

## County of Sacramento DHS Health Center Co-Applicant Board (CAB)

**Meeting Minutes**

March 15, 2019, 9:30 AM – 11:00 AM

**By Telephone**

(916) 876-4100

ID: 769361

**Meeting Location**

Sacramento County Health Center  
Primary Care Center  
Community Room 2020, 2<sup>nd</sup> Floor  
4600 Broadway  
Sacramento, CA 95820

| CO-APPLICANT BOARD MEMBERS |  |   |                               |
|----------------------------|--|---|-------------------------------|
| X                          | Jan Winbigler - <b>Chair</b>                           | X | Vince Gallo – <b>Co-Chair</b> |
| X                          | Mike Blain   | X | Charles McBrayer              |
| X                          | Elise Bluemel  | X | Don Zorechak                  |
|                            | Bob Erlenbusch   |   | AAron Washington              |
| X                          | Paula Lomazzi  |   |                               |
|                            |  |   |                               |
| X                          | Louise Steenkamp, Project Director – <b>Ex-Officio</b> |   |                               |

County Staff: Dr. Mishra (Medical Director), Fernay Jackson, RN (Supervising Nurse), Kari Lockwood (Planner)

Public Attendees: Lynnette Bennett (prospective board member)

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| Topic   | Minutes   |
|---|---|
| <p>Welcome and Introductions -<br/><i>Jan Winbigler,<br/>Chair</i></p>                | <p><u>Welcome and Introductions:</u></p> <ul style="list-style-type: none"> <li>Jan Winbigler welcomed CAB members, staff, and public attendee and facilitated introductions.</li> </ul>  |
| <p>Announcements -<br/><i>All</i></p>   | <p><u>Announcements:</u></p> <ul style="list-style-type: none"> <li>Louise Steenkamp announced that Fernay Jackson, Supervising RN, has accepted a transfer opportunity to Sacramento County Juvenile Hall and will be leaving the Health Center at the end of this month. Two RNs will continue to provide Nurse Navigation and Assistance at Mercy Loaves &amp; Fishes, while services at Probation's Adult Day Reporting Center will transition to correctional health.</li> </ul> <p><b>Discussion:</b> The CAB asked about plans to fill the vacant position and continuity of care for people experiencing homelessness and adults involved in the criminal justice system. Dr. Mishra said that one of the Health Center's Supervising RNs will assume Fernay's duties at Mercy Loaves &amp; Fishes and RNs will continue to assist clients to connect to the services they need. <i>The CAB thanked Fernay for her years of dedication and service to the Health Center. Fernay will be missed and we wish her well!</i></p>  |
| <p>Proposed Budget for FY 2019/20 –<br/>ACTION ITEM -<br/><i>Louise Steenkamp</i></p> | <p><u>Proposed Budget for FY 2019/20 – ACTION ITEM:</u></p> <ul style="list-style-type: none"> <li>Louise reviewed the requested budget summary for Fiscal Year 2019/20. She highlighted the number of permanent County employees and the operating budget, including an overview of the personnel costs, services and supplies, contracts and allocated costs.</li> </ul> <p><b>Discussion:</b> CAB members asked for more details about interpretation services and examples of contracts. Louise said that interpretation services are part of services and supplies and examples of contracts include Fonemed telehealth services, the Electronic Health Record, and providers through University of California Davis. Jan Winbigler asked about the increase in personnel and the decrease in the amount budgeted toward services and supplies. Dr. Mishra said the Health Center is identifying ways to maximize services while decreasing costs, such as accessing available interpretation services offered through the managed care health plans.</p> <p><u>Motion</u> by Jan Winbigler to approve the FY 2019/20 Budget.</p> <p><u>Motion seconded</u> by Charles McBrayer.</p> <p><u>Action:</u> Co-Applicant Board APPROVED with majority vote the FY 2019/20 Budget.</p> |

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| <p>Sliding Fee Discount Schedule 2019 –<br/><i>Louise Steenkamp</i></p> | <p><u>Sliding Fee Discount Scheduled 2019:</u></p> <ul style="list-style-type: none"> <li>Louise reviewed the Health Center’s Sliding Fee Discount Schedule that has been updated to reflect the changes to the Federal Poverty Level (FPL) guidelines. The Health Center’s Sliding Fee Discount Schedule is reviewed and adjusted annually in alignment with the FPL. The Sliding Fee Discount Policy is reviewed for adoption at least once every three years according to HRSA guidelines.</li> </ul> <p><b>Discussion:</b> Elise Bluemel asked how the fees are established. Dr. Mishra said that they are comparable to what other local FQHCs charge and we are reviewing whether our fees should be adjusted.</p>   |
| <p>Quality Improvement Data Report –<br/><i>Kari Lockwood</i></p>       | <p><u>Quality Improvement Data Report:</u></p> <ul style="list-style-type: none"> <li><u>2018 Clinical Performance Measures:</u> Kari reviewed the patients and performance measures for 2018, including measures tracked by the health plans and HRSA, the total number of patients eligible for each measure, and percentage of eligible patients who met the measure compared with the goals.</li> </ul> <p><b>Discussion:</b> CAB members discussed issues related to meeting the measures. Dr. Mishra stated that reasons for not meeting measures include inaccurate documentation into the Electronic Health Record (EHR) and patient eligibility and compliance. Providers need consistent and ongoing training on the codes to use to capture the measures. HRSA and the health plans allow us to explain factors that may negatively impact our percentages, such as children of refugee families who have aged out of the childhood immunization schedule or have difficulty accessing their records. Kari stated that outcomes for measures are also affected by how many patients meet criteria to be eligible for the measure.</p> <ul style="list-style-type: none"> <li><u>Patient Satisfaction Survey Update:</u> The most recent survey period was this past December and January. The surveys are completed on scannable forms, which are then sent to the form’s vendor to compile the results. Data for this survey period was returned to Health Center staff this week and a report will be presented to the CAB at the April meeting.</li> </ul> |
| <p>Co-Applicant Board Member Development –<br/><i>Kari Lockwood</i></p> | <p><u>Co-Applicant Board Member Development</u></p> <ul style="list-style-type: none"> <li><u>2019 National Healthcare for the Homeless Conference &amp; Policy Symposium:</u> The main conference will be held in Washington DC on May 23-24. Kari shared the County protocols for travel and reimbursement. Travelers must book the hotel with their own credit card and pay for meals and incidentals upfront. Receipts must be submitted in order for County reimbursement upon the traveler’s return. In the past, the CAB has decided on who would go by nomination and vote.</li> </ul>   |

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|   | <p><b>Discussion:</b> Paula Lomazzi and Fernay shared their experiences as past attendees. Paula said she wanted to nominate Don Zorechak to attend this year. Don stated he wanted to attend but was unable to at this time. Kari will have this as an agenda item earlier in the year next year so that the CAB can take advantage of available scholarship opportunities. Kari said that it is not a requirement that anyone attend and other occasions for Board member development activities can be shared. There were no volunteers to attend the conference this year.</p> <p>CAB members expressed concerns about Nurse Navigation and Assistance at Mercy Loaves and Fishes and the ongoing needs there. Dr. Mishra said that the program needs oversight, budget considerations for staffing, and a new location to address the safety concerns of the current building. Mike Blain asked if efforts are being made toward these goals. Dr. Mishra said the priorities are to secure Fernay’s permanent replacement and scope potential new sites. CAB members suggested possible site locations: Willow Clinic, Women’s Empowerment building on North A and 16<sup>th</sup> Street, C Street Clinic, Delaney Center/Mercer Clinic at Loaves and Fishes, the old Guest House on 1400 North A Street, and the property across from Family Promises. CAB asked for the number of homeless served by the Health Center last year. Kari shared that 1,216 were recorded in the UDS report for 2018.</p> <ul style="list-style-type: none"> <li>• <u>Form 700 – Statement of Economic Interest:</u> Kari reminded CAB members that Form 700 is due annually. The following Board members have completed Form 700 for the year: Mike Blain, Elise Bluemel, Bob Erlenbusch, Vince Gallo, and Charles McBrayer. Kari will send the link to Form 700 to those who have not yet completed to follow-up.</li> </ul> <p><b>Discussion:</b> Paula stated she completed her Form 700. Kari will check and follow-up to confirm.</p> |
| <p>Patient Access –<br/><i>Louise Steenkamp</i></p> | <p><u>Patient Access</u></p> <ul style="list-style-type: none"> <li>• <u>Clinic Walkthrough Follow-Up:</u> Louise reviewed the issues and suggestions identified by Jan and Elise during a clinic walkthrough she conducted on February 8. Access and signage are main areas for improvement.</li> <li>• <u>Access and Signage:</u> This is a standing agenda item topic resulting from CAB’s suggestion during the January meeting to assess ways to improve patient’s navigation through the clinic. Louise said that the hallways are under the purview of County Department of General Services, while the clinic lobbies are the responsibility of the Health Center. She has found a history of requests and budget necessary for changes. In 2018, the Health Center’s amount of cost toward improvements was estimated to be \$14k and would include elevator updates. Louise stated that the County is conducting an ADA audit to ensure compliance in the building.</li> </ul> <p><b>Discussion:</b> CAB members discussed ideas for improvements, including multilingual LED wayfinding signs with color coding for each clinic and corresponding providers, educational or other information displayed on the TVs currently installed in the lobbies, adding tables so patients can complete documents while waiting, ensuring that the check-in/registration function on the MyChart app is working, and having a help or information desk staffed by</p>   |

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|  | volunteers. Vince asked if Quality Improvement supplemental funding can be used for new signs. Kari said she would check on this, as HRSA has some restrictions related to building construction and remodeling. Elise stated she has researched a company that can provide a quote for building upgrades and will send this information to Kari. Patient Access will be on the next CAB agenda for continued report outs.   |
| Next Meeting –<br><i>All</i>           | <u>Tentative Topics for Next Meeting:</u> Health Center Updates, Patient Experience Surveys Report, Quality Improvement Plan 2019 Draft, Patient Access, other key topics.   |
| Public Comment–<br><i>Vince Gallo</i>  | Lynnette Bennett stated the meeting was interesting and she liked how interactive it was. Kari said she has spoken with Lynette about continuing to meet to provide more information about Board membership.   |
| Closing Remarks-<br><i>Vince Gallo</i> | <p>The meeting was adjourned at 11:00 AM.</p> <p>The Board will reconvene on <b>Friday, April 19, 2019 from 9:30 to 11:00 AM.</b></p> <p>Location: 4600 Broadway, Community Room #2020, Sacramento. Conference call information can be offered for those who cannot attend in person.</p> <p>Co-Applicant Board website: <a href="http://www.dhs.saccounty.net/PRI/Pages/Health%20Center/County-Health-Center-Co-Applicant-Board.aspx">http://www.dhs.saccounty.net/PRI/Pages/Health%20Center/County-Health-Center-Co-Applicant-Board.aspx</a></p> |

Sacramento County Health Center website link: <http://www.dhs.saccounty.net/PRI/Pages/Health%20Center/GI-Sacramento-County-Health-Center.aspx>