

Community Health Center Board of Ventura County Meeting  
Minutes for August 27, 2020

**Meeting Minutes**  
**August 27, 2020**  
**12:30 to 2:00 PM**

**CHC Board Members:**

**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

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

**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**

**Call to Order**

CHC Board Vice Chair Higgins called the meeting to order at 12:34p.

**1. Roll Call**

Susan White Wood – Ventura County Behavioral Health - **Absent**

Renee Higgins- HCA Medical Examiner- **Present via teleconference**

Manuel Minjares – City of Fillmore – **Absent**

Melissa Livingston- Human Services Agency – **Present via teleconference**

Espy Gonzalez- Human Services Agency- **Present via teleconference**

Rena Sepulveda, Turning Point Foundation – **Present via teleconference**

Ralph Reyes- California Lutheran University- **Present via teleconference**

Amy Towner- Health Care Foundation for Ventura County- **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 Ambulatory Care Fiscal

Dee Pupa, Ventura County Health Care Plan

Christina Woods, Ventura County Health Care Plan

Lucy Marrero, HCA Ambulatory Care

**Public Present – David Tovar**

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3. **Public Comments** – None
4. **Introduction of Prospective Board Member(s)** – CHC Board Clerk introduced Dr. Krishnan, a local dentist who is interested in joining the CHC Board. Dr. Krishnan is a graduate of USC School of Dentistry and was the former dental director for a local FQHC system. Dr. Krishnan is interested in joining the CHC Board to support the increase of dental care for children in Ventura County.

### Action Item

5. **Agenda Review** – CHC Board Clerk recommended moving agenda items 10-12 up due to time constraints. Board Member Sepulveda motioned to approve agenda for August 27, 2020 with agenda items 10-12 to be presented after the approval of minutes. Motion seconded by Board Member Towner and motion carried unanimously.
6. **Meeting Minutes** – Meeting minutes for May 28, 2020 were reviewed. Board Member Livingston motioned to approve minutes with a correction on Martin Hahn's name under item 2. Motion seconded by Board Member Towner and motion carried unanimously.
7. **Review and Approve Clinic Hours of Operation and Locations** – CHC Board Clerk shared a list of the health centers with their address and current hours of operations for CHC Board approval. Once approved, updates will be made to HRSA's Electronic Handbook. Board Member Reyes motioned to approve health center locations and hours of operations, seconded by Board Member Towner and motion carried.
8. **Review and Approve Scope of Services** – CHC Board Clerk shared a list of services provided at the health centers and method of delivery. CHC's Board Clerk recommended the following changes: delete one service, recuperative care program, that is no longer provided at the health centers; add four services, infectious disease, ophthalmology, plastic surgery (cleft lip/palate), and urgent care. Additionally, changes were made to the method of delivery. Six items were removed from column 1, services directly provided by the CHC, and eighteen services were added to column 2, services provided by contractors. Once approved, updates will be made to HRSA's Electronic Handbook CHC Board Member Reyes motioned to approve changes to scope of services, seconded by Board Member Towner and motioned carried unanimously.
9. **Review and Approve Conflict of Interest Requirement - Form 700 Disclosures** – CHC's Board Clerk reviewed the Conflict of Interest Code and 2020 Local Agency Biennial Notice that will be submitted for the Ventura County Community Health Center Board. A recommendation was made to include disclosure categories 4, Procurement, and 6, Funding, to meet the HRSA Compliance Manual requirements. Board Member Gonzalez motioned to approve the Conflict of Interest Code to include category 4 and 6 disclosures, seconded by Board Member Livingston and motion carried.
10. **Quality Quarterly Report** – Lucy Marrero provided the quarterly quality report and shared the summary reports. The year 2020 was already planned as a transitional year for QIP and PRIME, as they consolidate into one program. Adjustments have been made due to COVID. PRIME program is using achievement of 2014 metrics for funding allocation (19/20), but data continues to

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be submitted for current timeframes. For QIP, targets have been adjusted and the agency is currently meeting all 20 measures. Ms. Marrero provided information on telehealth services and the efforts to optimize delivery of care through telehealth. In addition, the Behavioral Health Integration program has been funded to implement expanded behavioral health services. Ms. Marrero gave an update on the Diabetes Action Plan. The pandemic has made it difficult, but efforts continue to reach out the highest risk patients. The team will meet to address challenges to improve patient engagement. Ms. Marrero also provided a brief summary on complaints/grievances and adverse events. During the last quarter, there were forty-six reportable events and twelve patient grievances. The team typically closes complaints within seven days, but the team went remote during the pandemic, which made it more challenging. Regardless of the challenges, they continue to close incidents within 30 days (58% within 7 days and 42% within 30 days). A more detailed presentation on patient grievances and safety program will be provided at the next CHC meeting. Lastly, Ms. Marrero reviewed the metrics detailing the financial impact of quality programs and performance of clinical measures, including UDS clinical measures. Board Vice Chair Higgins inquired about data for foster care children and whether caregivers are providing information. Ms. Marrero is working with Health Services Agency to address some of the challenges tracking metrics for children in foster care. Board Member Reyes motioned to approve the quality report, seconded by Board Member Higgins and motion passed.

11. **Review and Approve Evaluation of 2019 Quality Plan** – Ms. Marrero shared the 2019 Quality Plan evaluation and provided a summary of performance. The measures are broken down by UDS, PRIME, QIP, and Meaningful Use. Ms. Marrero reviewed the status of goals for 2019 listed in the evaluation. Board Chair Higgins inquired about the Patient Centered Medical Home incentive through HRSA. CHC Board Clerk explained the request to fund the submittal process goes through HRSA and once HRSA approves, the recognition/certification through NCQA or the Joint Commission can begin. HRSA has provided quality awards for the recognition. Board Member Gonzalez motioned to approve the Evaluation of the Quality Plan, seconded by Board Member Livingston and motion carried.
12. **Review and Approve 2020 Quality Plan** – Lucy Marrero shared the 2020 Quality Plan and summarized the plan. There have been adjustments made to the plan due to the pandemic, including developing telehealth care. Focusing on areas, such as access to care (pediatrics), patient satisfaction, clinical quality measures, and measures specific to service lines. Board Vice Chair Higgins inquired on the confidentiality of the telehealth platform. Ms. Marrero explained that the platforms have evolved, but there continue to be some limitations. Ms. Marrero reviewed the structure of AC PICC and its membership as outlined in the 2020 Quality Plan. Board Member Towner motioned to approve the 2020 Quality Plan, seconded by Board Member Reyes and motion carried.
13. **Review and Approve FQHC Provider Credentialing for June and July of 2020** – Dr. Cho reviewed the provider credentialing list for June and July. The list includes Emily Scibetta, a perinatologist providing services for patients with high risk pregnancies, family physicians, other primary care providers, and specialists. Board Member Livingston motioned to approve the FQHC credentialed providers for June and July of 2020, seconded by Board Member Reyes and motion carried.

**Presentation**

14. **Review of HRSA Operational Site Visit (OSV) Mock Survey Findings** – Emma Mayer provided a presentation on the results of the mock survey she conducted. Ms. Mayer shared a grid that outlined findings. She went through each category and addressed areas for improvement and progress made towards compliance. Ms. Mayer highlighted that during the 2019 survey, there were thirteen findings, and six of those findings were related to the Sliding Fee Discount Program. The CHC Board will review an updated Sliding Fee Discount Policy during the September CHC Board meeting. Ms. Mayer color coded the grid to identify categories that have been repetitive findings and emphasized the need to address the single audit.

**Discussion Items**

15. **Continued Business**

- a. Grants Update
  - i. Supplemental COVID-19 Funding –The CHC Board Clerk reviewed a table that summarizes the amount of funding for each of the three COVID-19 supplemental funds with progress towards completion.
  - ii. 2020 Quality Awards – VCHCA has received three HRSA Quality Awards totaling \$249,131 in supplemental funding. This amount is more than double the amount received during the previous year. Awards are based on 2019 UDS data.
- b. Board Composition and Recruitment – CHC Board Clerk will be sending out a face sheet to collect additional information that HRSA requires to submit regarding the composition of the CHC Board. In addition, consumer members will be asked to provide their date of birth or their dependent’s date of birth in order to confirm that a visit was conducted within the 24 month timeframe. CHC Board Clerk reviewed the list of CHC Board Members and their consumer vs non consumer status. Some members have shifted back to the consumer category, which changes the percentage to 67% consumers.
- c. Strategic Plan – The committee met to initiate the strategic plan, and a draft plan has been completed. It is being reviewed and polished. The draft plan will be reviewed during the September CHC Board meeting to give others an opportunity to provide feedback, and the final plan will be presented to the CHC Board for approval during the October meeting.
- d. CHC Bylaws – CHC Board Clerk gave an update on the bylaws. In addition to the original recommendations made by the committee reviewing the bylaws, Emma Mayer made further recommendations. Those recommendations were reviewed with the committee. Recommendations include adding a Treasurer to the Executive Committee, change the minimum board members to 9 and maximum to 15, and the possibility of having an initial one year before starting a full 3 year term (max would stay at 2 full terms). The CHC Board Clerk will resend the bylaws to legal counsel for a final review to bring back for approval.
- e. Sliding Fee Discount Program – CHC Board Clerk continues to work with Emma Mayer on updating the Sliding Fee Discount Program after receiving feedback from site managers and front line staff. The new policy will be reviewed at the September CHC Board meeting.

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16. **Evaluation of Executive Director** – CHC Board Clerk reminded the CHC Board that the evaluation is the responsibility of the CHC Board. The CHC Board Clerk will send out the evaluation form to start the process of preparing the evaluation. Board Member Livingston asked about the responsibility to hire the CHC executive director. Emma Mayer confirmed that the CHC Board should be involved in the process of selecting and terminating the CHC executive director.
17. **CEO Update** – Dr. Cho provided a brief update on PERB. County is currently awaiting results of the card check that will determine if the affiliate clinic employees will be represented by the union.
18. **Board Comments** - None
19. **Staff Comments** –None.
20. **Adjourn** – The meeting adjourned at 2:14pm.

Audio files of the CHC Co-Applicant Board meetings are available by contacting the CHC Co-Applicant Board Clerk at [chcboardclerk@ventura.org](mailto:chcboardclerk@ventura.org)

Minutes submitted by: Lizeth Barretto, CHC Board Clerk

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Manuel Minjares, CHC Board Secretary