

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

**Meeting Minutes**

April 15, 2022 9:30 AM to 11:00 AM

**Meeting Location**

Via Zoom: To see/share documents on the screen, go to

<https://www.zoomgov.com/j/1607171817?pwd=alprVXJvMlhqQnNibWRNQkNJVTEzUT09>

Meeting ID: 160 717 1817

Passcode: 274184

One tap mobile

+16692545252,,1619656307# US (San Jose)

+16692161590,,1619656307# US (San Jose)

OR

Dial by your location

+1 669 254 5252 US (San Jose)

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Meeting ID: 60 717 1817

In Person: Conference Room 2800

- Please RSVP at least 24 hours in advance to Mr. Safi at SafiM@saccounty.net to reserve a place.
- Please arrive 15 minutes before the meeting start so that someone can bring you behind the locked doors. Wait in the main lobby (garage entrance) for someone to bring you upstairs.
- Face masks are still required in the Primary Care Center.

**Meeting Attendees**

Members: Elise Bluemel, Laurine Bohamera, Paula Lomazzi, Nicole Miller, Namitullah Sultani, Jan Winbigler

Staff: Robyn Alongi, John Dizon, Joy Galindo, Sharon Hutchins, Susmita Mishra, Mehrabuddin Safi

Guests: Suhmer Fryer, Darrell Lake

Topic
Opening Remarks and Introductions – <ul style="list-style-type: none"><li>• <i>Chair Winbigler took roll and welcomed potential new members and guests.</i></li><li>• <i>Chair Winbigler asked the members if the minutes for 3/18/22 were satisfactory. Ms. Bluemel suggested minor edits.</i><ul style="list-style-type: none"><li>○ <i>Ms. Bluemel moved to adopt the 3/18/22 meeting minutes as revised.</i></li><li>○ <i>Ms. Bohamera seconded the motion to adopt the minutes as revised.</i></li><li>○ <i>All members in attendance voted to adopt the 3/18/22 meeting minutes as revised.</i></li></ul></li></ul>
Brief Announcements – <i>All</i> <ul style="list-style-type: none"><li>• <i>Dr. Hutchins informed the group that the Sacramento County Board of Supervisors ratified the new CAB members elected by CAB (Loraine Bohamera and Nicole Miller)</i></li></ul>

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*and extended the terms of those existing members that CAB requested (Paula Lomazzi, Jan Winbigler).*

**Updates**

- *Dr. Hutchins informed the group that SCHC has ordered a new conference phone that should help improve the audio for the main CAB meetings. In addition, SCHC staff did research to identify a new mobile system that will allow us to use Zoom in Community Room 2020. We will move it in ahead of our meetings, and remove it for safe keeping afterwards.*
- *In addition, Dr. Hutchins confirmed that SCHC is ordering laptops to support consumer members of the CAB who may experience challenges getting into the tele-meetings and in receiving and reading the meeting documents.*
  - *Ms. Miller asked for whom the laptops are intended.*
    - *Dr. Hutchins answered that laptops are for any consumer members of the CAB who have experienced technology challenges to participating on the board. They will be on loan to the CAB member for the duration of their term on the CAB, and will then be returned when the member leaves CAB. Consumer CAB members can request them; no one has to use them.*
  - *Mr. Lake asked whether members could use the laptops anywhere, or whether they have to be hardwired.*
    - *Dr. Hutchins responded that a “MyFi” device will be provided so that the laptop can be used wherever the member may be. The laptops will not have the restrictive access requirements of usual County laptops but will not connect to County resources. They can be used to connect to Zoom and email for the CAB and can also be used by the CAB member for other reasonable purposes.*
- *Dr. Hutchins let the group know that the new CAB members will need to provide information to supplement SCHC’s application for permission to charge Medi-Cal for services rendered at school sites. Exiting members may recall having to provide information so that the California Department of Health Care Services could do a check to ensure no board members or senior leaders have a history of fraud or financial abuse. Dr. Hutchins will connect individually with the new members for this.*

**Health Resources and Services Agency (HRSA) Project Director / Medical Director Update**

- *Dr. Mishra began her report with the Strategic Priority of Space.*
  - *There has been no change in availability of Suite 2600, where we are currently providing behavioral health counseling appointments and where the Sacramento Covered navigators work. SCHC is still scheduled to move in in June/July. The large area that has been used by DHA should be vacated by the end of May to allow for transition for SCHC staff to move in.*
  - *As members will recall, SCHC has received an American Rescue Plan ARP grant from HRSA to do some renovation in the PCC building. SCHC personnel are still working through requirements by HRSA before we can begin to work with Department of General Services on the renovations.*
- *Dr. Mishra then discussed the Strategic Priority of Staffing.*

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- SCHC has submitted its request to receive additional funds for staffing from the County's American Rescue Plan Act (ARPA) award. We are asking for new staff as well as permission to extend staff that were hired under the HRSA ARPA grant award.
- SCHC has 15 permanent and at least 12 temporary positions still vacant. Dr. Mishra has asked supervisors and managers to prioritize recruitment and hiring.
- SCHC has received permission at last to recruit a Clerical Supervisor to oversee staff in the Call Center, Registration, Member Services, and Medical Records units.
- SCHC is still actively recruiting (interviewing now) for a Division Manager to oversee most of the administrative operational and compliance areas, as well as have full oversight of grants, policies and procedures, and the quality program to make sure we comply with all state, federal and grant requirements.
- SCHC has extended two offers for Senior Office Assistants (to support Dr. Mishra and Ms. Stacholy). Both candidates have accepted the offer and are now undergoing the County background process prior to hiring.
- **Dr. Mishra then discussed the Strategic Priority of Homeless Services**
  - SCHC is still working on getting the mobile medical center van registered with the Department of Motor Vehicles (DMV). We also need to determine how to provide a regular water supply to the van.
  - The team at The SCHC Loaves & Fishes clinic site are finalizing the policies and procedures concerning the van's operations, including locations and hours of operations.
  - Dr. Mishra reported that she had met with County Risk Management on April 12 to determine who is able to drive the van. Contractors (from UC Davis) will be able to drive, provided that UC Davis is agreeable.
  - Dr. Mishra also let the group know that there was a security incident recently at the Loaves and Fishes site that led to a feeling of insecurity among providers and staff working there.
    - SCHC explored the possibility of additional security measures, including possibly law enforcement officers, but Loaves and Fishes management were not enthusiastic about increased security, particularly uniformed security, which may concern consumers of services. SCHC is now looking at what we can do on the prevention side, including training in de-escalation. Dr. Mishra is also working with Department of Health Services leadership to see whether Vicarious Trauma and Self Care trainings can be provided to staff, particularly those who work with patients experiencing homelessness or other trauma.
- **Dr. Mishra then reviewed the recent visit to the Health Center by Chevone Kothari, the Director of Health Services.**
  - Ms. Kothari spent an entire day at SCHC last week.
  - Ms. Kothari was able to speak with all program clinical leads (adult medicine, psychiatry, family medicine, pediatrics, chronic disease management, and homeless services). The leads had a chance to discuss their experience working at SCHC and challenges with the UCD-SCHC partnership.
- **Dr. Mishra then updated the group on accomplishments of the Complex Care Management Team.**
  - The Complex Care Management Team, which is supported mainly by UC Davis faculty and Internal Medicine/Psychiatry residents. However, soon the team will also be supported by SCHC staff.

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- *Even though enrollment in the program has been low, those who have enrolled have experienced good outcomes. There has been a reduction by 50% in Emergency Room (ER) visits and a 40% reduction in hospital visits at 3 months after enrollment. After 6 months, there was an average of 80% reduction in both ER and hospital visits.*
- *Due to this success, a national organization (the Society of General Internal Medicine) accepted an abstract about the program to be presented at a meeting that occurred last week, which was well received.*
- *Dr. Mishra then turned to updates on QI projects for program performance.*
  - *As CAB members have heard before, the Call Center and Referrals programs have been in need of careful attention. SCHC asked for and received an external consultant to review the programs and look for opportunities to improve efficiency and outcomes.*
  - *Dr. Mishra has just received an initial analysis from the consultant for the Call Center. Dr. Mishra is reviewing the recommendations provided.*
  - *The initial review of the Referrals Program indicated that there is an opportunity for staff to make better use of the electronic health record (EHR)'s tools. The Team had created an entire workflow that bypassed the EHR, but all of this work can be done within the EHR more efficiently.*
- *Dr. Mishra then turned to other program updates.*
  - *Pediatrics*
    - *Since SCHC established the CIRCLE (Foster Care) clinic within our Pediatrics program, SCHC has received medical records requests from the biological parents of foster children. SCHC was not prepared for these requests and is doing legal research about what can be given and what cannot in specific circumstances.*
    - *Starting in July, SCHC will be able to do on-site child development and autism assessment and therapy.*
    - *Ms. Winbigler asked whether the end result of the research on medical records requests for the CIRCLE clinic will involve development (or revision) of policies and procedures.*
    - *Dr. Mishra responded that SCHC has a Record Request policy and procedure that does not include the topic; it will be revised to incorporate what we learn about the legal requirements. In addition, Pediatric staff will be trained on the new policy and procedure.*

**Quality Improvement Plan**

- *Dr. Hutchins summarized changes made (since CAB feedback at the last meeting) to the QI report **Racial and Ethnic Disparities in the Control of Hypertension and Diabetes** (see handout). Dr. Hutchins then asked for more feedback from CAB members.*
  - *Ms. Winbigler observed that there is some indication that the last few years were unusual (likely due to the pandemic). This may mean that we need to look at trends over a longer time period.*
  - *Ms. Bluemel also observed that the time period was insufficient to capture a representative sample of the patient population.*
  - *Ms. Bohamera and Ms. Miller also supported this idea.*
    - *Dr. Hutchins agreed with the recommendation to pool years of data for a baseline, COVID period, and post-COVID period to be able to better detect trends. The deliverable will be changed in the 2022 SCHC Annual Quality Improvement Plan.*

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- Final Report for the 2021 SCHC Quality Improvement Plan
  - Dr. Hutchins presented highlights of the 2021 SCHC QI Plan report (see handout). She pointed out that the goal of health equity is assessed separately in the report just discussed.
  - Dr. Hutchins drew attendees' attention to areas on which SCHC continues to work. She explained the color coding system: orange indicates that SCHC is not meeting the performance target set while green indicates that we met the target. We have formal Quality Improvement teams working on most of the areas shown. We just started a new team looking at Pediatric Immunization (which will later look at well child visits as well). Ms. Alongi is coordinating and we have received assistance from UC Davis who is providing an expert on quality improvement to advise and act as project coach.
  - The Diabetes Team has had many successes. For example, the team has developed a workflow for distribution of Anthem-provided resources for its members (cookbooks, logbooks, placemats showing healthy food choices and portions). In addition, SCHC purchased a retinal camera to allow diabetic patients to receive their annual retinopathy screenings on site rather than having to go to an external specialist.

**\*CAB Governance**

- Chair Winbigler noted that she had the opportunity to meet with Ms. Kothari as CAB Chair when the Director was at the Health Center. Ms. Kothari explained that her vision for the Health Center had three components
  - Increased multicultural emphasis
  - To be more responsive to patient needs
  - Increased integration of services to simplify processes for patients
- Committees Updates
  - Clinical Operations – Mr. Gallo
    - This committee did not meet, so had no report.
  - Governance Committee Update
    - Recruitment: Ms. Winbigler noted that it appears that the membership ads for CAB that were placed around the Health Center have been working, as evidence by attendance today of potential members. The Governance Committee suggests that, if interest slows, SCHC change the colors of the recruitment posters to make them look new and more interesting.
    - Training and mentoring: Ms. Winbigler reported that Dr. Hutchins is still looking for training to support new members. Mentoring is available. Ms. Winbigler provided her phone number to new and potential members. Other existing CAB members will also shortly be ready to provide mentoring. Ms. Winbigler asked that new members call her if they have questions or would like a mentor.
  - Finance Committee
    - Ms. Winbigler said that the Committee reviewed the February Financial Status Report (FSR) and received information from Mr. Dizon, and feels satisfied that the Health Center is on the right track financially.
    - Ms. Winbigler let attendees know that the County Budget Office is reviewing DHS's budget proposal. SCHC has not yet received any questions or feedback on the proposal.
    - Ms. Winbigler informed the group that SCHC is on track with its grants and reporting obligations.

**Next Meeting Items – All**

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- HRSA Project Director/Medical Director Report
- March Financial Status Report
- Committee Updates
- Overview of the HRSA Special Area Competition for new three-year grant to support SCHC

**Public Comment**

- *Vice Chair Sultani had audio problems, so Chair Winbigler asked the potential CAB members in attendance to provide a brief introduction of themselves and why they were interested in CAB membership.*
  - *Mr. Lake explained that he has been a long-term advocate in the community and was an active parent leader in Birth and Beyond and the Family Resource Center. In addition, he has advocated for Medi-Cal and Denti-Cal enrollees on the Medi-Cal Dental Advisory Committee. He also served on Well Space's Board of Directors (equivalent to CAB) as a consumer member. He has also submitted an application for the Sacramento County Health Authority's Consumer Protection Committee.*
  - *Ms. Fryer told the group that she is a foster mother to a child at SCHC and is a nurse and teacher by education. Ms. Fryer has been interested in health disparities and has been educated on community care as a Community Health Worker. She would look forward to being a CAB member to serve the community.*
- *There were no public comments.*

**Closing Remarks and Adjourn**

- *Chair Winbigler adjourned the meeting at 11:04 AM.*

**Next Meeting:** Friday, May 20, 2022 9:30-11:00 via Zoom or in person (with advance notice)

\*Items that require a quorum and vote.

The Co-Applicant Board welcomes and encourages participation in the meetings.

Matters under the jurisdiction of the Co-Applicant Board and not on the posted agenda may be addressed by the public following completion of regular business.

The agenda is posted on-line for your convenience at <https://dhs.saccounty.net/PRI/Pages/Health%20Center/Co-Applicant%20Board/County-Health-Center-Co-Applicant-Board.aspx>

Per the Brown Act, those attending a CAB meeting through teleconferencing are required to disclose the location from which they are calling. It is illegal to call while driving. There is a cap on how many members can attend from outside Sacramento County.

Meeting facilities are accessible to persons with disabilities. Requests for interpreting services, assistive listening devices or other considerations should be submitted by contacting the Primary Health Division at (916) 875-5701 (voice) and CA Relay Services 711 (for the hearing impaired), no later than five working days prior to the meeting.