



County of Solano Community Healthcare Board

REGULAR GOVERNING BOARD MEETING MINUTES

Wednesday, June 19, 2024

In Person Meeting

Members Present:

At Roll Call: Michael Brown, Ruth Forney, Charla Griffith, Deborah Hillman, Anthony Lofton, Seema Mirza, Yalda Mohammad Shafi, Tracee Stacy, and Brandon Wirth.

Members Absent: Etta Cooper, Marbeya Ellis, Gerald Hase, Rovina Jones, Don O'Conner, Sandra Whaley, and Robert Wieda

Staff Present:

Gerald Huber, Dona Weissenfels, Dr. Bela Matyas, Dr. Ian Bennett, Dr. Michelle Stevens, Dr. Reza Rajabian, Han Yoon, Noelle Soto, Cynthia Coutee, Pearce Leavell, Nina Delmendo, Debbie Vaughn, Desiree Bodiford, Julie Barga, Krista McBride, Dorian Roberts-PHC, Danielle Seguerre-Seymour and Patricia Zuñiga.

1) Call to Order- 12:05 p.m.

- a) Welcome
- b) Roll Call

2) Approval of the June 19, 2024 Agenda

Discussion: None.

Motion: To approve the June 19, 2024, Agenda.

Motion by: Tracee Stacy and seconded by Charla Griffith.

Ayes: Michael Brown, Ruth Forney, Charla Griffith, Deborah Hillman, Anthony Lofton, Seema Mirza, Yalda Mohammad Shafi, Tracee Stacy, and Brandon Wirth.

Nays: None.

Abstain: None.

Motion Carried.

3) Public Comment

- Desiree Bodiford announced that June 19, 2024, celebrates Juneteenth. She mentioned that the Board of Supervisors recognized Juneteenth at the last meeting and shared the meaning of Juneteenth referencing January 1, 1863, when President Lincoln signed the Emancipation



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Proclamation, freeing all slaves. In Texas, freedom to the slaves, finally came on June 19, 1865, when some 2,000 Union troops arrived in Galveston Bay, Texas. The army announced that the more than 250,000 enslaved black people in the state were free by executive decree. On this day known as “Juneteenth, it commemorates the newly freed slaves in Texas.

- > Dona mentioned that about 16.8% of FHS patients are African American, who are provided services.
- > Board Member Ruth Forney mentioned there were festivities celebrating Juneteenth in Fairfield and Suisun.

Regular Calendar

4) Approval of Minutes

Approval of the May 15, 2024, draft Minutes

Discussion: There was no discussion.

Motion: To approve the May 15, 2024, draft meeting minutes.

Motion by: Deborah Hillman and seconded by Anthony Lofton.

Ayes: Michael Brown, Ruth Forney, Charla Griffith, Deborah Hillman, Anthony Lofton, Seema Mirza, Yalda Mohammad Shafi, Tracee Stacy, and Brandon Wirth.

Nays: None.

Abstain: None.

Motion Carried.

5) Clinic Operations Reports

a) **Staffing Update** — Dona Weissenfels

- Dona reviewed the Staffing Update report. (*Please reference the “FHS Staffing Update – June 19, 2024”*)
- Dona mentioned that there are six (6) pending positions and the Team had been waiting for Human Resources (HR) to provide certified lists, but due to HR staff shortages, it’s taking longer.
- Dona also acknowledged Danielle Seguerre-Seymour for her effort in filling the vacant positions and following up with HR.
- Dr. Ian Bennett announced that he continues to be a professor at the University of Washington, and due to a change related to COVID-19 and working remotely, he will be on leave for up to three (3) months and plans to return in October or sooner. He clarified that the leave is temporary and will be returning to FHS.
- Board Member Seema Mirza mentioned she had called for an appointment and was told that in June and July there would only be walk-in appointments and she would not be scheduled for an appointment until August. She wanted to know why. Dona informed her and everyone that due to short staffing and staff training on the new electronic health record (EHR) system, EPIC, that she could walk into the clinic first thing in the morning at 7:30am and be seen, as an option.



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- Dr. Ian Bennett noted that the term “Open Access” had been used at other clinics and meant the same as “Walk-In” clinics.
 - Dr. Bela Matyas noted that staff shortage is problematic throughout all primary care clinics and FHS continues to recruit staff.
 - There were no other questions from the Board.
- b) **Credentialing Update** — Desiree Bodiford (*Please reference the “FHS Credentialing, Provider Enrollment and Sanctioning Screening Activities – Status Report – June 2024” and “Credentialing Program Update”*)
- Desiree mentioned that there were 138 screenings with zero exclusions and that they continue to support FHS in hiring staff.
 - Desiree also mentioned that the Credentialing Team made improvements in identifying the classifications that require credentialing and re-credentialing every two (2) years. The updated list of classifications, “*Credentialing Program Update*”, was included in the packet.
 - There were no questions from the Board.
- c) **HRSA Grant Update(s)** — Noelle Soto (*Please reference the “Health Resources and Services Administration (HRSA) Grant Updates, June 19, 2024”*)
- Noelle Soto read the HRSA Updates report to the Board.
 - There were no questions from the Board.
- d) **Grievances/Compliments** — Pierce Leavell (*Please reference the “Grievance Reports, April-December 2023 & January– May 2024.”*)
- Pierce noted there were more Quality of Care and Scheduling grievances, which is partially due to staff shortage and that the appropriate providers were always made aware appropriately, when Quality of Care grievances were submitted.
 - There were no questions from the Board.
- e) **H&SS Compliance** — Krista McBride (*Please reference the “FHS Privacy & Security Incident Report May 1 to May 31, 2024.”*)
- Krista reviewed the report.
 - There were no questions from the Board.
- f) **Finance & Revenue Cycle Management** — Nina Delmendo
- Revenue Cycle Reports
- Nina stated due to the full agenda, she briefly reviewed the Revenue Cycle Reports and asked the Board if there were any questions
 - There were no questions from the Board.
- FY 23/24 Third Quarter (TQ) Budget
- Nina mentioned that the FY 23/24 TQ Budget was updated based on the measurements after 10 months to see where FHS stands and to anticipate where FHS would be at the end of the FY 23/24.
 - She asked the Board if there were any questions.
 - There were no questions from the Board.
- FY 24/25 FHS Budget
- Nina updated the FY2024/25 Budget with the suggestions given by the Board and mentioned that there were three (3) columns: (A) – Requested Budget as of 4/17/24 (B) – Recommended Budget as of 5/15/24 and (C) – Recommended Budget with supplemental, which shows the changes.



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- She also mentioned that the following day, the proposed budget would go to the Board of Supervisors (BOS) for approval and that it was a part of the whole County Budget.
 - Nina noted that she worked with Dona and the County Administrator Office (CAO) to make the necessary changes.
 - Chair Brandon Wirth asked Nina to confirm that the left over AARPA funding would be rolled over to the following FY 24/25 and Nina stated it would be.
 - Board Member Tracee Stacy asked if extra help providers could be hired and Dr. Matyas stated the focus was hiring full time providers so there was no need to hire extra help providers at this time.
 - There were no other questions from the Board.
- g) **Referrals** — Cynthia Coutee (*Please reference the “Family Health Services Referrals for May 2024”.*)
- Cynthia referred to the report stating as of May 15, 2024 there were 856 referrals being processed 1 month out and the total number of referrals in the box as of June 10th was 360 and at that time the referrals were processed 12 days out, with a continued goal of meeting Partnership’s compliance of processing referrals within 10 business days.
 - Cynthia noted due to the Quality Improvement Process (QIP), and Quality “Plan Do Study Act” (PDSA) process it was decided to offer overtime to the clinical staff to process referrals and attempt to lower the total number of the referrals considerably. To do this, a combination of Medical Assistants, a Senior Registered Nurse and Cynthia worked on one or more Saturdays, on June 15th, 22nd and 29th.
 - Cynthia reminded the Board that it is not possible to get caught up on referrals, since as referrals are ordered, more are being submitted hourly in the box, so it continues to be a fluid process.
 - Board Member Deborah Hillman noted that all her referrals came through and she thanked those that made it happen. She expressed her appreciation to the staff.
 - Board Member Tracee Stacey asked when the goal was reached did the focus reduce and Cynthia stated, “No” and that referrals are always a primary focus.
 - Dona stated the clinics really need to close the loop and confirm that the patients actually showed up to their appointments, but with the current Electronic Health Record (EHR) NextGen, that’s not possible. So when EPIC is up and running, that will hopefully be a means to follow up with the patient referral appointments.
 - Board Member Tracee Stacey asked if the referrals were prioritized and Cynthia confirmed they were.
 - There were no other questions from the Board.
- h). **OCHIN EPIC Update(s)** —Dona Weissenfels (*Please reference the “OCHIN EPIC EHR Implementation 2024: Implementation Dashboard – June 2024 and Project Milestones / Highlights”.*)
- Dona mentioned FHS continues to be on track with the milestones and that EPIC super user training was scheduled for Leadership staff the following week, in July, August and early September. The rest of the staff would receive training in August and September.
 - There were no questions from the Board
- i) **QI Update** – Han Yoon
- Han announced that FHS had joined forces with Partnership HealthPlan for a Mobile Mammogram Event. The mammogram van would be parked at the Fairfield Adult Clinic on 6/26/2024 from 9:00am to 4:00pm and at the Vallejo Clinic on 6/27/2024 from 9:00am to 4:00pm. FHS patients would be scheduled and there would be no impact to the clinics. The event was being handled by the Quality Team and Han mentioned that if there were any questions or



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concerns about the event, after the meeting, to please contact Han via email; J_Yoon@SolanoCounty.com.

- There were no questions from the Board.
 - 1) QA/QI May 10, 2024 Meeting Minutes
 - Han mentioned that the minutes from the May 10th QA/QI Meeting were in the packet.
 - There were no questions from the Board.
 - j) **FHS Clinic Q-Matic Stats** — Noelle Soto (*Please reference the “FHS Clinic Q-Matic Stats Reports – March 2023-December 2023 and January-May 2024” report.*)
 - Noelle reviewed the Q-Matic stats briefly with the Board.
 - Board Member Charla Griffith asked if a machine could be installed at the Fairfield Pediatrics Clinic. Noelle stated that there is no funding in the current budget and that it had been requested in the past to purchase one for Fairfield Pediatrics Clinic, but it was denied due to lack of funds. Dr. Matyas also noted that in comparison of the other clinics, the number of patients was low for the Fairfield Pediatric Clinic.
 - There were no other questions from the Board.

6) CHB Follow-up to Clinic Quality and Operational Reports:

Review, Follow-up & Next Steps: CHB will provide feedback on reports, request additional information on quality and clinic operations reports & follow up on these requests.

- a) Referrals Improvement Project Status – Cynthia Coutee
 - Cynthia noted that she gave the update when she reported on the Referrals Clinic Operations Report.
 - There were no questions from the Board.
- b) Referencing the UDS Report given at the May meeting, update the Board on how the homeless patient population are getting referred to Solano county based resources and opportunities within the County and how is it working. – Noelle Soto
 - Noelle clarified that this would be a one-time presentation and she planned to present it in July or August.

7) HRSA Project Officer Report

- a) Health Center HRSA Project Officer Update – Dona Weissenfels

- i) Health Center Activities – Internal and External Update

External News:

- Dona informed the Board that a few of the FHS Leadership staff visited La Clínica in Vallejo to observe how the EPIC EHR program works in person. Visually watching the staff use it was very helpful
- Dona mentioned that EPIC is one of the top ten (10) EHR Programs in the United States and they are continually evolving and improving their software. EPIC would be tailored to the needs of the FHS Clinics workflows, FHS Staff and patients.
- Chair Brandon Wirth asked if staff would have the opportunity to observe EPIC at La Clínica and Dona said, “No”.
- There were no other questions from the Board.

Internal News:

- Dona mentioned there was an in-person Quarterly Operations Meeting held between FHS and Partnership HealthPlan of California (PHC). The meeting was a collaborative meeting for



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representatives from FHS and PHC to discuss FHS' clinic operations and quality improvement. The meeting was also an opportunity to get acquainted with PHC staff and discuss Quality Improvement Measures, credentialing and lots of other topics. It was a very productive meeting.

- Dona mentioned she is working with Sutter Health to put together a radiology contract for the Vallejo FHS Clinic.
 - Dona mentioned that the HRSA Grant Transitions in Care was for five (5) years and in was in the amount of 5.7 million dollars, but due to budget costs the amount could be less. More news to come.
 - Dona noted that the Operations Site Visit (OSV) conditions were cleared and FHS Leadership was planning for the next OSV and discussing what could be done to improve the results. She noted that the Board Members section, Chapter 19, needed improvement and that training for Board members was vital as was education and understanding their role as board members.
 - There were no questions from the Board
- ii) Strategic Plan Report Update (*Please reference the "Strategic Plan Report – Strategic Plan July 1, 2024 – June 30, 2025, June 19, 2024".*)
- Dona proposed that the Board review the Strategic Plan and go through it again to remove, add or modify it, in the near future.
 - Board Member Tracee proposed to review it in October, after the EPIC implementation. Dona agreed. It will be added to the October agenda.
 - Board Member Ruth Forney requested that the Needs Assessment also be reviewed at the same time.
 - There were no other questions from the Board

8) Business Governance

- a) Review and consider the National Association of Community Health Centers (NACHC) 2024 Community Health Institute (CHI) & EXPO, August 24-26, 2024, or Internal Training for the Board – Dona Weissenfels
- i) Action Item: The Board will consider approval of [board members(s)] to attend the National Association of Community Health Centers (NACHC) 2024 Community Health Institute (CHI) & EXPO, August 24-26, or provide Internal Training for the Board.

Discussion: Nina noted the budget for Board Member education, training, in-state and out of state travel was \$15,000. Dona told the Board that she would not be attending the NACHC Conference due to the cost, which was about \$4,00.00 per person. Discussion ensued between the board members. A few board members stated that the NACHC Conference was important, informational and provided many learning opportunities although the cost was high and only a few could attend. Other board members noted due to the high cost of sending a few board members to a conference, they thought it would be better to provide internal training to all the board members whether it be online or in person. The suggestion of sending a couple board members to the conference and to also provide internal training was made, but the agenda item stated to send board member(s) to the conference or provide internal training for the board. It was duly noted that a majority of board members thought with internal training, all board



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members could benefit in receiving education and training, rather than a few who would attend the conference.

Motion: To not send Board Members to the NACHC Conference, but provide Internal training to all Board Members. In addition, the Board asked that a training schedule be discussed at the next meeting.

Motion by: Brandon Wirth and seconded by Michael Brown.

Ayes: Michael Brown, Charla Griffith, Deborah Hillman, Anthony Lofton, Seema Mirza, Yalda Mohammad Shafi, Tracee Stacy, and Brandon Wirth.

Nays: None.

Abstain: Ruth Forney.

Motion carried.

b) Review and consider approval to apply for California Healthcare Foundation Grant funding for African American Well Child Group Visits – Dr. Michelle Stevens (*Please reference the “Centering Well Child Visits” presentation and “California Health Care Foundation.”*)

- Dr. Michelle Stevens presented the California Healthcare Foundation Grant in the amount of \$1,300.00, to address Anti-Black Racism Delivery System Initiative (Solano County), African American Well Child Group Visits.
- She had information about the well child group visits posted on the walls, which showed and displayed the advantages of these group visits.
- She noted if awarded the grant, the funding would be provided May 2024 through July 2025.
- Dona noted this was a pilot program and hoped to eventually spread it throughout the County.
- Vice Chair Mike Brown, as a Pastor in Vallejo, noted the program was a great program and said the need was great in Vallejo.
- Dr. Stevens mentioned that part of the program was for the Mothers to meet in a group for support and she would need volunteers. Board Member Deborah noted she wanted to volunteer, and Dr. Stevens would give her the dates when the group would meet.
- Cynthia Coutee mentioned that if anyone would like to volunteer, they could also contact her.

i) Action Item: The Board will consider approval to apply for the California Healthcare Foundation Grant funding for African American Well Child Group Visits.

Discussion: None.

Motion: To give approval to apply for the California Healthcare Foundation Grant funding for African American Well Child Group Visits

Motion by: Charla and seconded by Ruth Forney.



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Ayes: Michael Brown, Ruth Forney, Charla Griffith, Deborah Hillman, Anthony Lofton, Seema Mirza, Yalda Mohammad Shafi, Tracee Stacy, and Brandon Wirth.

Nays: None.

Abstain: None.

Motion carried.

c) Review and consider approval to apply for the HRSA Supplemental Grant FY2025 Expanded Hours – Dona Weissenfels. *(Please reference the HRSA Expanded Hours Funding Opportunity Number: HRSA -25-084, New Funding Opportunity)*

- Dona mentioned that with the funds from this grant, the hope was to open the FHS clinics for Saturday Clinic hours and host appointments for those patients, specific to the PHC Measures, which would increase patient screenings and in turn funding from PHC.

i) Action Item: The Board will consider approval to apply for the HRSA Supplemental Grant FY2025 Expanded Hours.

Discussion: None.

Motion: To give approval to apply for the HRSA Supplemental Grant FY2025 Expanded Hours.

Motion by: Ruth Forney and seconded by Deborah Hillman.

Ayes: Michael Brown, Ruth Forney, Charla Griffith, Deborah Hillman, Anthony Lofton, Seema Mirza, Yalda Mohammad Shafi, Tracee Stacy, and Brandon Wirth.

Nays: None.

Abstain: None.

Motion carried.

d) Review and consider approval of the updated Family Health Services Policy Number: 500.05, Patient Grievances – Pierce Leavell.

- Pierce noted that there was not a red-line version presented, because the only change was the title. It was “Patient Grievances Process” and then changed to “Patient Grievances”. The work “Process” was removed from the title.

i) Action Item: The Board will consider approval of the updated Family Health Services Policy Number: 500.05, Patient Grievances

Discussion: None.

Motion: To approve the Updated Family Health Services Policy Number: 500.05, Patient Grievances.



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Motion by: Tracee Stacy and seconded by Anthony Lofton.

Ayes: Michael Brown, Ruth Forney, Charla Griffith, Deborah Hillman, Anthony Lofton, Seema Mirza, Yalda Mohammad Shafi, Tracee Stacy, and Brandon Wirth.

Nays: None.

Abstain: None.

Motion carried.

9) Discussion

- a) Quality Training – Han Yoon (*Please reference the “Quality Improvement” presentation.*)
 - Han presented the Quality Improvement slide show.
 - Board Member Ruth Forney asked if there would be a portal and Han noted that with the EPIC EHR there would be a portal between the clinic and patients so text messages could be sent and received between FHS and the patients, as an example and to provide better communication with the patients.
 - Dona mentioned once EPIC was in place reports could also be created in real time.
 - Chair Brandon Wirth asked if audits could be done and Dona stated that PHC already has a mandated annual audit and once EPIC becomes more familiar, it is possible to perform audits. More to come.
- b) New Board Member Training/Binders – Michael Brown
 - Vice Chair, Michael Brown, asked Clerk Patricia Zuñiga to hand out the new Board Member Binders.
 - He told the Board Members that the CHB Executive Committee reviewed what was in the existing binders and that there were outdated materials. Also, to simplify, it made sense to have two (2) binders instead. One to bring at each meeting that would contain the important and frequently referenced documents, such as FHS Clinic information, the Bylaws, Strategic Plan, etc. The other binder would have HRSA information to reference and other helpful resources.
 - Vice Chair, Michael Brown also mentioned that the Clerk would bring a 3-hole punch machine to each of the meetings, so if the board members have any documents they want to add to their binder, they can get it 3-hole punched at the meeting then place them in the binder.
 - Vice Chair, Michael Brown also noted that the second binder/HRSA information and resources would be handed out at the next meeting and told the Board that if they had any ideas of what to include in the binders, to mention them at future meetings.
- c) “Network of Care” – Tracee Stacey (*Please reference the “SolanoCares.org, Your One-Stop Resource” presentation.*)
 - Board Member Tracee asked that this agenda item be moved to the July 17, 2024, meeting and the Board agreed.
- d) Board Member Self-Assessment – Report – Brandon Wirth.
 - Chair Brandon Wirth noted that there were thirteen (13) Board Member Self-Assessments submitted and he was working on the report. He asked that this item be tabled and addressed at the July 17, 2024 meeting.



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- e) National Health Center Week, August 4 – 10, 2024 – Dona Weissenfels (*Please reference the flyer “National Health Centers Week August 4-10, 2024, Powering Communities through Caring Connections”*)
- Dona mentioned she wanted to make this event patient and staff focused.
 - Dona noted there was a little funding and asked the Board Members to think of how to celebrate or send her any suggestions on how to show appreciation.

10) Board Member Comments

- Board Member Tracee Stacy mentioned there was a new Solano Mobile Crisis Unit program available, sponsored by Solano County Behavioral Health. She stated their phone number, 707-806-0866 and noted the Team operates 24/7/365.

11) Parking Lot

- a) Create a Rebranding Sub-Committee

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

DATE: July 17, 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 2:03 p.m.

Handouts in the Agenda Packet

- CHB May 15, 2024, draft Meeting Minutes
- Clinic Operations Report – FHS Staffing Update – June 19, 2024
- Clinic Operations Report – FHS Credentialing, Provider Enrollment and Sanctioning Screening Activities – Status Report – June 2024
- Credentialing Program Update – Classifications Requiring Credentialing – June 2024
- Clinic Operations Report – Health Resources and Services Administration (HRSA) Grant Updates as of June 29, 2024
- Clinic Operations Report – Grievance Reports - April – December 2023 and January – May 2024
- Clinic Operations Report – FHS Privacy & Security Incident Report, May 1-May 31, 2024
- Clinic Operations Report – Revenue Cycle Reports
- Clinic Operations Report – Operations Report – Finance Third Quarter (TQ) FY2023/24
- Clinic Operations Report – Operations Report – Finance Recommended Budget with Supplemental Changes FY2024/25
- Clinic Operations Report – Referrals – Time Period May 2024
- Clinic Operations Report – OCHIN EPIC EHR Implementation 2024: Implementation Dashboard – June 2024 and Project Milestones / Highlights
- Clinic Operations Report – FHS Quality Assurance/Quality Improvement (QA/QI) May 10, 2024 Meeting Minutes



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- Clinic Operations Report – FHS Clinic Q-Matic Stats Reports – March 2023-December 2023 and January-May 2024
- Strategic Plan Report – Strategic Plan July 1, 2024 – June 30, 2025, June 19, 2024
- Centering Well Child Visits
- California Health Care Foundation – Reference Number: G-33534
- HRSA Grant – Expanded Hours HRSA-25-084
- FHS Policy Number: 500.05, Patient Grievances
- Quality Improvement
- SolanoCares.org
- National Health Center Week, August 4-10, 2024, Powering Communities Through Caring Connections