

# The County of Santa Cruz Integrated Community Health Center Commission

**Minute Taker: Mary Olivares**

Minutes of the meeting held February 1, 2022.

**TELECOMMUNICATION MEETING:** Microsoft Teams 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
David Willis	Member
Michelle Morton	Member
Gidget Martinez	Member
Ardella Davies	Member
Amy Peeler	County of Santa Cruz, Chief of Clinic Services
Raquel Ramirez Ruiz	County of Santa Cruz, Senior Health Services Manager
Julian Wren	County of Santa Cruz, Admin. Services Manager
Mary Olivares	County of Santa Cruz, Admin Aide
<b>Meeting Commenced at 3:05 pm and Concluded at 4:38 pm</b>	
Excused/Absent:	
Excused: Kim "Coach" Campbell	
1. Welcome/Introductions	
2. Oral Communications:	
3. January 4, 2022, Meeting Minutes - Action item	
Review of January 4, 2022, Meeting Minutes – Recommended for Approval. Rahn moved to accept minutes as presented. Marco second, and the rest of the members present were all in favor.	
4. Billing Department Ability to Pay (Sliding Fee Scale Program) Policies and Procedure Policy 100.04 Update – Recommend for Approval	
Julian presented Policy 100.04 – Billing Department Ability to Pay (Sliding Fee Scale Program). Julian reviewed policy updates with the commission and stated that the changes were approved by County Counsel. After some discussion and a slight modification Dinah moved to approve as presented. Rahn second, and the rest of the members present were all in favor.	
5. Strike Report	
Amy stated no strike had taken place. Therefore, there was nothing to report on this item.	
6. Quality Management Committee Update	
Raquel reported that our Quality Improvement Clinical Lead conducted multiple stakeholder interviews from late September–December 2021. Dr. Sarkarati met with leadership and front-line staff at each clinical site, Santa Cruz Health Center, Watsonville Health Center, and Homeless Persons Health Project, across various clinical areas including registration, medical assistants, nursing, and providers. The purpose was to learn more about the organizations observed strengths and opportunities for improvement, to learn about current, planned, and anticipated quality improvement projects and to establish relationships at each clinic. Some of the common themes included standardization of registration, MA and nursing workflows, and defining roles, responsibilities, and expectations, training and education, quality improvement integration, improve performance in clinical measures using population health tools, communication, capacity, empanelment, and clinic equipment. Raquel stated the recommended next steps are to determine areas of focus, connect with operational plan leads for target areas and outline a communication plan. Raquel also reported on Peer Review and Risk Management Committee. She provided an update on abnormal X-ray reports in our electronic health record. She stated this is	

automatically going to clinician's inbox plus the X-ray report from the radiologist is filed to the patient's chart. In addition to this, our new workflow includes our Chief of Radiology double checks the X-rays reports are properly routed to the clinician and patient's chart. Raquel also reported on streamlining patient grievance documentation. They are working on shared workspace so multiple managers can access same tracking sheets and training with new staff on reporting incidents. It was also asked by one of the commissioners if there was a form that acknowledge an employee's great service, Raquel will check on this and bring back to the commission.

#### 7. Social Justice

Caitlin stated that February marks the beginning of Black History month. This commemoration dates back to February 1926, when Carter G. Woodson encouraged this month be set aside and to encourage people of all ethnic and social backgrounds to discuss the black experience. It wasn't until 1986 that congress passed the national Black History month as we know it. The purpose of this month was to make all Americans aware of the struggle for freedom and equal opportunity. Caitlin stated she'd like for the commission to talk about the black experience as it relates to health equity. It was stated by one of the commissioners that they don't see many diverse ethnicities working in our clinics. It was asked what efforts are being made in hiring a diverse candidate pool. Commission would like a report back on recruitment practices as it relates on seeking diverse candidates.

#### 8. Financial Update

Julian reported on the American Rescue Plan Grant that Health Services Agency, Clinics received of \$3,413,375.00 project period start date 4/1/21 end date 3/31/23. Julian stated the allowable uses of the award are:

- COVID-19 Vaccination Capacity
- COVID-19 Response and Treatment Capacity
- Maintaining and Increasing Capacity
- Recovery and Stabilization
- Infrastructure: Minor Alteration/Renovation (A/R), Mobile Units, and Vehicles

Julian stated we have purchased X-ray upgrade software and hardware – \$51,000, purchased Vaccine Fridges for Santa Cruz and Watsonville Health Center - \$7,750, replaced failing Sub-Zero Freezer for the Lab at Santa Cruz Health Center – \$14,476, orchard outreach and point of care software (Trellis) purchase agreement in process - \$216,555 and outreach and transport vehicles for Watsonville Health Center in process - \$47,710. Julian also stated we have added 23 new positions. Julian also reported on visits from the January of 2020 to December of 2021. In the report it shows that in the spring and summer seem to be up and toward the end of the year the trend starts to go down a bit. Julian reported on clinic visits and reviewed each clinic individually. Julian stated he will be adding the new mobile health unit in future updates. Julian also reported on Days in AR this measures how quickly we process our claims, he stated we are doing better than other clinics in the OCHIN Collaborative. Julian also gave an update on percentage of charges over 90 days – he stated we want to be under 90 days, he stated they were below a few months ago but are currently up due to staffing shortage. Lastly, he reported on estimate actuals – overall our visits seem to be maintaining and expect them to go up we have received extra funding which will help us in filling in gaps.

#### 9. CEO/COVID-19 Update

Amy was happy to report that Ardella Davies, and Kim "Coach" Campbell are on our commission effective today. Amy stated we now have a full 11-member commission. Amy was also happy to report that we have a new Health Services Agency Director, Monica Morales. Lastly, Amy stated COVID cases are still up and there are still 109 outbreaks throughout the county.

**Next Meeting:** March 1, 2022, 3:00 pm - 5:00 pm

Microsoft Teams Meeting: 1080 Emeline, Santa Cruz, CA

Minutes approved \_\_\_\_\_ / / \_\_\_\_\_  
(Signature of Board Chair or Co-Chair) (Date)