

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 11:34 am. (A. Garcia, Chair)

II. **Board Introductions & Comments**

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

Counsel: M. Knutson

Staff: J. Cruikshank, J. Brock, K. Bowker

Board Members Absent: C. Briseno, P. Romero, A. Tabuenca

III. **Comments from the Public** (A. Garcia, Chair)

None.

IV. **Adoption and Approval of Minutes**

The regular meeting of the Community Health Center Board – June 12, 2019 meeting minutes were reviewed.

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

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

Nays: None.

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

V. **Chairman Report** (A. Garcia, Chair)

A. Garcia explained that the Board was sent an electronic copy of the *Health Center Program Governing Workbook* from the National Association of Community Health Centers. This workbook explains the Health Center Board and their responsibilities in detail. The Board will be responsible for reviewing the assigned section and returning the next month with any questions that they might have about it. A. Garcia stated that prior to the August meeting the Board members will review chapters 1-3 from the workbook and come prepared with questions.

VI. **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. Interim Chief Executive Officer Report is attached to these minutes for reference (pages 5-6).

J. Cruikshank reviewed the draft Annual Work Plan with the Board. She explained the items for August and stated that the Board could let the Board Clerk know if they would like additions to the plan in between meetings.

J. Cruikshank announced that the October 2019 Board meeting will be at the Jurupa Community Health Center due to space issues at the Medical Center.

N. Jimenez gave verbal updates on the change in scope applications and a request submitted to carry over the Substance Use Disorder Services (SUDS) grant beyond the end of the grant period. HRSA approval of changes in scope have been received for Podiatry and Orthopedics for all sites and for the new Perris Valley CHC. The SUDS grant carryover request was because the CHCs have not used the full grant at this time due in part to the time required to complete the hiring process.

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

K. Bowker, the Director of Operations for the Community Health Centers, reported verbally on the clinic operations. She reported that the Inland Empire Health Plan (IEHP) assigned lives project has been completed with over 51,000 calls made and almost 1,000 patients having been seen by a provider. After July 1st, the Assigned Lives team began assisting with making the reminder calls that are placed the day before the patient's appointments for all the clinics. The team is still working on newly assigned lives, and follow-up with patients who did not show to their appointments. With these changes the clinics have seen more patient engagement with the new patients. Since some of the information that was given by IEHP could be already outdated the staff dealing with assigned lives will be given access to Manifest Med-Ex to check for more updated contact information. Manifest Med-Ex is a platform that is used by multiple hospitals and has the patient's history and recent information that may not be accessible any other way.

K. Bowker explained that the Corona Community Health Center now has dental, podiatry, and orthopedics. The Perris Valley Community Health Center was officially opened on June 28, 2019. There have been full schedules at that site since opening.

Dashboard Report: J. Cruikshank reviewed and explained the Community Health Center Dashboard report. This report is a high-level overview of what the Community Health Centers as a whole are doing in several areas, including the UDS Quality Measures, Assigned Lives, CHC Overall Provider Rating, Payor Mix, List of A3 Projects, Health Homes, Clinic Volume and the CHC Overall Productivity. Board members asked for clarification on various areas of the report.

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

1. **Finance Committee** (D. Fleming)

In the absence of the committee chairperson, D. Fleming presented the Finance Committee report. D. Fleming explained that the committee met and reviewed a report by R. Ensminger. R. Ensminger reported that the May 2019 financials were included in the packet, there was a revision made to page 16 which was handed out. The net operations are at a negative 16 million and with the Board of Supervisors approval of the one-time use of the General Fund and the improvements in performance from the clinics are projected to balance out for the fiscal year. Clinic provider productivity for May averaged out at 95% which is a 4% reduction due to provider education and training. The finance team is predicating this number will increase in June.

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

J. Zamora explained that the committee has met and discussed membership recruitment strategies, reviewed patient status, revised the membership application, and worked on revising the current bylaws. The Membership Committee is working with staff to create marketing materials to attract potential new Board members. The Membership application was revised, and the previous version will be used until changes made. The bylaws were

reviewed, and the Board felt that the bylaws needed a revision to reduce the amount of required Board members from 13 to 25. M. Knutson explained the process to getting the bylaws changed and the time this will take.

J. Zamora requested a motion to approve a change to the bylaws to reduce the amount of required voting members of the CHCB from 13 to 9.

Motion to approve the bylaw change that reduces the number of voting members of the CHCB from 13 to 9: G. Rodriguez; 2nd D. Fleming

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

Nays: None.

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

3. Medical Services (Dr. Leung)

- a. Dr. Leung verbally reported to the board and answered questions in regards to his written report.
- b. Dr. Leung requested a motion to approve the recommended credentialing and privilege decisions:
 - Initial appointments:
 1. Lienio Desouza, NP- Perris CHC/ Charter
 2. Theresa Moon, MD- Corona CHC
 3. Chen Yi Yen, LMFT- Jurupa CHC
 4. Varsha Patel, MD- Corona CHC
 5. Raj Rajani, MD- Corona CHC
 6. Ramesh Patel, MD- Corona CHC
 7. Vedhire Reddy, MD- Corona CHC
 - Reappointments:
 1. Ming Kyung Kim, PA- Rubidoux CHC
 2. Biplav Yadav, MD- Riverside Neighborhood CHC
 3. Ariane Marie-Mitchell, MD- Riverside Neighborhood CHC
 4. Karla Gomez-Pimental, MD- Jurupa CHC

Dr. Leung explained that the pending items on a couple of the providers have all been cleared for approval. Dr. Leung informed the Board that Dr. Raj Ranjani and Dr. Ramesh Patel are already County employees, in good standing, with the Behavioral Health for many years prior to the credentialing rules and would have been grandfathered in if they had also had privileges at the Medical Center or the CHCs at the time a requirement for Board Certification was adopted for new members of both medical staffs. The RUHS Credentials Committee recommends making an exception to the rule requiring Board Certification for those two providers.

Motion to approve the listed appointments, give credentialing acceptance, and privilege approval: S. Otta, 2nd: G. Rodriguez

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

Nays: None.

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

II. **Board Member Comments**

T. Geiger thanked the staff for all their hard work. J. Zamora stated he is excited for the new fiscal year. G. Rodriguez stated that Behavioral Health Integration at Palm Springs has made a world of difference in regard to referrals. A. Garcia thanked the staff for their hard work and diligence.

III. **Requested Items for August Agenda**

None.

IV. **Adjournment** at 12:26 pm (*A. Garcia, Chair*)

*NEXT MEETING:
Wednesday, August 14, 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

Priorities for our Community Health Centers

Quality Improvement / Medical:

In June 2019, the Inland Empire Health Plan (IEHP) shared that the State conducted an audit of Medi-Cal pediatric services and found that 45% of children across California were not receiving all of the preventive services recommended. As a result, the Department of Health Care Services will be requiring health plans to report on many new measures. The measure areas include: **Pediatrics** (at least 6 well child visits by 15 months, yearly well child visits for older age groups), **Women's Health** (cervical cancer screening, chlamydia screening, breast cancer screening, and first trimester prenatal care), **Adult Well Care** (healthy weight assessment, immunizations for adults), and **Chronic Disease Management** (blood pressure control, comprehensive diabetes care, asthma medications, and depression medications). Many efforts are already underway to support these measures. For example, in June 2019, 4 clinic sites began piloting the use of "Healthy Planet" (population module of the Epic electronic health record system) to **improve pediatric immunization rates**.

The Medical Team, Operations Team, Scheduling Team, and Outreach and Engagement Team have been working closely together to **improve clinic access** for patients. In addition to ongoing efforts to bring in patients who are due for important preventive care, significant work has been done on **standardizing and improving the way in which we schedule patients**. As a result, more appointments have been made available each day for patients. And this month (July 2019), we will be piloting a **simplified scheduling template** that will make it easier for both schedulers and patients to schedule appointments quickly and conveniently.

IEHP Assigned Lives

On Friday, June 28th the outreach team completed the telephone campaign for our IEHP assigned lives. In total, the outreach team made 51,097 calls, they scheduled 2,373 appointments, and 967 have been seen by a provider. On Monday, July 1st the outreach team began to make 100% of reminder calls for all of the CHC's. Our hope is, this will help reduce the amount of no-show's we have at the clinics. Fred and Kim continue to work on a long-term plan to continue to reach out to our IEHP patients, to ensure they come into the CHC's and receive the medical care they deserve.

Behavioral Health and Substance Use Integration

The Behavioral Health and Substance Use integration is progressing as scheduled. We have met our behavioral health and substance use goal to assist in rate setting plans at the following clinics: Indio, Palm Springs, Perris, Hemet, Corona, Banning, Rubidoux, and Lake Elsinore. We will continue to fill the provider's schedules with behavioral health and substance use patients.

Health Homes Program

The Health Homes program is making progress towards the goal of 200 patients enrolled per clinic. Charts are being scrubbed in order to find patients who would benefit most from this program.

We have identified an opportunity to improve processes for our encounter entry, supporting the work of our Health Homes team members so the we are reimbursed appropriately from IEHP. We continue to work closely with RUHS Behavioral Health, IEHP, and our Health Homes team to streamline our efforts.

Corona Community Health Center

The Corona Community Health Center has added dental, orthopedics, podiatry services within the clinic during the last fiscal year. Dr. Huynh has been providing dental screening services to the patients and dental services are available a few days a week. Orthopedics and podiatry services are also available on a regular basis.

Perris Valley Community Health Center Opening

The new Perris Valley Community Health Center opened to patients as scheduled on June 27, 2019. We value and appreciate all the Riverside County, RUHS, and Community Health Center staff that worked tirelessly to make this opening a success. This new site will be an amazing place to assist our patients and the community with their health care needs along with behavioral health and substance use care.

Clinic Visits and Findings

In completing rounds, it was found that most of the audiometers (hearing testing machines) were outdated, and not functioning correctly. Since then an order for all CHC's audiometers has been placed and should be on the floor and ready to use by the end of July 2019.