

Community Health Center Board of Ventura County Meeting
Minutes for September 24, 2020

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
September 24, 2020
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

Call to Order

CHC Board Chair White Wood called the meeting to order at 12:32pm.

1. Roll Call

Susan White Wood – Ventura County Behavioral Health – **Present via teleconference**
Renee Higgins- Ventura County Medical Examiner’s Office- **Present via teleconference**
Manuel Minjares – City of Fillmore – **Present via teleconference**
Melissa Livingston- Human Services Agency – **Present via teleconference**
Espy Gonzalez- Human Services Agency- **Present via teleconference**
Rena Sepulveda, Turning Point Foundation – **Absent**
Ralph Reyes- California Lutheran University- **Present via teleconference**
Amy Towner- Health Care Foundation for Ventura County- **Present via teleconference**
David Tovar – Ventura County Behavioral Health – **Present via teleconference**
Roll call confirmed that a quorum was present.

2. Ventura County Staff Present

Theresa Cho, HCA Ambulatory Care
Martin Hahn, HCA Ambulatory Care
Elizabeth Galway, HCA Fiscal
Jason Cavender, HCA Fiscal
Dee Pupa, Ventura County Health Care Plan
Christina Woods, Ventura County Health Care Plan

Public Present – Dr. Krishnan

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3. **Public Comments** – None

Action Item

4. **Agenda Review** – CHC Board Clerk recommended moving agenda item 11 up due to time constraints and to provide information on the patient grievance process before the approval of the policy. Board Vice Chair Higgins motioned to approve agenda for September 24, 2020 with agenda item 11 to be presented after the approval of minutes. Motion seconded by Board Member Towner and motion carried unanimously.
5. **Meeting Minutes** – Meeting minutes for August 27, 2020 were reviewed. CHC Board Clerk asked for correction on public present to include Dr. Krishnan. Board Chair White Wood recommended a correction to Board Vice Chair Higgins' agency from HCA to Ventura County Medical Examiner's Office. Board Vice Chair Higgins motioned to approve the minutes with the recommended changes. Motion seconded by Board Member Towner and motion carried unanimously.
6. **Review and Approve Patient Complaint Advocacy Policy** – Marianne Moise provided a review of the Patient Complaint and Advocacy Policy. Board Member Livingston motioned to approve the Patient Complaint Advocacy Policy, seconded by Board Member Towner and motion carried.
7. **Review and Approve the Following Policies and Procedures:**
 - a. Sliding Fee Discount Program
 - b. Federal Grants Management
 - c. Credentialing and Privileging
 - d. Medical Emergencies During and After Hours
 - e. Ambulatory Care Contracts and Sub-awards

The policies have been updated to align with the HRSA Compliance Manual and uploaded into PolicyStat. Board Member Reyes motioned to approve the recommended policies. Board Member Livingston seconded and motion carried.
8. **Approve HRSA Non-Competing Continuation Grant Submission and Budget for GY 21/22 – Elizabeth Galway/Jason Cavender** – Mr. Cavender provided a presentation on the HRSA Budget Period Progress Report (BPR) for GY 21-22. The anticipated award amount for GY21-22 is \$1,924,007. He reviewed the budget impact of the new Behavioral Health Primary Care Integration (BH-PCI) Program. Board Vice Chair Renee Higgins motioned to approve the submission of the NCC grant and budget. Motion seconded by Board Member Tovar and motion carried.
9. **Review and Approve FY 19/20 Fiscal Report – Tabled for October 22, 2020**
10. **Review and Approve FQHC Provider Credentialing for August of 2020** – Dr. Cho reviewed the provider credentialing list for August. She pointed out that this is the first time that a Nurse Midwife is on the list. The Nurse Midwife works out of Santa Paula area and is delivering in Santa

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Paula Hospital. Dr. Sukumar is another new provider that is joining the Ocean View group and is providing Physical Medicine Rehab. Dr. Wisniewski was an OB Fellow and is staying on and seeing patients in the Santa Paula area. Board Chair White Wood motioned to approve FQHC provider credentialing for August of 2020, seconded by Board Member Livingston, and motion carried.

Presentation

11. **Patient Grievance Metrics** – Marianne Moise, Ambulatory Care Senior RN, provided a presentation on the patient grievance process and current metrics. Ms. Moise provided the agency's definition of a grievance and how they are submitted. She also provided timeframes for the resolution of a grievance and a summary of types of grievances.

Discussion Items

12. **Continued Business**

- a. Grants Update
 - i. Capital Assistance for Disaster Response and Recovery Efforts (CADRE) – CHC Board Clerk will be bringing this item for CHC Board action at the next meeting. The CHC was awarded a \$100,000 grant to purchase a portable x-ray machine for West Ventura. This is FEMA funding that is awarded and distributed through HRSA.
- b. Board Composition and Recruitment – CHC Board Clerk provided an update on staff composition. There were several CHC Board Members that were nominated last year that were not officially appointed by the Ventura County Board of Supervisors. This has now been corrected and Board Chair White Wood, Board Member Gonzalez, and Board Member Towner have been officially appointed. These appointments are retroactive to the month after being nominated to the CHC Board. In addition, Board Member Tovar has been appointed and both Board Secretary Minjares and Board Member Sepulveda have been reappointed for another term. There are now nine CHC Board Members. Dr. Krishnan, a prospective Board member, is in the process of submitting his application and continuing the vetting process. The CHC Board Clerk explained that if Dr. Krishnan is added to the CHC Board, he will be a non-consumer. Even with this addition, there is still room for another non-consumer member to be added. The next member added if two non-consumer members are added will have to be a consumer member.
- c. Strategic Plan – CHC Board Clerk reviewed the SWOT analysis and initiatives to provide an opportunity for board members to make additions or changes. Board Member Livingston wanted to ensure that Dr. Cho found the goals relevant and valid. Dr. Cho expressed that the goals align to the agency's initiatives, specifically when it comes to providing affordable access to uninsured patients. She also has shared that some goals, such as revenue cycle improvement, are in process. CHC Board Clerk shared that the goals will be reviewed annually where they can be reprioritized as needed. Board Member Livingston recommended to remove the language on Initiate Five that refers to replacing Chuck. Board Members have until October 2nd to make any additional recommendations.

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- d. CHC By-laws – Legal counsel has made final edits. The CHC Board will be reviewing and voting on the adoption of the new by-laws during the October meeting.
13. **Evaluation of Executive Director** – The CHC Board Clerk has received some feedback and is pending a few more submissions. The clerk will be compiling all the scores to one document and sending to the Executive Committee for review. The entire CHC Board will have an opportunity to review during a closed session. All scores and comments will be compiled into one document for the executive committee to review. The entire CHC Board will have an opportunity to discuss during a closed session at the next meeting.
14. **CEO Update** – Dr. Cho explained that the clinics continue to offer COVID testing, but there's now a new testing option through a point of care test that will be used at Las Islas for health care staff and first responders. This test is somewhat limiting because it requires a second test when there's negative result, which makes it difficult to use for the general population, but it is helpful for first responders to isolate positives right away. This will become available at Las Islas for first responders next week. Additionally, the clinics are preparing for flu season. They have received shipment of vaccines and each clinic has developed a drive up process to provide the vaccine safely without having patients get out of their car. Dr. Cho also provided an update on the PERB ruling and engagement with ECG. There was an ongoing question on whether SEIU had won the rights to represent the non-physician clinic employees. A card count check was conducted that determined that SEIU has the right to represent the non-physician clinic staff. County HR is currently working on next steps in negotiating and bargaining. In terms of ECG, the focus is on operational improvements, including improving access, expansion of clinic hours, and building consistency throughout the clinics to better serve the community. There's also a focus on staffing ratios and provider productivity to optimize access.
15. **Board Comments** - None
16. **Staff Comments** –CHC Board Clerk shared that Emma Mayer offered to provide a Board orientation and will work on scheduling about 2.5 hours in late October or early November.
17. **Adjourn** – Meeting was adjourned at 2:02pm

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

Manuel Minjares, CHC Board Secretary