

**Healthcare Equity Advisory Council  
Tuesday, January 10, 2023  
Minutes**

**Community Voting Members Present:**

Kimberly Cofield – Co-Chair  
Dr. Liz Diaz-Querol  
Kimberly Kelley  
Hugo Tapia  
Juana Zaragoza  
Emily Bridges

**Administrative Voting Members Present:**

Barry Zimmerman – Chair  
Scott Gilman  
Rigoberto Vargas  
Dr. John Fankhauser  
Dr. Theresa Cho  
Kristina Swaim

**Voting Members Absent:**

**Administrative Voting Members Absent:**

**Staff Present:**

Selfa Saucedo  
Dr. Loretta Denering  
Sara Rivera  
Cynthia Salas  
Phin Xaypangna  
Steven Auclair

**Guests:**

**1. CALL TO ORDER**

The meeting was called to order at 5:35 p.m. by co-chair Cofield.

**2. ROLL CALL**

**3. APPROVAL OF October 18, 2022 MINUTES** Approved.

**4. ALL PUBLIC COMMENTS FOR AGENDIZED ITEMS & ITEMS NOT ON THE AGENDA**

Eliza Hernandez had questions regarding hospital care and patient communication. Dr. Fankhauser responded in general terms and can speak directly with a patient who had concerns.

Caridad Vasquez remarked on the need for better communication, accessibility to services, language barriers, and shorter wait times for services and referrals.

**5. INFORMATIONAL ITEMS** None.

**6. REVIEW CANDIDATES**

Two candidates, Alejandra Valencia and David Tovar, were considered. By majority vote, Alejandra Valencia will be invited to join the Council.

**7. HYBRID MEETING DISCUSSION**

Due to Brown Act, voting members must be present, with certain, limited exceptions; public comment can be conducted via Zoom. Meetings will be held to 90 minutes (5:30 to 7:00 pm.)

**8. AD HOC COMMITTEE REPORTS**

**a. Barriers**

To address challenges with language services, the interpretation certification required was decreased from level 5 to level 3, deemed appropriate for our needs, to increase the pool of available interpreters. Resource availability has not noticeably improved. WiFi availability also creates limitations.

Another barrier can be addressed through modification of Human Resources language requirements, by accommodating Spanish/indigenous language speakers who are not proficient in English.

**b. Care Experience**

This subcommittee is focused on patient care navigation, and needs to better understand community needs. Peer specialists/promotoras can play an important role.

**c. Disparate Treatment**

Initiatives include:

- Improve access and equity to non-native English groups, to those who aren't familiar with Medi-Cal, those who aren't tech savvy, and other underserved communities.
- Training community members to navigate the system, and enabling them to train others. Behavioral Health is also working to expand services to the Avenue.
- Use connections with community groups (like MICOP) to identify resources that we can augment to help patients with entry into our system.

**d. Care Delivery (Provider Focus)**

Deliverables being targeted:

- Understanding factors in healthcare environment such as pace and volume, and how that affects patient care.
- Ability of providers to communicate understanding, empathy.

**9. MEMBER COMMENTS**

Please fill out the spreadsheet provided by Phin Xaypangna and send it to [heaccouncil@ventura.org](mailto:heaccouncil@ventura.org); information will be collected and merged into one document by HCA. HCA will bring the proposal to the group for discussion at the next meeting.

**10. ADJOURN**

Meeting adjourned at 6:45 pm.