

AVHC Board Minutes
February 1, 2024

Board Members		Board Members		Staff	
Ric Bonner, Chairperson	x	Clay Eubank	Excused	Chloë Guazzone, ED	x
Kathy Cox, Vice-Chairperson	x	Lucy Plancarte	x	Cynthia Novella FNP, Medical Director	x
Eric Labowitz, Treasurer	x	Yuridia Cruz-Arrelo	Excused	Fabiola Cornejo, Operations Director	x
Heidi Knott, Secretary	x	Mike Zaugg	x	Donna Sherwood	x
Autumn Ehnou	x	Guest Ron Gester	x	Marcelle Scramaglia	x
Tricia Anguiano Rubin	x	WCN Randi Ganousis	x	WCN Holly Kida	x

Call to Order & Quorum / Agenda / Minutes Approval	Action
The Chairperson called the meeting to order at 5:02 pm. Meeting was held in person at the clinic and via GoTo meeting.	Meeting called to order; quorum established. The draft February 1, 2024 meeting agenda was amended: Performance Improvement Committee to follow Board Compliance Training ; agenda then approved. Motion: Labowitz, Second: Plancarte, All ayes.
Conflict of Interest	The Board and Staff were polled and were not aware of any potential or actual conflicts of interest at this time.
The draft January 4, 2024 Board minutes were reviewed and approved as presented.	The draft January 4, 2024 minutes were approved. Motion: Knott, Second: Labowitz. All others ayes.
Board Compliance Training	First 2024 quarterly training meeting by the Write Choice Network (WCN) Randi explained in detail each of the following 3 HRSA chapters and how the three chapters tie together; the requirements of each chapter specific to the AVHC clinic, renewal due dates which the board must review and approve.

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	<p>Holly keeps a detailed calendar for AVHC, besides HRSA requirements the calendar tracks items the clinic needs to be on top of.</p> <p>HRSA chapters that Randi reviewed: Chapter 3-Needs Assessment Chapter 10-Quality Improvement\Assurance Chapter 21-Federal Tort Claims Act (FTCA) Deeming Requirements</p>
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Staff and Committee Reports	Reports/Discussion	Action
<p>Performance Improvement Committee</p>	<ul style="list-style-type: none"> • Review and discussion of latest UDS clinical measures and Clinical Dashboards (Oct, Nov, Dec Quarters) <p>Marcelle discussed: The Partnership incentives that closed yesterday, AVHC ranked 5th out of 94 with an 87.78% for the clinical and non-clinical measures that need to be followed. Partnership only includes Medi-Cal patients but ALL the patients at the clinic receive the same care as the Partnership patients. She also discussed the patient survey results from April and December 2023 and compared the results. An improvement goal of 5% had been put in place for the December survey, which resulted in a 20% improvement. Marcelle then reviewed each of the reports in detail (delivered in the board packet -UDS and the Clinical Dashboards). The UDS measures tracked are reported to HRSA. The clinical dashboards are for the clinic and looked at monthly by the QI committee. These measures are used for AVHC improvement projects and others are monitored for their progress.</p>	

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	<ul style="list-style-type: none">• 1 HIPAA breach: Patient given the wrong person's medication by front desk. Medication was returned unused. HIPAA breach appropriately reported to patient and state. Discussion about ambient noise at front desk may lead to these errors. Patients will now be asked to write their DOB on a post it in effort to reduce errors caused by human misunderstanding	
Executive Team / Staff Report Summary	<p>Medical Director-Cindy Novella</p> <ul style="list-style-type: none">• Dr. Smeltzer will be working full time at 30 hours a week. She speaks Spanish.• Patients that had Covid have to wait three months before they can be vaccinated.• The Redwood Room, which is the teen clinic, visits come in waves. The Teen Center representatives come to the clinic about every two weeks to restock their backpacks, which have information along with condoms, woman health products and other items. Tricia, board member gave an update on the teen situation at the high school. <p>For complete detail, please refer to the Staff report.</p> <p>Operations Director- Fabiola Cornejo:</p> <ul style="list-style-type: none">• The interview with dentist was determined was not a good fit.• Dr. Tyron, locum has signed another contract starting April 1 through September 2024. He does understand if a permanent dentist is hired, he would receive a 30 day notice.• LEAN- front desk, working on a 4 step problem solving for billing errors. Medical working on improvement projects to refine medical visit procedure to automatically attach a billing code.	Executive Team / Staff Report Summary

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	<p>For complete detail, please refer to the Staff report.</p> <p>Executive Director-Chloe Guazzone</p> <ul style="list-style-type: none"> • Relevant=delivers a data, reporting, and population health platform for community health centers. We pull data from the EHR, clean it up, and help you turn it into action with dashboards, reports, and clinical tools • LEAN project with the billing processes. Amanda Login from MCHC will be coming to the clinic to document all the workflows. • Navigator Grant supports our clinic Outreach. • Expanded Case Management has been in planning stages since May 2023. Now in operation for last three weeks, Partnership assigns Medi-Cal patients to our clinic. Some of the patients assigned are not in our area. The patient must be seen in person once and then followed up by phone. Blanca is conducting outreach to the patients. • Visits are great. Aurelio Guzman will not be replaced. Cyd Bernstein in completing her hours and will then fill that provider's space. <p>For complete detail, please refer to the Staff report.</p>	
<p>Finance Committee.</p>	<ul style="list-style-type: none"> • Upon the recommendation of the Finance Committee, review and approve the financial reports December 2023, please review board attachments for details. • December 2023 – loss from operations of \$69,964 for the month of December 2023, Year to date results a loss of \$ 15,765 • Discuss and approve a motion to authorize purchase of \$40,000 of vaccines that are above budget, some of which will be reimbursed by billing. 	<p>The December, 2023 financial reports were approved. Motion: Knott, Second: Labowitz, All eyes</p> <p>Approval of motion to authorized purchase of vaccines above budget. Motion: Knott, Second:</p>

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		Labowitz, All ayes
Outreach and Marketing	<ul style="list-style-type: none"> • Kathy Cox meeting to be February 15, 2024 	
Board Development and Governance	<ul style="list-style-type: none"> • Small group discussion on board recruitment, board staff relationship and enlivening board meetings <p>Using the following questions:</p> <ol style="list-style-type: none"> 1. What ideas do you have for activities to promote staff-Board communication and relationships? 2. What ideas do you have to make the Board meetings more dynamic, interactive and less formulaic? What kind of Board education do we need and what would be the best way to accomplish this? 3. Are there segments of the population that are not represented on the Board; if so do have any ideas of whom we might recruit? 	Move to March Meeting since Kathy Cox is excused at February Board meeting.
Executive Committee	<ul style="list-style-type: none"> • No activity 	
New Business	<ul style="list-style-type: none"> • None 	
Public Comments	<ul style="list-style-type: none"> • Guest, Ron Gester commented that he would like to acknowledge how great the clinic is doing, which moved into the next section with board comments. 	
Items of Interest /Concern to Board Members	<ul style="list-style-type: none"> • Board members discussed ideas to get the word out to the community highlighting what the clinic has to offer to patients. Ideas: monthly campaign, 2 newsletters, social 	

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	<p>media, text blasts. Clinic is presently giving new patients a flyer regarding staff. Harvest Fest is always a success, there is a lot of preparation, communication and the school is involved.</p>	
<p>Adjournment</p>	<ul style="list-style-type: none"> • A motion to adjourn was approved at 6:53 p.m. 	<p>Meeting Adjourned Motion: Labowitz , Second: Knott , All eyes</p>

Date Minutes Accepted: _____

Committee Chairman: _____

Minutes: Sherwood The next AVHC Board meeting will be on Thursday, March 7, 2024 at 5:00 p.m. via in person or open meeting.