



# HEALTH CARE CENTERS

PUBLIC HEALTH DEPARTMENT  
SANTA BARBARA COUNTY

## Health Center (HC) Board Minutes February 26, 2020

The Health Center Board met in Room C101/102 at the Santa Barbara Public Health Administration building.

**Present: Consumer Members:** Lee Herrington (Co-Chair), Stephen Ferrara, Filippo Chappelle, Wm. Darrel Gardner, Cynthia Guerero, Celia Lee, Richard Osbourne

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

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

**Staff:** Kendall Johnston, Paola Hurtado, Elvira Briones-Arellano, Dana Gamble, Elvia Lopez, Jeanette Gumber, Michael Camacho-Craft (by phone), Jeanie Sleigh, Van Do-Reynoso, Suzanne Jacobson, Polly Baldwin

**Guests/Speaker:** Shantal Hover-Jones

### Agenda Items

#### I. Call to Order

Meeting was called to order by Chair Szymanski at 12:04pm. For the benefit of the Board members absent from the January meeting, Dr. Metz re-introduced Jeanette Gumber as the new Administrator for the Carpinteria Health Center.

#### II. Review and Approve Minutes from the January 22, 2020 Meeting

There were no requested revisions to the January meeting minutes. There were no public comments.

Mr. Chapelle motioned that the minutes from the January 22, 2020 meeting be accepted by the Board; Mr. Herrington seconded.

**Motion Carried Unanimously.**

[Ms. Lee joined the meeting at 12:08 pm]

#### III. Roll Call, Sign In and Quorum Established.

Chair Szymanski verified that a quorum was established.

#### IV. Public Comment: None

#### V. Old Business:

##### 1. Annual Health Center Board By-Laws Review and Approval-Mr. Gamble

Mr. Gamble discussed the move from using Robert's Rules of Order for guiding the by-laws to Rosenberg's rules of order. The suggestion for the change was suggested by County Counsel as the HC Board operates at a lower level of government, therefore making it a more appropriate to use the Rosenberg model. As there was a quorum established at the meeting, the need for two-thirds Board approval was negated. There were no public comments.

Mr. Chapelle motioned that the Board approve the changes in the Health Center Board by-laws; Mr. Ferrara seconded.

**Motion Carried Unanimously, with one member not present during the vote.**

[Dr. Prystowsky joined the meeting at 12:15pm]

## **VI. New Business:**

### **1. Tobacco Prevention Program Presentation-Ms. Hover**

Ms. Hover, program coordinator for the Tobacco Prevention Program at Public Health, introduced herself to the HC Board and began her presentation about the County's Cannabis Education Program. It is a fairly new program that began in January 2019 with funding from the SBC Board of Supervisors. The limited science-based research shows that children and adolescents, pregnant women or those who are breastfeeding are at risk for negative health outcomes, so the program is targeted to those groups. The program slogan is "talk early, talk often" to encourage education about the potential risks for the three at-risk groups. The media campaign for the cannabis program was in focus with State provided materials and data has returned showing that over \$163,303 unique social media accounts viewed the material from May to December 2019 and that impressions reached a total of 3.6 million views. Ms. Hover shared that the next steps for the program will include increased community collaboration and partnership. Information handouts in both English and Spanish were made available to the attendees and she encouraged anyone with questions to email her directly or visit LetsTalkCannabisSBC.org. There were no public comments.

[Ms. Do-Reynoso joined the meeting at 12:16 pm]

### **2. Review of Customer Satisfaction Survey Results-Mr. Gamble**

Mr. Gamble shared the 2019 Year-End summary of the patient satisfaction and experience survey. Patients are contacted within 1-3 days of their appointment to provide input (in English and Spanish) on their experience with different aspects of the health center. Overall satisfaction showed an increase of 4.4% with the Santa Maria Health center leading over the others. However, the loyalty intentions of patients who are "very likely" to return again declined by 3.4%. Mr. Gamble reminded the Board that whenever an unsatisfactory survey result is obtained, the Health Center Administrator contacts the patient directly to resolve any topics and gather additional information so as to correct the issue in the future. It was noted how astounding PHD is to have these levels of patient satisfaction for a Federally Qualified Health Center, as these are compared to other FQHC's on the state and national level.

[Mr. Osbourne joined the meeting at 12:32 pm]

## **VIII. Standing Reports:**

### **1. Monthly Financial Report and Annual and Single Audit Reports-Ms. Jacobson**

Ms. Jacobson started her presentation with the financial and single audits, which is consistent with previous years. Per HRSA, an independent financial audit is required to be performed each year, which for the County is called the "Comprehensive Annual Financial Report (CAFR)". In addition, a corrective action plan is required to be completed and taken to the HC Board if any weaknesses are identified. The CAFR is compiled using the entire Public Health Department financial information because HRSA does not require a separate audit of only the Health Center programs. The County uses Brown Armstrong, CPAs to perform this audit and the HC Board presentation was reviewed and approved by the County Auditor Controller's office prior to being brought before the Health Care Center Board.

The Single audit is a separate audit of federal awards which includes the Affordable Care Act grant for new and expanded services as well as a consolidated Health centers grant. These two grants amount to \$2,048,210 million in federal funding identified in the Single Audit report.

There were no material or reportable issues found, negating the need for a corrective action plan. There were no public comments.

Ms. Jacobson continued on with the monthly financial report for January 2020, which is showing some improvement, but PHD is hopeful to be able to rally and increase patient visits in the springtime months so that they can close the year in June with a balanced budget. Currently the gap between revenue and expenditures is 4.5%, which is not uncommon. Medi-Cal and Medicare, Local/State Funds and the federal 330 grant funds are showing negative revenue variances. Positive revenue variances are evident with Self-Pay/HAP due to an increase volume of family planning health access (mostly in North county) and ADAP due to increased amounts of HIV/AIDS prescription drugs being distributed by the County's pharmacies. Expenditures highlights include positive variances for salaries and benefits, pharmaceuticals and indirect costs. Physician fees are over budget due to the use of contracted physicians filling in vacancies. Additionally, other office expenditures are over

budget as PHD has caught up on payment for the monthly maintenance of the Ochin EPIC Electronic Health Record software.

Mr. Chapelle motioned that the HC Board 1) approve and accept the FY 18-19 Independent and Financial Audit and the continued use of Brown Armstrong, CPAs and 2) approve the January 2020 monthly financial report; Mr. Gardner seconded.

**Motion Carried Unanimously.**

[Ms. Castellanos excused herself from the meeting at 12:46 pm]

## **2. Policy Review Committee**

Ms. Casarez motioned that the HC Board approve and accept the 34 policies presented to the policy review committee in February; Mr. Herrington seconded. There were no public comments.

**Motion Carried Unanimously.**

## **3. Provider Appointments-Dr. Baldwin**

Dr. Baldwin briefly reviewed the list of providers due for reappointment, as they all have been working at the Health Care Centers previously. There were no public comments.

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

**Motion Carried Unanimously.**

## **4. Quality Measures Report-Dr. Baldwin**

Dr. Baldwin presented the January updates to the quality measures in Ms. Gomez' absence and explained to the Board the difference of the lines on each of the measure graphs. Most notably, the asthma measure is very close to meeting the benchmark by less than 1 percent. The depression screening and intervention measure also saw slight progress from 2019. The hypertension measure was identified as being difficult to assess, as it depends on the patient to eat well and exercise and the physician being able to prescribe the appropriate level of medication needed. It is also difficult to gather data for the mammography measure as they are not a pleasant procedure and have to be outsourced and the results reported back to PHD. Dr. Baldwin ended the report with gratitude for the consumer members offering their input to these measures, as they have a direct impact on which measures that PHD should be focusing on. There were no public comments.

## **5. Executive Director's Report-Dr. Metz**

Dr. Metz began his report with a message of gratitude to the Board members for being present and participating, despite their busy lives. Although the announcement should technically wait until the March Board meeting, Dr. Metz was happy to announce that the HRSA SAC grant that was submitted in September 2019 has been approved through 2023. Also, in January, over 50 employees from the health care centers attended a human trafficking training in Santa Maria so as to be on the lookout for patients who may be experiencing it.

Additionally, the Patient-Centered Medical Home (PCMH) coordinator has been working diligently to reapply for PCMH status at the Franklin and Carpinteria Health Care centers. Dr. Metz directed attention to the clinical operational measures report for all sites and patient visit trending graph as they show a positive improvement from the previous month. No show rates do not include outliers such as the behavioral health specialist and remain well under the national average.

Lastly, Dr. Metz announced that Elspeth Mills, PsyD, came on board at the Franklin Health Center to provide behavioral health services. With this addition, now there is a behavioral health specialist at each Health Center to help with integration into primary care and warm handoffs. There were no public comments.

## **6. Minding the Gap Discussion-All**

Due to time constraints, the Board members verbally agreed to table the standing discussion item until the March 25 meeting.

## **VII. Member Announcements**

Ms. Casarez announced that with the 2020 Census coming up on April 1, 2020, that the Lompoc Valley Health Organization will be doing outreach specifically targeted toward seniors so that they protect their private information online. Additionally, in the 2010 Census, less data from the Lompoc and Isla Vista communities was collected. Ms. Casarez provided handouts for any attendees to take with them. Chair Szymanski added that that the Santa Barbara Housing Authority will also be engaging in community outreach and that Census takers can be paid up to \$21/hour if any of the attendees are interested.

Chair Szymanski also announced that the Housing Authority participated in the ribbon cutting ceremony at Johnson Court, a multi-unit housing development for homeless veterans. The next event will be on March 26, 2020 for the ribbon-cutting ceremony for the newly constructed senior housing units at the Gardens on Hope.

## **VIII. Adjournment**

Meeting was adjourned at 1:30pm