



Ventura County Community Health Center (CHC) Board Meeting Minutes

Theresa Cho, MD
Ventura County Ambulatory Care
Chief Executive Officer
Medical Director
CHC Executive Director

Lisa Canale
County of Ventura
Assistant County Counsel

Chaya Turrow
Ventura County Ambulatory Care
CHC Co-Applicant Board Clerk

Meeting Minutes
March 23, 2023
12:30 - 2:00 PM

2240 E Gonzales Rd
Suite 200,
Oxnard, CA 93036

Zoom Virtual Meeting

Link:
<https://us02web.zoom.us/j/81070247262?pwd=QkZQaVZ5ek9SU0lQnZlTG1SYlExZz09>

Meeting ID: 810 7024 7262
Passcode: 291025

Teleconference:
+1 669 900 6833

CHC BOARD MEMBERS:

DAVID TOVAR, District 3
Chair

JAMES MASON, District 5
Vice Chair

RALPH REYES, District 3
Secretary

RENA SEPULVEDA, District 1
Treasurer

MANUEL MINJARES, District 3

RENEE HIGGINS, MD, District 3

SUSAN WHITE WOOD, District 5

MELISSA LIVINGSTON, District 4

ESPY GONZALEZ, District 2

ROBERT RUST, District 3

MONIQUE NOWLIN, District 1

Call to Order:

David Tovar called the meeting to order at 12:34 PM.

1. Roll Call

David Tovar	Present
James Mason	Present
Ralph Reyes	Present via teleconference
Rena Sepulveda	Present via teleconference
Manuel Minjares	Present
Renee Higgins, MD	Present
Susan White Wood	Absent
Melissa Livingston	Absent
Espy Gonzalez	Present
Robert Rust	Present
Monique Nowlin	Present

Roll call confirmed that a quorum was present.

2. Ventura County Staff Present

Theresa Cho, MD, HCA – Ambulatory Care CEO
Lizeth Barretto, HCA – Ambulatory Care
Allison Blaze, MD, HCA – Ambulatory Care
Michelle Meissner, HCA – Ambulatory Care
Martin Hahn, HCA – Ambulatory Care
Roberto Bravo – VC CEO’s Office

Public Present

3. Public Comments - None

Action Items:

4. Approval of CHC Board Meeting Agenda for March 23, 2023

Board Member Rust motioned to approve the agenda; Board Member Nowlin seconded. The motion passed with no dissensions or abstentions.

5. Approval of CHC Minutes for February 26, 2023

Board Member Rust motioned to approve the minutes; Board Member Nowlin seconded. The motion passed with no dissensions or abstentions.

6. Approve Community Health Center Policies

Policies will be shared during the Operational Site Visit. All policies ensure we are compliant and, unless recently approved by the CHC Board, they need to be reviewed and approved.

a. Quality Assessment and Performance Improvement Program and Plan

Ms. Meissner shared the redlined version of the 2023 Quality Improvement Program and Plan. One minor change was that throughout the document, our organization’s name has been updated to Ventura County Ambulatory Care. There were also updates made to demographic information based on UDS numbers reported this year. The majority of the changes exist in goals:

- Continuing to move the needle to where we were performance-wise prior to the COVID-19 pandemic.
- Added additional details about better capturing patient demographics.
- Removed developmental screening because it wasn’t a UDS measure but added lead screening in children. It is a big initiative for QIP and HRSA.
- Added more dental initiatives because we have recently contracted with SugarBug Dental.
- The team has been building out the Behavioral Health Integration program in the clinics.
 - o Looking to add some behavioral health screeners to the electronic Tonic portfolio by late Summer.
 - o Looking to also hire additional therapists.
 - o Working on developing a pilot program for Postpartum Behavioral Health Care within the system.

Board Chair Tovar asked if the problem with homeless count is related to documentation or assessments. Ms. Meissner confirmed that it is documentation. The Whole Person Care team does a good job of reaching out to these patients, but the documentation is where the team struggles to capture accurate patient demographic information. Dr. Cho also confirmed that the process for capturing this information is not streamlined across the clinics, which is also where the documentation issue happens.

Board Vice Chair Mason motioned to approve the Quality Assessment and Performance Improvement Plan; Board Member Minjares seconded. The motion passed with no dissensions or abstentions.

b. Credentialing and Privileging

Dr. Blaze explained this policy was a previous policy that was updated to include COVID-19 vaccinations, and non-credentialed staff. Additionally, previously, the LIP staff credentialing would go to the CHC Board for approval, then it switched to the Board of Supervisors, and now it goes to the Oversight Committee.

Board Vice Chair Mason motioned to approve the Credentialing and Privileging policy. Board Member Gonzalez seconded. The motion passed with no dissensions or abstentions.

c. Laboratory / Diagnostic Imaging Tracking

Dr. Blaze explained that the team wanted to clean up the tracking imaging and laboratory results policy. There was wording that was a little bit different than what we currently use. Additionally, the policy needed to be updated with the more recent critical labs protocol. The policy also reviews normal and overdue lab tracking in the EHR.

Board Member Gonzalez asked how many days does the team have to address critical labs? Dr. Blaze confirmed that it will be same day, even if they call the after-hours service to reach the patient.

Board Member Minjares motioned to approve the Laboratory / Diagnostic Imaging Tracking policy. Board Member Rust seconded. The motion passed with no dissensions or abstentions.

d. Admitting Patients to the Emergency Department

Dr. Blaze shared that this is a hospital policy that we have not updated or changed, we are just presenting to CHC Board for approval.

Board Member Nowlin motions to approve the Admitting Patients to the Emergency Department policy; Board Member Rust seconded. The motion passed with no dissensions or abstentions.

e. Ambulatory Care Referral Process to Specialty Care

Dr. Cho explained that this is a policy we have had before that we provided a few updates. The policy is the process in which the primary care provider refers to a specialty. The changes made were to clean up the actual specialties listed. Also identifies the timeline of referring to specialty care.

Board Vice Chair Mason would like to also have a clearer picture of the rules and requirements for specialists.

Board Member Rust motioned to approve the Ambulatory Care Referral Process to Specialty Care policy. Board Member Minjares seconded. The motion passed with no dissensions or abstentions.

f. Compiled HIPAA Policies

The HIPAA policies provided are all either hospital policies, or County Health Care Agency policies. Our team made no changes or amendments. The team is sharing with the Board to recognize that we are adopting these policies in our health center program. Dr. Blaze confirmed that each staff member goes through HIPAA training once a year online. The policies presented cover several different levels of protection and are very thorough.

Board Vice Chair Mason moved to approve the HIPAA policies. Board Member Higgins seconded. The motion passed with no dissensions or abstentions.

7. Review and Approve Clinic Site Hours of Operation

Ms. Barretto shared that we bring the Site Hours of Operation to the CHC Board for approval every year. Once approved, each clinic updates the sign posting and the website. The team added some additional departments within the clinics. For example, some clinics open earlier for labs or radiology. This will also be updated in the Electronic Handbooks.

Board Member Minjares asked if this includes Urgent Care hours? Ms. Barretto confirmed that the clinics in the Fillmore/Santa Paula area take walk-ins and do not have a separate Urgent Care.

Dr. Higgins asked if there was an official “closing time”, or if the team is still seeing patients after the hours listed. Mr. Hahn confirmed that there is typically a half-hour built into the hours posted, and although the doors might be closed, the patients will still be seen.

Dr. Blaze confirmed that Las Islas operates on Saturdays on an as-needed basis.

Board Vice Chair Mason asked if, from an access standpoint, if these hours are sufficient in providing enough access for all hours? Dr. Cho responded that moving forward, the staff would like to see more staggered hours at certain sites to help people that cannot make it during work and school hours.

Board Member Nowlin asked if these hours are also posted in Spanish, and perhaps Braille? Dr. Cho confirmed that hours are posted in Spanish, but not Braille, but it is something to look into. Board Chair Tovar suggested making a translation service available.

Board Member Higgins motioned to approve the Clinic Site Hours of Operation. Board Member Gonzalez seconded. The motion passed with no dissensions or abstentions.

8. Review and Approve Change in Scope

Ms. Barretto shared the services that we have listed in our Electronic Handbooks. There are three different columns. Column I is our own staff providing the service. Column II is 1099 staff or contractors providing the service. Column III would be a formal referral, where they don't provide the service at our health center. We need to make these updates to be consistent.

We are looking to add the below to column II:

- Diagnostic Laboratory
- Diagnostic Radiology
- Coverage for Emergencies During and After Hours
- Voluntary Family Planning
- Immunizations
- Gynecological Care
- Prenatal Care
- Intrapartum Care (Labor and Delivery)
- Postpartum Care
- Bariatrics
- Ophthalmology
- Cleft Lip/Palate (Plastic surgery)
- Urology

We are looking to add Transportation to Column I because we coordinate the transportation.

We want to remove Mental Health Services from Column II, but keep it in Column I. This is because we provide psychiatry by employed physicians.

We want to completely remove Additional Dental Services and Recuperative Care from services we provide.

Board Vice Chair Mason motioned to approve the Change in Scope with the specific edits. Board Member Rust seconded. The motion passed with no dissensions or abstentions.

9. Review and Approve CHC Board Bylaws

Ms. Turrow shared the CHC Board Bylaws. Since the last time the Board reviewed the Bylaws, they have been to County Counsel, with only a few grammatical changes. There was also a typo between an 'of' and a 'for' that caused confusion.

Board Member Rust motioned to approve the CHC Board Bylaws. Board Member Nowlin seconded. The motion passed with no dissensions or abstentions.

Discussion Items:

10. Old Business

a. California COVID-19 State of Emergency Lifted February 28, 2023

Ms. Turrow shared that moving forward, CHC Board Meetings will be in person, and quorum will be required to be in person. If a Board Member cannot attend in person, the Board Member will need a 'just cause', which is either sickness, childcare, or other caregiving services.

Dr. Higgins asked if there is a limitation that a Board Member can appear via teleconferencing. Ms. Turrow will confirm, but it should be two meetings.

Board Member Nowlin shared that there are other requirements including being on audio, visual, and will need to state if there are other adults (18 years and older) that are in the space.

11. Continued Business

a. UDS Submission

Ms. Turrow shared that UDS was submitted, and we received about four questions back, and once re-submitted, our UDS was fully approved. Ms. Meissner and her team will have a full report at the next meeting.

12. CEO Update – Dr. Theresa Cho, HCA, Ambulatory Care

Dr. Cho wanted to remind everyone about the Operational Site Visit May 9 – 11. This will be a virtual site visit and our team will be ensuring that everyone's technology is working properly. We will have two clinic visits that will also be virtual. The team is working with consultants to ensure all materials are ready. There are aspects where the CHC Board Members will be asked to be included.

The Ambulatory Care CFO, Tim Hawkins, left the agency two days ago. The team is currently in recruitment. In the meantime, we are working with a Financial Consultant, Emma Mayer, to help through the OSV.

13. Board Comments

Board Vice Chair Mason was happy to see everyone in person and thanked the staff for the lunch.

Additionally, Board Vice Chair Mason would love to hear from a financial staff member regarding the banking situation.

14. Staff Comments

Ms. Turrow reiterated that there are some documents needed for the Operational Site Visit. She will reach out specifically to those Board Members. Additionally, for Consumer Members, still need a Billing statement from the last 24 months.

15. Adjournment – **Adjourn 1:22pm.**

Audio files of the CHC Co-Applicant Board meetings are available by contacting the CHC Co-Applicant Board Clerk at chcboardclerk@ventura.org

Minutes submitted by: Chaya Turrow, CHC Board Clerk

**Next Meeting: Thursday, April 27, 2023
2240 E Gonzales Road, Suite 200, Oxnard, CA 93036**