

Community Health Center Board of Ventura County Meeting
Minutes for March 25, 2021

THERESA CHO, MD
Ventura County Ambulatory Care
Chief Executive Officer/Medical
Director
CHC Executive Director

JOHN POLICH
County of Ventura Assistant
County Counsel

LIZETH BARRETTO
Ventura County Ambulatory
Care
CHC Co-Applicant Board Clerk

Meeting Minutes
March 25, 2021
12:30 to 2:00 PM

Ventura County Public Health
Administration Building
2240 E. Gonzales Road Suite 200
Oxnard, California 93036
Admin. Office, (805) 981-5101

CHC Board Members:

SUSAN WHITE WOOD, District 5
Chair

RENEE HIGGINS, District 3
Vice Chair

MANUEL MINJARES, District 3
Secretary

MELISSA LIVINGSTON, District 4

RENA SEPULVEDA, District 1

ESPY GONZALEZ, District 2

RALPH REYES, District 3

AMY TOWNER, District 1

DAVID TOVAR, District 1

ROBERT RUST, District 3

Call to Order

CHC Board Chair White Wood called the meeting to order at 12:34pm.

1. Roll Call

Susan White Wood –**Present via teleconference**

Renee Higgins- **Absent**

Manuel Minjares –**Present via teleconference**

Melissa Livingston- **Present via teleconference**

Espy Gonzalez- **Present via teleconference**

Rena Sepulveda, **Present via teleconference**

Ralph Reyes- **Present via teleconference**

Amy Towner- **Present via teleconference**

David Tovar –**Present via teleconference**

Robert Rust -**Present via teleconference**

Roll call confirmed that a quorum was present.

2. Ventura County Staff Present

Theresa Cho, HCA Ambulatory Care

Dee Pupa, Ventura County Health Care Plan

Martin Hahn, HCA Ambulatory Care

Erin Slack, HCA Public Health

Fernando Medina, HCA Ambulatory Care

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Public Present –
Samuel Phang, MD
James Mason

- Public Comments –** Samuel Phang, MD introduced himself as one of the Family Physicians who works at Las Islas Family Medical Group in Oxnard. Dr. Phang expressed concern over the potential reduction in support staff ratios proposed as a result of the clinic integration and read a prepared statement expressing his concerns.

Action Items

- Agenda Review and Approval –** Board Member Minjares motioned to approve the agenda for March 25, 2021, CHC Board Clerk Barretto suggested to move today's presentation after the approval of the minutes. Board Chair White Wood moved to accept the agenda with the proposed changes, seconded by Board Member Towner and motion carried.
- Approve Meeting Minutes for February 25, 2021 –** Board Member Rust motioned to approve the minutes for the February 25, 2021 CHC Board meeting, seconded by Board Member Reyes and motion carried.
- Elect CHC Board Treasurer –** Board Member Minjares introduced the topic of appointing a CHC Board Treasurer. CHC Board Clerk Barretto discussed the duties of the CHC Treasurer and the process of electing the Treasurer. Board Chair White Wood motioned to appoint Rena Sepulveda as first CHC Board Treasurer, Board Member Towner seconded, and motion carried.
- Nominate James Mason to CHC Board – Consumer Member –** Board Secretary Minjares introduced the topic of nominating James Mason as a consumer member to the CHC Board. CHC Board Clerk Barretto reminded the CHC Board that Mr. Mason introduced himself at the previous CHC Board Meeting and that he has gone through the vetting process. Mr. Mason expressed that he is looking forward to serving as a Board Member and recognizes the opportunity the community clinics have to improve the care of the Ventura County citizens. Board Member Towner motioned to nominate James Mason as a member of the CHC Board, seconded by Board Member Reyes and motion carried.
- Approve Policy and Procedure on Revenue Cycle Reports –** CHC Board Clerk Barretto explained that the revenue cycle team has been working with Emma Meyer to establish a formal Policy and Procedure for running revenue cycle management reports. The reports are not new, but the formalization of a policy is new. Board Chair White Wood raised a question about who would be running these weekly reports. CHC Board Clerk Barretto clarified that the reports would be run by a designated clinic personnel. Board Chair White Wood asked what the expectations were for the clinics on how to utilize the information provided by these reports. CHC Board Clerk Barretto explained that these reports would be utilized to identify missing pieces in documentation or issues on claims and can identify trends. This would allow for the front staff and the providers to do training to improve revenue. Board Secretary Minjares asked if the CHC Board would get a periodic update on these reports. CHC Board Clerk Barretto said she would look to see if this is a current metric in the current strategic plan and offered to bring the report findings quarterly to the

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CHC Board. Board Member Reyes raised a concern regarding running these reports and what that would entail for the clinic staff. CHC Board Clerk Barretto explained that cleaning up the data and running the reports is something that is already taking place at the clinics and that this would establish more consistency as well as instructions for running the reports. Board Member Tovar suggested adding certain term definitions within the policy. Board Member Reyes suggested identifying specific dates for these reports to be ran to increase consistency. Board Chair White Wood motioned to approve with the addition of definitions, Board Member Tovar seconded and motion carried.

9. **Approve Provider Credentialing for February, 2021 – Dr. Cho** – CHC Board Clerk Barretto explained that Dr. Cho had to join a different meeting but discussed the list of providers that are being re-credentialed. The list is included in the Board packet and identifies the site(s) where the providers are credentialed. These providers have gone through the hospital system to complete the credentialing and vetting process. Board Member Livingston motioned to approve providers for February of 2021, seconded by Board Member Towner and motion carried.

Presentation

10. **Health Collaborative Update**– Erin Slack, Epidemiologist with Ventura County Health Care Agency – Public Health, provided an overview of the purpose of the Ventura County Community Health Improvement Collaborative that was developed five years ago as part of a joint Health Assessment published in June of 2019. Ms. Slack discussed the priority areas for the Community Health Needs Assessment and reviewed a strategy that was established within the Community Health Implementation Strategy Plan developed by the collaborative. The presentation included an overview of the Community Information Exchange (CIE) and how it will be implemented. Information was provided on the purpose of the CIE Governing Board and participating members.

Discussion Items

11. **Access to Urgent Care Services** – CHC Board Clerk Barretto identified that this item was requested by Board Chair White Wood to discuss urgent care. Board Member White Wood had to attend a different meeting and CEO for the Ventura County Health Care Plan, Pupa, clarified that Board Chair White Wood wanted to discuss an issue that had been brought to her attention regarding patients having difficulty accessing urgent care treatment in Fillmore, especially on the weekends, holidays and after hours. It was also discussed that the Santa Paula and Fillmore area are lacking in urgent care availability. CHC Board Clerk Barretto explained that she and Business Operations Manager, Hahn, have been discussing the issue of the early closures of urgent cares and the lack of advanced notice when provider care is not available. The ambulatory care team are working on making improvements to coverage as the clinics integrate. Some solutions include having urgent care providers work mid-day shifts to accommodate patients seeking care later in the day, as well as working with primary care provider clinics to have more same day appointments available. CHC Board Clerk Barretto also explained that extended clinic and urgent care hours might be implemented after the clinic integration takes place. An update will be provided in May or June.
12. **Continued Business**

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- a. Grants Update- CHC Board Clerk Barretto discussed that the County was recently notified that it will be receiving \$15 million in supplemental funding by HRSA from the American Rescue Plan Act. The funding can be used in several ways including COVID related expenses from January 31st, 2020 through March 2023. A budget and Activity Report will be provided to the CHC Board to explain how the funding will be used. Also, quality awards will not be distributed by HRSA this year. Instead, funding will be distributed through grants to improve virtual care and care management.
 - b. Board Composition and Recruitment- CHC Board Clerk Barretto presented a Board Composition table that indicates the number of consumer and non-consumer members required in order to meet HRSA guidelines and shared that currently our board is at 60 percent consumer members.
13. **CEO Update – Dr. Cho-** Dr. Cho had to attend a different meeting and was unable to give the CEO update.
14. **Board Comments** – None
15. **Staff Comments** – None
16. **Adjourn** – Meeting adjourned at 1:44pm.

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: Lizeth Barretto, CHC Board Clerk