

# The County of Santa Cruz Integrated Community Health Center Commission

**Minute Taker: Mary Olivares**

Minutes of the meeting held August 14, 2024

**TELECOMMUNICATION MEETING:** Microsoft Teams Meeting - or call-in number +1 916-318-9542 – PIN# 500021499#

Attendance	
Len Finocchio	Executive Board - Co-Chair
Tammi Rose	At Large Officer
Rahn Garcia	Member
Dinah Phillips	Member
Marco Martinez-Galarce	Member
Michael Angulo	Member
Jessica McElveny	County of Santa Cruz, Health Services Manager
Amy Peeler	County of Santa Cruz, Chief of Clinics
Raquel Ruiz	County of Santa Cruz, Acting Chief of Clinics
Julian Wren	County of Santa Cruz, Admin Services Manager
Mary Olivares	County of Santa Cruz, Admin Aide
<b>Meeting Commenced at 4:01 pm and concluded at 5:03 pm</b>	
Excused/Absent:	
Excused: Christina Berberich Absent: Maximus Grisso Absent: Michelle Morton	
1. Welcome/Introductions	
2. Oral Communications:	
3. July 10, 2024, Meeting Minutes – Action Required	
Review of July 10, 2024, Meeting Minutes – Recommended for Approval. Rahn motioned to accept minutes as presented. Marco second, and the rest of the members present were all in favor.	
4. MyChart Presentation -	
Jessica gave an overview of the on-line portal, MyChart, and its multiple features, notifications, and communication options. Jessica went through the process of registering patients onto MyChart. Lastly, Jessica reported that patients have active accounts on MyChart.	
5. 340b Presentation	
Julian gave a presentation on 340b, he reported that 340B pharmacy program dispenses medications which are funded by County of Santa Cruz "Medicruz" program. Medicruz is a health care coverage program designed for uninsured residents of Santa Cruz County. He stated they contract with two pharmacies to dispense medications. The 340B program is used only for uninsured patients. Median number of dispensed medications per month is 494 this is for patients that do not have MeciCal coverage. This program allows us to purchase various medications. Julian reported the county pays a dispensing fee of \$15/\$19 fee for each medication, patient pays \$4 copay, pharmacy collects a Median of \$1,868 in co-pays per month and County pays a Median of \$7,508 in dispensing fees per month. With the aforementioned information, it was asked what is the commission's recommendation? Further thought or eliminate 340B co-pay? After some discussion within commission members, it was decided to eliminate co-pay. Len motioned in eliminating co-pay. Dinah second, and the rest of the members present were all in favor.	
6. Quality Management Update	
Raquel reported this month's quarterly quality improvement presentation Watsonville Health Center presented on no show outreach. Raquel also reported the staff satisfaction survey will be sent out in a couple of weeks and quality management committee had reviewed the survey tool. She stated they made a few revisions and added some free text. Raquel also reported we are exploring launching a call center to reduce the waiting time on the phone, she stated they are still at the early stages and will report back as this moves forward. Lastly, Raquel reported she had the patient satisfaction survey results, Mary will e-mail out to the commissioners for review.	
11. Financial Update	

Julian reported the actual revenues are at \$45,739,924.00 this includes insurance revenue, grants, and IBH revenue. Julian reported that we are 9.6 million lower in revenue than in expenditures and it's been this way since the pandemic started.

At this point Rahn made a motion to extend the meeting another 10 minutes. Tami second and the rest of members present all in favor.

Julian then reported on the following: The average monthly "billable" encounters in fiscal year 23/24 was 4,797; 424 more than previous fiscal year; Fiscal year 23/24 average monthly charges were \$2,132,202; \$190,230 more per month than previous fiscal year. Lastly Julian reported on days in AR, he stated our goal is to get to 53 days in AR by March 8, 2025, they are currently at 50 days.

#### 12. CEO Update

Amy reported COVID numbers have increased, and HPHP will be moving temporarily to the Emeline Clinic while their HVAC is installed.

Commissioners would like a report back:

- FQHC and how it fits into the services provided. How much revenue comes in from HRSA and what is the percentage of our budget?
- EHCCM/CalAim - How do we participate in the program? Are we a vendor and/or do we work with vendors?

Next meeting: September 4, 2024, 4:00pm - 5:00pm

**Meeting Location: In- Person-** 150 Westridge Drive, Suite 101, Watsonville, Ca 95076 and 1080 Emeline Ave., Bldg. Clinic. Cruz, CA 95060. Commission will connect through Microsoft Teams Meeting or call in (audio only) [+1 831-454-2222,191727602#](tel:+18314542222191727602) United States, Salinas Phone Conference ID: **191 727 602#**

Minutes approved \_\_\_\_\_ / / \_\_\_\_\_  
(Signature of Board Chair or Co-Chair) (Date)