

The County of Santa Cruz Integrated Community Health Center Commission

Minute Taker: Mary Olivares

Minutes of the meeting held September 3, 2020

TELECOMMUNICATION MEETING: ZOOM Meeting - or call in number 831-454-2222: Meeting Code: 850702.

Attendance	
Christina Berberich	Chair
Len Finocchio	Vice Chair
Caitlin Brune	Member at Large
Rahn Garcia	Member
Dinah Phillips	Member
Marco Martinez-Galarce	Member
Amy Peeler	County of Santa Cruz, Chief of Clinic Services
Raquel Ramirez Ruiz	County of Santa Cruz, Senior Health Services Manager
Julian Wren	Administrative Services Manager
Mary Olivares	Admin Aide
James Dyer	
Meeting Commenced at 11:04 am and Concluded at 12:30 pm	
Excused/Absent:	
Absent: Gustavo Mendoza	
1. Welcome/Introductions	
2. Oral Communications:	
3. August 6, 2020 Meeting Minutes - Action item	
Review of August 6, 2020 Meeting Minutes - Recommended for Approval. Len moved to accept minutes as submitted. Marco second, and the rest of the members present were all in favour.	
4. HIPAA Update	
James Dyer, HIPAA Compliance Officer stated the compliance committee has representation from each division from the Health Services Agency. He stated that HSA has three training components which include policy review, online course, and privacy form. He gave an overview on risk assessments and privacy breach. James stated when COVID hit we had to think of doing business a different way with employees working remotely. He stated Privacy & Data Breaches are not uncommon and at HSA there are 30+ to date. James also stated there has been a spike related to confusion around pandemic and that IT has many tools that continually monitors the systems.	
5. Letter to Editor – Update	
Amy stated she sent a message to our Public Information Officer and has this on her radar. This item has been tabled should we need to refer to it in the future.	
6. Quality Management Committee Update	
Raquel reported we are launching the Well App (text platform) to send out communication to our patients in a more affordable and efficient way. This software will include the patient satisfaction survey tools and is scheduled to launch in September. Raquel stated the HRSA Project Officer wanted to make sure our Commission and Quality Management Committee know that she is impressed that we surpassed our goal for 2019 for A1C control. Of our patients with diabetes 24.67% of them are poorly controlled. The number is trending down, and she congratulated the Health Centers on achieving the top quadrant! Another project the committee is exploring with Public Health is Cal Fresh Healthy Living Program which is a Nutrition Prescription. Public Health is looking at ways to help address obesity, diabetes and food insecurity. They are exploring different models and will come back to Quality Management Committee for update. Raquel also report that COVID-19 Recovery Team is meeting weekly to work on staff and patient safety, testing, resource sharing, telehealth vs. in person office visits vs. tent visits, and planning for cold weather.	
FOLLOW UP QUESTIONS:	
X-ray Follow-up (response from our Chief of Radiology):	

- Unfortunately, other medical organization do not use the X-ray PACS system. PACS, is where all the radiology images are stored for Health Services Agency. RMG has access because they read the X-rays and give us the report. The reports are shared through the Health Information Exchange and that is how the other providers can access the reports. If a patient wants a CD of their images, they request it and take it to the specialist. We can probably mail out the CDs to the specialist office if requested in a timely manner. If it helps, when a patient knows they are going to be sent to a specialist, the x-ray tech can make a CD at the time of the visit. This avoids a return trip to the office. Raquel stated we are currently working on revising our policy and this is on next months on agenda.
- Follow up question was asked: Will patients get charged with well app (text platform)? Raquel will check into this.

7. Financial Update

Julian stated that next month he will have an update on financials and that the fiscal department is still closing out last fiscal year. He reviewed the projection report he receives once a month with data pulled from our Electronic Health Record system. He reported we are projecting a little higher than last year. He also reported on Revenue Management and stated this report looks at the last 13 weeks Pre-AR, this is work done prior to posting claims and the goal is to keep this as low as possible, the report shows a slight decrease. He also reported on Visit Metrics which shows the last 13 weeks and how efficient our billing is and this represents in-flow and out-flow of claims and payments and in general we've been able to keep up. Julian stated we do need to improve in some areas in terms of revenue. He stated the billing staff will receive technical support from OCHIN through a grant they received.

8. CEO/COVID-19 Update

Amy reported we have a new provider starting this week at Emeline her name is Rashmi Mathew. Amy also reported we have a strong candidate for Medical Director, and she had offered him the position. He had great references and has experience with FQHC, Amy to send out CV to commission members. Amy also stated COVID numbers are decreasing right now but Gail has warned us we will be up and down bracing ourselves for what winter will bring. Current COVID numbers are at 1,896 and the CZU fire is 29% contained with 925 homes lost. Our Project Officer has been working with us to re-schedule our Operational Site Visit and at this point in time it looks like it will be virtual in the next few months. Amy also stated that one of her priorities is to get more commission members and that she had a couple of possibilities to follow up on.

Action items:

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Next Meeting: October 1, 2020 11:00 am - 1:00 pm

ZOOM Meeting: 1080 Emeline, Santa Cruz, CA

Minutes approved _____
 (Signature of Board Chair or Co-Chair)

_____/_____/_____
 (Date)