

**REGULAR MEETING OF  
THE RIVERSIDE COUNTY  
FQHC COMMUNITY HEALTH CENTER BOARD (CHCB)**

March 14, 2018 at 11:30 AM to 1:00 PM  
Riverside University Health System - Medical Center  
Magnolia Room A & B  
26516 Cactus Avenue  
Moreno Valley, CA 92555

***PUBLIC INPUT AT THE COMMUNITY HEALTH CENTER BOARD MEETINGS***

*The meeting of the Community Health Center Board is open to the public. Any member of the public may address this meeting of the Community Health Center Board on any items appearing on the Agenda by obtaining a speaker card from the Board Clerk either before the item which the member desires to speak is called, or at any time during consideration of the item. A three-minute limitation shall apply to each member of the public unless such time is extended by the Chair. No person wishing to address the Board shall be permitted to “share” his/her three minutes with any other speaker.*

**Meeting Minutes**

*Mission ~ To provide and/or support the delivery of comprehensive, culturally competent, quality primary health care services to the low-income and the underserved population*

- I. **Call to Order** @ 11:31 am (*B. Corindia, Chair*)
- II. **Board Introductions & Comments**  
Board Members Present: B. Corindia, J. Robbins, J. Slayton, J. Cruikshank, G. White, V. Redding, T. Geiger, P. Romero, A. Garcia, S. Otta, C. Bromley  
Staff Present: J. Morris, R. Prieto-Garcia, B. Robertson-Tucker, C. Netti, S. Tsang, P. Lee, G. Leung.  
Board Members Absent: C. Briseno, C. Randle, D. Cady
- III. **Chairman Report** (*B. Corindia*)  
B. Corindia checked to see if all the board members completed their annual Form 700, and the board members confirmed they have. Additionally, the glitches in the system caused mileage reimbursement checks to be delayed, but it should be taken care of by next week.
- IV. **Adoption and Approval of the Meeting Minutes** (*J. Cruikshank, Secretary*) Pg. 1-2  
Regular meeting of the Community Health Center Board – February 21018 meeting minutes –  
**Motion to approve: G. White; 2<sup>nd</sup>: V. Redding; all in favor.**
- V. **Interim Executive Director Report** (*J. Robbins, Interim Executive Director*)  
J. Robbins reported that due to the difficulty of finding space at the Medical Center, the Community Health Centers have obtained a new building at Mission Grove in Riverside to house several departments such as Compliance, Medical Records, Billing, Centralized Scheduling, and Administration. The move will take effect 4/6/2018.  
  
J. Robbins informed the board that she has taken several tours of the new Corona Center, and the building is coming out beautifully. She spoke with the community that will be served and most of

the people from the Chamber, including key business leaders, weren't aware an existing center in Corona existed. The new center is state of the art and based upon a new design concept of the clinical staff working within a team area, surrounded by exam rooms. There are no private offices for clinicians or staff. This new design will be the model for future centers. Dr. Leung mentioned the new design was inspired by similar designs within Veterans Affairs and looked at maximizing space and function through LEAN processes. The overall goal is to make the center efficient and improve patient care, communication and cycle time. A. Garcia asked if the board members would be able to have a tour and J. Robbins responded by informing the board that the Grand Opening will be on April 16<sup>th</sup> at 10:00 am. The Board of Supervisors will do the ribbon cutting.

J. Robbins also informed the board that they are working to have the new Corona site be a connection to the community. She will hold more tours and conversations with them. She has attended the Chamber of Commerce breakfast and will join the Chamber of Commerce as an active member. She mentioned there is a community room in the new center with a demonstration kitchen, in which we can show/teach our diabetic patients how to prepare their favorite food in a healthier way. The room can also be used as a meeting site. J. Robbins provided an update on Corona's change of scope that was filed. She has not heard back yet, but she hopes to hear back within the next 20 days. Once the approval is received the billing number process will commence.

J. Robbins also shared that the Cactus site will be named Moreno Valley Community Health Center, which is expected to open midsummer. Presently there is a residency program which falls under Family Care Center #1 at the Medical Center. The Medical Center needs the additional space, now occupied by the residency program, for increasing specialty services, giving us the opportunity to add this program to our FQHC Scope. Next month the CHC's will be presenting a budget and change of scope for the Cactus site. The question of whether the residency program will be a hospital residency program or an FQHC residency program have been raised.

J. Cruikshank provided insight on how the Residency Program is funded. The Federal Government provides reimbursement to organizations who provide education for residents. While all hospitals have a cap on the number of residents they will fund, RUHS hires more than this cap, wanting to train more physicians who will work in the area once their residency is completed. This results in higher unreimbursed salary costs to the Medical Center. FQHC'S have the ability to bring federal dollars to help cover the cost when they are functioning and performing in FQHC's which will then give the county funding/access to train more physicians to stay in this area. Most of the time physicians stay where they last train, leading to more fellowships, keeping them in our community. J. Robbins is currently learning how to staff an FQHC residency program.

J. Robbins informed the board that Corona will have a pharmacy, x-ray, and lab inside the building. The pharmacy will have a 340b program in partnership with the Medical Centers' pharmacy. B. Corindia asked if x-ray will be outsourced to an outside company who will directly bill patients. J. Robbins clarified that an x-ray tech will be on site and the Medical Centers' radiologist will be reading the x-rays. The radiologist will then be paid by the CHC's.

J. Robbins stated that Corona has an area to integrate Behavioral Health (BH) services. In California three levels of BH exist: mild, moderate, and severe. Mild and moderate are part of the capitated plan with managed care organizations. We are trying to integrate BH with primary care with our triad teams. Severe BH is covered by the County's BH department, however, in the FQHC world, BH becomes part of primary care regardless of the level. Meetings with BH have

been ongoing to determine what the best is for the patient while maximizing the County's revenue and reallocating necessary funds for patient services.. From a clinical perspective, Dr. Leung likes the idea of integrating BH without having to focus on how to connect reimbursement with level of illness. He expressed the need to treat the patient based on what is best for the patient clinically not who his or her payor is.

J. Robbins provided an update on the Jurupa clinic. It is still under construction with an estimated completion date of September 1<sup>st</sup>. Similar in design to the Corona CHC, Jurupa will expand from 7 to 43 exam rooms..

J. Robbins discussed the plans to address Palm Springs CHC that arose from our building being on Desert AIDs project land. Since Desert AIDs has become a full FQHC, they have obtained additional funding and plan for expansion. Since we do not own the land, we agreed to sell our building. We are looking to build a larger CHC in Palm Springs closer to the zip codes we serve. Requests for proposals to find appropriate space and developers have been made. In the mean time we have drawn plans to give Desert AIDs half of the clinic space so they may start construction, keeping 13 exam rooms until we find have our a new CHC.

J. Cruikshank discussed the new Medical Office Building that is being built by the Medical Center which is a 200,000 sq. foot building. The first floor will house imaging, a gym, physical therapy and occupational therapy. The second-floor will contain an outpatient surgical center. Primary care clinic space shall occupy the third-floor. J. Robbins added that there may be the opportunity for this to become FQHC space. Further discussion will take place and the decision brought to the Board. J. Cruikshank added that she believes this is a great opportunity for the County.

J. Robbins reminded the Board of the process when submitting a change of scope. HRSA approval may take up to 60 days, but if any additional information is requested by HRSA, the 60 day time clock begins anew. Until the change of scope is approved, we cannot obtain billing numbers, and would not be able to bill. Once the scope is approved we have 120 days to be fully functional. She will keep the board up to date on the status.

J. Robbins reported Nora is no longer with the County. We are looking at the organization chart to ensure that we have the positions we need to run effectively. We are currently reviewing the work that needs to be done so that the appropriate skill set for the positions may be defined. While CHC operations may require some tweaking to take full advantage of their "FQ"ness and further align with FQHC goals, the functional/operational positions are more mature, having operated for some time now. There is considerable planning and work to be done on the FQHC Administrative, MOU and personnel side.

A. Garcia asked for the status of looking at other insurance carriers. J. Robbins updated her progress in contacting Corona's Chamber of Commerce for a list of employers and the insurances they maintain. She is also working with the Medical Centers CFO/Controller to get an appointment with United Health Care. J. Slayton asked Dr. Leung how the new sites will be staffed. He responded that the CHC's have recruited physicians and nurse practitioners, recruiting several of the residents who are completing their program. This was included in the new Corona budget.

VI. **Comments from the Public** (B. Corindia, Chair)

No comments.

VII. **Board Committee Reports** (*Committee Chairs*)

1. Executive Committee (*B. Corindia*) Pg. 4-6
  1. Report
  2. Planned training of Board-June 7, 2018-Change in plans for the training session in June, which will be June 13 if that works.  
Thanked Jonelle and Jen for all the hard work.
  
2. Finance Committee (*G. White*) Pg. 7-10
  1. Report
  2. Monthly Financial Summary Review  
Some growing pains with accounting and billing issues are being worked on. Review of page 12 in the notes will show trending clinic visits. Financial summary does not reflect much change from prior months, still not able to see a balance sheet but it is being worked on. J. Robbins presented Cost Analysis availability issue that there was a group of people who we are paying for but do not work for us. Need a method of allocation which is the current barrier, but we are well on our way.
  
3. Executive Director Transition Committee-Ad-Hoc
  1. Recommendation to hire Joan Robbins as CEO-(**ACTION**)  
Instead of doing a contract, we created a CEO position approved by the County's Board of Supervisors. Today we need to vote whether we approve Joan as CEO. Reviewed the Job Description. Reviewed terms: full-time employment with the County of Riverside; her salary will be \$350,000 plus benefits; inclusion of one week telecommunication per month from home. No comments.  
**Motion to approve Joan Robbins as CEO: A. Garcia; 2<sup>nd</sup>: J. Cruikshank; all in favor.**
  
4. By-Laws (*J. Slayton*)
  1. Report  
None.
  
5. Quality Assurance/Improvement Committee (*T. Geiger*) Pg. 11-23
  1. Report  
T. Geiger reported that the committee met on 1/10 and 2/21. Minutes are on pg. 13 through 18. Grievance reports and incidents were shared. A. Garcia asked how does 2017 grievances compare to previous years, J. Slayton answered that the numbers are overall stable. While we increased patients, the ratio is about the same. B. Coriander asked T. Geiger to include a comparison in the future.  
Patient Satisfaction report was shared and in general the trend has been good. We have seen an upward trend since we started the NRC Connect program, with at least a 10% improvement in quality and communication. An additional suggestion was to show trends over time.

The goal of quality team is to provide high-quality care. The data collection and reporting for UDS is done annually on February 15<sup>th</sup> and submitted to HRSA. UDS Clinical Quality Data reflects the impact of our clinical interventions and how our clinical measures align with national standards. This allows us to compare our outcomes with other health centers across the nation. There are two formats to view the FQHC UDS

Clinical Quality Data and we need to decide which is easier to read. Pg. 22-24 display both dashboards. The first is color coded to give us an idea to see how close or far we are from reaching the national goal. The second contains the same data non color coded with areas of improvement to give us an idea on how we want to improve for the following years. In the past we were using sampling now using total population.

B. Corindia's expectation is for all measures to be at 95-99%. He stated that the board needs to concentrate on ensuring patients get the best care and that we need to stay focused and concentrate on improving these numbers. We should not be as concerned with what the country is doing but we want the best for Riverside County.

A. Garcia agreed, stating that it will fall under J. Robbins to get her staff on board. J. Robbins also added that the continuity of care is important. 5 years ago the County Health System made a decision to veer away from regular patients and focus on unique patients. Our providers are seeing 50% new patients with 2/3 hour visits. Some improvements will include: opening schedules for at least a year, so that patients may schedule their follow up visits; re-training providers so that they focus on 2 concerns instead of twelve; engaging patients in their health, collaborating with the patient and improving patient education.

B. Corindia stated that he has been a patient of the clinic for 7 years and seen the improvements. Don't want to lean on national average goals, but that is the benchmark.

The Board decided the first format is the best option to read with recommendations to add unique patient count and change font color for colored sections.

J. Slayton asked how much anti-vax movement has to do with the lowering of vaccine numbers. Response: New CA law SB227 requires all students to be immunized for school enrollment; Public Health is doing a study on all medical exemptions which includes all schools in the County faxing exemption information to them; and WIC knows to refer all children that are not fully immunized to PH. By having CHCs that offer and facilitate all services within the center, we expect to see the number of vaccinated children increase.

CHCB Quality Assurance/Improvement Committee calendar was handed out. Pg.25

6. Medical Services Report (*G. Leung, M.D., Medical Director*)

Pg. 24-36

1. Report

2. Providers to be appointed (**ACTION**)

- a) Misbah Patel Rasool, M.D.– All locations
- b) Nicole Syed, M.D.– All locations
- c) Sarah Bendon, LMFT-Banning
- d) Lilia Briceno Escobedo, MA, LMFT-Indio

**Motion to approve G. White; 2<sup>nd</sup>:A. Garcia; all in favor.**

J. Slayton asked Dr. Leung if providers are aware of loan repayment or tuition reimbursement. J. Robbins mentioned that we need to register sites and it is a work in progress.

Electronic consult program in early phase pilot- electronic consult referral to a specialist helps create a better referral for the patient. Sometimes patients need additional tests that

E-consult may be able to facilitate, saving the patient time and energy. Current pilot is being conducted in conjunction with IEHP. We would like to move all appropriate consults to this pathway.

Dr. Leung presented The Whole Person Health Score via Power Point, the Board was engaged and excited with the presentation (presentation copy attached).

VIII. **Roundtable**  
None.

IX. **Adjournment** at 1:10 p.m. (*B. Corindia, Chair*)

*NEXT MEETING:*

*Wednesday, April 11, 2018 @ 11:00 AM (call to order 11:30 AM)*

*RUHS Educational Building – Magnolia Room A & B, 26520 Cactus Street, Moreno Valley, CA 92555*