



VENTURA COUNTY  

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HEALTH CARE AGENCY

# HealthCare Equity Advisory Council

## REGULAR MEETING

Tuesday, February 20, 2024  
5:30 p.m. - 7:00 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**

**Tuesday, February 20, 2024**

**5:30 p.m. - 7:00 p.m.**

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

**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](mailto: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 December 19, 2023 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. UPDATE: Agency initiatives, activities, and project status (20 minutes)**

**BREAK**

**7. DISCUSSION: Evaluation of Council structure, future direction and objectives**  
(40 minutes)

**8. MEMBER COMMENTS AND CALL FOR FUTURE AGENDA ITEM(S)** (5 minutes)

- a. Council member comments, updates, and discussion
- b. Next scheduled meeting: April 16, 2024

**9. 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://vchca.org) subject to staff's ability to post the documents prior to the meeting.

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**Healthcare Equity Advisory Council**  
**Tuesday, December 19, 2023**  
**Minutes**

**Community Voting Members Present:**

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

**Voting Members Absent:**

**Staff Present:**

Steven Auclair  
Kate English  
Gabriela Cazares  
Lisa Griffiths

**Administrative Voting Members Present:**

Barry Zimmerman – Co-Chair  
Rigoberto Vargas  
Dr. Theresa Cho  
Dr. Loretta Denering  
Dr. John Fankhauser  
Kristina Swaim

**Administrative Voting Members Absent:**

**Guests:**

**1. CALL TO ORDER**

The meeting was called to order at 5:36 p.m. by co-chair Cofield.

**2. ROLL CALL**

**3. APPROVAL OF June 20, 2023 MINUTES** Motion by Mr. Zimmerman, seconded by Mr. Vargas. Approved.

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

None.

**5. INFORMATIONAL ITEMS**

None.

**6. UPDATE: HCA Health Equity Work Plan**

- a. CMS, FQHC requirements focus on equity initiatives and measures.
- b. An internal equity dashboard will allow the Agency to look at health outcomes by demographics and identify care gaps. The initial focus is on the hospital; to be expanded across the organization.
- c. Ambulatory Care Clinics
  - i. Two Mixteco translators have been hired to assist at Mandalay Bay, Magnolia and Las Islas clinics.
  - ii. A1C machines are in place at clinics for greater patient convenience and

access. We narrowed gaps for diabetes control among Latinx and are at approximate parity with the general population.

- iii. Currently recruiting for a patient navigator.
- d. The We Care Campaign is an Agency-wide initiative to promote a caring culture, rolling out in 2024. Sets expectations for how providers interact with patients, and recognizes employees who exemplify a culture of empathy. This campaign will also be public facing so patients understand what our commitment is.
  - i. Can we spread messages like diabetes control out into the community?
  - ii. Suggestion to add QR codes to We Care posters to encourage feedback.
  - iii. To improve survey response, employ a variety of methods to meet the target audience where they are: QR codes, paper handouts, calls, text messaging.
- e. Behavioral Health
  - i. No Wrong Door: entry system has been revamped and decentralized. Previously, assessment process took 2 to 3 months before treatment could be accessed. Psychiatry services are available sooner.
  - ii. Working to get more bilingual practitioners across the system; recruiting for a health navigator and equity health manager.
- f. To address language access, we are looking to model the Natividad Hospital program. Their Language Access manager will be providing a needs assessment for our system. Next steps will include determining a budget and building a phased approach to create our own program. Grant support may be available.

## **7. 2024: Next Steps for HEAC**

- a. Two major functions of this committee are to represent various communities (listening function) and to communicate out what is being worked on.
- b. The group participated an exercise to determine social capital by committee members, what communities are represented (cultural, socio-economic, community groups, age etc.)

## **8. MEMBER COMMENTS AND CALL FOR FUTURE AGENDA ITEM(S)**

- a. Mr. Tapia requested a status update on social determinants of health and care gaps.
- b. Sharing the following resources for countywide DEI updates:

[https://www.youtube.com/live/PM5q85oz9ZU?si=tH\\_5GkHfGAP-yBQ&t=14413](https://www.youtube.com/live/PM5q85oz9ZU?si=tH_5GkHfGAP-yBQ&t=14413)

<https://www.ventura.org/county-executive-office/dei/>

## **9. ADJOURN**

Meeting adjourned at 7:00 pm.