

The County of Santa Cruz Integrated Community Health Center Commission

Minute Taker: Mary Olivares

Minutes of the meeting held April 2, 2020

TELECOMMUNICATION MEETING: Call in number 831-454- 2222: Meeting Code: 850702.

Attendance	
Christina Berberich	Chair
Len Finocchio	Vice Chair
Caitlin Brune	Member at Large
Rahn Garcia	Member
Dinah Phillips	Member
Pamela Hammond	Member
Marco Martinez-Galarce	Member
Amy Peeler	County of Santa Cruz, Chief of Clinic Services
Raquel Ramirez Ruiz	County of Santa Cruz, Senior Health Services Manager
Julian Wren	Administrative Services Manager
Mary Olivares	Admin Aide
Meeting Commenced at 11:06 am and Concluded at 12:50 pm	
Excused/Absent:	
Absent: Gustavo Mendoza	
1. Welcome/Introductions	
2. Oral Communications:	
Happy birthday to Dinah!	
3. March 5, 2020 Meeting Minutes - Action item	
On the March 5 th meeting minutes, item 3, need to add at the end of second sentence " <i>and the need to take action was required prior to the next meeting</i> ". With this change Rahn moved to accept minutes with amendment, Caitlin second, and the rest of the members present were in favour.	
4. Quality Management Committee Update	
Raquel stated meeting had been cancelled for this month and has no updates.	
5. 300.08 Referral Tracking Policy – Action Required	
Referral Tracking, Policy 300.08 was brought for approval. Dinah moved to approve as presented, Caitlin second, and the rest of the members present were in favour.	
6. 300.24 Outside Normal Business Hours Advice by Telephone – Action Required	
Outside Normal Business Hours Advice by Telephone, Policy 300.24 was brought for approval. Dinah moved to approve as presented, Caitlin second, and the rest of the members present were in favour.	
7. 520.05 After-Hours Availability of Medical Records – Action Required	
After-Hours Availability of Medical Records, Policy 520.05 was brought for approval. Dinah moved to approve as presented, Caitlin second, and the rest of the members present were in favour.	
8. 700.01 Medical Emergency Procedures – Action Required	
Medical Emergency Procedures, Policy 700.01 was brought for approval. Dinah moved to approve as presented, Caitlin second, and the rest of the members present were in favour.	
9. County of Santa Cruz Clinic Services Division Emergency Operations Plan (EOP) – Action Required Emergency Operations Plan (EOP)	
The Santa Cruz Clinic Services Division Emergency Operations Plan (EOP) was previously approved at the March 5, 2020 meeting. This was brought back to give Commissioners’ more time to review the EOP plan and come back with any feedback. Raquel stated that appendices will be added to the EOP. It was suggested that once things subside with COVID-19 we could review plan and make any necessary updates. It was also suggested that perhaps we check in with other clinics in our county to compare. Mary to send EOP signature page to Christina for signature.	

10. Review data on self-pay patients and total out of pocket cost for FY 18-19 comparing chronic illness and non-chronic illness patients

Julian stated a couple of months ago the Ability to Pay Policy was brought to the Commission for approval. At that time the question was asked, if there are patients coming into our clinics and how often they are paying out of pocket compared to those not coming into the office often or that do not have a chronic illness. Julian provide data on out of pocket expenses: chronic vs. non-chronic (FY 18/19) which showed the mean, median and mode, this data was pulled from the electronic health record system. The question was asked, do we have a maximum out of pocket expense and for how many people? Julian stated, for chronic there was one person that had an out of pocket expense of \$1257.00 and a non-chronic out of office expense was \$562.00. There was much discussion within the Commission that resulted in all agreeing that there should be a maximum out of pocket limit set. Julian stated he is part of a work group through OCHIN and he will see if other county agencies have a cap and review their process. It was suggested to ask counties how they use their electronic health records to automate process and how to make this administratively easy for staff. It was also suggested to check in with Salud Para la Gente and Santa Cruz Community Health on their process. Julian to report back on these items.

11. Operational Site Visit and Commission Attendance

Amy stated the Operational Site Visit has been postponed. HRSA will contact us in the near future with a new date.

12. Financial Update

Julian stated that our revenue is delayed because of pandemic and does not think there is any way to avoid a significant drop in revenue. Julian also stated as of 2/29/20 we were 34% down in revenue and our expenditures were 7% more than we expected. He also gave an update on the following: AR outstanding this report shows how long it takes billing to claim as of 12/23/19 it showed they were at 95 days and are currently down to 82 days. Julian stated OCHIN had come in and did a one-on-one training with staff and they also automated some of the process as a result there was a decrease in outstanding AR days. Pre-AR report shows the time it takes a provider to close a chart, based on the report there is an improvement compared to last year at this time. It was suggested to nominate the entire billing team next year during the employee recognition. Commission thanked Julian for his leadership, next month he will report on the budget. Amy notified Commission that the county has a hiring freeze. The Commission asked about potential closures of any hospitals or FQHC clinics and if that should happen, are we prepared to see a large influx of new patients? Should this happen the Commission would like to be notified.

13. CEO/COVID-19 Update

Amy reported on the following, as of April 1, 2020 Santa Cruz County had 55 positive cases of COVID-19, and one death. The age ranges of those that have tested positive are one person under the age 18, 41 persons in the age group of 18-64, and 12 persons 65 and up. We have had one of our patients test positive and happy to report that none of our staff have tested positive. We are rotating staff so many of our staff are working from home. We have almost no patients in our clinics and have reverted to telephonic visits. If someone has symptoms, we have them talk to a provider to see if they can manage to stay home. If a patient has more severe symptoms our providers are referring them to the hospital. We have a drive through tent at both locations in Santa Cruz and Watsonville for our patients. Amy also stated there is a strong push for County Clinics to be the hub for testing, our mission is to serve those that cannot be served elsewhere. There have been many meetings held all telephonic. We are part of the Critical Care Task Force that meets three times a week. This meeting is to prepare and strategize for the surge of patients. Amy also stated that we purchased a BD Max machine that allows for us to administer 24 tests per every two-hour period, in addition we are considering offering our staff the antibody test. Lastly, Amy reported that the turnaround time is usually two-three days when we send test to Santa Clara Lab and Quest Lab can take up to 1 week as well as LabCorp. The Commission thanked Amy and Clinics Staff for their hard work!

Action items:

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Next Meeting: May 7, 2020 11:00 am - 1:00 pm
1080 Emeline, Santa Cruz, CA

Minutes approved _____
(Signature of Board Chair or Co-Chair)

_____/_____/_____
(Date)