

Healthcare Equity Advisory Council
Tuesday, August 16, 2022
Minutes

Community Voting Members Present:

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

Voting Members Absent:

Audrey Ford
Juliza Ramirez

Guests:

Phin Xaypangna
Kate English

Administrative Voting Members Present:

Barry Zimmerman – Chair
Dr. Theresa Cho
Dr. Loretta Denering
Dr. John Fankhauser
Kristina Swaim

Administrative Voting Members Absent:

Rigoberto Vargas

Staff Present:

Selfa Saucedo

1. CALL TO ORDER

The meeting was called to order at 5:42 p.m. by Co-Chair K Cofield

2. ROLL CALL

3. APPROVAL OF June 21, 2022 MINUTES Moved by K Kelley, seconded by H Tapia. Approved.

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

None.

5. FOLLOW UP ON COMMUNITY FEEDBACK

Summary of community feedback given, sorted into general categories, with a call for additions or edits.

- Change “Access” to “Care Experience” with “Access” as a subtopic
- Add provider piece “Care Delivery - Provider Focused”

Actionable facets of patient experience:

- Measuring tool (scoring by patients)
- Means of address (counseling, training, additional resources etc.)

Dr. Diaz, Dr. Cho, and Dr. Fankhauser discussed institutional procedures in place for their respective organizations to address physician ratings/experience shortfalls. Council requests to review the surveys used to collect information.

6. HEALTH EQUITY: STATE PRIORITIES

Overview presented by Dr. Fankhauser

- Department of Health Care Access and Information (HCAI) is in process of developing new hospital equity requirements.
- Communities Lifting Communities has a Los Angeles-based program supporting black mothers through pregnancy and early post-partum periods. VCMC would like to be a participating hospital when the program expands beyond Los Angeles County.
- EP = Element of Performance. Six new standards go into effect in 2023.
- EP 1: Dr. Watabe is designated to oversee Health Equity efforts.
- EP 2: housing insecurity, food insecurity, personal safety, transportation and utility needs need to be assessed and addressed (provide resource information) before discharge.
- EP 3: currently collecting data from several sources and will build performance improvement projects where metrics indicate work is needed. Reports will be shared annually with stakeholders, including this group.
- Joint Commission recently issued a Sentinel Event Alert regarding diagnostic overshadowing (nationwide concern regarding misdiagnoses due to provider bias). Recommended actions include self-assessment and providing broad education to address.
- While the procurement diversity mandate pertains to hospital, much of the procurement is done jointly with Ambulatory Care. Anticipating development of an action plan next year.
- Notably, Ventura County is one of the only CAPH National Equity Project participants with executive team representation.

These are unfunded mandates. However, they align with the agency's mission. Health Care Foundation for Ventura County supports our healthcare system and accepts donations designated for equity efforts.

DEI office is working on a centralized data warehouse to track inequities in health, poverty, etc.

7. FOCUS AREAS

- Council members formed ad hoc committees to address four focus areas.
- Moving forward, the council will meet bi-monthly (next date is October 18, 2022).
- If less than a quorum of 7 or less per group, ad hoc committees (as well as communications with staff) are not covered by Brown Act.
- Ad hoc committees will define goals, identify information needed, and explore tactics

Ad Hoc Committee makeup (temporary leads in bold):

Care Delivery (provider focus): K Kelley, H Tapia, B Zimmerman, L Diaz

Care Experience: K Cofield, L Denering, T Cho, P Xaypangna

Communication Barriers: K Swaim, S Saucedo

Disparate treatment: E Bridges, J Fankhauser, K English

Action items for the Secretary:

- Send followup e-mail with contact lists, ad hoc committee membership, and updated Community feedback document, and determine which group Cynthia, Rigo, Audrey, Juliza and Juana would like to join.
- Help facilitate ad hoc meetings if needed.
- Update website with new council meeting frequency, adjust calendar invites.

8. MEMBER COMMENTS

- Quality metrics will be reported within context of the hospital's regulatory constraints (protected patient information).
- Elizabeth Stone (BHAB member, VCBH consumer): Diagnostic overshadowing is commonly experienced by people with psychiatric disabilities.
- Scott Gilman, new BH Director, starts August 22, 2022, and will take a voting seat. Dr. Denering will continue to participate as staff member.

9. CALL FOR FUTURE AGENDA ITEM(S)

- a. Report out of Ad Hoc committees
- b. Review Quality Survey

10. ADJOURN

Meeting adjourned at 7:33 pm.