



## County of Solano Community Healthcare Board

### REGULAR GOVERNING BOARD MEETING MINUTES

Wednesday, October 20, 2021  
Video and Telephone Conference Call

#### Members Present:

At Roll Call: Ruth Forney, Jim Jones, Mike Brown, Miriam Johnson, Brandon Wirth, Anthony Lofton, Gerald Hase, Katrina Morrow and Tracee Stacy

**Members Absent:** Sandra Whaley.

#### Staff Present:

Dr. Bela Matyas, Dr. Michele Leary, Dr. Sneha Innes, Dona Weissenfels, Toya Adams, Noelle Soto, Debbie Vaughn, Clarisa Sudarma, Tess Lapira, Nina Delmendo, Janine Harris, Cheryl Esters, Jannett Alberg, Thomas West, Dr. Rebekah Kim, Danielle Seguerre-Seymour, and Patricia Zuñiga

#### 1) Call to Order – 12:04 p.m.

- a) Welcome
- b) Roll Call

#### 2) Update by Deputy County Counsel

- a) Update on AB 361 – signed by Governor Newsom on September 16, 2021, revises Government Code section 54953 of the Brown Act and permits legislative bodies to hold meetings via teleconference without compliance with the requirements of Government Code section 54953(b)(3), subject to certain conditions. The Deputy County Counsel, Clarisa explained that in order to continue virtual meetings, the findings of AB 361, must be met and then the Board Members took a vote, whether meeting in person would pose imminent danger to their health.
  - i) ACTION ITEM: The Board will consider making the findings as noted in Agenda item 2) a) i), ii), iii), iv) and v), due to the COVID-19 Pandemic, whether it may pose imminent danger, to the Board Members to meet in person, and if the Board makes subsequent findings to pose imminent danger, thus Board may continue to teleconference.

Motion: To adopt the findings of the Governor's Bill AB 361, because meeting in person poses imminent risk, to the health of the Board Members and attendees and vote to continue to meet virtually, without having to do the noticing as required by the Brown Act.

Motion by: Jim Jones and seconded by Brandon Wirth

Discussion: Board Member Tracee Stacy mentioned that at the last meeting the Board voted that meeting in person does pose imminent risk.

Ayes: Ruth Forney, Jim Jones, Mike Brown, Anthony Lofton, Gerald Hase, Katrina Morrow

Nays: Brandon Wirth, Tracee Stacy

Abstain: Miriam Johnson

Motion Carried – The Board moved forward with a virtual meeting.



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### 3) Approval of October 20, 2021, Agenda

Motion: To approve the October 20, 2021, Agenda

Motion by: Brandon Wirth and seconded by Katrina Morrow

Discussion: None

Ayes: Ruth Forney, Jim Jones, Mike Brown, Miriam Johnson, Brandon Wirth, Anthony Lofton, Gerald Hase, Katrina Morrow and Tracee Stacy

Nays: None

Abstain: None

Motion Carried

### 4) Approval of the September 15, 2021, Meeting Minutes

Motion: To approve the September 15, 2021, Meeting Minutes

Motion by: Miriam Johnson and seconded by Brandon Wirth

Discussion: None

Ayes: Ruth Forney, Jim Jones, Mike Brown, Miriam Johnson, Brandon Wirth, Anthony Lofton, Gerald Hase, Katrina Morrow and Tracee Stacy

Nays: None

Abstain: None

Motion Carried

### 5) Public Comment

- a) Nina Delmendo, mentioned that she wanted to follow up on a question about expenditure, from the last Board Meeting. A Board Member wanted to know why the amount was so high. Nina was advised by the Chair, Ruth, to address this at Agenda Item 7., Operations Committee Update Reports.

### 6) Project Director/Chief Executive Officer Report

- a) Health Center Operations Update
  - i) Dona Weissenfels, mentioned that she believed patient care and patient access is a high priority and that there are two baskets. One internal and the other is external.
  - ii) Dona mentioned that she officially has been with Solano County for 30 days and was working on the FY 2022/2023 budget with the Family Health Services (FHS) Team and she learned a lot.



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- iii) Dona shared her 90-day plan with the Board. She shared the internal aspects, which included to meet with all the FHS staff, at all the locations, then ask Jack to share his knowledge with her about contracts, for example. She will email staff and will be more present in the clinics. The external aspects include submitting a work plan to Gerald Huber, including topics, such as NextGen Electronic Health Records (EHR) optimization, the Vallejo Dental Clinic expansion, and the 340B prescription program.
  - iv) She met with Partnership Healthcare of California (PHC) and with the Family Health Services (FHS) Quality Team and wants to address clinic consolidation concerns, how the patients could have been better notified. There is a plan to add a portal to notify patients via text messaging.
  - v) Board Member Brandon Wirth thanked Dona for joining and wanted to know why the difficulty in hiring Clinic Registered Nurses. The response was it was due to a variety of reasons. Some declined the interview, or didn't show for the interview, or the candidate didn't meet the 1-year experience requirement or ultimately it was not a good fit.
- b) Staffing Update
- i) Dona explained that she would like to see the hiring process possibly streamlined and keep it consistent. She mentioned that Toya Adams is the Hiring Manager and there is a former employee asking to be reinstated. Her priority is getting providers on board and the hiring team has been struggling with hiring a Clinic Registered Nurse.
  - ii) Toya Adams mentioned interviews have been held for various positions, such as Medical Assistants, Clinic Registered Nurses and providers.

### 7) Operations Committee Update Reports

- a) Update on Service Area Competition (SAC) Application – Noelle Soto
- i) Noelle explained this our Health Resources and Services Administration (HRSA) application for both healthcare for the homeless and overall health center populations, the one we had as our most recent site visit. It is a competitive, continuing, application period, and last year due to the pandemic in 2020 it was extended through 2021 and another extension for period of performance through 2022. This is the first competing, continuation application since the pandemic inception and it is for the period of May 1, 2022, through April 30, 2025. Each year our funding is for \$1,725,661.00, a predetermined amount by HRSA and identical to the current amount we are receiving annually.
  - ii) Noelle explained the application is submitted in two phases and is based on the performance period May 2022 through April 2025. The first phase was due 10/4/21 and the second phase will be due 11/3/2021. At the next meeting she will present on the submissions that will have been reviewed by HRSA on the topics of the impact of the COVID pandemic on clinic operations and the populations and our response.
  - iii) She appreciated the teams effort in getting this application completed.
  - iv) It was noted that ideally, the Board should approve the application, before it is submitted to HRSA, but there are no consequences that it was submitted prior to Board approval, as long as the application is approved.
- b) Nina responded to a question raised, by a Board Member, at the September meeting when she reported the financial report, regarding the PARS Retirement line item, in the salaries and benefits section. The working budget was \$12,207, and YTD was \$20,363. Per the Auditor Controller Office, it applies to senior and executive management, and elected officials, hired prior to May 2012, who have retired and worked for other public or government agencies. It is a



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select group of employees. Per the auditor's office, there was an error in the projection module, and they are looking into it and the amount was understated.

### 8) Unfinished Business

- a) Credentialing Privileging Policy and Procedure – This item will be presented to the Board for approval, pending completion of policy review by Compliance.
  - i) It was mentioned that this item is not ready for discussion and when it is completed, it will be presented to the Board for review and approval.

### 9) Discussion

- a) Consumer Advocacy for Patients' Concerns
  - i) Notice given to patients about changes within the clinics, in a timely manner.
    - Board Member Miriam, mentioned that patients were not notified in a timely manner of the clinic changes.
    - She also mentioned there was a lack of communication and she considered looking elsewhere for her medical care and didn't feel safe.
  - ii) Continue quality care and keeping patients informed, during staff shortage.
    - Board Member Miriam shared feedback she has received from patients that they felt they were not getting the continuity of care, from the clinics, as they have been in the past. People felt they were not told of their results of tests. She gave an example, that when at a specialist appointment, the doctor asked the patient about their problem, instead of telling the patient why they were at the appointment. The patient is not being informed of their medical issues.
    - Miriam and Brandon wanted to know if there was something in place and asked if the Board Members could be kept informed of the grievances or be notified at the meeting on a regular basis. It was mentioned there is a grievance process in place, but due to staff shortage, and in the past, this process has not been working well. It was noted that Dona and Cheryl, will meet to improve this process.
    - Miriam also mentioned that a lot of patients speak other languages, and some don't know about the grievance process.
    - Dona mentioned a dashboard was in the works and grievances could be included.
    - Miriam suggested patient surveys, so an idea of patients concerns.
- b) Resolution passed by the Board of Supervisors on September 28, 2021, recognizing "National Health Center Week"
  - i) Chair, Ruth, wanted to notify everyone about the Resolution and that she mentioned Family Health Services (FHS), Health Centers be recognized at the Board of Supervisors Meeting. She didn't want FHS to be left out.
- c) Review process and timeline for submitting agenda items to be included on Board Agendas and Agenda Packet. Ruth reviewed the timeline noted in this agenda item.
  - i) Executive Committee meets the first Wednesday of each month, 10:00a.m.
  - ii) Communicate any agenda items, prior to Executive Committee Meeting.
  - iii) After the Executive Committee Meeting, the Community Healthcare Board Clerk needs to receive the necessary documents, to be included in the agenda packet, by the Tuesday, following the Executive Committee Meeting.



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### 10) Board Member Comments

- a) Miriam mentioned that she was planning on stepping down, due to personal reasons, but after listening to Dona, who made her feel more comfortable, she decided to hold off on stepping down.
- b) Katrina thanked Miriam for staying and welcomed Dona.
- c) Chair Ruth brought up the subject of rebranding of the clinics and asked that the possibility be at least discussed with Health and Social Services, (H&SS), Administration. Jerry Huber, the H&SS Director agreed to rebrand the clinics in the future and after the 20129 HRSA Operations Site Visit, HRSA offered to include their logo.

### 11) Parking Lot (These items are postponed, until further notice.)

- a) Compliance Training and Robert's Rules Review
- b) Health Center Marketing Campaign & Website Design
- c) The IHI Quadruple Aim Initiative \*Health Center Practices\*

### 12) Next Community Healthcare Board Meeting

DATE: November 17, 2021  
TIME: 12:00 p.m.  
TO JOIN: Telephone Conference Call  
Dial: 1-323-457-3408, Conference ID: 446 778 066#

### 13) Adjourn

Meeting was adjourned at 1:23 p.m.

#### Handout:

- Resolution No. 2021 – Resolution of the Solano County Board of Supervisors recognizing National Health Center Week locally commemorated on September 28, 2021, in Solano County.