

County Of Solano
Community Healthcare Board

REGULAR GOVERNING BOARD MEETING MINUTES

September 18, 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, Robert Wieda, Miriam Johnson, Gerald Hase, Theresa Wright- McDowell

Members Absent:

Carl Holmes, Rosalyn Lewis, Katrina Morrow, Gwen Piercy

Staff Present:

Bela Matyas, Santos Vera, Janine Harris, Noelle Soto, Amanda Meadows, Alicia Jones, Michael Shorter, Aznir Darbinian, Charlynn Askim, Ericka Saielli, Michele Leary, Teresa Shinder, Cheryl Esters, Patrick Stasio, Connie Pettersen, Sneha Innes, Patricia Zuniga

1) CALL TO ORDER- 12:00 PM

- a. **Welcome**
- b. **Roll Call**

2) Approval Of The Agenda

Move motion to approve agenda

Motion by Brandon Wirth, second by Sandra Whaley

Discussion: None

Aye: Mike Brown, Ruth Forney, Tracee Stacy, Anthony Lofton, Sandra Whaley, Brandon Wirth, Jim Jones, Robert Wieda, Miriam Johnson, Gerald Hase, Theresa Wright- McDowell

Nay: 0

Motion Carries

3) Approval Of The August 28, 2019, Meeting Minutes

Move motion to approve the August 28, 2019, Meeting Minutes

Motion by Sandra Whaley, second by Miriam Johnson

Discussion: None

Aye: Mike Brown, Ruth Forney, Tracee Stacy, Anthony Lofton, Sandra Whaley, Brandon Wirth, Jim Jones, Robert Wieda, Miriam Johnson, Gerald Hase, Theresa Wright- McDowell

Nay: 0

Motion Carries

4) Items From The Public

None

5) Executive Directors Report

- a. HRSA Operational Site Visit Update-presented by Bela Matyas
 - i. No findings were presented by the HRSA auditors. Tribute to Board Members, staff, leadership team. Most importantly in the eyes of HRSA FHS is operating appropriately. Recommendations were made for improvement. Reported evidence show FQHC's give better health care to clients than other private sector clinics. Brandon Wirth commented on a celebration for FHS staff. Bela advised there will be a Town Hall Meeting with all staff, for a celebration. Tracee Stacy commented to present a presentation of success to the Board of Supervisors. Ruth Forney commented she compared the last report to the current report and was amazed by how far FHS has come.
- b. California Primary Care Association-upcoming conference Oct 17-18
 - i. Presented By Santos Vera-this topic is for the informational purpose to the board members.
 - ii. Board Members have been approved to attend the conference.
 - iii. Reservations have been completed and packets were given to the attendees.
- c. FHS Strategic Business Plan: Scheduled for September 19, 2019
 - i. All-day planning meeting
 - ii. Location: 1119 E. Monte Vista Ave Vacaville, CA 95687- Vacaville Clinic
 - iii. Agenda was given to the board members and transportation for those who need transportation has been scheduled. This meeting will discuss the next 3-5 years for FHS, presented by Greg Facktor & Associates.
- d. Comments: Miriam Johnson asked about the new board members to attend the October conference. Ruth advised her this was voted on a few months ago. Bela and Santos advised the board members to rotate members and to discuss and vote at the beginning of the year for conferences.

6) Operations Committee's Updates & Reports

- a. Senior Leadership Operations- Presented by Santos Vera. The Leadership Operational Committee was tabled to prepare for HRSA OSV. Now that HRSA OSV has been completed, this committee will resume. The first meeting to be scheduled for September 25, 2019.

b. Finance

- i. Revenue Cycle Management- Presented by Janine Harris. Charts were presented to Board Members and staff. Please refer to the following charts for the last 5 years: Overall FQHC Visit Appointment Statistics, Percentage Of Total Available Appointments: Kept/Cancelled/No Showed/ Walk-In- Stand By, Medical Appointment Stats, Dental Appointment Stats, Mental Health Appointment Stats, Medical Chart, Mental Health Chart, Dental Chart, Cancellations By Fiscal Year, and Kept Percentage by Fiscal Year.
 1. Tracee Stacy asked what is the current “No Show Policy.” Santos advised this policy is under review and will be discussed at the leadership operations committee meeting. By using the data from the patient surveys, transportation factors, and late policy will help formulate the policy. This policy will be given to the board for approval.

ACTION ITEM: Janine Harris and Alicia Jones will present to the leadership team “No Show” Policy. By November 2019 Board Meeting, this will be presented to Board Members.

2. Tracee Stacy expressed concerns about not utilizing staff/appointments appropriately. Dr. Leary explained the intensive paperwork process after seeing the patients. Santos Vera also stated that workflows need improvement. He advised Lean Six Sigma Training will help improve the workflow process and any issues that may affect the workflow process.
- ii. Monthly budget updates and budget development for upcoming FY 20-21-presented by Connie Pettersen. Refer to charts 2019-09-09 Weekly Accounts Receivables, Vacancy Rates, Vacant Position by Location. Monthly Status.
 1. Santos pointed out all the partnership FHS has they are in good standing. More partnerships will form in the future. Brandon asked that those we are in partnership with are highlighted to stand more in the report for better viewing. Ruth Forney mentions the Veterans and how we can provide more care to them. This will be looked at in future states.
 2. Vacancies in FHS are higher than ideal. Hiring at times can be difficult. With the economy booming, the unemployment rate is low. This causes conflicts when trying to recruit people.
 3. The third report presented is the Monthly Status Report- this report is HRSA required.

c. Provider Advisory

- i. Presented by Dr. Leary-Last meeting was held on Tuesday, September 17, 2019. The topic was Pediatric Staffing. Dr. Shinder stated there is a PA who will move to Vallejo and move another provider to Fairfield. Dr. Shinder announced her resignation,

therefore opening a position for the Clinic Physician Pediatrics Supervisor. Possible room for a promotion or post recruitment to the public.

- d. Quality Performance: Refer to charts: Cervical Cancer Screening, Diabetes Retinal Eye Exam, Diabetes HbA1c Good Control <9, Colorectal Cancer Screening, Breast Cancer Screening, Asthma Medication Ratio, Well Child Visits, Adolescent Immunizations, Childhood Immunizations- Combo 3, Nutrition Counseling, Physical Activity Counseling, Controlling High Blood Pressure. Charts compared measure scores based on locations and dates ranging from March 2019 through August 2019.

7) Action Items

- a. Review Robert's Rules and Brown Act for new members

- i. Ruth Forney expressed Robert's Rule & Brown Act to be on the agenda as training not cheat sheets handed out for information. County Counsel advised that these pieces of training can be broken up with 20 minutes sessions each if broken in two sessions. Tracey Stacy suggested having one meeting dedicated to an onboarding/training meeting. Bela Matyas recommended the October meeting focus on budget, November meeting onboarding/training.

Move motion to hold an onboarding orientation meeting with the Brown Act and Robert's Rule training in November

Motion by Tracee Stacy, second by John Diaz

Discussion: None

Aye: Mike Brown, Ruth Forney, Tracee Stacy, Anthony Lofton, Sandra Whaley, Brandon Wirth, Jim Jones, Robert Wieda, Miriam Johnson, Gerald Hase, Theresa Wright-McDowell

Nay: 0

Motion Carries

- b. Homeless update from Patrick Stasio

- i. Bela stated this topic should have been under reports not action items as this is updated and will not require voting. Presented by Patrick Stasio. There are about 200 beds throughout Solano County, housing is currently being built. Vacaville housing has opened its section 8 vouchers including Dixon & Rio Vista areas, deadline ends September 23 at 5 pm. There is an opioid overdose program, training and classes are provided to homeless people in the parks, shelters and parking lots. Training is also providing to shelter staff. Patrick has established a relationship with Medical Alert in Turlock, necklaces/bracelets are provided to those who have medical emergencies problem. Also, a no-fee DMV application is given to the homeless person, to obtain a free picture ID card. Medicare and Medicaid are still being issued, mobile vans are in the areas of Vallejo & Rio Vista for those who choose to utilize the service.

c. Approve Initial Sited for Mobile Vans

- i. Presented by Noelle Soto. Services for the mobile vans have with the board's permission to resumed Tuesdays at First Christian Church in Vallejo and Thursdays at the Senior Center in Rio Vista. Tracee Stacy asked if Lira's in Rio Vista would be a better location. Noelle has advised they have reached out and the owner of the parking lot has denied the request. Tracee suggested more outreach and possible location changes. It was also noted that on Mondays there is no provider available and Wednesday proposed site was responsible for returning 50 surveys regarding the need of their population. Results reflected the need was more for Dental then Medical. Dr. Innes has the recommendation to send the mobile vans to school sites.

Move motion to approve Tuesday and Thursday mobile van for medical and dental for both sites and approve dental title one school project with a report on what is decided in October and that a recommendation with an appropriate time frame to ramp up utilization before we advocate to change location or pull the plug in Rio Vista.

Motion by Tracee Stacy, second by Mike Brown

Discussion: None

Aye: Mike Brown, Ruth Forney, Tracee Stacy, Anthony Lofton, Sandra Whaley, Brandon Wirth, Jim Jones, Robert Wieda, Miriam Johnson, Gerald Hase, Theresa Wright-McDowell

Nay: 0

Motion Carries

d. Review the Patient Satisfaction Survey

- i. The purpose of the survey is to provide feedback. The board members request more time to review. This item has been tabled.

8) Board Member Comments

- a. Jim Jones has directed his comment to Bela Matyas regarding that some topics are reverted to tabled items for the next meetings. Bela has advised that in some meetings things are brought up that are not part of the agenda and therefore no action can occur. This will allow items to be discussed and voted on if needed. County counsel has advised topics are to be asked to be put on the agenda and no discussion should take place until that topic is part of the agenda.
- b. Ruth Forney has a comment regarding the resignation of one of the board members, Carl Holmes. It was advised that the board must accept the resignation by voting. Therefore, this topic will be on the next agenda.

ACTION: Carl Holmes resignation on the next meeting agenda, for board members to vote on acceptance.

- c. Ruth Forney has commented on the updating the mailing list for board members. People who are no longer on the board are receiving board-related emails.

9) Considerations For Future Agenda Items

- a. Resignation of Carl Holmes
- b. Co-application agreement for a restructure of the organization until November

10) Adjourn

Motion to adjourn

HANDOUTS:

- August 28, 2019, Meeting Minutes
- FQHC Appointment Statistics
- Weekly Accounts Receivables
- Vacancy Rates
- Vacant Position by Location
- Monthly Status
- QI Measure Dashboard
- Robert's Rules Cheat Sheet
- Procedure For Handling A Main Motion
- How To Accomplish What You Want To Do In Meetings
- Patient Satisfaction Survey Report