

The County of Santa Cruz

Integrated Community Health Center Commission

MEETING AGENDA

November 6, 2024 @ 4:00pm - 5:00pm

MEETING LOCATION: In-Person – 150 Westridge, Suite 101, Watsonville, Ca 95076 and 1080 Emeline Ave., Bldg. D, Admin Conference Room, Santa Cruz, CA 95060 will connect through Microsoft Teams Meeting or call in (audio only) +1 831-454-2222,191727602# United States, Salinas Phone Conference ID: **191 727 602#**

ORAL COMMUNICATIONS - Any person may address the Commission during its Oral Communications period. Presentations must not exceed three (3) minutes in length, and individuals may speak only once during Oral Communications. All Oral Communications must be directed to an item not listed on today's Agenda and must be within the jurisdiction of the Commission. Commission members will not take actions or respond immediately to any Oral Communications presented but may choose to follow up at a later time, either individually, or on a subsequent Commission Agenda.

1. Welcome/Introductions
2. Oral Communications
3. October 9, 2024, Meeting Minutes – Action Required
4. Annual Service Area Review
5. Quality Management Update
6. Financial Update
7. CEO Update

<u>Action Items from Previous Meetings:</u> Action Item	Person(s) Responsible	Date Completed	Comments
Overview - EHCCM/CalAim - How do we participate in the program?	Mary/Amy/Raquel	10/9/2024	
Question was asked from one of the commissioners, at the 11.3 that are denied initially how many are cured within the year what Is the percentage?	Julian	10/9/2024	

Next meeting: Wednesday, December 4, 2024, 4:00pm - 5:00pm **Meeting Location: In-Person** - 150 Westridge, Suite 101, Watsonville, Ca 95076 and 1080 Emeline Ave., Bldg. D, Admin Conference Room, Santa Cruz, CA 95060. Commission will connect through Microsoft Teams Meeting or call in (audio only) +1 831-454- 2222,191727602# United States, Salinas Phone Conference ID: **191 727 602#**

The County of Santa Cruz Integrated Community Health Center Commission

Minute Taker: Mary Olivares

Minutes of the meeting held November 6, 2024

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

Attendance	
Christina Berberich	Executive Board - Chair
Len Finocchio	Executive Board - Co-Chair
Rahn Garcia	Member
Dinah Phillips	Member
Marco Martinez-Galarce	Member
Amy Peeler	County of Santa Cruz, Chief of Clinics
Raquel Ruiz	County of Santa Cruz, Senior Health Services Manager
Julian Wren	County of Santa Cruz, Admin Services Manager
Mary Olivares	County of Santa Cruz, Admin Aide
Meeting Commenced at 4:01 pm and concluded at 5:01 pm	
Excused/Absent:	
Excused: Michael Angulo Absent: Tammi Rose Excused: Maximus Grisso Absent: Michelle Morton	
1. Welcome/Introductions	
2. Oral Communications:	
3. October 9, 2024, Meeting Minutes – Action Required	
Review of October 9, 2024, Meeting Minutes – Recommended for approval. Rahn motioned to accept minutes as presented. Dinah second, and the rest of the members present were all in favor.	
4. Annual Service Area Review	
This item tabled for next month’s meeting to bring back as an action item.	
5. Quality Management Update	
<p>Raquel reported on the monthly quarterly quality improvement presentation and that the Watsonville Health Center presented on well child visits and immunization outreach. Raquel reported this project began this year, and when it started the percentile was at 48%, recently they have increased to 69%, their goal is to be above the 75% by December 31, 2024. The immunization rates in July, was at 43% and they have increased to 64%, the goal for the end of the year is to be at 75%. It was noted that intense outreach is being done by the Community Health Worker for outreach to assist in bringing these numbers up.</p> <p>Raquel also reported on Peer Review. Raquel reported they are starting something new and are reviewing complaints and grievances that have been filed. She reported there were 5 customer complaints, and all were resolved. She stated they will be rotating between all clinics. Raquel also reported that the new Risk Manager attended their meeting, and she will be joining the commission meetings on quarterly basis in the coming months.</p>	
6. Financial Update	
<p>Julian reported on the first quarter of this fiscal year. Julian reported on revenue and expenditures he reported on the varies grants that they receive, and the total expenditures are at 10.2 million. Julian reported on year to date comparisons and for FY 2025 grant draw down has increased by \$318,232, Charges for Services have increased by \$2,103,382, Misc Revenues are \$409,727 less than 2024(provider recruitment grants, and Care Based Incentives), Salary and Benefits expenses have increased by \$574,081, services and supplies have increased by \$33,210, and overall revenue vs expenses are in the negative however, this fiscal year’s deficit is \$1,009,433 lower. Julian also reported that billable visits are up as well as payments are increasing.</p> <p>Report back next couple of months: Proposition 35 - What does that mean on revenues that will be coming into the clinic system. Proposition 35 has passed which is an initiative that will direct tax revenue that come from manage care plans a 7 billion dollars a year to the providers directly. Len stated he can give an overview to the commission if interested on what the Alliance intends to do, he can give an overview on what the initiative will do and where will dollars go.</p>	

12. CEO Update

Amy reported they are worried, and they are reviewing previous information on ices and raids and how they talk to the community and prep staff.

Next meeting: December 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# United States, Salinas Phone Conference ID: **191 727 602#**

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



Health Centers Division

Integrated Health Care Commission Monthly Budget

11/6/2024

Division	HEALTH CENTERS
GLKey	(AII)
JL Key & Title	(AII)
FiscalMonth	(AII)
Object	(AII)

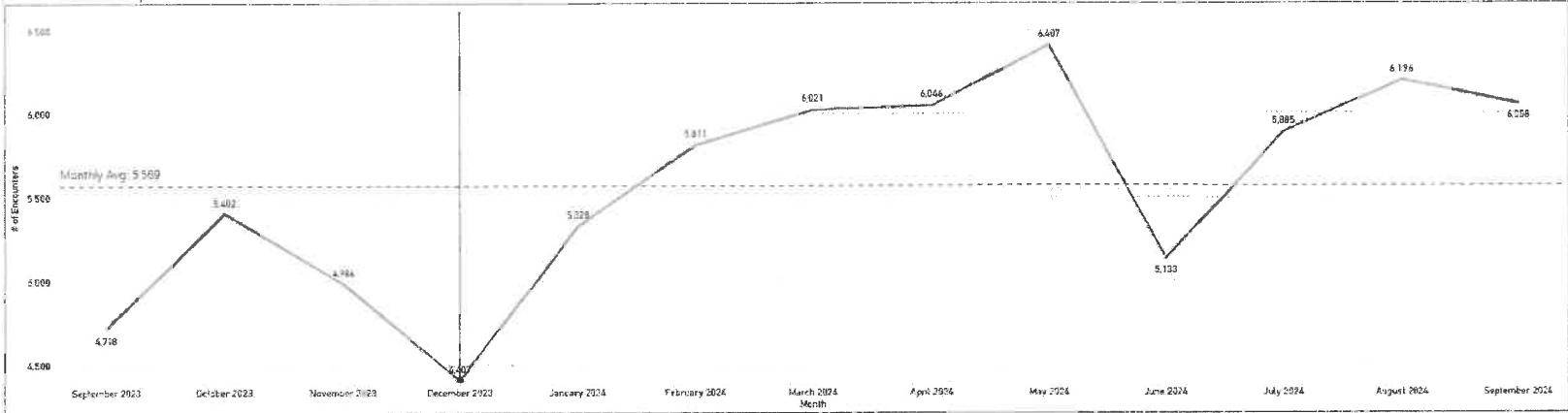
All Revenues and Expenditures are through September 30, 2024

Row Labels	Adopted Budget	Actual	Percent of Budget Used	Grant Funds Expected	Grant Titles
REVENUE	(61,118,056)	(5,964,587)	9.76%		
15-INTERGOVERNMENTAL REVENUES	(6,815,851)	(407,568)	5.98%		
40935-FED-MAA/TCM MEDI-CAL ADMIN ACT	(486,463)	(180,907)	37.19%	\$897,496	Medi-Cal Administrative Activities
40980-FED-AIDS C.A.R.E. ACT	(409,150)	0	0.00%	\$409,150	Ryan White
40996-FED-HEALTH PROGRAMS	(3,618,275)	0	0.00%	\$2,888,904	Health Resources Services Agency
41095-FED-MISC GRANTS	(13,650)	0	0.00%		
41096-FED-OTHER	(1,359,503)	(216,061)	15.89%	\$342,996	Medication Assisted Therapy Grant
41106-FED-HUD	(928,810)	(10,600)	1.14%	\$1,017,613	Housing and Urban Development Grant
19-CHARGES FOR SERVICES	(53,727,619)	(5,538,626)	10.31%		
23-MISC. REVENUES	(574,586)	(18,393)	3.20%		
42372-CONTRIBUTIONS AND DONATIONS	0	1,365	0.00%		
42380-NSF CHECKS	0	42	0.00%		
42384-OTHER REVENUE	(574,586)	(19,800)	3.45%	\$744,697	Provider Recruitments and Care Based Incentives
EXPENDITURE	60,034,314	10,269,547	17.11%		
50-SALARIES AND EMPLOYEE BENEF	36,922,899	7,465,980	20.22%		
60-SERVICES AND SUPPLIES	8,319,494	1,350,997	16.24%		
70-OTHER CHARGES	48,404	16,193	33.45%		
80-FIXED ASSETS	1,111,100	312	0.03%		
95-INTRAFUND TRANSFERS	13,632,417	1,436,064	10.53%		
Grand Total	(1,083,742)	4,304,960	-397.23%		
				\$6,300,856.00	

Year To Date Comparison

- FY 2025 grant draw down has increased by \$318,232
- FY 2025 Charges for Services have increased by \$2,103,382
- FY 2025 Misc Revenues are \$409,727 less than 2024
 - (provider recruitment grants, and Care Based Incentives)
- FY 2025 Salary and Benefits expenses have increased by \$574,081
- FY 2025 services and supplies have increased by \$33,210
- FY 2025 overall revenue vs expenses are in the negative however, this fiscal year's deficit is \$1,009,433 lower

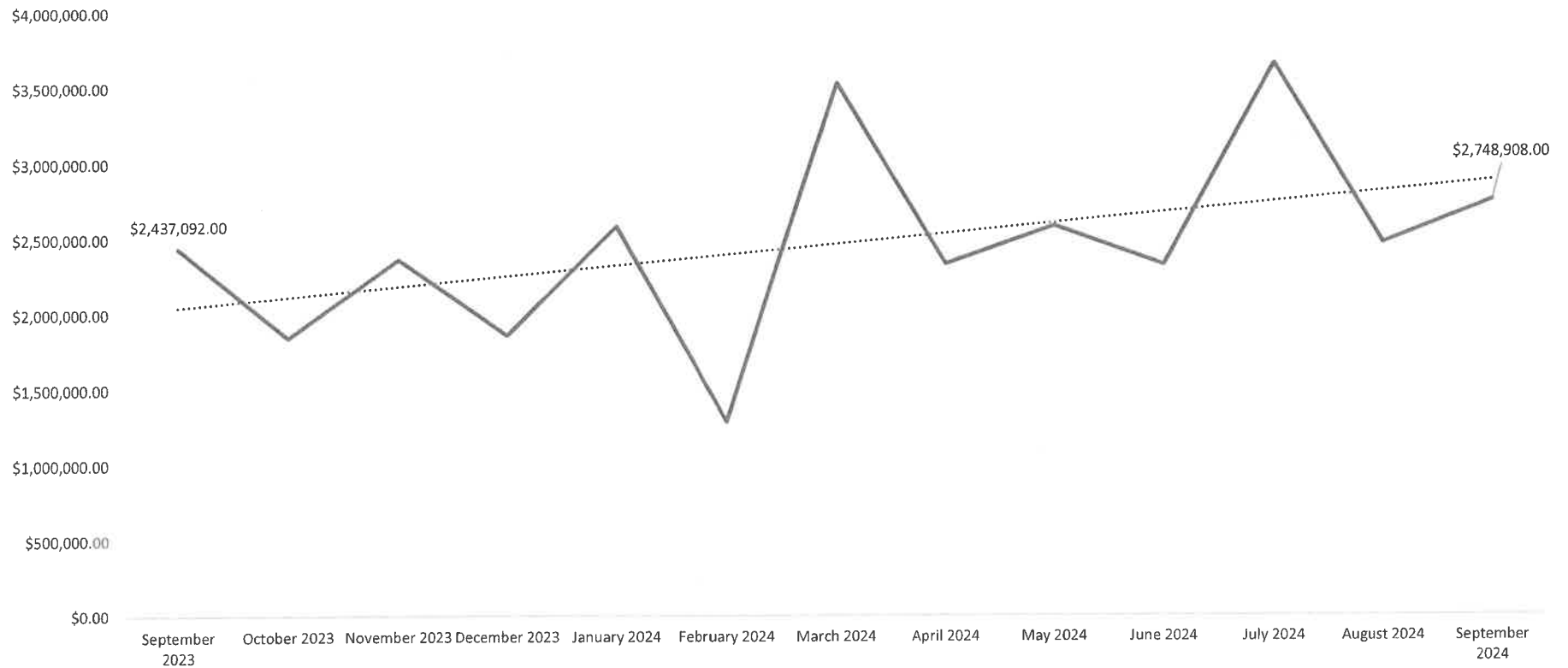
Billable Visits Sept 2023 – Sept 2024



Month/Year	Completed Encounters
September 2023	4,718
October 2023	5,402
November 2023	4,986
December 2023	4,407
January 2024	5,328
February 2024	5,811
March 2024	6,021
April 2024	6,046
May 2024	6,407
June 2024	5,133
July 2024	5,885
August 2024	6,196
September 2024	6,058

Template expansion begins

PAYMENTS



Key Points:

- Health Centers has increased our revenue
- Health Centers is performing better than previous year in most areas
- Our costs are outpacing our revenues
- There have been delays in release of grant funding which postpones our ability to draw down funding to reimburse costs
- Health Centers is steadfast in continuous process improvement
- Health Centers is examining all our cost centers to assess return on investment factoring in maximizing patient access
- We have found additional revenue streams and cost savings

Resources

- HSA Financials
- OCHIN Epic PB Revenue Management Dashboard
- OCHIN Epic PB Denial Dashboard
- OCHIN Epic Financial Cubes
- Michigan Med Advantage Dashboard

Questions?

Thank You





Health Centers Division

Quality Management Report

November 2024

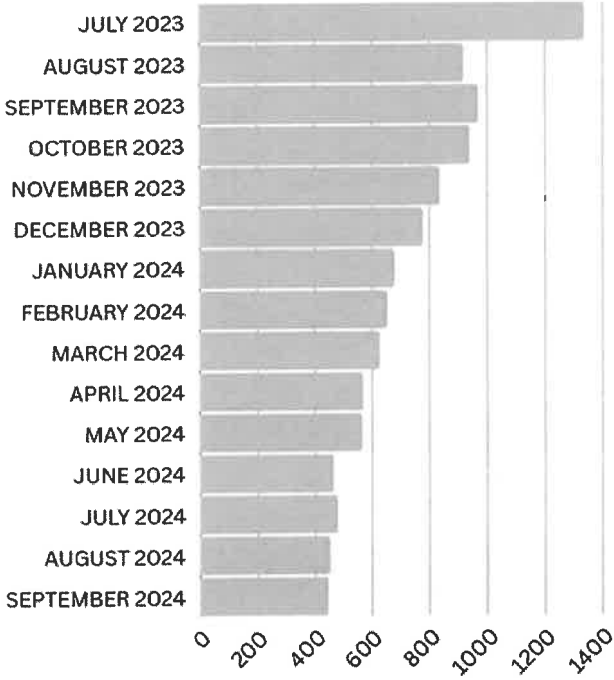


Quality Management Committee

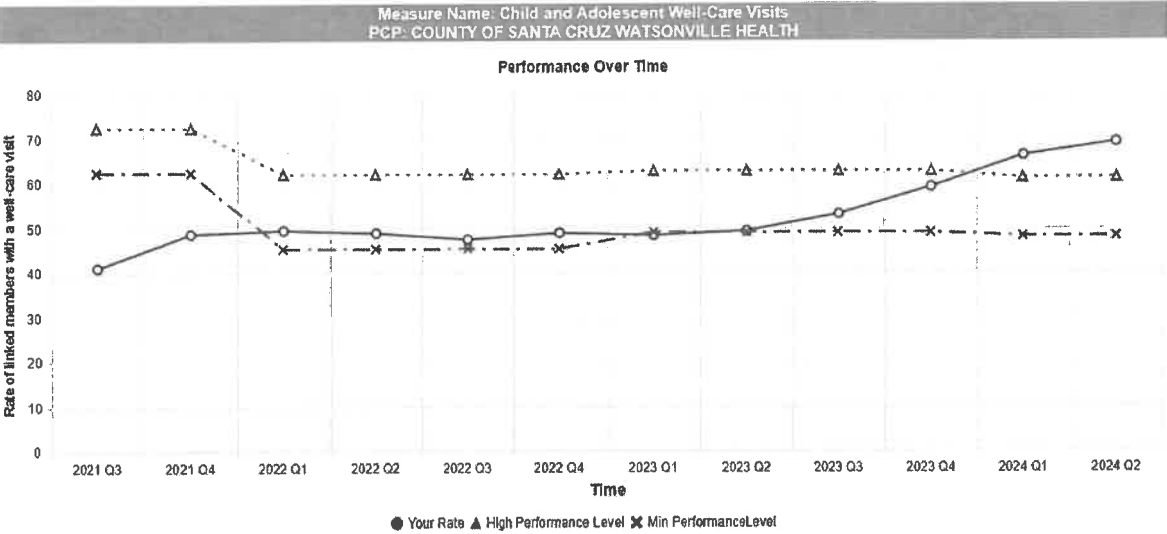
- Quarterly Quality Improvement Presentation-
Watsonville Health Center:
 - Well Child Visits and Immunization Outreach
- Central California Alliance for Health-Care Based
Incentive Well Visit Care Gap Closure
- Ryan White (HIV/AIDS Program): Working on Quality
Management Plan 2025
- Staff Satisfaction Survey

Well Child visits Outreach

Non-Compliant Well Child List



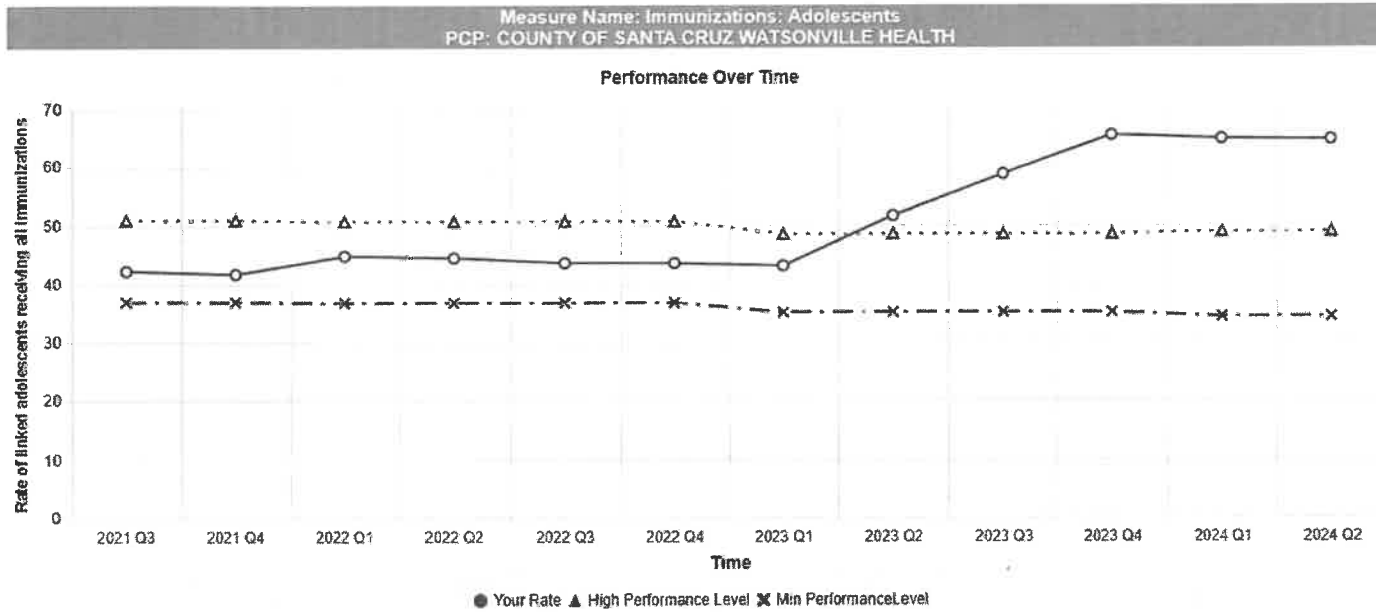
Well Child visit rate (Compliant patients)



July 2023- 48 % Intervention
September 2024- 69%

Immunizations Outreach

Immunization rate (Compliant patients)



July 2023- 43 % Intervention

September 2024- 64%



2024 Care-Based Incentive

Quarter Three Quality of Care Performance Report

SANTA CRUZ COUNTY HSA

CBI Group Number 1034



Quality of Care Measures	Provider Rate			2024 Quality of Care Benchmarks			
	Eligible Members	Compliant Members	Provider Rate	NCOA 25th Percentile	NCOA 50th Percentile	NCOA 75th Percentile	NCOA 90th Percentile
Breast Cancer Screening	903	492	54.49	47.09	52.60	57.48	62.67
Cervical Cancer Screening	2535	1502	59.25	50.85	57.11	61.80	66.48
Child & Adolescent Well-Care Visits (3-21)	2351	1463	62.23	42.99	48.07	55.08	61.15
Depression Screening for Adolescents and Adults	6801	2385	35.07	3.50	7.00	17.00	
Diabetic HbA1c Poor Control >9%*	1040	346	33.27	44.77	37.96	33.45	29.44
Immunizations: Adolescents	163	97	59.51	29.44	34.31	40.88	48.80
Immunizations: Children (Combo 10)	57	30	52.63	24.57	30.90	37.64	45.26
Lead Screening in Children	57	39	68.42	49.61	62.79	70.07	79.26
Well-Child Visits in the First 15 Months of Life	42	30	71.43	52.84	58.38	63.34	68.09

* A lower rate represents better performance

≤ 24th Percentile

Between 25th and 49th

Between 50th and 74th

Between 75th and 89th

≥ 90th Percentile



Peer Review & Risk Management Committee

- Complaints and Grievance Review for Emeline
 - 10 for this calendar year (5 customer service; 4 medical care expectation; 1 refusal of care)
- Introduction of County's new Risk Manager
- Peer Review Policy (revisions)
- Peer Review Case-Deep Dive Outcome
 - Allow for chronic no-show patients to schedule hospital follow-up visit
 - Utilize same-day visits for hospital follow-up

Questions?

Thank You

