



Ventura County Community Health Center (CHC) Board Meeting Minutes

Meeting Minutes
October 24, 2024
12:30 - 2:00 PM

2240 E Gonzalez Rd,
Suite 200
Oxnard, CA 93036

Theresa Cho, MD
Ventura County Ambulatory Care Chief
Executive Officer
Medical Director CHC
Executive Director

Marth Ann Knutson
County of Ventura
Assistant County Counsel

Chaya Turrow
Ventura County Ambulatory Care
CHC Co-Applicant Board Clerk

CHC BOARD MEMBERS:

RALPH REYES, District 3
Chair

RENA SEPULVEDA, District 1
Vice Chair

ESPY GONZALEZ, District 2
Secretary

JAMES MASON, District 5
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MANUEL MINJARES, District 3

RENEE HIGGINS, MD, District 3

MELISSA LIVINGSTON, District 1

DAVID TOVAR, District 3

LORETTA DENERING, DrPH, MPH,
District 2

Call to Order:

Ralph Reyes called the meeting to order at 12:41 PM.

1. Roll Call

Ralph Reyes	Present
Rena Sepulveda	Absent
Espy Gonzalez	Present
James Mason	Absent
Manuel Minjares	Present
Renee Higgins, MD	Present
Melissa Livingston	Absent
David Tovar	Present
Loretta Denering, DrPH	Present

Roll call confirmed that a quorum was present.

2. **Ventura County Staff Present**

Theresa Cho, MD, HCA – Ambulatory Care
Martha Knutson – County Counsel
Lizeth Barretto, HCA – Ambulatory Care
Allison Blaze, HCA - Ambulatory Care
Michelle Meissner, HCA – Ambulatory Care
Jason Cavender, HCA – Ambulatory Care
Elizabeth Galway, HCA – Ambulatory Care
Robert Bravo - CEO's Office
Dee Pupa, HCA – Health Care Plan

Public Present

3. **Public Comments**

Action Items:

4. **Approval of CHC Board Meeting Agenda for October 24, 2024**

Board Member Minjares motioned to approve the meeting agenda with the change of moving agenda item 7 to the end of the meeting. Board Member Higgins seconded. Motion passed.

5. **Approval of CHC Minutes for September 26, 2024**

Board Member Tovar motioned to approve. Board Member Minjares seconded. Motion passed.

6. **Review and Approval of Q3 Quality Report**

Michelle Meissner shared the 2024 Q3 Quality Update.

CY 2024 Q3 Performance

There is a lot of green. Clinics started working on these metrics early, while still maintaining quality care for the patients. The depression screening still has a sizable gap, but is on track to close by the end of the year. The Childhood Immunization Status is not met, yet. This measure looks at children under two years old. The flu vaccine is the hardest to give to them. Target is only two patients away. Clinics are working to bring kids in. The Colorectal Cancer Screening is close. There are text outreach campaigns with about 50% yield.

Q3 Quality Initiatives

The clinics are working on diabetes measures with the glycemic status assessment by offering walk in lab hours and POC finger pricks, identifying patients with no visit in 6 months and scheduling a visit with their PCP, and providing case management visits.

The clinics hosted Back to School Bash at Las Islas where they had 89 well-child visits, 9 walk-in immunization visits, and had food, music, and folklorico dancers. They also hosted an event at Mandalay Bay. There were 46 well-child visits, 9 walk-in immunizations. Gold Coast handed out backpacks. There was a lot of positive feedback with these events.

At the beginning of Q4, Moorpark and PDC each hosted a Fall Wellness Fair. Moorpark had 51 well-child visits, 86 immunizations, and 38 ancillary services (retinal exams, A1c, BP checks, FIT kits). PDC had 38 well-child visits, 42 immunizations, and 9 mammograms.

The Q4 push will be mammograms. VCMC is performing outreach to West Ventura and AFMC patients and offering Saturday appointments. Select quality staff will be trained and have access to directly schedule mammograms. There will be three mobile mammogram events scheduled into south Oxnard and east county. Board Secretary Gonzalez said that Ventura College worked with Alinea for a weekend event to capture workers who work weekdays.

Q3 Patient Experience

Complaints and grievances this quarter are down from Q2, with 75 total. Sierra Vista had the most. Ms. Meissner is still working to parse the information by size of clinic. The category of complaint is duplicated, so you can see one compliant in multiple categories. Communication made up 73 of 75 complaints and grievances, second was accessibility, and third was attitude/courtesy. Board Member Tovar asked what types of complaints and grievances are in the financial category and Ms. Meissner said she is not entirely sure because they usually get sent to billing and collections staff to handle. The complaints and grievances by source reflects the patient population. Board Member Minjares asked where complaints about wait times go. Ms. Meissner confirmed that those go in accessibility. The phone wait time complaints are trending down. Additionally, complaints and grievances related to accessibility are also trending down. This is helped by onboarding and hiring new providers. Board Member Higgins asked if patients are seen quicker with oncology? Dr. Cho confirmed that oncology is quickest care within 8 days.

Ms. Meissner shared that incident reporting is down just a bit. They encourage reporting so they can fix issues and believe many are people underreporting.

Board Member Minjares requested if there is a way to see average wait times by clinic and how that is impacting metrics. Ms. Meissner said that it depends on the PCP, but her team will take a look at it.

Board Member Tovar motioned to approve. Board Secretary Gonzalez seconded. The motion passed.

Closed Session:

7. CEO Performance Evaluation – Moved to the end of the meeting.

Discussion Items:

8. Continued Business

Ms. Turrow shared that the team submitted the Service Area Competition Grant.

9. CEO Update – Theresa Cho, MD - HCA, Ambulatory Care

Dr. Cho said they are working on a strategy to ensure optimal care for all who see us. They are negotiating an agreement with GCHP for dual eligibility – for patients that have MediCal or Gold Coast, when they turn 65, they are trying to figure out how to best get care. It is great for us.

Dr. Cho shared that there are some updates with staffing and change management. There has been a heavy uplift in Kronos, the electronic timecard system. The current system is paper and antiquated. They will start the new system at the hospital, then move to Las Islas South. Employees will do both (old fashioned and new) to see the error rate.

Dr. Cho is also participating in continuous learning opportunities. She is taking courses through CSAC, California State Association of Counties. It focuses on leadership in county organizations. There is training in oversight, leadership, and some personal skills.

Dr. Cho was the Ambulatory Care representative for the Health Care Agency Advisory Council (HEAC) and has stepped away. Ms. Barretto will now be the representative. One of the goals of the council is to hire a Patient Navigator for both the Behavioral Health and Ambulatory Care departments. Both Patient Navigators have been hired. The Ambulatory Care Patient Navigator starts Monday. She currently works within behavioral health with care coordination. Her first focus will be community outreach personnel.

Finally, Dr. Cho shared that two Assistant CFOs will also be starting on Monday. The first is Marty Hahn. He has been with Ambulatory Care for several years and has previously helped with fiscal components of our department and has a financial background. The second is Octavius Gonzaga. He has come through previous FQHC systems in California and Hawaii.

10. Board Comments

None.

11. Staff Comments

Dr. Blaze said that we are onboarding two new pediatricians to help with patient appointments.

12. Adjournment – **Adjourn 1:17pm. Closed session to follow.**

Audio files of the CHC Co-Applicant Board meetings are available by contacting the CHC Co-Applicant Board Clerk at chcboardclerk@ventura.org

Minutes submitted by: Chaya Turrow, CHC Board Clerk

**Next Meeting: Thursday, November 14, 2024
2240 E Gonzalez Rd, Suite 200, Oxnard, CA 93036**