

**County of Solano
Community Healthcare Board
Regular Meeting**

March 20, 2019
12:00 pm-2:00 pm
2101 Courage Drive, Fairfield, CA 94533
Multi-Purpose Room

Agenda

- 1) CALL TO ORDER – 12:00 PM**
 - a) Welcome
 - b) Roll Call
- 2) APPROVAL OF THE AGENDA**
- 3) APPROVAL OF THE FEBRUARY 20, 2019 MEETING MINUTES**
- 4) ITEMS FROM THE PUBLIC**

This is your opportunity to address the Board on a matter not listed on the Agenda, but it must be within the subject matter jurisdiction of the Board. Please submit a Speaker Card before the first speaker is called and limit your comments to three minutes.
- 5) EXECUTIVE DIRECTOR'S REPORT**
- 6) OPERATIONS COMMITTEES' REPORTS**
 - a) Physician Advisory, Finance, Quality Performance, HRSA OSV
- 7) UNFINISHED BUSINESS**
 - a) Board member conflict of interest
 - b) Review and consider for approval key management staff and organization charts of Family Health Services Health Centers
- 8) NEW BUSINESS**
 - a) Receive a presentation on the Kindergarten Round-Up initiative and consider for approval staff to carry out the event and solicit the community for donations
 - b) Discuss and consider for approval the Mobile Clinics' redeployment date
 - c) Review and consider for approval the Solano County Family Health Services Patient Satisfaction Survey
 - d) Discuss Board member travel and attendance to conferences, establish a process for Board member participation, and consider for approval upcoming conference attendance
 - e) Provide an update to Family Health Services' Mission, Vision, and Values
- 9) BOARD MEMBER COMMENTS**
- 10) CONSIDERATIONS FOR FUTURE AGENDA ITEMS**

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11) ADJOURN:

To the Community Healthcare Board Regular Meeting of
April 17, 2019 at 12:00PM
2101 Courage Drive, Fairfield, CA 94533, Multipurpose Room

The County of Solano Community Healthcare Board does not discriminate against persons with disabilities and is an accessible facility. If you wish to attend this meeting and you will require assistance in order to participate, please call Solano County Family Health Services at 707-784-4444 at least 24 hours in advance of the event to make reasonable arrangements to ensure accessibility to this meeting.

If you wish to address any item listed on the Agenda, or Closed Session, please submit a Speaker Card to the Board Clerk before the Board considers the specific item. Cards are available at the entrance to the Board chambers. Please limit your comments to three minutes.

County of Solano Community Healthcare Board

REGULAR GOVERNING BOARD MEETING MINUTES

February 20, 2019

2101 Courage Drive, Fairfield, CA 94533, Multipurpose Room

Members present:

Mike Brown, Ruth Forney, Tracee Stacy, Sandra Whaley, Brandon Wirth

Members absent:

Anthony Lofton, Charlotte Webb, Eva Yra-Bernardes

Staff Present:

Santos Vera, Bela Matyas, Michael Stacey, Angela McClure, Andrew Obando, Alicia Jones, Noelle Soto, Ciara Gonsalves, Daniel Yolangco, Amanda Meadows

1) CALL TO ORDER – 12:00 PM

- a) Welcome
- b) Roll Call

2) APPROVAL OF THE AGENDA

Move to approve the agenda with no changes.

Motion by Brandon Wirth, second by Tracee Stacy

Aye: Mike Brown, Ruth Forney, Tracee Stacy, Sandra Whaley, Brandon Wirth

Motion carries

3) APPROVAL OF THE JANUARY 16, 2019 MEETING MINUTES

Move to approve the January 16, 2019 meeting minutes with no changes.

Motion by Tracee Stacy, second by Ruth Forney

Aye: Mike Brown, Ruth Forney, Tracee Stacy, Sandra Whaley, Brandon Wirth

Motion carries

4) CLOSED SESSION

- a) Bylaw review and development

5) ITEMS FROM THE PUBLIC

No Public Comment

6) EXECUTIVE DIRECTOR'S REPORT

Executive Director Santos Vera highlighted the following items in his report:

- Board of Directors Responsibility & Accountability
- FQHC Policy Development
- Questions asked by auditors

7) STAFF COMMITTEE REPORTS

- a) Physician Advisory, Finance, Quality Performance, HRSA OSV

Andrew Obando, HRSA Manager, highlighted the follow items:

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- The last grant condition regarding Required and Additional Services was lifted on Feb 12, 2019. There are no longer any grant specific conditions on the health center grant.
- Staff continues to review/prepare for Operational Site Visit tentatively scheduled for September 2019.

Mr. Vera highlighted efforts and attention for preparation of the upcoming Operational Site Visit (OSV) with the introduction of a proposed consultant to assist FHS with the preparation of the OSV. The Board provided their acceptance and approval of the proposed consultant.

8) UNFINISHED BUSINESS

a) Board member conflict of interest

Andrew Obando, HRSA Manager, informed the Board that their request for technical assistance on Compliance Manual Chapter 13 Conflict of Interest from their HRSA Project Officer has been submitted but is still awaiting a response. Mr. Obando will report out at a future meeting when additional information is provided.

9) NEW BUSINESS

a) Review and consider for approval Articles IV through IX of the bylaws Move to approve all remaining changes to the bylaws.

Motion by Tracee Stacy, second by Ruth Forney

Aye: Mike Brown, Ruth Forney, Tracee Stacy, Sandra Whaley, Brandon Wirth
Motion carries

b) Review and consider for approval Family Health Services Policies:

i) #100.01 – Insurance Eligibility

ii) #100.02 – Cash Handling

iii) #100.03 – Sliding Fee Scale Discount Program

Move to approve Policies #100.01, #100.02, and #100.03, and to amend the title of Policy #100.01 to Insurance & Eligibility Verification

Motion by Tracee Stacy, second by Brandon Wirth

Aye: Mike Brown, Ruth Forney, Tracee Stacy, Sandra Whaley, Brandon Wirth
Motion carries

c) Review and consider for approval Community Healthcare Board Calendar 2019 Move to approve the Community Healthcare Board Calendar 2019, with the following amendments:

- Adding quarterly financial reports to the months of Jan, Apr, Jul, & Oct.
- Moving Strategic Planning from the month of August to June
- Adding Budget Development to the month of July and August

Motion by Brandon Wirth, second by Mike Brown

Aye: Mike Brown, Ruth Forney, Tracee Stacy, Sandra Whaley, Brandon Wirth
Motion carries

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- d) Review and consider for approval key management staff and organization charts of Family Health Services Health Centers
Health Officer Bela Matyas informed the Board of upcoming potential changes to the organizational structure of the Department of Health & Social Services, which may have an impact to the proposed FHS key management staff and organizational charts presented to the Board today. The Board agreed to defer their review and consideration to a future meeting.
- e) Review and consider for approval Family Health Services Health Centers locations and hours of operation
Move to approve Family Health Services Health Centers locations and hours of operation.

Motion by Sandra Whaley, second by Tracee Stacy
Aye: Mike Brown, Ruth Forney, Tracee Stacy, Sandra Whaley, Brandon Wirth
Motion carries

10) BOARD MEMBER COMMENTS

Vice Chair Ruth Forney informed the Board and Staff of the upcoming National Healthcare for the Homeless Conference, and requested additional information regarding other conferences as mentioned by Mr. Vera, and to consider the process and policy for board member travel.

Board Member Tracee Stacy requested an operational expense, cost breakdown for direct & indirect costs by the budget development meetings in the summer. Ms. Stacy would also like to assist with patient access and address patient no-show data. She acknowledged working with community members with the Solano Transportation Authority and would make the recommendation to contact staff about possible collaborations for patient access.

11) CONSIDERATIONS FOR FUTURE AGENDA ITEMS

Vice Chair Forney requested to add to the agenda attendance to national health center conferences.

12) ADJOURNMENT

Handouts:

- January Minutes
- Executive Directors Report: Board of Directors Responsibility & Accountability, FQHC Policy Development & Questions asked by Auditors
- Bylaws – Redlined version, Clean version
- FHS Policies: 100.01, 100.02, 100.03
- 2019 Community Healthcare Board Calendar
- FHS Organizational Chart
- Health Center Hours & Locations
- Board Attendance



SOLANO COUNTY

FAMILY HEALTH SERVICES

Patient Satisfaction Survey

To ensure that we are providing you with the best quality health care services possible, we are offering you the opportunity to give us your feedback through this patient satisfaction survey.

All surveys are anonymous and can be either mailed or dropped off to the site nearest you (locations below).

Thank you in advance for filling out this survey.

A. GENERAL INFORMATION

1. Your age: _____

2. Your Sex/Gender: ___Male ___Female ___Transgender ___Other ___Decline to State

3. Your Race/ Ethnicity:

_____ Asian _____Black/African American _____Unknown
_____ Pacific Islander _____American Indian/Alaskan _____Other
_____ Hispanic or Latino _____White (Not Hispanic/Latino) _____Decline to State

4. Which of our sites do you receive services from:

- Fairfield Adult Primary Care – 2201 Courage Drive, Fairfield, CA 94533
- Fairfield Pediatric Primary Care – 2101 Courage Drive, Fairfield, CA 94533
- Fairfield Dental Care – 2101 Courage Drive, Fairfield, CA 94533
- Vallejo Family Health Services – 365 Tuolumne Street, Vallejo CA 94590
- Vacaville Family Health Services – 1119 East Monte Vista Ave., Vacaville, CA 95688
- Mobile Family Health Services – Various locations - Please name site _____

5. Which of the following service(s) do you receive from our health center

_____ Dental Care _____Primary Medical Care _____Mental Health/Counseling

6. Type of payment:

_____ Medi-Cal _____Self-pay (including sliding fee)
_____ Medicare _____Private Insurance

B. ACCESS TO CARE	VERY POOR	POOR	FAIR	GOOD	VERY GOOD
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1. Ease of scheduling your appointment	1	2	3	4	5
2. Pleasantness of person who scheduled your appointment	1	2	3	4	5
3. Convenience of our business hours	1	2	3	4	5
4. Our promptness in returning your phone calls	1	2	3	4	5

5. Do you have difficulty with transportation getting to your appointment?

Yes No

6. Type of transportation used to access your health center:

Car Taxi Bus Friends/Family Walk Ride Share (i.e. Lyft, Uber)

Additional comments: _____

C. DURING YOUR VISIT	VERY POOR	POOR	FAIR	GOOD	VERY GOOD
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1. Speed of the registration process	1	2	3	4	5
2. Courtesy of the staff in the registration area	1	2	3	4	5
3. Comfort and pleasantness of the waiting area	1	2	3	4	5
4. Length of wait time in the waiting area	1	2	3	4	5
5. Comfort and pleasantness of the exam room	1	2	3	4	5
6. Friendliness/courtesy of the nurse/assistant	1	2	3	4	5
7. Concern the nurse/assistant showed for your issue	1	2	3	4	5
8. Wait time in exam room before seeing a provider	1	2	3	4	5

Additional comments: _____

D. YOUR CARE PROVIDER	VERY POOR	POOR	FAIR	GOOD	VERY GOOD
1. Friendliness/courtesy of the provider	1	2	3	4	5
2. Concern the provider showed for your worries	1	2	3	4	5
3. Efforts to include you in decisions about your treatment	1	2	3	4	5
4. Information the provider gave you about medications (if any)	1	2	3	4	5
5. Degree to which you understood what the provider was saying	1	2	3	4	5
6. Amount of time the care provider spent with you	1	2	3	4	5
7. Instructions the provider gave you about follow-up care (if any)	1	2	3	4	5
8. Your confidence in this care provider	1	2	3	4	5
9. Likelihood of you recommending this care provider to others	1	2	3	4	5

Additional comments: _____

E. YOUR COSTS	VERY POOR	POOR	FAIR	GOOD	VERY GOOD
1. Out-of-pocket fees/charges for visit	1	2	3	4	5
2. Explanation of charges	1	2	3	4	5
3. Explanation of payment options	1	2	3	4	5
4. If applicable, do sliding fee discounts help with deciding to see your care provider? _____ Yes _____ No					

Additional comments: _____

Please see back for more questions

F. OVERALL ASSESSMENT	VERY POOR	POOR	FAIR	GOOD	VERY GOOD
1. Overall friendliness of our staff	1	2	3	4	5
2. Overall cleanliness of our health center	1	2	3	4	5
3. Overall rating of care received during your visit	1	2	3	4	5
4. Likelihood of you recommending our center to others	1	2	3	4	5

Additional comments: _____

What do you feel that our health center does well? _____

What do you feel that our health center needs to improve on? _____

Additional comments:

