



County of Solano Community Healthcare Board

REGULAR GOVERNING BOARD MEETING MINUTES

Wednesday, October 19, 2022
Video and Telephone Conference Call

Members Present:

At Roll Call: Ruth Forney, Gerald Hase, Anthony Lofton, Sandra Whaley, Deborah Hillman, Robert Wieda, Tracee Stacy

After meeting started: Brandon Wirth

Members Absent: Mike Brown and Don O'Connor

Staff Present:

Dona Weissenfels, Dr. Michele Leary, Toya Adams, Noelle Soto, Nina Delmendo, Elise Lenox, Cheryl Esters, Dr. Michelle Stevens, Clarissa Sudarma, Kelly Welsh, Cynthia Coutee and Danielle Seguerre-Seymour.

1) Call to Order – 12:00 p.m.

- a) Welcome
- b) Roll Call

- Chair, Ruth Forney introduced newly assigned County Counsel, Kelly Welsh. Background experience includes State of California, City and County of San Francisco and private practice.

2) Update by Deputy County Counsel

On June 13, 2022, due to a surge of COVID-19 in Solano County, it was advised and decided by the Solano County Health Officer, the Clinic Operations Officer and the Chair of the Board, that the June 15, 2022, Community Healthcare Board Meeting be held as a virtual meeting, with consideration of the safety of the Board Members and meeting participants, until there would be a notable decrease in the COVID surge in Solano County. At the July 20, 2022, meeting, a majority of the Board voted to make AB 361 findings to allow teleconferencing without compliance with the requirements of Government Code section 54953(b)(3). The prior findings expire the earlier of August 20, 2022, or such time the Board makes subsequent AB 361 findings.

County Counsel recommends the Board consider making AB 361 findings before each meeting.

- i) **ACTION ITEM:** The Board will consider making the findings as noted in Agenda item 2) a) i), ii), iii), iv), v), vi), vii), viii), and ix), due to the surge of COVID-19 in Solano County, and as recommended by the Solano County Health Officer and FHS Clinic Operations officer, 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 meet virtual.

Motion: To accept and approve the findings of the Governor's Bill AB 361 and move forward to meet via teleconference.

Motion by: Anthony Lofton and seconded by Deborah Hillman

Discussion: None.



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Ayes: Ruth Forney, Gerald Hase, Anthony Lofton, Sandra Whaley, Deborah Hillman, Robert Wieda and Tracee Stacy

Nays: None.

Abstain: None

Motion Carried.

3) Approval of the October 19, 2022, Agenda

Motion: To approve the October 19, 2022, Agenda

Motion by: Anthony Lofton and seconded by Deborah Hillman

Discussion: None

Ayes: Ruth Forney, Gerald Hase, Anthony Lofton, Sandra Whaley, Deborah Hillman, Robert Wieda, Tracee Stacy

Nays: None

Abstain: Brandon Wirth

Motion Carried.

4) Public Comment

- Kristine Gual (Partnership HealthPlan of California) had no comment but announcing presence.
- Kathryn Power (Partnership HealthPlan of California) had no comment but announcing presence.

5) Project Director/Clinic Operations Officer Report

- a) Health Center Operations Update – Dona Weissenfels
 - i) Health Center Activities, Internal & External Update

- Dona Weissenfels announced that the clinics are currently working on the 2023 budget that included personnel requests, equipment, and upgrades to the electronic health records program.
- Dona mentioned the solar panel upgrade for the Vacaville clinic, which started on October 24, 2022 and was expected to be a 10-week project and would impact clinic parking. Patients would have priority parking, while accommodating the staff by providing shuttle service from the clinic to the designated staging area at Stars Recreation in Vacaville. Management has been assisting with patient scheduling and staffing plans to keep patient care efficient and effective.
- Family Health Services (FHS) deployed the Dental Mobile Clinic unit for two (2) recent events: the Veteran's Stand Down and the Justice Center (Lori Frank Memorial Health Fair), coordinated by Noelle Soto. Both medical and dental mobile clinics were expected to be present at the events, however, the battery on the medical van died



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and was not operational. The dental van awning also broke but was still operational. Kathryn Power (PHC) asked for a timeline on repairs. Noelle would follow up about the repairs for both vans. Clinics will be working on next year's schedule, logistics and staffing of the mobile units.

- Dona mentioned that she attended a meeting hosted by the State of California. The presentation was about the Alternative Payment Model (APM). The APM financial system offers reimbursement for episode of care (including nurse visits, nutritional visits, etc.) versus the County operating under an encounter-base system. Dona is currently consulting with PHC and other clinics to inquire about their intention to switch to APM, as well as researching requirements. If a decision is made to switch the County's financial model to APM, it would likely be after the transition of electronic health records program to OCHIN Epic.
 - Dona announced that the County was currently in the contracting phase of OCHIN Epic. Funding was approved by the Board of Supervisors. The goal was to have a contract in place with OCHIN by the end of 2022. During the 1st quarter of 2024 will be the first opportunity to start the project. The clinics will continue to use the NextGen program during that time.
 - Dona mentioned that the Greg Facktor & Associates (GFA) contract was currently in the operational assessment phase. The clinics are working with GFA to create a Community-Needs Assessment, but the process has been delayed due to their data vendor. An on-site visit with Health Resources and Services Administration (HRSA) is scheduled in the Fall of 2023. The clinics are taking early steps to ensure that tasks are completed before the visit occurs, such as documentation reviews, educating staff and putting together policies and procedures. Dona emphasized that the role of the board would be to contribute to the strategic planning process. Community-Needs Assessment comes first when determining what services are needed and not needed. Dona will have initial meetings arranged with GFA to discuss how to roll out the Strategic Plan with the board members.
 - Dona noted the increase in union activity due to the contract ending October 21, 2022. Management was unclear if staff intended to strike but had contingent plans in place to ensure that there would be no disruption with patient care.
 - Dona provided an update on the Call Center project. It is progressing slower than anticipated due to issues with the Interactive Voice Response (IVR) process and how things are measured. Dona had the opportunity to listen in on incoming calls and commented on the improvement of call quality and that the staff is emphasizing first call resolution with patients instead of multiple call resolution. Previously, if there were a large volume of calls in queue, the staffs' focus was call turn over. Once call data is analyzed, the required staffing can be identified. The call center is currently operating with five (5) clinical staff members. The ideal staff is eight (8), plus the supervisor to accommodate for call volume, as well as staffing shortages due to sick time off, vacation, etc.
- ii) Operational Dashboards/Update
- Dona announced that Toya and team were making progress on the operational dashboards.



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b) Staffing Update – Toya Adams

- Toya shared that the clinics are continuing to actively recruit, but due to union contract negotiations, Family Health Services has experienced delays with receiving recruitment updates and certified lists from Human Resources.
- FHS is looking at current locums with Jackson and Coker to bring on more clinic staff.
- She stated candidates are currently in background phase including a Dentist Manager, a Dentist Manager (Extra Help), three (3) Medical Assistants and a part-time Registered Dental Assistant (RDA).
- Toya will be submitting requisitions for mid-level providers. Open recruitments include an Accounting Clerk II, Bilingual Spanish, two (2) Board-Certified Physicians, Health Education Specialist and a Medical Assistant Lead.
- Toya mentioned that FHS was working with an outside recruiter to fill the Physician Supervisor positions.

6) Operations Committee Reports

a) Hiring Credentialing Update – Elise Lenox

- Elise announced that the Employee Services Unit welcomed Cherry Ann Violanda, Office Assistant III who will be assisting with Credentialing. Employee Services Unit also hired Desiree Bodiford, Administrative Services Manager, that would be on-board in November 2022.
- Elise stated that 136 individuals were screened in October; 11 Touro providers and 125 County employees and no exclusions or sanctions were reported.
- Elise mentioned she was working on credentialing 11 candidates: five (5) Touro and six (6) County employees.
- Elise reported one (1) PHC application was submitted, one (1) new provider enrollment of a Touro Pediatrics Physician and one (1) current provider was re-credentialed by PHC in September 2022.

b) HRSA and Grants Update – Noelle Soto

- Noelle announced that she would be submitting Non-Compete Continuation progress reports (NCC) for the following grants:
 - Ryan White Part C Early Intervention Services HIV grant, due November 18, 2022
 - Overall Health Center Grant (Health Care for the Homeless & Community Healthcare), due December 9, 2022.
 - She was also working on three (3) COVID-related grants.
- Noelle gave the Uniform Data Systems (UDS) update for 2022 projects. She is collaborating with DoIT and an outside contractor to prep for data export to the newly migrated NextGen program to the Cloud, in February 2023.
- Dona added that the clinic front office supervisors have been improving the front desk data collection to better support UDS numbers and that clinics had a better understanding of who our patients are to improve numbers for the next UDS cycle.



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c) Quarterly Financial Report – Nina Delmendo

Nina reviewed the highlights of the FHS Quarterly Financial Report

- Please reference the handout titled, “County of Solano Expenditure and Revenue Report, Family Health Services, September 30, 2022”.

i) **ACTION ITEM:** The board will consider approval of the Quarterly FHS Financial Report

Motion: To approve the Quarterly FHS Financial Report

Motion by: Brandon Wirth and seconded by Sandra Whaley.

Discussion:

- Board Member, Brandon Wirth stated that he attended the Finance Committee meeting and encourages board members to attend as well. The meeting discussion addresses the financial numbers in-depth, so it helps understand the few items addressed in the CHB meeting.

Ayes: Ruth Forney, Gerald Hase, Anthony Lofton, Sandra Whaley, Robert Wieda, Tracee Stacy, Deborah Hillman and Brandon Wirth

Nays: None

Abstain: None

Motion Carried.

- Nina reminded the board that the Budget Workshop would be held online, November 2, 2022, from 1:30 pm to 4:00 pm.

7) Unfinished Business

a) Credentialing Privileging Policy and Procedure Update – Dona Weissenfels

- Dona stated that clinic was working with GFA for consultation. She acknowledged that the clinics don't control Credentialing and County-based activity, and that writing policy and procedure accurately has been a challenge. She noted that Elise and the Credentialing Team have done a great job at revitalizing the Credentialing Program.

b) HIPS/HIPAA Training

- i) **ACTION ITEM:** Motion to postpone the Action Item of the HIPS/HIPAA Training for discussion next month's CHB meeting on November 16, 2022.

Motion by: Brandon Wirth and seconded by Anthony Lofton.

Discussion:

Chair, Ruth Forney stated the scheduling of this training would be postponed until two (2) new members are added to the Board. Cheryl Esters added that once position(s) are filled, the training can be put on the board calendar.

Ayes: Ruth Forney, Gerald Hase, Anthony Lofton, Sandra Whaley, Tracee Stacy, Robert Wieda, Deborah Hillman and Brandon Wirth



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Nays: None

Abstain: None

8) Discussion

a) Board Member Recruitment Status and Update

- Chair, Ruth Forney provided no update but was actively searching for more board members. She reached out to a group in Vallejo.
- Ruth encouraged everyone to recruit from outside organizations, reminded board members that the application is online and the goal is to diversify the board.

9) Board Member Comments

- i) Board Member, Tracee Stacy asked Dona and PHC participants, Kristine Gual and Kathryn Power, about the upcoming changes to Medi-Cal, effective on January 1, 2023 and whether it would affect the FHS clinics. Dona stated she was not aware of changes as of January 1st. Kristine stated she would address the matter with Dona in a separate meeting.
- ii) Chair, Ruth Forney reminded the board that next month nominations are on the agenda for Executive Board positions: Chair, Vice Chair and Member at Large.

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

- a) Compliance Training and Robert's Rules Review – Item is on hold until patient member positions have been filled.
- b) Health Center Marketing Campaign & Website Design – Item is on hold and will be discussed when OCHIN Epic is in place.

11) Next Community Healthcare Board Meeting (virtual)

DATE: November 16, 2022

TIME: 12:00 p.m.

TO JOIN Telephone Conference Call:

Dial: 1-323-457-3408, Conference ID: 446 778 066# (please announce your name)

Teleconference: Contact the Clerk: 707-784-8775

12) Adjourn

Meeting was adjourned at 1:05 p.m.

Handout:

- County of Solano Expenditure and Revenue Report, Family Health Services, September 30, 2022