



HEALTH CARE CENTERS

PUBLIC HEALTH DEPARTMENT
SANTA BARBARA COUNTY

Health Center (HC) Board Minutes May 27, 2020

The Health Center Board met via Go To Meeting.

Present: Consumer Members: Lee Herrington (Co-Chair), Stephen Ferrara, Filipo Chappelle, Wm. Cynthia Guerrero, Celia Lee

Community Members: Skip Szymanski (Chair) Emily Casarez, Sylvia Barnard, Arianna Castellanos, Jason Prystowsky

Non-Voting Member: Douglas Metz, Health Center Executive Director

Staff: Kendall Johnston, Paola Hurtado, Dana Gamble, Elvia Lopez, Jeanette Gumber, Suzanne Jacobson, Polly Baldwin, Melissa Gomez

Guests/Speaker: None

Agenda Items

I. Call to Order

Meeting was called to order by Chair Szymanski at 12:03pm.

II. Review and Approve Minutes from the April 22 Meeting

The April minutes were omitted from the May Board packet of materials and thus tabled for the June 24 Board Meeting.

III. Roll Call, Sign In and Quorum Established.

Chair Szymanski requested the virtual attendees do a roll call and verified that a quorum was established.

IV. Public Comment: None

V. Old Business: None

VI. New Business:

1. Quarterly Patient Satisfaction Report-Mr. Gamble

Mr. Gamble provided a brief overview of the Quarter 1 (January – March 2020) Patient Satisfaction results from Crossroads. The categories with the highest score are: Provider Listening, Provider Addressed Concerns and Reception Staff Courtesy and helpfulness. There was a 12.4% increase from the previous quarter for patients who required specialty appointments. The categories where there is room for improvement are: Provider Wait Time, Appointment Wait time and Pharmacy Satisfaction. There was a 0.6% decrease of patients who are “Very Likely” to return, and a decrease of 3.5% of those who are “very likely” to refer the health centers to others. Health Center Administrators will be reviewing the data specific to their locations so as to identify areas for improvement.

2. FY 20-21 Budget-Ms. Jacobson

Due to time limitations, Ms. Jacobson presented the FY 20-21 Budget prior to item VI.2 on the agenda. The FY 20/21 recommended budget reflects an increase of 1.5% or \$931,789 from the FY 19/20 adopted budget. This increase is in anticipation of revenue changes from a variety of sources: Medicaid/Medicare (+\$784,000 for increased visits by covered patients), Local Funds (+\$907,000 due to higher overhead costs), ADAP (+\$274,000 for increased amount of AIDS drugs at HCC pharmacies), Pharmaceuticals (-\$1,800,000 due to lower volume of use) Salaries & Benefits (+\$1,900,000 for increases in salary, retirement and health insurance rates), and Malpractice Insurance (-\$227,000 for lower premiums)

Dr. Prystowsky motioned that the Board approve the FY 20-21 Budget as presented; Mr. Chapelle seconded.

Motion Carried Unanimously.

3. HRSA COVID Grants-Dr. Metz

Dr. Metz discussed this new item after Ms. Jacobson finished her new item out of order from the agenda. HRSA awarded the Santa Barbara County Health Care Centers one-time supplemental funding support under the CARES act total of \$1,608,271 (\$78,502 on March 19; \$1,053,665 on April 3; and \$476,104 on May 5)

Dr. Prystowsky motioned that the Board approve the HRSA COVID grants as presented; Mr. Chapelle seconded.

Motion Carried Unanimously.

VIII. Standing Reports:

1. April 2020 Financial Report-Ms. Jacobson

Ms. Jacobson provided the April 2020 financial report directly after her budget presentation prior to item VI.2 on the agenda. The month of April saw a deficit of \$367,750 with revenue coming in underbudget in the Medicaid/Medicare and Local/State Funds sections. Expenditures for the month were all underbudget with the exception of Personnel/Benefits which was overbudget by \$60,220. The Health Centers have done a good job at their efforts to see more patients with social distancing to keep staff and patients safe, but we are seeing the impacts of the COVID-19 response activities as the year-to-date deficit grows.

Mr. Herrington motioned that the Board approve the April monthly financial report; Ms. Lee seconded.

Motion Carried Unanimously.

2. Policy Review Committee

There were 19 policies for review during the month of May and Mr. Herrington reported that they all were deemed appropriate by the policy review committee.

Mr. Herrington motioned that the policies presented in April be approved by the Board; Ms. Casarez seconded.

Motion Carried Unanimously

3. Provider Appointments-Dr. Baldwin

Dr. Baldwin briefly reviewed the list of providers that she and Mr. Herrington had reviewed this month, as they are all existing providers and have never had any issues during their time with Public Health.

Dr. Prystowsky motioned that the Board approve the providers listed for re-appointment; Mr. Herrington seconded.

Motion Carried Unanimously.

4. Quality Measures Report-Ms. Gomez

Ms. Gomez reported briefly on the performance measures as of April 30 2020 which also reflect anticipated decreases due to COVID-19:

Diabetes Control/A1C: hovering just under the goal at 68.47%

Asthma with Controller Medication: Exceeded goal and this measure will be retired from the grant reporting requirements for the next cycle.

Hypertension: remains fairly stagnant at 55.45%

Depression Screening: Aside from a slight decrease in the past month, there has been a huge improvement, most likely the result of updated policies, training and workflows.

Breast Cancer Screenings: This measure has been struggling over the years and even though there has been a 6% improvement in the last year, this measure has dipped due to limited visits/cancellations due to COVID.

Patient Satisfaction (Wait time): In line with the national average at 82.3%

5. Executive Director's Report-Dr. Metz

Dr. Metz referred the Board to his monthly report and extended his gratitude for Jeanie Sleigh for serving as the Operations section chief during the PHD's COVID Response. Highlights from the month include the continuation of virtual office visits/telemedicine and clinic staff supporting the COVID response efforts in the various sections of the operations center.

6. COVID19 Update-Dr. Metz

Dr. Metz referred the attendees to the PublicHealthSBC.org website for daily updates on COVID in the county.

VII. Member Announcements:

Dr. Prystowsky provided the following comment during the virtual meeting: *"Speaking as a clinician who is very familiar with the global impact of this pandemic. I would like to go on the record praising the excellent leadership of our SBCPHD Clinics. FQHCs around the country are struggling. The leadership, clinicians, and ancillary staff deserve all of our praise in keeping our community healthy. A true measure of the character of the people in our clinics."*

Dr. Prystowsky motioned that the Board vote to complement the Public Health Department and its employees for their work during the COVID19 pandemic; Ms. Guerrero seconded.

Motion Carried Unanimously.

VIII. Adjournment

Meeting was adjourned at 1:14pm