



South Central Family Health Center
Board of Directors Meeting Minutes

January 31, 2017

PRESENT: Fernando Almodovar (phone), Karen Minikes, Dr. Tumani Leatherwood, Rosie Rios, Tia Strozier, Amir Johnson (phone), Adrian De Vargas, Elmer Roldan, Meryl Humphrey (phone)

STAFF: Richard Veloz, Paul Ramos, Dr. Jose Perez, Dr. Brendan Mull, David Roman, Genevieve Filmardirossian

ABSENT: Jan Brittain, Martha Munoz, Erica Hernandez

AGENDA ITEMS	DISCUSSION ITEMS	ACTION ITEMS
MEETING CALLED TO ORDER	The meeting was called to order at 6:30 pm	
ROLL CALL	Roll was called, there was a quorum present.	
INTRODUCTION	Richard introduced Dr. Jose Perez as our Interim Chief Medical Officer.	
ADMINISTRATIVE UPDATE		
Staff Appreciation Luncheon	Richard thanked board members and employees who worked hard to make the Staff Appreciation Luncheon an enjoyable event for all. While there were many who worked on the Staff Appreciation Luncheon, Richard especially thanked Genevieve who coordinated this event.	
Holiday Toy Giveaway Coat & Blanket Giveaway	Richard also thanked Alexis for coordinating our Christmas Toy and Coat & Blanket Drive, and the other staff and student volunteers who worked hard to make sure that this event would be a success for our patients. This event could not take place without the generous support of the many organizations that Alexis solicited during the past year and for the Board members contribution.	
New Interim Chief Medical Officer	Richard stated, with the departure of our Chief Medical Officer, Dr. Ruby Raya, we have sent out ads statewide regarding this opening. In the meantime, we are very fortunate to have Dr. Jose	

	<p>Perez step in as our Interim CMO. Dr. Perez's former employment was as an FQHC CMO. He understands the enormous responsibility and work load required of anyone who takes on this task. While continuing his current patient load, he has also undertaken the many key leadership issues required of a CMO including representing SCFHC at key county-wide medical meetings, coordinating our provider meetings, evaluating and instituting needed personnel changes, and meeting with medical staff to provide leadership and support.</p>	
Operational Site Highlights	<p>The Wellness Center at Elizabeth Learning Center is moving along nicely. We are getting very good cooperation with the Principal and parents at the school especially in regards to expanding dental services. The school enrolls 1200 elementary and high school students and over the next several years, we hope to recruit many of them into our clinic.</p> <p>Our main clinic at the South Central Family Health Center continues to hold steady in regards to patient productivity, with our December financials looking very good.</p> <p>Our Huntington Park Family Health Center continues to grow especially in our dental department.</p> <p>At the Wellness Center at Jefferson High School, again our dental department is doing great, and the LAUSD school leadership is working with us in developing more space to expand dental and clinical services.</p>	
Expansion Construction Update	<p>With Board approval, we are moving forward with purchasing the building adjacent to our SCFHC main clinic where we hope to establish a clinic for optometry services. Construction of our medical building on Vernon is moving forward. We are ready to start purchasing equipment for installation and working on finishing the interior work for opening in late April.</p>	
New U.S. President	<p>The big news is the inauguration of our newly elected president Donald Trump. Richard has been working closely with our State</p>	

	<p>and County clinical associations as well as our elected leaders who are concerned that many of the campaign promises that now President Trump made if followed through will hurt our ability to provide the same comprehensive quality medical services that our community needs. Planned visits to our state and national elected officials outlining the detrimental impact cuts will have on our patients, communities, and employees. Here at SCFHC we are putting together clinical data that can be shared during our political visits. We have also put together videos of patient and staff testimony regarding the impact cuts will have on them (see Development Report). In addition, Richard has participated in several events and meetings with elected officials including a meeting last weekend with 14 Congressional members coordinated by Congresswoman Lucille Roybal-Allard which included Democratic Minority Chair Nancy Pelosi, vowing to fight for the continuation of health care services for all regardless of income. Richard will keep the Board informed of future events and issues as we move forward in this uncertain political environment.</p>	
Patient Advisory Committee	<p>Richard stated he met with Martha Munoz and they had a discussion regarding having Patient Advisory Committee Meeting again. Richard will meet with Genevieve and Dr. Perez to see when they can have the next meeting.</p>	
HUMAN RESOURCES UPDATE		
New Hires	<ol style="list-style-type: none"> 1. Patient Navigator 2. Licensed Vocational Nurse 3. Medical Assistant 4. Patient Panel Navigator 5. Medical Assistant 6. Medical Administrative Assistant (Temp) 	
Resignations/Terminations	<ol style="list-style-type: none"> 1. Physician Assistant (T) 2. Chief Medical Officer (R) 3. Physician Assistant (R) 4. Patient Services Representative (R) 5. Patient Services Representative (R) 	

Leaves	<ol style="list-style-type: none"> 1. FNP - Maternity Leave 2. Patient Services Rep - Maternity Leave 3. Operator - Maternity Leave 4. Medical Assistant - Maternity Leave 	
Openings	<ol style="list-style-type: none"> 1. Chief Medical Officer 2. Physician (2) 3. Family Nurse Practitioner 4. Physician Assistant (2) 5. Director of Nursing 6. Dental Director 7. Dentist (2) 8. Registered Nurse (RN) 9. Licensed Vocational Nurse (LVN) 10. Medical Assistant (MA) 11. Registered Dental Assistant (2) 12. Dental Assistant (2) 13. Patient Services Representative (2) 14. Dental Front Office Coordinator 15. Referral Specialist 16. Development Assistant 17. X-Ray Tech 18. Maintenance Supervisor 19. Maintenance 	
Total FY 2016 Resignations	There was a total of 49 resignations during 2016. Of those, 5 were providers and 3 were nurses.	
Turnover	Richard stated last year we had 49 resignations. There was further discussion as to why there were so many. Tia asked if employees fill out an exit interview. Richard stated he will ask Human Resources, and provide the information at the next Board meeting.	
DEVELOPMENT REPORT David Roman		
Wrap up of 2016	David stated, 2016 was a successful year with the Development Department securing \$1,041,670 in funding for the organization.	

	<p>With additional personnel support for 2017, adding a Development Assistant, we are hoping to significantly exceed this goal in the current year. We are conducting interviews and hope to have this person hired by early February, 2017.</p> <p>To that end, SCFHC has secured a subscription with Foundation Directory Online, an industry leading database of foundations, corporations, and other grant making entities, to facilitate the identification of new prospects.</p> <p>With input and leadership from the Development Committee, Development will take the lead in driving a Grand Opening event for the Vernon Medical Building. With that site slated to be completed in April 2017, we are hoping for an event shortly thereafter.</p> <p>In addition to funding requests, Development and Finance, QI, and Medical Administration worked collaboratively to complete SCFHC's Budgetary Progress Report (BPR) for HRSA. This mandatory report submitted annually to HRSA ensures that we will continue to receive our HRSA grant funds. The BPR was submitted on January 13, 2017.</p> <p>We hope to better integrate our external communication in 2017 to adequately support our expanded services, vision, and engagement with our funders, elected and appointed officials, and other nonprofit partners. In an environment of political uncertainty, now is the time for us to engage more potential donors and to defend SCFHC's ability to provide care to all patients regardless of ability to pay.</p>	
Grants received in January	None.	
Grants submitted or in progress in January	SCFHC is actively working on three competitive grant requests, including two dental related requests (Ahmanson and LA Care). A third request, to be submitted in February, will be submitted to the UniHealth Foundation in support of our efforts to partner with and find collaborative opportunities with our sister FQHC, T.H.E.	

	<p>Clinic. These grant requests represent \$430,000 in potential funding to SCFHC.</p> <p>Development is keeping tabs on a new grant opportunity from the California Department of Health Services for Whole Person Care. This collaborative opportunity requires that our agency collaborate with social service providers to address a patient's continuum of primary needs (including safety, housing, health, and food). The webinar detailing this opportunity is being conducted on 1/27/17, and more information will follow.</p>	
Grants declined in January	None.	
Government Relations Update	SCFHC participated in CCALAC's advocacy efforts in January to support and defend the Affordable Care Act (ACA). We recorded and shared two short but heart-felt videos featuring our staff for CCALAC to share during their event at the California Endowment on Monday, January 16. SCFHC noted that ACA has allowed us to expand health care access to more patients, turned SCFHC into an economic engine (new jobs), and improved the safety and value to the communities we serve through capital improvement projects.	
OPERATIONS UPDATE Genevieve Filmardirossian		
Wellness Center at Elizabeth Learning Center	The Wellness Center at Elizabeth Learning Center has been in operations for a few months, on a part-time basis until we acquire the full time license. We are open 1 ½ days per week and are seeing about 5 to 7 patients per session. We continue outreaching to parents and the community, as well as providing a Yoga class every Thursday from 8:30 am – 9:30 am. On January 26 th we organized student tours. Three groups came into the clinic of 30 students each. We are also working with Padres en Accion. They have monthly workshop classes in which we provide health education classes. We recently met with the Principal of the school, Mr. Damian to discuss the addition of dental services.	

	<p>Genevieve also thank Elmer Roldan who was instrumental in making a call to his contact at LAUSD asking them to assist with painting and cleaning up the clinic for us.</p>	
<p>Wellness Center at Jefferson High School</p>	<p>The Wellness Center at Jefferson High School continues to grow, especially in dental services. Dr. Huang is doing a great job; he has been assisting Genevieve with the staff, the dental lab and the repair of some of the equipment as we currently do not have a dedicated Dental Director.</p> <p>In 2015, we had 2,889 dental visits. In 2016, we had 3,342 dental visits, an increase of almost 500 additional dental visits with 2 dental chairs. At this time, we are trying to increase the number of chairs.</p> <p>The LAUSD Trust is trying to obtain funds to purchase 2 additional chairs as the need is growing in this community for dental services. The current waiting time for an appointment is 3-4 weeks. We anticipate having 2 additional chairs by the end of the second quarter of 2017.</p>	
<p>Huntington Park Family Health Center</p>	<p>The Huntington Park Family Health Center had an increase in visits in 2016, thanks to the hard work of Dr. Jose Perez, and the management team.</p> <p>The number of medical visits seen in 2016 was a total of 16,668, an increase of over 3,000 visits from 12,566 seen in 2015. The dental team also did a great job in 2016, ending the year with 6,552 visits.</p> <p>In 2015, we had 3,778 visits, an increase of over 2,000 additional visits. One of the reasons was that we added a part-time Dentist on Saturdays. The combined total visits for the center for 2016 is 22,504 visits. In 2015, we had 16,534 visits.</p>	

MEDICAL ADMINISTRATION UPDATE Dr. Jose Perez		
<u>Medical Staff</u>		
Providers	<p>Dr. Perez stated, we have a new Dental Director, Dr. Ryan Huang. He will assume the responsibility once he signs his contract.</p> <p>We had 3 providers leave in the month of January. We are in the process of recruiting new providers.</p> <p>We have hired a new physician – Dr. Kristin Wooley. In the meantime, we are short-staffed and will attempt to keep access to patients by using locum tenens.</p>	
Provider Meetings	<p>We had trainings on Minors and Reproductive Services – Consent & Confidentiality. The training was led by Paula McAlpin. This training will also be extended to LVNs, Front Office staff, Referral Coordinators and Patient Navigators.</p> <p>We also had a training on Anemia lead by Dr. Alexander.</p> <p>In order to strengthen our pediatric practice, Dr. McCloud will present a series of pediatric lectures on well-child physicals and our new provider will be trained on CHDP.</p>	
Credentialing	<p>In response to a MHLA audit, we will be modifying our Policies and Procedures streamline our temporary privileges and the way we inform providers of the results of their credentialing processes.</p> <p>Temporary privileges have been granted to Dr. Thomas Cachur and Dr. Nicholas Rogers – OB providers.</p>	
Productivity	<p>Patient visits for the month of December were 6,350. Medical had 5,662 visits and dental had 688 visits.</p>	
Pay 4 Performance	<p>Dr. Brendan Mull and Dr. Perez are putting the final touches for the 4th quarter and will be forwarding to Finance for approval. In the coming months, Dr. Perez will be reviewing the P4P program</p>	

	to identify areas of improvement and incorporate suggestions by Institute of High Quality Care to expand access.	
<u>Programs</u>		
OB (Women's Health)	Dr. Noya and his team managed and delivered 244 patients in 2016; an improvement of 20% from 2015 (210) deliveries.	
Pharmacy	We filled 2,258 prescriptions in the month of December. There was a donation of Claritin syrup worth over \$5,000. Pharmacy is looking for ways to improve patient education.	
FINANCE UPDATE Paul Ramos		
Finance Committee	The Finance Committee met and reviewed the following documents; <ol style="list-style-type: none"> 1. Statement of Revenue & Expenses for December 31, 2016 2. Balance Sheet as of December 31, 2016 3. Statement of Revenue & Expenses by Sites 4. Budgeted Statement of Revenue & Expenses 5. Productivity Report (graph) 6. Actual Visits by Sites 7. Personnel Cost by Department 8. Expenditure Report by Month 9. Accounts Receivable Aging and Detail 10. Accounts Payable Aging and Detail 11. Cash Receipts and Disbursement Report 12. Payer Mix 	
Revenue	Total Revenue: December 2016 – \$1,716,894 December 2015 - \$1,297,570 Revenue increased by 25% on a year-to-date basis over the prior year. Total MHLA charges for the month of December 2016 was \$174,455.	
Expenses	Total Expenses: December 2016 - \$1,625,722 December 2015 - \$1,293,401	

	Express increased by 21% on a year-to-date basis over prior year. For the month of December 2016, there was an excess of \$91,172. Expanded on contractual services. There was an increase in per diem physicians and radiology and are reflected in the expenditure report. On a year-to-date basis, there is an excess of \$583,343 compared to a deficit of \$12,939 during the same period last year.	
Assets & Liabilities	Total cash and investment balance as of December 31, 2016 was \$2,263,964. Total Net Assets as of December 31, 2016 was \$7,779,786.	
Productivity	During December 2016, there were 6,350 visit compared to a projected 6,646 or 1% under budget. Total visits for the year has a variance of 4,461 or 13% over, compared to last year	
Budget	<ul style="list-style-type: none"> • Total adjusted revenue for the year is \$1,791,024 over budget or 11% • Patient revenue net is \$565,815 or 5% over budget. • Total expenses for the year is \$349,746 over budget or 2%. 	
Cash Flow	For the month there was a deficit of \$358,000 (cash receipts minus cash disbursements). Year-to-date, there was an excess of \$727,000.	
Audit Committee	Paul stated we need to assign a new Chair for the Audit Committee and asked if anyone would be interested. Adrian De Vargas agreed to Chair the Audit Committee.	
ACTION ITEMS		
Approval of the Policy and Procedure for the Sliding Fee Scale	The Finance Committee reviewed the Policy and Procedure for Sliding-Fee-Scale. It was recommended that it be brought to the Board for approval.	MOTION by Jaime Moreno that we approve the Policy and Procedure for the Sliding-Fee-Scale. Second by Rosie Rios. The motion was passed unanimously.

<p>Approval of the Policy and Procedures for Credit & Collections</p>	<p>The Finance Committee reviewed the Policy and Procedure for Credit and Collections. It was recommended that it be brought to the Board for approval.</p>	<p>MOTION by Karen Minikes that we approve the Policy and Procedure for Credit & Collections. Second by Rosie Rios. The motion was passed unanimously.</p>
<p>Approval of the Charge Policy</p>	<p>The Finance Committee reviewed the Policy and Procedure for the Charge Policy. It was recommended that it be brought to the Board for approval.</p>	<p>MOTION by Rosie Rios that we approve the Charge Policy and Procedure. Second by Elmer Roldan. The motion was passed unanimously.</p>
<p>Approval to purchase equipment for the Vernon Medical Building</p>	<p>The Finance Committee reviewed the list of vendors for the purchase of medical equipment, IT supplies, alarm system, telephone system and office equipment. The vendors included: CCB Technology, Office Depot, McKesson KTS Network, Post Alarm and Pacific Business Technologies.</p>	<p>MOTION by Tia Strozier that we approve staff to purchase the necessary equipment from the vendors presented for the new Vernon facility. Second by Amir Johnson. The motion passed unanimously.</p>
<p>Approval of the Board Resolution</p>	<p>The Board reviewed the Corporate Resolution Authorizing Application by a Group Member to the Director of Industrial Relations, State of California, For a Certificate of Consent to Self-Insure Worker's Compensation Liabilities. There was a lot of discussion. Meryl asked staff to ask other clinics who also have their workers compensation with RPS Monument/Quality Comp to see if they are satisfied with their services. Richard agreed to contact some clinics and get back with Fernando, Dr. Leatherwood and Meryl.</p>	<p>MOTION by Rosie Rios that we approval the Board Resolution for Self-Insure/Worker's Compensation. Second by Karen Minikes. The motion passed unanimously.</p>

Approval of the Board of Directors Meeting Minutes November 2016	The Board reviewed the board of Directors Meeting Minutes for the month of November 2016. There were some minor corrections made.	MOTION by Tia Strozier that we approve the Board Minutes for November 2016. Second by Karen Minikes. The motion passed unanimously.
Approval of the Board of Directors Meeting Minutes for December 2016	The Board reviewed the Board of Directors Meeting Minutes for the month of December 2016. No corrections were made to the minutes.	MOTION by Elmer Roldan that we approve the Board Minutes for December 2016. Second by Tia Strozier. The motion passed unanimously.
Approval of the Revised Board By-laws	Alexis stated during the HRSA site visit in December, it was suggested that HRSA's 19 requirements be added to the Bylaws. This was the only change made and it is recommended that the Board approve.	MOTION by Dr. Leatherwood that we approve and accept the revised Board of Directors By-laws. Second by Tia Strozier. The motion passed unanimously.
Temporary Privileges	Dr. Jose Perez stated the Medical Committee met and reviewed the Temporary Privileges application for: <ul style="list-style-type: none"> • Dr. Cachur • Dr. Rogers • Dr. Wooley All applications looked good.	MOTION by Dr. Leatherwood that we approve the Temporary Privileges for Dr's Cachur, Rogers & Wooley. Second by Elmer Roldan. The motion passed unanimously.
Adjourn	There being no further business, the meeting was adjourned.	

Minutes prepared by Alexis Menzies

Approved by: _____