents
- Compare ourselves with apples to apples (Large (visits), EPIC EHR, OCHIN, geography)
- Our incremental goals are set based on our previous bests
- Using Median: When there is a wide variation in metrics, the median is best to use as outliers can skew the data significantly giving the wrong impressions.

WHAT DO I DO WITH DATA AND BUDGET INFORMATION?

- Data is presented to executive leadership quarterly
- Data is presented to Clinic leadership regularly
- Utilize the data to inform our targeted improvement efforts
- Utilize the data to inform budget preparation and calculate estimated actuals

WHAT DO I DO WITH DATA AND BUDGET INFORMATION?

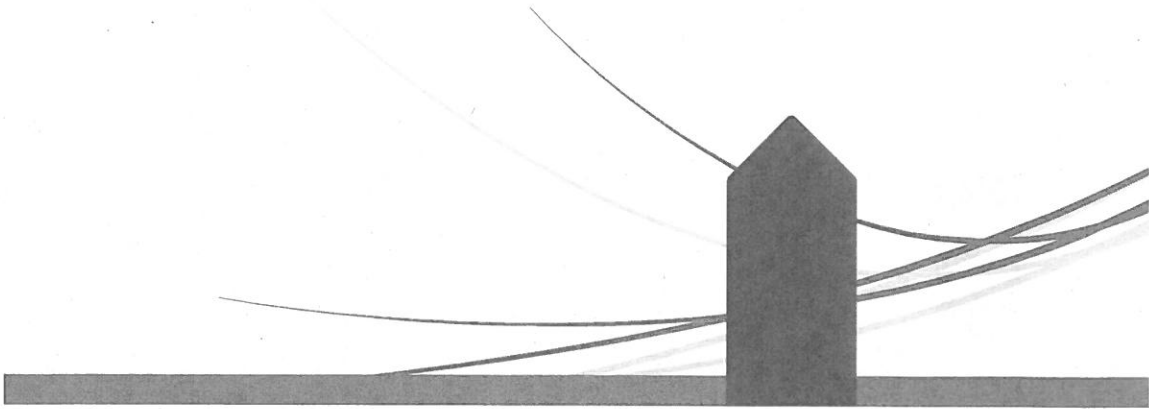
- Clinic managers are provided the data on a regular basis
- I schedule one on ones with each manager to dig deeper
- Health Center Managers are provided with spending and revenue data and are asked to utilize the data to make spending changes

QUESTIONS
OR
COMMENTS?



Quality Management Report

March 4, 2021





Quality Management Committee Peer Review and Risk Management Committee

- ▶ Continuing Quality Improvement Projects (diabetes, BMI, cervical and colorectal cancer screenings)
- ▶ Customer Service Training relaunch at the end of March
- ▶ Peer Review Committee: Automating Chart Review Monthly Assignments using digital DocuSign System. GO LIVE: Mid March
- ▶ Reviewed Clinic Two Year Strategic Plan- July 2021 through June 2023
 - ▶ Target Date for Approval: May or June 2021
- ▶ HRSA Uniform Data System (UDS) Data Submitted on February 15th
- ▶ COVID-19 Recovery Team: Mass Vaccine Clinics



Clinic Vaccination Saturation (as of 2/26/2021)

- Ages 65-74
 - First Dose: 642
 - First and 2nd Dose Completed: 106
 - Total Patient population: 1,648 = 45.39%
- Ages 75+
 - First Dose: 171
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Clinic Vaccination Schedule: HPHP

Regular weekly vaccine clinics: (need assistance calling patients)

- Tuesdays 9:00-11:30, by appointment (50-60: 1st doses; 50-60: 2nd doses) 100-120 total
- Tuesdays 9:00-11:30, by appointment (50-60: 1st doses; 50-60: 2nd doses) 100-120 total
- Thursday 1:30-3:00 (30 vaccinations, can ramp up to 40: 1st doses and 40: 2nd doses)

Mass clinics: 3/20 – 180 2nd doses, 100+ 1st doses at Emeline

Field Clinics:

- Set up at encampments and shelter sites.
- Tuesday 1-3:00 Watsonville Shelters first (Salvation Army and Vets Hall) –
 - 3/2 Salvation Army
 - 3/9 Watsonville Vets Hall
- Thursday 10:00-12:00 Benchlands, Highway 1/9, and Armory/Golflands
 - Benchlands likely up to 30 doses a week for a couple weeks,
 - Armory/Golflands up to 150 doses

Clinic Vaccination Schedule: WHC

Watsonville Health Center

- ▶ Regular weekly vaccine clinics:
 - ▶ Wednesday's 9:00-12:00, by appointment (120 doses)
 - ▶ Planning to expand to Wednesday afternoons for a total of 240-250 patients on Wednesdays.

Emeline

- ▶ Regular weekly vaccine clinics: Starting March 17th
 - ▶ Wednesday 1:00-4:00, by appointment (50 doses) planning to expand to 100 doses
 - ▶ Thursday 1-4:00 by appointment (50 doses) planning to expand to 100 doses
 - ▶ Assisting HPHP with vaccine scheduling phone calls

