

Minutes

Valleywise Community Health Centers Governing Council Valleywise Health Medical Center February 1, 2023 6:00 p.m.

Members Present:

Michelle Barker, DHSc, Chairman – *participated remotely*
Scott Jacobson, Vice Chairman – *participated remotely*
Chris Hooper, Member – *participated remotely*
Salina Imam, Member – *participated remotely*
Liz McCarty, Member – *participated remotely*
Eileen Sullivan, Member – *participated remotely*
Jane Wilson, Member – *participated remotely*

**Non-Voting Member
Absent:**

Mary Rose Garrido Wilcox, Maricopa County Special Health Care District
Board of Directors

Others/Guest Presenters:

Michael D. White, MD, MBA, Interim Federally Qualified Health Centers
Chief Executive Officer – *participated remotely*
Steve Purves, President and Chief Executive Officer, Valleywise Health –
participated remotely
Claire Agnew, Chief Financial Officer – *participated remotely*
Melanie Talbot, Chief Governance Officer – *participated remotely*
Matthew Meier, Vice President, Financial Services – *participated remotely*
Crystal Garcia, Vice President, Specialty Services, Quality and Patient Safety
– *participated remotely*

Recorded by:

Cynthia Cornejo, Deputy Clerk of the Board – *participated remotely*

Call to Order:

Chairman Barker called the meeting to order at 6:00 p.m.

Roll Call

Ms. Talbot called roll. Following roll call, she noted that six of the seven voting members of the Valleywise Community Health Centers Governing Council were present, which represented a quorum. Ms. Imam joined after roll call.

NOTE: Ms. Imam joined the meeting at 6:01 p.m.

Call to the Public

Chairman Barker called for public comment. There were no comments.

General Session, Presentation, Discussion and Action:

1. Approval of Consent Agenda:

a. Minutes:

- i. Approve Valleywise Community Health Centers Governing Council Meeting Minutes dated January 4, 2023

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General Session, Presentation, Discussion and Action, cont.:

1. Approval of Consent Agenda, cont.:

b. Contracts:

- i. Accept amendment #1 to the intergovernmental agreement (90-22-255-1-01) between the Arizona Department of Health Services and the Maricopa County Special Health Care District dba Valleywise Health, for the Well Woman Health Check Program grant which provides breast and cervical cancer screenings for the uninsured and underinsured

c. Governance:

- i. Appoint Marisue Garganta to the Valleywise Community Health Centers Governing Council
- ii. Acknowledge Valleywise Health's Federally Qualified Health Centers Service Area by Zip Code
- iii. Authorize staff to register Valleywise Community Health Centers Governing Council members for the Arizona Alliance for Community Health Centers (AACHC) Annual Conference in April 2023, in Scottsdale, Arizona, utilizing the Governing Council's seminar fees budget in an amount not to exceed \$1,800

d. Medical Staff:

- i. INTENTIONALLY LEFT BLANK

MOTION: Vice Chairman Jacobson moved to approve the consent agenda. Ms. Wilson seconded.

VOTE: 7 Ayes: Chairman Barker, Vice Chairman Jacobson, Mr. Hooper, Ms. Imam, Ms. McCarty, Ms. Sullivan, Ms. Wilson
0 Nays
Motion passed.

2. Discuss and Review Federally Qualified Health Centers Financials and Payor Mix for the Second Quarter of Fiscal Year 2023

Mr. Meier presented the Federally Qualified Health Centers (FQHCs) financial statistics for the second quarter of fiscal year (FY) 2023.

Visits at Valleywise Community Health Centers were two percent better than budget and total operating revenues were near break-even. Total operating expenses had a negative six percent variance, resulting in a negative total operating margin of \$610,710. He explained the negative variance was attributed to increased costs in salaries and wages.

Outpatient behavioral health visits missed budget by nine percent, operating revenue had a negative 13% variance. Total operating expenses had a negative eight percent variance, resulting in a negative total operating margin of \$330,314.

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General Session, Presentation, Discussion and Action, cont.:

2. Discuss and Review Federally Qualified Health Centers Financials and Payor Mix for the Second Quarter of Fiscal Year 2023, cont.

Mr. Meier noted visits at FQHCs located within Valleywise Comprehensive Health Center-Phoenix were better than budget by one percent, total operating revenues were near break-even, however, total operating expenses had negative four percent variance, resulting in a negative total operating margin of \$157,439.

Visits at Valleywise Comprehensive Health Center-Peoria missed budget by five percent, total operating revenues had a negative 12% variance. Total operating expenses were one percent better, resulting in a negative total operating margin of \$166,806.

Dental clinic visits were better than budget by one percent, total operating revenues had a negative 13% variance, and total operating expenses had a negative four percent variance, resulting in a negative total operating margin of \$179,995.

For the quarter, visits at all clinics combined were near budget, missing the budget by 81 visits. Total operating revenue had a negative three percent variance and total operating expenses had a negative five percent variance, resulting in a negative total operating margin of \$1,445,264.

On a year-to-date basis, visits at all clinics were better than budget by four percent, total operating revenue was better than budget by two percent, however, there was a negative total operating margin of \$721,163.

Chairman Barker asked if there were plans in place to offset the increase expenses due to salaries and wages.

Mr. Meier stated that most expenses, outside of salaries and wages, were better than budget. Increased volumes would be an option to offset the increased expenses.

Dr. White stated that the organization was undergoing margin improvement efforts to develop plans to offset increased expenses.

Mr. Meier reviewed the six-month payer mix trend, noting month over month fluctuations in Medicaid covered patients. On a four-year trend, he noted a 5.5% decrease in Medicaid utilization since FY 2020.

3. Discuss and Review Federally Qualified Health Centers Uniform Data System (UDS) Quality Metrics for Calendar Year 2022

Ms. Garcia provided an overview of the Uniform Data System (UDS) quality metrics for calendar year (CY) 2022. Of the 13 quality metrics, she noted nine metrics were meeting the established benchmarks. The two metrics that had not been met were controlling high blood pressure and screening for clinical depression and follow-up plan. The metric for ischemic vascular diseases was close to meeting the benchmark.

She highlighted the dramatic negative variance for childhood immunizations, stating a logic change impacted the overall score. She explained the logic no longer included vaccinations provided on the day of birth. She said a manual chart audit was conducted, using the original logic, and the organization was performing at 60% compliance, which was better than the 38.06% benchmark.

She recognized staff's efforts in improving body mass index screening and follow-up, resulting in the metric meeting the benchmark. She reviewed the action plans developed to improve results for a variety of metrics, including high blood pressure and depression screening and follow-up plan.

Chairman Barker congratulated staff on the achievement.

Mr. Hooper asked if the action plans in place to improve high blood pressure were strictly delegated to medical assistants.

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General Session, Presentation, Discussion and Action, cont.:

3. Discuss and Review Federally Qualified Health Centers Uniform Data System (UDS) Quality Metrics for Calendar Year 2022, cont.

Ms. Garcia said the action plans were multi-faceted. Medical assistants were tasked with re-checking the blood pressure if the original results were outside the established parameters. However, employees within the patient assistance center also reminded patients to take their blood pressure medications prior to their appointment. She noted the results for the metric were dependent on the patient's compliance with the treatment plan, as well as creating a calmer environment when the patient arrived at the clinic.

4. Discuss and Review Federally Qualified Health Centers Patient Safety Report for the Second Quarter of Fiscal Year 2023

Ms. Garcia reviewed the patient safety report for the FQHCs for the second quarter of FY 2023. She reviewed the locations and service lines included in the report. The organization used a reporting system, CHEQ-IT, to collect, analyze and identify trends on where to focus. She noted all employees were encouraged to enter not only incidents, but any occurrence or process that may benefit from improvements.

She provided an overview of the types of occurrences entered and the locations where they happened. The most frequently reported type of events were health information management, behavioral events, safety and security, specimen handling, and falls.

Ms. Garcia explained how staff used the CHEQ-IT submissions to improve processes and identify trends. Notable occurrences were shared during daily leadership huddles. She outlined other tools used, including the Culture of Safety survey and results, to develop programs and education to encourage employees to communicate any concerns or questions related to processes or quality of care.

5. Discuss and Review Federally Qualified Health Centers National Research Corporation (NRC) RealTime Platform Patient Satisfaction Data for the Second Quarter of Fiscal Year 2023

Ms. Garcia explained how the organization used National Research Corporation (NRC) RealTime patient satisfaction survey results to gather feedback from patients of the FQHCs. She provided an overview of the survey results. In December 2022, there was an overall 27.5% survey response rate, with 72.9% of patients stating they would recommend the facility, which was better than the 72% benchmark.

She outlined the results for individual facilities as well and comments received from patients. Leaders received the results and comments on a weekly basis, which allowed them to review areas of concern and to develop action plans to improve.

Chairman Barker noted inconsistency in the results and asked if the results were dependent on the number of visits, or if there were actual issues within a specific clinic.

Ms. Garcia said that there could be a variety of reasons for the variation in results, however, a specific concern had not been identified.

Chairman Barker asked that the next report include insight on the locations performing better than the benchmark, as well as the clinics that missed the benchmark by a substantial variance.

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General Session, Presentation, Discussion and Action, cont.:

6. Discuss and Review Valleywise Community Health Centers Governing Council's Committees' Effectiveness

Chairman Barker stated the Governing Council previously discussed the option to integrate the Finance Committee and Compliance and Quality Committee agenda items into the Governing Council agendas. The Governing Council just received several reports and presentations that would traditionally be presented at the committee level. She welcomed feedback on how that information was received.

Ms. Wilson, a relatively new member, stated the information received was very useful and well delivered.

Vice Chairman Jacobson agreed, however, he was concerned that the additional reports would not warrant time for external presenters to address the Governing Council.

Chairman Barker credited Ms. Talbot for creating a schedule for future reports, noting there were months throughout the year that would be appropriate to invite external presenters to provide information to the Governing Council.

Ms. McCarty said presenting the finance and quality reports to the Governing Council was beneficial, as all members would have the opportunity to be involved and informed.

Chairman Barker said that the Governing Council would continue to incorporate finance and quality items in the Governing Council agendas and would continue to gather feedback.

Ms. Sullivan agreed with Ms. McCarty, stating it was important for all Governing Council members to have and be aware of the information.

7. Update on Search for Federally Qualified Health Centers Chief Executive Officer

Dr. White informed the Governing Council that an external search firm was engaged to recruit an FQHC Chief Executive Officer (CEO). The search had yielded excellent candidates and staff was in the process of negotiating with the selected candidate. He was hopeful that an announcement would be made soon.

8. Maricopa County Special Health Care District Board of Directors Report

This item was not discussed.

9. Valleywise Health's President and Chief Executive Officer's Report

Mr. Purves provided an overview of Valleywise Health's priorities, including the planned opening of the new acute care hospital. He noted the various logistics involved in making the transition. He also mentioned the ongoing financial challenges related to workforce shortages and the ongoing impact of the COVID-19 pandemic.

He gave an update on the current legislative session, noting the organization's areas of focus, including the 340B program and monitoring the progress of the safety net designation initiative.

He expressed his appreciation to the Valleywise Health Foundation for their ongoing support of Valleywise Health. Ms. Lisa Hartsock was serving as the interim CEO while a search for a permanent CEO underway.

Mr. Purves highlighted Ms. Talbot's contribution to the organization, outlining her certifications and congratulating her on her 15 years of members in the Arizona Municipal Clerk's Association.

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General Session, Presentation, Discussion and Action, cont.:

9. Valleywise Health's President and Chief Executive Officer's Report, cont.

Ms. Wilson asked what would happen to the existing hospital and administration building when the new acute care hospital opened later this year.

Mr. Purves stated the current acute care hospital, along with the Conference and Administration Center and Hogan Building, would be demolished and the space would be used for parking.

10. Chairman and Council Member Closing Comments/Announcements

Chairman Barker provided an update related to Governing Council member recruitment efforts, with multiple applications sent to interested individuals. She thanked all members that were involved in the interview process.

The next Governing Council meeting was scheduled for March 1, 2023 and would be in-person.

Mr. Hooper stated that he recently toured two Valleywise Health FQHCs and found the tours to be very educational.

11. Review Staff Assignments

Ms. Talbot reviewed the request that stemmed from the meeting.

Adjourn

MOTION: Vice Chairman Jacobson moved to adjourn the February 1, 2023 Valleywise Community Health Centers Governing Council Meeting. Ms. Sullivan seconded.

VOTE: 7 Ayes: Chairman Barker, Vice Chairman Jacobson, Mr. Hooper, Ms. Imam, Ms. McCarty, Ms. Sullivan, Ms. Wilson

0 Nays

Motion passed.

Meeting adjourned at 7:16 p.m.

Cynthia Cornejo
Deputy Clerk of the Board