



# Ventura County Community Health Center (CHC) Board Meeting Minutes

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

**Lisa Canale**  
County of Ventura  
Assistant County Counsel

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

**Meeting Minutes  
February 23, 2023  
12:30 - 2:00 PM**

**Zoom Virtual Meeting**

**Link:**

<https://us02web.zoom.us/j/81070247262?pwd=QkZQaVZ5ek9SU0lQnZlTG1SYlExZz09>

**Meeting ID: 810 7024 7262**

**Passcode: 291025**

**Teleconference:**

**+1 669 900 6833**

## CHC BOARD MEMBERS:

**DAVID TOVAR, District 1**  
Chair

**JAMES MASON, District 5**  
Vice Chair

**RALPH REYES, District 3**  
Secretary

**RENA SEPULVEDA, District 1**  
Treasurer

**MANUEL MINJARES, District 3**

**RENEE HIGGINS, MD, District 3**

**SUSAN WHITE WOOD, District 5**

**MELISSA LIVINGSTON, District 4**

**ESPY GONZALEZ, District 2**

**ROBERT RUST, District 3**

**MONIQUE NOWLIN, District 1**

## Call to Order:

James Mason called the meeting to order at 12:34 PM.

### 1. Roll Call

David Tovar	Absent
James Mason	Present via teleconference
Ralph Reyes	Present via teleconference
Rena Sepulveda	Absent
Manuel Minjares	Present via teleconference
Renee Higgins, MD	Present via teleconference
Susan White Wood	Absent
Melissa Livingston	Absent
Espy Gonzalez	Present via teleconference
Robert Rust	Present via teleconference
Monique Nowlin	Present via teleconference

CHC BOARD MINUTES

**Roll call confirmed that a quorum was present.**

**2. Ventura County Staff Present**

Theresa Cho, MD, HCA – Ambulatory Care CEO  
Lizeth Barretto, HCA – Ambulatory Care  
Tim Hawkins, HCA – Ambulatory Care  
Dee Pupa, HCA – Deputy Director Managed Care  
Christina Woods, HCA - VC Health Care Plan  
Luis Torres, HCA – Ambulatory Care  
Allison Blaze, MD, HCA – Ambulatory Care  
Martin Hahn, HCA – Ambulatory Care  
Roberto Bravo – VC CEO's Office

**Public Present**

**3. Public Comments - None**

**Action Items:**

**4. Approval of CHC Board Meeting Agenda for February 23, 2023**

Board Member Rust motioned to approve the agenda; Board Member Minjares seconded. The motion passed with no dissensions or abstentions.

**5. Approval of CHC Minutes for January 26, 2023**

Board Member Reyes motioned to approve the minutes; Board Member Rust seconded. The motion passed with no dissensions or abstentions.

**6. Approve Community Health Center Policies**

Policies will be shared during the Operational Site Visit. All policies ensure we are compliant and, unless recently approved by the CHC Board, they need to be reviewed and approved.

- a. **Coverage for Medical Emergencies During and After Hours** –The only update was that a piece referring to the patient portal was taken out. Board Member Rust moved; Board Member Nowlin seconded. No dissensions or abstentions.
- b. **Hospital Plan for Provision of Patient Care** – Dr. Cho said that the changes are that the policy will be renamed and updated with Ambulatory Care information. The team felt as though the existing policy covered the majority of what was needed, while adding in Ambulatory Care services. Board Member Higgins moved to approve the policy with the expected amendments. Board Member Rust seconded the motion. No dissensions or abstentions.
- c. **Ambulatory Care Standards of Care and Use of Clinical Practice Guidelines in the Clinics** – Dr. Cho explained that this is a new policy. It provides a guidance to care in the clinics. Dr. Higgins asked if orthopedics is included – no, but Dr. Cho can work with some providers to see what else should be added. Most of the guidelines are meant to reflect national standards, but each entity have their own guidelines. This is not meant to be an all-inclusive list. Dr. Cho said that this was meant for the day-to-day to ensure we don't have providers doing things not within guidelines. Board Member Higgins moved; Board Member Nowlin seconded. No dissensions or abstentions.

- d. **Terminating Patient-Provider Relationship** – Dr. Cho explained that this was a previous policy. Essentially outlines that we do not dismiss patients without a real process and the procedure is consistent no matter who the patient is. Board Member Minjares motioned; Board Member Reyes seconded. No dissensions or abstentions.
- e. **Patient Complaints at the Clinic Facilities** – Dr. Cho said that this policy and the Patient Complaint Advocacy are through the quality department. The quality team works with the type of complaints received. This was an existing policy that has since been updated with how the team fields complaints and developing a corrective action plan when needed. Board Member Rust approved. Board Member Higgins seconded. No dissensions or abstentions.
- f. **Patient Complaint Advocacy** – Dr. Cho explained that this is related to AC.27 Patient Complaints at the Clinic Facilities. This policy is from the hospital originally, but covers some of Ambulatory Care’s timeline, investigation, notification to the patient, etc. Board Member Rust approved. Board Member Higgins seconded. No dissensions or abstentions.
- g. **Referral Tracking for Non-Clinical Services** – Ms. Barretto explained that this is about services that are required for patients that are non-clinical. Includes transportation, translation, and after-hours coverage and the procedure to document the services. This is a new policy. Board Member Higgins moved. Board Member Nowlin seconded. No dissensions or abstentions.
- h. **Assessing Patient Experience** – Dr. Cho explained that, as an organization, our team regularly assesses patient experience by email or phone. Survey is called CGCAPS, which is nationally used. This survey measures improvement, especially against other facilities, and rating the patient’s provider and facility experience. Board Member Rust moved; Board Member Higgins seconded. No dissensions or abstentions.
- i. **Critical Tests and Critical Results** – Dr. Blaze explained that this is a policy on what we do when a lab result or radiology test comes in that is critical. This was a hospital policy and our team added Ambulatory Care. Board Member Nowlin moved; Board Member Minjares seconded. No dissensions or abstentions.
- j. **Pre-employment and Ongoing Staff Health Requirements** – Dr. Blaze explained that this is a hospital policy that the hospital uses to hire staff. It ensures that the staff is fit for duty and not going to spread communicable diseases. Dr. Blaze explained that the short amendment says that Covid-19 vaccination is as required by CDPH and Title 22. Board Member Higgins moved to approve as amended. Board Member Minjares seconded. No dissensions or abstentions.
- k. **Sliding Fee Discount Program Policy** – Dr. Cho explained the importance of the program for feedback. Our organization ensures that there are no limitations to care, while staying in compliance as to what is expected from our organization during the upcoming audit.
- Shared Sliding Fee Discount Matrix – This is the fee schedule that we would offer to the patient that does not have another ability to pay. In keeping with the guidelines, it has five columns, divided by FPL. Anything above 200% is not considered part of the Sliding Fee Discount Program, therefore it would be considered full charge. There is an asterisk added, denoting that the patient can apply for the Self-Pay Discount Program.
  - The Schedule of Services was also shared as part of the approval process.
  - Ms. Pupa shared that it is important to note that outside and beyond the FQHCs, the hospital and hospital-based clinics are Self-Pay Discount Program, so there is coverage for everyone.

- Dr. Cho explained that previously patients have been worried that they would be charged for every little thing, but this will provide a more comprehensive visit, while the patient only pays the nominal fee.
- Dr. Higgins suggested developing scripts for the front office to relay the information. Dr. Cho mentioned that this is something the clinics are working on and there was a large training session with all front office staff, focused on authorizations, and understanding how to offer these programs.

Board Member Rust moved to approve the Sliding Fee Discount Program as amended; Board Vice Chair Mason seconded. No dissentions or abstentions.

**7. Review the Status of the California COVID-19 State of Emergency and the Brown Act. Approval of Determination of March Meeting Location. (*Government Code, § 54953, subdivision (e)(3)*)**

- a. Governor Newsom is lifting the State of Emergency on 2/28/23. Suite 200 at Public Health has been booked for the March 23, 2023 meeting, if that is what is decided.

Board Member Nowlin moved to approve having the March CHC Board meeting in person. Board Member Rust seconded. The motion passed with no dissentions or abstentions.

**Discussion Items:**

**8. Old Business**

**a. CHC Board Bylaws Review**

Ms. Barretto said that the next step for the CHC Board Bylaws is to send to County Counsel, then this should hopefully come back to the Board by the March meeting. We will need majority of Board Members present and approving the Bylaws.

**9. Continued Business**

**a. Grants Update**

Submitted UDS on February 14<sup>th</sup>. Currently waiting for Reviewer's notes. There will be a full presentation by the Quality Team by the April meeting.

**10. CEO Update – Dr. Theresa Cho, HCA, Ambulatory Care**

The OSV preparation has been a huge amount of work. Dr. Cho appreciates the Board reviewing the policies. The audit will happen in early May.

Also working on budget preparations and the team expects to present to the Board by the March meeting.

Working on two different grant efforts.

- Test to Treat – This is availability for therapeutics for COVID-19. Our team received grant support, which has allowed the team to bring on nurses through a temp agency. Also partnering with MICOP to ensure we are getting out into the committee and make sure the word is known that therapeutics are free.

- COVID-19 Vaccinations – The grant allows our team to spread the word on the COVID-19 vaccine availability, as well as well-child and influenza, and address vaccine hesitancy. Also working with MICOP on outreach.

The team is looking at advancement of Electronic Health Record for operational workflows and scheduling practices - called Cerner Practice Management (CPM). This should also help with revenue focus. Ms. Barretto has worked very hard to develop a relationship with Sugarbug Dental – local dentistry group that is offering pediatrics and building up Magnolia.

#### 11. Board Comments

No board comments.

#### 12. Staff Comments

Ms. Barretto shared that the OSV will be May 9 – 11. Typically we ask the Board Members to participate, especially in introduction and the Board Governance section. We are hoping for two-three members to be available. We are working out the details if we can remote in, or all in same room. We will get more information and reach out before the march meeting or during the March meeting.

#### 13. Adjournment – 1:21 adjourn.

Audio files of the CHC Co-Applicant Board meetings are available by contacting the CHC Co-Applicant Board Clerk at [chcboardclerk@ventura.org](mailto:chcboardclerk@ventura.org)

Minutes submitted by: Chaya Turrow, CHC Board Clerk

**Next Meeting: Thursday, March 23, 2023**  
**2240 E Gonzales Road, Suite 200, Oxnard, CA 93036**