

Contra Costa County Health Services
Health Care for the Homeless Co-Applicant Governing Board

The mission of the Health Care for the Homeless Co-Applicant Board is to oversee, guide and assist the Program in its efforts to deliver high quality health care to a diverse and medically underserved community. The Co-Applicant Board will use its skills, expertise and life experience to make policies and operational decisions which will provide the best benefit to the Program and client.

MEETING MINUTES

DATE, TIME: Monday, August 27, 2018 11:00-12:30pm

LOCATION: Yosemite Training Room, 2500 Bates Avenue, Suite B, Concord, CA 94520

ATTENDANCE: Teri House, Bill Jones, Jonathan Russell & Jennifer Machado

ABSENT: Dr. Wendel Brunner, Belinda Thomas, Larry Fairbank Sr., Jonathan Perales, Shayne Kaleo, Bill Shaw & Robin Heinemann

HCH STAFF ATTENDANCE: Linae Young (HCH Planning & Policy Manager), Dr. Joseph Mega (HCH Medical Director) & Julia Surges (HCH Health Planner Evaluator)

PUBLIC ATTENDANCE: Pat Fairchild (JSI Consulting)

Quorum NOT MET

Agenda Items for Approval and/or Review:

1. **Standing Item: Quality Improvement/Assurance & Program Performance Reports**
(Dr. Joe Mega, HCH Medical Director, Quality Improvement Director)
Attachment: Procedures and Evaluation of Clinical Care, Patient Safety
 2. **HCH Strategic Plan**
Attachment: HCH Mission and Vision Statements
 3. **HCH Patient Satisfaction Survey**
Attachment: Patient Satisfaction Survey Questions DRAFT
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Welcome & Introduction

- Introduction to board members and community members present
- Quorum will not be met for this meeting. Will inquire with Board about how they would like to make up this meeting.

HCH Program Action Items:

- Follow up email to all Board members with options to reschedule August Meeting

Contra Costa County Health Services
Health Care for the Homeless Co-Applicant Governing Board

Action Item: Approval of July Board Meeting Minutes

Motion

- A. **Statement: I move to approve the meeting minutes from July 2018.**

Motion Result: NO APPROVAL due to lack of quorum.

Standing Item: Quality Improvement/Assurance & Program Performance Reports

(Dr. Joe Mega, HCH Medical Director, Quality Improvement Director)

Attachment: Procedures and Evaluation of Clinical Care, Patient Safety

- Review of Providers (Nurse Practitioners, MD Residents) monthly Peer Review
- CCHS process is to review providers on a quarterly basis or as needed basis. HCH wanted to focus on greater assurance and quality of services therefore increased reviews to monthly.
- Each month each provider selects a chart from another HCH provider which is then discussed and a Peer Review Form is used to evaluate each scenario.
 - Peer Review Form: County standardized form

Questions:

Board Member: Is this also considered peer learning?

- No it is a good job or a hey I would have done this differently
- Everyone is on the same page – it is a learning process and it helps standardize what all are doing and to help address concerns NPs may have

Board Member: Why is this process important?

- This is a HRSA requirement (in response to OSV 2018) and we also have been a need and want of the program for quite some time.

Board Member: How are you recording this for HRSA?

- We are currently taking meeting minutes but we have proctoring forms that we will use in the future
- Medical Director hopes to have additional meeting to discuss educational topics

Contra Costa County Health Services
Health Care for the Homeless Co-Applicant Governing Board

- Currently working with providers on a quality improvement project focusing on patients with uncontrolled diabetes.
- Each provider has identified about 15 patients each and will work with patient to control diabetes.

HCH Program Action Items:

- Medical Director to provide form for chart review to Board. All files to be confidentially stored and compiled for HRSA.
- Next report from Medical Director on clinical assurance - November

Action Item: Approval of Medication Assisted Treatment Supplemental Funding Opportunity

- Supplemental funding is non-competitive but must be applied for with strong and valid proposal.
- This funding opportunity has 2 components:
 - 1. One-time Funding
 - Staff Trainings – addiction medicine
 - 2. Ongoing Funding – if award is added to base grant for ongoing funding
- This supplemental funding is for expanded MH and Substance abuse treatment
- The CCHS HCH team purpose to use the ongoing funding for:
 - Public Health Nurse (PHN) in the field and case management – specifically for buprenorphine (brand name suboxone)
 - PHN will work in the field and follow up with those clients that are living on the streets and have been prescribe Suboxone by HCH providers
 - Patients who want to start on buprenorphine and are living on the streets face many challenges – getting to appointments, picking up their medication, transportation, etc.
- The CCHS HCH team purposes to use one-time funding for:
 - Replace our current Medical Outreach Vehicle – currently this van is over 20 years old and needs to be replaced to help increase hours and clients seen in the field.

Questions:

Board Member: Is there a thought of stationing someone in a CARE center?

Contra Costa County Health Services
Health Care for the Homeless Co-Applicant Governing Board

- We do not want to direct someone needing medical care to a CARE center but most definitely want to work closely with the CARE Centers so that they know how their clients can receive these services.

Board Member: Have you considered donating the vehicle?

- La Raza – might help with use of bus after we do not need it
- It may also be used as a transportation vehicle as it has passenger seats.

Board Member: Is there downside to applying for supplemental funding like this?

- No, as long as we implement what we purpose and use the one-time funds within the year all funds will be processed. If we for some reason could not fulfill the proposal HRSA will relinquish the funds with no ramifications to our program.

Motion

- B. Statement: I move to approve the opportunity for supplemental funding for the MAT Program within HCH.***

Motion Result: NO APPROVAL due to lack of quorum.

Action Item: HCH Strategic Plan (All)

(Attachments: HCH Mission and Vision Statements)

Introduction to JSI Consultant, Pat Fairchild who will be assisting us with the HCH Strategic Plan.

- Fairchild's background: Operational site visits, board development, strategic planning
- Consultant will be present for the September meeting
- Consultant goals while working with HCH Board and staff
 1. Develop a Strategic plan in designated time frame
 2. Getting a Strategic Plan that best fits the HCH program and follows requirements of HRSA.
- Consultant is currently working on background information. Next steps will be interview Board members and staff on the internal and external strengths of the program.
- Consultant will be at September 19th Board meeting and will be reaching out to Board members individually to set up meetings with willing and available Board members. She is more than happy to come to you to meet.

Contra Costa County Health Services
Health Care for the Homeless Co-Applicant Governing Board

- If Board members will not have time to meet on September 18th or 19th but would like to meet with her please set up a time to meet via phone prior to these dates.

Questions:

What would individual meetings consist of:

- Strengths, weakness/challenges/threats of the HCH Program
- External strengths and weaknesses within this county and among homeless services
- The opportunities that will present
- Priorities of programs
- Understanding of HCH Board, expertise you bring to the board and your perspective that you bring to the board.

HCH Mission & Vision Statement

- Mission Statement:
 - The “harm reduction” is used to imply that we are working with patients where they are at. Our treatment plans are focused on harm reduction.
 - For example: providing clean needles to a patients that use or providing buprenorphine (harm reduction) rather than telling them they need to stop using before you can work with them.
 - Suggests you are going to provide treatment based on how the patients are presenting themselves.
 - We do whatever is safest for patient in their current state.
- Vision Statement:
 - Grammar Edits needed:
 - Change IS to ARE (is able to access TO are access)
 - ANY chronic conditions as opposed to THEIR
 - In order to improve health status and thrive as community members.

Action Item: Approval of HCH Mission and Vision Statements

Motion

- C. **Statement: I move to approve the 2018 HCH Mission and Vision statements for the 2018-2021 HCH Strategic Plan.**

Motion Result: NO APPROVAL due to lack of quorum.

HCH Program & Board Action Items:

Contra Costa County Health Services

Health Care for the Homeless Co-Applicant Governing Board

- Linae to send Board contact list to consultant
 - Linae to update Vision statement based on Board feedback.
 - Linae to schedule a consultant meeting with the HCH staff – as a group. Wants to get someone from the clinical route and someone from more of a case management side all for better perspective.
 - Project Director to send OSV report to consultant
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HCH Patient Satisfaction Survey

(Attachment: Draft Patient Satisfaction Survey Questions)

- Board happy with new survey.
 - Satisfied with questions and length of survey
- Board approval of survey at next meeting with quorum
- Next Steps:
 - Approval from Board
 - Translate into Spanish
 - Distribute to HCH Staff – will let Board know when this happen

Action Item: Approval of HCH Patient Satisfaction Survey

Motion

D. Statement: I move to approve the 2018 HCH Patient Satisfaction Survey to be distributed by HCH Staff.

Motion Result: NO APPROVAL due to lack of quorum.

Standing Item: HCH Program Updates & Community Updates

- Patient Grievances
 - PD followed up with larger system about HCH patient grievances
 - HCH has no official grievances on record but is still looking into how we track these things.
 - Patient Complaints:
 - 2018 – dealt with 1
 - 2014-2017- dealt with 2

Contra Costa County Health Services

Health Care for the Homeless Co-Applicant Governing Board

- Our staff tries to resolve the problem as it is happening
 - Patient is always informed by staff and manager that they may still file a grievance if needed and will explain how to complete this process.
 - CCRMC is in control of the grievances
 - It is hoped that our HCH Patient Satisfaction Surveys can help identify and address patient concerns.
- November – National Homeless Awareness month
 - Does the Board want to do something
 - What would be beneficial?
 - If you think of things on the medical side – let Linae know
 - Project Homeless connect
 - Is not happening – noticed it was not reaching the truly homeless individuals that could benefit
 - Transportation and access to care = big barrier
 - Maybe can HCH to multiple smaller one-time event locations throughout the county? – to discuss with HCH team
 - What about giving the presentations to the City Council meetings?
 - Consider it for the future and maybe introduce HCH’s strategic plan.
- Board of Supervisors Presentation (Monday , September 24th – 10:30am to 12 pm, 651 Pine St. Room 101, Martinez, CA)
 - Annual presentation at the Family and Human Services Committee - HCH year in review
 - This year the HCH team will be presenting about growing senior population among the homeless
 - Give a case study and example and why this person is in the situation that they are in – statistics etc.
 - Encourage all Board Members to attend
- Transitional Age youth age 18-24 Homeless Count until 9/9/18
 - Count is not HUD mandated
 - Trying to get a more accurate number of homeless individuals that fit this age range as the current numbers do not accurately represent the numbers.

HCH staff Action Items:

- Linae to send out Youth Homelessness Survey link to Board
- Linae to send meeting details for Board of Supervisor Meeting

Contra Costa County Health Services
Health Care for the Homeless Co-Applicant Governing Board

- Lineae to send presentation to Board once submitted prior to meeting.

HCH Board Action Items:

- Please to send in any reports that your organization may have on the senior population

Standing Item: Future Matters

- HCH Strategic Plan
- HCH Quality Improvement/Assurance & Program Performance Reports – Tobacco and Hypertension Clinical Measures Reports
- Board Evaluation (Future)

HCH Board Action Items:

- Board member to send evaluation used for other boards.
- Consultant to send other HCH Board's Evaluation

Standing Item: Next Meeting and Time

September 19, 2018

11:00-12:30pm

2500 Bates Avenue, Suite B

Zion Conference Room

Concord, CA 94520

Approval of HCH Co-Applicant Board Meeting Minutes from August 27, 2018

Board Chair Signature _____ *Wardell Brunner MD*

Date 9/19/18