

**Sacramento County Department of Health Services
Health Center Co-Applicant Board (CAB)**

Meeting Minutes

October 20, 2023 / 9:30 AM to 11:00 AM

Meeting Attendees

CAB Members: Elise Bluemel, Laurine Bohamera, Vince Gallo, Areta Guthrey, Nicole Miller, Suhmer Fryer (late), Jan Winbigler
SCHC Leadership: Sharon Hutchins, Andrew Mendonsa, Sumi Mishra, Vanessa Stacholy, Noel Vargas
SCHC Staff: Robyn Alongi
Community Members: None

Closed Session 9:30-10:00
Topic
HRSA Project Director evaluation – <i>Jan Winbigler, Chair</i> <ul style="list-style-type: none">• CAB met with the HRSA Project Director to go over their annual evaluation.
Open Session 10:00-11:00
Topic
Opening Remarks and Introductions – <i>Jan Winbigler, Chair</i> <ul style="list-style-type: none">• Roll call and welcoming of members and guests<ul style="list-style-type: none">○ Roll was taken by Jan Winbigler and she welcomed attendees.• *Review and approval of 09/15/23 CAB meeting minutes<ul style="list-style-type: none">○ Laurine Bohamera made a motion to approve the September 15 minutes as written. Elise Bluemel seconded the motion. A vote was taken.<ul style="list-style-type: none">▪ <u>Yes votes</u>: Laurine Bohamera, Vince Gallo, Nicole Miller, Elise Bluemel, Jan Winbigler▪ <u>No votes</u>: None▪ The motion passed.• Public Comment – <i>None</i>.
Brief Announcements – <i>All</i> <ul style="list-style-type: none">• Artea Guthrey has been ratified by the Board of Supervisors (BOS). She has started completing the requirements and should be a voting member by the November meeting.• Vanessa Stacholy announced that today is her last day at the Health Center. She accepted a position as Director of California Children’s Services at Sacramento County Public Health.• Senator Pan is touring the Health Center today with Sacramento City Councilmember Caity Maple.
Leadership Updates – <i>Drs. Mendonsa and Mishra</i>

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- Health Resources and Services Agency (HRSA) Project Director Update
 - Health Resources and Services Administration (HRSA) / Sacramento County Office of Education (SCOE) School Based Mental Health Updates.
 - The Health Center is still awaiting communication from HRSA regarding our School Based Mental Health satellite sites' pending applications and regarding sites which became inactive.
 - HRSA and Medi-Cal Audits / Facility Site Reviews
 - The Health Center has started preparing for site visits and audits expected to occur in the first half of next year. Dr. Hutchins formed ongoing workgroups to tackle various subject areas.
 - Sacramento County Health Center Receives a Prestigious Award
 - The Health Center was recognized by River City Medical Group and received an award of excellence. Only a handful of providers received awards. The Health Center was specifically called out during opening remarks by the River City CEO for our innovative weekend and evenings clinics which have reduced gaps in care. The award, River City's Chief Medical Officer's Excellence in Community Health and Preventative Care, was bestowed to the Health Center because of our pioneering care within the community, approaches to decreasing gaps in care, and improving the care we provide to our patients.
 - Street Medicine Program
 - The Health Center is in the process of bringing a County on-call nurse practitioner to an additional half day of street medicine service. A direct contract with HealthNet has been greenlighted and is moving through the contract process. Dr. Mishra is working internally with staff on the details.
 - Improved Access and Provider Services
 - The Health Center continues to work to increase specialty access. We are in talks with two gastroenterology physicians interested in volunteering/expanding their volunteer scope at the Health Center. The SPIRIT organization found a urologist and an additional dermatologist group in Davis for our Healthy Partner patients.
 - We continue to offer extra-hours clinics aimed at expanding access and meeting gaps in care.
 - Saturday, November 18, is the next scheduled clinic. Well-child visits, fluoride, and immunizations will be offered. Appointments and walk-ins for immunizations will be offered.
 - Health Center Growth / Staffing
 - Management continues to fill the positions from the FY23-24 growth request.
 - Robin Skalsky, LCSW is the acting-Health Program Manager to assist with Vanessa's departure.
 - A new Human Services Planner will start in early November.
 - Filling current vacant positions and converting temp and on-call staff to permanent positions.
 - Space/Staffing Updates
 - Some of the space maximizing projects such as double desks in offices and measuring to determine how best to use space have been completed. Other projects are still pending HRSA approval or waiting for the project to be assigned to a County work team.
 - New Health Center signage remains in process. The new signs allow growth so that we don't have to replace them as things change. Signage includes braille.
 - We are working to come into compliance on gender neutral restrooms.
 - Referral Department Improvements
 - The Executive Team continues to focus on improving referrals; a workgroup has been formed and has met twice.

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- The workgroup is exploring the idea of bringing in between 7-10 temp medical assistants and housing them in the old Admin area to work on the backlog. We have a backlog of about 3,600 referrals that likely include duplicate referrals. Many are old and withdrawn. Dr. Mishra is ensuring work on the urgent referrals.
- We are developing a standard workflow and once finalized, we will train staff and make sure that all staff uses it.
- We have asked providers not to classify referrals as urgent unless they meet the definition of that term, as they will be denied causing delays in processing.
- Dr. Mishra has been talking with consultants regarding other ideas to address challenges in referrals.
 - Do we have patient input on this process?
 - ❖ We have records of patient complaints and grievances, but we are not systematically collecting data on this issue. Our patient satisfaction survey does not cover referrals. We use it because it is a standard survey used by many peer clinics across the nation and gives us comparison information. We are working on how to distribute short patient surveys to ask questions specific to other concerns of the Health Center.
 - ❖ Qualtrax is an option for patient surveys under consideration.
 - We are working with consultants on productivity targets, meaning the number of referrals each staff member can be expected to process per unit of time for different types of referrals.
 - We are considering implementing care teams in which referrals team members are embedded in the clinical program to be able to work more closely with providers and staff in the program.
- CAB Proclamation
 - We received the BOS Proclamation honoring CAB Member Nora Aaron Washington. We have contact information for Aaron's sister and will be mailing the proclamation to her.
- New Initiatives and Miscellaneous
 - We are pursuing student placements from various universities. California State University Stanislaus wants to work with SCHC.
 - Contracts for consultants and SCOE are going through the standard routing process.
- **HRSA Medical Director Reports – *Dr. Mishra***
 - Staff and Access
 - We are in the process of hiring a County on call nurse practitioner (NP) for Street Medicine and an on call physician for same day access/urgent care. This person will handle discharges from hospitals, jails, etc. to see the patients, review and renew medication and provide other care they need.
 - Interviews for a permanent NP to improve primary care access are complete. The next step is a reference check.
 - Volunteer GI doctor, Cara Torruellas will start in November.
 - The Senior Radiology Tech is retiring at the end of October. We will begin recruitment for that position.
 - Services
 - Street Medicine
 - We added psychiatry evaluation/services for Street Medicine. The Tuesday team has an Addiction Medicine Fellow, Dr. Cara Eberhardt; the Friday team has Psychiatry NP Ashley King.
 - We have expanded dispensed medication to include prescription medications. Dispensing protocols follow Board of Pharmacy regulations. Last week we dispensed blood pressure medications.

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- Mental Health and Substance Use
 - We are collaborating with UCD on a National Institutes of Health grant to improve patient adherence to treatment for opioid use disorder that starts in the emergency room.
 - CallPsych - We have purchased a subscription for 15 clinicians to pilot an online app that provides treatment options for adult mental health disorders based on a risk calculator.
 - Dr. Mishra recently learned about the UCSF Child and Adolescent Psychiatric Portal (CAPP), a free service for synchronous and asynchronous child psychiatry consultations and social work care coordination services. Education for school based mental health clinicians is also provided through Project Echo. Management needs to figure out if the Health Center needs approval from the Board of Supervisors.
- School-Based Mental Health
 - Chart reviews to improve documentation and billing have begun.
- Extra hours and ad hoc clinics to close performance measure care gaps continue.
- Vaccines
 - Flu clinics are ongoing.
 - COVID-19 boosters for children have arrived and we have begun administration. We are awaiting COVID -19 boosters for adults.
 - Respiratory Syncytial Virus (RSV) - due to increased morbidity and mortality caused by RSV, we will be offering this vaccine. We have received RSV for children (Beyfortus) and adults age 60+ (Arexvy) and will be purchasing the formulation for pregnant women (Abrysvo).
- Referrals Program
 - Work continues to decrease the amount of time it takes to process referrals and to schedule appointments with specialists and imaging centers.
 - Focus areas include:
 - Creating a standard workflow and training all staff.
 - Enhance staffing and allowing them to work at the highest level of their license.
 - Utilizing our electronic medical record system to streamline the process.
- Policies and Procedures
 - Dr. Hutchins and Robyn Alongi created a P&P committee resulting in a more organized forum to edit and update policies.
- Public Comment – *None*.

Quality Improvement

- 2023 QI Plan: Monitoring Report for Quarter 3 – *Dr. Hutchins*
 - The data dashboard was presented to show how we are doing. Our HRSA goal is to see at least 11,000 patients and we have seen over 16,000.
 - Our no show rate is important. We are trying to keep it under 20% and for pediatrics under 15%. We are still seeing high no shows in pediatrics.
 - Clinical Performance measures: The QI RN has been analyzing data to make sure we are putting our efforts where we are likely to meet the measure.
 - The denominators expand and contact based on assignment of new patients.
 - Lead screenings will increase with the use of our two point of care testing devices.
- Patient Feedback Survey Findings – *Dr. Hutchins*
 - Patient surveys are distributed by OAs to patients twice a year at in person appointments. The last survey was answered by about 400 people.

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- Access to care is an identified issue and our clinic hours were rated lower than in years past.
 - The data presented are not official DHCS numbers and we know we are out of compliance. We are hiring a physician to increase access to same day appointments.
- We had trouble mailing the surveys to the organization that analyzes them. The behavioral and mental health services survey results will be presented at a future meeting.
- Public Comment – *None*.

CAB Governance

- Committees Updates to CAB – *Committee Chairs*
 - Clinical Operations Committee – Chair Gallo. This item was not discussed due to time.
 - Review of Policies and Procedures
 - *PP-CS 01-01: Quality Improvement*
 - *CS-03-01: Telephone Protocol*
 - Program Review: Refugee Program
 - *Finance Committee – N/A – the committee did not meet
 - *Governance Committee – Chair Winbigler
 - Officer nominations for 2024
 - Chair nominations: Jan is on term limits and cannot serve as the Chair again. We would have to change the bylaws and she could not be elected in November.
 - Nomination ballots were handed out and collected. Staff compiled the nominations and asked those nominated if they accepted the nomination. The following nominated candidates accepted the nomination:
 - ❖ Chair: Suhmer Fryer, Jan Winbigler (Since Jan is term-limited, Dr Hutchins will consult County Counsel whether her name can be included on the ballot at the November meeting).
 - ❖ Vice-Chair: Laurine Bohamera, Jan Winbigler
 - *Proposal to amend Bylaws to align conflict of interest definition with policy and procedure document
 - There is a discrepancy between how a conflict of interest is defined in the 2021 Bylaws and the Conflict of Interest Policy & Procedure more recently approved by CAB. The Governance Committee proposes to align the language in the two documents and use the more specific language the Policy and Procedure document.
 - The vote was postponed due to technical difficulties and the inability to show the documents.
 - The documents were not shared in this meeting packet but were shared in the September meeting packet. It will be sent after the meeting.
 - Update on recruitment – No new applications have been received.
 - Update on training – County Counsel Jackson will conduct Brown Act training for CAB members from 11 am -12 pm on 11/17/23 in Community Room 2020, following the end of the CAB meeting.
- Public Comment – *None*.

November Monthly Meeting Items – All

- Elections for officer positions for 2024
- HRSA Project Director Report
- HRSA Medical Director Report
- Committee Updates
 - Policy and Procedure Review

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<ul style="list-style-type: none">▪ <i>PP-CS: 01-01 Quality Improvement</i>▪ <i>CS-03-01: Telephone-Protocol</i>▪ <i>PP-CS-03-04: Emergency Medical Response Team</i>▪ <i>PP-CS-03-02: Incident Reporting</i>▪ <i>PP-CS-02-05: Variance Reporting</i>▪ <i>07-05: Credentialing and Privileging</i>▪ **Proposal to amend Bylaws to align with the conflict of interest definition with the policy and procedure document○ October Financial Status Report○ Recruitment and Training Updates● Public Comment – <i>None</i>.
<p>Public Comment Period – <i>Ms. Fryer, Vice-Chair</i></p> <ul style="list-style-type: none">● No public comment was made.
<p>Closing Remarks and Adjourn – <i>Jan Winbigler, Chair</i></p> <ul style="list-style-type: none">● Chair Winbigler adjourned the meeting at 11:08 am.

Next Meeting: Friday, November 17, 2023 / 9:30-11:00 AM

*Items that require a quorum of CAB members and vote.

**Amending the CAB Bylaws requires a quorum, and a two-thirds vote of members present and voting.

The Co-Applicant Board welcomes and encourages public participation in the meetings. Matters on the agenda may be addressed by members of the public at the end of that agenda item. In addition, matters under the jurisdiction of the Co-Applicant Board and not on the posted agenda may be addressed by the public following completion of regular business.

The agenda is posted on-line for your convenience at <https://dhs.saccounty.net/PRI/Pages/Health%20Center/Co-Applicant%20Board/County-Health-Center-Co-Applicant-Board.aspx>

Per the Brown Act, CAB members attending a CAB meeting through teleconferencing are required to disclose the location from which they are calling. It is illegal to call while driving. There is a cap on how many members can attend from outside Sacramento County.

Meeting facilities are accessible to persons with disabilities. Requests for interpreting services, assistive listening devices or other considerations should be submitted by contacting the Primary Health Division at (916) 875-5701 (voice) and CA Relay Services 711 (for the hearing impaired), no later than five working days prior to the meeting.