



Ventura County Community Health Center (CHC) Board Meeting Minutes

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

Marth Ann Knutson
County of Ventura
Assistant County Counsel

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

Meeting Minutes
August 24, 2023
12:30 - 2:00 PM

2240 E Gonzales Rd
Suite 200,
Oxnard, CA 93036

CHC BOARD MEMBERS:

DAVID TOVAR, District 3
Chair

RALPH REYES, District 3
Vice Chair

ESPY GONZALEZ, District 2
Secretary

RENA SEPULVEDA, District 1
Treasurer

MANUEL MINJARES, District 3

RENEE HIGGINS, MD, District 3

SUSAN WHITE WOOD, District 5

MELISSA LIVINGSTON, District 4

JAMES MASON, District 5

ROBERT RUST, District 3

MONIQUE NOWLIN, District 1

Call to Order:

David Tovar called the meeting to order at 12:39 PM.

1. **Roll Call**

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

CHC BOARD MINUTES

Roll call confirmed that a quorum was present.

2. Ventura County Staff Present

Lizeth Barretto, HCA – Ambulatory Care
Liwei Chiang, HCA - Ambulatory Care
Luis Torres, HCA – Ambulatory Care
Michelle Meissner, HCA – Ambulatory Care
Christina Woods, HCA – Ventura County Health Care Plan
Lisa Canale – County Counsel
Elizabeth Galway, HCA – Ambulatory Care
Jason Cavender, HCA – Ambulatory Care
Dee Pupa, HCA - Ventura County Health Care Plan
Robert Bravo - CEO's Office

Public Present

None

3. Public Comments

None

Action Items:

4. Approval of CHC Board Meeting Agenda for August 24, 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 July 27, 2023

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

6. Approval to Add Santa Paula Medical Clinic March Street Location to Scope

Ms. Barretto shared that there was extensive roof damage at Santa Paula Medical Clinic, and the team has found an almost ready-to-use space. The team would like to add March Street location into the CHC scope while it is being renovated. There will be some services, but not the full scope. In order to move forward, the team needs Board approval to add to FQHC.

Board Chair Tovar asked if this added a new clinic? Ms. Barretto confirmed that, yes, this will be added as a new site. Ms. Barretto also said that the plan is to keep the original site with limited services.

Dr. Higgins asked if the same patients could get there easily? Ms. Barretto said, yes, through Uber and other transportation. There have been no issues, so far.

Board Member Rust moves to approve adding the Santa Paula March Street location to the scope. Board Member Dr. Higgins seconds the motion. The motion passes with no dissensions or abstentions.

7. Review and Approve Patient Complaints at Clinic Facilities Policy

Ms. Meissner shared the minor updates made to AC.27 Patient Complaints at Clinic Facilities. This policy relates to the physical environments of the clinics: cleanliness, adequacy of the equipment, waiting areas, etc. During one of the credentialing audits, the medical staff office was asked to make updates, specific to our health plans that don't delegate the contractual requirements for these types of things. The update was that for any complaints about the physical facility from patients that specifically have Health Net and Cigna, the complaints need to get routed back to those specific plans, directly.

VCHCP will continue to be handled the same way they were previously.

Board Member Rust moves to approve the updates made to AC.27; Board Vice Chair Reyes seconded the motion. The motion passed with no dissensions or abstentions.

8. Review and Approve Q1 Financial Report

Mr. Chiang shared the FYTD Financial Report from July 2022 thru March 2023. The first slide shows the three-year trend. The green shows the Net Patient Revenue, the blue shows the New Operating Income/Loss, the purple shows the Net Income/Loss with Sliding Fee, and the yellow shows the trend of the provider visits from March 2020.

Mr. Chiang then shared the FQHC Net Patient Revenue per Provider Visits, as well as the average revenue per visit. It shows that the number of visits in three years went up due to rate increases. This information was broken down by revenue and expenses. Salaries and wages contribute to biggest increase.

Ms. Pupa asked if the FTE counts is included. Mr. Chiang said no but confirmed that there was a 3.3% increase. Dr. Higgins asked if our organization was expecting the increase. Ms. Barretto said the organization was not expecting a huge increase because of the integration, and then still anticipated a small increase due to slow retention and recruitment. Board Member Mason mentioned it may have taken some time to catch up after the integration and that the Call Center could have impacted the increase.

Board Member Mason asked, since this report is from March, what kind of cadence will the Board see moving forward, and what kind of lag will there be on reporting? Mr. Chiang said that ideally it will be a 45-60 day lag in reporting.

Finally, Mr. Chiang shared the breakdown of the supplemental funding. There was an increase, but this is only an estimate. Ms. Pupa noticed utilization is lower...does this have an impact? Mr. Chiang said that since this reporting is only through March, there are several months not reported and it will be flat.

Board Chair Tovar asked what is the expectation in FY 2023 - 2024 as people come off Medicaid? Is there an expectation of a drop in utilization of services, as well? Mr. Chiang doesn't expect it to come down too much because we still use our full services and Ms. Barretto said we're doing outreach to not lose patients. Ms. Pupa said hope is that a high percentage have other insurance that they're not using. Ms. Barretto and Board Chair Tovar

confirmed that there will be internal staff and staff from Gold Coast Health Plan at the clinics to sit and help with reenrollment.

Board Member Dr. Higgins moved to approve the FYTD March 2023 Financial Report; Board Member Nowlin seconded. The motion passed with no dissensions or abstentions.

Discussion Items:

9. CHC Strategic Plan

Ms. Turrow shared a reminder that the Strategic Planning Committee will be happening later this year. The CHC Board will then determine their personal Strategic Plan based off the initiatives decided. Ms. Turrow mentioned a consultant to help organize. Ms. Barretto mentioned that it might be helpful to form an ad hoc committee, or if the Board wants this to be a bigger conversation between the whole CHC Board.

Board Member Mason asked how involved the AC Executive Leadership team will be? Board Member Mason suggested that it should mostly all come from within the AC Executive Leadership, then the CHC Board or ad hoc committee reviews the plan. Ms. Barretto said that the AC Executive Leadership team has talked about going through their own planning session, just waiting on updates as to when the Strategic Planning Committee meets.

10. Continued Business

a. Other Grants Updates

Ms. Turrow shared that she does not have any new updates other than the Non-Competing Continuation Progress Report is due in the next couple months.

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

Dr. Cho was unable to attend the meeting; therefore, Ms. Barretto provided some CEO updates per Dr. Cho.

Regarding the dental suite update, all renovations are complete. They are currently unboxing supplies. The team has also hired a dental manager, who started two weeks ago, but went on leave. During her leave, Ms. Barretto and team will lean on the dental staff at PDC to order supplies and work with the dental assistants. Dr. Begian from Sugar Bug Dental is currently onboarding and will help to start up the clinic. Start with pediatrics and then OB patients, then more adult dental.

Secondly, the team is collaborating with Ventura County Behavioral Health to use some of the space at the West Ventura clinic. Dr. Blaze added that VCBH's youth and families' addiction practitioner will be using our facilities. Our therapists currently have a collaboration with VCBH. Working to grow our Behavioral Health at our clinics to mild/moderate and starting with kids will be helpful. Board Chair Tovar asked if these services will be billed by VCBH? Dr. Blaze confirmed. This will just be specialty services for youth.

Dr. Blaze is expanding addiction medicine at the Magnolia clinic. This provides more regulations and training for doctors to add substance use abuse care. Start in Magnolia two half days a week and see how it expands. There will be two doctors and a detox unit.

Ms. Barretto mentioned that in addition to adding the March Street location to our scope, the team is also looking at a larger suite.

Finally, Ms. Barretto talked about Cerner Practice Management. It was purchased a few months ago by Oracle. They're going through a process where they're getting rid of a lot of Cerner staff. Our Registration Workflows person is gone, and the new person is taking longer to work with. The team has been focusing on training all front office staff that schedule appointments, medical assistants, and revenue cycle staff that do eligibility. This training should be done by September or October.

12. Board Comments

No Board Comments.

13. Staff Comments

Ms. Turrow mentioned that the team is working on the Annual Activity Report. An email will go out in the next few weeks, confirming headshots are correct. The team should hopefully have a first draft for review by the September meeting.

14. Adjournment – Adjourn 1:32pm.

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, September 28, 2023
2240 E Gonzales Road, Suite 200, Oxnard, CA 93036**