



County of Solano Community Healthcare Board

REGULAR GOVERNING BOARD MEETING MINUTES

Wednesday, March 15, 2023
In Person Meeting

Members Present:

At Roll Call: Mike Brown, Ruth Forney, Gerald Hase, Deborah Hillman, Anthony Lofton, Don O'Conner, Tracee Stacy, Sandra Whaley, Robert Wieda, and Brandon Wirth

Members Absent: None.

Staff Present:

Dona Weissenfels, Cynthia Coutee, Rebecca Cronk, Nina Delmendo, Cheryl Esters, Valerie Flores, Janine Harris, Raechel Leas, Krista McBride, Dr. Reza Rajabian, Danielle Seguerre-Seymour, Noelle Soto, Kelly Welsh, Cherry Violanda, Kristine Gual (PHC), and Patricia Zuñiga

1) Call to Order – 12:05 p.m.

- a) Welcome
- b) Roll Call

2) Approval of the March 15, 2023 Agenda

Motion: To approve the March 15, 2023, Agenda.

Motion by: Tracee Stacy and seconded by Sandra Whaley

Discussion: None.

Ayes: Mike Brown, Ruth Forney, Gerald Hase, Deborah Hillman, Anthony Lofton, Don O'Conner, Tracee Stacy, Sandra Whaley, Robert Wieda, and Brandon Wirth

Nays: None

Abstain: None

Motion Carried.

3) Public Comment

None.

Regular Calendar

4) Approval of Minutes

- i) Approval of the January 18, 2023 Draft Minutes

Motion: To approve the January 18, 2023 Minutes

Motion by: Ruth Forney and seconded by Anthony Lofton



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Discussion: Chair Brandon Wirth mentioned to the Board Members that there were three (3) sets of draft minutes to approve and reminded them if a Board Member was not present at any of those meetings, they would ask to abstain, for those specific meetings they didn't attend.

Ayes: Mike Brown, Ruth Forney, Gerald Hase, Deborah Hillman, Don O'Conner, Sandra Whaley, Robert Wieda, and Brandon Wirth

Nays: None

Abstain: Anthony Lofton and Tracee Stacy

Motion Carried.

ii) Approval of the February 15, 2023 Draft Minutes

Motion: To approve the February 15, 2023 Minutes

Motion by: Mike Brown and seconded by Ruth Forney

Discussion: None.

Ayes: Mike Brown, Ruth Forney, Gerald Hase, and Brandon Wirth

Nays: None

Abstain: Deborah Hillman, Anthony Lofton, Don O'Conner, Tracee Stacy, Sandra Whaley, and Robert Wieda

Motion Carried

iii) Approval of the February 28, 2023 Draft Minutes

Motion: To approve the January 18, 2023 Minutes

Motion by: Tracee Stacy and seconded by Sandra Whaley

Discussion: None.

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

Nays: None

Abstain: Robert Wieda

Motion Carried

5) Clinic Operations Reports

Dona addressed the Board and the participants and announced a change in the reports. She met with the Family Health Services (FHS) Leadership, and they are moving toward written reports,



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instead of stating and sharing reports at length during the meetings. The written reports would be included in the monthly agenda packet to allow the Board Members an opportunity to review them before the meeting. Thus, the Board Members can ask for clarification or any questions pertaining to the reports during the meeting.

- a) Staffing Update – Given by Project Manager, Noelle Soto. She announced there were two (2) Medical Assistants hired and one started on February 21, 2023 in HIV Team and the other will start on March 20, 2023 in the general clinic. There is a Clinic Physician in background and there are no interviews scheduled at this time.
- b) Credentialing Update – Given by Project Manager, Raechel Leas. There were 127 County employees screened with no exclusions. They completed credentialing on ten (10) employees. One Provider was approved and enrolled by Partnership. No one was re-credentialed in February. There was no one in dental validated for Denti-Cal or re-validated.
- c) HRSA Grants Update (UDS) – Given by Project Manager, Noelle Soto. She mentioned that for the grants update, both the Uniform Data System (UDS) and the Ryan White Reports, The initial reports were submitted in February and the final submissions are due at the end of March.
- d) Grievances/Compliments – Dona mentioned a compliment FHS received, submitted by a patient. The Hindi patient was very grateful for the translation iPad used during their visit. They felt they had a voice to communicate with the provider and understood everything said during the visit. (Please see the details noted below, in the first bullet item in Agenda Item 6a.)
- e) Compliance – There was no Compliance Report given.
- f) Referrals – There was no Referrals Report given.
- g) Finance – Given by Policy & Financial Analyst, Janine Harris. She reminded everyone about the upcoming FHS Finance Committee Meeting on Wednesday, March 22, 2023 at 1:30pm. The meeting invite was sent out and It was scheduled to be in person in the Multi-Purpose Room at 2201 Courage Drive. The agenda packets would be mailed out and also posted on the CHB Web Page for the Board Members to review prior to the meeting.
- h) Major Project Updates
- i) QI Update
- j) Clinic Operational Metrics (Clinic Health Services Managers)

There was discussion from the Board Members about the pros and cons of providing written reports in advance. Chair Brandon Wirth stated that of the reports listed, there may not be any reports and the list could be amended. Cheryl Esters, Compliance & QA Officer mentioned that the written reports are necessary as support documentation for audit purposes. The CHB Clerk announced that all written reports were required to be submitted to her eight (8) days prior to a Board Meeting, in order to include them in the agenda packet and perform proper noticing on time.

6) Project Director/Clinic Operations Officer Report – Dona Weissenfels

- a) Health Center HRSA Project Officer Update
 - Dona announced that all the FHS clinics received translation iPads, provided by PHC and they would be used during a clinic visit and provide a portable way for translation. It was a joint team effort and multiple collaborations, spear headed by Rebecca Cronk, the Vallejo Health Services Clinic Manager. Dona read a letter from a medical assistant that works at the Vallejo clinic, who shared the story of a Hindi couple, patients at the Vallejo clinic. The



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couple expressed that after ten (10) years as patients at the FHS clinic, this was the first time they felt heard and really understood the office visit and understood all their medical needs. The medical assistant expressed how heartfelt the experience was and thanked Rebecca for providing the translation iPads. Cheryl Esters thanked the FHS effort along with the effort of the Compliance Team and the IT Team and it took a couple months and was a very successful project. Chair Brandon Wirth, mentioned that the letter read by Dona was an example of a compliment.

- Dona mentioned staffing at the clinics. She stated that they are having Provider recruitment issues and that Dr. Leary, the Chief Medical Officer, was unable to attend the meeting, because she was interviewing possible Locum Tenens provider candidates. Dona mentioned that they are expanding the number of recruiting agencies. There is a lot of competition in the field, and it is important that the candidates understand our patient population and the enormous needs they have. The top priority is to recruit providers.
- Dona also mentioned with the physician shortage, she expressed concern that the clinics are not taking care of the assigned members from PHC that they should. She had a meeting with PHC earlier in the week to ask that PHC temporarily close their panels of enrolling new patients starting April 1, 2023. PHC asked for the exception of previous patients for continuity of care, and it was agreed to accept those patients. Dona shared the number of patients assigned at the clinics. At Fairfield Adult there are 5,000 patients, at Fairfield Pediatrics there are almost 5,000, at the Vallejo there are 12,000 and at Vacaville there are almost 6,000, so the clinics are above the maximum capacity in comparison with the limited number of providers on site.
- Dona gave an update about the new electronic health record, OCHIN Epic. They are in the pre-contract phase and on task. The hopeful start date is possibly in the second quarter of 2024, and it will be a fresh start yet a challenge when it is implemented.

b) Health Center Activities, Internal & External Update

- Dona mentioned FHS is requesting an agenda item, requesting five (5) additional positions in the Call Center and Quality Team, and a Nurse Manager, which will be presented to the Board of Supervisors at a future meeting. Chair Brandon Wirth expressed the importance of the Board to advocate on behalf of the FHS and encouraged Board Members to attend the meeting when presented to the Board of Supervisors. Dona will ask the Board Clerk to notify the Board Members of the date when this item will be presented and so the Board Members could attend to support the request of adding the positions.
- Dona mentioned that the preparation of the Strategic Planning is on target and the 2023 County Needs Assessment was on the agenda for board approval, which is part of the Strategic Plan.
- Dona stated they are reviewing the Quest contract. Quest provides the lab technician at the clinics. FHS wants to provide expanded laboratory clinic hours at the Fairfield Adult Clinic.
- Dona gave an update about the Fairfield Adult Clinic restoration. Carpet has been ordered for the lobby and will hopefully arrive soon. When the carpet is scheduled to be installed, the clinic lobby will be closed for about three (3) days and patients will still be seen and enter the clinic from a different entrance. Most of the repairs are completed.

7) Business Governance

- a) Review and approve the 2023 Community Needs Assessment – Dona Weissenfels



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- Please reference the document titled, “2023 Community Needs Assessment” for detailed information.
- i) ACTION ITEM: The Board will consider approval of the 2023 Community Needs Assessment.

Motion: To approve the 2023 Community Needs Assessment.

Motion by: Robert Wieda and seconded by Ruth Forney

Discussion: Board Member Ruth Forney asked that a small change be made in the Governance section. It states that Brandon Wirth as the President. She asked that the title of “President” be updated as “Chair”. She also asked to clarify Pharmaceuticals and Dona clarified that Pharmaceuticals handled at the clinics do not fall under “Services”. Ruth also discussed transportation services with Dona that at one time bus passes were issued in the past and she shared a story of how high rental costs are.

Ayes: Mike Brown, Ruth Forney, Gerald Hase, Deborah Hillman, Anthony Lofton, Don O’Conner, Tracee Stacy, Sandra Whaley, Robert Wieda, and Brandon Wirth.

Nays: None

Abstain: None

Motion Carried.

b) Discuss recent changes at the Global Center for Success in Vallejo, a Family Health Services (FHS) Primary Care Outreach site. Request Board approval to close the location. – Dona Weissenfels.

- Dona mentioned the site was located at Mare Island in Vallejo had been closed for a while. It was due to provider shortage and removal of the end of the life cycle, of the computer equipment, which was removed and the equipment was not replaced due to funds. Also, patient access was taken into consideration in making the request to close the site. She asked that the Board consider that the site be closed. She also mentioned that FHS has a mobile medical clinic and when staffing levels improve the mobile clinic will be back in service and can provide medical care where needed.

i) ACTION ITEM: The Board will consider approval to close the Global Center for Success location in Vallejo. Medical Services will be provided via Mobile Medical Clinics when staffing levels improve.

Motion: To approve closing of the Global Center for Success location in Vallejo.

Motion by: Tracee Stacy and seconded by Robert Wieda

Discussion: None.

Ayes: Mike Brown, Ruth Forney, Gerald Hase, Deborah Hillman, Anthony Lofton, Don O’Conner, Tracee Stacy, Sandra Whaley, Robert Wieda, and Brandon Wirth

Nays: None

Abstain: None

Motion Carried.



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- c) Review and approve the Family Health Services (FHS) Quality Reports – Dona Weissenfels
Dona presented the 2022 CAHPS Survey. The Survey is conducted annually by Partnership HealthPlan (PHC) on assigned members to Family Health Services. The reports are annual patient experience scorecards, measuring domains such as provider communication and access to care.

- Included in the Board’s Packets were the full reports: “2022 Survey for PHC Child CG-CAHPS 3.0 Survey Solano County H&SS” and “2022 Survey for PHC Adult CG-CAHPS 3.0 Survey Solano County H&SS”. Please reference the handout for detailed information.
- i) ACTION ITEM: The Board will consider approval of the Family Health Services (FHS) Quality Reports.

Motion: To approve the Family Health Services (FHS) Quality Reports.

Motion by: Sandra Whaley and seconded by Anthony Lofton.

Discussion: None.

Ayes: Mike Brown, Ruth Forney, Gerald Hase, Deborah Hillman, Anthony Lofton, Don O’Conner, Tracee Stacy, Sandra Whaley, Robert Wieda, and Brandon Wirth

Nays: None

Abstain: None

Motion Carried.

- d) Review and approve the Family Health Services (FHS) Patient Grievance/Complaint Process Policy Number: 500.05 – Rebecca Cronk

- Rebecca Cronk, Health Services Clinic Manager of Vallejo Clinic reviewed the policy.
- Please reference the document titled, “Family Health Services (FHS) Patient Grievance/Complaint Process Policy Number 500.05” for detailed information.

- i) ACTION ITEM: The Board will consider approval of the Family Health Services (FHS) Patient Grievance/Complaint Process Policy Number 500.05.

Motion: To approve the Family Health Services (FHS) Patient Grievance/Complaint Process Policy Number 500.05.

Motion by: Tracee Stacy and seconded by Sandra Whaley

Discussion: None.

Ayes: Mike Brown, Ruth Forney, Gerald Hase, Deborah Hillman, Anthony Lofton, Don O’Conner, Tracee Stacy, Sandra Whaley, Robert Wieda, and Brandon Wirth

Nays: None

Abstain: None

Motion Carried.

8) Unfinished Business

- a) Receive status update on the Community Healthcare Board Self-Assessment Form and provide any necessary direction.



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- Chair Brandon Wirth notified the Board Members that the Community Healthcare Board Self-Assessment form was included in their agenda packets and asked them to review the form and think about any changes that should be made to the form. It will be addressed at a Board Meeting in the future.

9) Board Member Comments

- Board Member Tracee Stacy asked about a Parking Lot item, Health Center Marketing Campaign & Website Design, from a previous meeting. Board Member Ruth Forney, clarified that at the last month's meeting Dona mentioned that the clinics should have an event acknowledging the FHS Health Centers in observance of National Health Centers Week in August. She will work with Ruth and a subcommittee will be formed in the future.
- Chair Brandon Wirth, asked to add Health Center Week be added as a Discussion item at a future meeting.
- Board Member Tracee Stacy asked about the Kindergarten Round Ups and whether they plan to have them this year. They were a huge success in the past. Dona responded and notified the Board that Public Health Division is handling this event with Dr. Shandi Fuller as the lead in this effort. Dona stated that FHS Leadership is attending meetings and will find out their role.
- Board Member Tracee Stacy asked if Mental Health sends the suicide and overdose statistics to FHS, because since January there have been 13 suicides and there were also overdoses from Fentanyl and 2 cases were homeless. Dona responded that FHS Clinics have been participating in the Fentanyl awareness program.
- Chair Brandon Wirth asked where Board Member Tracee Stacy received the information and Tracee stated that she serves on the Suicide Prevention Team.

10) Closed Session

Public Employee Performance Evaluation (Pursuant to Government Code § 54957) Title: HRSA Project Director.

- a) HRSA Project Director Evaluation Discussion
- b) Present Evaluation to HRSA Project Director

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

Meeting was adjourned at 2:18 p.m.

Handouts:

- January 18, 2023 CHB Draft Minutes
- February 15, 2023 CHB Draft Minutes
- February 28, 2023 CHB Draft Minutes
- 2023 Community Needs Assessment
- 2022 Survey for Partnership0 HealthPlan of California Child CG-CAHPS 3.0 Survey Solano County H&SS
- 2022 Survey for Partnership0 HealthPlan of California Adult CG-CAHPS 3.0 Survey Solano County H&SS
- Family Health Services Patient Grievance Process Policy Number: 500.05
- Medical Services Family Health Services Community Healthcare Board Self-Assessment April 2022