



## County of Solano Community Healthcare Board

### REGULAR GOVERNING BOARD MEETING MINUTES

Wednesday, May 15, 2024

In Person Meeting

#### Members Present:

At Roll Call: Michael Brown, Etta Cooper, Marbeya Ellis, Ruth Forney, Charla Griffith, Gerald Hase, Deborah Hillman, Anthony Lofton, Seema Mirza, Don O'Conner, Tracee Stacy, Sandra Whaley, and Brandon Wirth.

**Members Absent:** Rovina Jones, Yalda Mohammad Shafi and Robert Wieda

#### Staff Present:

Dr. Michele Leary, Han Yoon, Noelle Soto, Natasha Hamilton, Cynthia Coutee, Rebecca Cronk, Desiree Bodiford, Lavonna Hamilton, Kelly Welsh, Danielle Seguerre-Seymour and Patricia Zuñiga.

#### 1) Call to Order- 12:08 p.m.

- a) Welcome
- b) Roll Call

#### 2) Approval of the May 15, 2024 Agenda

Discussion: None.

Motion: To approve the May 15, 2024, Agenda.

Motion by: Sandra Whaley and seconded by Don O'Conner.

Ayes: Michael Brown, Etta Cooper, Marbeya Ellis, Ruth Forney, Gerald Hase, Deborah Hillman, Anthony Lofton, Seema Mirza, Don O'Conner, Tracee Stacy, Sandra Whaley, and Brandon Wirth.

Nays: None.

Abstain: Charla Griffith.

Motion Carried.

#### 3) Public Comment

- There was no public comment.



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### Regular Calendar

#### 4) Approval of Minutes

Approval of the April 17, 2024, draft Minutes

Discussion: There was no discussion.

Motion: To approve the April 17, 2024, draft meeting minutes.

Motion by: Tracee Stacy and seconded by Anthony Lofton.

Ayes: Michael Brown, Etta Cooper, Marbeya Ellis, Ruth Forney, Gerald Hase, Deborah Hillman, Anthony Lofton, Seema Mirza, Don O'Conner and Tracee Stacy.

Nays: None.

Abstain: Charla Griffith, Sandra Whaley, and Brandon Wirth.

Motion Carried.

#### 5) Clinic Operations Reports

##### a) **Staffing Update** — Natasha Hamilton

- Natasha reviewed the Staffing Update report. *(Please reference the "FHS Staffing Update – May 15, 2024")*
- Natasha was excited to announce that a new Nurse Practitioner was hired on May 13<sup>th</sup>.
- Natasha also mentioned FHS continues to work on filling positions and that there were five (5) employees that departed from FHS recently.
- Vice Chair Michael Brown asked if there was a main reason for staff to leave and Natasha noted that they left to work at other places like Kaiser, maybe due to the better pay.
- There were no other questions from the Board.

##### b) **Credentialing Update** — Desiree Bodiford *(Please reference the "FHS Credentialing, Provider Enrollment and Sanctioning Screening Activities – Status Report – May 2024")*

- Desiree mentioned that there were 146 screenings and there were zero exclusions and that they continue to support FHS in hiring staff.
- There were no questions from the Board.

##### c) **HRSA Grants Update(s)** — Noelle Soto *(Please reference the "Health Resources and Services Administration (HRSA) Grant Updates as of May 15, 2024")*

- Noelle Soto read her HRSA Updates report to the Board and mentioned there was a HRSA Grant agenda item that was to be voted by the Board in the "Business Governance" section.

##### i) FHS 2023 Uniform Data System (UDS) Report

- Noelle reviewed the 2023 UDS Report.
- Board Member Tracee Stacy asked about healthcare for the homeless. She wanted to know what FHS does for the homeless, in warm handoffs to the County Based programs or opportunities within the County.
- There were no other questions from the Board.



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- d) **Grievances/Compliments** — Rebecca Cronk (*Please reference the “Grievance Reports, April-December 2023 & January– April 2024.”*)
- Rebecca noted a few highlights and mentioned that Grievance Category Definitions would be included with the report to help explain the categories noted on the graphs.
  - There were no questions from the Board.
- e) **H&SS Compliance** — Lavonna Hamilton (*Please reference the “FHS Incident Report Update of April 2024” and the “Medical Services-FHS / Dental Mandatory Training Report of April 2024”.*)
- Lavonna reviewed the two (2) reports.
  - There were no questions from the Board.
- f) **Finance & Revenue Cycle Management** — Nina Delmendo (Nina was not present.)
- In Nina’s absence, Vice Chair Michael Brown read a message from Nina to the Board, Because there was no one to represent or report on Finance. (The following handouts were made available at the meeting: “Solano County Family Health Services Recommended Budget FY 2024/25” and a copy of Single Audit for FY 2022/23, “Federal Awards Reports in Accordance with the Uniform Guidance for the Fiscal Year Ending June 20, 2023 County of Solano, California”)
  - The following questions were asked and forwarded to Nina:
    - Chair Brandon Wirth asked that a red-line budget report be presented to the Board so they could see where the budget cuts or adjustments were made, as was requested by the CAO to reduce expenditures.
    - Board Members Ruth Forney and Tracee Stacy asked that in the future, the Board would like to have input on the budget cuts or adjustments.
  - There were no other questions from the Board.
- g) **Referrals** — Cynthia Coutee (*Please reference the “Family Health Services Referrals for April 2024”.*)
- Cynthia noted in April there were 1077 referrals ordered and of those, 890 were for Adults and 187 were for Pediatrics.
  - Cynthia also mentioned that urgent referrals are the high priority to process.
  - Cynthia noted that they continue to be short staffed and that there is only one (1) Referrals Coordinator at each clinic.
  - There were no questions from the Board.
- h). **OCHIN EPIC Update(s)** —Natasha Hamilton (*Please reference the “OCHIN EPIC EHR Implementation 2024: Implementation Dashboard – May 2024 and Project Milestones / Highlights”.*)
- Natasha mentioned FHS is on track with the milestones and that in June, super user training would be scheduled for Leadership staff and in July, August and early September the rest of the staff would be trained to be on track to transition and go live in late September.
  - There were no questions from the Board
- i) **QI Update** – Han Yoon
- i) Mammogram Van
- Han announced that arrangements were made to have the Mammogram Van, sponsored by PHC, at the FHS Clinics as follows: Wednesday, June 26, 2024 at the Fairfield Adult Clinic located at 2201 Courage Drive and on Thursday, June 27, 2024 at the Vallejo Clinic, located at 365 Tuolumne Street. Patients would be required to make appointments and the clinic staff were in the process of scheduling patients.
  - Board member Etta Cooper asked who to contact to make an appointment and Dr. Leary stated that anyone interested could contact the clinic and stated the phone number, 707-784-2010.



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- ii) Equity Adjustment + QIP (PCP) April 2024 *(Please reference the “Quality Incentive Program (PCP QIP) Equity Adjustment Specifications Published: April 2024, 2024 Measurement Year” from Partnership HealthPlan of California.)*
  - Han stated the document was prepared by PHC.
  - There were no questions from the board members.
- j) **FHS Clinic Q-Matic Stats** — Noelle Soto *(Please reference the “FHS Clinic Q-Matic Stats Reports – March 2023-December 2023 and January-April 2024” report.)*
  - Noelle reviewed the Q-Matic stats briefly with the Board.
  - There were no questions from the Board.

### 6) CHB Follow-up to Clinic Quality and Operational Reports:

Review, Follow-up & Next Steps: CHB will provide feedback on reports, request additional information on quality and clinic operations reports & follow up on these requests.

- a) Referrals Improvement Project Status – Natasha Hamilton
  - Natasha stated that the Hiring continues to work on staffing. Additional staffing has been requested and FHS is waiting for the County Administrator Office’s (CAO) response.
  - Board Member Tracee Stacy complimented the Referrals Team and noted they are doing a fantastic job!
  - There were no questions from the Board.

### 7) HRSA Project Officer Report

- a) Health Center HRSA Project Officer Update – Natasha Hamilton and Noelle Soto
  - i) Health Center Activities – Internal and External Update
    - Natasha informed the Board that she would give the report in Dona’s absence.

External News:

    - Natasha mentioned that the Leadership Team had plans to observe EPIC EHR at La Clínica in Vallejo as an opportunity to see how the program is utilized.
    - Natasha announced that the HRSA OSV condition status was deemed in full compliance and that a copy of the “Notice of Award” was included in the packet.
    - There were no questions from the Board.

Internal News:

    - Natasha informed the Board that the focus is on the transition and implementation of OCHIN EPIC Electronic Health Record (EHR).
    - There were no questions from the Board
  - ii) OSV Condition Status
    - Noelle Soto did a quick review of the Notice of Award and noted the conditions that were met and addressed.
  - iii) Strategic Plan Report Update *(Please reference the “Strategic Plan Report – Strategic Plan July 1, 2024 – June 30, 2025, May 15, 2024”.)*
    - Natasha reviewed the high priority Goals and Objectives:
      - 1.1 – *Create and Implement three satisfaction surveys for patients, providers and staff regarding call center services by May 31, 2024. Use the baseline data gathered from each survey to improve satisfaction among these groups by 10 percent by June 30, 2026.* Natasha mentioned a Patient Survey is in development.



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- 1.5 – *FHS will increase new provider retention by creating and implementing a new provider mentorship program by June 30, 2024.* Natasha noted that due to the cost this was denied by the CAO due to lack of funds and will be revisited in the next budget cycle in 2024/2025.
- 2.1 – *Hire a nurse with a background in quality and a Data Analyst during the first quarter of 2024-2025.* Natasha noted that Nurse Manager position was denied, and the Data Analyst started the hiring process for the position in 2024.
- 3.2 – *FHS is committed to remaining compliant with HRSA grant funding regulations on Section 330 and Ryan White CARE Act. Additionally, FHS is committed to educating the Board of Directors on board governance in financial oversight, HRSA Federal Law and regulations, and the California Nonprofit Integrity Act. FHS recognizes that a shift to APM will require a Financial Director that has a comprehensive understanding of Medi-Cal, Medicare, FQHC Prospective Payment Services data management, billing and coding.* Natasha noted that Finance is taking steps to understand and learn FQHC finance structure and apply learnings to Clinic. Improved reporting and analysis is noted. On track to providing what the CHB has requested and continued Improvement noted.
- 4.1 – *Develop an EHR transition plan with the clinic leadership team and OCHIN on the transition from the current HER to EPIC by December 31, 2023.* Natasha noted that a plan is in place and a training schedule was published for staff with the clinic closed during select times and dates.
- 5.1 – *Hire an FHS-dedicated Financial Director that will ensure compliance with HRSA FQHC/Prospective Payment Regulations, Medi-Cal and Medicare billing and collections regulations and work with Partnership HealthPlan to maximize income including Pay for Performance Payments by December 2025.* Natasha noted that the H&SS Fiscal Team is engaged in trainings specific to HRSA requirements for Health Centers. Improved collaboration on budget and analysis. Ongoing.
- 6.2 – *FHS Vallejo Health Center will expand the number of dental operatories by four to six new dental operatories (chairs) by June 2026. Natasha noted the project escalated to County for consideration/pending.* She also noted that for this expansion, an order was placed for a chair.

### Board Member questions:

- RE: 1.1, Chair Brandon Wirth requested that internal conversations happen and that a report be presented at the next month's meeting on the status of the patient survey.
- RE: 4.1, *Improve WiFi access to enhance patient and staff experience at all sites with special attention to FHS rural sites by June 30, 2024.* This item is a medium priority. It was noted in the report that it was not started. CHB Member expressed concern about the WIFI quality at the clinics. Need to determine next steps. Chair Brandon Wirth requested a discussion of what can happen without additional funds and why this is dependent on funding.
  - 4.1, Board Member Ruth Forney mentioned that she participated in a Board of Supervisor (BOS) Meeting (virtually), when WiFi broadband was on the agenda. In support of FHs clinics, she notified the Board that she called in and asked the BOS to consider broadband for FHS.
- Board Member Tracee Stacy stated that the Board should have input to decide what to cut in the budget. She asked why the Board wasn't involved in making budget decisions and also



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asked if there was any direction given in the Co-Applicant Agreement about a tool or process so the CHB can have input on the budget.

- There were no other questions from the Board
- iv) QIP Payment Update – *(Please reference the “Quality Incentive Program (PCP QIP) Equity Adjustment Specifications Published: April 2024, 2024 Measurement Year” from Partnership HealthPlan of California.)* Han mentioned the report earlier during Agenda Item 5i).
  - Natasha announced with the QIP Payment, FHS was awarded \$1.4 million dollars, due to the effort and hard work of the Quality Team and they were given applause.
  - There were no questions from the Board

### 8) Business Governance

- a) Information Only – Behavioral Health Pilot with Family Health Services.

The Board will consider approval to apply for a grant – HRSA Grant Transitions in Care – Primary Care for People Leaving Incarceration – Noelle Soto.

- Noelle clarified that these are two separate but related items.
  1. Dr. Ian Bennett is working with BH on a Pilot Project connecting their patients with FHS Primary Care services.
  2. FHS is asking the Board to approve going forward in exploring and applying for the HRSA Grant Transitions in Care for People Leaving Incarceration supplemental grant. It would include conversations between FHS and BH, Sheriff’s Office and Public Health regarding how to provide medical care to this specific population.
- i) **ACTION ITEM:** The Board will consider approval to apply for the HRSA Grant Transitions in Care for People Leaving Incarceration.

Discussion: None.

Motion: To give approval to apply for the HRSA Grant Transitions in Care for People Leaving Incarceration.

Motion by: Ruth Forney and seconded by Tracee Stacy.

Ayes: Michael Brown, Etta Cooper, Marbeya Ellis, Ruth Forney, Charla Griffith, Gerald Hase, Deborah Hillman, Anthony Lofton, Seema Mirza, Don O’Conner, Tracee Stacy, Sandra Whaley, and Brandon Wirth.

Nays: None.

Abstain: None.

Motion carried.

### 9) Discussion

- a) Board Member Self-Assessment *(Voted by the Board to be moved to the May 15, 2024 CHB Meeting.)*
- i) The Chair will give guidance on the Board Member Self-Assessment process to the Board Members – Brandon Wirth.



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- Chair Brandon Wirth informed the Board that this assessment was done each year and he asked that each Board Member complete the assessment and turn it in to him before they leave the meeting.
  - Vice Chair asked that each Board Member to answer the questions honestly to get an idea of those areas that are doing well or need improvement can be discussed.
- b) Sharing information on “Network of Care” – Tracee Stacy. (Voted by the Board to be moved to the June 19, 2024 CHB Meeting.)
- Board Member Tracee Stacy asked that this item, Agenda Item 9b) be moved to the June 19, 2024, CHB Meeting. She stated she was volunteered to discuss this topic but preferred that Dr. Matyas be present to provide Public Health input if needed. Her request was approved by the Vice Chair Michael Brown, who was asked to run the meeting by the Chair Brandon Wirth.
- c) New Board Member Training/Binders – Michael Brown
- Vice Chair Michael Brown, told the Board that what the Board Members have in their binders is different and not the same, so Brandon, Dona, himself and Patricia will be having discussions on the documents that would be appropriate and make sense to be included in the binders first. Once decisions are made what the contents should be, then new ones with updated documents will be made for all Board Members so everyone has the same information.
  - Vice Chair Michael Brown gave examples of documents that would be useful to the Board members and user friendly. In addition, the HRSA documents which are very thick, could be in a separate binder due to the size of the documents.
  - Vice Chair Michael Brown suggested that Board Members think about what would be useful to them to have in the binder and note it on the Self-Assessment.
  - Board Clerk admitted that she never looked at the binder information, and when asked to make copies for the new Board Members, she noticed that the contents did not always reflect the Table of Contents and in addition the information was outdated, so it made sense for the Executive Committee and Board Members to revisit the contents of the binder contents.
  - Board Member Deborah Hillman asked how many agendas and minutes should be kept in the binder and Vice Chair said it was up to the board member. Legal Counsel Kelly Welsh reminded the board members that all the agendas and minutes are online on the CHB web site to reference. Discussion ensued about the number of agendas, minutes and information that should be kept.
- d) Quality Training –June Meeting Presentation – Han Yoon
- Han announced that he would be giving the Quality Training presentation at the June 19, 2024 meeting.
- e) Process in preparation and approval of the FY budget – Nina Delmendo (Nina was not present.) (The following handout was made available at the meeting: “*Solano County Family Health Services Recommended Budget FY 2024/25*”.)
- Vice Chair Michael Brown read a statement from Nina who was unable to attend the meeting. On Nina’s behalf he stated that she mentioned the requested budget was discussed at the CHB meeting last month. The CAO requested that FHS reduce expenditures and Nina worked with FHS Leadership to address the reductions while keeping in mind the priorities of the clinics. They were able to reduce the approximate \$10 million dollar deficit as presented at the last meeting to about \$9 million. The Shortfall will be funded with both County General Funds (CGF) of \$4.7 million and the balance with 1991 Realignment of \$4.3 million.
  - Vice Chair Michael Brown stated that the handout given at the meeting was the Recommended Budget FY2024/25 and that the Fiscal Team was currently working on Supplemental changes the



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same week, which would become part of the Recommended Budget. Changes would mainly be determining if there was any rollover funding from some of the grants such as the \$1million grant, ARPA funds for OCHIN and the HRSA Capital Improvement Grant. Nina will work with FHS Leadership to finalize the changes. At the June meeting Nina will present the final budget that will go to the County BOS and Solano County Budget Hearings are scheduled June 20<sup>th</sup> and June 21<sup>st</sup>.

- He also read the following note on behalf of Nina: FY2023/24 Budget – Nina’s Team is currently working on the 10-month (previously the third quarter budget) and anticipate having it finalized prior to the June CHB Meeting.
  - Chair Brandon Wirth asked, as an example, we are postponing the Strategic Plan by six (6) months for Goal 1.5 – Provider Mentorship and Goal 1.4 – Improving FHS WiFi, not understanding the process with the County, concerning FHS, if that’s delayed and we find funding during this coming year is adequate, is there a way to get those items on the budget? The answer he received was likely not, so he tabled the question.
  - Board Member Tracy Stacee noticed that there were not any notations showing what changes were made or what was cut, so the board members could see the changes made and ask appropriate questions concerning the budget. She asked Nina could provide the budget report that shows which budgets were cut or where changes were made to deduct the \$1 million dollars. It was asked to present the updated budget with “track changes” or changes noted in red to the next meeting.
- f) Single Audit – Nina Delmendo (Nina was not present) (The following handout was made available at the meeting: “*Single Audit for FY 2022/23*”.)
- Vice Chair Michael Brown read a statement from Nina who was unable to attend the meeting. On Nina’s behalf he informed the Board that there was a handout provided at the meeting. It was a copy of Single Audit for FY 2022/23 and advised the Board that on page 10 of the report is where the Health Center funding was reported, as per Nina’s notes.
  - Chair Brandon Wirth questioned whether this audit report should have been in the “Board Governance” section and approved by the Board. Tracee Stacy mentioned that the audit was done for all HSS and would not be voted by the Board. Legal counsel didn’t want to speak for Nina, but the document was informational, and noted that this was an annual audit required by the County and has to do an external annual audit.
  - Chair Brandon Wirth mentioned that this was an important piece as an outside audit and the board members did not have sufficient time to review it and it should have been provided in advance, as it was a 35 page document.
- g) Ryan White/HIV-AIDS Program – How it works and resources for the 50+ age group, to meet their specific needs, presented in July or August – Noelle Soto
- Noelle mentioned that this was a request of the Board at the last meeting and in addressing the request, she plans to present this item in July or August.
- h) Partnership HealthPlan Presentation in July.
- i) National Association of Community Health Centers (NACHC) Conference, 2024 CHI & EXPO, August 24-26, 2024 in Atlanta, Georgia – A Learning Opportunity.
- Ruth Forney mentioned that information about the conference, registration and the hotel was in the packet and last year the hotel was about \$209 per night and the registration was about \$2800 and will probably go up this year.
  - Vice Chair also mentioned that at the last meeting Dona wanted the Board to consider HRSA training for all the board members which would be beneficial. Board Clerk Patricia Zuñiga,





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mentioned that at the last meeting it was mentioned that HRSA training was provided so that the board members could be better prepared for the upcoming HRSA OSV.

- Ruth Forney mentioned that the process to prepare the request, get approvals and make the arrangements is very time consuming. The Board is always being conscientious about spending money, but it took so long for the process that the early registration was missed.

### 10) Board Member Comments

- Board Member Tracee Stacy mentioned Narcan training for Fentanyl overdose and that the information has changed and requested information on a class. Board Clerk noted there was a flyer included in the packet sponsored by Drug Safe Solano, who provides training. Tracee suggested that they could give training to the Board, maybe at a future board meeting.
- Board Member Ruth Forney suggested that Health Center Week be held at Vacaville this time. Health Center Week is from August 4-9, 2024.
- Board Member Anthony Lofton shared a story about a person that was at a gas station filling his car with gas and he collapsed because of a Fentanyl overdose, and that it was a serious situation.

### 11) Parking Lot

- a) Create a Marketing/Rebranding Sub-Committee

### 12) Adjourn: To the Community Healthcare Board Meeting of:

**DATE:** June 19, 2024  
**TIME:** 12:00 p.m. — 2:00 p.m.  
**Location:** Multi-Purpose Room  
2101 Courage Drive  
Fairfield, CA 94533

The Meeting was adjourned at 2:15 p.m.

Handouts in the Agenda Packet

- CHB April 17, 2023, draft Meeting Minutes
- Clinic Operations Report – FHS Staffing Update – May 15, 2024
- Clinic Operations Report – FHS Credentialing, Provider Enrollment and Sanctioning Screening Activities – Status Report – May 2024
- Clinic Operations Report – Health Resources and Services Administration (HRSA) Grant Updates as of May 15, 2024
- FHS 2023 Uniform Data System (UDS) Report
- Clinic Operations Report – Grievance Reports - April – December 2023 and January – April 2024
- Clinic Operations Report – HSS Compliance-FHS Privacy & Security Incident Report – March 1-31, 2024
- Clinic Operations Report – FHS Incident Report Update, April 2024
- Clinic Operations Report – Medical Services-FHS / Dental Mandatory Training Report, April 2024
- Clinic Operations Report – FHS Privacy & Security Incident Report, April 1-30, 2024
- Clinic Operations Report – Referrals – Time Period April 2024
- Clinic Operations Report – OCHIN EPIC EHR Implementation 2024: Implementation Dashboard – May 2024 and Project Milestones / Highlights



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- Primary Care Provider, Quality Incentive Program (PCP QIP), Equity Adjustment Specifications, Published: April 2024, 2024 Measurement Year
- Clinic Operations Report – FHS Clinic Q-Matic Stats Reports – March 2023-December 2023 and January-April 2024
- HRSA Notice of Award
- Strategic Plan Report – Strategic Plan July 1, 2024 – June 30, 2025, May 15, 2024
- Article on During Second Chance Monty, HRSA Takes Policy Action, Releases First-Ever Funding Opportunity for Health Centers to Support Transitions in Care for People Leaving Incarceration
- HRSA Grant – Transitions in Care for People Leaving Incarceration
- Family Health Services Requested Budget FH 2024/25 – DRAFT of 4/10/2024
- Co-Applicant Agreement between the County of Solano and the Solano County Community Healthcare Co-Applicant Board
- SolanoCares.org PowerPoint Presentation
- NACHC 2024 CHI & Expo, August 24-26, 2024
- Board of Supervisors Action Only and Co-Applicant Agreement between the County of Solano and The Solano County Community Healthcare Co-Applicant Board
- Drug Safe Solano, Touro University of California (Narcan/Naloxone distribution & training)
- FHS CHB 2024 Annual Calendar

At the meeting, the below reports were provided:

- Solano County Family Health Services Recommended Budget FY2024/25
- Federal Awards Report in Accordance with the Uniform Guidance for the Fiscal Year Ending June 30, 2023 county of Solano, California, prepared by EideBailly (outside vendor)