



County of Solano Community Healthcare Board

REGULAR GOVERNING BOARD MEETING MINUTES

Wednesday, April 19, 2023
In Person Meeting

Members Present:

At Roll Call: Ruth Forney, Gerald Hase, Deborah Hillman, Anthony Lofton, Don O'Conner, Tracee Stacy and Brandon Wirth

Members Absent: Mike Brown, Sandra Whaley, Robert Wieda

Staff Present:

Bela Matyas, Dona Weissenfels, Cynthia Coutee, Rebecca Cronk, Nina Delmendo, Valerie Flores, Janine Harris, Raechel Leas, Krista McBride, Dr. Reza Rajabian, Danielle Seguerre-Seymour, Noelle Soto, Kelly Welsh, Charla Griffith, Kristine Gual (PHC), Kathryn Power (PHC) and Patricia Zuñiga

1) Call to Order – 1:05 p.m.

- a) Welcome
- b) Roll Call

2) Approval of the April 19, 2023 Agenda

Motion: To approve the April 19, 2023, Agenda with Agenda Item 8, Business Governance moved after Agenda Item 4, Consent Calendar Clinic Operations Reports.

Motion by: Deborah Hillman and seconded by Anthony Lofton

Discussion: Chair Brandon Wirth asked that Agenda Item 8, Business Governance, be discussed earlier in the meeting, and move it after Agenda Item 4, Consent Calendar Clinic Operations Reports, to accommodate a Board Member that had to leave on time.

Ayes: Ruth Forney, Gerald Hase, Deborah Hillman, Anthony Lofton, Don O'Conner, Tracee Stacy and Brandon Wirth

Nays: None

Abstain: None

Motion Carried.

3) Public Comment

There was no Public Comment

Consent Calendar

4) Clinic Operations Reports

- a) Staffing Update – Toya Adams
- b) Credentialing Update – Raechel Leas
- c) HRSA Grants update – Noelle Soto
- d) Revenue Cycle – Janine Harris
- e) Clinic Operational Metrics – Queue Management (Q-Matic) Stats – March 2023



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5)-8) Business Governance

- a) Review and approve the FHS Quarterly Financial Report – Nina Delmendo
- Nina reviewed the highlights of the Financial Report to the Board Members.
 - Please reference the document titled, “*County of Solano Expenditure and Revenue Report Family Health Services, March 31, 2023*” for detailed information.
- i) ACTION ITEM: The Board will consider approval of the FHS Quarterly Financial Report

Motion: To approve the FHS Quarterly Financial Report.

Motion by: Ruth Forney and seconded by Don O’Conner

Discussion: None.

Ayes: Ruth Forney, Gerald Hase, Deborah Hillman, Anthony Lofton, Don O’Conner, Tracee Stacy and Brandon Wirth

Nays: None

Abstain: None

Motion Carried.

- b) The Board will approve acceptance of the Partnership HealthPlan (PHP) Health Equity Unit of Service Award of \$2000.00 – Dr. Michelle Stevens
- On behalf of Dr. Stevens, who was unable to attend, because she was seeing patients, Dona notified the Board, due to the effort of Dr. Stevens, to apply for the Health Equity Grant offered by PHP, FHS was awarded \$2000.00, thanks to her.
- i) ACTION ITEM: The Board will consider approval and acceptance of the Partnership HealthPlan (PHP) Health Equity Unit of Service Award of \$2000.00.

Motion: To approve and accept the Partnership HealthPlan (PHP) Health Equity Unit of Service Award of \$2000.00.

Motion by: Tracee Stacy and seconded by Don O’Conner

Discussion: None.

Ayes: Ruth Forney, Gerald Hase, Deborah Hillman, Anthony Lofton, Don O’Conner, Tracee Stacy and Brandon Wirth

Nays: None

Abstain: None

Motion Carried.

- c) Review and approve the revised Family Health Services Financial Policies listed below – Janine Harris
- Janine stated that the fourteen (14) FHS Financial Policies were reviewed by her Team and appreciated their effort in reviewing these. She stated that there were no major changes to the policies and only very minor changes were made.



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- i) ACTION ITEM: The Board will consider approval of the Family Health Services Financial Policies listed below:
- 100.01 – Insurance & Eligibility Verification
 - 100.02 – Cash Handling
 - 100.04 – Claims Processing
 - 100.05 – Coding
 - 100.06 – Other Health Insurance/Private Insurance
 - 100.07 – Void/Deleted Payments
 - 100.08 – Fee Waiver & Payment Plans
 - 100.10 – Patient Registration
 - 100.11 – Billing and Collections
 - 100.12 – Fee Schedule
 - 100.13 – Dental Appliances
 - 100.14 – Bad Debt Write Off
 - 100.15 – Back Office Claims Processing
 - 100.16 – Non-Sufficient Funds

Motion: To approve all the Family Health Services Financial Policies listed above.

Motion by: Ruth Forney and seconded by Deborah Hillman

Discussion: Chair Brandon Wirth, asked that in the future to submit red-lined versions of any policies to the Board, so the changes can be noted. Janine responded to the Chair and Board Members and stated that the changes were very minimal, such as punctuation corrections. She agreed she would include versions of any revised policies with the noted tracking, in the future.

Ayes: Ruth Forney, Gerald Hase, Deborah Hillman, Anthony Lofton, Don O'Conner, Tracee Stacy, and Brandon Wirth

Nays: None

Abstain: None

Motion Carried.

Regular Calendar

6)5) Approval of Minutes

- i) Approval of the March 15, 2023 Draft Minutes

Motion: To approve the March 15, 2023 Minutes

Motion by: Tracee Stacy and seconded by Anthony Lofton

Discussion: None.

Ayes: Ruth Forney, Gerald Hase, Deborah Hillman, Anthony Lofton, Don O'Conner, Tracee Stacy, and Brandon Wirth

Nays: None.



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Abstain: None.

Motion Carried.

~~7)6)~~ **Clinic Operations Reports**

- a) Grievances/Compliments – Rebecca Cronk reported in February there were a total of 5 grievances and in March there were a total of 12 grievances. They were in three (3) categories which were: access to the clinic during the repairs, wait time in the lobby and quality of care.
- b) Compliance – There was no Compliance Report given.
- c) Finance – There was no Finance Report given
- d) Referrals – There was no Referrals Report given.
- e) Major Project Updates - There was no Major Project Updates Report given.
- f) QI Update - There was no QI Update Report given.

~~8)7)~~ **HRSA Project Officer Report – Dona Weissenfels**

- a) Health Center HRSA Project Director (Clinic Operations Officer) Update
 - Dona announced that a few weeks ago, after holding meetings with Partnership HealthCare Plan of California (PHC) and other Community Healthcare Centers in the region, a decision was made to close the provider panels in Fairfield Adult Clinic and Vacaville Clinic to new patients. For the Vallejo Clinic, they will continue to keep new patient appointments, only as a safety net to provide healthcare to those that are in need. The hope is for a turnaround soon, in about eight (8) weeks or so, depending on the recruitment of providers at the clinics. FHS is doing the best they can.
- b) Health Center Activities, Internal & External Update
 - Dona mentioned they are in the process of recruiting a Clinic Physician Supervisor and talking with Locum Tenens to also bring in providers on a temporary basis.
 - Dona also mentioned that the Hiring Team is actively recruiting providers and other positions. There are limited providers applying since we are operating as a FQHC and the providers need to see patients in person.
 - Dona mentioned that during COVID-19 all healthcare systems were experiencing a decrease of 15% funding and currently FHS was about a \$7,000,000.00 short fall. The model of care is not sustainable. However, she wants to move the clinics to an alternative payment method (APM), which allows for paid services when a patient sees a non-provider. We don't qualify yet, until improvements are made at the clinics, such as increasing the Call Center Team, having a Quality Team in place and having a Quality electronic medical record (EMR), in place, which will be EPIC. Dr. Matyas also mentioned that he wanted to present APM at a future meeting and noted that in reality it would take about three (3) years for the transition and five (5) years to implement APM.
 - Dona announced that EPIC EMR is scheduled to be implemented towards the end of 2024.

- ~~8)~~ **Business Governance** *(This agenda item was approved by the Board to move it up in the Agenda as Agenda Item 5.)*



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9) Discussion

- a) Board Member Application received from Charla Griffith
 - i) The Executive Committee reviewed the Board member Application submitted by Charla Griffith and recommends the Board's approval for Charla Griffith to be appointed as a Community Healthcare Board Member.
 - ii) ACTION ITEM: The Board will consider Charla Griffith to be appointed as a Community Healthcare Board Member.

Motion: To appoint Charla Griffith as a Board Member of the Family Health Services Community Healthcare Board.

Motion by: Brandon Wirth and seconded by Anthony Lofton

Discussion: None.

Ayes: Ruth Forney, Gerald Hase, Anthony Lofton, Don O'Conner, Tracee Stacy, and Brandon Wirth

Nays: None.

Abstain: None.

Motion Carried.

- b) Discuss the Community Healthcare Board Self-Assessment
 - Chair Brandon Wirth stated that the Board Members were given the Self-Assessment and were asked all Board Members to complete the Self-Assessment and turn it in to the Clerk at the end of the meeting.

10) Board Member Comments

- Board Member Tracee Stacy wanted to know the mental health services that are provided by the FHS clinics and agendaize it for the May Meeting. She wants to know the levels of mental health provided. She is concerned and passionate about this topic as she is on a Mental Health Board and is concerned about the high numbers of drug overdose and suicidal rates.
- Board Member Ruth Forney, announced and complimented Cynthia Coutee, Health Services Clinic Manager of the Vacaville FHS Clinic, as a recipient of the Edward G. Lopez award.

11) Adjourn: To the Community Healthcare Board Meeting of:

DATE: April 19, 2023
TIME: 1:00 p.m. – 2:00
Location: Multi-Purpose Room
2101 Courage Drive
Fairfield, CA 94533

The meeting was adjourned at 2:18 p.m.

Handouts:

- March 15, 2023 CHB Draft Minutes
- Community Healthcare Board Family Health Services Staffing Update
- FHS Credentialing, Provider Enrollment and Sanction Screening Activities
- Health Resources and Services Administration (HRSA) Grant Updates



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- Solano County Health and Social Services Family Health Services Revenue Cycle Management Reports
- Clinic Metrics, Queue Management (Q-Matic) Stats – March 2023
- County of Solano Community Healthcare Board March 15, 2023 DRAFT Meeting Minutes
- County of Solano Expenditure and Revenue Report, Family Health Services, March 31, 2023
- 2022 Quality Measure Highlight, Unit of Service – Health Equity Measure, PHP Health Equity Unit of Service Award
- The Contributions of African American Midwives to Promote Health & Wellness of African Americans PowerPoint Presentation
- 100.01 – Insurance & Eligibility Verification
- 100.02 – Cash Handling
- 100.04 – Claims Processing
- 100.05 – Coding
- 100.06 – Other Health Insurance/Private Insurance
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