

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

Meeting Minutes

September 20, 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	X	Paula Lomazzi
	Mike Blain – <i>Excused</i>	X	Charles McBrayer
X	Elise Bluemel	X	Don Zorechak
X	Bob Erlenbusch	X	AAron Washington
X	Dr. Susmita Mishra, Project Director	X	Sharon Hutchins, Health Program Manager

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

Public Attendees: None

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Topic	Minutes
Welcome and Introductions - <i>Jan Winbigler, Chair</i>	<p><u>Welcome and Introductions:</u></p> <ul style="list-style-type: none"> ▪ Jan Winbigler welcomed CAB members and staff, and facilitated introductions.
Announcements - <i>All</i>	<p><u>Announcements:</u></p> <ul style="list-style-type: none"> ▪ Dr. Susmita Mishra announced that the Health Center is close to filling all Managerial vacancies. ▪ Sharon Hutchins, PH.D, MPH, has officially began working as the Health Program Manager to oversee HRSA compliance, quality improvement, and the Refugee Health and Family Medicine programs at the Sacramento County Health Center (SCHC). ▪ The current Loaves and Fishes Clinic cannot withstand architectural changes due to the age of the building. Health Center Management will diligently continue searching for an alternative site for the clinic.
Specialty Services Updates – <i>Dr. Mishra</i>	<p><u>Cardiology and Neurology:</u></p> <ul style="list-style-type: none"> ▪ Referrals to Cardiology and Neurology services are impacted and patients are having to be referred to the nearest available provider. ▪ In efforts to improve accessibility, Cardiology and Neurology services will be available to SCHC patients starting in October from 8am-12:00pm once per week each (Cardiology on Thursday, Neurology on Tuesday). ▪ Dr. Mishra is exploring all options available to improve accessibility for undocumented patients to get cardiac procedures such as EEGs. ▪ UC Davis is donating 60 colonoscopy and endoscopy procedures per year, Dr. Mishra has requested to include stress tests as well. <p><u>Dental:</u></p> <ul style="list-style-type: none"> ▪ Department of Public Health expressed interest in designating funds to start providing dental services to pediatric (0-20 years) patients at SCHC. A Dental Hygienist will be on site a few days per week to educate and treat patients starting in January 2020. ▪ Dr. Mishra informed the board that several Refugee patients have immediate needs for dental care upon their first visit due to lack of education and knowledge. ▪ Currently, the Health Center is contracted with Sacramento Native to provide dental care for adults. Dr. Mishra is still exploring dental options available to improve accessibility for adults.

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	<p><u>Discussion:</u></p> <ul style="list-style-type: none"> ▪ Elise Bluemel expressed concerns about patients being required to change their specialist once services begin at SCHC. Dr. Mishra explained that patients will have the option to keep or change providers.
<p>Quality Improvement Reports – <i>Dr. Mishra</i></p>	<p><u>Quality Improvement Reports:</u></p> <ul style="list-style-type: none"> ▪ Dr. Mishra reviewed the following Quality Improvement reports; No Show Reports August 2019, Patient Counts through August 2019, Late Patients and No Show Report 8/19-8/30, and the Productivity Report August 2019. ▪ No show rates have decreased by 10% this year. Staff have reported that making live phone calls have proven to be ineffective because the majority of the patients do not answer their phone. The Health Center is working to ensure that reminder calls are going from an unblocked number. ▪ Text reminders have been activated and 1/3 of the population contacted this way have confirmed appointments. Staff are still noticing missed appointments even after patients have confirmed their appointments. ▪ Staff conducted a 2-week survey period to follow up regarding no-show appointments and found that most patients said they forgot even with the reminders, some forgot because the appointment was scheduled too far in advance. ▪ In efforts to reduce the amount of late patients, registration staff are working to improve efficiency when checking in patients. Tracie Hall-Burks, Health Program Manager, will be hiring floater staff to provide assistance to registration windows and the call center. Tracie is also working to have a dedicated staff member assigned to checking eligibility for all appointments 2-7 days prior. <p><u>Discussion:</u></p> <ul style="list-style-type: none"> ▪ The board mentioned that some patients may be reluctant to confirm appointments via text message if they are using prepaid phones that charge for outgoing text messages. The board recommended leaving a call-back number for patients to confirm as well. ▪ The board suggested installing a self-check-in kiosk to expedite the registration wait times. ▪ Aaron Nora Washington recommended exploring Regional Transit options to see if there is a way to bring patients from Loaves and Fishes directly to the Health Center vs. having to use multiple forms of public transportation. Dr. Mishra reminded the board that Health Plans offer transportation services and that patients need to be educated on how to utilize them.

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<p>Outreach Activity Planning Updates – <i>All</i></p>	<p><u>Health For All:</u></p> <ul style="list-style-type: none"> ▪ Sacramento Covered hosted the Health for All health fair here at the Health Center on 9/10. There were only a few new members signed up due to lack of turnout. <p><u>Sacramento County's Advertisement Campaign:</u></p> <ul style="list-style-type: none"> ▪ Sacramento County's Department of Communication is working to launch an advertisement campaign to advertise for all services offered by county. <p><u>Discussion:</u></p> <ul style="list-style-type: none"> ▪ Dr. Mishra believes that with the change in Public Charge regulation beginning in October, many patients fear they will be subjected to inspection by Immigration and Customs Enforcement (ICE). Dr. Mishra is working with Legal Services of Northern California to learn ways to educate our patients about their rights and who will be affected by this change.
<p>Patient Access – <i>Dr. Mishra</i></p>	<p><u>Clinic Navigation and Signage Updates:</u></p> <ul style="list-style-type: none"> ▪ The installation of the television monitors for the clinic lobbies is still pending for facilities to complete at this time.
<p>Next Meeting Topics -</p>	<p>Other key topics, River City Medical Group Dashboard, Nivano, Patient Satisfaction Survey Data, Flu Clinic Update</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 10:50am. The Board will reconvene on Friday, October 18, 2019 from 9:30 to 11:00 AM.</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: https://dhs.saccounty.net/PRI/Pages/Health%20Center/Co-Applicant%20Board/County-Health-Center-Co-Applicant-Board.aspx</p>

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