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 Ramírez 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 "How Power and Context Impact How We Experience Identity". 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 ccontinuous 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 brough 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):

- Ages 65-74
 - ► First Dose: 642
 - ► First and 2nd Dose Competed: 106

 ■ Total Patient population: 1,648 = 45.39% ■ Ages 75+ ■ First Dose: 171 ■ First and 2nd Dose Competed: 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 beer	n

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	

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)

Page: **2**