



CHCB Public Meeting Minutes
January 08, 2024
6:00-8:00 PM Gladys McCoy
Building Room 850

Health Center Mission: Bringing services to individuals, families, and communities that improve health and wellness while advancing health equity and eliminating health disparities.

Board Members:

Tamia Deary – Chair

Kerry Hoeschen – Secretary

Darrell Wade – Treasurer

Susana Mendoza – Member-at-Large

Brandi Velasquez – Member-at-Large

Alina Stircu – Board Member

Harold Odhiambo - Board Member

Jenna Green - Interim Executive Director (Ex Officio)

Board Members Excused/Absent:

Topic/Presenter	Discussion / Recommendations	Action	Responsible Party	Follow-up Date
Call to Order / Welcome Tamia Deary, CHCB Chair	Meeting begins at 6:06 PM We <u>do have a quorum</u> with 7 members present.			
Minutes and Consent Agenda Review- VOTE REQUIRED Review Public Meeting minutes December 11th Public Meeting Minutes Consent agenda items: New Providers Update, Quality Work Plan Update	All voted to approve.	Motion to approve December 11th Public meeting minutes: Harold Second: Kerry Yays: 7 Nays: 0 Abstain: 0 Decision: Approved Motion to approve Consent Agenda Items: Darrell		



		<p>Second: Susanna Yays: 7 Nays: 0 Abstain: 0 Decision: Approved</p>		
<p>Pedro Recognition Jenna Green, Interim Executive Director</p>	<p>Pedro attended as a community member and is recognized for his 10 years of exemplary service to the CHCB and lifetime dedication to serving others. Pedro thanked the board and staff and suggested a return as chair after a period of rest.</p>			
<p>2024 CHCB Calendar Of Meetings -VOTE REQUIRED Jenna Green, Interim Executive Director</p>	<p>A proposal is submitted to the board to move meetings that fall on a holiday (May 27th and November 11th) to the week prior and to change the start time of ExComm meetings from 5:45 to 6:00PM.</p>	<p>Motion to approve the 2024 Calendar of Meetings and updated Executive Meeting Times: Harold Second: Susanna Yays: 7 Nays: 0 Abstain: 0</p>		



		Decision: Approved		
<p>HRS .04.03 Policy Review - VOTE REQUIRED</p> <p>Brieshon D’Agostini, Quality and Compliance Officer Bernadette Thomas, Chief Clinical Officer</p>	<p>Bernadette and Brieshon propose a comprehensive revision to the credentialing and privileging policy. This policy covers all clinical staff including Licensed Independent Practitioners and Other Licensed and Certified Healthcare Professionals. The changes are reflected in formatting and content.</p> <p>Questions:</p> <ul style="list-style-type: none"> ● Susana asks if the transcriptions include other languages. <ul style="list-style-type: none"> ○ Bernadette explains these are academic transcripts and outlined in a separate policy. 	<p>Motion to approve the Hrs .04.03 Policy as Presented: Harold Second: Susanna Yays: 7 Nays: 0 Abstain: 0 Decision: Approved</p>		
<p>Q3 Incidents & Complaints</p> <p>Brieshon D’Agostini Quality and Compliance Officer</p>	<p>Brieshon reports of approximately 47,000 visits to dental and medical, we received 71 complaints and many were received through the patient survey process. The three largest categories of complaints were scheduling appointments, customer service, and clinical care. All were followed up on as needed.</p> <p>Questions:</p> <ul style="list-style-type: none"> ● Harold asks in regards to scheduling of appointments, what is the breakdown of complaints. <ul style="list-style-type: none"> ○ Brieshon explains she does not have a breakdown but complaints included the inability to see a provider within a certain time frame or canceled appointments. ● Harold asks if there is a clinic that stands out in having more complaints. <ul style="list-style-type: none"> ○ Brieshon advises she did not see one that stands 			



	<p>out.</p> <ul style="list-style-type: none"> • Tamia asks how the barcode scanners will reduce safety incidents? <ul style="list-style-type: none"> ○ Brieshon explains the barcode scanners project is in process and is expected to reduce errors.. • Harold asks if incidents and complaints affect patients' ability to access care? <ul style="list-style-type: none"> ○ Brieshon advises she will look into it and get back to board. 			
<p>Q3 Patient Experience Survey Linda Niksich, Program Specialist Senior, Quality Team</p>	<p>Linda reports the Patient Experience Survey covers overall satisfaction and experience with our health center services. Overall satisfaction is almost meeting benchmarks. Quarter 3 represents July-Sept. We received 982 complete surveys, which exceeds measures.</p> <p>Questions:</p> <ul style="list-style-type: none"> • Harold asks what the benchmark is in terms of percentages for improvement and are they going to get higher, then requests to see a breakdown of different clinics? <p>Linda offers the breakdown in future reports.</p>			
10 min break	7:05pm-7:15pm			
<p>Monthly Financial Reporting Package Jeff Perry, Chief Financial Officer</p>	<p>Questions:</p> <ul style="list-style-type: none"> • Harold asks when looking at projected billables, why is there such a large variance. <ul style="list-style-type: none"> ○ Jeff explains the target is based on the beginning of 	Request to have a full vacancy report at the next public meeting.	Jeff or ED to follow up	Next Public Meeting 02/12/24



	<p>the year, and is still being offset. Then advises the move towards a different way of being reimbursed, fee for service vs value based/APM membership.</p> <ul style="list-style-type: none"> ○ Jenna shares another factor is that budgeted visit targets are set based on budgeted provider FTE, which is impacted throughout the year by vacancies. ● Tamia asked when the vacancy report will be reported out on next? 			
<p>Board Member yearly paperwork Jenna Green, Interim Executive Director</p>	<ul style="list-style-type: none"> ● Board member packets were distributed and board members were asked to return them in the next few weeks. <ul style="list-style-type: none"> ○ Virtual board members will get their forms via email. ○ Tamia requested COI forms be received prior to next Executive Committee. ○ Only modification to this year’s packet is updated pricing for parking reimbursement for in-person meetings. 			
<p>Committee Updates Quality Committee: Tamia Deary, Quality Chair Bylaws Committee: Tamia Deary, Bylaws Chair Finance Committee: Darrell Wade, Finance Chair Executive Committee: Tamia Deary, Board Chair</p>	<p>Quality Committee: Seeking members. Tamia made a request that Brieshon revisit obtaining HRSA badges and suggests moving forward we will have further discussion on what we may qualify for.</p> <p>ByLaws Committee: No current update</p> <p>Finance Committee: Darrell reports meeting on January 4th and will meet again on February 1st.</p>			



	<p>Exec Committee: No current update</p> <p>Jenna shared Nominating Committee will be convened in January or February to hold special election for vacant Vice Chair position and also review applications of prospective board members.</p>			
<p>Executive Director's Strategic Updates Jenna Green, Interim Executive Director</p>	<p>Jenna shares numeric snapshot of 2023 achievements including unique patients, referrals processed, phone calls handled, prescriptions process, and other metrics. Major health center events are highlighted in addition to numerous staff recognitions throughout the year.</p> <p>Update provided on FY24 budget priorities aligned to:</p> <ul style="list-style-type: none"> ● Financial stewardship <ul style="list-style-type: none"> ○ Clinical programming investments ○ Capital project updates ● Operational excellence <ul style="list-style-type: none"> ○ Conversion to Quest Labs ○ Barcode scanner project ● Health center of choice <ul style="list-style-type: none"> ○ Public-facing website project ● Our people <ul style="list-style-type: none"> ○ Internal workforce development progress ● Advance health equity <ul style="list-style-type: none"> ○ Mobile van update 			
<p>Executive Session</p>	<p>Roll call was initiated and all members approved to go into executive session Board commenced an Executive Session at 8pm and ended at 8:22pm</p>			



Meeting Adjourns	Meeting adjourns 8:22 PM			Next public meeting scheduled on 2/12/24
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Signed: _____ Date: _____
Kerry Hoeschen, Secretary

Signed: _____ Date: _____
Tamia Deary, Board Chair

Minutes approved, via zoom, at the February 12, 2024 Public Meeting

**Scribe:
Edie Honesto//**