

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

Meeting Minutes

August 16, 2019 / 9:30 AM – 11:00 AM

Meeting Location

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

CO-APPLICANT BOARD MEMBERS			
X	Jan Winbigler – Chair	X	Vince Gallo – Co-Chair
X	Lynnette Bennett		Paula Lomazzi – <i>Excused</i>
X	Mike Blain	X	Charles McBrayer
X	Elise Bluemel		Don Zorechak – <i>Excused</i>
	Bob Erlenbusch – <i>Excused</i>	X	AAron Washington
X	Dr. Susmita Mishra, Project Director		

County Staff: Dr. Mishra (Medical Director), Liz Gomez (Human Services Program Planner), Ainur Sapargaliyeva, RN (Supervising Nurse)

Public Attendees: None

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Topic	Minutes
Welcome and Introductions - <i>Jan Winbigler, Chair</i>	<u>Welcome and Introductions:</u> Jan Winbigler welcomed CAB members and staff, and facilitated introductions.
Announcements - <i>All</i>	<u>Announcements:</u> There were no announcements.
River City Medical Group IPA Scorecard – <i>Dr. Mishra</i>	<u>RCMG Scorecard:</u> Dr. Mishra informed the board that Sacramento County Health Center is currently leading the six other Federally Qualified Health Centers for meeting various HRSA measures. We are currently working to improve on screenings for well-child visits and pap smears for cervical cancer. Discussion: Dr. Mishra plans to discuss ways to improve measures with RCMG during the next meeting. Some health plans are reaching out to their patients to try and get them scheduled for an appointment. A Gaps-in-Care team meets weekly to review lists from health plans and reaching out to patients as needed.
Improving Accessibility – <i>Dr. Mishra</i>	<u>No Show Rates:</u> Dr. Mishra discussed recent efforts by staff to decrease no-show rates at the Health Center. Call center staff have been focusing on calling new patients to check eligibility and confirm appointments two weeks prior. Staff have found that patients are continuing to no-show after confirming and are exploring other ways to follow up. Rachel Callan met with Televox to activate appointment reminders via text messaging. Discussion: Elise Bluemel informed the board that the automated appointment reminders from Televox do not give the option to cancel your appointment. Dr. Mishra will follow up with Televox to find out if there is a way to add a canceling option. The board suggested setting the caller ID from Televox to the Health Center’s phone number so that patients will know the call is coming from us. Vince Gallo suggested using 1 hour appointment windows vs current set appointment times.
Outreach Activity Planning – <i>All</i>	<u>Outreach Activity Planning:</u> Sacramento Covered will be hosting the Health for All health fair here at the Health Center on 9/10 from 3-6pm. Flyers are being distributed for advertisement.

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	<p>Discussion: Board members were excited about the upcoming health fair and requested copies of the flyers for distribution.</p>
<p>Patient Access – <i>Dr. Mishra</i></p>	<p><u>Clinic Navigation and Signage Updates:</u> Clinic Admin team still working on getting monitors set up in lobbies. Locations are being determined and content will be discussed as we get closer to installation. The Adult Primary Medicine Clinic is testing out a new pager system to alert staff of late patient arrivals. This pilot is aimed at reducing wait times at the check-in windows.</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 10:51am. The Board will reconvene on Friday, September 20, 2019 from 9:30 to 11:00 AM. Location: 4600 Broadway, Community Room #2020, Sacramento. Conference call information can be offered for those who cannot attend in person. Co-Applicant Board website: http://www.dhs.saccounty.net/PRI/Pages/Health%20Center/County-Health-Center-Co-Applicant-Board.aspx</p>

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