

## County of Sacramento DHS Health Center Co-Applicant Board (CAB)

### Meeting Minutes

April 19, 2019, 9:30 AM – 11:00 AM

### Meeting Location

Sacramento County Health Center  
Primary Care Center  
Community Room 2020, 2<sup>nd</sup> Floor  
4600 Broadway  
Sacramento, CA 95820

CO-APPLICANT BOARD MEMBERS			
	Jan Winbigler – <b>Chair</b> - <i>excused</i>	X	Vince Gallo – <b>Co-Chair</b>
X	Mike Blain	X	Charles McBrayer
X	Elise Bluemel	X	Don Zorechak
	Bob Erlenbusch - <i>excused</i>	X	AAron Washington
X	Paula Lomazzi		
X	Louise Steenkamp, Project Director – <b>Ex-Officio</b>		

County Staff: Dr. Mishra (Medical Director), Kari Lockwood (Planner)

Public Attendees: None

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Topic	Minutes
<p>Welcome and Introductions - <i>Vince Gallo, Co-Chair</i></p>	<p><u>Welcome and Introductions:</u></p> <ul style="list-style-type: none"> <li>Vince Gallo welcomed CAB members and staff, and facilitated introductions.</li> </ul>
<p>Announcements - <i>All</i></p>	<p><u>Announcements:</u></p> <ul style="list-style-type: none"> <li>Kari Lockwood announced that all CAB members have successfully filed their Form 700 – Statement of Economic Interest/conflict of interest and are current with this annual requirement. <i>Thank you, everyone!</i></li> <li>Dr. Mishra provided an update about Nurse Navigation and Assistance at Mercy Loaves &amp; Fishes. After scoping and considering several other possible site locations, the Health Center has decided to focus on enhancing resources at the current site. This includes continuing to have a dedicated Supervising Registered Nurse and two Public Health Registered Nurses to ensure the provision of triage, health screenings, and health care enrollment assistance to establish a medical home. Health Center staff will be visiting the site on Tuesday, April 23 to assess for capacity and ADA compliance, supply needs, and the potential to add additional services in the future.</li> </ul> <p><b>Discussion:</b> Board members discussed the timeline, barriers to being able to provide these services, and budget considerations. Dr. Mishra stated that Ainur Sapargaliyeva, Supervising RN, will be the designated staff to oversee the services and she will attend CAB meetings to report information. Health Center staff will research whether any funds can be reallocated for outreach materials and signage. Management Team will also review the possibility of adding Loaves &amp; Fishes as an additional primary care site with HRSA approval and re-applying for a pharmacy permit so that medications can be stored and distributed. The CAB will continue to be provided with updates related to this program component.</p>
<p>Integrated Behavioral Health Services and Medication Assisted Treatment (MAT) Program - <i>Louise Steenkamp</i></p>	<p><u>Integrated Behavioral Health Services and Medication Assisted Treatment (MAT) Program:</u></p> <ul style="list-style-type: none"> <li>Louise Steenkamp reviewed the handout with a summary of mental health and substance use disorder treatment at the Health Center, including the MAT Program in the treatment of opioid addiction. She informed about a recent application for grant funding submitted to the Sierra Health Foundation to support increases to the Health Center’s MAT program capacity.</li> </ul> <p><b>Discussion:</b> Board members asked about the Health Center as a teaching facility, the role of residents in patient care and how this is communicated to patients. Louise said that staff are currently reviewing the verbiage related to this on the intake forms. The Board expressed the importance of the language used to explain this and that patients should be given the option to decline being seen by a resident. Louise said the intake forms will be brought to CAB</p>

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	<p>for review at the next meeting and Dr. Mishra said that this item will be added to the next Operations Meeting agenda. CAB discussed that appointments may take longer with residents, but there is an opportunity for more thorough care. Board members asked about details of the MAT program, including number of referrals and program completions, treatment protocols, and patient compliance. Louise said that there have been 26-30 referrals and 6-10 completions. Medication induction is daily at the beginning of treatment and then titrates down. Dr. Mishra said that MAT program completion is effected by a range of issues, such as patient readiness and choice of doctor or facility location. She said that counselor engagement and education is emphasized so that patients are supported throughout the program. Louise said that the new grant funding will be utilized for staff training, treatment advocacy, and family and community awareness. Louise offered to invite the IBH Medical Director and staff to a future CAB meeting to provide specific program details. Kari confirmed that the MAT program was presented in the April 2018 CAB meeting by Dr. Onate.</p>
<p>Quality Improvement Plan 2019 Draft – <i>Louise Steenkamp</i></p>	<p><u>Quality Improvement Plan 2019 Draft:</u></p> <ul style="list-style-type: none"> <li>• Louise reviewed the draft of the 2019 Quality Improvement Plan and annual objectives in the goal areas of care coordination, clinical performance measures, patient access, and patient experience. Kari said that the QI Plan will be finalized in the next Quality Improvement Committee meeting and brought back to the CAB for approval.</li> </ul> <p><b>Discussion:</b> CAB asked clarifying questions about goal areas. Louise stated that care coordination is case management for patients with chronic disease and frequent emergency room visits. She confirmed that the goal is less ER usage and improved health. Kari explained that the measures for focus this year were identified based on the 2018 results. Dr. Mishra and Louise said that patient access, appointments and scheduling are ongoing areas of review for improvement, with no show rates being better among established patients compared with new patients. Consumer Board members shared their experiences with scheduling appointments and wait times. The CAB suggested waitlist and stand-by appointment options, as well as ways to confirm appointments. The CAB also emphasized the importance of providing patients with information about transportation options to reduce barriers to care. Louise said that patients are informed of transportation options and Dr. Mishra said that this is a Medi-Cal health plan benefit for enrollees. Co-located services through Sacramento Covered may also be an additional resource. Louise said that information about transportation can be brought to the CAB for future reference.</p>
<p>Patient Satisfaction Survey Data Report – <i>Kari Lockwood</i></p>	<p><u>Patient Satisfaction Survey Data Report:</u></p> <ul style="list-style-type: none"> <li>• <u>Patient Satisfaction Survey Update:</u> The most recent survey period was this past December and January. Kari reviewed the summary of data, including responses for key functional areas of the Health Center, comparisons from the previous survey period, and data separated by clinic.</li> </ul>

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	<p><b>Discussion:</b> CAB discussed the survey form and process. Kari said that the surveys are completed on scannable forms, which are then sent to the form’s vendor for data collection. Health Center staff then compile the results for review. The questions on the survey are established by the vendor. Louise offered to bring the survey form to the CAB for review.</p>
<p>Patient Access – <i>Louise Steenkamp</i></p>	<p><u>Patient Access</u></p> <ul style="list-style-type: none"> <li>• <u>Access and Signage Updates:</u> This is a standing agenda item topic resulting from the CAB’s suggestion in the January meeting that ways to improve patient’s navigation through the clinic be assessed. Louise stated that the CAB’s recommendations have been brought to meetings with facilities for review. There is the possibility of flat-screen TVs for the lobbies and the option of Digital Building Directory, which is a computerized system for display with software that can easily accommodate changes. Dr. Mishra said that changes cannot be made to any area outside of the lobbies until the completion of a planned ADA compliance audit. Status updates on CAB recommendations will continue to be discussed and shared with the Board.</li> </ul> <p><b>Discussion:</b> Board members further discussed these updates, including whether or not there can be volunteers and desk area to direct patients or answer patient questions. The CAB asked about if there is a list of acronyms available for distribution and Louise said she would find out. Louise said that adding volunteers is a process that must go through the County Volunteer Office. Dr. Mishra said she is reviewing the possibility of consolidating different areas of the clinic to create for space for patients and services.</p>
<p>Next Meeting – <i>All</i></p>	<p><u>Tentative Topics for Next Meeting:</u> Health Center Updates, Scope of Service, Quality Improvement Plan 2019, Patient Access, other key topics.</p>
<p>Public Comment– <i>Vince Gallo</i></p>	<p>There was no public comment.</p>
<p>Closing Remarks- <i>Vince Gallo</i></p>	<p>The meeting was adjourned at 11:00 AM. The Board will reconvene on <b>Friday, May 17, 2019 from 9:30 to 11:00 AM.</b></p> <p>Location: 4600 Broadway, Community Room #2020, Sacramento. Conference call information can be offered for those who cannot attend in person.</p> <p>Co-Applicant Board website: <a href="http://www.dhs.saccounty.net/PR1/Pages/Health%20Center/County-Health-Center-Co-Applicant-Board.aspx">http://www.dhs.saccounty.net/PR1/Pages/Health%20Center/County-Health-Center-Co-Applicant-Board.aspx</a></p>

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Sacramento County Health Center website link: <http://www.dhs.saccounty.net/PRI/Pages/Health%20Center/GI-Sacramento-County-Health-Center.aspx>