

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** at 11:30 am. (T. Geiger, Vice Chair)

II. **Oath of Office**

The Oath of Office was facilitated by M. Knutson and taken by Greg Rodriguez and Arnold Tabuenca, MD.

III. **Board Introductions & Comments**

Board Members Present: V. Redding, T. Geiger, S. Otta, C. Bromley, J. Zamora, D. Fleming, G. Rodriguez, A. Tabuenca

Counsel: M. Knutson

Staff: J. Cruikshank, J. Brock, J. Morris

Board Members Absent: A. Garcia, C. Briseno, P. Romero, C. Randle

IV. **Comments from the Public** (T. Geiger, Vice Chair)

None.

V. **Adoption and Approval of Minutes**

The regular meeting of the Community Health Center Board – May 2019 meeting minutes were reviewed.

Motion to approve May Minutes as written: S. Otta, 2nd: V. Redding

Ayes: V. Redding, T. Geiger, A. Garcia, S. Otta, C. Bromley, J. Zamora, D. Fleming, G. Rodriguez, A. Tabuenca

Nays: None.

Absent: C. Briseno, P. Romero, A. Garcia, C. Randle

VI. **Chairman Report** (T. Geiger, Vice Chair)

None.

VII. **Board Training** (M. Wilcox)

M. Wilcox gave a short overview of what the Board is to expect during the operational on-site visit later this year. He explained what the Board should be prepared for, what the visit will entail and how the Board will be able to participate.

VIII. **Chief Executive Officer Report** (J. Cruikshank, Interim Chief Executive Officer)

J. Cruikshank verbally reported to the board and answered questions in regards to her written report. Chief Executive Officer Report is attached to these minutes for reference (pages 5-7).

J. Cruikshank reviewed the draft Annual Work Plan with the Board and explained each area of focus.

J. Cruikshank announced that the Perris Valley site will be opening on June 24, 2019. A ribbon-cutting ceremony will be planned for a later date that will be announced.

IX. **Operations Report** *(J. Morris, Director of Ambulatory Care)*

J. Morris Operations Director for Ambulatory Care introduced herself and K. Bowker the Community Health Centers Director of Operations. J. Morris described the ongoing integration of behavioral health, podiatry, orthopedics, and dental into certain clinics. Behavioral Health has been integrated into five sites and another five will be integrated in July 2019. Podiatry, orthopedics, and dental will be integrated at the Corona site as of June 24, 2019. Podiatry will assist our diabetic patients so that they receive needed foot care without having to make an appointment at and travel to another location.

J. Morris reported on a geriatrics program in conjunction with the University of California Los Angeles (UCLA) and the Department of Social Services (DPSS) that was funded by a grant for the last five years. During that time, the clinics have screened over 500 patients who were over the age of seventy. Over 450 of those patients tested positive for mobility or cognitive disorders. Over 250 patients were enrolled in the program that included an annual visit in-person or over the phone and training for their caregivers. This program was well received by both the patients it served and the caregivers as well. The geriatrics team will continue to build on this progress.

K. Bowker reported that the Assigned Lives project has contacted over 33,000 patients who are enrolled with the Inland Empire Health Plan (IEHP) and assigned to one of the Community Health Centers. There were over 1,800 appointments scheduled and but this patient population so far has about a 51% no-show rate. Most clinics can get the patient in on the same day or the next day, although a few smaller sites may have an appointment available within a couple of weeks. These are patients that have not been reached in the past.

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

1. **Finance Committee** *(J. Zamora)*

In the absence of the committee chairperson, J. Zamora presented the Finance Committee report. The CHCs are on track for a 16-million-dollar loss for this fiscal year. The County Board of Supervisors (BOS), during their third-quarter review has approved the County General Fund to backfill the loss. The County BOS will be approving the annual budget on June 30, 2019. We have requested 15 million in support for the CHCs, but the Executive Office has only included 8 million into the proposed budget. CHC visits were up 29% from the same time last year for the existing sites. Productivity was at 90% for the month of April. The staff is continuing to work on increasing the number of visits and provider productivity.

2. **Membership, Bylaws, Nominations Committee** *(J. Zamora)*

J. Zamora explained that the committee has met and discussed membership recruitment strategies, reviewed district composition, revised the membership application, and reviewed the current bylaws. The Membership Committee has approved five positions to be posted on the BOS Boards and Commissions site. The revised Membership Application will be used, and more revisions will be made until it fits what the committee needs.

J. Zamora requested a motion to approve the committee assignments for G. Rodriguez and Dr. Tabuenca that were approved by the Membership Committee.

Motion to approve the committee assignments for Greg Rodriguez to the Quality and Finance Committees and Arnold Tabuenca to the Quality and Membership, Bylaws, and Nomination Committees: D. Fleming, 2nd: T. Geiger

Ayes: V. Redding, T. Geiger, A. Garcia, S. Otta, C. Bromley, J. Zamora, D. Fleming, G. Rodriguez, A. Tabuenca

Nays: None.

Absent: C. Briseno, P. Romero, A. Garcia, C. Randle

J. Zamora requested a motion to approve the recommended removal of Chiquita Randal from the CHC Board due to excessive absence and multiple attempts to contact which were unanswered.

Motion to approve the removal of Chiquita Randal as a member of the Community Health Centers Board: D. Fleming, 2nd: J. Zamora

Ayes: V. Redding, T. Geiger, A. Garcia, S. Otta, C. Bromley, J. Zamora, D. Fleming, G. Rodriguez, A. Tabuenca

Nays: None.

Absent: C. Briseno, P. Romero, A. Garcia, C. Randle

3. Medical Services (*Dr. Leung*)

a. Dr. Leung verbally reported to the board and answered questions in regards to his written report. Dr. Leung also explained that the California Surgeon General recently visited the Jurupa site and she was blown away at all the services as well as the planned integration that was included in the new site.

b. Dr. Leung requested a motion to approve the Credentialing policy as presented.

Motion to approve the Credentialing Policy as submitted: G. Rodriguez, 2nd: V. Redding

Ayes: V. Redding, T. Geiger, A. Garcia, S. Otta, C. Bromley, J. Zamora, D. Fleming, G. Rodriguez, A. Tabuenca

Nays: None.

Absent: C. Briseno, P. Romero, A. Garcia

c. Dr. Leung requested a motion to approve the recommended credentialing and privilege decisions:

• Initial appointments:

1. Esterlita Fiel-Quinones, MD- Banning CHC
2. Nkolika Onyemelukwe, LMFT- Hemet CHC
3. Jenny Ramirez, LMFT- Corona CHC
4. Jianpeng Wang, MD- Jurupa CHC

• Reappointments:

1. Rosalie Espinosa, MD- Riverside CHC
2. Edward Bacho, MD- Banning CHC
3. Pooja Bhojak, MD- Rubidoux CHC
4. Jacqueline Ashley, LCSW- Riverside CHC
5. Parastoo Aryafar, NP- Indio CHC
6. Cama, Oscar, MD- Riverside CHC
7. Renee McGaughy, NP- Palm Springs CHC
8. Martha Chong, MD- Jurupa CHC
9. Mahbuba Khan, MD- Riverside CHC

Motion to approve the listed appointments, give credentialing acceptance, and privilege approval: V. Redding, 2nd: D. Fleming

Ayes: V. Redding, T. Geiger, A. Garcia, S. Otta, C. Bromley, J. Zamora, D. Fleming, G. Rodriguez, A. Tabuenca

Nays: None.

Absent: C. Briseno, P. Romero, A. Garcia

XI. **Board Member Comments**

D. Fleming stated that she attended the Jurupa site opening and enjoyed attending. She encouraged all the Board members to attend openings of the Community Health Center sites.

XII. **Requested Items for July Agenda**

1. Strategic Planning Session
2. Santa Barbara- July or August
3. Board Training by M. Wilcox

XIII. **Closed Session** – *The Board adjourned to closed session. There was no report out needed from closed session.*

XIV. **Adjournment** at 12:50 pm (*T. Geiger, Vice Chair*)

NEXT MEETING:

Wednesday, July 10, 2019

RUHS Medical Center Education Building

Magnolia Room A & B

26520 Cactus Avenue, Moreno Valley, CA 92555

Respectfully submitted by

Co-signed by

Jennifer Brock, Recording Secretary

Steve Otta, Board Secretary

GRANT APPLICATION:

SUDS Grant update:

As the Substance Use Disorder Services (SUDS) Grant requires tri-annual reporting, we have submitted our second report in which we provided Health Resources and Services Administration (HRSA) with an update. Within our grant, we had proposed to see 10 new substance use patients and we have seen a total of 25.

Oral Health Grant:

The Oral Health Grant was submitted and is now being reviewed by HRSA, we should have a response by this September. If awarded, we will be using the available grant funding for equipment. The equipment list includes dental chairs, treatment console cabinets, intra-oral x-ray sensors, autoclaves, and air compressors.

Behavioral Health Integration Grant:

The Integrated Behavioral Health Services (IBHS) Supplemental Funding Grant was submitted and is now being reviewed by HRSA, we should have a response by this September. If awarded, we will use the funding to hire an additional full-time psychiatrist for the Corona Community Health Center.

PRIORITIES FOR OUR CHCS:

OSV PREPARATION STATUS:

We continue to move forward with preparing for the HRSA On Site Visit, at this time we are focusing on reviewing all CHC Policies and Procedures. To accomplish this task, we are working closely with other departments and have formed a policy workgroup. This workgroup will review and updated policies as necessary.

BEHAVIORAL HEALTH INTEGRATION:

Last month, we added new Psychiatry and Substance Use services to five of our community health center sites, including Corona, Hemet, Indio, Palm Springs, and Perris. In July, we will continue to expand Psychiatry and Substance Use services to five additional community health center sites, including Banning, Jurupa Valley, Lake Elsinore, Riverside Neighborhood, and Rubidoux. Additionally, a team of five psychiatrists will be added to the Corona Community Health Center. We anticipate that this will bring a new stream of patients who will also be able to have their primary care needs met at the same location.

Expanding health care services will increase access to care and allow patients to receive their Primary Care, Behavioral Health and Substance Use services at their community health center site.

The RUHS Community Health Centers have been implementing numerous elements that form a larger Behavioral Health Integration effort. Some of these specific elements include:

CHC Board Executive Team Report June 2019-CHC Executive Team

- Hiring of 2 new Licensed Clinical Social Workers (LCSW's) to provide Substance Use Services as part of the HRSA Substance Use Disorder grant [April 2019].
- Creation of 10 new Clinical Therapist positions to provide Behavioral Health services to general (non-Health Homes) RUHS CHC patients [May 2019].
- Transfer from the Department of Behavioral Health and hiring by RUHS Community Health Centers of 4 new Licensed Marriage and Family Therapists (LMFT's) to support the Health Homes program (for very complex patients) [May 2019].
- Addition of new Psychiatry and Substance Use Services at 5 RUHS CHC Sites (Corona, Hemet, Indio, Palm Springs, and Perris) [May 2019].
- Addition of new Psychiatry and Substance Use Services at 5 more RUHS CHC Sites (Banning, Jurupa, Lake Elsinore, Riverside Neighborhood, and Rubidoux) [July 2019].
- Addition of 5 Psychiatrists at the Corona CHC (first floor) whose patients will also require primary care services at the same location [July 2019].
- Addition of new Psychiatry and Substance User Services at Moreno Valley CHC [2019-2020].
- Co-location of "RUHS Wellness and Recovery" program (including more intensive Psychiatry and Substance User Services) at the Corona CHC (second floor) [as early as July 2019].

HEALTH HOMES PROGRAM:

The Health Homes teams, which includes a Clinical Therapist, Registered Nurse, Patient Services Coordinator and Community Health Worker, are actively working to increase enrollment in the Health Homes Program and provide health care services to patients with complex medical needs and chronic conditions. To date the Health Homes teams have enrolled 1,753 patients and total encounters submitted are 3,103. Of the submitted encounters 1,004 are unique billable encounters. Our goal is to enroll 1,800 to 2,400 patients in the program and provide them with enhanced care management and care coordination services.

QUALITY IMPROVEMENT:

Historically, the work of the RUHS Quality Team was organized by program – for instance, UDS (Uniform Data System), Pay-for-Performance, and PRIME (Public Hospital Redesign and Incentives in Medi-Cal). However, with a growing number of quality-related programs, the Quality Team is now reorganizing work teams around quality themes rather than programs. These quality themes include: Behavioral Health, Cardiac Care, Diabetes, Experience (including patient satisfaction), Immunizations, Inpatient Care (including prevention of unnecessary hospital admissions), Opiates (pain medications), Pharmacy, Prenatal Care (or pregnancy related care), Respiratory Care (including chronic lung disease), Screenings (including cancer screenings), Specialty Care, Transitions of Care, and Utilization. We believe this approach will allow us to be more effective and integrated in the long run.

CONNECTING WITH THE PATIENTS ASSIGNED TO OUR CLINICS BY IEHP:

As of Friday, May 24, the outreach team has made 24,416 calls, they have scheduled 1,303 appointments, and 593 have been seen. Fred and Kim are continuing their A3 project to come up with a long-term plan to continue to manage our IEHP assigned lives.

IMPROVING ACCESS TO CARE:

Productivity for April averaged 92%, this is a new monthly high for the year. The teams continue to make great progress compared to recent months when March was 87%, February was 86%, and January was 80%. The impact of increased productivity is beginning to show in overall visit volume as well. At the end of April, 129,367 year to date visits surpassed last year's annual visit count of 128,089 visits. Volume at existing clinics was up 2,599 visits or 4% during the first 6 months of the year. Since January, volume has increased by 7,793 visits or 15%. Even more impressive was the April 2019 vs April 2018 change that saw visit volume increase by 29% from 10,787 to 13,891 at existing clinics.

PAYOR MIX:

No change from last month's update of 70% Medi-Cal and 20% self-pay.

CLINIC VISIT TOURS AND FINDINGS:

SUPPLIES and EQUIPMENT:

Currently, Kim is working with value analysis and the CHC's to have a more standardized ordering list that will assist with the ordering process. This will make the ordering process for the CHC's staff more effective and efficient. The list should be completed by mid-June. An order for audiometers for all the CHC's has been placed, to replace the out of date equipment.