



County of Solano Community Healthcare Board

REGULAR GOVERNING BOARD MEETING MINUTES

Wednesday, August 16, 2023

In Person Meeting

Members Present: At Roll Call: Michael Brown, Gerald Hase, Ruth Forney, Deborah Hillman, Sandra Whaley, Brandon Wirth. Arrival late: Charla Griffith and Tracee Stacy.

Members Absent: Anthony Lofton, Don O'Conner, Robert Wieda

Staff Present: Cynthia Coutee, Dona Weissenfels, Dr. Michele Leary, Dr. Reza Rajabian, Gerald Huber, Kelly Welsh, Krista McBride, Nina Delmendo, Raechel Leas, Roger Robinson, Valerie Flores, Danielle Seguerre-Seymour, Patricia Zuñiga, Jasmine Chisley

1) Call to Order- 12:05 pm

- a. Welcome
- b. Roll Call

2) Approval of the August 16, 2023 Agenda

Motion: To approve the August 16, 2023 Agenda

Motion by: Ruth Forney and seconded by Sandra Whaley

Discussion: None

Ayes: Michael Brown, Ruth Forney, Gerald Hase, Deborah Hillman, Sandra Whaley, and Brandon Wirth

Nays: None

Abstain: None

Motion Carried

3) Public Comment

There was no Public Comment.

Regular Calendar

4) Approval of Minutes

Approval of the July 7, 2023 Draft Minutes

Motion: To approve the July 7, 2023 Draft Minutes

Motion by: Sandra Whaley and seconded by Deborah Hillman



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Discussion: None.

Ayes: Michael Brown, Ruth Forney, Gerald Hase, Deborah Hillman, Sandra Whaley, and Brandon Wirth

Nays: None

Abstain: None

Motion Carried

5) Clinic Operations Reports

a. Staffing Update — Dona Weissenfels

-Dona shared that Family Health Services has been more successful in the last couple of weeks with recruiting physicians. A Supervising Physician will be interviewed and start the life scan process potentially this Friday. Two more physicians are set to onboard soon.

-In terms of staff positions, Dona mentioned that Family Health Services is set to receive a list of candidates for a Senior HSM position and an HSM position in Fairfield. She also reported that FHS requisitions have been submitted for two new positions: 1) a Planning Analyst for Quality and 2) a Call Center Supervisor.

b. Credentialing Update — Raechel Leas spoke in place for Desiree Bodiford

-Rachel shared that there are 14 staff in process and 2 staff in the queue working on systems updates in credentialing.

c. HRSA Grants update — There were no updates pertaining to HRSA Grants to report on.

d. Grievances/Compliments — There were no updates on grievances and complaints to report on.

e. Compliance — Krista McBride

Training Records:

-The compliance team discussed their responsibilities regarding the content and oversight of the Health Information Privacy and Security Training that goes over best practices for those who handle PPI or PHI.

-The compliance team discussed the stats pulled from their August 8, 2023 report that states that Family Health Services has an overall compliance rate of 27%. The report also states that out of 117 active FHS employees, 17 are up to date on the annual compliance training and only 1 employee completed the annual Civil Rights Training to date. The compliance team made a request to have all employees complete the trainings by 9/8/2023 and to have supervisors report this back to meet the goal of being at least 90% in compliance.

-Obstacles in completing the trainings were discussed. The idea to have an in-person training for groups was raised. Dona also mentioned that FHS is addressing trainings surrounding compliance and other items this September during the Skills Fair.

Medical Records Committee:



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- Tracee shared that efforts are in place to collaborate with Medical Records to consolidate existing policies and procedures so that both Family Health Services and Behavioral Health policies mirror each other even when the workflows are different.
- It was emphasized that a focus on HRSA compliance issues impacting the clinic need to be reflected in a work plan.

- f. Finance — Nina Delmendo
 - This item is covered in the governance section.
- g. Referrals — Cynthia Coutee
 - Cynthia discussed that the referral reports are shifting to emphasize referral utilization of services, what services we currently have in-house, and recommendations for improvements in the referrals process.
 - There was a brief discussion about future efforts to possibly develop an approach that can retrieve referral information in NextGen to track how FHS is doing on closing the loop on referrals in combination with their existing outreach attempts.
- h. Major Project Updates — Dona stated there were no major project updates at this time and that she would report out more details during her HRSA Project Officer Report.
- i. QI update — Dr. Michele Leary
 - Dr. Leary reported that the current Pediatric Child Physicals Project that was initiated in June 2022 has been going well.
 - Dr. Leary also shared a finding from the report that detailed how the project started with 238 newborns, but that almost half of the patients ended up capped somewhere else. She also mentioned that a Planning Analyst position was approved, which could potentially help with tracking and analyzing these trends.
 - She also mentioned that she will share a report that goes over QIP initiatives in September.
- j. Revenue Cycle Management — Nina Delmendo — There was no report.
- k. FHS Clinic Q-Matic Stats — Dona Weissenfels — (handout on this)
 - Dona clarified that the data shown in the handout is the number of people who walked into our clinic regardless of payment.

6) HRSA Project Officer Report- Dona Weissenfels; Health Center HRSA Project Office Update

- a. Health Center Activities, Internal & External Update
 - Dona reported that an OCHIN EPIC Stakeholder Meeting occurred today (8/16/2023) and that contracts have been officially signed with OCHIN EPIC. She stated that Family Health Services is in the process of hiring project managers to help with FHS workflows and IT support. She also clarified that the internal Project Manager for FHS is Sole Source.
 - Dona shared that she had a meeting with Touro University about the possibility of having a scribe program to allow for more provider engagement with patients and to improve our rates of timely closing encounters. Dona further stated that talks are currently in the works about opening a pilot program at FHS that will, in turn, improve our QA/QI efforts as well. She also stated that there will be future updates regarding this topic.
- b. HRSA Virtual Operations Site Visit (VOSV) and Facktor Health Organizational Assessment



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- Dona mentioned that the report of VOSV Findings is still pending. She also stated that FHS is already in motion in correcting certain items brought up during the site visit and has a goal for FHS to adopt reviewing policies and procedures annually.
- She noted that a response from NorthBay to modify the existing contracts to connect Radiology services is still pending.
- Other anticipated concerns from the VOSV audit include not having a well-defined co-applicant agreement to operationalize and concerns surrounding Dona's job description. The possibility of calling a special meeting to address this as an agenda item was mentioned.

7) Business Governance

- a. Review and consider approval of the Family Health Services After Hours Coverage Policy Number: 300.01 — Dr. Michele Leary
- Action item:** The Board will consider approval of the Family Health Services After Hours Coverage Policy Number: 300.01
- Motion: To approve the Family Health Services After Hours Coverage Policy Number: 300.01

Motion by: Tracy Stacee and seconded by Sandra Whaley

Discussion: None.

Ayes: Michael Brown, Ruth Forney, Charla Griffith, Gerald Hase, Deborah Hillman, Tracee Stacy, Sandra Whaley, and Brandon Wirth

Nays: None

Abstain: None

Motion Carried

- b. Review and consider approval of the Family Health Services Financial Documents listed below — Nina Delmendo
- Action item:** The Board will consider approval of the Family Health Services Financial Documents listed below:
 - FHS FY 2022/23 Year End Financial Report
 - FY 2021/22, 2022 Solano County Single Audit Report
- Motion: To approve the Family Health Services i) FHS FY 2022/23 Year End Financial Report and ii) FY 2021/22, 2022 Solano County Single Audit Report

Motion by: Deborah Hillman and seconded by Ruth Forney

Discussion: None.

Ayes: Michael Brown, Charla Griffith, Ruth Forney, Gerald Hase, Deborah Hillman, Tracee Stacy, Sandra Whaley, and Brandon Wirth



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Nays: None

Abstain: None

Motion Carried

- c. Discuss the change of the FHS Call Center located at 355 Tuolumne Street in Vallejo. Request Board approval to close the location — Dona Weissenfels

-**Action item:** The Board will consider approval to close the Call Center at 355 Tuolumne Street in Vallejo. Call Center Services are provided in each of the FHS Clinics in Vallejo, Fairfield, and Vacaville.

Motion: To approve the change of the FHS Call Center located at 355 Tuolumne Street in Vallejo and to approve to close the location

Motion by: Ruth Forney and seconded by Deborah Hillman

Discussion: None.

Ayes: Michael Brown, Charla Griffith, Ruth Forney, Gerald Hase, Deborah Hillman, Tracee Stacy, Sandra Whaley, and Brandon Wirth

Nays: None

Abstain: None

Motion Carried

8) Discussion

- a. National Health Centers Week, Family Health Services Open House, August 10, 2023 outcome — Board Member Ruth Forney
-Board Member Ruth Forney shared that she received positive feedback from those in attendance our Family Health Services Open House. Ruth also shared positive news about increasing awareness of Community Health Center Week at a separate event of approximately 150 people that she attended. There, she presented a short video about Community Health Center Week to inform the audience and shared with the Board that it was positively received.
- b. National Association of Community Health Centers (NACHC) Community Health Institute (CHI) & Expo Conference, scheduled August 27-29, 2023 in San Diego, California.
-Board Members attendees in person are Ruth Forney and Tracee Stacy and virtually are Brandon Wirth and Michael Brown
- c. FY 25/25 Budget Development — Nina Delmendo
-Nina mentioned that last year she held a budget workshop and then requested feedback from the Board to see if there was interest to plan for another one this year. Board



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Members expressed interest and agreed to have a meeting to discuss further details on September 20, 2023. Nina noted that there are approaching deadlines, one of which is in regard to personnel.

-Patricia Zuniga will check to see if the Multipurpose Room is available on September 20th. It was raised to have this on the Board Member calendar annually.

- d. Request of a future presentation to the Board on a Behavioral Health Plan regarding integrated behavioral health for FHS patients — Board Member Tracee Stacy

-There was not an update due to Recent HRSA VOSV. This discussion item will be moved to the September meeting.

9) Board Member Comments

-Board Member Tracee Stacy highlighted Board Member Ruth Forney's advocacy efforts and encouraged similar efforts to continue with the Board. She also emphasized putting additional efforts in place to support our work force.

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

DATE: September 20, 2023

TIME: 12:00 p.m. — 2:00 p.m.

Location: Multi-Purpose Room
2101 Courage Drive
Fairfield, CA 94533

The Meeting was adjourned at 1:58 p.m.