

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

July 20, 2022

12:00 pm-2:00 pm

Conference Call Microsoft Teams

MS Teams Dial-in number: 1-323-457-3408 and Conference ID: 446 778 066#

On June 13, 2022, due to a surge of COVID-19 in Solano County, it was advised and decided by the Solano County Health Officer, the Clinic Operations Officer and the Chair of the Board that the June 15, 2022, Community Healthcare Board Meeting be held as a virtual meeting, and future meetings, until there is a notable decrease in the COVID surge in Solano County. The meeting on July 20, 2022, will be held via teleconference. To join in for audio only, please use the dial in number and Conference ID above.

The County of Solano Community Health Board does not discriminate against persons with disabilities. If you wish to participate in the meeting and you require assistance to do so, please call Solano County Family Health Services at 707-784-8775 at least 24 hours in advance of the event to make reasonable arrangements to ensure accessibility to the meeting.

Public Comment: To submit public comment, please see the options below.

Teleconference: Contact the Clerk at 707-784-8775.

Mail:

If you wish to address any items listed on the Agenda by written comment, please submit comments in writing to FHS Community Healthcare Board Clerk by U.S. Mail. Written comments must be received no later than 8:30 A.M. on the day of the meeting. The mailing address is: Solano County H&SS, ATTN: FHS CHB Clerk (MS 9-100), P. O. Box 4090, Fairfield, CA 94533. Copies of comments received will be provided to the Board and will become part of the official record but will not be read aloud at the meeting.

Phone:

To submit comments verbally from your phone during the meeting, you may do so by dialing 1-323-457-3408, and Conference ID: 446 778 066#. No attendee ID number is required. Once entered in the meeting, you will be able to hear the meeting and will be called upon to speak during the public speaking period.

Non-confidential materials related to an item on this Agenda, submitted to the Board after posting of the agenda at:

https://www.solanocounty.com/depts/ph/bureaus/fhs/community_healthcare_board/ and Family Health Service clinics located at 1119 E. Monte Vista, Vacaville, CA; 2101 Courage Drive, Fairfield, CA; 2201 Courage Drive, Fairfield, CA; and 365 Tuolumne Drive, Vallejo, CA., will be updated at

https://www.solanocounty.com/depts/ph/bureaus/fhs/community_healthcare_board/ and emailed upon request. You may request materials by contacting the Clerk at 707-784-8775.

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

July 20, 2022
12:00 pm-2:00 pm

Conference Call Microsoft Teams

MS Teams Dial-in #: 1-323-457-3408, Conference ID: 446 778 066#

AGENDA

1) CALL TO ORDER – 12:00 PM

- a) Welcome
- b) Roll Call

2) UPDATE BY DEPUTY COUNTY COUNSEL

On June 13, 2022, due to a surge of COVID-19 in Solano County, it was advised and decided by the Solano County Health Officer, the Clinic Operations Officer and the Chair of the Board, that the June 15, 2022, Community Healthcare Board Meeting be held as a virtual meeting, with consideration of the safety of the Board Members and meeting participants, until there would be a notable decrease in the COVID surge in Solano County. At the June 15, 2022, meeting, a majority of the Board voted to make AB 361 findings to allow teleconferencing without compliance with the requirements of Government Code section 54953(b)(3). The prior findings expire the earlier of July 15, 2022, or such time the Board makes subsequent AB 361 findings.

County Counsel recommends the Board consider making AB 361 findings before each meeting.

ACTION ITEM: Consider making the findings that:

- i) Pursuant to Government Code section 8625, Governor Gavin Newsom declared a State of Emergency in the State of California on March 4, 2020, as a result of the threat of the Coronavirus (COVID-19) pandemic; and the proclaimed State of Emergency remains in effect; and,
- ii) As of the date of this Meeting, neither the Governor nor the state Legislature have exercised their respective powers pursuant to Government Code section 8629 to lift the state of emergency either by proclamation or by concurrent resolution the state Legislature; and,
- iii) The California Department of Industrial Relations has issued regulations related to COVID-19 Prevention for employees and places of employment. Title 8 of the California Code of Regulations (CCR), Section 3205(5)(D) specifically recommends physical (social) distancing as one of the measures to decrease the spread of COVID-19 based on the fact that particles containing the virus can travel more than six feet, especially indoors; and,
- iv) Based on the California Department of Industrial Relations' issuance of regulations related to COVID-19 Prevention through Title 8 of the

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

California Code of Regulations, Section 3205(c)(5)(D), the Board finds that state or local officials have imposed or recommended measures to promote social distancing; and,

- v) Title 8 of the California Code of Regulations, Section 3205(c) requires the County to establish, implement and maintain a COVID-19 Prevention Program, which the County has done; and,
- vi) The County's COVID-19 Prevention Program either recommends or requires County employees to social distance or not to enter County facilities under certain circumstances; and,
- vii) Starting from October 2021, the Board previously made findings that the requisite conditions existed for its legislative bodies to conduct its meetings without complying with Government Code section 54953(b)(3); and,
- viii) As a result, the Board hereby proclaims that state officials have imposed or recommended measures to promote social (physical) distancing based on the California Department of Industrial Relations' issuance of regulations related to COVID-19 Prevention through Title 8 of the California Code of Regulations, Section 3205(c)(5)(D); and,
- ix) The Board will conduct open and public remote teleconferencing meetings in accordance with AB 361 immediately upon making these findings until the earlier of (1) August 20, 2022, or (2) such time that the Board makes subsequent findings in accordance with Government Code section 54953(3)(3) to extend the time during which the Board may continue to teleconference without compliance with Government Code section 54953(b)(3), or (3) the Governor or the state Legislature have exercised their respective powers pursuant to Government Code section 8629 to lift the state of emergency.
(Government Code section 54953(e)(3).)

3) APPROVAL OF THE JULY 20, 2022, AGENDA

4) APPROVAL OF THE JUNE 15, 2022, MINUTES

5) PUBLIC COMMENT

This is the opportunity for the Public to address the Board on a matter not listed on the Agenda, but it must be within the subject matter jurisdiction of the Board. If you would like to make a comment, please announce your name and the topic you wish to comment and limit comments to three (3) minutes.

6) PROJECT DIRECTOR / CLINIC OPERATIONS OFFICER REPORT

- a) Health Center Operations Update – Dona Weissenfels
 - i) Health Center Activities, Internal & External Update
 - ii) Operational Dashboards
 - ◆ Call Center Update / Metrics
 - iii) OCHIN Epic Update

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

b) Staffing Update – Toya Adams

7) OPERATIONS COMMITTEE REPORTS

- a) Hiring Credentialing Update – Elise Lenox
- b) Staffing Plan Update – Dona Weissenfels
- c) Mobile Clinics – Dental and Medical – Noelle Soto
- d) Fiscal Year 2023/2024 Budget Development – Nina Delmendo

8) UNFINISHED BUSINESS

- a) Credentialing Privileging Policy and Procedure Update – Dona Weissenfels and Cheryl Esters
- b) HIPS/HIPAA Training – This training will be scheduled to be presented to the Board, after new members are added to the Board.
- c) Confidentiality Form – This form will be presented and distributed to the Board Members and must coincide with HIPAA Training.
- d) Community Healthcare Board Self-Assessment Form – It was decided by the Board at the April 20, 2022, Meeting to be revised by the Board.

9) DISCUSSION

- a) Board Member Recruitment Status and Update
- b) Board Member Application received from Deborah Hillman.
 - i) The Executive and Membership Committees reviewed the Board Member Application, submitted by Deborah Hillman, and recommends the Board's approval for Deborah Hillman to become a Community Healthcare Board Member.
 - ii) **ACTION ITEM:** The Board will consider Deborah Hillman to become a Community Healthcare Board Member.
- c) COVID Update – Dr. Bela Matyas
- d) In Person / Virtual Community Healthcare Board Meetings

10) BOARD MEMBER COMMENTS

11) PARKING LOT (These items are postponed, until further notice.)

- a) Compliance Training and Robert's Rules Review
- b) Health Center Marketing Campaign & Website Design

12) NEXT COMMUNITY HEALTHCARE BOARD MEETING

DATE: August 17, 2022
TIME: 12:00 PM
TO JOIN: Telephone Conference Call:
Dial: +1-323-457-3408, Conference ID: 446 778 066#
Teleconference: Contact the Clerk at 707-784-8775

13) ADJOURN



County of Solano
Community Healthcare Board
DRAFT

REGULAR GOVERNING BOARD MEETING MINUTES

Wednesday, June 15, 2022

Video and Telephone Conference Call

Members Present:

At Roll Call: Ruth Forney, Mike Brown, Anthony Lofton, Gerald Hase, Don O'Conner

After meeting started: Brandon Wirth, Tracee Stacy, Sandy Whaley

Members Absent: Katrina Morrow

Staff Present:

Jerry Huber, Bela Matyas, Dona Weissenfels, Michele Leary, Toya Adams, Noelle Soto, Anna Mae Gonzales-Smith, Rebecca Cronk, Nina Delmendo, Lavona Hamilton, Cheryl Esters, Clarisa Sudarma, Niccore Tyler, Julie Barga, Cynthia Coutee, Kathryn Power-PHC, and Patricia Zuñiga.

1) Call to Order – 12:04 p.m.

- a) Welcome
- b) Roll Call

2) Update by Deputy County Counsel

- a) At the April 20, 2022, meeting, the Board discussed a desire to have a hybrid meeting option in June 2022. At the May 18, 2022, meeting, a majority of the Board voted to make AB 361 findings to allow teleconferencing without compliance with the requirements of Government Code section 54953(b)(3). The prior findings expire the earlier of June 20, 2022, or such time the Board makes subsequent AB 361 findings. At the May 18, 2022, meeting, the Board discussed a desire to have a hybrid meeting option in June 2022, but due to the recent surge of COVID-19 in Solano County, and as recommended by the Solano County Health Officer, the June 15, 2022, meeting should not be held as a hybrid meeting after all, and should be held as a virtual meeting, with consideration of the safety of the Board Members and meeting participants.

County Counsel recommends the Board consider making AB 361 findings before each meeting.

- i) **ACTION ITEM:** The Board will consider making the findings as noted in Agenda item 2) a) i), ii), iii), iv), v), vi), vii), and viii), due to the surge of COVID-19 in Solano County, and as recommended by the Solano County Health Officer and FHS Clinic Operations officer, whether it may pose imminent danger, to the Board Members to meet in person, and if the Board makes subsequent findings to pose imminent danger, thus Board may continue to meet virtual.

Motion: To accept and approve the findings of the Governor's Bill AB 361 and move forward to meet via teleconference.

Motion by: Don O'Conner and seconded by Gerald Hase

Discussion: None.

Ayes: Ruth Forney, Mike Brown, Anthony Lofton, Gerald Hase, and Don O'Conner



**County of Solano
Community Healthcare Board
DRAFT**

Nays: None.

Abstain: None.

Motion Carried – The Board moved forward with a virtual meeting.

3) Approval of June 15, 2022, Agenda

Motion: To approve the June 15, 2022, Agenda

Motion by: Mike Brown and seconded by Don O’Conner

Discussion: None

Ayes: Ruth Forney, Mike Brown, Anthony Lofton, Gerald Hase, and Don O’Conner

Nays: None

Abstain: None

Motion Carried

4) Approval of the May 18, 2022, Minutes

Motion: To approve the April 20, 2022, Minutes

Motion by: Don O’Conner and seconded by Mike Brown

Discussion: None

Ayes: Ruth Forney, Mike Brown, Anthony Lofton, Gerald Hase, and Don O’Conner

Nays: None

Abstain: None

Motion Carried

5) Public Comment

- Kathryn Power with Partner HealthPlan of California (PHC), mentioned that she enjoyed Dona’s updates, because they were good operational information.
- Chair Ruth Forney officially introduced the new Board Member, Don O’Conner and welcomed him to the Community Healthcare Board. She mentioned that he has served on the Board in the past and is involved with outreach to the homeless.

6) Project Director/Clinic Operations Officer Report

- a) Health Center Operations Update – Dona Weissenfels
 - i) Health Center Activities, Internal & External Update
 - Dona reminded everyone that even though contracts, data and processes are discussed at these meetings, she reminded everyone that the North Star of Family



County of Solano Community Healthcare Board DRAFT

Health Services (FHS) is patient care. We see patients and that is why the health clinics exist.

- Dona mentioned good news! In addition to Representative Garamendi, Senator Padilla has also requested the Congressional earmark for one million dollars (\$1,000,000.00) to implement a new Electronic Health Records (EHR) system for Solano County, which added more support for the request. She hadn't heard any updates yet and stated as soon as she received any information, she would keep the Board updated.
- Dona said they went through three (3) rounds of OCHIN EPIC Electronic Health Record (EHR) pricing, and final estimates are pending from Fiscal, for the cost of implementation and maintenance. Once it is ready, they will present it to Solano County to get approval to move ahead.
- Dona announced that on June 14, 2022, the Board of Supervisors (BOS), approved the \$12,500.00 donation, from the Solano County Association of Realtors Foundation, to support the Dental Mobile Clinic, in supporting pediatric dental care for children in the community. She thought the check would be presented in July or August and hoped the check would be presented in August, because August 7-13, 2022, is Community Health Center Week.
- Dona said that she talked with Chair Ruth Forney, about The National Community Health Center Week and mentioned an online Hip-Hop webinar. She said if anyone was interested in the presentation, to contact her for the link. They are discussing various activities in support of National Community Health Center Week, to raise awareness.
- She stated at the last meeting, the Board approved a grant request for additional supplemental funding, \$60,000.00 for UDS improvements, and that it was submitted on time, thanks to Noelle Soto.
- Dona mentioned two important contracts. One was the Touro University of California contract, effective July 1, 2022, and was renewed for three (3) years. With the new contract it is expanded to include Physician Assistants (PAs), Nurse Practitioners (NPs), and Pharmacists. The other was the Greg Facktor contract. They are consultants in the FQHCs. They will be providing direction and support for the Needs Assessments, the Operations Site Visit (OSV) preparation and the OSV audit in 2023. They will be working with the Board Members and the FHS staff.
- Dona stated internally, thanked all the Board Members and stakeholders, who attended the FHS Town Hall All Staff Meeting on June 9, 2022. Their support was appreciated by the FHS staff, and after the meeting, staff shared their appreciation of Board Member attendance. The next Town Hall is scheduled in December and the hope is to meet in person.

ii) Operational Dashboards

- Dona didn't provide metrics this month as in the past and mentioned they are reworking the operational metrics and hope to present an improved version of the metrics in the future and include Call Centers, Referrals, Revenue Cycle and Front Desk metrics. The dashboards would also include analysis data, but currently these are works in progress. These might be presented possibly at the next meeting or in August.
- Dona announced that although a new EHR is being pursued, they were working on improvements of the current EHR, NextGen. Two (2) weekends ago, there was a QA work party, to work on the move of the servers up to the Cloud. She mentioned that after they moved the servers up to the Cloud, they would be doing major upgrades, and the hope was to move to implement a patient portal.



**County of Solano
Community Healthcare Board
DRAFT**

- b) Staffing Update – Toya Adams
 - i) Toya mentioned that there were no new staff onboarded since the last meeting.
 - ii) She mentioned there were two (2) Clinic Registered Nurses in background. They would be holding interviews on June 16th for a 0.5 part time Clinic Registered Nurse.
 - iii) Toya mentioned they were recruiting for a Dentist Manager, and the first round of interviews were scheduled on June 24th.

7) Operations Committee Update Reports

- a) Hiring Credentialing Update – Niccore Tyler
 - i) Credentialing – Niccore mentioned that the Credentialing Team were very busy, with two (2) Clinic RNs, one (1) Clinic RN Senior, pending one (1) application for a Touro OMM for PHC review, scheduled July 13, 2022, and close to completing credentialing for a Touro Pharmacist. She mentioned there were three (3) Touro providers expected in November 2022.
 - ii) Recredentialing – She mentioned two (2) were approved by PHC (Touro Dr. Wagner and NP Hanna Crowl). There is one (1) Touro provider pending review by PHC and two (2) are in the process of re-credentialing.
 - iii) Sanction Screening – She stated they ran sanction screenings on all 217, FHS Clinic staff and there were no sanctions.
- b) Review Strategic Plan (3-Year Cycle) – Dona Weissenfels
 - Dona reminded the whole document would be reviewed and updated with the help of Greg Facktor.
- c) Request for QI/QA Evaluation and QI/QA Plan Presentation to be deferred until the September 21, 2022, Meeting – Dr. Michele Leary
 - Dr. Leary explained to the Board that because the QA/QI relied heavily on data received by outside sources and other entities, it was requested the topic be deferred until the September meeting.
 - i) **ACTION ITEM:** The Board will consider approval of the deferment of the QI/QA Evaluation and QI/QA Plan Presentation, to the September 21, 2022, Meeting

Motion: The Board will consider approval of the deferment of the QI/QA Evaluation and QI/QA Plan Presentation, to the September 21, 2022, Meeting

Motion by: Don O’Conner and seconded by Tracee Stacy

Discussion: None

Ayes: Ruth Forney, Mike Brown, Anthony Lofton, Gerald Hase, Don O’Conner, Tracee Stacy, and Brandon Wirth

Nays: None

Abstain: None

Motion Carried.



**County of Solano
Community Healthcare Board
DRAFT**

8) Unfinished Business

- a) Credentialing Privileging Policy and Procedure Update – Dona Weissenfels and Cheryl Esters
 - There was no update.
- b) HIPS/HIPAA Training – This training will be scheduled to be presented to the Board, after new members are added to the Board.
- c) Confidentiality Form - This form will be presented and distributed to the Board Members and must coincide with HIPAA Training.
- d) Community Healthcare Board Self-Assessment Form – It was decided by the Board at the April 20, 2022, meeting to be reviewed and revised by the Board.

9) Board Member Comments

- a) Board Member Katrina Morrow submitted her resignation, to Chair Ruth Forney, on June 6, 2022, via email
 - i) **ACTION ITEM:** The Board will consider acceptance of the resignation of Board Member Katrina Morrow

Motion: The Board will consider acceptance of the resignation of Board Member Katrina Morrow

Motion by: Anthony Lofton and seconded by Don O’Conner

Discussion: None

Ayes: Ruth Forney, Mike Brown, Anthony Lofton, Gerald Hase, Don O’Conner, Tracee Stacy, and Brandon Wirth

Nays: None

Abstain: None

Motion Carried.

b) Board Member Recruitment Status and Strategy

- Chair Ruth Forney stated that with the new appointment of a new Board Member and the resignation of a Board Member, recruiting was still ongoing. She also stated she would continue to reach out for potential board members.
 - Dona mentioned that FHS staff have been reaching out to clinic patients.
 - Dr. Leary, noted that the medical assistants have been sending out letters to patients.
- c) National Association of Community Health Centers (NACHC), 2022 Community Health Institute (CHI) & Expo Conference, scheduled August 28-30, 2022, in Chicago, Illinois.
 - i) **ACTION ITEM:** The Board will consider approval of [board member(s)] to attend the NACHC 2022, CHI & Expo Conference
 - Ruth mentioned the conference and gave some insight on what she experienced in past conferences, she attended.



**County of Solano
Community Healthcare Board
DRAFT**

Motion: The Board will consider approval of Chair Ruth Forney to attend the NACHC 2022, CHI & Expo Conference

Motion by: Anthony Lofton and seconded by Gerald Hase

Discussion: There was discussion among the board members who to send and the only one interested was Chair Ruth Forney. Also discussed was funding for travel for the event to attend in person, in Chicago, Illinois and Nina Delmendo, with Fiscal verified there was funding available. It was also recommended by the Board to also send someone from FHS and it was decided that Dona Weissenfels would attend.

Ayes: Ruth Forney, Mike Brown, Anthony Lofton, Gerald Hase, Don O'Conner, Tracee Stacy, Brandon Wirth and Sandy Whaley

Nays: None

Abstain: None

Motion Carried.

10) Board Member Comments

- Chair Ruth Forney mentioned National Health Centers Week August 7-13, 2022, and asked Board Members to think about suggestions to celebrate it in the community. She thought maybe there could be an open house for the public, as an example.
- Chair Ruth Forney planned to meet with Dona and Dr. Matyas as plans for the National Health Centers Week comes together, to possibly ask for donations within the community to support the celebration. She suggested we should reach out to Kaiser.

11) Parking Lot (These items are postponed, until further notice.)

- a) Compliance Training and Robert's Rules Review
- b) Health Center Marketing Campaign & Website Design

12) Next Community Healthcare Board Meeting (virtual)

DATE: July 20, 2022
TIME: 12:00 p.m.
TO JOIN Telephone Conference Call:
Dial: 1-323-457-3408, Conference ID: 446 778 066# (announce your name)
Teleconference: Contact the Clerk: 707-784-8775

13) Adjourn

Meeting was adjourned at 1:30 p.m.

Handouts:

- 2022 CHI & Expo Conference Information

Call Center Stats 2022
Calls Appts

Time- HH:MM:SS

Month	Total Presented Calls	Total Call Handle	% Handled	Total Abandon Calls	% of calls Abandon	Average Hold English	Average Hold Spanish	Calls Abandon Max Time English	Calls Abandon Max Time Spanish	Appointments Scheduled by Call Center
Jan-2022	10332	8569	83.00%	1761	17.00%	00:03:24	00:04:44	0:04:18	0:29:30	2,628
Feb-2022	8303	7171	86.30%	1132	13.70%	00:03:56	00:05:36	0:34:56	0:40:16	2,199
Mar-2022	9513	8215	86.40%	1298	13.60%	00:02:23	00:02:17	0:34:57	0:24:50	2,625
Apr-2022	8460	7158	84.60%	1302	15.40%	00:04:26	00:06:52	1:51:16	1:32:09	1,764
May-2022	9039	7001	77.00%	2037	23.00%	00:04:24	NA	0:29:22	NA	1,692
Jun-2022	9533	6965	73.00%	2568	27.00%	01:44:07	NA	1:29:52	NA	2,392
Jul-2022										
Aug-2022										
Sep-2022										
Oct-2022										
Nov-2022										
Dec-2022										
								Ave # of Apt Sched each moth		2216.67