



County of Solano Community Healthcare Board

REGULAR GOVERNING BOARD MEETING MINUTES

Wednesday, January 17, 2024

In Person Meeting

Members Present:

At Roll Call: Michael Brown, Ruth Forney, Etta Cooper, Charla Griffith, Gerald Hase, Deborah Hillman, Don O'Conner, Tracee Stacy and Brandon Wirth.

Members Absent: Anthony Lofton, Sandra Whaley and Robert Wieda,

Staff Present:

Gerald Huber, Roger Robinson, Bela Matyas, Dr. Michele Leary, Dona Weissenfels, Cynthia Coutee, Rebecca Cronk, Pierce Leavell, Han Yoon, Girlie Jarumay, Nina Delmendo, Krista McBride, Marbeya Ellis, Natasha Hamilton, Dr. Reza Rajabian, Noelle Soto, Kelly Welsh, Danielle Seguerre-Seymour and Patricia Zuñiga.

1) Call to Order- 12:08 pm

- a) Welcome
- b) Roll Call

2) Approval of the January 17, 2024 Agenda

Discussion: Dr. Leary made a request to the Board to present Item 5i) "QI Update, under the "Clinical Operations Reports" agenda item 5), before Item 5a) "Staffing Update", because she was needed in the clinic to cover due to short staffing.

Motion: To approve the January 17, 2024, Agenda, with the change that Agenda Item 5i), "QI Update", be moved and presented before 5a), "Staffing Update".

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

Ayes: Michael Brown, Etta Cooper, Charla Griffith, Gerald Hase, Deborah Hillman, Don O'Conner, Tracee Stacy and Brandon Wirth.

Nays: None.

Abstain: Ruth Forney

Motion Carried

3) Public Comment

Board Member Don O'Conner announced that a Warming Station opened up in Vacaville, located on the corner of Elmira and Peabody Road. Board Clerk Patricia Zuñiga added that it would be open from



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7:00pm – 7:00am, if the temperature dropped below 40 degrees and also that there would not be any law enforcement, as it deters the homeless.

Regular Calendar

4) Approval of Minutes

Approval of the December 20, 2023 Draft Minutes

Discussion: None.

Motion: To approve the December 20, 2023 Draft Minutes

Motion by: Tracee Stacy and seconded by Don O'Connor

Ayes: Michael Brown, Etta Cooper, Charla Griffith, Gerald Hase, Deborah Hillman, Don O'Conner, Tracee Stacy and Brandon Wirth.

Nays: None.

Abstain: Ruth Forney

Motion Carried

5) Clinic Operations Reports

i) **QI update** — Dr. Michele Leary

(Note: this item was approved by the Board to be presented before the "Staffing Update".)

- Dr. Leary introduced Han Yoon, the new Planning Analyst and that she was excited he was part of the Quality Team and very glad to have him onboard.
- She was also hopeful for three (3) Medical Assistants (MAs) to be added to the Quality Team soon.
- Dr. Leary mentioned that FHS is meeting multiple measure targets at the Fairfield Adult Clinic and that Fairfield Peds was a shining star with pediatrics measures.

a) **Staffing Update** — Dona Weissenfels *(Please reference the "FHS Staffing" report.)*

- Dona mentioned that Dr. Leary has been aggressively interviewing and hiring providers and close to bringing the last Clinic Physician Supervisor onboard.
- Dona stated the focus is hiring MAs, because the standard ratio is 2 MAs for each provider.
- Dona is also very excited to have Han join FHS and there have been interviews for Registered Nurses, Medical Assistants for the Call Center and for one (1) Licensed Clinical Social Worker (LCSW) for Mental Health support in the clinics. She feels good about filling the many vacancies.

b) **Credentialing Update** — Desiree Bodiford *(Please reference the "ESU Credentialing" report.)*

- Desiree was unavailable, but the report was included in the packet for review. There were no questions from the Board.

c) **HRSA Grants Update** — Noelle Soto

- Noelle mentioned that it was UDS data collection time. They had their first kick-off meeting last week and will have weekly meetings. More to come.

d) **Grievances/Compliments** — Rebecca Cronk *(Please reference the "Grievance" report.)*



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- Rebecca reviewed the new graph that showed the grievances data from April through December 2023.
 - Chair Brandon Wirth asked for an example of Category 1 and 2. Rebecca stated a “Category 1” is when the patient is affected, but there was no harm. Category 2 is when a patient is affected and does not cause harm to the patient. The example she used was, when a patient calls in for a non-urgent appointment and it’s scheduled out in a month, instead of a couple weeks.
- e) **Compliance** — Krista McBride
- Krista gave two updates:
 - 1 – The County Health and Social Services (H&SS), also referenced as County Welfare Department, must notify any complainant of their right to appeal a decision with the Department of Social Services. Any complaints involving a program other than Cal-Fresh, can file a Civil Rights complaint with the United States Department of Health and Human Services. Any discriminatory complaints can be based on any potential category including the classifications on the protected category of sex, which has been updated. She recommended that those present be aware of the changes in the protective category of sex. She noted that if anyone is interested in the details of Civil Rights involving the Protected Category of Sex, additional information is on the Department of Health Care Services (DHCS) and All County Letters, ACL 23-98.

Discussion ensued whether this information applied to FHS and it was noted by Dr. Matyas, the Solano County Health Officer, that Civil Rights applied to Public Health programs and not FHS. Board member Etta Cooper mentioned when a document is mentioned or referenced in a report, it would be helpful to also include the named document in the agenda packet.
 - 2 – Compliance extended their provisions for privacy and security and continue the Privacy and Security Agreement with the Department of Healthcare Services. They continue to work under the same Data Privacy Agreement that has been in place since 2019. Compliance has been safeguarding Protected Health Information (PHI) and Personal Identifiable information (PII). Compliance is working to investigate all privacy breaches, complaints and any unauthorized access and disclosure of confidential information.

Chair Brandon Wirth asked whether in terms of security breaches, was it appropriate that the Board is provided a report of FHS or Health Care breaches that occur within the clinic and if that information is with the Compliance Team. Krista confirmed that was true and offered to the Board that Compliance could report on breaches involving FHS. The Board asked that a report of FHS breaches be reported to them each month, whether the number was zero (0) or more. Krista agreed to present an FHS Breach Report to the Board each month.
- f) **Finance & Revenue Cycle Management** — Nina Delmendo (*Please reference the “Revenue Cycle” reports.*)
- Nina mentioned that the FHS Quarterly Financial Report was on the agenda and up for Board approval. She mentioned one correction on page 3 of the Financial Report. In the upper section of “Other Charges”, the \$158,351.00 should be in the “Interfund Services-



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Professional” and \$25,228.00 is in “Interfund Services- Other”. For mor details, please reference the handout titled, “*FHS Quarterly Financial Report*”.

- Nina reviewed the new format and charts of the Revenue Cycle reports. For more details, please reference the handouts titled, “*Revenue Cycle – Unbilled Encounters as of 1/4/2024, December Total Encounters, Total Qualified Encounters FY 2023/24 (July 2023 – December 2023), and FHS Total Partnership Capitated Patients FY 2023/24*”. For more details, please reference the handout titled, “*FHS Quarterly Financial Report*”.

g Referrals — Cynthia Coutee (*Please reference the “Referrals” report.*)

- Cynthia reviewed the Referrals Report, which covered January – November 2023. For more details, please reference the handout titled, “*Referrals*”.

h. Major Project Updates —Dona Weissenfels

- Dona mentioned that OCHIN EPIC, an electronic health record (EHR) is currently in the soft launch phase and the project officially begins in February. FHS has hired two (2) Project Management firms to help us, an IT Project Manager from NetraVine and Facktor Health will also help with the operational aspects of moving to another EHR. They will be on site January 29 – 31, 2024, getting acquainted and touring the clinics and having face-to-face meetings and establishing communications to move forward with the EPIC project. She mentioned that this was no small feat in working with H&SS Administration, IT, Fiscal, and Operations and all involved at the Clinic level, the County level and the vendors. The kick-off for this huge project will be at the end of the month.

- Dona mentioned that at some point she would prepare a status report on how the project is moving along.

i) (Note: This item was agreed by the Board to be presented before agenda item 5a). Please see above.)

j) FHS Clinic Q-Matic Stats — Noelle Soto (*Please reference the “Q-Matic Stats” report.*)

- Noelle reviewed the Q-Matic stats and clarified that of the number of patients served, not all patients who walk in have appointments with providers. Some see a provider which counts as an encounter, but others may have questions, or a lab appointment, or need to be triaged by a nurse or maybe need to pay a bill.

6) CHB Follow-up to Operational Clinic Reports:

a) Follow-up Action requesting additional information on Quality and other clinic reports.

- This item was added per HRSA guidelines and will be a standing agenda item. It documents anything from the Clinic Operations Reports, that requires follow up, by the Board. Any follow up items requested by the Board, will be noted in the following month’s agenda.
- The Board asked that H&SS Compliance provide a monthly report on FHS privacy breaches, including the category and examples.

7) HRSA Project Officer Report

a) Health Center HRSA Project Officer Update – Dona Weissenfels

i) Health Center Activities – Internal and External Update

- Dona mentioned that new patient panels were still closed in Vacaville and Fairfield, due to the shortage of providers and MAs. With the focus on and effort of fast track hiring, the hope is to reopen these in late March or in April 2024.



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- Dona announced that this week the clinics were awarded Equity Practice Transformation funding, which will pay up to \$3.75 million dollars for FHS participating in this funding stream. One of the things that FHS would benefit is with the transition of (EPT) EHR (Electronic Health Records). EPT funding is designed and will help FHS half-way to move the clinics to APM (A P Method) of billing. It will also help put administration positions in place to make FHS stronger. The funding begins in February and there will be a webinar to share information. More to come.
- Dona gave an update on the HRSA (Health Resources Services Administration) VOSV (Virtual On Site Visit) audit that occurred in July 2023.
 - There were eight (8) conditions that were found and of those about half have been submitted for the Corrective Action Plan (CAP) and are waiting to receive word from HRSA if any of those have been cleared.
 - FHS still has the Co-Applicant Agreement between FHS and the Board of Supervisors to revise with HRSA's recommendations. Currently, it is being reviewed and discussed with FHS and H&SS Administration.
 - The NorthBay Contract is being worked on and needs to be approved.
 - After HRSA responds to those CAP items submitted, they will comment and then the clock will start ticking and there will be a 60-day deadline.
- ii) Strategic Plan Report Update
 - Dona stated that she would present the Strategic Plan Report Update at the next meeting.
- iii) Board membership recruitment update
 - Dona mentioned that a board member of the Asian – Pacific Islander background is still needed and asked for help in recruiting someone.

8) Business Governance

- a) Review and consider approval of the Quarterly Quality Improvement Report — Dr. Michele Leary
- i) **Action item:** The Board will consider approval of the Quarterly Quality Improvement Report

Discussion: It was recommended this voting on this item be postponed because Dr. Leary was unavailable to present it to the Board, so it will be presented at the next meeting.

Motion: None made. This item will be voted by the Board at a future meeting.

Motion by: None made.

Ayes: Vote not taken.

Nays: None.

Abstain: None.

Motion not made.

- b) Review and consider approval of the Quarterly Financial Report — Nina Delmendo



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i) **Action item:** The Board will consider approval of the Quarterly Financial Report.

Discussion: None.

Motion: To approve the Quarterly Financial Report.

Motion by: Deborah Hillman and seconded by Ruth Forney.

Ayes: Michael Brown, Etta Cooper, Ruth Forney, Charla Griffith, Gerald Hase, Deborah Hillman, Don O'Conner, Tracee Stacy and Brandon Wirth.

Nays: None.

Abstain: None.

Motion carried.

c) Board Nomination and Election for the Member At Large –

This will be an open vote process

1. Each Nominee will make a brief statement.
2. One person will be elected for the Member at Large position.
3. After votes are tallied, the Board will vote to approve the appointment of the Board member elected.
4. Election process will be turned over to the Community Healthcare Board Clerk, Patricia Zuñiga, to announce the appointment.

i) **Action item:** The Board will consider and approve the appointment of the Board Member elected as the Member at Large.

Discussion: At the December Meeting, Anthony Lofton was nominated as the Member at Large. Although Board Member, Anthony Lofton was not present at this meeting, the Board moved forward and voted for the Member at Large as directed by Legal Counsel, Kelly Welsh. It was not required Anthony be present for the vote.

Motion: To approve Board Member Anthony Lofton as the Board Member at Large.

Motion by: Tracee Stacy and seconded by Deborah Hillman.

Ayes: Michael Brown, Etta Cooper, Ruth Forney, Charla Griffith, Gerald Hase, Deborah Hillman, Don O'Conner, Tracee Stacy and Brandon Wirth.

Nays: None.

Abstain: None.

Motion carried. The Board Clerk announced that Anthony Lofton was the Member at Large for 2024.



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9) Discussion

- a) Board Member Application received from Marbeya Ellis.
 - i) The Executive Committee reviewed the Board Member Application submitted by Marbeya Ellis and recommends the Board's approval for Marbeya Ellis to be appointed as an FHS Community Healthcare Board Member.
 - ii) **Action Item:** The Board will consider Marbeya Ellis to be appointed as an FHS Community Healthcare Board Member.

Discussion: None.

Motion: To approve Marbeya Ellis to be appointed as an FHS Community Healthcare Board Member.

Motion by: Ruth Forney and seconded by Mike Brown.

Ayes: Michael Brown, Etta Cooper, Ruth Forney, Charla Griffith, Gerald Hase, Deborah Hillman, Don O'Conner, Tracee Stacy and Brandon Wirth.

Nays: None.

Abstain: None.

Motion carried.

- b) Board members review and sign the Annual Bylaws Appendix A, "Conflict of Interest" and "Oath of confidentiality" forms.
 - Board Chair, Brandon Wirth advised those Board Members that were present to complete and turn in the two forms to the Board Clerk, before leaving the meeting.
- c) Family Health Services Rebranding, Marketing Campaign and Website Design.
 - Dona Weissenfels made a request to the Board to postpone this agenda item to the February Meeting. The Board approved the change to the agenda.
- d) Robert's Rules Review – Kelly Welsh
 - *The Board requested that Kelly present this review after "Board Member Comments" and it was agreed. Please see item after "Board Member Comments".*

10) Board Member Comments

- Board member Tracee mentioned that she attended a Mental Health Board Meeting and shared what Kaiser is doing.
- Board member Ruth Forney said that she was unable to attend the last board meetings due to a family emergency, so her absences were excused.

- 9) d) Robert's Rules Review – Kelly Welsh (*Please reference the "Robert's Rules" presentation.*)
 - Kelly presented the Robert's Rules to the Board, and there were not questions from the Board.

11) Closed Session



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i) Project Officer/CEO Evaluation Review

12) Adjourn: To the Community Healthcare Board Meeting of:

DATE: February 21, 2024
TIME: 12:00 p.m. — 2:00 p.m.
Location: Multi-Purpose Room
2101 Courage Drive
Fairfield, CA 94533

The Meeting was adjourned at 2:15 p.m.

Handouts

- CHB 12/20/2023 Draft Meeting Minutes
- Clinic Operations Report – FHS Staffing
- Clinic Operations Report – ESU Monthly Credentialing Report
- Clinic Operations Report – Grievance Report, April – December 2023
- Clinic Operations Report – Revenue Cycle – Unbilled Encounters as of 1/4/2024, December Total Encounters, Total Qualified Encounters FY 2023/24 (July 2023 – December 2023), and FHS Total Partnership Capitated Patients FY 2023/24
- Clinic Operations Report – Referrals, January – November 2023
- Clinic Operations Report – FHS Clinic Q-Matic Stats
- Clinic Operations Report – QIP Measure Graphs
- Quarterly Financial Report - Expenditure and Revenue as of December 2023
- Robert's Rules Presentation
- CHB 2024 Calendar