



VENTURA COUNTY

HEALTH CARE AGENCY

HealthCare Equity Advisory Council

REGULAR MEETING

Tuesday, January 10, 2023
5:30 p.m. - 7:30 p.m.

Large Conference Room, VC Public Health Administration
2240 E Gonzales Rd., Suite 200, Oxnard, CA 93036

**HEALTHCARE EQUITY ADVISORY COUNCIL
REGULAR MEETING AGENDA
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PUBLIC COMMENTS BY EMAIL:

IF YOU WISH TO MAKE EITHER A GENERAL PUBLIC COMMENT OR COMMENT ON A SPECIFIC AGENDA ITEM BEING HEARD, YOU CAN SUBMIT YOUR COMMENT VIA EMAIL BY 9:00 AM THE DAY OF THE MEETING TO THE FOLLOWING ADDRESS: HEACCouncil@VENTURA.ORG. PLEASE INCLUDE THE FOLLOWING INFORMATION IN YOUR EMAIL: (A) MEETING DATE, (B) AGENDA ITEM NUMBER, (C) SUBJECT OR TITLE OF THE ITEM, (D) YOUR FULL NAME. DURING PUBLIC COMMENT ON THE AGENDA ITEM SPECIFIED IN YOUR EMAIL, YOUR EMAIL WILL BE SUBMITTED FOR THE RECORD.

OPENING

- 1. CALL TO ORDER**
- 2. ROLL CALL**
- 3. APPROVAL OF October 18, 2022 MINUTES**
- 4. ALL PUBLIC COMMENTS FOR AGENDIZED ITEMS & ITEMS NOT ON THE AGENDA (up to 10 minutes)**

REGULAR AGENDA

- 5. INFORMATIONAL ITEMS (5 minutes)**
- 6. ACTION ITEM: Review candidates to fill vacancies (20 minutes)**

7. ACTION ITEM: Hybrid meeting discussion (10 minutes)

BREAK (after one hour)

8. REPORT: Ad Hoc Committee Reports (50 minutes)

- a. Communication Barriers
- b. Care Experience
- c. Disparate Treatment
- d. Care Delivery (Provider Focus)

9. MEMBER COMMENTS AND CALL FOR FUTURE AGENDA ITEM(S) (10 minutes)

- a. Council member comments, updates, and discussion
- b. Upcoming meetings of the HEAC scheduled for the third Tuesday of every other month – Next Meeting: February 21, 2023
- c. Agenda Setting

10. ADJOURN

Materials related to an item on this Agenda submitted after distribution of the agenda packet are available for public inspection on the Ventura County HEAC website: [Healthcare Equity Advisory Council \(vchca.org\)](http://HealthcareEquityAdvisoryCouncil.vchca.org) subject to staff's ability to post the documents prior to the meeting.

Persons who require accommodation for any audio, visual or other disability in order to review an agenda, or to participate in a meeting of the Ventura County Public Safety Racial Equity Advisory Group per the American Disabilities Act (ADA), may obtain assistance by requesting such accommodation in writing addressed to the County Executive Office, 800 South Victoria Avenue, Ventura, CA 93009-1740 or telephonically by emailing to HEACCouncil@ventura.org. Any such request for accommodation should be made at least 48 hours prior to the scheduled meeting for which assistance is requested.

Healthcare Equity Advisory Council
Tuesday, October 18, 2022
Minutes

Community Voting Members Present:

Kimberly Cofield – Co-Chair
Dr. Liz Diaz-Querol
Kimberly Kelley
Hugo Tapia
Emily Bridges

Voting Members Absent:

Juana Zaragoza

Staff Present:

Selfa Saucedo
Dr. Loretta Denering
Sara Rivera
Cynthia Salas
Phin Xaypangna
Kate English

Administrative Voting Members Present:

Barry Zimmerman – Chair
Dr. Theresa Cho
Kristina Swaim
Scott Gilman
Rigoberto Vargas

Administrative Voting Members Absent:

Dr. John Fankhauser

Guests:

1. CALL TO ORDER

The meeting was called to order at 5:37 p.m. by Co-Chair Cofield.

2. ROLL CALL

3. APPROVAL OF August 16, 2022 MINUTES Moved by Kimberly Kelley, seconded by Dr Diaz-Querol. Approved.

4. ALL PUBLIC COMMENTS FOR AGENDIZED ITEMS & ITEMS NOT ON THE AGENDA

None.

5. INFORMATIONAL ITEMS

The Public Safety Advisory Committee has expressed interest in partnering on survey outreach.

- Will community have input on development of questions?
- Sensitivity to trust issues
- Combining survey needs across the different racial equity groups may be a better use of resources
- We have much health data already, information collected should be different
- Reminder to make efforts to obtain more insight into LGBTQ community, data is scarce
- Opportunity to look at care experience with persons in custody
- Care Experience group is best positioned to explore more fully before a decision is made

6. PROCESS TO FILL VACANCIES

Two vacancies need to be filled.

- Two alternates were identified from the original applicant pool. Kate English will reach out to ascertain interest, forward their information to the Chairs
- If needed, the initial application process may be utilized. Per the charter, the council nominates and selects membership moving forward
- The original nominating committee would now be eligible to serve on the Council
- The alternates, if interested, can be invited to the December meeting

7. CUSTOMER SURVEYS & REPORTS for HEALTH CARE SYSTEM

Presentation by Dr. Cho (attached)

- Dr. Cho will find out which languages are available besides English and Spanish
- Overall, Spanish speakers gave lower scores. Percentage of Spanish speakers completing surveys are consistent to the overall response rates
- Most frequent positive comment: service from staff and physician. Negative: Long waits on phone calls, and times to appointments
- Centralized call center with bilingual reps to shorten wait times in progress
- Negative comments go to clinic managers for investigation/response. If a complaint rises to the level of a grievance, a formal process opens with response required within 7 days
- Surveys prompt about 24 hours after visit, with additional reminders (Text, email, phone call). Patients can opt out and request preferred modality

8. AD HOC COMMITTEE REPORTS

• **Communication Barriers**

Primary languages: English, Spanish, Tagalog. Mixtecan and other indigenous language interpreters are needed. Written discharge information is provided in 17 languages.

Suggested actions:

- Needs assessment of hospital / clinic system
- Explore Promotora capacity building
- Find out how Language Line vets interpreters
- Having a variety of interpreter options may improve patient comfort. Vendor redundancy, electronic options etc.

a. **Care Experience**

- Collect more information from patient perspective through surveys
- VCBH survey results will be shared when ready. Significant variation exists due to Covid

- Utilize health navigators

b. Disparate Treatment

- Bolster workforce with sufficient staffing, focus on retention
- Create culture of helpfulness, a no wrong door approach across the County
- Need more navigators for the spectrum of County services
- Cultural competency training for front office staff
- What models can we learn from to improve culture of compassion and build navigation?

c. Care Delivery (Provider Focus)

- Identify how values are measured (quality of care, soft skills)
- Find available trainings and tools: noting CDC has training modules on health literacy
- Provider supports to address burnout and factors contributing to stress

9. MEMBER COMMENTS

Subcommittees should narrow focus, define scope, deliverables and actions needed.

10. CALL FOR FUTURE AGENDA ITEM(S)

- a. Report out from each ad hoc committee on plan of action, with time-bound goal(s)
- b. Vacancies, next steps

11. ADJOURN

Meeting adjourned at 7:31 pm.