



# HEALTH CARE CENTERS

PUBLIC HEALTH DEPARTMENT  
SANTA BARBARA COUNTY

## Health Center (HC) Board Minutes March 31, 2020

The Health Center Board met via Go To Meeting.

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

**Community Members:** Skip Szymanski (Chair) Emily Casarez, Arianna Castellanos,

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

**Staff:** Kendall Johnston, Paola Hurtado, Dana Gamble, Elvia Lopez, Jeanette Gumber, Michael Camacho-Craft (by phone), Suzanne Jacobson, Polly Baldwin, Melissa Gomez

**Guests/Speaker:** None

### Agenda Items

#### I. Call to Order

Meeting was called to order by Chair Szymanski at 12:06pm.

#### II. Review and Approve Minutes from the February 26, 2020 Meeting

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

Mr. Chappelle motioned that the minutes from the February 26, 2020 meeting be accepted by the Board; Mr. Gardner seconded.

**Motion Carried Unanimously.**

[Ms. Lee joined the meeting at 12:11 pm]

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

Chair Szymanski verified that a quorum was established.

#### IV. Public Comment: None

#### V. Old Business: None

#### VI. New Business:

##### 1. The Virtual Meeting

As this is the first virtual meeting of the Health Center Board, Dr. Metz encouraged the Board members to provide feedback about how the virtual meeting, especially any barriers to joining or improvements. There were no public comments.

#### VIII. Standing Reports:

##### 1. Monthly Financial Report -Ms. Jacobson

Ms. Jacobson presented the February financial report and began her presentation with some good news-PHD saw its first positive bottom line of the fiscal year. As of February 29, PHD is at 92.7% Year-to-date on revenue and 92.2% on expenditures. Revenue highlights include positive variances in self-pay (HAP) revenue as well as ADAP. For expenditures, PHD is underbudget in personnel/benefits due to vacancies and underbudget in pharmaceuticals due to a lower volume of prescriptions being filled. However, Physicians fees are overbudget due to the use of contractors filling those staff vacancies. Data processing expenses are over budget both in month and fiscal year-

to-date as the quarterly expenses are posted in the middle of the quarter; this will fix itself next month. There were no public comments.

Mr. Herrington motioned that the HC Board approve the February 2020 monthly financial report; Mr. Gardner seconded.

**Motion Carried Unanimously.**

## **2. Policy Review Committee-Tabled**

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

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

Mr. Herrington motioned that the Board approve the aforementioned providers for re-appointment; Ms. Lee seconded.

**Motion Carried Unanimously.**

## **4. Quality Measures Report-Tabled**

Ms. Gomez mentioned briefly that there had been no significant changes to the quality measures from the last month.

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

Dr. Metz began his report with announcing that the HRSA Service Area Competition (SAC) grant was approved for another 3-year period. Fast-Forward to the patient volume report: even though February is a short month, patient volume has increased as a direct result of the input from the Board members. The Lompoc and Franklin health centers both had a 13% increase from the previous month and Santa Maria saw an 18% increase, resulting in a total 8% increase in patient volume overall. Dr. Metz provided a preview of the March 2020 data, stating that the first 2 weeks were right on target before the DOC opened to the COVID-19 response. The clinics are currently seeing 45-60% of the normal volume of patients during the pandemic and paring visits down to urgent and essential only. Other routine visits are being rescheduled for phone and telehealth visits.

In addition to the improved volume of patient visits, the clinical operational measures report shows an average of a 12% no-show rate, which is remarkable considering the national average is 15%. Additionally, the average time to schedule a "third next available" appointment is down to 7 days, well below the benchmark of 14 days. There were no public comments

## **VII. Member Announcements**

Ms. Casarez expressed her appreciation for all that Public Health has been doing in for the COVID-19 response and the next LVCHO newsletter will include promotion of Public Health services to their recipients.

## **VIII. Adjournment**

Meeting was adjourned at 12:45pm