

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

### Meeting Minutes

March 20, 2020 / 9:00 AM – 11:00 AM

### Meeting Location

Online via Skype: <https://meet.saccounty.net/hutchinss/htg7rr83>

Join by phone: [+1 \(916\) 876-4100](tel:+19168764100) (Sacramento Region)

Conference ID: 1945694

CO-APPLICANT BOARD MEMBERS			
X	Jan Winbigler – <b>Chair</b> ( <i>calling from Sacramento County</i> )	X	Elise Bluemel – <b>Co-Chair</b> ( <i>calling from Placer County</i> )
	Lynnette Bennett	X	Paula Lomazzi ( <i>calling from Sacramento County</i> )
X	Vince Gallo ( <i>calling from Placer County</i> )	X	Charles McBrayer ( <i>calling from Sacramento County</i> )
	Bob Erlenbusch		Don Zorechak
X	Kevin Koerber ( <i>calling from Sacramento County</i> )	X	AAaron Washington ( <i>calling from Sacramento County</i> )
X	Dr. Susmita Mishra, Medical Director ( <i>calling from Health Center</i> )	X	Dr. Sharon Hutchins, Health Program Manager, Project Director ( <i>calling from Health Center</i> )
X	Tracie Hall-Burks, Health Program Manager ( <i>calling from Sacramento County</i> )		

County Staff: Dr. Mishra (Medical Director), Sharon Hutchins (Health Program Manager), and Tracie Hall-Burks (Health Program Manager)

Public Attendees: 0

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Topic	Minutes
Welcome and Introductions - <i>Jan Winbigler</i>	Jan welcomed CAB members and staff, and facilitated a roll call of attendees.
Special Session on Novel Coronavirus (COVID-19) Preparations at SCHC – <i>Dr. Hutchins</i>	<p>Dr. Hutchins informed the board the Health Center has moved to adopt the Incident Command System (ICS), which is an organizational structure used through the US to respond to emergencies like the one we are currently in for COVID-19.</p> <ul style="list-style-type: none"> <li>▪ Health Center staff are calling patients in advance to reschedule or convert appointments to telephone visits to help reduce the spread of COVID-19. For patients that have a medical need to be seen and those who still wish to be seen in person, staff are calling one day prior to their appointment to check for symptoms. The goal is to see ~90% of patients via telemedicine.</li> <li>▪ Patients experiencing mild symptoms are being advised to stay home and to visit an urgent care if symptoms worsen.</li> <li>▪ The Health Center plans to set up a tent in the parking lot to test patients for COVID-19. Once supplies are fully stocked, staff can begin to use the protocols outlined to keep the virus from spreading.</li> <li>▪ All Health Center staff have been declared “essential.” Those who can complete assignments off site (mostly those who do not interact with patients on a daily basis) are working remotely from home while other staff continue to work on site.</li> </ul> <p><u>Discussion:</u></p> <ul style="list-style-type: none"> <li>▪ The board inquired about procedures for homeless patients that come in to be seen. Dr. Hutchins informed the board that Same-Day appointments are still available and if the patient cannot be seen, they are being advised to visit an Urgent Care facility.</li> </ul>
Announcements – <i>All</i>	<ul style="list-style-type: none"> <li>▪ The Loaves &amp; Fishes nurse outreach program will be temporarily relocated to the Delany Center once staffing, supplies, and furniture are in place. The HIPPA compliance officer will have to evaluate the site before it can be reopened.</li> </ul>
Follow Up – <i>Dr. Hutchins</i>	<p><u>Member Attendance Review:</u></p> <ul style="list-style-type: none"> <li>▪ Dr. Hutchins reviewed the attendance tracker for 2020 meetings so far. The board requested to send the attendance reminder letter to members that have missed 2+ meetings (unexcused) this year so far.</li> </ul>

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	<p><u>Update on Vision:</u></p> <ul style="list-style-type: none"> <li>▪ Due to the COVID-19 emergency, Dr. Mishra has not had the opportunity to meet with Dr. Beilenson to discuss the CAB’s suggested changes to the Vision for the Health Center.</li> </ul> <p><u>HRSA Site Visit update:</u></p> <ul style="list-style-type: none"> <li>▪ Dr. Hutchins was informed that the June site visit will be the official HRSA Operational Site Visit for the three-year grant period and that the site visitors would like to meet with the CAB as a whole. June 10<sup>th</sup> is currently the proposed date, members should email Dr. Hutchins or Dajonae Hall to inform them if this date will not work for them to meet.</li> <li>▪ Dr. Hutchins and other Health Center staff will have a conference call with HRSA 1-2 months prior to be briefed on what to expect to be requested from the auditors.</li> <li>▪ Tracie Hall-Burks will be overseeing Policy and Procedure revisions that are needed. There will be items that require a quorum to vote at the next two meetings.</li> </ul>
<p>CAB Governance – <i>Dr. Hutchins</i></p>	<p><u>Committee Discussion:</u></p> <ul style="list-style-type: none"> <li>▪ The board reviewed the outline for the three committee proposals – Governance, Finance, and Clinical Operations.</li> <li>▪ The following members volunteered to join committees; <ul style="list-style-type: none"> <li>○ Paula, Kevin, and Aaron volunteered for Clinical Operations</li> <li>○ Paula, Jan, and Aaron volunteered for Governance</li> <li>○ Vince and Jan volunteered for Finance</li> </ul> </li> <li>▪ Health Center staff will reach out to these CAB members to schedule meetings for each subcommittee to discuss agenda items prior to the next CAB meeting.</li> </ul> <p><u>Annual UDS Submission:</u></p> <ul style="list-style-type: none"> <li>▪ Sharon reviewed data from the 2019 UDS Data Submission handout. Currently, our smallest age population is 65+, but once the contract with Nivano is finalized, the Health Center will have more Medicare patients.</li> <li>▪ The UDS analysis revealed under-reporting of key demographic factors, including housing status, race, ethnicity, sexual orientation and gender identity (SOGI). Some patients choose not to provide this information at check-in. In addition, staff do not always ask for the information due to the time it can take and lack of understanding of the importance of the information. But it is a federal requirement for the Health Center to collect and report this information, and we have been not performing well in that area. Solutions proposed to the CAB include staff retraining, altering registration forms and electronic modules, and having more sensitive questions (such as SOGI) asked by clinical staff in the private exam room.</li> <li>▪ Particularly of concern is the small homeless patients in the UDS report. Several reasons were discussed for this including lack of self-reporting, issues with how we collect the information electronically and on</li> </ul>

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	<p>paper, and sending individuals outreached at Loaves &amp; Fishes to their own PCP or nearest urgent care or ED.</p> <p><u>Financial Report:</u></p> <ul style="list-style-type: none"> <li>▪ John Dizon, Sr. Administrative Analyst, reviewed the sliding scale fees for 2015-2019 for the Health Center. Fees were last adjusted in 2018 and Health Center staff are working to update them again soon. He also explained the County budget process and indicated that the proposed budget would be available for discussion by the June meeting. We are still waiting for the federal single audit report for 2019.</li> </ul>
Quality Improvement– <i>Dr. Hutchins</i>	<p><u>Patient Feedback Survey Results from October 2019:</u></p> <ul style="list-style-type: none"> <li>▪ The board reviewed the results from the October 2019 Patient Satisfaction Feedback Surveys. Areas for improvement were identified in same-day and after-hours access. These issues will be relayed to the Quality Improvement Committee to be addressed.</li> </ul>
Medical Director Updates – <i>Dr. Mishra</i>	Not discussed due to time constraints.
Next Meeting Topics	2020 QI Plan, Patient Outreach Campaign; Content for TVs in Waiting Rooms; 2020 Strategic Plan and 2020 Activity Calendar; Other key topics
Public Comment– <i>Elise Bluemel</i>	There was no public comment.
Closing Remarks- <i>Elise Bluemel</i>	<p>The meeting was adjourned at 11:00 am.</p> <p>The Board will reconvene on <b>Friday, April 17, 2020 from 9:30 to 11:00 AM.</b></p> <p>Location: Online via Skype</p> <p>Co-Applicant Board website: <a href="https://dhs.saccounty.net/PRI/Pages/Health%20Center/Co-Applicant%20Board/County-Health-Center-Co-Applicant-Board.aspx">https://dhs.saccounty.net/PRI/Pages/Health%20Center/Co-Applicant%20Board/County-Health-Center-Co-Applicant-Board.aspx</a></p>

Sacramento County Health Center website link: <https://dhs.saccounty.net/PRI/Pages/Health%20Center/Co-Applicant%20Board/County-Health-Center-Co-Applicant-Board.aspx>