

**County of Solano
Community Healthcare Board
Regular Meeting**

November 16, 2022

12:00 pm-2:00 pm

Conference Call Microsoft Teams

MS Teams Dial-in number: 1-323-457-3408 and Conference ID: 446 778 066#

On June 13, 2022, due to a surge of COVID-19 in Solano County, it was advised and decided by the Solano County Health Officer, the Clinic Operations Officer and the Chair of the Board that the June 15, 2022, Community Healthcare Board Meeting be held as a virtual meeting, and future meetings, until there is a notable decrease in the COVID surge in Solano County. The meeting on November 16, 2022, will be held via teleconference. To join in for audio only, please use the dial in number and Conference ID above.

The County of Solano Community Health Board does not discriminate against persons with disabilities. If you wish to participate in the meeting and you require assistance to do so, please call Solano County Family Health Services at 707-784-8775 at least 24 hours in advance of the event to make reasonable arrangements to ensure accessibility to the meeting.

Public Comment: To submit public comment, please see the options below.

Teleconference: Contact the Clerk at 707-784-8775.

Mail:

If you wish to address any items listed on the Agenda by written comment, please submit comments in writing to FHS Community Healthcare Board Clerk by U.S. Mail. Written comments must be received no later than 8:30 A.M. on the day of the meeting. The mailing address is: Solano County H&SS, ATTN: FHS CHB Clerk (MS 9-100), P. O. Box 4090, Fairfield, CA 94533. Copies of comments received will be provided to the Board and will become part of the official record but will not be read aloud at the meeting.

Phone:

To submit comments verbally from your phone during the meeting, you may do so by dialing 1-323-457-3408, and Conference ID: 446 778 066#. No attendee ID number is required. Once entered in the meeting, you will be able to hear the meeting and will be called upon to speak during the public speaking period.

Non-confidential materials related to an item on this Agenda, submitted to the Board after posting of the agenda at:

https://www.solanocounty.com/depts/ph/bureaus/fhs/community_healthcare_board/ and Family Health Service clinics located at 1119 E. Monte Vista, Vacaville, CA; 2101 Courage Drive, Fairfield, CA; 2201 Courage Drive, Fairfield, CA; and 365 Tuolumne Drive, Vallejo, CA., will be updated at

https://www.solanocounty.com/depts/ph/bureaus/fhs/community_healthcare_board/ and emailed upon request. You may request materials by contacting the Clerk at 707-784-8775.

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AGENDA

1) CALL TO ORDER – 12:00 PM

- a) Welcome
- b) Roll Call

2) UPDATE BY DEPUTY COUNTY COUNSEL

On June 13, 2022, due to a surge of COVID-19 in Solano County, it was advised and decided by the Solano County Health Officer, the Clinic Operations Officer and the Chair of the Board, that the June 15, 2022, Community Healthcare Board Meeting be held as a virtual meeting, with consideration of the safety of the Board Members and meeting participants, until there would be a notable decrease in the COVID surge in Solano County. At the October 19, 2022, meeting, a majority of the Board voted to make AB 361 findings to allow teleconferencing without compliance with the requirements of Government Code section 54953(b)(3). The prior findings expire the earlier of November 21, 2022, or such time the Board makes subsequent AB 361 findings.

County Counsel recommends the Board consider making AB 361 findings before each meeting.

ACTION ITEM: Consider making the findings that:

- i) Pursuant to Government Code section 8625, Governor Gavin Newsom declared a State of Emergency in the State of California on March 4, 2020, as a result of the threat of the Coronavirus (COVID-19) pandemic; and the proclaimed State of Emergency remains in effect; and,
- ii) As of the date of this Meeting, neither the Governor nor the state Legislature have exercised their respective powers pursuant to Government Code section 8629 to lift the state of emergency either by proclamation or by concurrent resolution the state Legislature; and,
- iii) The California Department of Industrial Relations has issued regulations related to COVID-19 Prevention for employees and places of employment. Title 8 of the California Code of Regulations (CCR), Section 3205(5)(D) specifically recommends physical (social) distancing as one of the measures to decrease the spread of COVID-19 based on the fact that particles containing the virus can travel more than six feet, especially indoors; and,
- iv) Based on the California Department of Industrial Relations' issuance of regulations related to COVID-19 Prevention through Title 8 of the California Code of Regulations, Section 3205(c)(5)(D), the Board finds

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- that state or local officials have imposed or recommended measures to promote social distancing; and,
- v) Title 8 of the California Code of Regulations, Section 3205(c) requires the County to establish, implement and maintain a COVID-19 Prevention Program, which the County has done; and,
 - vi) The County's COVID-19 Prevention Program either recommends or requires County employees to social distance or not to enter County facilities under certain circumstances; and,
 - vii) Starting from October 2021, the Board previously made findings that the requisite conditions existed for its legislative bodies to conduct its meetings without complying with Government Code section 54953(b)(3); and,
 - viii) As a result, the Board hereby proclaims that state officials have imposed or recommended measures to promote social (physical) distancing based on the California Department of Industrial Relations' issuance of regulations related to COVID-19 Prevention through Title 8 of the California Code of Regulations, Section 3205(c)(5)(D); and,
 - ix) The Board will conduct open and public remote teleconferencing meetings in accordance with AB 361 immediately upon making these findings until the earlier of (1) December 21, 2022, or (2) such time that the Board makes subsequent findings in accordance with Government Code section 54953(3)(3) to extend the time during which the Board may continue to teleconference without compliance with Government Code section 54953(b)(3), or (3) the Governor or the state Legislature have exercised their respective powers pursuant to Government Code section 8629 to lift the state of emergency.
(Government Code section 54953(e)(3).)

3) APPROVAL OF THE NOVEMBER 16, 2022 AGENDA

4) APPROVAL OF THE SEPTEMBER 21, 2022 MINUTES AND THE OCTOBER 16, 2022 MINUTES

5) PUBLIC COMMENT

This is the opportunity for the Public to address the Board on a matter not listed on the Agenda, but it must be within the subject matter jurisdiction of the Board. If you would like to make a comment, please announce your name and the topic you wish to comment and limit comments to three (3) minutes.

6) PROJECT DIRECTOR / CLINIC OPERATIONS OFFICER REPORT

- a) Health Center Operations Update – Dona Weissenfels
 - i) Health Center Activities, Internal & External Update
- b) Staffing Update – Toya Adams

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7) OPERATIONS COMMITTEE REPORTS

- a) Hiring Credentialing Update – Elise Lenox
- b) HRSA and Grants Updates – Noelle Soto

8) UNFINISHED BUSINESS

- a) Credentialing Privileging Policy and Procedure Update – Dona Weissenfels
- b) HIPS/HIPAA Training – Scheduling of this training will be deferred until the January 18, 2023 Board Meeting, after new members are added to the Board.
- c) Community Healthcare Board Self-Assessment Form – It was decided at the April 20, 2022 meeting to be revised by the Board Members.

9) DISCUSSION

- a) Review Bylaws “Article X: Officers” and “Article XI: Executive Committee”
- b) Board Nominations of Executive Positions, “Chair”, “Vice Chair” and “Member at Large”
- c) Review Annual Board Calendar for 2023, for Approval in December

10) BOARD MEMBER COMMENTS

11) PARKING LOT (These items are postponed, until further notice.)

- a) Compliance Training and Robert’s Rules Review
- b) Health Center Marketing Campaign & Website Design

12) NEXT COMMUNITY HEALTHCARE BOARD MEETING

DATE: December 21, 2022
TIME: 12:00 PM
TO JOIN: Telephone Conference Call:
Dial: +1-323-457-3408, Conference ID: 446 778 066#
Teleconference: Contact the Clerk at 707-784-8775

13) ADJOURN



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REGULAR GOVERNING BOARD MEETING MINUTES

Wednesday, September 21, 2022
Video and Telephone Conference Call

Members Present:

At Roll Call: Ruth Forney, Mike Brown, Gerald Hase, Anthony Lofton, Sandra Whaley, Don O’Conner, Deborah Hillman, and Robert Wieda

After meeting started: Brandon Wirth and Tracee Stacy

Members Absent: None.

Staff Present:

Dona Weissenfels, Dr. Michele Leary, Toya Adams, Noelle Soto, Anna Mae Gonzales-Smith, Tess Lapira, Nina Delmendo, Elise Lenox, Lavona Hamilton, Carrie Blacklock, Julie Barga, Janine Harris, Cynthia Coutee, Danielle Seguerre-Seymour, and Patricia Zuñiga.

1) Call to Order – 12:00 p.m.

- a) Welcome
- b) Roll Call

2) Update by Deputy County Counsel

On June 13, 2022, due to a surge of COVID-19 in Solano County, it was advised and decided by the Solano County Health Officer, the Clinic Operations Officer and the Chair of the Board, that the June 15, 2022, Community Healthcare Board Meeting be held as a virtual meeting, with consideration of the safety of the Board Members and meeting participants, until there would be a notable decrease in the COVID surge in Solano County. At the July 20, 2022, meeting, a majority of the Board voted to make AB 361 findings to allow teleconferencing without compliance with the requirements of Government Code section 54953(b)(3). The prior findings expire the earlier of August 20, 2022, or such time the Board makes subsequent AB 361 findings.

County Counsel recommends the Board consider making AB 361 findings before each meeting.

- i) **ACTION ITEM:** The Board will consider making the findings as noted in Agenda item 2) a) i), ii), iii), iv), v), vi), vii), viii), and ix), due to the surge of COVID-19 in Solano County, and as recommended by the Solano County Health Officer and FHS Clinic Operations officer, whether it may pose imminent danger, to the Board Members to meet in person, and if the Board makes subsequent findings to pose imminent danger, thus Board may continue to meet virtual.

Motion: To accept and approve the findings of the Governor’s Bill AB 361 and move forward to meet via teleconference.

Motion by: Mike Brown and seconded by Anthony Lofton

Discussion: None.

Ayes: Ruth Forney, Mike Brown, Gerald Hase, Anthony Lofton, Sandra Whaley, Don O’Conner, Deborah Hillman, and Robert Wieda



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Nays: None.

Abstain: None.

Motion Carried.

3) Approval of the September 21, 2022, Agenda

Motion: To approve the September 21, 2022, Agenda

Motion by: Sandra Whaley and seconded by Gerald Hase

Discussion: None

Ayes: Ruth Forney, Mike Brown, Gerald Hase, Anthony Lofton, Sandra Whaley, Don O'Conner, Deborah Hillman, and Robert Wieda

Nays: None

Abstain: None

Motion Carried.

4) Approval of the August 17, 2022, Minutes

Motion: To approve the August 17, 2022, Minutes

Motion by: Mike Brown and seconded by Don O'Conner

Discussion: None

Ayes: Ruth Forney, Mike Brown, Gerald Hase, Anthony Lofton, Sandra Whaley, Don O'Conner, Deborah Hillman, and Robert Wieda

Nays: None

Abstain: Brandon Wirth

Motion Carried

5) Public Comment

None.

6) Project Director/Clinic Operations Officer Report

a) Health Center Operations Update – Dona Weissenfels

i) Health Center Activities, Internal & External Update

- Dona announced that at the Board of Supervisors' Meeting, the Board approved 5.2 million dollars towards the funding of the new and improved, OCHIN EPIC Electronic Health Records (EHR) Program. Dona also thanked Ruth for calling into the meeting, since it was helpful. The next step is the contract phase is to go to General Services and justify using OCHIN EPIC.



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- Dona mentioned that the Greg Facktor Kickoff Meeting would be starting soon for an organizational assessment, to see how FHS is doing on an organizational basis.
- Dona mentioned internally, a Town Hall All Staff Meeting is scheduled in December and is planned to be held in person and the Board Members were invited to attend.

ii) Operational Dashboards

- ◆ Call Center Update / Metrics
 - Dona stated that there have been long term issues with NextGen metrics, which are not accurate, in relation to the Call Center, Referrals and Revenue Cycle. It is a "work in progress".

b) Community Needs Assessment-Solano County Family Health Center Patient Origin & Service Area Analysis, August 2022 – Dona Weissenfels

- i) **ACTION ITEM:** The Board will consider acceptance of the Solano County Family Health Center Patient Origin & Service Area Analysis, August 2022.

Motion: To accept the Solano County Family Health Center Patient Origin & Service Area Analysis, August 2022

Motion by: Tracee Stacy and seconded by Mike Brown

Discussion: None

Ayes: Ruth Forney, Mike Brown, Gerald Hase, Anthony Lofton, Sandra Whaley, Don O'Conner, Deborah Hillman, Robert Wieda, Tracee Stacy and Brandon Wirth

Nays: None

Abstain: None

Motion Carried.

c) Staffing Update – Toya Adams

- i) Toya stated there is ongoing recruitment for a Dentist Manager, Medical Assistants and providers.
- ii) Toya mentioned Family Health Services (FHS) hired, a part time Clinic Registered Nurse and a Senior Medical Records Technician.
- iii) She stated interviews were held for Medical Assistants and three (3) candidates were identified. Interviews for a Dentist Manager and an Extra Help Dentist Manager were also held, and a candidate was identified for each position, and both are in background.
- iv) Toya mentioned a requisition was submitted for a Clinic Registered Nurse and that recruitment for a Supervising Physician is ongoing.

7) Operations Committee Reports

a) Hiring Credentialing Update – Elise Lenox

- i) Elise confirmed the FHS workforce of 134 employees, were sanction screened and there were no exclusions. Good news!



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- ii) Elise mentioned they were in the process of credentialing four (4) Touro providers (3 Physician Assistants and 1 Clinic Physician) and 1 Pharm D. On the County side, there are 2 Dentist Managers, and 1 Registered Dental Assistant in the process of credentialing.
 - iii) Elise stated they are providing technical assistance to the providers with the PAVE and PECOS applications.
 - iv) Elise mentioned that FHS launched a FHS, and Credentialing monthly meeting and Toya is the lead. Credentialing is doing their best to move timely in onboarding providers.
- b) Uniform Data System (UDS) and Grants Update – Noelle Soto
- i) Noelle reviewed the updates.
 - ii) Please reference the handouts titled, “HRSA 2021 Health Center Program Highlights, Uniform Data System (UDS), August 9, 2022”, and “FHS 2021 Uniform Data System (UDS) Report”.
- c) Quarterly Quality Improvement Report – Dona Weissenfels
- i) Please reference the handout titled, “Quarterly Quality Improvement Report”.
- d) Evaluation of QI/QA Program – Dona Weissenfels
- Dona reviewed the highlights of this new evaluation.
- i) **ACTION ITEM:** The board will consider approval of the Evaluation of the QI/QA Program

Motion: To approve the Evaluation of the QI/QA Program

Motion by: Tracee Stacy and seconded by Sandra Whaley

Discussion: None

Ayes: Ruth Forney, Mike Brown, Gerald Hase, Anthony Lofton, Sandra Whaley, Don O’Conner, Robert Wieda, Tracee Stacy and Brandon Wirth

Nays: None

Abstain: None

Motion Carried.

8) Unfinished Business

- a) Credentialing Privileging Policy and Procedure Update – Dona Weissenfels
 - i) There was no update, but with the Greg Facktor contract in place, they will be asked to provide their recommendations, in finalizing the policy.
- b) HIPS/HIPAA Training – This training will be scheduled to be presented to the Board, after new members are added to the Board.

It was recommended by Cheryl Esters that this Action Item be postponed to the January 2023 meeting.

- i) **ACTION ITEM:** The Board will consider and provide direction to schedule a HIPS/HIPAA Training for the Board on a date proposed by Compliance.



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- c) Confidentiality Form - This form will be presented and distributed to the Board Members and must coincide with HIPAA Training.
- d) Community Healthcare Board Self-Assessment Form – It was decided by the Board at the April 20, 2022, meeting to be revised by the Board.
 - i) Dona mentioned the form was not required by HRSA and thought maybe Greg Facktor could assist in revising the form.

9) Discussion

- a) Board Member Recruitment Status and Update
 - i) Chair Ruth Forney mentioned there were ten (10) Board Members, which consisted of five (5) Community Members and five (5) Patients. She stated that in order to be in compliance with HRSA, one more Patient Board Member is needed.
- b) Proposed dates are Wednesday, October 26, 2022, and Wednesday, November 2, 2022, for a virtual Budget Workshop, presented to the Board Members, hosted by Nina Delmendo.
 - i) **ACTION ITEM:** The Board will vote for the virtual Budget Workshop to be held on Wednesday, October 26, 2022, or Wednesday, November 2, 2022

Motion: The Board will hold the virtual Budget Workshop to be held on Wednesday, November 2, 2022.

Motion by: Mike Brown and seconded by Anthony Lofton

Discussion: None

Ayes: Ruth Forney, Mike Brown, Gerald Hase, Anthony Lofton, Sandra Whaley, Robert Wieda, Tracee Stacy and Brandon Wirth

Nays: None

Abstain: None

Motion Carried.

- c) 2022 California Primary Care Association Annual Conference, Scheduled October 27-28, 2022, in Sacramento.

Chair Ruth Forney referenced the handout titled, “2022 California Primary Care Association Annual Conference”, and asked if any of the Board Members were interested in attending. Due to a lack of funding, the Board was unable to send a Board Member to the conference and no Action Item was needed.

- i) **ACTION ITEM:** The Board will consider approval of board member(s) to attend the 2022 California Primary Care Association Conference
- d) NACHC 2022, CHI & Expo Conference Recap – Chair Ruth Forney and Dona Weissenfels.
 - i) Chair Ruth Forney mentioned her experience attending the conference in person. She had the opportunity to attend several sessions and really enjoyed it the conference. One of the sessions she attended was “Using Technology”, which showed how technology can build and improve a relationship between a patient and their doctor. She also attended a session



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about “Federal Actions Update”, and a session about “Where Congress was headed and how advocacy is vital to success” and mentioned advocacy was the key to moving actions in the Federal Government.

- ii) Dona attended the conference virtually and shared Federal updates and highlights about the sessions she attended. She stated that her objective was in holding up to her commitments to Healthcare Services and serving our FHS patients. She reiterated that advocacy is key to success.

e) Board Member discussion of holding meetings in person or continue to meet virtually.

- Discussion by the Board Members ensued of the pros and cons of meeting in person or virtually.
- Solano County Health Officer, Dr. Matyas expected that there would be a peak again of COVID-19, with the upcoming holidays, when families get together.
- Dona mentioned that Clinic staff has been impacted with COVID-19 , thus there have been less staff in the clinics due to illness with COVID-19. She asked the Board to defer this Action Item until December and revisit at the December Meeting.

- i) **ACTION ITEM:** The Board will consider and provide direction on holding meetings in person or continue to meet virtually.

Motion: The Board will wait until the December meeting, and revisit this item, whether to meet virtually or in person.

Motion by: Tracee Stacy and seconded by Robert Wieda

Discussion: None

Ayes: Ruth Forney, Mike Brown, Gerald Hase, Anthony Lofton, Sandra Whaley, Robert Wieda and Tracee Stacy

Nays: Brandon Wirth

Abstain: None

Motion Carried.

10) Board Member Comments

- i) Tracee Stacy mentioned she is a member of the Suicide Prevention Committee. She asked if FHS and Mental Health interaction could be considered to be included in the Strategic Plan Process.

11) Parking Lot (These items are postponed, until further notice.)

- a) Compliance Training and Robert’s Rules Review
- b) Health Center Marketing Campaign & Website Design



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12) Next Community Healthcare Board Meeting (virtual)

DATE: October 19, 2022
TIME: 12:00 p.m.
TO JOIN Telephone Conference Call:
Dial: 1-323-457-3408, Conference ID: 446 778 066# (please announce your name)
Teleconference: Contact the Clerk: 707-784-8775

13) Adjourn

Meeting was adjourned at 2:05 p.m.

Handouts:

- Solano County Family Health Services Patient Origin & Service Area Analyses August 2022
- HRSA 2021 Health Center Program Highlights, Uniform Data System (UDS), August 9, 2022
- FHS 2021 Uniform Data System (UDS) Report
- Quarterly Quality Improvement Report
- QI/QA Biannual Program Evaluation
- 2022 California Primary Care Association Annual Conference



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Wednesday, October 19, 2022
Video and Telephone Conference Call

Members Present:

At Roll Call: Ruth Forney, Gerald Hase, Anthony Lofton, Sandra Whaley, Deborah Hillman, Robert Wieda, Tracee Stacy
After meeting started: Brandon Wirth

Members Absent: Mike Brown and Don O'Connor

Staff Present:

Dona Weissenfels, Dr. Michele Leary, Toya Adams, Noelle Soto, Nina Delmendo, Elise Lenox, Cheryl Esters, Dr. Michelle Stevens, Clarissa Sudarma, Kelly Welsh, Cynthia Coutee and Danielle Seguerre-Seymour.

1) Call to Order – 12:00 p.m.

- a) Welcome
- b) Roll Call

- Chair, Ruth Forney introduced newly assigned County Counsel, Kelly Welsh. Background experience includes State of California, City and County of San Francisco and private practice.

2) Update by Deputy County Counsel

On June 13, 2022, due to a surge of COVID-19 in Solano County, it was advised and decided by the Solano County Health Officer, the Clinic Operations Officer and the Chair of the Board, that the June 15, 2022, Community Healthcare Board Meeting be held as a virtual meeting, with consideration of the safety of the Board Members and meeting participants, until there would be a notable decrease in the COVID surge in Solano County. At the July 20, 2022, meeting, a majority of the Board voted to make AB 361 findings to allow teleconferencing without compliance with the requirements of Government Code section 54953(b)(3). The prior findings expire the earlier of August 20, 2022, or such time the Board makes subsequent AB 361 findings.

County Counsel recommends the Board consider making AB 361 findings before each meeting.

- i) **ACTION ITEM:** The Board will consider making the findings as noted in Agenda item 2) a) i), ii), iii), iv), v), vi), vii), viii), and ix), due to the surge of COVID-19 in Solano County, and as recommended by the Solano County Health Officer and FHS Clinic Operations officer, whether it may pose imminent danger, to the Board Members to meet in person, and if the Board makes subsequent findings to pose imminent danger, thus Board may continue to meet virtual.

Motion: To accept and approve the findings of the Governor's Bill AB 361 and move forward to meet via teleconference.

Motion by: Anthony Lofton and seconded by Deborah Hillman

Discussion: None.



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Ayes: Ruth Forney, Gerald Hase, Anthony Lofton, Sandra Whaley, Deborah Hillman, Robert Wieda and Tracee Stacy

Nays: None.

Abstain: None

Motion Carried.

3) Approval of the October 19, 2022, Agenda

Motion: To approve the October 19, 2022, Agenda

Motion by: Anthony Lofton and seconded by Deborah Hillman

Discussion: None

Ayes: Ruth Forney, Gerald Hase, Anthony Lofton, Sandra Whaley, Deborah Hillman, Robert Wieda, Tracee Stacy

Nays: None

Abstain: Brandon Wirth

Motion Carried.

4) Public Comment

- Kristine Gual (Partnership HealthPlan of California) had no comment but announcing presence.
- Kathryn Power (Partnership HealthPlan of California) had no comment but announcing presence.

5) Project Director/Clinic Operations Officer Report

- a) Health Center Operations Update – Dona Weissenfels
- i) Health Center Activities, Internal & External Update

- Dona Weissenfels announced that the clinics are currently working on the 2023 budget that included personnel requests, equipment, and upgrades to the electronic health records program.
- Dona mentioned the solar panel upgrade for the Vacaville clinic, which started on October 24, 2022 and was expected to be a 10-week project and would impact clinic parking. Patients would have priority parking, while accommodating the staff by providing shuttle service from the clinic to the designated staging area at Stars Recreation in Vacaville. Management has been assisting with patient scheduling and staffing plans to keep patient care efficient and effective.
- Family Health Services (FHS) deployed the Dental Mobile Clinic unit for two (2) recent events: the Veteran's Stand Down and the Justice Center (Lori Frank Memorial Health Fair), coordinated by Noelle Soto. Both medical and dental mobile clinics were expected to be present at the events, however, the battery on the medical van died



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and was not operational. The dental van awning also broke but was still operational. Kathryn Power (PHC) asked for a timeline on repairs. Noelle would follow up about the repairs for both vans. Clinics will be working on next year's schedule, logistics and staffing of the mobile units.

- Dona mentioned that she attended a meeting hosted by the State of California. The presentation was about the Alternative Payment Model (APM). The APM financial system offers reimbursement for episode of care (including nurse visits, nutritional visits, etc.) versus the County operating under an encounter-base system. Dona is currently consulting with PHC and other clinics to inquire about their intention to switch to APM, as well as researching requirements. If a decision is made to switch the County's financial model to APM, it would likely be after the transition of electronic health records program to OCHIN Epic.
- Dona announced that the County was currently in the contracting phase of OCHIN Epic. Funding was approved by the Board of Supervisors. The goal was to have a contract in place with OCHIN by the end of 2022. During the 1st quarter of 2024 will be the first opportunity to start the project. The clinics will continue to use the NextGen program during that time.
- Dona mentioned that the Greg Factor & Associates (GFA) contract was currently in the operational assessment phase. The clinics are working with GFA to create a Community-Needs Assessment, but the process has been delayed due to their data vendor. An on-site visit with Health Resources and Services Administration (HRSA) is scheduled in the Fall of 2023. The clinics are taking early steps to ensure that tasks are completed before the visit occurs, such as documentation reviews, educating staff and putting together policies and procedures. Dona emphasized that the role of the board would be to contribute to the strategic planning process. Community-Needs Assessment comes first when determining what services are needed and not needed. Dona will have initial meetings arranged with GFA to discuss how to roll out the Strategic Plan with the board members.
- Dona noted the increase in union activity due to the contract ending October 21, 2022. Management was unclear if staff intended to strike but had contingent plans in place to ensure that there would be no disruption with patient care.
- Dona provided an update on the Call Center project. It is progressing slower than anticipated due to issues with the Interactive Voice Response (IVR) process and how things are measured. Dona had the opportunity to listen in on incoming calls and commented on the improvement of call quality and that the staff is emphasizing first call resolution with patients instead of multiple call resolution. Previously, if there were a large volume of calls in queue, the staffs' focus was call turn over. Once call data is analyzed, the required staffing can be identified. The call center is currently operating with five (5) clinical staff members. The ideal staff is eight (8), plus the supervisor to accommodate for call volume, as well as staffing shortages due to sick time off, vacation, etc.

ii) Operational Dashboards/Update

- Dona announced that Toya and team were making progress on the operational dashboards.



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b) Staffing Update – Toya Adams

- Toya shared that the clinics are continuing to actively recruit, but due to union contract negotiations, Family Health Services has experienced delays with receiving recruitment updates and certified lists from Human Resources.
- FHS is looking at current locums with Jackson and Coker to bring on more clinic staff.
- She stated candidates are currently in background phase including a Dentist Manager, a Dentist Manager (Extra Help), three (3) Medical Assistants and a part-time Registered Dental Assistant (RDA).
- Toya will be submitting requisitions for mid-level providers. Open recruitments include an Accounting Clerk II, Bilingual Spanish, two (2) Board-Certified Physicians, Health Education Specialist and a Medical Assistant Lead.
- Toya mentioned that FHS was working with an outside recruiter to fill the Physician Supervisor positions.

6) Operations Committee Reports

a) Hiring Credentialing Update – Elise Lenox

- Elise announced that the Employee Services Unit welcomed Cherry Ann Violanda, Office Assistant III who will be assisting with Credentialing. Employee Services Unit also hired Desiree Bodiford, Administrative Services Manager, that would be on-board in November 2022.
- Elise stated that 136 individuals were screened in October; 11 Touro providers and 125 County employees and no exclusions or sanctions were reported.
- Elise mentioned she was working on credentialing 11 candidates: five (5) Touro and six (6) County employees.
- Elise reported one (1) PHC application was submitted, one (1) new provider enrollment of a Touro Pediatrics Physician and one (1) current provider was re-credentialed by PHC in September 2022.

b) HRSA and Grants Update – Noelle Soto

- Noelle announced that she would be submitting Non-Compete Continuation progress reports (NCC) for the following grants:
 - Ryan White Part C Early Intervention Services HIV grant, due November 18, 2022
 - Overall Health Center Grant (Health Care for the Homeless & Community Healthcare), due December 9, 2022.
 - She was also working on three (3) COVID-related grants.
- Noelle gave the Uniform Data Systems (UDS) update for 2022 projects. She is collaborating with DoIT and an outside contractor to prep for data export to the newly migrated NextGen program to the Cloud, in February 2023.
- Dona added that the clinic front office supervisors have been improving the front desk data collection to better support UDS numbers and that clinics had a better understanding of who our patients are to improve numbers for the next UDS cycle.



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c) Quarterly Financial Report – Nina Delmendo

Nina reviewed the highlights of the FHS Quarterly Financial Report

- Please reference the handout titled, “County of Solano Expenditure and Revenue Report, Family Health Services, September 30, 2022”.

i) **ACTION ITEM:** The board will consider approval of the Quarterly FHS Financial Report

Motion: To approve the Quarterly FHS Financial Report

Motion by: Brandon Wirth and seconded by Sandra Whaley.

Discussion:

- Board Member, Brandon Wirth stated that he attended the Finance Committee meeting and encourages board members to attend as well. The meeting discussion addresses the financial numbers in-depth, so it helps understand the few items addressed in the CHB meeting.

Ayes: Ruth Forney, Gerald Hase, Anthony Lofton, Sandra Whaley, Robert Wieda, Tracee Stacy, Deborah Hillman and Brandon Wirth

Nays: None

Abstain: None

Motion Carried.

- Nina reminded the board that the Budget Workshop would be held online, November 2, 2022, from 1:30 pm to 4:00 pm.

7) Unfinished Business

a) Credentialing Privileging Policy and Procedure Update – Dona Weissenfels

- Dona stated that clinic was working with GFA for consultation. She acknowledged that the clinics don't control Credentialing and County-based activity, and that writing policy and procedure accurately has been a challenge. She noted that Elise and the Credentialing Team have done a great job at revitalizing the Credentialing Program.

b) HIPS/HIPAA Training

- i) **ACTION ITEM:** Motion to postpone the Action Item of the HIPS/HIPAA Training for discussion next month's CHB meeting on November 16, 2022.

Motion by: Brandon Wirth and seconded by Anthony Lofton.

Discussion:

Chair, Ruth Forney stated the scheduling of this training would be postponed until two (2) new members are added to the Board. Cheryl Esters added that once position(s) are filled, the training can be put on the board calendar.

Ayes: Ruth Forney, Gerald Hase, Anthony Lofton, Sandra Whaley, Tracee Stacy, Robert Wieda, Deborah Hillman and Brandon Wirth



County of Solano Community Healthcare Board

DRAFT

Nays: None

Abstain: None

8) Discussion

a) Board Member Recruitment Status and Update

- Chair, Ruth Forney provided no update but was actively searching for more board members. She reached out to a group in Vallejo.
- Ruth encouraged everyone to recruit from outside organizations, reminded board members that the application is online and the goal is to diversify the board.

9) Board Member Comments

- i) Board Member, Tracee Stacy asked Dona and PHC participants, Kristine Gual and Kathryn Power, about the upcoming changes to Medi-Cal, effective on January 1, 2023 and whether it would affect the FHS clinics. Dona stated she was not aware of changes as of January 1st. Kristine stated she would address the matter with Dona in a separate meeting.
- ii) Chair, Ruth Forney reminded the board that next month nominations are on the agenda for Executive Board positions: Chair, Vice Chair and Member at Large.

10) Parking Lot (These items are postponed, until further notice.)

- a) Compliance Training and Robert's Rules Review – Item is on hold until patient member positions have been filled.
- b) Health Center Marketing Campaign & Website Design – Item is on hold and will be discussed when OCHIN Epic is in place.

11) Next Community Healthcare Board Meeting (virtual)

DATE: November 16, 2022
TIME: 12:00 p.m.
TO JOIN Telephone Conference Call:
Dial: 1-323-457-3408, Conference ID: 446 778 066# (please announce your name)
Teleconference: Contact the Clerk: 707-784-8775

12) Adjourn

Meeting was adjourned at 1:05 p.m.

Handout:

- County of Solano Expenditure and Revenue Report, Family Health Services, September 30, 2022

Article X: Officers

The Chair and Vice-Chair shall be chosen from among the members of the Board.

Section 1: Nomination & Election

Nominees for officers shall be selected from the Board membership. Nominations for officers shall be made at the regular November meeting. A nominee may decline nomination.

Officers shall be elected annually by a majority vote of these members present and voting, as the first order of business at the December meeting of the Board.

Initial selection of officers upon creation of the Board will transpire at the same Board meeting following the adoption of these bylaws.

Section 2: Appointment of Chair/Vice Chair

Officers shall be elected for a term of one (1) year, or any portion of an unexpired term thereof, a person shall be limited to no more than four (4) consecutive terms of membership. A term of office for an officer shall start January 1, and shall terminate December 31, of the same year, or shall serve until a successor is elected.

Section 3: Vacancies

Vacancies created during the term of an officer shall be filled for the remaining portion of the term by special election by the Board, at a regular or special meeting in accordance with this Article.

Section 4: Responsibilities

The officers shall have such powers and shall perform such duties as from time to time shall be specified in these Bylaws, or other directives of the Board.

1. Chair

The Chair shall preside over meetings of the Board, shall serve as Chair of the Executive Committee and shall perform the other specific duties prescribed by these Bylaws or that may from time to time be prescribed by the Board.

2. Vice-Chair

The Vice-Chair shall perform the duties of the Chair in the latter's absence and shall provide additional duties that may from time to time be prescribed by the Board.

Article XI: Executive Committee

Section 1: Meetings

The Executive Committee shall meet on an as needed basis and at such time and place as it may designate and shall keep a record of all its proceedings and actions.

Special meetings of the Executive Committee may be called on one (1) days' notice by the Chair.

Section 2: Membership

The Executive Committee shall consist of the Chair, Vice-Chair, and one (1) member of the Board elected as a member-at-large. Patient members shall be strongly encouraged to serve on the Executive Committee. The outgoing Chair is encouraged to participate as an ex-officio member.

Section 3: Election

Officers shall be elected annually by a majority vote of these members present and voting, as the first order or business at the December meeting of the Board, in accordance with Article X.

Section 4: Powers

The Executive Committee shall coordinate the activities of all committees; and shall perform such other duties as prescribed by the Board.

Section 5: Voting

The Executive Committee shall act by majority vote of those present at a meeting having a quorum. Two (2) members of the Executive Committee shall constitute a quorum.

Section 6: Vacancies

Vacancies on the Executive Committee shall be filled by special election at a regular or special meeting of the Board, in accordance with Article X.

DEPARTMENT OF HEALTH & SOCIAL SERVICES



SOLANO COUNTY

Family Health Services Community Healthcare Board 2023 Annual Calendar

Month	Required Annual Review	Comments/Training
January 18, 2023	<ul style="list-style-type: none"> Project Officer/CEO Evaluation Review Board Members Sign Annual Bylaws Appendix A "Conflict of Interest" and "Confidentiality" forms Quarterly Financial Report 	<ul style="list-style-type: none"> Compliance Training Robert's Rules Review (as needed)
February 15, 2023	<ul style="list-style-type: none"> UDS Reporting, Progress, and Submission in March Review and Approve: Sliding Fee Scale Policy 	<ul style="list-style-type: none"> Annual Data Report due to HRSA by 3/31/2022
March 15, 2023	<ul style="list-style-type: none"> Quarterly Quality Improvement Report Evaluation of QI/QA Program 	
April 19, 2023	<ul style="list-style-type: none"> Board Self-Assessment Quarterly Financial Report 	
May 17, 2023	<ul style="list-style-type: none"> Update Community Needs Assessment 	
June 21, 2023	<ul style="list-style-type: none"> Quarterly Quality Improvement Report Review Strategic Plan (3-year Cycle) 	
July 19, 2023	<ul style="list-style-type: none"> Review and Approve Credentialing and Privileging Policy and Procedures FY 23/24 Budget Development 	
August 16, 2023	<ul style="list-style-type: none"> FY 23/24 Budget Development (Continue) Quarterly Financial Report 	
September 20, 2023	<ul style="list-style-type: none"> Quarterly Quality Improvement Report Evaluation of QI/QA Program (from June) Review and Approve the QI/QA Plan (from June) 	
October 18, 2023	<ul style="list-style-type: none"> Review and Approve Service Area Competition (SAC) Application Quarterly Financial Report 	
November 15, 2023	<ul style="list-style-type: none"> Board Nominations – Executive Positions Review Annual Board Calendar Review Strategic Plan (3-year Cycle) 	
December 20, 2023	<ul style="list-style-type: none"> Quarterly Quality Improvement Report Board Elections – Executive Positions Patient Satisfaction Report 	

***Additional Items that can be added to Agenda for Board Approval at any given time:**

- Review and Update Health Center Policies, Procedures and Services
- Contracts Review
- Brown Act Annual Training

Proposed 11/2022

Administrative Services

Behavioral Health Services

Child Welfare Services

Employment & Eligibility Services

Medical Services

Older & Disabled Adult Services

Public Health Services

Substance Abuse Services