

**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

108



FROM: Riverside University Health System/Community Clinics

SUBMITTAL DATE:
June 15, 2016

SUBJECT: Appointment of Members to the FQHC Community Health Center Board
[Districts: All] Total Cost: 0]

RECOMMENDED MOTION: That the Board of Supervisors:

- 1) appoint Dolores Enriquez (Health Representative – Don Schroeder Rubidoux Family Care Center) to the Community Health Center Board to fill vacancy created by Charles Goldstein; for term of February 2016 until February 2018;
- 2) appoint Barry Corindia (Health Representative – Indio Family Care Center) to the Community Health Center Board to fill vacancy created by Twila "Rochelle" Klock; for term of March 2016 until March 2018
- 3) appoint Steven Sims (Health Representative – Palm Springs Family Care Center) to the Community Health Center Board to fill vacancy created by Glen Klock; for term of March 2016 until March 2018.
- 4) Appoint Priscilla Romero (Health Representative – Don Schroeder Rubidoux Family Care Center) to the Community Health Center Board to fill vacancy created by Larry Ruschell; for term of June 2016 until June 2018;

Continued Page 2


Zareh H. Sarrafian
Assistant CEO – Health System

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost:	POLICY/CONSENT (per Exec. Office)
COST	\$ 0	\$	\$	\$	Consent <input checked="" type="checkbox"/> Policy <input type="checkbox"/>
NET COUNTY COST	\$ 0	\$	\$	\$	
SOURCE OF FUNDS: N/A				Budget Adjustment: Type Text Here	
				For Fiscal Year: Type Text Here	

C.E.O. RECOMMENDATION: Type Text Here

APPROVE

BY:



Christopher M. Hans

County Executive Office Signature

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Jeffries, seconded by Supervisor Ashley and duly carried, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Washington, Benoit and Ashley
Nays: None
Absent: Tavaglione
Date: July 12, 2016
xc: RUHS

Kecia Harper-Ihem
Clerk of the Board

By: 
Deputy

Prev. Agn. Ref.:

District:

Agenda Number:

2-13

- A-30
- Positions Added
- 4/5 Vote
- Change Order

Departmental Concurrence

**SUBMITTAL TO THE BOARD OF SUPERVISORS, COUNTY OF RIVERSIDE, STATE OF CALIFORNIA
FORM 11: Appointment of Members to the FQHC Community Health Center Board**

DATE:

PAGE: 2 of 2

BACKGROUND:

Summary

As a requirement of the Federally Qualified Health Center (FQHC) designation, the County must have a Community Health Center Board, which is authorized by County Ordinance. There are thirteen (13) positions on the Board of which a majority must be users of services at the Community Family Care Centers. Board members must also be broadly representative of the characteristics of the population served. The individuals in the motion have been reviewed and accepted by the Community Health Center Board.

Health Representatives:

Dolores Enriquez – Don Schroeder Rubidoux Family Care Center
Barry Corindia – Indio Family Care Center
Steven Sims – Palm Springs Family Care Center
Priscilla Romero - Don Schroeder Rubidoux Family Care Center

Impact on Citizens and Businesses

SUPPLEMENTAL:

Additional Fiscal Information

Contract History and Price Reasonableness

ATTACHMENTS (if needed, in this order): Resignation Letters

A. BUDGET ADJUSTMENT

B. CHANGE ORDER REPORT

NUMBER	AMOUNT	PERCENT	DESCRIPTION

(Additional description and details of new change order(s) – one or two paragraphs for each.)

C. PERSONNEL CHANGE and ORDINANCE 440 REPORT



Riverside County Community Health Center Board
MEETING MINUTES
February 10, 2016

Board Members - Present

Traci Cornelius
Art Garcia, Chair
Tonya Geiger
Steven Horn, Treasurer
Debbie Lertola, Secretary
John Olson
Vicki Redding
Jaime Slayton, Vice Chair

Staff - Present

Daniel Fontoura, Executive Director
Pat Henry, Nurse Manager, East Region
Geoffrey Leung, M.D., Chief of Medical Services
Carley Linn, Chief Financial Officer
Carolyn Netti, Nurse Manager, QA
David Vargas, Admin. Svs. Manager, West Region
Patricia Kimberling, Rec. Secretary

Board Members – Absent

Tamara Martin

Guests - Present

Barry Corindia
Dolores Enriquez
Stephanie Powers
Priscilla Romero

I. Call to Order (*Art Garcia, Chair*)

Art Garcia called the meeting to order at 11:30 a.m. The meeting was held at the Riverside University Health System (RUHS) Medical Center, 26520 Cactus Avenue, Moreno Valley, CA.

A quorum was present.

II. Self-Introductions were made by all who were present.

III. Conflict of Interest Disclosure (*Art Garcia, Chair*)

In accordance with FQHC Bylaws, these meetings will continue to be open to the public, and in accordance with the Brown Act, meeting notices along with the meeting agenda are posted in a public location. *There were no conflicts of interest present.*

IV. Changes to the Agenda Packet (*Art Garcia, Chair*)

Items that need to be added to the agenda during the time of the meeting require vote and approval by the Board.

V. Adoption and Approval of Minutes— January 2016 (*Debra Lertola, Secretary*)

Traci Cornelius moved to accept the Minutes as written. John Olson seconded. The vote was unanimously approved.

VI. Policy Agenda and Status Reports

a. Administration (*Carley Linn, Executive Officer*)

- i. Carley Linn presented a recommendation of change in leadership for the overall RUHS-Community-based Care Clinics in conjunction with administrative and operations reporting to the Community Health Center Board as follows:

- Approve Daniel Fontoura as Chief Executive Director

- Approve Pat Henry as Co-Operations Officer (East Region)
- Approve David Vargas as Co-Operations Officer (West Region)

The three (3) candidates were dismissed from the room while board members reviewed their resumes and discussed qualifications. Debra Lertola moved to appoint these positions as recommended. Steven Horn seconded. The vote was unanimously approved. These leadership changes are effective commencing March 2016.

- ii. The Uniform Data System (UDS) Report will be submitted by Thursday (February 11th). Highlights of the report will be shared at next meeting.

b. Operations Department (*Carley Linn, Executive Officer*)

- i. Carley provided an outline of the shared services model between the RUHS Community-based clinics and the clinics located in the medical center. This model will include functionally centralized support teams; the Epic Electronic Health Record system will facilitate integration and cohesiveness of this plan. In-depth information will be evaluated and discussed as roll-out occurs.
- ii. Behavioral Health Integration
Social Worker (LCSW) teams will be integrated into three Community Health Center sites (to be determined).
- iii. East Region Update (*Pat Henry, Nurse Manager*):
Office Assistants will be housed at each clinic site; primarily to answer telephones and alleviate understaffing. Extended hours are in effect at Indio FCC; Wednesday-Saturday from 8:30am-7:30pm and a Women's Health Clinic at Banning FCC from 6:00pm-7pm.
- iv. West Region Update (*David Vargas, Administrative Services Manager*):
Riverside Neighborhood Health Center (RNHC) and Lake Elsinore FCC are onboarding new managers. RNHC extended hours operate Wednesday-Thursday from 8:30am-7:30pm.

c. Medical Services Department (*Geoffrey Leung, M.D., Chief of Medical Services*)

- i. Board members reviewed CVs (*on file*) of onboarding Providers: Martha Mays, N.P., Rosalie Espinosa, M.D., Ian Lowe, M.D., Kristine Nicolas, M.D., Maryam Seyedi, M.D., Tin Moe San, M.D., and Kenneth Nordlund, N.P.
Dr. Leung noted that an inclusive compensation package to facilitate provider recruitment and retention is being formulated.
- ii. In conjunction with PRIME (Public Hospital Redesign and Incentives in Medi-Cal), the Medi-Cal 20/20 Waiver Program includes an incentive tier to improve rates of measurable outcomes, dental care, a voluntary pilot program to support whole-person care at the county level, and independent studies of access to care and uncompensated care. Beginning this year, a database will be accessible for UDS metrics.
- iii. Dr. Leung discussed the importance of health center representation on the board; noting that well-rounded characteristics of members are key and critical.

d. Finance Department (*Carley Linn, Executive Officer*)

- i. Carley Linn reviewed the Mid-Year Financial Statement (*ref. handout*) and summarized main factors as follows:
 - o Supplies and Services are charged out for entire year.
 - o Gradual improvement will be in conjunction with increase of Providers
 - o Realignment monies = Sales Tax/Vehicle License Fees
 - o Cowcap amount of -\$183,000 allows for grant inclusion to recapture costs
 - o IEHP (Inland Empire Health Plan) association and support
 - o Expedient referral management of patient access to specialty care;
 - o highlighting quality care

e. Quality Management (*Carolyn Netti, Nurse Manager, QA*)

- i. Performance Improvement Plan revisions will be reviewed and recommended for approval at March meeting.
- ii. The Desert Nurse Navigator will transfer to the extended hours RN vacancy. A recruitment will be initiated to interview for replacement.
- iii. Management Team will review the nineteen (19) HRSA requirements and provide feedback explanation and clarification in a training format.
- iv. **Executive Committee** (*Art Garcia, Chair, Jaime Slayton, Vice Chair, Debra Lertola, Secretary, Steve Horn, Treasurer*)
- v. Preliminary selection of sub-committees for 2016 was determined as follows; additional selection will be completed during March meeting: (**Chair*)

*Nominating: *Lertola, Geiger*

*Finance: *Horn*

*Bylaws: *Cornelius, Olson, Redding, Garcia*

*Membership: *Slayton, Garcia*

*Health Expo (ad hoc): *Garcia, Enriquez, Netti, Vargas, Henry*

f. Board Committees (**Committee Chairs transitional*)

Nominating

No report

Finance

No report

Bylaws

Bylaws are under review in accordance with HRSA regulations.

Membership

- i. Dolores Enriquez was dismissed from the room as the board considered her member recommendation. Debra Lertola moved to approve this appointment. Jaime Slayton seconded the motion. The vote was unanimously approved. Ms. Enriquez will serve as a Health Representative and her term will commence March 2016 to March 2018. Carley Linn administered the Oath of Office.
A Form-II for BOS appointment will be processed and filed with the Clerk of the Board by Patricia Kimberling.

Health Expo (ad Hoc)

- i. Committee members will determine date and site for this event which takes place during National Health Center Week (mid-August).

****The Chair called for a vote to accept the policy agenda as presented. Steve Horn so moved; Debra Lertola seconded. The vote was unanimously approved****

g. Board Training

No training

VII. 90 day Objective/Summary Comments (Carley Linn, Executive Officer)

- i. 2016/17 Budget
- ii. Organization Evaluation
- iii. Extended Hours Access
- iv. Epic Planning Process

VIII. Roundtable (Art Garcia, Chair)

Traci Cornelius shared information from the San Diego-based County of Community Clinics:

{February 23rd (Desert AIDS Project) and 24th (UCR)

Each event will cover the same topics of discussion, but will focus on the different services areas of Riverside County.

Corporation for Supportive Housing (CSH) will facilitate the discussions.

Open to all who serve those living and/or working in Riverside County.

No cost to attend, but registration is requested. }

Carley Linn will email the informational flyer to meeting attendees.

IX. Comments from the Public (Art Garcia, Chair)

X. Adjournment

Art Garcia thanked the Board for their participation and adjourned the meeting at 12:45 p.m.

Next Meeting

March 9, 2016 @ 11:30 AM

Riverside University Health System - Medical Center

Café Annex – 1st Floor

*Respectfully Submitted by
Patricia Kimberling, Recording Secretary
RUHS - Care Clinics
Administration.*



Riverside County Community Health Center Board
MEETING MINUTES
March 9, 2016

Board Members - Present

Traci Cornelius
Dolores Enriquez
Art Garcia, Chair
Steven Horn, Treasurer
Debbie Lertola, Secretary
Tamara Martin
John Olson
Vicki Redding
Jaime Slayton, Vice Chair

Staff - Present

Daniel Fontoura, Executive Director
Peter Lee, M.D., Medical Director, West Region
Geoffrey Leung, M.D., Chief of Medical Services
Carley Linn, Chief Financial Officer
Carolyn Netti, Nurse Manager, QA
Angela Simpkins, Executive Director, QA
David Vargas, Admin. Svcs. Manager, West Region
Patricia Kimberling, Rec. Secretary

Board Members – Absent

Tonya Geiger

Guests - Present

Barry Corindia
Steven Sims

Call to Order (*Art Garcia, Chair*)

Art Garcia called the meeting to order at 11:30 a.m. The meeting was held at the Riverside University Health System (RUHS) Medical Center, 26520 Cactus Avenue, Moreno Valley, CA.

A quorum was present.

I. Self-Introductions were made by all who were present.

II. Conflict of Interest Disclosure (*Art Garcia, Chair*)

In accordance with FQHC Bylaws, these meetings will continue to be open to the public, and in accordance with the Brown Act, meeting notices along with the meeting agenda are posted in a public location. *There were no conflicts of interest present.*

III. Changes to the Agenda Packet (*Art Garcia, Chair*)

Items that need to be added to the agenda during the time of the meeting require vote and approval by the Board.

IV. Adoption and Approval of Minutes— February 2016 (*Debra Lertola, Secretary*)

John Olson moved to accept the Minutes as written. Steve Olson seconded. Tamara martin abstained.

V. Policy Agenda and Status Reports

a. Administration (*Daniel Fontoura, Executive Officer*)

- i. Daniel Fontoura provided organization updates as follows:
HRSA (under Department of Health Services) sponsored a two day in-service conducted by an experience FQHC consultant, Cliff Portis. Mr. Portis reviewed and led discussion of the 19 point HRSA requirements. Key areas of review include: Board member composition and size, voice of the consumer, and Bylaws revision.
A HRSA site visit is slated for late August. Weekly conference calls are scheduled up to this time.

- ii. A Mission/Vision ad hoc Committee will be formed to facilitate strategic planning in fulfilling and realizing operation goals.
- iii. Future expansion of Care Clinics is planned with attention to location, size; attractiveness – priority sites are Corona, Jurupa, Banning and Hemet. Additional sites to be constructed, renovated or relocated in accordance with assessed need.
- iv. A Grant Team will be devised to work on mission/vision enhancing projects. As application process is often within a tight window, Board concurrence may require approval by Executive Board Members.
- v. Reports Menu:
 - Visits by payor source %
 - Billable visits (Graph)
 - Telephone visits by provider
 - Cycle time by clinic (Graph)
 - Number of appointments given and not given

Trends:

- Billable Visits volume is slightly edging upward
- Medi-Cal makes up ¾ of payor mix
- Number is elevated at Perris site due to absent provider
- Cycle Time goal is 60 minutes or less
- Perris site elevated appts given not given number due to absent provider; also, data is reflective of calls not patients (currently manually inputted; will be more comprehensive when EHR is implemented).

b. Operations Department (*Pat Henry, Nurse Manager, East Region and/or David Vargas, Administrative Services Manager, West Region*)

- i. East Region:
 - Preparing work flow charts to improve patient experience. Particularly in areas of: Registration, Real-time Eligibility, and Kiosks vs. Live Person Capabilities
 - Attended training provided by HRSA and noted the suggestions were extremely positive and helpful; providing a useful blueprint
- ii. West Region:
 - Preparing work flow charts as well.
 - New managers are on board at RNHC and Lake Elsinore FCC.

c. Medical Services Department (*Geoffrey Leung, M.D., Chief of Medical Services*)

- i. Dr. Leung reviewed proposed compensation/incentive package which is designed to recruit/retain providers. P4P monies will be base funds used. Negotiations are in process.
- ii. Leadership Team is conducting site rounds to identify safety issues and needs assessment.
- iii. An experimental Global Payment Program may become accessible soon. This program would assist with reimbursement for telephone visits and mobile phone texting.
- iv. 20/20 Waiver Program includes an incentive tier to improve rates of measurable outcomes, dental care, a voluntary pilot program to support whole-person care at the county level, and independent studies of access to care and uncompensated care. Dr. Leung will present on this topic at April meeting.
- v. Dr. Yoshino (provider at RNHC) has accepted a Medical Director position with IEHP; April is her last month with RUHS.

d. Finance Department (*Carley Linn, Chief Finance Officer*) (*ref. handout*)

- i. Carley Linn reviewed COWCAP justification. (*Note that prior year is added for comparison purposes*).
- ii. RUHS-Care Clinic funds be budgeted as a separate entity next Fiscal Year and will not include COWCAP.
- iii. At this time, Danny Fontoura announced that Carley Linn will be leaving the organization at the end of the month. The board members thanked and expressed appreciation to Carley for her work as CFO with FQHC-Care Clinics.

e. Quality Management (*Carolyn Netti, Nurse Manager, QA*)

- i. Carolyn reviewed Performance Improvement Palm revisions. Due to time constraint, board members will review and vote to approve at April meeting.
- ii. Carolyn proposed adding an ad hoc committee: Quality Assurance/Improvement for the purpose of approving measures, facilitating progress of objectives, and rectifying shortfalls.
- iii. Reports: (*ref handouts*)
 - Clinical Measures (Performance Improvement)
 - Chart Compliance (Performance Improvement)
 - UDS (Uniform Data System) Submission Data Graph
 - Performance Improvement Plan 2016 Revision Review and Approval

Trends:

- Exclusive Care is 10% of active patients
- UDS graph is based on random sampling
- Improvements of childhood measures include: childhood, Peds BMI, asthma, and Adult BMI
- IVD = Ischemic Vascular Disease
- Cycle Time goal is 60 minutes or less
- Perris site elevated appointment given not given number due to absent provider; also, data is reflective of calls not patients (currently manually inputted; will be more comprehensive when EHR is implemented).

f. Executive Committee (*Art Garcia, Chair, Jaime Slayton, Vice Chair, Debra Lertola, Secretary, Steve Horn, Treasurer*)

No report

g. Board Committees:

Nominating

No report

Finance

Steve Horn and Danny Fontoura will meet to review budget process.

Bylaws

No report

Membership

- i. Barry Corindia was introduced and presented as a candidate for board membership, representing Indio FCC. Steven Sims, a former FQHC CHCB board member, was introduced and presented as a potential board membership as a health representative for Palm Springs FCC. After each candidate provided a summary of their community involvement, residency, and patient experience, they were dismissed from the room. Board members discussed and considered membership committee recommendation. Jaime Slayton moved to approve these appointments. Debra Lertola seconded the motion. The vote was unanimously approved. Mr. Corindia will serve as a Health Representative and his term will commence April 2016 to April 2018. Mr. Sims will serve as a Health Representative and his term will commence April 2016 to April 2018.

Danny Fontoura administered the Oath of Office.

A Form-II for BOS appointment will be processed and filed with the Clerk of the Board by Patricia Kimberling.

Health Expo (ad Hoc)

- i. Committee members decided that Perris FCC will be the host site for this year's event.
- ii. Steve Sims noted that complimentary local television marketing may be an option to help with advertising as this event falls within government entity guidelines. In general, the group concurred that advertising ideas should be pursued to assure a good turnout.
- iii. This event will coincide with National Health Center Week (August 7-13).

****The Chair called for a vote to accept the policy agenda as presented. Debra Lertola so moved; Vicki Redding seconded. The vote was unanimously approved****

h. Board Training

No training

VI. 90 day Objective/Summary Comments (Danny Fontoura, Executive Officer)

- i. 2016/17 Budget
- ii. Organization Evaluation
- iii. Clinic Site Relocation/Renovation Evaluation
- iv. Epic Planning Process

VII. Roundtable (Art Garcia, Chair)

- ✓ Steve Sims inquired about hosting more than one Health Expo. Members of the ad hoc committee advised that this event is a sizeable undertaking with success dependent on volunteer commitment. Hopefully, with recruitment of additional assistance, this event can be expanded.
- ✓ Danny Fontoura introduced Dr. Peter Lee, Medical Director, West Region and Angela Simpkins, Executive Director, RUHS QA.
- ✓ Barry Corindia asked about volunteering opportunities and shared ways in which volunteers could enhance patient experience by serving as clinic greeters or ambassadors. Danny Fontoura will explore this idea further with the manager of Volunteer Services, Hugh Alvarez.
- ✓ Steve Sims noted that clinic entrance area, front desk, registration design could be improved to assure optimal patient flow and privacy. Dr. Lee concurred that this is a priority area that is being assessed. In addition, customer service kiosks, children's activities, and wellness modules are being evaluated for introduction at the clinic entrance/waiting room level.

VIII. Comments from the Public (Art Garcia, Chair)

IX. Adjournment

Art Garcia thanked the Board for their participation and adjourned the meeting at 1:18 p.m.

Next Meeting

April 13, 2016 @ 11:30 AM Riverside University Health System - Medical Center Café Annex – 1st Floor

*Respectfully Submitted by
Patricia Kimberling, Recording Secretary
RUHS - Care Clinics Administration*



Riverside County Community Health Center Board

MEETING MINUTES

February 10, 2016

Board Members - Present

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Art Garcia, Chair
Tonya Geiger
Steven Horn, Treasurer
Debbie Lertola, Secretary
John Olson
Vicki Redding
Jaime Slayton, Vice Chair

Staff - Present

Daniel Fontoura, Executive Director
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Carley Linn, Chief Financial Officer
Carolyn Netti, Nurse Manager, QA
David Vargas, Admin. Svs. Manager, West Region
Patricia Kimberling, Rec. Secretary

Board Members – Absent

Tamara Martin

Guests - Present

Barry Corindia
Dolores Enriquez
Stephanie Powers
Priscilla Romero

I. Call to Order (*Art Garcia, Chair*)

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IV. Changes to the Agenda Packet (*Art Garcia, Chair*)

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V. Adoption and Approval of Minutes— January 2016 (*Debra Lertola, Secretary*)

Traci Cornelius moved to accept the Minutes as written. John Olson seconded. The vote was unanimously approved.

VI. Policy Agenda and Status Reports

a. Administration (*Carley Linn, Executive Officer*)

- i. Carley Linn presented a recommendation of change in leadership for the overall RUHS-Community-based Care Clinics in conjunction with administrative and operations reporting to the Community Health Center Board as follows:

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c. Medical Services Department (*Geoffrey Leung, M.D., Chief of Medical Services*)

- i. Board members reviewed CVs (*on file*) of onboarding Providers: Martha Mays, N.P., Rosalie Espinosa, M.D., Ian Lowe, M.D., Kristine Nicolas, M.D., Maryam Seyedi, M.D., Tin Moe San, M.D., and Kenneth Nordlund, N.P.
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- iv. **Executive Committee** (*Art Garcia, Chair, Jaime Slayton, Vice Chair, Debra Lertola, Secretary, Steve Horn, Treasurer*)
- v. Preliminary selection of sub-committees for 2016 was determined as follows; additional selection will be completed during March meeting: (**Chair*)

*Nominating: *Lertola, Geiger*

*Finance: *Horn*

*Bylaws: *Cornelius, Olson, Redding, Garcia*

*Membership: *Slayton, Garcia*

*Health Expo (ad hoc): *Garcia, Enriquez, Netti, Vargas, Henry*

f. Board Committees (**Committee Chairs transitional*)

Nominating

No report

Finance

No report

Bylaws

Bylaws are under review in accordance with HRSA regulations.

Membership

- i. Dolores Enriquez was dismissed from the room as the board considered her member recommendation. Debra Lertola moved to approve this appointment. Jaime Slayton seconded the motion. The vote was unanimously approved. Ms. Enriquez will serve as a Health Representative and her term will commence March 2016 to March 2018. Carley Linn administered the Oath of Office.
A Form-II for BOS appointment will be processed and filed with the Clerk of the Board by Patricia Kimberling.

Health Expo (ad Hoc)

- i. Committee members will determine date and site for this event which takes place during National Health Center Week (mid-August).

****The Chair called for a vote to accept the policy agenda as presented. Steve Horn so moved; Debra Lertola seconded. The vote was unanimously approved****

g. Board Training

No training

VII. 90 day Objective/Summary Comments (Carley Linn, Executive Officer)

- i. 2016/17 Budget
- ii. Organization Evaluation
- iii. Extended Hours Access
- iv. Epic Planning Process

VIII. Roundtable (Art Garcia, Chair)

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{February 23rd (Desert AIDS Project) and 24th (UCR)

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Corporation for Supportive Housing (CSH) will facilitate the discussions.

Open to all who serve those living and/or working in Riverside County.

No cost to attend, but registration is requested. }

Carley Linn will email the informational flyer to meeting attendees.

IX. Comments from the Public (Art Garcia, Chair)

X. Adjournment

Art Garcia thanked the Board for their participation and adjourned the meeting at 12:45 p.m.

Next Meeting

March 9, 2016 @ 11:30 AM

Riverside University Health System - Medical Center

Café Annex – 1st Floor

*Respectfully Submitted by
Patricia Kimberling, Recording Secretary
RUHS - Care Clinics
Administration*



Riverside County Community Health Center Board

MEETING MINUTES

May 11, 2016

Board Members - Present

Traci Cornelius
Dolores Enriquez
Steven Horn, Treasurer
Debbie Lertola, Secretary
Vicki Redding
Steven Sims
Jaime Slayton, Vice Chair

Staff - Present

Daniel Fontoura, Executive Director
David Vargas, Admin Svcs Manager, West Region
Geoffrey Leung, M.D., Chief of Medical Services
Carolyn Netti, Nurse Manager, QA
Lynette Anthony, Consulting Director

Board Members – Absent

Barry Corindia
Art Garcia, Chair
Tonya Geiger
Tamara Martin
John Olson

Guests - Present

Priscilla Romero
Sylvie Umuhoza, Germane Solutions
Kristopher Vilamaa, Germane Solutions
Guillermo Gonzalez, Health Center Partners of
Southern California

Call to Order (*Jaime Slayton, Vice Chair*)

Jaime Slayton called the meeting to order at 11:30 a.m. The meeting was held at the Riverside University Health System (RUHS) Medical Center, 26520 Cactus Avenue, Moreno Valley, CA.

A quorum was present.

I. Self-Introductions were made by all who were present.

II. Conflict of Interest Disclosure (*Jaime Slayton, Vice Chair*)

In accordance with FQHC Bylaws, these meetings will continue to be open to the public, and in accordance with the Brown Act, meeting notices along with the meeting agenda are posted in a public location. Jaime Slayton reads this disclosure in its entirety

-----*There were no conflicts of interest noted*-----

III. Changes to the Agenda Packet (*Jaime Slayton, Vice Chair*)

Items that need to be added to the agenda during the time of the meeting require vote and approval by the Board

IV. Adoption and Approval of Minutes— April 2016 (*Debra Lertola, Secretary*)

Vicki Redding moved to accept the Minutes as written. Dolores Enriquez seconded. Steven Sims abstained.

V. Policy Agenda and Status Reports

a. Administration (*Daniel Fontoura, Executive Officer*) (*ref. handouts*)

i. HRSA Site Visit is set for August 29th. The general purpose is to overview compliance and performance in accordance with the nineteen program requirements for FQHCs. Danny

Fontoura noted that accreditation team representatives may speak with board members/staff on a random basis.

- ii. A detailed design of the Corona Care Clinic relocation is in preparation. A finalized plan is anticipated by the June CHCB meeting and will be placed on agenda for review/approval.
- iii. Steve Sims inquired about remodeling at other sites, Palm Springs in particular. Danny explained that the current plan to address renovation or replacement efforts is on an as/much needed basis.
- iv. FQHC designation of the Care Clinics located inside the RUHS-Medical Center will be included in a HRSA Change of Scope submission. Final plan will be presented to the Board for review.
- v. Danny discussed the Integrated Complex Care Initiative as follows:
 - Care Coordination will enhance patient management and interaction by assisting with referrals, scheduling appointments, community resources access, emergency room or post d/c follow-up
 - Care Management: A Registered Nurse will provide expertise in triaging health issues, managing chronic diseases; assisting patients with medication review, self-management goals, and clinical advice
A "Triad Model" consisting of a provider, nurse, and medical assistant is the goal ideal to facilitate all patient visits. IEHP will partner with financial support.
 - This initiative is deferred to June meeting for consideration and proposal to approve.
- vi. Introduction of Lynette Anthony, Consulting Director. Lynette manages various departments of the Riverside Medical Clinic and, in collaboration, will assist the RUHS – Care Clinics Regional Managers, Medical Services, and Metrics/Data Team with daily operations.
- vii. A Board education component will be incorporated into every meeting.
- viii. A Board retreat, tentatively planned at Rubidoux Family Care Center for July 22nd, will be in lieu of regular meeting and will overview board requirements and expectations; and to prepare for site visit.
- ix. The 2016 Sliding Fee Schedule was included as a handout. Boards members to review and plan to discuss/approve at June meeting.

b. Operations (*Pat Henry, Nurse Manager, East Region and/or David Vargas, Administrative Services Manager, West Region*)

- i. - - David Vargas reviewed/reported:

(ref. handouts-Quarterly Reports/on file)

- Visits by Payor Source % - Monthly and Year To Date
- Billable (Visits) Graph -Monthly
- Telephone Visits by Site – Provider
- Productivity Average for all (excludes Pediatrics/Dental/UCR Providers)
- Cycle Time by Clinic (Graph) – Appt. Time

Highlights:

Clinician Visits down due to reduction in Providers.

All sites are conducting Telephone Visits; have increased from March to April. The State recognizes value and quality as opposed to only volume and will compensate \$500 waiver for uninsured patients.

Appointments and Not Given are reflective of Provider availability.

Currently, data is captured manually. However, the goal is to count multiple calls from one patient as one.

LCSW (Licensed Clinical Social Worker)

- ii. LCSWs have been hired at Riverside Neighborhood Health Center and Perris
- iii. Epic training schedule is open in preparation for August Go Live.

- iv. After August 2nd (approx.), a Patient Portal will be available to obtain medical information and to email provider. Accessibility will be rolled out as patients present at their medical homes, are verified, and provided a unique code. Dolores Enriquez inquired about maintaining patient privacy and release of information. Danny and Lynette stated that RUHS Marketing is exploring ways to disseminate portal access; other medical agencies/providers can subscribe to intercommunicate. Support staff can manage and coordinate requests for release of information (ROIs)

c. Medical Services Department (*Geoffrey Leung, M.D., Chief of Medical Services*)

- i. Provider Update: Two Desert area providers are onboarding, effective mid-August. A provider is onboarding for a half-time position at RNHC. An offer is pending for a provider Perris FCC. Curriculum Vitae will be provided at next meeting.
- ii. The physician incentive package is approved and fast implementation is anticipated. Recruitment efforts and retention should be favorably enhanced.
- iii. Dr. Monica Vidal will be leaving Lake Elsinore FCC in June. IEHP is assisting with recruitment.
- iv. Physicians and Clinic Site/Administrative Managers attended a retreat to foster an ideal of working together as a high functioning, resilient team. This is based on the Toyota model with emphasis on reducing waste and inefficiency; resulting in the goal to deliver optimal care.
- v. PRIME (Medi-Cal Waiver Program) Application has been submitted with expected response in June. Steve Sims asked about any mechanism in place to receive patient perspective information. Dr. acknowledged that on-site navigators, focus groups boards, surveys, and a variety of strategies are utilized to capture such data; overall, it is a national effort. Debra Lertola asked if a patient comments section will be a part of the Epic EHR portal. Danny Fontoura confirmed, yes, it will.

d. Quality Management (*Carolyn Netti, Nurse Manager, QA*)

- i. A Nurse Navigator to fill the desert area vacancy is in recruitment.
- ii. The formation of a QA subcommittee will be implemented when meeting date is confirmed.
- iii. Carolyn Netti has met with RUHS Marketing staff to review advertisement for upcoming Health Expo (August 11, 2016 at Perris Care Clinic). The first Health Expo planning meeting will be determined.

e. Executive Committee (*Garcia-Chair, Slayton-Vice Chair, Lertola-Secretary, Horn-Treasurer*)

- i. This committee discussed the current CHCB board composition and has determined representation will consist of a county departmental staff from the RUHS Public Health, RUHS Behavioral Health and RUHS Medical Center; and one from Department of Social Services and a minimum of seven (7) health center/patient representatives, with increase of up to 25, and two community leaders. A community leader is defined as a professional or liaison (i.e. school board member, lawyer, logistics specialist) involved in community activities

and/or has an interest in health care and can provide leadership. This recommendation will be in accordance with bylaws and mission/vision.

Reference attached Meeting Minutes of this sub-committee, hereby incorporated within.

f. Board Committees:

*** = Chair**

Nominating (*Lertola, Geiger, Martin)

No report

Finance (*Horn, Corindia) (ref. handout)

- Steve Horn and Danny Fontoura reviewed the revised Budget computations. Net patient revenue does not include wraparound. Quarterly updates will be provided in accordance with county budget and FQHC allocation. Debra Lertola moved to approve the Budget, as revised; Vicki Redding seconded. The vote was unanimously approved.

Bylaws (*Cornelius, Olson, Redding, Garcia)

Traci Cornelius and Vicki Redding held a pre-meeting today to review current bylaws. Committee and ad/hoc committee recommendation:

- ✓ Executive Committee (Chair, Vice-Chair, Treasurer, Secretary)
- ✓ Nominating/Membership Committee (could also take on the role and duties of Personnel committee if needed)
- ✓ Bylaws / Mission / Vision Committee (could also take on the role and duties of Planning committee when needed)
- ✓ Finance Committee
- ✓ Quality Assurance / Performance Improvement Committee
- ✓ Health Expo Committee—Ad Hoc

Discussion also included: Organizational/Corporate Bylaws, board composition and governing board size.

Reference attached Meeting Minutes of this sub-committee, hereby incorporated within.

Membership (*Slayton, Corindia, Garcia)

- i. Priscilla Romero was presented as a board member candidate, representing Don Schroeder Rubidoux Family Care, to fill current health representative vacancy. Priscilla is retired; formerly employed with medical board and mental health entities. Ms. Romero was excused from the room. After discussion, Steve Horn moved to accept Priscilla as a board member, Debra Lertola seconded. The vote was unanimously approved. Danny Fontoura conducted the Oath of Office. Patricia Kimberling will prepare the Form-11 for approval and inclusion on the BOS agenda. Priscilla's term will be from June 2016 through June 2018.

Quality Assurance/Improvement (*Martin, Garcia, Geiger, Slayton)

- Newly established as of this date

Health Expo (ad Hoc) (Garcia, Enriquez, Slayton, Netti, Henry, Vargas)

No report

****The Vice Chair called for a vote to accept the policy agenda as presented. Debra Lertola so moved; Traci Cornelius seconded. The vote was unanimously approved****

a. Board Training

~~~~~FQHC RUHS HRSA Operational Site Visit ~~~~~

*(Presented by Kristopher Vilamaa, Director of Health Access and Sylvie Umuhoza, Senior Consultant, Health Access-Germane Consultants)*

*Powerpoint Slide Review:* Providing comprehensive information on the compliance and performance of Federally Qualified Health Center (FQHC) and; Key Expectations for site visit conducted by Review Team comprised of 3 HRSA consultants with expertise across key program requirements (clinical, fiscal, and governance/administrative); on-site audit of health center's compliance with the 19 Program Requirements.

Patricia Kimberling will email presentation to board members.

**g. 90 day Objective/Summary Comments** *(Danny Fontoura, Executive Officer)*

- *Epic implementation*
- *HRSA Site Visit*
- *Corona Family Care Center – relocation*
- *Change of Scope - Care Clinics located in RUHS-Medical Center*

**h. Roundtable** *((Jaime Slayton, Vice Chair)*

Guillermo Gonzalez, Region Director, Riverside with Health Center Partners introduced himself and stated his organization is interested in collaborations between stakeholders of FQHC designated health centers.

**i. Comments from the Public** *(Jaime Slayton, Vice Chair)*

None

**j. Adjournment**

Jaime thanked the Board and presenters for their participation and adjourned the meeting at 1:07 p.m.

**Next Meeting**

June 8, 2016 @ 11:30 AM Riverside University Health System - Medical Center Café Annex – 1st Floor

**Respectfully Submitted by**  
**Patricia Kimberling, Recording Secretary**  
**RUHS - Care Clinics Administration**