

**County of Sacramento DHHS  
Health Center Co-Applicant Board (CAB)**

**Meeting Minutes**

November 18, 2016 / 9:30 AM – 10:30 AM

**Meeting Location**

Sacramento County Health Center  
Primary Care Center  
Community Room, 2<sup>nd</sup> Floor  
4600 Broadway  
Sacramento, CA 95820

Sacramento County, DHHS, Division of Primary Health Services, Health Center website link:

<http://www.dhhs.saccounty.net/PRI/Pages/HCH%20Co-App/Health-Care-for-the-Homeless.aspx>

x = Present

CO-APPLICANT BOARD MEMBERS			
X	Mike Blain		
X	Bob Erlenbusch		
X	Katie Freeney		
X	Vince Gallo		<b>COUNTY DHHS STAFF</b>
	Rebecca Hahn	X	Marcia Jo – Project Director
X	Paula Lomazzi – <b>Chair</b>	X	Nancy Gilberti
	Sally Ooms ( <i>excused</i> )		
	Maria Respall ( <i>excused</i> )		<b>GUESTS</b>
	AAaron Washington - <b>Co-Chair</b> ( <i>excused</i> )	X	Jodi Nerell, Senior Health Program Coordinator, County Health
		X	Laurie Haugen – Supervising Nurse, County Health Center

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<b>Topic</b>	<b>Minutes</b>
Welcome, Introductions and Announcements – <i>Paula Lomazzi</i>	<p>Paula Lomazzi welcomed all to the meeting, reviewed the meeting agenda and handouts, and invited announcements from the members in attendance.</p> <p><u>Announcements:</u></p> <ul style="list-style-type: none"><li>• Bob Erlenbusch announced the third annual homeless memorial scheduled on 12/19/16 at Trinity Episcopal Cathedral, 2620 Capital Avenue, 7 – 8 pm. Remarks and reflections will be provided by Darrell Steinberg, County Supervisor Patrick Kennedy, and representatives from multiple faith-based organizations.</li><li>• Bob Erlenbusch also announced that the third annual homeless death report will also be released the same day, on 12/19/16. The report shows that the level of violent deaths such as blunt force trauma and stabbings has increased since last report.</li></ul>

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<p>Members Recruitment/Patient Input - <i>Paula Lomazzi</i></p>	<p>Members reviewed and discussed progress concerning recruitment of new board members since last meeting.</p> <p><u>Updates:</u></p> <ul style="list-style-type: none"> <li>• Vince Gallo announced that he knows one individual who would be a good board member. Vince will follow up with the individual and report back to the board.</li> <li>• Vince also announced that Loaves and Fishes Executive Director approved use of the new Friendship Park location by the Co-Applicant Board for a recruitment or other health-related event.</li> <li>• Nancy Gilberti reported that approximately one half of the recruitment flyers placed in the lobby has been picked up. One County Health Center patient called to express interest in joining the board. Nancy will schedule the patient to attend the next board meeting as a guest, and will proceed with orientation and membership as indicated.</li> </ul> <p>The Board also continued to discuss and develop ideas for activities and events aimed at:</p> <ul style="list-style-type: none"> <li>• Improving Co-Applicant Board responsiveness to the needs of current and potential health center patients, and</li> <li>• Increasing the exposure of the Co-Applicant Board to assist with member recruitment.</li> </ul> <p><u>Ideas included:</u></p> <ul style="list-style-type: none"> <li>• Conduct four Co-Applicant Board business meetings per year focused on requirements of the Board, with increased length of meeting to 1 ½ hours. Use the remaining monthly board meetings to focus on the needs of health center patients and the homeless community.</li> <li>• To solicit Health Center patient input and public comment, conduct a Board meeting at the new Friendship Park. Offer food and music to draw attention to the event. Also offer a specific activity such as flu clinic or guest speaker.</li> <li>• Katie Freeny suggested using the Respite Day Program at Guest House beginning in February 2017. The program will serve as a mini wellness and recovery center, with a focus on hospital deterrence. Hearing and flu clinics and other health education activities could be conducted for the 15-30 clients gathered.</li> <li>• Co-Applicant Board members interview both Health Center staff and patients concerning health care needs, using some concise and specific questions for each group.</li> </ul>

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<p>Members Recruitment/Patient Input - <i>Paula Lomazzzi</i></p>	<p>Examples for Health Center Staff:</p> <ol style="list-style-type: none"> <li>1) What do you think that homeless patients need?</li> <li>2) What resources do you wish you had, in order to serve patients better or to serve other patients?</li> <li>3) What feedback do you receive from your patients?</li> <li>4) What do you think are some reasons why patients do not return?</li> </ol> <p>Examples for Health Center Patients:</p> <ol style="list-style-type: none"> <li>1) What do you think is lacking in your health care?</li> <li>2) Do you think you are treated with respect?</li> <li>3) Are your health care needs resolved?</li> <li>4) What are your barriers in obtaining health care?</li> <li>5) Do you have any fears regarding your health care services?</li> </ol> <p><u>Next Steps:</u></p> <ul style="list-style-type: none"> <li>• Representatives from the Co-Applicant Board will solicit input from Health Center staff using standardized questions at the next Health Center staff meeting on 12/6/16.</li> <li>• Co-Applicant Board Members will set up a table in the Health Center lobby on a typically busy day (Tues-Weds-Thurs) and will interview patients using standardized questions. Use Health Center support staff to assist with language Spanish language translation.</li> <li>• Co-Applicant Board to review and discuss feedback at the next board meeting.</li> <li>• Continue to develop and implement the other ideas listed above.</li> </ul>

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<p>QIC Quarterly Review – <i>Marcia Jo</i></p>	<p>Marcia Jo presented and summarized the County Health Center Quality Improvement report covering the months of July, August and September, 2016. (See report).</p> <p><u>Summary:</u></p> <ul style="list-style-type: none"> <li>• Number of Health Center patients (total, and with the breakdown of homeless patients). Homeless patients constitute 18-20% of the total number of Health Center patients served in a given month.</li> <li>• Health Center appointments available within 48 hours and within 10 days of request. All totals are under 50%. Health Center expects improvement next quarter.</li> <li>• Diabetic Management. Number of patients with controlled diabetes ranges from 65-67%. The number of homeless patients with controlled diabetes is lower than the general population, due to challenges such as medication storage and loss of medication.</li> <li>• Hypertension Management. Stable at 56% controlled in total population of patients with hypertension.</li> </ul> <p>Marcia Jo also presented and summarized the results of the Health Center Medical Patient Experience Survey conducted in September, 2016. (See report)</p> <ul style="list-style-type: none"> <li>• Survey results indicate that Health Center patients are satisfied with their health care and health care providers. Combined scores of “Very Good” and “Good” exceed 90% in most categories.</li> </ul> <p>Co-Applicant Board Members approved both the QIC and Patient Experience Survey reports.</p>

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Health Center Updates/ Q & A – <i>Staff Panel</i>	<p>Jodi Nerell, Senior Health Program Coordinator, and Laurie Haugen, Supervising Nurse, provided an overview of Health Center services and focus areas.</p> <p>Jodi Nerell discussed:</p> <ul style="list-style-type: none"> <li>• Health Center is expanding Managed Care contracts.</li> <li>• Behavioral Health services are also expanding to serve the needs of medically complex patients with psychiatric needs. There are three dually-boarded clinicians, and other clinicians are being added.</li> <li>• Health Partners program has achieved 3,000 patients, and has a wait list. 2017 program planning is in progress.</li> <li>• Refugee Health Program has experienced an increase in arrivals, with approximately 350 visits per month.</li> </ul> <p>Laurie Haugen discussed:</p> <ul style="list-style-type: none"> <li>• Health Center focus on customer service. Improvements have been made in the Refill Line and the Call Center business processes to serve patients better.</li> <li>• Completion of the Staying Health Assessment for each patient which includes nutrition, exercise, substance abuse, and depression.</li> </ul> <p>Marcia Jo, Project Director, added remarks:</p> <ul style="list-style-type: none"> <li>• Health Center has 5-6,000 enrollees, with 20% who meet the federal definition of homeless.</li> <li>• The number of Medi-Cal patients has remained flat for the last 2 years.</li> <li>• Contracts with United and EHS are being implemented.</li> <li>• The number of Molina managed care patients has declined.</li> <li>• Health Center is in the process of contacting homeless patients who have not been seen at the health center to determine reasons for non-attendance, in an effort to improve service.</li> </ul>
Public Comment – <i>Paula Lomazzi</i>	There was no public comment.
Closing Remarks – <i>Paula Lomazzi</i>	<p>Paula Lomazzi thanked the group for participating in today’s meeting. Meeting was adjourned at 10:40 AM. The CAB will reconvene on December 16, 2016, 9:30 AM – 10:30 AM at: 4600 Broadway, Community Room #2020, Sacramento.</p> <p>Please see website, <a href="http://www.dhhs.saccounty.net/PRI/Pages/HCH%20Co-App/Health-Care-for-the-Homeless.aspx">http://www.dhhs.saccounty.net/PRI/Pages/HCH%20Co-App/Health-Care-for-the-Homeless.aspx</a></p>