

County of Sacramento DHHS / PHS Health Care for the Homeless Co-Applicant Board (HCHCAB)

Meeting Minutes

Special Meeting Teleconference
December 12, 2014, 1:00 PM -2:00 PM

Meeting Locations:

7001-A East Parkway #501 Sacramento, CA 95823	1300 North C Street Sacramento, CA 95823	3131 Palmer Street Sacramento, CA 95815
4410 Power Inn Road Sacramento, CA 95826	400 Bannon Street Sacramento, CA 95814	

Sacramento County, DHHS, Division of Primary Health Services, Healthcare for the Homeless website link:
<http://www.dhhs.saccounty.net/PRI/Pages/HCH%20Co-App/Health-Care-for-the-Homeless.aspx>

x = Present

CO-APPLICANT BOARD MEMBERS			
	Paula Lomazzi, Chair - Formerly Homeless (SHOC)		COUNTY DHHS STAFF
x	Mike Blain, Co-Chair - Formerly Homeless (Union Gospel Mission)	x	Marcia Jo - Health Program Manager
	Latisha Daniels - Community Member (Next Move Sacramento)		Victoria Deloney - Sr. Health Program Coordinator
x	Rebecca Hahn - Community Member (St John's Program)	x	Karen Giordano - Human Services Program Planner
x	Robert Kesselring - Community Member (El Hogar Guest House)		GUESTS
x	Maria Respall - Community Member (TLCS)	x	Aaron Washington - Homeless or Formerly Homeless
	Shavinder Sanga, RN, PHN - Community Member (WIND)	x	Sally Ooms – Community Member
	Vacant - Homeless/Formerly Homeless		
	Vacant - Homeless/Formerly Homeless		
	Vacant - Community Member		

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Topic	Minutes
Special Meeting	<p>Marcia Jo called the meeting to order, welcomed the committee and members of the public, and reviewed the agenda and focus topic for today's meeting.</p> <p>Roll call was taken since the meeting was held via teleconference.</p>
<p>Policies and Procedures Review and Discussion</p> <p>See P&P 01-02, P&P 01-01 and P&P 07-05 – available on website under 2014 Meeting Materials</p>	<p>Marcia Jo facilitated the overview and discussion of the three Policies and Procedures (P&Ps):</p> <ul style="list-style-type: none"> • <u>P&P 01-02</u> Health Care for the Homeless Co-Applicant Board – Authority • <u>P&P 01-01</u> Performance Improvement • <u>P&P 07-05</u> Credentialing and Privileges <p><u>P&P 01-02 Health Care for the Homeless Co-Applicant Board – Authority (HCHCAB):</u></p> <p>The group reviewed the policy which outlines the policy and procedures with regard to meetings and notices, member support, consumer members and related activities and reports.</p> <p>Discussion centered on requirements that 51% of members be patients of the clinic. Several concerns were noted especially with healthcare in transition:</p> <ul style="list-style-type: none"> ○ How to recruit members in a changing environment ○ How to manage membership when person changes to another provider ○ How to keep a knowledgeable experienced Board <p>Staff explained the Sacramento HCH is granted a waiver from this requirement for the current grant period which goes until October 2015.</p> <p>Importance of obtaining feedback from clinic services users was emphasized and ideas included focus groups and satisfaction surveys.</p> <p><u>Discussion:</u></p> <ul style="list-style-type: none"> ○ Sally Ooms suggested doing an exit poll with individuals when they resign from HCHCAB. ○ Mike Blain reported that he has participated in the evaluation of program in the past. ○ Aaron Washington indicated that it may be hard to maintain a current consumer since individuals may use services for a time limited bases until homeless condition is resolved.

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	<p>The Board agreed that in order to include all interested members, they would postpone their vote on this Policy until the January next meeting.</p> <p><u>P&P 01-01 Performance Improvement:</u></p> <p>The group reviewed the policy and plan which explains how staff will monitor critical indicators of health care services and outcomes, and what they will do if they find certain elements are not meeting standards.</p> <p>Marcia suggested that the Board especially review the selected areas for measurement this year, and further recommended that staff and the Board review these together next year to see if different or additional indicators are needed to monitor quality services to those experiencing homelessness.</p> <p>Selected measures for this year include:</p> <ul style="list-style-type: none"> ○ Using this QI process successfully ○ Patient access into services ○ Patient No Show rates ○ Patient health outcomes for those with diabetes ○ Patients getting cancer screening as recommended. <p><u>Discussion:</u></p> <ul style="list-style-type: none"> ○ Mike Blain reported that at one time the clinic was not seeing enough patients and this was determined to be problematic and the Board asked for intervention and action. A plan was enacted and visit data showed noticeable improvement. ○ Board Members discussed that next year they may want to review effectiveness of healthcare for the homeless navigators. <p>The Board agreed that that due to the complexity of this policy and in order to include all interested members, they would postpone their vote on this Policy until the next meeting.</p>

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	<p><u>P&P 07-05 Credentialing and Privileges:</u> The group reviewed the policy which explains the process used by the Medical Director to screen and approve medical staff to serve our patients at Primary Health Clinic Services. Marcia explained that the standards are national, not limited to our clinic, and that other community providers go through similar steps to ensure quality care is delivered to individuals.</p> <p><u>Discussion:</u></p> <ul style="list-style-type: none"> ○ Robert Kesselring suggested taking the P&Ps under advisement and making a decision to approve next meeting as is or with recommendations. ○ Committee members agreed.
Adjourned	Meeting adjourned at 2:00 PM. Next meeting: January 16, 2015, 9:30 AM – 10:30 AM.