



## County of Solano Community Healthcare Board

### REGULAR GOVERNING BOARD MEETING MINUTES

Friday, July 7, 2023  
In Person Meeting

#### Members Present:

At Roll Call: Mike Brown, Charla Griffith, Gerald Hase, Deborah Hillman, Don O'Conner, Tracee Stacy, Sandra Whaley and Brandon Wirth (arrived late).

**Members Absent:** Ruth Forney, Anthony Lofton, and Robert Wieda

#### Staff Present:

Gerald Huber, Bela Matyas, Dona Weissenfels, July Barga, Rebecca Cronk, Nina Delmendo, Valerie Flores, Krista McBride, Dr. Reza Rajabian, Danielle Seguerre-Seymour, Noelle Soto, Julie Barga, Kathryn Power (PHC) and Patricia Zuñiga

**1) Call to Order – 12:04 p.m.**

**The meeting was led by Vice Chair, Mike Brown.**

- a) Welcome
- b) Roll Call

**2) Approval of the July 7, 2023 Agenda**

Motion: To approve the July 7, 2023, Agenda.

Motion by: Sandra Whaley and seconded by Deborah Hillman.

Discussion: None.

Ayes: Mike Brown, Charla Griffith, Gerald Hase, Deborah Hillman, Don O'Conner, Tracee Stacy and Sandra Whaley

Nays: None

Abstain: None

Motion Carried.

**3) Public Comment**

There was no Public Comment

**Regular Calendar**

**4) Approval of Minutes**

Approval of the June 21, 2023 Draft Minutes.

Motion: To approve the May 17, 2023 Draft Minutes.

Motion by: Tracee Stacy and seconded by Sandra Whaley



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Discussion: None.

Ayes: Mike Brown, Charla Griffith, Gerald Hase, Deborah Hillman, Don O'Conner, Tracee Stacy and Sandra Whaley

Nays: None

Abstain: None

Motion Carried.

### 5) Clinic Operations Reports

- a) Staffing Update – Dona Weissenfels - – Please reference the handout titled, *“Family Health Services Staffing Update – CHB June 21, 2023*
- b) Credentialing Update – Desiree Bodiford – Nothing to report.
- c) HRSA Grants update(s) – Noelle Soto – Noelle mentioned that there were two (2) Health Resources (HRSA) 5A forms that were up for Board approval in the Governance agenda item.
- d) Grievances/Compliments – Rebecca Cronk – Nothing to report.
- e) Compliance – Cheryl Esters –
  - i) Second Call Center Statistical Report – Please reference the handout titled, *“Family Health Services (FHS) Call Center Guidelines [FHS-CCG] Review [FY22/23] dated March 22, 2023”*.
    - Krista McBride reported on behalf of Cheryl Esters and noted that the Call Center audit showed the statistics without a supervisor. It was presented to the County Administrator Office to justify that a Call Center Supervisor was necessary to improve the efficiency of the Call Centers, due to existing deficiencies.
  - ii) Medical Records Unity Statistical Report – Nothing to report.
- f) Finance – Nina Delmendo – Nothing to report.
- g) Referrals – Cynthia Coutee – Nothing to report.
- h) Major Project Updates – Dona mentioned there were no updates at the time and would report out at her HRSA Project Officer Report.
- i) QI Update – Dr. Michele Leary – Dr. Leary was unavailable as she was in the clinic seeing patients, due to short staff of providers.
- j) Revenue Cycle Management – Nina Delmendo – There was no report.
- k) FHS Clinic Q-Matic Stats – Noelle Soto - Please reference the handout titled, *“Clinic Metrics, Queue Management (Q-Matic) Stats – June 2023”*.

### 6) HRSA Project Officer Report

- a) Health Center HRSA Project Officer Update – Dona Weissenfels  
Dona reminded everyone that FHS puts *“Patients First”* because that’s our purpose.
  - i) Health Center Activities, Internal & External Update
    - Dona mentioned that there was a major push for all FHS Leadership and support staff to prepare for the July 25-27 Health Resources Services Administration (HRSA) Virtual On Site Visit (VOSV). The Organizational Assessment was reviewed by Facktor Health.
    - Dona mentioned that regarding OCHIN EPIC, the new electronic health records program, on July 11, 2023, they will be working on Resource Assessment and a target date for implementation starts in January 2024.
    - She informed everyone that the translation iPads donated by PHC have been well received by the patients and there has been very positive feedback from the patients.
    - Dona mentioned the Quality Plan and that it was required for the HRSA VOSV.



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- Dona told the Board that there has been a Nutritionist vacancy for some time and that a Memorandum of Understanding (MOU) is being processed so there will be a Nutritionist on site at the clinics. More to come.
- Dona mentioned that there is a lot of work in updating contracts, which take time to process and finalize.
- Dona mentioned that the Zip Code Report is part of the Needs Assessment.
- There is discussion about assigning the Mobile Clinic Units to Rio Vista when they are back in service.

### 7) Business Governance

a) Review and approval the Family Health Services (FHS) Policies listed below:

i) ACTION ITEM: The Board will consider approval of the Family Health Services Policies listed below:

- Language Access and Interpretation Policy Number: 200.02 – Rebecca Cronk
- Clinical Guidelines and Standards of Care Protocol Policy Number: 500.02 – Dona Weissenfels

Motion: To approve all the Family Health Services (FHS) the Family Health Services Policies listed above.

Motion by: Tracee Stacy and seconded by Sandra Whaley

Discussion: None.

Ayes: Mike Brown, Charla Griffith, Gerald Hase, Deborah Hillman, Don O’Conner, Tracee Stacy, Sandra Whaley and Brandon Wirth

Nays: None

Abstain: None

Motion Carried.

b) Review and consider approval of the Quality Management Plan 2023-2025 – Dona Weissenfels

- Noelle mentioned the policy 900.02 was a new policy.

i) ACTION ITEM: The Board will consider approval of the Quality Management Plan 2023-2025

Motion: To approve all the Family Health Services (FHS) Documenting Use of Non-Grant Funds Policy Number: 900.02.

Motion by: Sandra Whaley and seconded by Deborah Hillman

Discussion: None.

Ayes: Mike Brown, Charla Griffith, Gerald Hase, Deborah Hillman, Don O’Conner, Tracee Stacy, Sandra Whaley and Brandon Wirth

Nays: None

Abstain: None

Motion Carried.



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- c) Review and consider approval of the FHS Patient Survey – Access Results 2023 – Dona Weissenfels
- Nina noted that \$18,000 was added to the budget, so that board members could attend the upcoming NACHC Conference in August 2023. To accomplish this, Nina mentioned the areas where funding was removed in the FHS budget to accommodate additional funds requested by the Board.
- i) ACTION ITEM: The Board will consider approval of the FHS Patient Survey – Access Results 2023

Motion: To approve the FHS Patient Survey – Access Results 2023.

Motion by: Tracee Stacy and seconded by Deborah Hillman

Discussion: None.

Ayes: Mike Brown, Charla Griffith, Gerald Hase, Deborah Hillman, Don O’Conner, Tracee Stacy, Sandra Whaley and Brandon Wirth

Nays: None

Abstain: None

Motion Carried.

- d) Review and consider approval of the updated Health Resources Services Administration (HRSA) Health Center Program (HCP) 5A documents listed below: – Noelle Soto
- i) ACTION ITEM: The Board will consider approval of the updated Health Resources Services Administration (HRSA) Health Center Program (HCP) 5A documents listed below:
- Updated HRSA HCP (H80CS04518) Required Services listed on Form 5A: Services Provided
  - Updated HRSA HCP (H80CS04218) Additional Services listed on Form 5A: Additional Services

Motion: To approve the updated Health Resources Services Administration (HRSA) Health Center Program (HCP) 5A documents listed above.

Motion by: Sandra Whaley and seconded by Gerald Hase

Discussion: None.

Ayes: Mike Brown, Charla Griffith, Gerald Hase, Deborah Hillman, Don O’Conner, Tracee Stacy, Sandra Whaley and Brandon Wirth

Nays: None

Abstain: None

Motion Carried.

- e) Review and consider approval of the Patient Origin by Zip Code Analysis – Dona Weissenfels
- i) ACTION ITEM: The Board will consider approval of the Patient Origin by Zip Code Analysis

Motion: To approve the Patient Origin by Zip Code Analysis.

Motion by: Don O’Conner and seconded by Deborah Hillman



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Discussion: None.

Ayes: Mike Brown, Charla Griffith, Gerald Hase, Deborah Hillman, Don O'Conner, Tracee Stacy, Sandra Whaley and Brandon Wirth

Nays: None

Abstain: None

Motion Carried.

### 8) Discussion

a) National Health Centers Week, August 7 – 11, 2023 Update.

- Board Member Ruth Forney notified everyone that the event to appreciate staff for this event will be held in the Multi-purpose Room and various dignitaries have been invited and business partners. Board Members were asked to attend the event scheduled 11:30am to 2:00pm and lunch would be served.
- Dona expressed appreciation to the Board Members for attending the meetings and their participation with the Board and the event is an opportunity to thank people who support each other, and appreciate Board Members and FHS Staff.

b) National Association of Community Health Centers (NACHC) Community Health Institute (CHI) & Expo Conference, scheduled August 27-29, 2023 in San Diego, California Update (confirmed attendees).

- Vice Chair Mike Brown announced that Board Members Ruth Forney and Tracee Stacy would attend the NACHC CHI & Expo Conference in person and Chair Brandon Wirth and he, Vice Chair Mike Brown to attend virtually.

### 9) Board Member Comments

- No comments from the Board.

### 10) Adjourn: To the Community Healthcare Board Meeting of:

DATE: August 16, 2023  
TIME: 12:00 p.m. – 2:00 p.m.  
Location: Multi-Purpose Room  
2101 Courage Drive  
Fairfield, CA 94533

The meeting was adjourned at 1:08 p.m.

### Handouts:

- June 21, 2023 Community Healthcare Board Draft Meeting Minutes
- Community Healthcare Board Family Health Services Staffing Update – CHB July 7, 2023
- Clinic Metrics, Queue Management (Q-Matic) Stats – June 2023
- Family Health Services (FHS) Call Center Guidelines [FHS-CCG] Review [FY22/23] dated March 22, 2023
- Language Access and Interpretation Policy Number: 200.02
- Clinical Guidelines and Standards of Care Protocol Policy Number: 500.02
- Solano County Family Health Services Quality Management Work Plan 2023-2025
- FHS Patient Survey Results, June 2023 - Access
- HRSA HCP (H80CS04518) Required Services listed on Form 5A: Services Provided



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- HRSA HCP (H80CS04218) Additional Services listed on Form 5A: Additional Services
- Solano County Family Health Services Patient Origin by Zip Code Analysis, July 2023