

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

Meeting Agenda

May 19, 2023 / 9:30 AM to 11:00 AM

Meeting Location

Either *by Zoom*: To see/share documents on the screen, go to

<https://www.zoomgov.com/j/1618897122?pwd=MWdoR2JURFVUQUtHbU4yUW5oRklnUT09>

Meeting ID: 161 889 7122

Passcode: 153371

Meeting Attendees

CAB Members: Elise Bluemel, Laurine Bohamera, Suhmer Fryer, Vince Gallo, Namitullah Sultani, Jan Winbigler

SCHC Leadership: John Dizon, Sharon Hutchins, Susmita Mishra, Andrew Mendonsa, Noel Vargas

SCHC Staff: Robyn Alongi, Zack Staab, **Zoe Clawson**, **Sherri McMahan**

Community Members: Belinda Brent

| Topic |
|---|
| Opening Remarks and Introductions <ul style="list-style-type: none">• <i>Chair Winbigler opened the meeting and performed the roll call.</i> |
| Review of Minutes <ul style="list-style-type: none">• Review of 04/21/23 CAB meeting minutes<ul style="list-style-type: none">○ <i>Chair Winbigler asked members if they would like to make any changes to the minutes as proposed.</i><ul style="list-style-type: none">▪ <i>Dr. Hutchins mentioned two minor discrepancies that will be corrected in the minutes.</i>○ <i>Ms. Bluemel made a motion to approve the 04/21/23 meeting minutes as revised. Ms. Bohamera seconded the motion.</i><ul style="list-style-type: none">▪ <u>Yes votes:</u> <i>Elise Bluemel, Jan Winbigler, Laurine Bohamera, Namitullah Sultani, Vince Gallo</i>▪ <u>No votes:</u> <i>None</i> |
| Brief Announcements <ul style="list-style-type: none">• <i>Dr. Hutchins introduced two new staff members that were at the meeting, Zoe Clawson (Administrative Services Officer II in Admin) and Sheri McMahan (Registered Nurse in the Quality Improvement program).</i>• <i>Dr. Mendonsa told the group that Mr. Staab will be helping Noel Vargas and the Adult Correctional Help team over at 711 G street a few times a week.</i> |
| Health Resources and Services Agency (HRSA) Project Director Update <ul style="list-style-type: none">▪ <i>Dr. Mendonsa stated that the leadership at the Health Center continues to meet with HRSA and provide them with additional information. Unfortunately, approval for the six school-based satellite sites has not been granted yet.</i> |

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

- *SCHC has an internal team exploring the possibility of opening evening clinics at 4600 Broadway soon. A survey has been sent out to assess staff availability and interest in extending their working hours to facilitate this.*
- *The Health Center's growth request and budget is progressing through the County system as anticipated, with no red lines or cuts made so far.*
- *The move of the Admin team to 711 G Street has been delayed and is now expected to take place sometime in July or early August. The reason for the delay is due to design setbacks in the new space.*
- *Dr. Mendonsa was thrilled to announce the hiring of a new Senior Health Program Coordinator who will oversee the refugee department.*
- *The Health Center is currently seeking to fill a Program Planner position, and Dr. Hutchins and Ms. Stacholy have already begun reviewing applications.*
- *SCHC recently organized a well-attended panel size workgroup that included physicians, consultants, and the management team.*
 - *Dr. Mendonsa emphasized that the goal of the panel size workgroup is to enhance access and ensure compliance with regulatory bodies.*
 - *The meeting participants requested various data to make an informed decision, and Ms. Callan and other staff members are currently in the process of collecting that data.*
- *The Health Center recently hosted a tour for UC Regents, UC leadership, and stakeholders at the Primary Health facility, providing them with an overview of the clinic and its services.*
 - *Dr. Mishra and several of her doctors were featured as speakers at the event, discussing the unique work and programs they are involved in at Primary Health.*
- *Dr. Mendonsa and the leadership team participated in an audit of Behavioral Health Services (BHS), during which the audit team noted that Primary Health demonstrates excellent collaboration and interaction within their divisions.*
- *Thanks to Mr. Dizon's diligence and hard work, the Health Center obtained approval for \$1,000 retention payments for many non-supervisory management staff members at the center.*
- *The collaboration with the University of the Pacific is currently on hold as they explore various payment models and consider their options.*

Medical Director Update

- *Dr. Mishra addressed the group, emphasizing her primary focus on maintaining access at the Health Center amidst recent turnover among physicians and other clinicians.*
 - *UC Davis School of Nursing has been collaborating to provide nurse practitioners who can fill staffing gaps at the center.*
 - *Dr. Mishra discovered through UC Davis pediatrics that a new pediatrician may join the pediatrics clinic later this fall to provide additional assistance.*
 - ***Dr. Rachel Robitz** will be leaving UC Davis to concentrate on offering private behavioral health services. To address the coverage gaps, Family Medicine has arranged for an FM psychiatrist to provide support.*

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

- **Vickey Deloney** successfully secured two additional rooms at the Delaney Center, the building at Loaves and Fishes where our satellite site is located.
 - Dr. Mishra anticipates that this extra space will enhance operational efficiency.
 - One of the rooms will serve as an examination room, while the other will function as an office.
- Dr. Mishra is actively recruiting a nurse practitioner from the School of Nursing to work both on the Street Medicine Van and at the Loaves and Fishes site.
- The Street Medicine team, in collaboration with Dr. Sara Lee, has been working on a solution to ensure compliance with the Board of Pharmacy while keeping over the counter and prescription medications available on the van. The team has successfully devised a plan and will implement it next week.

Quality Improvement and Compliance

- 2023 QI Plan Monitoring Report
 - A major part of the 2023 QI Plan is the new depression screening program that is being piloted by Ms. Brent. Dr. Hutchins showed the group an example of the new reporting template for depression screening. The QI team is looking at the baseline data to determine what needs to be done to improve the documentation and workflow for depression screening.
- 2022 QI Plan Final Monitoring Report
 - Dr. Hutchins presented the final 2022 QI Plan Monitoring Report, which focused on population health outcomes. She explained that the QI team had two primary areas of focus: care coordination and clinical performance measures.
 - Regarding care coordination, the Health Center's main project involved improving coordination between Primary Health and emergency centers, specifically for patients who had visited the emergency department (ED) due to mental health or substance abuse issues. To address communication challenges between the EDs and the Health Center, the QI team established a new phone line, email system, and OCHIN infrastructure. Additionally, the Health Center has designated two individuals who are undergoing training to effectively handle and respond to these new communication channels.
 - Regarding clinical performance measures, Dr. Hutchins explained, the Health Center set out to target adult hypertension and diabetes. The Health Center exceeded their goal for controlling high blood pressure, having been named as one of the top 10% in California in that category by an IPA. The Health Center recorded 56.1% of their patients with diabetes as having their blood sugar under control, which was just short of their 62.5% goal.
 - The QI team targeted the measure of wellness visits and immunizations for children. Dr. Hutchins informed the group that the Health Center fell short of reaching their goal in this area. The QI team continues to prioritize these measures in the hope of improving them.
 - The QI team targeted screening depression and mental health as another measure. According to the UDS, 45% of adults visiting the Health Center were screened for depression and mental health.
 - Ms. Brent told the group that new workflows for depression screening are being rolled out soon.
- Trends in Grievances – Q1 for 2023

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

- *Dr. Hutchins explained that grievances are formal complaints by or on behalf of a patient to one of the health plans or IPAs with which the Health Center contracts.*
 - *The most common grievance reported by patients relates to **access challenges**, such as waiting times, difficulty in scheduling appointments, and obtaining specialty appointments. The Health Center received 6 grievances that fell into this category during the first quarter of the year.*
 - *One grievance fell into the category of **disrespectful behavior**. Dr. Hutchins said that the Health Center is trying to get more information on this case, and the individuals involved to respond appropriately.*
 - *Ms. Bluemel inquired about potential repercussions for the Health Center when a patient encounters difficulties with a specialist they were referred to.*
 - *Dr. Hutchins confirmed that in a situation like Ms. Bluemel was referring to that ultimately that grievance would go to the specialist and their office, but that the Health Center still must respond and count the grievance.*
 - *Ms. Bohamera asked how this quarter compares to last quarter as far as access challenges, and if the Health Center is improving or not.*
 - *Dr. Hutchins said that she doesn't have an immediate answer to that question, but that she will look up the information and get back to the committee.*
- **No Show Report – Q1 for 2023**
 - *Dr. Hutchins provided an update on the Health Center's appointment attendance rates. In Adult Medicine, there has been a slight decrease in the number of no-shows. Interestingly, telehealth appointments have a lower rate of no-shows compared to in-person appointments. Family Medicine, on the other hand, exhibited a minor increase in no-show rates. However, Dr. Hutchins did not consider this fluctuation to be statistically significant. Pediatrics, unfortunately, continues to experience high rates of no-shows. Behavioral Health also continues to experience a high rate of no-shows. That is to be somewhat expected, Dr. Hutchins commented, because getting to an appointment can be exceedingly challenging when you have complicated mental health challenges.*

CAB Governance

- **Report from Committees**
 - **Clinical Operations Committee – DEFERRED**
 - **Finance Committee**
 - *Ms. Bohamera presented for the Finance Committee, highlighting the following points:*
 - *The committee didn't receive an April financial status report this month.*
 - *There have been several changes downtown, including taking back some of the general fund money that was budgeted to SCHC.*
 - *Overall expenditure projections since January have been steady, having only gone up by about \$500,000.*
 - *Mr. Dizon noted that SCHC appears to be in the \$1 million dollar range in terms of savings.*
 - *SCHC submitted a semiannual grant report for the HRSA Infrastructure grant.*
 - *The HRSA HIV grant report has been submitted for year 2 of the 3-year grant.*
 - *Reports have been submitted for several of the refugee grants.*
 - **Governance Committee – DEFERRED**
 - *The Committee is still on hiatus to participate in Strategic Planning.*
 - **Strategic Planning Ad Hoc Committee – DEFERRED**

June Monthly Meeting Items – All

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

- HRSA Project Director Report
- HRSA Medical Director Report
- Committee Updates
 - *Policy and Procedure Review: TBD
 - Program Review: TBD
 - May Financial Status Report
 - Recruitment and Training Updates
 - Strategic Planning – Full proposed *2024-2026 Sacramento County Strategic Plan*

Public Comment Period

- *In the absence of Ms. Fryer, Chair Winbigler opened the floor to public comments.*
 - No comments were offered.

Closing Remarks and Adjourn – Jan Winbigler, Chair

- *Chair Winbigler adjourned the meeting at 10:54 AM.*

Next Meeting: Friday, June 16, 2023 / 9:30-11:00 AM

*Items that require a quorum and vote.

The Co-Applicant Board welcomes and encourages public 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.