

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

Meeting Minutes

October 18, 2019 / 9:30 AM – 11:00 AM

Meeting Location

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

CO-APPLICANT BOARD MEMBERS			
	Jan Winbigler – Chair – <i>Excused</i>	X	Vince Gallo – Co-Chair
X	Lynnette Bennett	X	Paula Lomazzi
	Mike Blain – <i>Excused</i>	X	Charles McBrayer
X	Elise Bluemel		Don Zorechak – <i>Excused</i>
	Bob Erlenbusch – <i>Excused</i>	X	AAron Washington
X	Dr. Susmita Mishra, Medical Director	X	Dr. Sharon Hutchins, Health Program Manager, Project Director
X	Tracie Hall-Burks, Health Program Manager		

County Staff: Dr. Mishra (Medical Director), Sharon Hutchins (Health Program Manager), Tracie Hall-Burks (Health Program Manager)

Public Attendees: None

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Topic	Minutes
<p>Welcome and Introductions - <i>Dr. Hutchins</i></p>	<p><u>Welcome and Introductions:</u></p> <ul style="list-style-type: none"> ▪ Dr. Hutchins welcomed CAB members and staff, and facilitated introductions.
<p>Announcements - <i>All</i></p>	<p><u>Announcements:</u></p> <ul style="list-style-type: none"> ▪ Elise Bluemel received an automated text reminder notification from Televox on October 8th. Elise was able to confirm her appointment and was reminded to arrive 20 minutes prior to the start of her appointment. ▪ Dr. Sharon Hutchins worked with Rachel Callan to compile data and write the narrative to submit the annual Budget Progress Report for the HRSA grant. Report was submitted on time. ▪ Dr. Mishra announced that dermatology services have expanded and the Health Center plans to purchase a new digital camera to be able to take and submit pictures to specialists for e-consults on site. ▪ Sacramento County Health Center (SCHC) personnel met with SPIRIT coordinators on changes in services offered. We have a new tip sheet for providers to help them order eye exams and eyewear correctly. Sacramento County Health Center (SCHC) is working with County Department of Communications to create a brochure to advertise for all county services offered. Elise Bluemel and Paula Lomazzi offered to provide testimonials as consumer members.
<p>Vote on Change in HRSA Project Director – <i>Dr. Hutchins</i></p>	<p><u>Vote to change Project Director from Dr. Mishra to Dr. Hutchins - ACTION ITEM:</u> Dr. Sharon Hutchins has been selected to oversee the Co-Applicant Board and HRSA Compliance. Dr. Mishra asked the Board to vote to approve this change in HRSA Project Director.</p> <p><u>Motion</u> by Vince Gallo to approve the change in HRSA Project Director from Dr. Susmita Mishra to Dr. Sharon Hutchins going forward.</p> <p><u>Motion seconded</u> by Elise Bluemel.</p> <p><u>Action:</u> Co-Applicant Board APPROVED by unanimous vote the change in HRSA Project Director to Dr. Sharon Hutchins.</p>

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<p>Specialty Services Updates – <i>Dr. Mishra</i></p>	<p><u>Cardiology and Neurology services</u> have started at the Health Center. All patients assigned to SCHC will be able to be seen by the specialty providers. Testing that requires more invasive procedures will require an external referral. Dr. Mishra scheduled a demonstration to preview an ultrasound that may be purchased to improve access for Health Center Patients.</p> <p><u>Discussion:</u></p> <ul style="list-style-type: none"> ▪ The board discussed issues with transportation to specialty and primary care appointments for homeless patients that do not have access to store their large belongings. Sharon will discuss alternative transportation arrangements with the Referrals Team.
<p>Feedback from Patient Satisfaction Surveys – <i>Dr. Hutchins</i></p>	<p><u>May 2019 Survey Results:</u> The group discussed the findings from the May 2019 survey period for Patient Satisfaction. Dr. Hutchins highlighted the areas needing improvement in yellow, and indicated categories the Health Center scored well by highlighting them in green.</p> <p><u>Discussion:</u></p> <ul style="list-style-type: none"> ▪ The Health Center is working to improve access with the addition of four contracted providers who will work some days in the Same-Day clinic. ▪ When researching why 49.4% of the Uninsured Healthy Partners patients are reporting they are unable to get medical advice after-hours, the Health Center was informed that FoneMed works to find staff to speak in the requested language, but our on-call provider is not fluent in Spanish. ▪ The Board requested to see the updated sliding scale fees once they are done being revised.
<p>Quality Improvement Reports – <i>Dr. Hutchins</i></p>	<p><u>Quality Improvement Reports:</u> Dr. Hutchins reviewed the Quality Improvement data for quarter 3. The amount of unduplicated patients has increased and the Health Center is on track to see all 11,000 patients (HRSA target) by 12/31/2020. SCHC is working to execute a contract with Nivano to bring in more patients.</p> <p><u>Discussion:</u></p> <ul style="list-style-type: none"> ▪ SCHC is still working to improve no-show rates for adult patients. During a survey recently conducted by staff to inquire about reasons for missed appointments, SCHC was able to learn that most patients stated they had forgotten about their appointment (even with the reminder phone calls) because it was scheduled too far in advance. Some patients received treatment elsewhere to be seen immediately and forgot to cancel their appointment.

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	<ul style="list-style-type: none"> ▪ The CAIR2 portal has been having outages causing issues with uploading documentation for visits, which depresses our quality metric for children and adolescents receiving recommended vaccinations. Sharon informed the Board that SCHC is working with River City Medical Group to reconcile documentation for diabetes screenings and immunizations to improve those quality metrics as well. ▪ Pediatrics Clinic plans to conduct a clinic to complete well-child visits and establish new patients. Tracie Hall-Burks is exploring options to conduct well-child visits at the patients' homes with assistance from outside providers.
Next Meeting Topics -	Elect Chair and Co-Chair; Other key topics
Public Comment– <i>Vince Gallo</i>	There was no public comment.
Closing Remarks- <i>Vince Gallo</i>	<p>The meeting was adjourned at 10:59am.</p> <p>The Board will reconvene on Friday, November 15, 2019 from 9:30 to 11:00 AM.</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: https://dhs.saccounty.net/PRI/Pages/Health%20Center/Co-Applicant%20Board/County-Health-Center-Co-Applicant-Board.aspx</p>

Sacramento County Health Center website link: <https://dhs.saccounty.net/PRI/Pages/Health%20Center/Co-Applicant%20Board/County-Health-Center-Co-Applicant-Board.aspx>