

County Of Solano
Community Healthcare Board

REGULAR GOVERNING BOARD MEETING MINUTES

August 21, 2019

2101 Courage Drive, Fairfield, CA 94533, Multipurpose Room

Members Present:

Mike Brown, Ruth Forney, Tracee Stacy, Anthony Lofton, Sandra Whaley, Brandon Wirth, Jim Jones, Carl Holmes

Members Absent:

Staff Present:

Bela Matyas, Santos Vera, Janine Harris, Noelle Soto, Amanda Meadows, Alicia Jones, Michael Shorter, Sumeera Arshad, Jack Nasser, Ericka Saielli, Michele Leary, Teresa Shinder, Patrick Stasio, Connie Pettersen, Beth Lancaster

Guest:

Theresa McDowell, Robert Wieda, Rosalyn Lewis, Gwen Piercy, Katrina Morrow, Gerald Hase

1) CALL TO ORDER- 12:00PM

- a) Welcome
- b) Roll Call

2) Approval Of The Agenda

- a. Move motion to approve agenda

Motion by Mike Brown, second by Sandra Whaley

Aye: Mike Brown, Ruth Forney, Tracee Stacy, Anthony Lofton, Sandra Whaley, Brandon Wirth, Jim Jones, Carl Holmes

Nay: 0

Motion Carries

3) Approval Of The July 17, 2019 Meeting Minutes

- a. Move motion to approve the July 17, 2019 Meeting Minutes

Motion by Sandra Whaley, second by Tracee Stacy

Aye: Mike Brown, Ruth Forney, Tracee Stacy, Anthony Lofton, Sandra Whaley, Brandon Wirth, Jim Jones, Carl Holmes

Nay: 0

Motion Carries

4) Items From The Public

None

5) Executive Directors Report

a. HRSA Operational Site Visit: 9/10 – 9/12

- i. Santos Vera presented-preconference call week and half ago with HRSA auditors. HRSA outlined expectations stressed that new protocols are very objective by the book. "Open Book Test" sticking to the documents provided to them by staff. Examples of documents include- board member bios, finance committee, compliance, credentialing, clinical quality. Onsite visit documents still need to be collected about 17 items out of 97 items.

ACTION: Staff will forward pre-site visit required information to board members by next Tuesday (8/27/19) submit all information to HRSA by Monday (8/26/19)

b. National Association of Community Health Centers conference – Takeaways

- i. Santos Vera presented- Ruth Forney (C), Tracee Stacy (VC), and Santos Vera return from the conference on 8/20/2019. Describe the conference as exceptional. Learned about Governance and the White House Administration ruling of Public Charge that will affect FQHC. Important to educate out staff to they can educate our patients, Public Charge will affect Solano County Clinics. Tracee Stacy elaborates on the Public Charge Rule- will affect Green Card holders needing public assistance. Dr. Matyas further explains about ½ a million of the US population will be affected. It will be important to educate our staff and making sure all patients are seen.

c. California Primary Care Association – upcoming conference Oct 17th – 18th

- i. Board members have been approved to attend conference
- ii. Santos Vera presented- Ruth Forney (C), Tracee Stacy (VC), Mike Brown, Anthony Lofton, & Santos Vera have been approved to attend the California Primary Care Association Conference held in San Diego. This is a sub conference to the national conference, focusing more on CA standards.

d. Discuss and schedule meeting for long range strategic planning for SC-FQHC's

- i. Santos Vera presented- Greg Facktor & Associates (GFA) will help develop a 3-5 business strategic plan. Two-hour call with GFA and operations (staff) schedule for 8/30/19, followed by 6-hour retreat with GFA, staff, & board members on 9/19/19.
- ii. Jim Jones asked about the mock interview. This is scheduled for 8/28/2019, members have already been informed and confirmed with their attendance. Dr. Matyas explains the purpose of the mock interviews. This will help prep the board members and staff on the interview questions conducted by HRSA.

ACTION: Staff will contact board members prior to 8/28/2019 as a courtesy reminder for the mock interview.

6) Operations Committee's Reports

a. Provider Advisory Updates

- i. Dr. Shinder presented-PA to move to VJO or FF clinic. Extra help position for someone who will like to come out of retirement. We lost a full time Pediatrician 40 hours are needed in Vallejo, and a 3-4 day week needed in Fairfield. Dr. Matyas explains that although we don't have a provider to see patients, patients' access is limited, County saves money on the provider salary, stimulatingly not generating money for the services, it's a tradeoff. Tracee Stacy asked if the county used resources for recruitments. Dr. Shinder explains we have someone conducting out reach in the community, also on national services website, HRSA website, and word of mouth.
- ii. Dr. Shinder continued to present- Kindergarten Round Up (KRU)- two KRUs were presented to the community. Vallejo clinic held their first KRU on Saturday August 10, followed by the traditional one located at the Fairfield clinic on Wednesday August 14. About 150 children ages 4-6 were serviced.

b. Finance Updates

i. Revenue Cycle Management

1. Janine Harris presented- Finance committee was held on 8/20/2019. She advised the board original date of 8/26/19 has now been cancelled. July meeting was delayed due to year end budgets. Overview of the finance committee included: unbillable encounters, kept appointments, denial percentages. Unbillable encounters have gone down, three compared to a couple hundred. Frist time presenting (3) charts to the board, advised to receive feedback from the board. Refer to charts: Weekly Visit Volume (kept appointment), FQHC Qualified Encounters (number of visits by location), and Unduplicated Patients. Weekly Visit Volume-suggestions of what "should" the number be, based on board members input. Santos Vera suggest using a "baseline" from Santa Cruz County, as they are a mirror/sister county to Solano. Tracee Stacy asked if there are customized reports from NextGen. Janine advised, Michael Shorter accountant, has been pulling data. Tracee would like to see mental health data, Janine advised that mental health services are located at the same as primary care services, pulling separate data is challenging.

ii. Monthly budget updates and budget development for upcoming FY 20-21

1. Connie Pettersen presented- Refer to charts: FY14-20 expenditures & revenues, Total FTE, FHS FY2018/19 Actual Revenue, Projected Revenue, Projected Expenditures. FHS FY2018/19 Actual Revenue: FQHC 79% of all revenue, followed by Ph Realignment, Partnership QIP, Federal Grants, Sale of used Vans. Projected Revenue: FQHC 70%, followed by PH Realignment, Partnership QIP, Grant Revenue. Connie & Janine are working on the PH Realignment

aspect. Tracee Stacy was concerned about PH Realignment. Dr. Matyas has advised PH services are provided in the clinics. County has an obligation to provide services for medically indigent patients. Realignment helps pay for the medically indigent. Tracee wanted this presented differently to show this realignment. Dr. Matyas has advised that we are in the process on working on this.

2. Projected Expenditures Chart: salaries/employees benefit 65%, services and supplies 17%, other charges 95, intra fund transfers 8%, other financing uses 1%. Intra fund transfer are personnel working in other departments.
3. FY2019/20 Personnel Chart- Other staff FTE 142.2 allocated, 30.00 vacant. Providers FTE 35.40 allocated, 5.50 vacant.
4. Total FTE- separated by location and FTE

c. Quality Performance Updates

- i. Dr. Leary presented- Refer to Community Health Care Board Clinical Quality Improvement Report – Solano Family Health Services- Month: August 2019. Two different sets of standards for quality insurance. National standard (HRSA) & Partnership Health Plan QIP- incentive based standard. FHS 2018 Uniform Data System (UDS) measure vs FHS 2018 Quality Improvement Program (QIP) measure-each clinical measurement will have one or the other- gray area indicated no measurement (n/a). UDS is HRSA and QIP is Partnership, two different systems and ways of reporting.

d. HRSA OSV Updates

- i. Santos Vera Presented- Please refer to 5.a. Executive Directors Report HRSA Operational Site Visit: 9/10 – 9/12. No further discussion.

7) Action Items

a. Discuss and approve Special Meeting date:

- i. Purpose: approve meeting minutes from August board meeting
- ii. Optional Dates: August 30 at 12:00pm or September 3 at 12:00pm
 1. Santos advised the special meeting should take less than an hour. Main purpose to approve the August 21 meeting minutes. HRSA requires most up to date approval of meeting minutes. A quorum must be present to vote. Sandra Whaley suggested to have the special meeting during the mock interviews on August 28, since board members will be present.

Move motion to have Special Board Meeting on August 28, 2019 with an optional date of September 3, 2019 at 12:00pm.

Motion by Ruth Forney, second by Mike Brown

Aye: Mike Brown, Ruth Forney, Tracee Stacy, Anthony Lofton, Sandra Whaley, Brandon Wirth, Jim Jones, Carl Holmes

Nay: 0

Motion Carries

- b. Review and approve revision to the Bylaws of the County of Solano Community Healthcare Board
 - i. Santos Vera presented- revision made to the Bylaws that will align with the County bylaws. Alicia Jones elaborated on the changes to the verbiage for titles. Example: instead of Executive Director it is now using HRSA terminology as "Project Director/Chief Executive Officer (CEO)." Changes were made because the wording that described that position were not the same as HRSA wording for the same position. After several minutes of side conversation regarding the re classification of Santos Vera position as, Health services Administrator or Dr. Michele Leary, Interim CMO/Supervising Physician one would supervise the other, making that person the CEO. Tracee Stacy would like to see some movement on this process.

Move motion as recommendation to approve the change of the title Executive Director to Project Director/Chief Executive Officer

Motion by Brandon Wirth, second by Tracee Stacy

Aye: Mike Brown, Ruth Forney, Tracee Stacy, Anthony Lofton, Sandra Whaley, Brandon Wirth, Jim Jones, Carl Holmes

Nay: 0

Motion Carries

- c. Review Solano County Family Health Services 2019 Community Needs Assessment and Service Area Analysis
 - i. Tracee Stacy has asked to have this item on the agenda for the Special Meeting, the board members need more time to review. Santos advised that if the August 28 meeting does not happen, then we will not be able to submit to HRSA by September 2, if the special meeting is held on September 3.

Move motion to approve Solano County Family Health Services 2019 Community Needs Assessment and Service Area Analysis while adding to the agenda on the special meeting to synthesize.

Discussion: Tracee ask that business is not conducted in a rushed environment. Santos advises this assessment took months to gathered and has apologized for not given to the board members sooner. Dr. Matyas explains the assessment is produce by people to understand where the needs in our county are for these services. If the board would like to be a part of that decision-making process, then it would be best not to approve. If board wants to discuss what it says and means, then approval can happen. Non-approval would imply the board would want to take part in the creation of Need's Assessment. Assessment is something the board delegates to Staff, then given to the board for review. This is an acceptance of the staff work and approving.

Motion by Tracee Stacy, second by Brandon Wirth

Aye: Mike Brown, Ruth Forney, Tracee Stacy, Anthony Lofton, Sandra Whaley, Brandon Wirth, Jim Jones, Carl Holmes

Nay: 0

Motion Carries

d. Review Sliding Fee Scale Discount Program analysis

- i. Janine Harris presented- Refer to Analysis of Sliding Fee discount Program (SFDP). This program helps those financially when receiving care based on their income. The analysis has shown that being on the program is not a burden to care. After conducting a patient survey 75% said they satisfied with the program.

Move motion to approve Sliding Fee Scale Discount Program analysis

Motion by Tracee Stacy, second by Mike Brown

Aye: Mike Brown, Ruth Forney, Tracee Stacy, Anthony Lofton, Sandra Whaley, Brandon Wirth, Jim Jones, Carl Holmes

Nay: 0

Motion Carries

e. Review and approve Family Health Services Policies:

- i. #100.03 - Sliding Fee Scale Discount Program
- ii. #100.08 – Fee Wavier and Payment Plan
- iii. #200.03 – Language Access and Interpreters
- iv. #300.01 – After Hours Coverage
 1. Alicia explains that policy #300.01 – After Hours Coverage non-emergency concerns for afterhours was added to the policy.
- v. #300.05 – Medical Referrals to Hospitals and External Specialists
 1. Dr. Leary explains although this is a new policy it has been in place for a long time. This policy will help distinguished that is now mapped out for specialists.
- vi. #300.06 – Processing and Follow-up for Medical Referrals
- vii. #300.10 – Incident Reporting and Tracking Procedure
 1. Dr. Leary explains this policy will help what to do when something out of the ordinary happens
- viii. #300.11 – 340B Policy and Procedures
 1. Santos explains this is for the pharmacy, that has been stopped, but now with the P&P will give guidelines to follow proper protocols.
- ix. #600.01 – Credentialing and Privileging
 1. Santos explains- providers, NA, Pa, anyone who sees patients will fall under the Credentialing & Privileging

- x. Board was advised they can approve the policies as a group vs individually.

Move motion to approve policies: #100.03 - Sliding Fee Scale Discount Program, #100.08 - Fee Wavier and Payment Plan, #200.03 - Language Access and Interpreters, #300.01 - After Hours Coverage, #300.05 - Medical Referrals to Hospitals and External Specialists, #300.06 - Processing and Follow-up for Medical Referrals, #300.10 - Incident Reporting and Tracking Procedure, #300.11 - 340B Policy and Procedures, & #600.01 - Credentialing and Privileging

Motion by Tracee Stacy, second by Sandra Whaley

Aye: Mike Brown, Ruth Forney, Tracee Stacy, Anthony Lofton, Sandra Whaley, Brandon Wirth, Jim Jones, Carl Holmes

Nay: 0

Motion Carries

f. New board members election

- i. Potential board members were encouraged to fill out an application, for board members approval for election. Potential new board members took a minute to describe themselves to the board.
- ii. Board members would like more time to review the application of the new board members and have invited them back to the special meeting on August 28, 2019 for elections.
- iii. This item will be added to the August 28, 2019 agenda for approval.

8) Board Member Comments

- a. Tracee Stacy is excited to start 340b lots of opportunity. Also, wants a brief overview to distinguished between ACO & MCO to everyone is clear on each.
- b. Ruth Forney discussing the National Association of Community Health Care Conference.

9) Considerations For Future Agenda Items

10) Next Community Healthcare Board Meeting

Special Meeting:

August 28, 2019

Location: 2101 Courage Dr.

Fairfield, CA 94533- Oak Room

Start Time: 11:30am

Regular Held Meeting:

September 18, 2019

2101 Courage Drive,

Fairfield, CA 94533, Multipurpose Room

Start Time - 12:00 PM

11) Adjourn

HANDOUTS:

- July 17, Meeting Minutes
- Weekly Visit Volume
- FQHC Qualified Encounters
- Unduplicated Patients
- Community Health Care Board Clinical Quality Improvement Report – Solano Family Health Services-
Month: August 2019
- Bylaws
- Solano County Family Health Services 2019 Community Needs Assessment and Service Area Analysis
- Sliding Fee Scale Discount Program analysis
- #100.03 – Sliding Fee Scale Discount Program
- #100.08 – Fee Waiver and Payment Plans
- #200.03 – Language Access and Interpreters
- #300.01 – After Hours Coverage
- #300.05 – Medical Referrals to Hospitals and External Specialists
- #300.06 – Processing and Follow-up for Medical Referrals
- #300.10 – Incident Reporting and Tracking Procedure
- #300.11 -- 340B Policy and Procedures
- #600.01 – Credentialing and Privileging

Certification of Community Health Board Document Approval

Document: 08/21/2019 CHB Board Meeting Minutes

Burt Ferney

Chair

8/28/19

Date

Jane Stary

Co-Chair

8/28/19

Date