



Valleywise Community Health
Centers Governing Council
Meeting

June 1, 2022
6:00 p.m.

Agenda



<p><u>Council Members</u> Ryan Winkle, Chairman Michelle Barker, DHSc, Vice Chairman Nelly Clotter-Woods, Ph.D., Treasurer Salina Imam, Member Scott Jacobson, Member Joseph Larios, Member Liz McCarty, Member Daniel Messick, Member Eileen Sullivan, Member Mary Rose Garrido Wilcox, District Board, Non-Voting Member</p>	<p><u>AGENDA</u> Valleywise Community Health Centers Governing Council</p> <p>Mission Statement of the Valleywise Community Health Centers Governing Council Serve the population of Maricopa County with excellent, comprehensive health and wellness in a culturally respectful environment.</p>
---	---

• Valleywise Health Medical Center • 2601 East Roosevelt Street • Phoenix, Arizona 85008 •

Meeting will be held remotely. Please visit <https://valleywisehealth.org/events/valleywise-community-health-centers-governing-council-meeting-06-01-22/> for further information.

Wednesday, June 1, 2022
6:00 p.m.

One or more of the members of the Valleywise Community Health Centers Governing Council may be in attendance telephonically or by other technological means. Council members participating telephonically or by other technological means will be announced at the meeting.

Please silence any cell phones, pagers, computers, or other sound devices to minimize disruption of the meeting.

Call to Order

Roll Call

Call to the Public

This is the time for the public to comment. The Valleywise Community Health Centers Governing Council may not discuss items that are not specifically identified on the agenda. Therefore, pursuant to A.R.S. § 38-431.01(H), action taken as a result of public comment will be limited to directing staff to study the matter, responding to any criticism, or scheduling a matter for further consideration and decision at a later date.

Agendas are available within 24 hours of each meeting via the Clerk's Office, Valleywise Health Medical Center, 2601 East Roosevelt Street, Phoenix, Arizona 85008, Monday through Friday between the hours of 9:00 a.m. and 4:00 p.m. and on the internet at <https://valleywisehealth.org/about/governing-council/>. Accommodations for individuals with disabilities, alternative format materials, sign language interpretation, and assistive listening devices are available upon 72 hours advance notice via the Clerk's Office, Valleywise Health Medical Center, 2601 East Roosevelt Street, Phoenix, Arizona 85008, (602) 344-5177. To the extent possible, additional reasonable accommodations will be made available within the time constraints of the request.

ITEMS MAY BE DISCUSSED IN A DIFFERENT SEQUENCE

General Session, Presentation, Discussion and Action:

1. Approval of Consent Agenda: 15 min
Any matter on the Consent Agenda will be removed from the Consent Agenda and discussed as a regular agenda item upon the request of any voting Governing Council member.
 - a. Minutes:
 - i. **Approve** Valleywise Community Health Centers Governing Council meeting minutes dated May 4, 2022
 - ii. **Approve** Valleywise Community Health Centers Governing Council's Ad Hoc Membership Committee meeting minutes dated May 19, 2021
 - b. Contracts:
 - i. **Acknowledge** amendment #4 to the grant agreement [90-18-428-1-04 (FTF-RC033-19-064-01-Y50)] between First Things First and the Maricopa County Special Health Care District dba Valleywise Health, for the Phoenix South Regional Partnership Council Family Resource Center services at the Valleywise Community Health Centers-South Central and West Maryvale, and Valleywise Comprehensive Health Center-Phoenix
 - ii. **Acknowledge** amendment #4 to the grant agreement [90-18-403-1-04 (GRA-MULTI-19-0965-01-Y5)] between First Things First and the Maricopa County Special Health Care District dba Valleywise Health, for the Northwest Maricopa and Southwest Maricopa Regional Partnership Councils Care Coordination/ Medical Home Service Program
 - iii. **Acknowledge** amendment #4 to the grant agreement [90-18-420-1-04 (FTF-RC035-19-0614-01-Y5)] between First Things First and the Maricopa County Special Health Care District dba Valleywise Health, for the East Maricopa Regional Partnership Council Care Coordination/Medical Home Services Program
 - iv. **Acknowledge** amendment #4 to the grant agreement [90-19-004-1-04 (FTF-RC033-19-0615-02-Y5)] between First Things First and the Maricopa County Special Health Care District dba Valleywise Health, for the Phoenix South Care Coordination/Medical Home Services Program
 - v. **Acknowledge** amendment #6 to the contract (90-11-038-06) between Blue Cross and Blue Shield of Arizona, Inc. and the Maricopa County Special Health Care District dba Valleywise Health, adding the patient centered medical home program
 - c. Governance:
 - i. **Accept Recommendations** from the Finance Committee to **Approve** the utilization of fiscal year 2022 Federally Qualified Health Center Clinics' capital contingency funds in an amount not to exceed \$32,000, for completion of the testing and immunization center at Valleywise Comprehensive Health Center-Phoenix
 - ii. **Accept Recommendations** from the Compliance and Quality Committee to **Approve** the annual Compliance Work Plan for the Federally Qualified Health Center Clinics for fiscal year 2023

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

1. Approval of Consent Agenda, cont.:
 - c. Governance, cont.:
 - iii. **Accept Recommendations** from the Compliance and Quality Committee to **Approve** the annual Internal Audit Work Plan for the Federally Qualified Health Center Clinics for fiscal year 2023
 - iv. **Appoint** Eileen Sullivan to the Valleywise Community Health Centers Governing Council's Compliance and Quality Committee
 - d. Medical Staff:
 - i. **Acknowledge** the Federally Qualified Health Centers Medical Staff and Advanced Practice Clinician/Allied Health Professional Staff Credentials

End of Consent Agenda

2. Discuss, Review and **Approve** a budget modification to American Rescue Plan Act funding received for Valleywise Health's Federally Qualified Health Center Clinics **15 min**
Barbara Harding, Chief Executive Officer, Federally Qualified Health Center Clinics
3. **Elect** a Chairman, Vice Chairman, and Treasurer of the Valleywise Community Health Centers Governing Council for one (1) year terms for fiscal year 2023, commencing July 1, 2022 **15 min**
Valleywise Community Health Centers Governing Council
4. Discussion and **Possible Action** on the appointment of a District Board member as a non-voting member of the Valleywise Community Health Centers Governing Council for fiscal year 2023, commencing July 1, 2022 **10 min**
Valleywise Community Health Centers Governing Council
5. Recent meeting reports from the Valleywise Community Health Centers Governing Council's committees **5 min**
 - a. Compliance and Quality Committee
Michelle Barker, DHSc, Committee Chair
 - b. Executive Committee
Ryan Winkle, Committee Chair
 - c. Finance Committee
Nelly Clotter-Woods, Ph.D., Committee Chair
 - d. Strategic Planning and Outreach Committee
Joseph Larios, Committee Chair
6. Federally Qualified Health Center Clinics Chief Executive Officer's report **5 min**
Barbara Harding, Chief Executive Officer, Federally Qualified Health Center Clinics
7. Maricopa County Special Health Care District Board of Directors report **5 min**
Mary Rose Garrido Wilcox, Chairman, Maricopa County Special Health Care District Board of Directors

General Session, Presentation, Discussion and Action, cont.

8. Valleywise Health's President and Chief Executive Officer's report 5 min
Steve Purves, President and Chief Executive Officer, Valleywise Health

9. Chairman and Council Member Closing Comments/Announcements 5 min
Valleywise Community Health Centers Governing Council

10. Review Staff Assignments 5 min
Cassandra Santos, Assistant Clerk

Old Business:

April 6, 2022

Provide a cross comparison report on how Valleywise Health's Federally Qualified Health Center Clinics compare to others in the state, specifically related to patient demographics, including race; (dependent on timing of Health Resources and Services Administration's release)

Adjourn



Valleywise Community Health
Centers Governing Council
Meeting

June 1, 2022

Item 1.

Consent Agenda



Valleywise Community Health
Centers Governing Council
Meeting

June 1, 2022

Item 1.a.i.

Minutes:
Governing Council
May 4, 2022

Minutes

**Valleywise Community Health Centers Governing Council
Valleywise Health Medical Center
May 4, 2022
6:00 p.m.**

DRAFT

Members Present: Ryan Winkle, Chairman - *participated remotely*
Michelle Barker, DHSc, Vice Chairman - *participated remotely*
Nelly Clotter-Woods, Ph.D., Treasurer - *participated remotely*
Scott Jacobson, Member - *participated remotely*
Joseph Larios, Member - *participated remotely*
Liz McCarty, Member - *participated remotely*
Daniel Messick, Member - *participated remotely*

Members Absent: Salina Imam, Member

Non-Voting Members Absent: Mary Rose Garrido Wilcox, Maricopa County Special Health Care District Board of Directors

Others/Guest Presenters: Barbara Harding, Chief Executive Officer, Federally Qualified Health Center Clinics - *participated remotely*
Michael White, M.D., Chief Clinical Officer - *participated remotely*
Claire Agnew, Chief Financial Officer - *participated remotely*
Christopher Brendemuhl, DMD, Director of Dentistry - *participated remotely*
Taylor Kirkman, Senior Grants Program Manager - *participated remotely*
Christie Blanda, Director of Ambulatory Operations - *participated remotely*
Martin Demos, General Counsel - *participated remotely*
Melanie Talbot, Chief Governance Officer - *participated remotely*

Recorded by: Cassandra Santos, Assistant Clerk - *participated remotely*

Call to Order

Chairman Winkle called the meeting to order at 6:01 p.m.

Roll Cal

Ms. Talbot called roll. Following roll call, it was noted that six of the eight voting members of the Valleywise Community Health Centers Governing Council were present, which represented a quorum. Ms. McCarty joined the meeting shortly after roll call.

For the benefit of all participants, Ms. Talbot announced the Governing Council members participating remotely.

Call to the Public

Chairman Winkle called for public comment.

There were no comments.

**Valleywise Community Health Centers Governing Council
Meeting Minutes – General Session – May 4, 2022**

General Session, Presentation, Discussion and Action:

1. Approval of Consent Agenda:
 - a. Minutes:
 - i. Approve Valleywise Community Health Centers Governing Council meeting minutes dated April 6, 2022
 - b. Contracts:
 - i. Acknowledge a new intergovernmental agreement (90-22-221-1) between the Arizona Department of Health Services and the Maricopa County Special Health Care District dba Valleywise Health, for Hepatitis C Patient Navigation Project (CTR059355)
 - ii. Acknowledge amendment #1 to intergovernmental agreement (90-22-113-1-01) between Maricopa County and the Maricopa County Special Health Care District dba Valleywise Health, for the use of real property at 33 West Tamarisk Avenue, Phoenix, Arizona 85041
 - c. Governance:
 - i. Accept Recommendations from the Executive Committee to Approve a revised Executive Committee Charter
 - ii. Approve the appointment of Eileen Sullivan to the Valleywise Community Health Centers Governing Council
 - iii. Approve the dissolution of the Valleywise Community Health Centers Governing Council's Ad Hoc Membership Committee
 - d. Medical Staff:
 - i. Acknowledge the Federally Qualified Health Centers Medical Staff and Advanced Practice Clinician/Allied Health Professional Staff Credentials
 - ii. Approve proposed revisions to policy 20075 MT - FQHC Credentialing and Privileging of Clinical Staff

NOTE: Ms. McCarty joined the meeting at 6:05 p.m.

MOTION: Chairman Winkle moved to approve the consent agenda. Mr. Jacobson seconded.

VOTE: 7 Ayes: Chairman Winkle, Vice Chairman Barker, Dr. Clotter-Woods, Mr. Jacobson, Mr. Larios, Ms. McCarty, Mr. Messick

0 Nays

1 Absent: Ms. Imam

Motion passed.

**Valleywise Community Health Centers Governing Council
Meeting Minutes – General Session – May 4, 2022**

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

2. Approve the establishment of an Advanced Education in General Dentistry (AEGD) residency program; Authorize staff to apply to the Commission on Dental Accreditation (CODA) for initial accreditation

Dr. Brendemuhl provided background about a previous dental residency program partnership with Valleywise Health and NYU Langone, which ended in 2019.

Partnership with Creighton University School of Dentistry and grant funding via Health Resources and Services Administration (HRSA) would support an advanced education in general dentistry (AEGD) residency program at Valleywise Health. Valleywise Health would apply for initial accreditation with Commission on Dental Accreditation (CODA). The one-year program would include recruitment of graduates from schools accredited by CODA.

If the application for accreditation to was accepted, the first class of dental residents would likely begin July, 2024. The residency program would be housed at Valleywise Community Health Center-McDowell and Valleywise Comprehensive Health Centers-Phoenix and Peoria.

Dr. Brendemuhl highlighted CODA standards and requirements which included relevant dynamics that aligned with Valleywise Health's mission. Working toward an increase in medical and dental health care integration was another focus.

He spoke briefly on timelines associated with the endeavor.

Mr. Larios requested clarification on the process after CODA accreditation was received.

Dr. Brendemuhl explained that once the accreditation application was approved, administration of the residency program would begin. Valleywise Health would continue to build and implement a program unique to the organization.

Mr. Larios asked for information on recruitment strategies for residency program students.

Dr. Brendemuhl stated that a match program would be used to determine placement of applicants into the residency program.

Mr. Jacobson asked how many residents would flow through the program initially.

Dr. Brendemuhl said the goal was to enroll three residents in the first class, each rotating throughout the aforementioned sites. The residency program would gradually expand over the years and recruitment of students would begin in fall, 2023.

MOTION: Mr. Jacobson moved to approve the establishment of an Advanced Education in General Dentistry residency program and authorize staff to apply to the Commission on Dental Accreditation for initial accreditation. Dr. Clotter-Woods seconded.

VOTE: 7 Ayes: Chairman Winkle, Vice Chairman Barker, Dr. Clotter-Woods, Mr. Jacobson, Mr. Larios, Ms. McCarty, Mr. Messick

0 Nays

1 Absent: Ms. Imam

Motion passed.

**Valleywise Community Health Centers Governing Council
Meeting Minutes – General Session – May 4, 2022**

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

3. Presentation on Human Immunodeficiency Virus (HIV) and Acquired Immune Deficiency Syndrome (AIDS) services, patient outcomes, and funding at Valleywise Health

Ms. Kirkman provided an overview of human immunodeficiency virus (HIV) and acquired immune deficiency syndrome (AIDS) services, patient outcomes, and funding at Valleywise Health.

She spoke about various grant funding sources that assisted Valleywise Health with the ability to test, treat, prevent, and provide medical care for people living with HIV/AIDS (PLHIV/AIDS). She mentioned that Valleywise Health was the largest provider of HIV/AIDS medical services in the state.

Ms. Kirkman highlighted HRSA funding that specifically assisted Pre-exposure prophylaxis (PrEP) and prevention strategies, which provided antiviral medication to individuals at high risk for contracting HIV.

Ms. Blanda highlighted services available at Valleywise Community Health Center-McDowell, including include HIV primary care, case management, behavioral health, dental, preventative care, linkage navigation and same day medication treatments. Rapid start was described as the initiation of antiretroviral therapy as early as the first day of HIV diagnosis.

Opt-out HIV screening was an approach that informed all patients an HIV test would be conducted regardless of known risk behavior. Although a patient reserved the option to decline testing. This approach allowed identification of the virus in individuals who did not necessarily have a reason to test. The screening was offered at the Valleywise Emergency-Phoenix and Maryvale and Valleywise Health's Federally Qualified Health Center (FQHC) Clinics.

Ms. Kirkman highlighted Ending the Epidemic, a nationally focused initiative with the goal to reduce new HIV infections to at least 75% by 2025 and 90% by 2030. Valleywise Community Health Center-McDowell had a high viral suppression rate aligning with the national goal. Achieving viral suppression was critical to ending the epidemic.

She shared national statistical data related to viral suppression, infection rates, intervention and treatment. She emphasized new HIV infection rates by the most vulnerable and impacted populations.

Ms. Blanda gave a brief overview of Valleywise Health and national HIV strategy goals which included prevention, improvement of health outcomes, reduction in health disparity and inequity, and coordinated efforts to address the epidemic.

Valleywise Health's patient statistics for March 2022 related to HIV/AIDS were briefly highlighted.

Vice Chairman Barker commented on the growth of HIV services at Valleywise Health. She asked for an update on Valleywise Health's known partnership with Southwest Center for HIV/AIDS.

Ms. Blanda stated that the relationship had flourished over the years and gave examples of collaborative services, programs, and other initiatives related to the partnership.

Mr. Jacobson applauded staff providing support at Valleywise Community Health Center-McDowell. He asked for information on the fast-track cities initiative (FTCI) as it related to HIV within Maricopa County.

Ms. Blanda pointed out partnerships with local organizations including City of Phoenix FTCI, State of Arizona Rapid Treatment (START) program, and Spectrum Medical Group, a specialist in HIV care. Staff worked closely with Dr. Thanos Vanig of Spectrum Medical Group, who recently spoke at the FTCI international conference, where Valleywise Health was globally recognized.

Mr. Messick suggested a published summary release to the community to acknowledge Valleywise Health's accomplishments.

**Valleywise Community Health Centers Governing Council
Meeting Minutes – General Session – May 4, 2022**

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

3. Presentation on Human Immunodeficiency Virus (HIV) and Acquired Immune Deficiency Syndrome (AIDS) services, patient outcomes, and funding at Valleywise Health, cont.

Ms. Kirkman stated that staff routinely worked to produce publications that promoted Valleywise Health's services, access to care, and organizational achievements in health care.

4. Discuss and Review Federally Qualified Health Centers Clinics operational dashboard

Ms. Harding presented the FQHC clinics operational dashboard for March 2022.

The Net Promotor Score (NPS) was derived from a National Research Corporation (NRC) RealTime platform patient satisfaction survey question which asked participants to rate the likelihood they would recommend the facility. Overall, the NPS for the FQHC clinics, did not meet benchmark. This was an area that required improvement and implementation of action plans within various departments.

Ms. Harding outlined clinic visit rates fiscal year to date (FYTD) and acknowledged areas for opportunity to improve. Although many challenges were attributed to staffing vacancies, the overall appointment no show rate for the FQHC clinics FYTD was favorable.

Mr. Larios asked for importance of understanding appointment fill rates.

Ms. Harding explained that the metric captured the percentage of appointments for which patients did not show, subsequently affecting resource utilization and anticipated revenue. It was important to maximize provider utilization, improve appointment fill rates, and reduce the number of missed opportunities for patient care.

On a FYTD basis, visits at Valleywise Community Health Centers-South Phoenix Laveen, West Maryvale, McDowell and Mesa missed benchmark. Internal medicine and diabetes education services also did not meet benchmarks due to continued staffing challenges. Overall, however, the FQHC clinics had a positive 6.6% variance compared to budget.

Ms. Harding noted that behavioral health services continued to have a positive variance for visits compared to budget. She highlighted details about visits at dental clinics, which also had a positive variance for visits compared to budget.

She provided an update on select points from the Uniform Data System (UDS) Quality Metrics. Many metrics showed improvement over time and action plans were in place for metrics that did not meet benchmarks. She reviewed the specific plans and initiatives that supported the improvement of each metric. She reminded the Governing Council that preventive screening and treatment dramatically declined during the COVID-19 pandemic, which negatively affected select quality metric scores.

5. Report on the 2022 Arizona Alliance for Community Health Centers (AACHC) annual conference

Dr. Clotter-Woods summarized discussion points and activities related to the 2022 annual Arizona Alliance for Community Health Centers (AACHC) conference that she attended.

She elaborated on an array of topics presented at the conference including positive workforce mentality, social determinants of health (SDOH) impacts, governing board recruitment and retention, workforce innovation, patient engagement objectives, and the value base care delivery model.

**Valleywise Community Health Centers Governing Council
Meeting Minutes – General Session – May 4, 2022**

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

6. Recent meeting reports from the Valleywise Community Health Centers Governing Council's committees
 - a. Compliance and Quality Committee
 - b. Executive Committee
 - c. Finance Committee
 - d. Strategic Planning and Outreach Committee

Vice Chairman Barker said there was nothing to report related to the Compliance and Quality Committee.

Chairman Winkle said the Executive Committee discussed member recruitment, member and officer roles and responsibilities, future succession planning, and the dissolution of the Ad Hoc Membership Committee.

Dr. Clotter-Woods said the Finance Committee discussed financial statistics for March 2022. They also reviewed fiscal year (FY) 2023 capital target and patient volumes and the quarterly referral report for the FQHC clinics.

Mr. Larios stated that the Strategic Planning and Outreach Committee continued to discuss topics related to SDOH, marginalized patient populations, and health care equity.

7. Federally Qualified Health Center Clinics Chief Executive Officer's report

Ms. Harding announced Ms. Blanda as Valleywise Health's Director of Ambulatory Operations. She gave an update on vaccination efforts within the organization and highlighted the Arizona Partnership for Pediatric (TAPI) awards.

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

Dr. White gave an update on system wide operations and events, in lieu of Mr. Purves.

He announced the City of Phoenix Mayor proclaimed May as Valleywise Health Appreciation month.

Dr. White said that the organization celebrated hospital week and nurse's week in May. He acknowledged nurses and other clinical staff for their hard work and tireless efforts throughout the COVID-19 pandemic. He briefly discussed improving overall access to health care and COVID-19 pandemic recovery initiatives at Valleywise Health.

10. Chairman and Council Member Closing Comments/Announcements

There were no closing comments or announcements.

11. Review Staff Assignments

While there were no follow up or staff assignments stemming from the meeting, Ms. Talbot recapped old business items.

**Valleywise Community Health Centers Governing Council
Meeting Minutes – General Session – May 4, 2022**

Adjourn

MOTION: Mr. Jacobson moved to adjourn the May 4, 2022 Valleywise Community Health Centers Governing Council meeting. Dr. Clotter-Woods seconded.

VOTE: 7 Ayes: Chairman Winkle, Vice Chairman Barker, Dr. Clotter-Woods, Mr. Jacobson,
Mr. Larios, Ms. McCarty, Mr. Messick
0 Nays
1 Absent: Ms. Imam
Motion passed.

Meeting adjourned at 7:28 p.m.

Cassandra Santos,
Assistant Clerk



Valleywise Community Health
Centers Governing Council
Meeting

June 1, 2022

Item 1.a.ii.

Minutes:

Membership Committee

May 19, 2021



Clerk's Office

2601 East Roosevelt Street • Phoenix • AZ • 85008

Phone: (602) 344-5177 • Fax: (602) 655-9337

DATE: June 1, 2022

TO: Valleywise Community Health Centers Governing Council

FROM: Cassandra N. Santos, Assistant Clerk

SUBJECT: Ad Hoc Membership Committee Meeting Minutes

The Governing Council dissolved the Ad Hoc Membership Committee on May 4, 2022. The Committee last met on May 19, 2021.

Since there were no further Committee meetings, the Governing Council will need to approve the draft meeting minutes from that meeting.

Enclosed are the draft meeting minutes for your consideration and approval.

Minutes

Valleywise Community Health Centers Governing Council
Ad Hoc Membership Committee Meeting
Valleywise Health Medical Center
May 19, 2021
2:30 p.m.

DRAFT

Voting Members Present: Terry Benelli, Committee Chair – *participated remotely*
Scott Jacobson, Committee Vice Chair – *participated remotely*
Joseph Larios, Member – *participated remotely*

Voting Members Absent: Daniel Messick, Member
Lisa Porter, Member

Non-Voting Members Present: Barbara Harding, Chief Executive Officer, Federally Qualified Health Center Clinics – *participated remotely*

Others/ Guest Presenters: Melanie Talbot, Chief Governance Officer – *participated remotely*

Recorded by: Cassandra Santos, Assistant Clerk – *participated remotely*

Call to Order

Chairman Benelli called the meeting to order at 2:32 p.m.

Roll Call

Ms. Talbot called roll. Following roll call, it was noted that three of the five voting members of the Valleywise Community Health Centers Governing Council's (VCHCGC) Ad Hoc Membership Committee were present, which represented a quorum.

For the benefit of all participants, Ms. Talbot announced the committee members participating remotely.

Call to the Public

Chairman Benelli called for public comment.

There were no comments from the public.

Valleywise Community Health Centers Governing Council – Ad Hoc Membership Committee Meeting Minutes – General Session – May 19, 2021

General Session, Presentation, Discussion and Action:

1. Approval of Consent Agenda:
 - a. Minutes:
 - i. Approve Ad Hoc Membership Committee Meeting Minutes Dated April 16, 2021
 - b. Governance:
 - i. Make Recommendations to the Valleywise Community Health Centers Governing Council to Approve Renewal of the Valleywise Community Health Centers Governing Council’s New Member Orientation Policy

MOTION: Vice Chairman Jacobson moved to approve the consent agenda. Mr. Larios seconded.

VOTE: 3 Ayes: Chairman Benelli, Vice Chairman Jacobson, Mr. Larios
0 Nays
2 Absent: Mr. Messick, Ms. Porter
Motion passed.

2. Discussion and Possible Action on Applicant Criteria for Valleywise Community Health Centers Governing Council Membership

MOTION: Vice Chairman Jacobson moved to make recommendations to the Valleywise Community Health Centers Governing Council to approve the revised applicant criteria for Valleywise Community Health Centers Governing Council membership. Mr. Larios seconded.

VOTE: 3 Ayes: Chairman Benelli, Vice Chairman Jacobson, Mr. Larios
0 Nays
2 Absent: Mr. Messick, Ms. Porter
Motion passed.

3. Discuss Recruitment Process for Valleywise Community Health Centers Governing Council Membership, Including Communication Avenues to Recruit Vulnerable Patients of the Federally Qualified Health Center Clinics

Vice Chairman Jacobson said that it was important to identify Governing Council member candidates within vulnerable populations. The Valleywise Health’s Federally Qualified Health Centers Clinics (FQHC) Clinics could play a key role in communicating with patients to become involved .

The committee discussed the Uniform Data System (UDS) mapper and agreed it assisted in identifying areas of vulnerable patient populations. The mapper allowed information to be separated into categories by race, ethnicity, and specific populations within particular districts.

The committee discussed establishing community partnerships and networking as advantageous to the recruitment process.

Chairman Benelli said that it would be beneficial to obtain feedback from the VCHCGC about community partnerships related to recruitment goals.

**Valleywise Community Health Centers Governing Council – Ad Hoc Membership Committee
Meeting Minutes – General Session – May 19, 2021**

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

3. Discuss Recruitment Process for Valleywise Community Health Centers Governing Council Membership, Including Communication Avenues to Recruit Vulnerable Patients of the Federally Qualified Health Center Clinics, cont.

Mr. Larios explained that mutual aid as a concept that had deep roots within local communities and supported vulnerable populations. Partnering with mutual aid organizations would further membership recruitment goals toward a more diverse Governing Council.

The committee discussed communication avenues for recruitment, the differences between mutual aid resources and large non-profit partnerships, involvement with local organizations, and neighborhood outreach.

NOTE: Chairman Benelli disconnected from the meeting at 3:02 p.m.

4. Chair and Committee Member Closing Comments/Announcements

This item was not discussed

5. Review Staff Assignments

This item was not discussed.

Adjourn

The meeting ended at 3:05 p.m. due to the inability to reestablish a quorum.

Cassandra Santos
Assistant Clerk



Valleywise Community Health
Centers Governing Council
Meeting

June 1, 2022

Item 1.b.i.

Contracts:

[90-18-428-1-04

(FTF-RC033-19-064-01-Y50)]

Melanie Talbot

From: Compliance 360 <msgsystem@usmail.compliance360.com>
Sent: Monday, May 2, 2022 7:21 AM
To: Melanie Talbot
Subject: Contract Approval Request: Amendment #4 First Things First (FTF) Phoenix South Family Resource Centers First Things First AZ Early Childhood Development & Health Board

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Message Information

From [Purves, Steve](#)

To [Talbot, Melanie](#);

Subject Contract Approval Request: Amendment #4 First Things First (FTF) Phoenix South Family Resource Centers First Things First AZ Early Childhood Development & Health Board

Additional Information Indicate whether you approve or reject by clicking the Approve or Reject button below.

Approve/Reject Contract

[Click here](#) to approve or reject the Contract.

Attachments

Name	Description	Type	Current File / URL
SAM - First Things First 2022	File		SAM - First Things First 2022.pdf
OIG - First Things First 2022	File		OIG - First Things First 2022.pdf
RFBA	File		RFBA 90-18-428 Amend 4.pdf
FTF Amendment #4 - pending BOARD signature, May 2022	File		Final - PhxS - Valleywise Health - Family Resource Centers - FTF-RC033-19-0674-01-Y5 (2).pdf

Contract Information

Division Contracts Division

Folder Amendments

Status Pending Approval

Title Amendment #4 First Things First (FTF) Phoenix South Family Resource Centers

Contract Identifier Board - Amendment

Contract Number 90-18-428-1-04 (FTF-RC033-19-0674-01-Y5)

Primary Responsible Party Tymczyna, Katherine

Departments FTF SOUTH CENTRAL FLC

Product/Service Amendment #4 First Things First (FTF) Phoenix South Family Resource
Description Centers

Action/Background Approve Amendment #4 to the Agreement between First Things First and Maricopa County Special Health Care District dba Valleywise Health for the Phoenix South Regional Partnership Council Family Resource Center services at the South Central, Maryvale, and CHC Family Learning Centers. The purpose of this Amendment #4 is to renew the Grant award for the Phoenix South Family Resource Centers for the period of July 1, 2022 through June 30, 2023.

This Amendment #4 will continue to provide funding to the Family Resource Centers (South Central, Maryvale and CHC Family Learning Centers), which serve as a community hub for connecting 2,160 families with children birth to age five (5) to the information, resources, and services they need to support their child's optimal health and development by providing 1,020 parenting activities.

All expenses related to this program are 100% funded from First Things First Family Resource Center grant. Valleywise Health will receive 10% indirect for this program, which is the maximum allowed by the funder.

This Amendment #4, First Things First Grant #FTF-RC033-19-0674-01-Y5, total award amount for grant period (YR5) for this is the same from previous year at \$779,555.

Amendment #4 is sponsored by Dr. Michael White, EVP and Chief Clinical Officer.

Evaluation Process The Contractor was determined to meet the requirements of the requesting department and Valleywise Health. Procurement has been satisfied pursuant to HS-102B(2) of the Procurement Code in that any Valleywise Health compliance with the terms and conditions of a grant, gift or bequest is exempt from the solicitation requirements of the Procurement Code.

Category Other

Effective Date 7/1/2022

Term End Date 6/30/2023

Annual Value \$779,555.00

Expense/Revenue Revenue

Budgeted Travel Type Yes

Procurement Number

Primary Vendor First Things First AZ Early Childhood Development & Health Board

Responses

Member Name	Status	Comments
Melton, Christopher C.	Approved	
Joiner, Jennifer L.	Approved	
Harding, Barbara J.	Approved	
Landas, Lito S.	Approved	
Demos, Martin C.	Approved	
White, Michael	Approved	
Agnew, Claire F.	Approved	

Purves, Steve A.
Talbot, Melanie L.

Approved
Current



Valleywise Community Health
Centers Governing Council
Meeting

June 1, 2022

Item 1.b.ii.

Contracts:

[90-18-403-1-04

(GRA-MULTI-19-0965-01-Y5)]

Melanie Talbot

From: Compliance 360 <msgsystem@usmail.compliance360.com>
Sent: Friday, May 6, 2022 12:38 PM
To: Melanie Talbot
Subject: Contract Approval Request: Amendment #4 First Things First (FTF) Northwest/Southwest Care Coordination/Medical Home Services Program First Things First AZ Early Childhood Development & Health Board

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Message Information

From [Purves, Steve](#)
To [Talbot, Melanie](#);
Subject Contract Approval Request: Amendment #4 First Things First (FTF) Northwest/Southwest Care Coordination/Medical Home Services Program First Things First AZ Early Childhood Development & Health Board
Additional Information Indicate whether you approve or reject by clicking the Approve or Reject button below.

Approve/Reject Contract

[Click here](#) to approve or reject the Contract.

Attachments

Name	Description	Type	Current File / URL
OIG - First Things First 2022		File	 OIG - First Things First 2022.pdf
SAM - First Things First 2022		File	 SAM - First Things First 2022.pdf
RFBA		File	 RFBA.pdf
FTF Amendment #4 - pending BOARD signature, May 2022		File	 Updated NW SW Maricopa - Valleywise Health - CC - 0965-01-Y5.pdf

Contract Information

Division Contracts Division
Folder Amendments
Status Pending Approval
Title Amendment #4 First Things First (FTF) Northwest/Southwest Care Coordination/Medical Home Services Program
Contract Identifier Board - Amendment
Contract Number 90-18-403-1-04 (GRA-MULTI-19-0965-01-Y5)
Primary Responsible Party Tymczynya, Katherine
Departments FTF Care Coordination NW SW

Product/Service Amendment #4 First Things First (FTF) Northwest/Southwest Care
Description Coordination/Medical Home Services Program

Action/Background Approve Amendment #4 to the current Agreement between First Things First and Maricopa County Special Health Care District dba Valleywise Health for the Northwest Maricopa and Southwest Maricopa Regional Partnership Councils Care Coordination/Medical Home Services Program. The purpose of this Amendment #4 is to renew the grant award for for the period of July 1, 2022 through June 30, 2023.

This Amendment #4 will continue to provide care coordination services for a combined 900 children (Northwest Maricopa = 600; Southwest Maricopa = 300), who meet criteria set by the regional council and who are at-risk for developmental delays in the Northwest/Southwest region. Effective care coordination begins with recognizing the importance of the relationship between the family, the health care provider, and the care coordinator. This grant will increase children's access to preventative health care through care coordination, connecting children and families to appropriate health services and promote and support the medical home program. The revenue provided by this First Things First Care Northwest/Southwest Care Coordination/Medical Home Services grant covers 100% of the expenses required for this program. Valleywise Health will receive 10% indirect for this program, which is the maximum allowable by the funder.

Amendment #4, First Things First Grant #GRA-MULTI-19-0965-01-Y5, will provide total grant funding for year 5 (YR5), as previous years, at \$600,000.

This Amendment #4 is sponsored by Dr. Michael White, EVP and Chief Clinical Officer.

Evaluation Process The Contractor was determined to meet the requirements of the requesting department and Valleywise Health. Procurement has been satisfied pursuant to HS-102B(2) of the Procurement Code in that any Valleywise Health compliance with the terms and conditions of a grant, gift or bequest is exempt from the solicitation requirements of the Procurement Code.

Category Other

Effective Date 7/1/2022

Term End Date 6/30/2023

Annual Value \$600,000.00

Expense/Revenue Revenue

Budgeted Travel Type Yes

Procurement Number

Primary Vendor First Things First AZ Early Childhood Development & Health Board

Responses

Member Name	Status	Comments
Melton, Christopher C.	Approved	
Joiner, Jennifer L.	Approved	
Harding, Barbara J.	Approved	
Landas, Lito S.	Approved	
Demos, Martin C.	Approved	
White, Michael	Approved	

Agnew, Claire F.
Purves, Steve A.
Talbot, Melanie L.

Approved
Approved
Current



Valleywise Community Health
Centers Governing Council
Meeting

June 1, 2022

Item 1.b.iii.

Contracts:

[90-18-420-1-04

(FTF-RC035-19-0614-01-Y5)]

Melanie Talbot

From: Compliance 360 <msgsystem@usmail.compliance360.com>
Sent: Friday, May 6, 2022 12:39 PM
To: Melanie Talbot
Subject: Contract Approval Request: Amendment #4 First Things First (FTF) East Maricopa Care Coordination/Medical Home Services Program First Things First AZ Early Childhood Development & Health Board

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Message Information

From [Purves, Steve](#)
To [Talbot, Melanie](#);
Subject Contract Approval Request: Amendment #4 First Things First (FTF) East Maricopa Care Coordination/Medical Home Services Program First Things First AZ Early Childhood Development & Health Board
Additional Information Indicate whether you approve or reject by clicking the Approve or Reject button below.

Approve/Reject Contract

[Click here](#) to approve or reject the Contract.

Attachments

Name	Description	Type	Current File / URL
RFBA		File	 RFBA - FTF Amendment 4 - 90-18-420.pdf
SAM - First Things First 2022		File	 SAM - First Things First 2022.pdf
OIG - First Things First 2022		File	 OIG - First Things First 2022.pdf
FTF East Maricopa - Amendment #4 - pending BOARD signature, May 2022		File	 FINAL - Updated East Maricopa - Valleywise Health - CC - 0614-01-Y5 (2).pdf

Contract Information

Division Contracts Division
Folder Amendments
Status Pending Approval
Title Amendment #4 First Things First (FTF) East Maricopa Care Coordination/Medical Home Services Program
Contract Identifier Board - Amendment
Contract Number 90-18-420-1-04 (FTF-RC035-19-0614-01-Y5)
Primary Responsible Party Tymczyna, Katherine

Departments FTF East Maricopa Care Coordination
 Product/Service Amendment #4 First Things First (FTF) East Maricopa Care
 Description Coordination/Medical Home Services Program
 Action/Background Approve Amendment #4 to the current Agreement with First Things First and Maricopa County Special Health Care District dba Valleywise Health for the East Maricopa Regional Partnership Council Care Coordination/Medical Home Services Program. The purpose of this Amendment #4 is to renew the grant award for the period of July 1, 2022 through June 30, 2023.

This Amendment #4 will continue to provide care coordination services for 1,050 children, who meet criteria set by the regional council and who are at-risk for developmental delays in the East Maricopa region. Effective care coordination begins with recognizing the importance of the relationship between the family, the health care provider, and the care coordinator. The relationship enhances family's access to needed services and resources, promotes optimal health and functioning of children, and supports improved quality of life. This grant will increase children's access to preventative health care through coordination, connecting children and families to appropriate health services and promote and support the medical home programs. The revenue provided by this grant covers 100% of the expenses required for this program. Valleywise Health will receive 10% indirect costs for this program, which is the maximum allowed by the funder.

Amendment #4, First Things First Grant # FTF-RC033-19-0614-01-Y5, will provide grant funding for year 5 (Y5) as the previous FY, at \$349,999.

This Amendment #4 is sponsored by Dr. Michael White, EVP and Chief Clinical Officer.

Evaluation Process The Contractor was determined to meet the requirements of the requesting department and Valleywise Health. Procurement has been satisfied pursuant to HS-102B(2) of the Procurement Code in that any Valleywise Health compliance with the terms and conditions of a grant, gift or bequest is exempt from the solicitation requirements of the Procurement Code.

Category Other

Effective Date 7/1/2022

Term End Date 6/30/2023

Annual Value \$349,999.00

Expense/Revenue Revenue

Budgeted Travel Type Yes

Procurement Number

Primary Vendor First Things First AZ Early Childhood Development & Health Board

Responses

Member Name	Status	Comments
Melton, Christopher C.	Approved	
Joiner, Jennifer L.	Approved	
Harding, Barbara J.	Approved	
Landas, Lito S.	Approved	
Demos, Martin C.	Approved	
White, Michael	Approved	

Agnew, Claire F.
Purves, Steve A.
Talbot, Melanie L.

Approved
Approved
Current



Valleywise Community Health
Centers Governing Council
Meeting

June 1, 2022

Item 1.b.iv.

Contracts:

[90-19-004-1-04

(FTF-RC033-19-0615-02-Y5)]

Melanie Talbot

From: Compliance 360 <msgsystem@usmail.compliance360.com>
Sent: Friday, May 6, 2022 12:46 PM
To: Melanie Talbot
Subject: Contract Approval Request: Amendment #4 First Things First (FTF) Phoenix South Care Coordination/Medical Home Services Program First Things First AZ Early Childhood Development & Health Board

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Message Information

From [Purves, Steve](#)

To [Talbot, Melanie](#);

Subject Contract Approval Request: Amendment #4 First Things First (FTF) Phoenix South Care Coordination/Medical Home Services Program First Things First AZ Early Childhood Development & Health Board

Additional Information Indicate whether you approve or reject by clicking the Approve or Reject button below.

Approve/Reject Contract

[Click here](#) to approve or reject the Contract.

Attachments

Name	Description	Type	Current File / URL
RFBA		File	 RFBA - Amend 4.pdf
FTF Amendment #4 - pending BOARD signature		File	 Final PhxS - Valleywise Health - CCMH - 0615-02-Y5.pdf
OIG - First Things First 2022		File	 OIG - First Things First 2022.pdf
SAM - First Things First 2022		File	 SAM - First Things First 2022.pdf

Contract Information

Division Contracts Division

Folder Amendments

Status Pending Approval

Title Amendment #4 First Things First (FTF) Phoenix South Care Coordination/Medical Home Services Program

Contract Identifier Board - Amendment

Contract Number 90-19-004-1-04 (FTF-RC033-19-0615-02-Y5)

Primary Responsible Party Tymczynna, Katherine

Departments FTF CARE COORDINATION_CENTRAL PHX

Product/Service Amendment #4 First Things First (FTF) Phoenix South Care

Description Coordination/Medical Home Services Program

Action/Background Approve Amendment #4 to the current Agreement between First Things First and Maricopa County Special Health Care District dba Valleywise Health for the Phoenix South Care Coordination/Medical Home Services Program. The purpose of this Amendment #4 is to renew the grant award for the Care Coordination/Medical Home Services. The renewal award period is from July 1, 2022 through June 30, 2023.

This Amendment #4 will continue to provide care coordination services for 3,250 children, who meet criteria set by the regional council and who are at-risk for developmental delays in the Phoenix South region. Effective care coordination begins with recognizing the importance of the relationship between the family, the health care provider, and the care coordinator. This grant will increase children's access to preventative health care through care coordination, connecting children and families to appropriate health services and promote and support the medical home program. The revenue provided by this grant covers 100% of the expenses required for this program. Valleywise Health will receive 10% indirect cost for this program, which is the maximum allowed by the funder.

Amendment #4, First Things First Grant # FTF-RC033-19-0615-02-Y5, will provide total grant funding for year 5 (YR5), as previous years, at \$1,300,000.

This Amendment #4 is sponsored by Dr. Michael White, EVP and Chief Clinical Officer.

Evaluation Process The Contractor was determined to meet the requirements of the requesting department and Valleywise Health. Procurement has been satisfied pursuant to HS-102B(2) of the Procurement Code in that any Valleywise Health compliance with the terms and conditions of a grant, gift or bequest is exempt from the solicitation requirements of the Procurement Code.

Category Other

Effective Date 7/1/2022

Term End Date 6/30/2023

Annual Value \$1,300,000.00

Expense/Revenue Revenue

Budgeted Travel Type Yes

Procurement Number

Primary Vendor First Things First AZ Early Childhood Development & Health Board

Responses

Member Name	Status	Comments
Melton, Christopher C.	Approved	
Joiner, Jennifer L.	Approved	
Harding, Barbara J.	Approved	
Landas, Lito S.	Approved	
White, Michael	Approved	
Demos, Martin C.	Approved	
Agnew, Claire F.	Approved	

Purves, Steve A.
Talbot, Melanie L.

Approved
Current



Valleywise Community Health
Centers Governing Council
Meeting

June 1, 2022

Item 1.b.v.

Contracts:
(90-11-038-06)

Melanie Talbot

From: Compliance 360 <msgsystem@usmail.compliance360.com>
Sent: Monday, May 9, 2022 6:01 PM
To: Melanie Talbot
Subject: Contract Approval Request: Blue Cross/Blue Shield of Arizona, Inc. Professional Amendment 6 Blue Cross/Blue Shield of Arizona, Inc.

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Message Information

From [Purves, Steve](#)
To [Talbot, Melanie](#);
Subject Contract Approval Request: Blue Cross/Blue Shield of Arizona, Inc. Professional Amendment 6 Blue Cross/Blue Shield of Arizona, Inc.
Additional Information Indicate whether you approve or reject by clicking the Approve or Reject Information button below.

Approve/Reject Contract

[Click here](#) to approve or reject the Contract.

Contract Information

Division Contracts Division
Folder Contracts \ Managed Care/Revenue
Status Pending Approval
Title Blue Cross/Blue Shield of Arizona, Inc. Professional Amendment 6

Contract Identifier
Contract Number 90-11-038-06
Primary Responsible Party Tucker, Collee K.
Departments
Product/Service Description Add PCMH to Professional agreement
Action/Background Approve Amendment 6 (Contract number 90-11-038-06) to Agreement 90-11-038-01 between Blue Cross and Blue Shield of Arizona, Inc. and Maricopa County Special Health Care District dba Valleywise Health for the provision of professional healthcare services, which adds addenda governing the patient centered medical home program.
Evaluation Process This Amendment Number 6 between Blue Cross and Blue Shield of Arizona, Inc. and Maricopa County Special Health Care District dba Valleywise Health will add operational and quality requirements related to the patient centered medical home program, including updated contract rates and incentive opportunities for professional services. Inpatient and outpatient facility services offered in Valleywise Health facilities are covered through a separate agreement.
Category

Effective Date 6/1/2022

Term End Date

Annual Value \$0.00

Expense/Revenue

Budgeted Travel Type

Procurement Number

Primary Vendor Blue Cross/Blue Shield of Arizona, Inc.

Responses

Member Name	Status	Comments
Tucker, Collee K.	Approved	
Clarke, Renee R.	Approved	
Demos, Martin C.	Approved	
Agnew, Claire F.	Approved	
Purves, Steve A.	Approved	
Talbot, Melanie L.	Current	



Valleywise Community Health
Centers Governing Council
Meeting

June 1, 2022

Item 1.c.i.

Governance:
Committee Recommendation:
FY 2022 Utilization of Capital
Contingency Funds



Office of the Sr Vice President & CEO FQHC Clinics
2525 East Roosevelt Street • Phoenix • AZ • 85008

DATE: May 4, 2022

TO: Valleywise Community Health Centers Governing Council – Finance Committee

FROM: Barbara Harding, BAN, RN, MPA, PAHM, CCM
Sr VP Amb Services & CEO FQHC Clinics

SUBJECT: FY22 Capital Request – Testing and Immunization Center

In accordance with the Health Resources and Services Administration (HRSA) Health Center Program Compliance Manual, Chapter 15: Financial Management and Accounting Systems and Chapter 19: Board Authority, the Valleywise Community Health Centers Governing Council has fiscal oversight of the budget including Capital Equipment expenditures.

During the pandemic, Valleywise Health provided access to testing and immunizations for COVID-19. One location, situated on the west side of the Comprehensive Health Building – Phoenix, was utilized during the pandemic. The building needs upgrading and is being fitted so this site remains a permanent location for testing and immunizations.

An assessment of the building has been completed. Funding, \$32,000, is needed to complete the project. Staff is requesting an approval using the Governing Council Capital Funds to complete the project.

Title: FQHC – Testing and Immunization Center
Department - FQHC Administrative Services

Product/Service Description (Executive Summary for Board agenda)

Building structure on the west side of the Comprehensive Health Center – Phoenix to permanently update and fit for use as the Testing and Immunization Center.

1. Background / Problem Statement:

During the pandemic, Valleywise Health provided access to testing and immunizations for COVID-19. One location, situated on the west side of the Comprehensive Health Building – Phoenix, was utilized during the pandemic. It is desired to upgrade the building as a permanent site for current and future testing and immunization endeavors.

2. Benefits / Risk Avoidance:

- Maintain and increase access to testing and immunization opportunities.
- Environment is conducive and flexible to respond to public health issues.
- Maintain perpetual readiness.

3. Recommendation:

Complete building update.

4. Financial Assumptions:

- Funds Requested: **\$ 32,000.00**
- Recommend using Governing Council Capital funding to pay for request.



Valleywise Community Health
Centers Governing Council
Meeting

June 1, 2022

Item 1.c.ii.

Governance:
Committee Recommendation:
FY 2023
Compliance Work Plan

SYNOPSIS

The FY2023 Valleywise Health - FQHC Compliance Work Plan (Compliance Work Plan) was presented by L.T. Slaughter, Jr, Chief Compliance Officer, to the Compliance and Quality Committee (Committee). The Compliance Work Plan was developed from the FY2023 FQHC Risk Assessment. The Committee unanimously approved the FQHC Compliance Work Plan.

FY2023 FQHC - Compliance Work Plan - Compliance and Quality Committee



Reporting Group: Compliance

Person Reporting:

L.T. Slaughter, Jr., CPA, CGMA, CHC, CISSP, CISA, MBA

or Elena Landeros, Compliance Coordinator

Reporting period: FY2023

Chief Compliance Officer/Privacy Officer

1.0 – FY2023 Compliance Work Plans – FQHC

Data Dictionary for the Compliance and Internal Audit Work Plan

AHCCCS – Arizona Healthcare Cost Containment System – State of Arizona’s name for the Medicaid state plan.

Information Blocking Rules - 21st Century Cares Act enables better access of medical information to patients.

Medicare PPS – Medicare Prospective Payment System – A fixed based Medicare payment model.

EHR Incentive Payments– A term used in the Affordable Care Act (for ACHCCS Medicaid) to evaluate the implementation of Electronic Health Records and qualify for receiving incentive payments.

NAP – New Access Point – A process where you receive a HRSA grant to open a new FQHC site.

OSV – Operational Site Visit – The name for the HRSA audit of FQHCs at it relates to the HRSA Compliance Manual.

Prop 480 (Care-Reimagined) – Referendum passed by the voters of Maricopa County to fund the re-construction of Maricopa County Special Health Care District d/b/a Valleywise Health.

340b – A HRSA sponsored discount drug program.

1.1 FY2023 Compliance Work Plan – FQHC

The FY2023 compliance projects are listed below with proposed timing and estimated hours. Each project will, at a minimum, include a focus on the adequacy of compliance with regulations, as well as the identification of value-added recommendations. The FY2023 compliance work plan represents compliance activities based on the results of the risk assessment and may be subject to change based on changes in risk, priorities and Valleywise Health initiatives throughout the fiscal year.

Project Name	Audit Timing	Est. Audit Hours	Current Status	Completion Status	Initial Risk Rating	Post Review Ranking
Risk Assessment and Selection Q1						
CQ1.1 HIPAA Electronic Referrals and SER table	Q1	100 Hours				
CQ1.2 E&M and Telemedicine Training	Q1	150 Hours				
Risk Re-assessment and Selection Q2						
CQ2.1 Women's Clinic Review and New Facilities	Q2	150 Hours				
CQ2.2 Resident Model Compliance	Q2	100 Hours				

1.2 FY2023 Compliance Work Plan – FQHC

The FY2023 compliance projects are listed below with proposed timing and estimated hours. Each project will, at a minimum, include a focus on the adequacy of compliance with regulations, as well as the identification of value-added recommendations. The FY2023 compliance work plan represents compliance activities based on the results of the risk assessment and may be subject to change based on changes in risk, priorities and Valleywise Health initiatives throughout the fiscal year.

Project Name	Audit Timing	Est. Audit Hours	Current Status	Completion Status	Initial Risk Rating	Post Review Ranking
Risk Re-assessment and Selection Q3						
CQ3.1 Information Blocking Rules	Q3	100 Hours				
CQ3.2 Pharmacy 340b Compliance	Q3	150 Hours				
Risk Re-assessment and Selection Q4						
CQ4.1 Clinic Behavioral Health Models	Q4	150 Hours				
CQ4.2 Provider-Based Review	Q4	150 Hours				
RQ4 Risk Assessment and 2024 Compliance Plan Development	Quarterly	120 Hours				
Special Projects and Other Compliance Requests	On-going	TBD				
Compliance Planning, Administration and Meetings	Quarterly	TBD				



Valleywise Community Health
Centers Governing Council
Meeting

June 1, 2022

Item 1.c.iii.

Governance:
Committee Recommendation:
FY 2023
Internal Audit Work Plan

SYNOPSIS

The FY2023 Valleywise Health - FQHC Internal Audit Work Plan (IA Work Plan) was presented by L.T. Slaughter, Jr, Chief Compliance Officer, to the Compliance and Quality Committee (Committee). The IA Work Plan was developed from the FY2023 FQHC Risk Assessment. The Committee unanimously approved the FQHC Internal Audit Work Plan.

FY2023 FQHC Internal Audit Work Plan - Compliance and Quality Committee



Reporting Group: Internal Audit
Person Reporting:
L.T. Slaughter, Jr., CPA, CGMA, CHC, CISSP, CISA, MBA
or Elena Landeros, Compliance Coordinator
Reporting period: FY2023
Chief Compliance Officer/Privacy Officer

1.0 – FY2023 Internal Audit Work Plans – FQHC

Data Dictionary for the Compliance and Internal Audit Work Plan

AHCCCS – Arizona Healthcare Cost Containment System – State of Arizona's name for the Medicaid state plan.

Information Blocking Rules - 21st Century Cares Act enables better access of medical information to patients.

Medicare PPS – Medicare Prospective Payment System – A fixed based Medicare payment model.

E&M - Evaluation and Management Services as updated on January 1, 2021.

NAP – New Access Point – A process where you receive a HRSA grant to open a new FQHC site.

OSV – Operational Site Visit – The name for the HRSA audit of FQHCs at it relates to the HRSA Compliance Manual.

Prop 480 (Care-Reimagined) – Referendum passed by the voters of Maricopa County to fund the re-construction of Maricopa County Special Health Care District d/b/a Valleywise Health.

340b – A HRSA sponsored discount drug program.

1.1 FY2023 Internal Audit Work Plan – FQHC

The FY2023 internal audit projects are listed below with proposed timing and estimated hours. Each project will, at a minimum, include a focus on the adequacy of internal controls as well as the identification of value-added recommendations. The FY2023 audit plan represents audits based on the results of the risk assessment and may be subject to change based on changes in risk, priorities and Valleywise Health initiatives throughout the fiscal year.

Project Name	Audit Timing	Est. Audit Hours	Current Status	Completion Status	Initial Risk Rating	Post Review Ranking
Risk Assessment and Selection Q1 (Current State Assessment)						
IQ1.1 Care Re-Imagined (Prop 480) Controls and Monitoring Review	Q1	150 Hours				
IQ1.2 E&M and Telemedicine Auditing	Q1	150 Hours				
Risk Re-assessment and Selection Q2						
IQ2.1 FQHC Grants Reviews	Q2	200 Hours				
IQ2.2 Care Re-Imagined (Prop 480) Controls and Monitoring Review	Q2	100 Hours				

1.1 FY2023 Internal Audit Work Plan – FQHC

The FY2023 internal audit projects are listed below with proposed timing and estimated hours. Each project will, at a minimum, include a focus on the adequacy of internal controls as well as the identification of value-added recommendations. The FY2023 audit plan represents audits based on the results of the risk assessment and may be subject to change based on changes in risk, priorities and Valleywise Health initiatives throughout the fiscal year.

Project Name	Audit Timing	Est. Audit Hours	Current Status	Completion Status	Initial Risk Rating	Post Review Ranking
Risk Re-assessment and Selection Q3						
IQ3.1 Regulatory Sign Reviews	Q3	100 Hours				
IQ3.2 Care Re-Imagined (Prop 480) Controls and Monitoring Review	Q3	150 Hours				
Risk Re-assessment and Selection Q4						
IQ4.1 Referrals and After Visit Summaries	Q4	150 Hours				
IQ4.2 Care Re-Imagined (Prop 480) Controls and Monitoring Review	Q4	100 Hours				
Risk Assessment and 2024 Internal Audit Plan Development	Quarterly	120 Hours				
Special Projects and Other Internal Audit Requests	On-going	TBD				
Internal Audit Planning, Administration and Meetings	Quarterly	TBD				



Valleywise Community Health
Centers Governing Council
Meeting

June 1, 2022

Item 1.c.iv.

Governance:
Committee Appointment for
Eileen Sullivan
(No Handout)



Valleywise Community Health
Centers Governing Council
Meeting

June 1, 2022

Item 1.d.i.

Medical Staff:
FQHC Medical Staff and Advanced
Practice Clinician/Allied Health
Professional Staff Credentials

Recommended by Credentials Committee: April 5, 2022
 Recommended by Medical Executive Committee: April 12, 2022
 Submitted to MSHCDB: April 27, 2022

VALLEYWISE HEALTH CREDENTIALS AND ACTION ITEMS REPORT MEDICAL STAFF

The credentials of the following individuals including, current licensure, relevant training and experience, malpractice insurance, current competence and the ability to perform the requested privileges have been verified.

INITIAL MEDICAL STAFF APPOINTMENT				
NAME	CATEGORY	SPECIALTY/PRIVILEGES	APPOINTMENT DATES	COMMENTS
Nothing to report				

INITIAL/FOCUSED PROFESSIONAL PRACTICE EVALUATION			
NAME	SPECIALTY/PRIVILEGES	RECOMMENDATION EXTEND or PROPOSED STATUS	COMMENTS
Robert Kenneth Horsley, M.D.	Internal Medicine	FPPE successfully completed	Chair has submitted documentation demonstrating practitioner has successfully completed FPPE requirement for High Resolution Anoscopy (HRA) with biopsies, infrared coagulation and hyfrecation treatment Privileges.
Hristo Deianov Hristov, M.D.	Internal Medicine	FPPE successfully completed	Chair has submitted documentation demonstrating practitioner has successfully completed FPPE requirement for Procedural Sedation Privileges.
Mohammad Khatib, M.D.	Internal Medicine	FPPE successfully completed	Chair has submitted documentation demonstrating practitioner has successfully completed FPPE requirement for Internal Medicine Core Privileges.
Aditya Paliwal, M.D.	Internal Medicine	FPPE successfully completed	Chair has submitted documentation demonstrating practitioner has successfully completed FPPE requirement for Internal Medicine Core and Basic Critical Care Privileges.
Sahibjeet Singh, M.D.	Internal Medicine	FPPE successfully completed	Chair has submitted documentation demonstrating practitioner has successfully completed FPPE requirement for Internal Medicine Core Privileges.

REAPPOINTMENTS/ONGOING PROFESSIONAL PRACTICE EVALUATION				
NAME	CATEGORY	SPECIALTY/PRIVILEGES	APPOINTMENT DATES	COMMENTS
Mona Khurana, M.D.	Active	Pediatrics	05/01/2022 to 04/30/2024	
Troy J. Nelson, M.D.	Courtesy	Pediatrics	05/01/2022 to 04/30/2024	
Megan Elizabeth Sparks, D.M.D.	Active	Dentistry	05/01/2022 to 04/30/2024	

Recommended by Credentials Committee: April 5, 2022
 Recommended by Medical Executive Committee: April 12, 2022
 Submitted to MSHCDB: April 27, 2022

CHANGE IN PRIVILEGES			
NAME	DEPARTMENT/SPECIALTY	ADDITION / REDUCTION / WITHDRAWAL	COMMENTS
Nathan Lechae's Delafield, M.D.	Internal Medicine	<u>Withdrawal</u> : Basic Critical Care Privileges	Voluntary Relinquishment of Privileges due to non-utilization of privileges

STAFF STATUS CHANGE			
NAME	DEPARTMENT	CHANGE FROM/TO	COMMENTS
Sarada S. Panchanathan, M.D.	Pediatrics	Active to Teaching Staff category	No clinical privileges; Only participating in research

RESIGNATIONS			
<i>Information Only</i>			
NAME	DEPARTMENT/SPECIALTY	STATUS	REASON
Androuw Carrasco, M.D.	Family & Community Medicine	Active to Inactive	Resigned effective March 26, 2022
Robert Kenneth Horsley, M.D.	Internal Medicine	Active to Inactive	Resigned effective March 18, 2022

Definitions:

Active ≥ 1,000 hours/year – Active members of the medical staff have voting rights and can serve on medical staff committees
 Courtesy < 1,000 hours/year – Courtesy members do not have voting rights and do not serve on medical staff committees
 Reappointments Renewal of appointment and privileges is for a period of two years unless otherwise specified for a shorter period of time.
 FPPE Focused professional practice evaluation is a process by which the organization validates current clinical competence. This process may also be used when a question arises in practice patterns.

**VALLEYWISE HEALTH
 CREDENTIALS AND ACTION ITEMS REPORT
 ADVANCED PRACTICE CLINICIAN / ALLIED HEALTH PROFESSIONAL STAFF**

The credentials of the following individuals including, current licensure, relevant training and experience, malpractice insurance, current competence and the ability to perform the requested privileges have been verified.

ADVANCED PRACTICE CLINICIAN / ALLIED HEALTH PROFESSIONAL – INITIAL APPOINTMENTS				
NAME	DEPARTMENT	PRACTICE PRIVILEGES/SCOPE OF SERVICE	APPOINTMENT DATES	COMMENTS
Nothing to report				

INITIAL/FOCUSED PROFESSIONAL PRACTICE EVALUATION			
NAME	DEPARTMENT/SPECIALTY	RECOMMENDATION EXTEND or PROPOSED STATUS	COMMENTS
Nothing to report			

ADVANCED PRACTICE CLINICIAN / ALLIED HEALTH PROFESSIONAL – REAPPOINTMENTS				
NAME	DEPARTMENT	PRACTICE PRIVILEGES/ SCOPE OF SERVICE	APPOINTMENT DATES	COMMENTS
Suzanne Marie Hanson, C.N.M.	Obstetrics / Gynecology	Practice Prerogatives on file	05/01/2022 to 04/30/2024	
Stephanie Peishan Yu, P.A.-C	Family & Community Medicine	Practice Prerogatives on file	05/01/2022 to 04/30/2024	

CHANGE IN PRIVILEGES			
NAME	DEPARTMENT	ADDITION / REDUCTION / WITHDRAWAL	COMMENTS
Nothing to report			

RESIGNATIONS (Information Only)			
NAME	DEPARTMENT/SPECIALTY	STATUS	REASON
Kimberly Anne Allard, C.N.M.	Obstetrics/Gynecology	Allied Health Professional to Inactive	Resigned effective April 4, 2022
Kathleen Laura Nelson, C.N.M.	Obstetrics/Gynecology	Allied Health Professional to Inactive	Resigned effective March 31, 2022

General Definitions:

Advanced Practice Clinician An Advanced Practice Clinicians (APC) means individuals other than Medical Staff members who are licensed healthcare professionals who are board certified and have at least a master's degree. APCs are trained to practice medicine and prescribe within the scope of their training as outlined by their specific scope of practice and are authorized by law and by the Hospital to provide patient care services.

Allied Health Professional An Allied Health Professional (AHP) means individuals other than Medical Staff members or APCs who are qualified by training, experience, and current competence in a discipline permitted to practice in the hospital and are authorized by law and by the Hospital to provide patient care services.

Recommended by Credentials Committee: April 5, 2022

Recommended by Medical Executive Committee: April 12, 2022

Submitted to MSHCDB: April 27, 2022

Practice Prerogatives Scopes of practice summarizing qualifications for the respective category, developed with input from the physician director of the clinical service and the observer/sponsor/responsible party of the AHP, Department Chair, and other representatives of the Medical Staff, Hospital management, and other professionals.

Supervision Definitions:

(1) General Supervision The procedure is furnished under the physician's overall direction and control, but the physician's presence is not required during the performance of the procedure or provision of the services.

(2) Direct Supervision The physician must be present in the office suite or on the premises of the location and immediately available to furnish assistance and direction throughout the performance of the procedure. It does not mean that the physician must be present in the room when the procedure is performed.

(3) Personal Supervision A physician must be in the room during the performance of the procedure.



Valleywise Community Health
Centers Governing Council
Meeting

June 1, 2022

Item 2.

American Rescue Plan Act
Funding
Budget Modification



Office of the Senior Vice President & CEO FQHC Clinics

2601 East Roosevelt Street • Phoenix • AZ • 85008

Date: June 1, 2022

To: Valleywise Community Health Centers Governing Council

From: Barbara Harding, BAN, RN, MPA, PAHM, CCM
Sr VP Amb Services & CEO FQHC Clinics

Subj: Budget Modification Submission for Health Services and
Resources Administration Notice of Award No. H8FCS41092
American Rescue Plan Act Award

The American Rescue Plan Act Award budget approved on May 17, 2021, included \$1,244,698 for a Mobile Mammography Unit with staffing. We are requesting that the Governing Council approve using this amount for the following based on the needs and requests of clinical staff: 3D technology upgrade to the mammography machine at Valleywise Health Community Health Center – Avondale, replacing end-of-life clinical equipment, and upgrades to the planned COVID-19/Public Health Mobile Unit.



June 1, 2022

Health Resources & Services
Administration (HRSA) American
Rescue Plan Act (H8F) Funding
for Health Centers
Proposed Revised Budget

Barbara Harding, SVP Ambulatory Care Services
CEO FQHC Clinics

HRSA American Rescue Plan Act Award Funding for Health Centers Proposed Budget

On April 1, HRSA awarded more than \$6 billion from the American Rescue Plan to Community Health Centers nationwide. The American Rescue Plan Act provides one-time funding (H8F) for a 2-year period of performance to support health centers funded under the Health Center Program to prevent, mitigate, and respond to COVID-19 and to enhance health care services and infrastructure.

Of the 23 health centers in Arizona that were awarded funding, the Maricopa County Special Health Care District received the largest award in the amount of \$16,899,500.

The proposed budget includes a wide range of in-scope activities generated by an interdisciplinary team of staff with oversight by senior leadership. The activities will allow enhancement of accessibility of comprehensive primary care services; expansion of staffing to address the behavioral health, chronic conditions, and other needs of those who have been out of care; purchase of mobile units; and minor improvements to infrastructure.

Proposed American Rescue Plan Act Budget Clinical Equipment

Clinical Equipment	Cost
DEXIS Titanium Sensors	\$28,000
Laboratory Centrifuge Replacements	\$30,000
Point-of-care Medical and Diagnostic Testing Equipment	\$32,451
Spirometry Equipment	\$59,521
Respirator Testing and Supplies	\$19,822
Single Label Printers	\$11,880
End User Workstations	\$340,218
3D Imaging Mammography Capability at Avondale	\$190,000
Replacement of End-of-Life Clinical Equipment	\$120,293

Proposed American Rescue Plan Act Budget Information Technology

Information Technology	Cost
Enhanced Digital Applications for the Patient Access Center	\$466,000
Telehealth Enhancement for Interactive Audio/Video Platform	\$300,000
Electronic Health Record Upgrades	\$1,612,120
Network Capability Improvements	\$147,003
Telehealth Web Cameras	\$8,000
HL7 Interface for System Data Transmission	\$281,782

Proposed American Rescue Plan Act Budget Facilities & Support Areas

Facility & Support Areas	Cost
Full-Service Refugee Health Clinic	\$1,082,853
Mammography Mobile Unit	\$1,244,698
COVID-19/ Public Health Mobile Unit	-\$478,709 \$934,405
HVAC Replacements at South Central and Avondale Clinics	\$106,000
New Flooring at Avondale, South Central, Guadalupe and Chandler Clinics	\$393,940
Family Learning Center at New Mesa Clinic	\$33,071

Proposed American Rescue Plan Act Budget Personnel

Personnel	Cost
Licensed Medical Social Workers for Referrals	\$1,071,360
Behavioral Health Clinicians for Integrated Behavioral Health Expansion in Refugee Health, Women's Health, Pediatrics, and Internal Medicine	\$744,000
Spanish-Speaking Registered Nurses (1), Promotoras and Cultural Navigators	\$684,480
Case Management Extenders for Patient Outreach	\$267,840
Integrated Behavioral Health Referral Specialists	\$456,320
Behavioral Health Technicians for Social Determinants of Health	\$1,091,200
Patient Access Specialists	\$300,000
Data Strategist	\$398,400
Contracted IT Staff	\$1,636,932
Promotoras, Community Health Worker/Cultural Navigator, Driver, and Respiratory Therapist	\$195,000

Proposed American Rescue Plan Act Budget Summary

Award Period	Clinical Equipment	Information Technology	Facilities & Support	Personnel	Indirect Costs	Total
4/1/21 to 3/31/23	\$832,185	\$2,814,905	\$2,550,269	\$7,324,241	\$3,377,900	\$16,899,500



Thank you!

© 2019 Valleywise Health. All rights reserved. Internal use.



Valleywise Community Health
Centers Governing Council
Meeting

June 1, 2022

Item 3.

Governing Council Officer
Elections
(No Handout)



Valleywise Community Health
Centers Governing Council
Meeting

June 1, 2022

Item 4.

District Board
Member Appointment
(No Handout)



Valleywise Community Health
Centers Governing Council
Meeting

June 1, 2022

Item 5.

Committee Reports



Valleywise Community Health
Centers Governing Council
Meeting

June 1, 2022

Item 5.a.

Compliance and Quality
Committee Report



Valleywise Community Health
Centers Governing Council
Meeting

June 1, 2022

Item 5.a.

Compliance and Quality
Committee Report –
NRC RealTime Patient Satisfaction



May 9, 2022

Patient Experience: NRC Real Time

Person Reporting: Crystal Garcia, MBA/HCM, RN
Vice President of Quality Management and Patient Safety
Reporting period: Fiscal Year 2022, Quarter 3

© 2019 Valleywise Health. All rights reserved. Internal use.

NRC Real Time Qtr 3 FY22

Patient Experience (Ambulatory)		Reporting Program	Bench Mark	FY21 Year to Date	Desired Direction	Jul 2021	Aug 2021	Sep 2021	Qtr 1 (FY 2022)	Oct 2021	Nov 2021	Dec 2021	Qtr 2 (FY 2022)	Jan 2022	Feb 2022	Mar 2022	Qtr 3 (FY 2022)	Qtr 4 (FY 2022)	FY22 Year to Date
		Family Health Centers - FQHC																	
VMHC Net Would Recommend Facility																			
Real Time: NPS Would you recommend this facility? FQHC (OVERALL)	In-house	>71.1	72.7		74.7	71.0	70.5	70.8	70.4	70.7	73.2	71.4	68.6	72.2	70.7	70.5		70.9	
n-size					170	1540	2672	4382	2816	2468	2408	7692	2729	2597	3106	8432		20506	
Real Time: NPS Would you recommend this facility? (CHC: PXC Adolescent/ PXC Peds Combined)	In-house	>71.1	76.3		No Data	75.0	76.2	75.8	79.7	74.2	80.0	78.1	78.7	73.3	74.3	75.2		76.5	
n-size					0	60	105	165	133	93	80	306	75	90	109	274		745	
Real Time: NPS Would you recommend this facility? (CHC: PXC Women's Services)	In-house	>71.1	75.1		No Data	61.2	72.5	68.0	74.6	75.2	81.8	76.8	65.9	74.4	67.1	69.0		71.9	
n-size					0	103	153	256	177	137	121	435	123	125	146	394		1085	
Real Time: NPS Would you recommend this facility? (CHC: PXC Internal Medicine)	In-house	>71.1	70.8		No Data	68.3	68.7	68.5	66.7	68.8	78.2	70.5	60.0	66.9	78.4	83.8		69.2	
n-size					0	123	198	321	189	125	124	438	165	133	153	451		1210	
Real Time: NPS Would you recommend this facility? (McDowell Healthcare Center)	In-house	>71.1	80.9		61.9	81.5	77.1	77.1	70.5	76.6	79.8	76.0	76.1	75.6	75.5	75.8		76.2	
n-size					21	124	170	315	183	248	228	659	230	238	229	697		1671	

NRC Real Time Qtr 3 FY22

Patient Experience (Ambulatory)		Reporting Program	Bench Mark	FY21 Year to Date	Desired Direction	Jul 2021	Aug 2021	Sep 2021	Qtr 1 (FY 2022)	Oct 2021	Nov 2021	Dec 2021	Qtr 2 (FY 2022)	Jan 2022	Feb 2022	Mar 2022	Qtr 3 (FY 2022)	Qtr 4 (FY 2022)	FY22 Year to Date
		Family Health Centers - FQHC																	
VMHC Net Would Recommend Facility																			
Real Time: NPS Would you recommend this facility? (Avondale Family Health Center)	In-house	>71.1	65.4		84.3	75.6	66.0	70.7	64.0	68.8	69.4	67.2	74.0	72.7	69.4	72.0		69.9	
n-size					51	180	335	566	392	340	317	1049	362	344	373	1079		2694	
Real Time: NPS Would you recommend this facility? (Chandler Family Health Center)	In-house	>71.1	70.8		56.0	57.0	63.1	60.6	67.3	72.9	74.8	71.5	65.5	70.7	63.4	66.3		67.1	
n-size					25	142	244	411	269	258	238	765	330	273	317	920		2096	
Real Time: NPS Would you recommend this facility? (Mesa Family Health Center)	In-house	>71.1	69.1		92.0	63.5	60.5	63.7	64.4	72.7	73.8	70.2	48.7	65.7	75.1	67.8		67.9	
n-size					25	126	215	366	225	231	206	662	78	230	273	581		1609	
Real Time: NPS Would you recommend this facility? (South Central Family Health Center)	In-house	>71.1	72.7		100.0	70.5	65.3	66.8	73.1	63.1	64.2	66.9	60.4	74.5	67.6	66.9		66.9	
n-size					1	105	268	374	279	271	268	818	351	271	346	968		2160	
Real Time: NPS Would you recommend this facility? (West Maryvale Family Health Center)	In-house	>71.1	82.2		Starts in December						84.0	84.0	77.2	81.9	73.2	77.2		78.2	
n-size											81	81	149	138	164	451		532	

NRC Real Time Qtr 3 FY22

Patient Experience (Ambulatory)		Reporting Program	Bench Mark	FY21 Year to Date	Desired Direction	Jul 2021	Aug 2021	Sep 2021	Qtr 1 (FY 2022)	Oct 2021	Nov 2021	Dec 2021	Qtr 2 (FY 2022)	Jan 2022	Feb 2022	Mar 2022	Qtr 3 (FY 2022)	Qtr 4 (FY 2022)	FY22 Year to Date
		Family Health Centers - FQHC																	
VMHC Net Would Recommend Facility																			
Real Time: NPS Would you recommend this facility? (Guadalupe Family Health Center)	In-house	> 71.1	73.2		No Data	73.9	83.1	80.0	70.2	68.9	50.0	64.0	64.0	70.9	53.9	62.2		66.5	
	n-size				0	46	89	135	104	90	78	272	89	79	102	270		677	
Real Time: NPS Would you recommend this facility? (North Phoenix Family Health Center)	In-house	> 71.1	75.6		73.5	74.5	68.3	71.0	73.2	75.0	67.8	72.1	72.6	66.0	71.7	70.3		71.2	
	n-size				34	145	219	398	265	304	276	845	292	259	336	887		2130	
Real Time: NPS Would you recommend this facility? (South Phoenix/Laveen Family Health Center)	In-house	> 71.1	74.2		61.5	74.3	75.8	74.7	75.3	64.5	78.3	72.5	71.7	74.7	76.0	74.2		73.7	
	n-size				13	113	186	312	190	186	166	542	205	162	254	621		1475	
Real Time: NPS Would you recommend this facility? (Peoria Family Health Center)	In-house	> 71.1	70.6		No Data	75.8	74.0	74.6	71.0	68.0	77.5	72.2	68.8	75.3	71.6	71.8		72.6	
	n-size				0	190	338	528	310	194	231	735	295	263	310	868		2131	
Real Time: NPS Would you recommend this facility? (Maryvale Family Health Center)	In-house	> 71.1	82.2		No Data	75.5	84.3	81.2	77.1	No Data	No Data	77.1	Retired					79.9	
	n-size				0	94	166	260	109	0	0	109						369	

NRC Real Time Qtr 3 FY22

Patient Experience (Ambulatory)		Reporting Program	Bench Mark	FY21 Year to Date	Desired Direction	Jul 2021	Aug 2021	Sep 2021	Qtr 1 (FY 2022)	Oct 2021	Nov 2021	Dec 2021	Qtr 2 (FY 2022)	Jan 2022	Feb 2022	Mar 2022	Qtr 3 (FY 2022)	Qtr 4 (FY 2022)	FY22 Year to Date
		Dental																	
Net Would Recommend Facility																			
Real Time: NPS Would you recommend this facility? DENTAL (OVERALL)	In-house	>78.5	72.7		74.5	80.9	71.6	75.7	67.9	73.4	72.8	71.5	74.7	79.0	65.8	72.5		73.2	
Real Time: NPS Would you recommend this facility? (PXC DENTAL)	In-house	>78.5	71.9		72.4	80.4	66.7	73.6	65.4	75.0	64.7	68.0	69.2	81.1	65.7	71.5		71.1	
Real Time: NPS Would you recommend this facility? (PXC DENTAL PEDS)	In-house	>78.5	79.7		90.0	84.2	76.0	82.8	50.0	88.2	70.0	71.4	85.7	88.9	88.0	87.5		81.4	
Real Time: NPS Would you recommend this facility? (MCD DENTAL)	In-house	>78.5	75.6		61.9	94.4	64.3	73.6	69.6	30.8	100.0	62.8	58.3	92.9	30.0	56.5		64.8	
Real Time: NPS Would you recommend this facility? (MSA DENTAL)	In-house	>78.5	79.5		87.5	86.4	61.1	78.6	90.9	100.0	Retired							82.4	
Real Time: NPS Would you recommend this facility? (CHD DENTAL)	In-house	>78.5	55.8		50.0	38.5	43.8	43.9	76.5	75.0	83.3	78.7	65.0	62.1	75.9	67.9		66.1	
Real Time: NPS Would you recommend this facility? (AVD DENTAL)	In-house	>78.5	68.3		73.3	95.0	86.4	86.0	61.5	72.2	47.4	60.0	95.2	75.0	47.4	73.2		73.6	
Real Time: NPS Would you recommend this facility? (PEC DENTAL)	In-house	>78.5	94.1		87.1	80.8	84.6	84.3	80.0	80.6	86.5	83.0	75.0	84.6	74.1	76.7		81.8	

NRC Real Time All Questions - FQHC Qtr 3 FY22

QUESTION SUMMARY

Question	YTD	Last 3 Months	Last Month	n-size	Score	Bench mark	Gap	
Rating of provider	84.8	85.1	85.3	5,502	84.7	86.8	-2.1	
Provider would recommend	83.8	84.1	83.7	5,713	83.8	86.7	-2.9	
NPS: Facility would recommend	70.3	71.4	71.7	5,934	70.0	75.9	-5.9	
Clerks courtesy & respect	69.8	70.7	70.9	3,797	69.4	79.9	-10.5	
Clerks/receptionists helpful	68.0	68.5	67.9	3,746	68.0	76.0	-8.0	
Provider listened	67.5	67.8	69.0	7,748	67.1	81.5	-14.4	
Trust provider w/ care	67.0	67.1	67.3	7,672	66.9	79.4	-12.5	
Facility was clean	66.0	67.2	66.3	3,831	66.0	79.9	-13.9	
Got enough info re: treatment	61.1	61.4	61.6	7,848	61.0	77.3	-16.3	
Knew what to do if questions	56.4	56.4	57.4	7,488	56.1	75.5	-19.4	
Quality of video/call	55.7	54.6	55.4	2,820	55.8	66.9	-11.1	
Comfort w/ online interaction	54.9	54.1	56.8	2,919	54.4	68.4	-14.0	
Seen by provider in timely manner	53.1	53.5	53.9	7,988	52.9	66.8	-13.9	
Knew medical history	52.2	52.2	53.4	7,581	51.8	69.4	-17.6	
Discussed illness prevention	50.1	50.3	51.0	7,348	49.9	58.2	-8.3	

New Patient Experience

ACCEPT

Acknowledge
Connect
Communicate
Every Person
Every Time

An On-Stage Patient Experience Standard

Next Steps

January 2022: Complete education about ACCEPT & begin implementing

February: Demonstrate ACCEPT consistently; refreshers as needed, audit progress

March & Beyond: Audit & provide refreshers as needed

FQHC Comments FY22 Qtr 3

What Else Re: Experience:

They treated me very cordially and professionally. Both the translator and the doctor are very kind. Thank you for your attention.

What Else Re: Experience:

I really liked how my doctor treated me, I felt calm with confidence and I liked that she had a lot of interest in her patients in person as care, she gave us very many very good things, she recommended vitamins, I felt very good, I wish there were more doctors like her, thank you.

What Else Re: Experience:

I would like radiology and gastroenterology to be there, it also makes it difficult not to have to go to a different one because it is more comfortable for me and the (unreadable), thank you.

What Else Re: Experience:

I reached the provider in person. She was able to take care of me quickly. She's the best provider that I've had. I brought my family member to her, my family member, which is my sister, absolutely loved how she took care of her on her first visit, and we are absolutely happy with her service. We wish all cover, all providers could be as wonderful and accommodating as she is.

What Else Re: Experience:

The service is really good. Prompt response to getting appointments and things, the only complaint I have is getting through the line, sometimes the lines are ridiculous and we get a lot of the we get the patient assistance people instead of the office and that happens a lot. Other than that. The doctors are very professional, very knowledgeable, very friendly. And that's it.

FQHC Comments FY22 Qtr 3

What Else Re: Experience:

It took forever to get into my lab appointment. The lab personnel was awful, she wouldn't contact the provider, even though she could have, and for the medical assistant, she was a little rude, especially when calling for us to come into the room. We were in the education room, and she was just not very personable when I told her we were here. She kept calling our name, even though I said I was here.

What Else Re: Experience:

The only thing I didn't like is that my appointment was at 3 pm and the doctor saw me until 5, that's why I had to wait 2 hours for them to see me, if they make the appointment so that the (unreadable) didn't wait for when the appointment time they feel like serving customers.

What Else Re: Experience:

I wanted to say that they never gave me the prescription.

What Else Re: Experience:

Yes, my doctor is very thorough. I was totally impressed and recommend him to all. He is very good. He has patience goes over everything with you and not in a rush. I really like him. He's the best. Thank you.



Valleywise Community Health
Centers Governing Council
Meeting

June 1, 2022

Item 5.b.

Executive Committee Report
(No Handout)



Valleywise Community Health
Centers Governing Council
Meeting

June 1, 2022

Item 5.c.

Finance Committee Report -
Financial Highlights

**VALLEYWISE HEALTH
FEDERALLY QUALIFIED HEALTH CENTERS
FINANCIAL STATEMENT HIGHLIGHTS
For the month ending April 30, 2022**

OPERATING REVENUE

(a) Visits

	Actual	Budget	Variance	%Variance
Month-to-Date	27,034	25,797	1,237	4.8%
Year-to-Date	263,133	247,242	15,891	6.4%

Visits greater than budget for the month by 1,237 or 4.8%. Current month visits less than prior month by 2,979 or 9.9%. The VCHC's were greater than budget by 746 or 5.2%, the Outpatient Behavioral Health clinics were greater than budget by 512 or 40.7%, VCHC-Phoenix was less than budget by 120 or 2.0%, VCHC-Peoria was greater than budget by 120 or 4.9% and Dental less than budget by 21 or 1.1%.

(b) Net Patient Service Revenue

	Actual	Budget	Variance	%Variance
Month-to-Date	\$ 5,683,600	\$ 5,069,196	\$ 614,403	12.1%
Year-to-Date	\$ 52,511,990	\$ 48,824,379	\$ 3,687,611	7.6%
Month-to-Date Per Visit	\$ 210	\$ 197	\$ 14	7.0%
Year-to-Date Per Visit	\$ 200	\$ 197	\$ 2	1.1%

Net patient service revenue is greater than budget by \$614.4K for MTD. On a per visit basis, net patient service revenue is greater than budget by 7.0% for MTD. The VCHC's were greater than budget by \$465.4K or 15.5%, the Outpatient Behavioral Health clinics were greater than budget by \$129.9K or 44.8%, the VCHC-Phoenix clinics were greater than budget by \$30.7K or 3.1%, the VCHC-Peoria was greater than budget by \$31.0K or 6.6% and Dental less than budget by \$42.7K or 13.9%.

(c) Other Operating Revenue

	Actual	Budget	Variance	%Variance
Month-to-Date	\$ 448,347	\$ 229,214	\$ 219,133	95.6%
Year-to-Date	\$ 3,198,893	\$ 2,390,520	\$ 808,372	33.8%

Other operating revenue is greater than budget by \$219.1K for MTD.

(d) PCMH Revenue

	Actual	Budget	Variance	%Variance
Month-to-Date	\$ -	\$ -	\$ -	0.0%
Year-to-Date	\$ 19,268	\$ 18,814	\$ 454	2.4%

(e) Total operating revenues

	Actual	Budget	Variance	%Variance
Month-to-Date	\$ 6,131,946	\$ 5,298,410	\$ 833,536	15.7%
Year-to-Date	\$ 55,730,151	\$ 51,233,714	\$ 4,496,437	8.8%
Month-to-Date Per Visit	\$ 227	\$ 205	\$ 21	10.4%
Year-to-Date Per Visit	\$ 212	\$ 207	\$ 5	2.2%

Total operating revenues are greater than budget by \$833.5K for MTD. On a per visit basis, total operating revenue is greater than budget by \$21.00 for MTD.

VALLEYWISE HEALTH
FEDERALLY QUALIFIED HEALTH CENTERS
FINANCIAL STATEMENT HIGHLIGHTS
For the month ending April 30, 2022

OPERATING EXPENSES

(f) Salaries and Wages

	Actual	Budget	Variance	%Variance
Month-to-Date	\$ 1,892,279	\$ 1,781,811	\$ (110,468)	-6.2%
Year-to-Date	\$ 19,481,607	\$ 17,412,788	\$ (2,068,819)	-11.9%
Month-to-Date FTEs	360	399	39	9.7%
Year-to-Date FTEs	362	386	25	6.4%

Salaries and wages were greater than budget by \$110.5K for MTD. FTEs were less than budget by 39 for MTD. The average salaries and wages per FTE were less compared to the previous month by \$125.85.

(h) Employee Benefits

	Actual	Budget	Variance	%Variance
Month-to-Date	\$ 638,101	\$ 592,951	\$ (45,150)	-7.6%
Year-to-Date	\$ 6,380,443	\$ 5,815,376	\$ (565,067)	-9.7%
Month-to-Date Per FTE	\$ 1,771	\$ 1,486	\$ (285)	-19.1%
Year-to-Date Per FTE	\$ 17,634	\$ 15,050	\$ (2,584)	-17.2%

Employee benefits are greater than budget by \$45.1K MTD.

Benefits as a % of Salaries

	Actual	Budget	Variance	%Variance
Month-to-Date	33.7%	33.3%	-0.4%	-1.3%
Year-to-Date	32.8%	33.4%	0.6%	1.9%

(i) Medical Service Fees

	Actual	Budget	Variance	%Variance
Month-to-Date	\$ 1,652,734	\$ 1,869,299	\$ 216,565	11.6%
Year-to-Date	\$ 17,565,596	\$ 18,586,421	\$ 1,020,825	5.5%

Medical service fees were less than budget for the month by \$216.6K MTD.

The VCHC's were less than budget by \$108.0K or 9.2%, OP Behavioral Health less than budget by \$7.5K or 48.6%, VCHC - Phoenix was less than budget by \$52.7K or 11.2% and VCHC-Peoria was less than budget by \$48.4K or 22.4%.

(j) Supplies

	Actual	Budget	Variance	%Variance
Month-to-Date	\$ 214,519	\$ 218,992	\$ 4,474	2.0%
Year-to-Date	\$ 2,308,850	\$ 2,128,898	\$ (179,952)	-8.5%
Month-to-Date Supplies per Visit	\$ 8	\$ 8	\$ 1	6.5%
Year-to-Date Supplies per Visit	\$ 9	\$ 9	\$ (0)	-1.9%

Supplies expenses less than budget by \$4.5K MTD.

(k) Purchased Services

	Actual	Budget	Variance	%Variance
Month-to-Date	\$ 6,775	\$ 14,922	\$ 8,147	54.6%
Year-to-Date	\$ 160,377	\$ 154,111	\$ (6,266)	-4.1%

Purchased services less than budget by \$8.1K MTD.

VALLEYWISE HEALTH
FEDERALLY QUALIFIED HEALTH CENTERS
FINANCIAL STATEMENT HIGHLIGHTS
For the month ending April 30, 2022

OPERATING EXPENSES (continued)

(l) Other Expenses

	Actual	Budget	Variance	%Variance
Month-to-Date	\$ 73,879	\$ 78,244	\$ 4,365	5.6%
Year-to-Date	\$ 749,430	\$ 796,917	\$ 47,487	6.0%

Other expenses less than budget by \$4.4K MTD.

(n) Allocated Ancillary Expense

	Actual	Budget	Variance	%Variance
Month-to-Date	\$ 1,005,157	\$ 623,244	\$ (381,913)	-61.3%
Year-to-Date	\$ 8,157,715	\$ 6,108,739	\$ (2,048,977)	-33.5%

Allocated ancillary expenses were greater than budget by \$381.9K MTD.

(o) Total operating expenses

	Actual	Budget	Variance	%Variance
Month-to-Date	\$ 5,483,443	\$ 5,179,664	\$ (303,779)	-5.9%
Year-to-Date	\$ 54,812,228	\$ 51,005,252	\$ (3,806,976)	-7.5%
Month-to-Date Per Visit	\$ 203	\$ 201	\$ (2)	-1.0%
Year-to-Date Per Visit	\$ 208	\$ 206	\$ (2)	-1.0%

Total operating expenses greater than budget by \$303.8K MTD. On a per visit basis, the current month was 1.0% unfavorable.

(p) Margin (before overhead allocation)

	Actual	Budget	Variance	%Variance
Month-to-Date	\$ 648,503	\$ 118,746	\$ 529,757	446.1%
Year-to-Date	\$ 917,923	\$ 228,462	\$ 689,461	301.8%
Month-to-Date Per Visit	\$ 24	\$ 5	\$ 19	421.1%
Year-to-Date Per Visit	\$ 3	\$ 1	\$ 3	277.5%

Total margin (before overhead allocation) is greater than budget by \$529.8K for MTD.



Valleywise Community Health
Centers Governing Council
Meeting

June 1, 2022

Item 5.d.

Strategic Planning and Outreach
Committee Report
(No Handout)



Valleywise Community Health
Centers Governing Council
Meeting

June 1, 2022

Item 6.

FQHC Clinics'
CEO Report



Office of the Sr Vice President & CEO FQHC Clinics

2525 East Roosevelt Street • Phoenix • AZ • 85008

DATE: June 1, 2022

TO: Valleywise Community Health Centers Governing Council

FROM: Barbara Harding, BAN, RN, MPA, PAHM, CCM
Sr VP Amb Services & CEO FQHC Clinics

SUBJECT: CEO Report

Visit Metrics: April 2022

Valleywise Community Health Centers (FQHC) maintained a positive variance achieving 4.8 % MTD and 6.4% FYTD.

HIV Service Line

The HIV service line is experiencing challenges as a result of workforce challenges both provider and staff. Valleywise Community Health Center – McDowell had a positive visit variance of 3.4% MTD. Valleywise Community Health Center – Mesa also had a positive variance of 10.5% MTD. Valleywise Comprehensive Health Center – Peoria was paused until a provider for the clinic is hired.

Other FQHC including Peoria performed well in April with a positive variance of 3.9% MTD. Of note, *Valleywise Comprehensive Health Center – Peoria (FQHC) Clinic* met target with a visit MTD 0.0%, FYTD a positive variance of 3.0%.

Integrated Behavioral Health (IBH) services MTD had a positive variance of 40.7% MTD and 14.3% FYTD.

Valleywise Community Health Centers (FQHC) Dental Clinics continue to rebound working to meet target goals given the past year's performance gaps created by the service limitations of the COVID-19 pandemic. April 2022 visit variance, MTD (1.1%) and 3.4% FYTD.

Performance Improvement Initiatives: Patient Experience

FQHC Clinic Managers and Service Ambassadors are focusing on 3 data driven issues that will yield the highest improvement impact to our Net Promoter Scores (NPS). Each FQHC site is working with their staff to improve on their selected areas through various actions. Clinic managers and service ambassadors meet to review their monthly NRC summary, provide feedback on their focus areas scores as they increase or decrease, and comment on what direct actions are being done to improve their focus 3 areas. For example, West Maryvale staff are actively highlighting the patients after visit summary documents to remind a patient how to best contact the clinic if they have any follow up questions. Internal Medicine and Peds are discussing Net Promoter Scores and Patient Experience in their daily huddles as a reminder to staff to ensure patients are given the best experience possible. Altogether, the FQHCs are increasing the overall NRC score in a positive direction.

Annual DNV Onsite Survey – June 1 - 3, 2022

Det Norske Veritas (DNV-GL) is the name of our hospital accreditation program. DNV's standards are called **NIAHO** (National Integrated Accreditation for Healthcare Organizations). The NIAHO standards integrate requirements based on the CMS **Conditions of Participation** (CoPs) with the internationally recognized **ISO 9001** Standard.

A key factor in the **DNV-GL** process is a successful partnership between the accrediting body and the hospital. Instead of merely dictating standard policies and templates that are not the best measurement and reporting tools for all hospitals, **DNV-GL** guides its hospitals through an improvement process that enables care providers to customize programs that work best for them.

ISO 9001 is the infrastructure of quality that infiltrates every aspect of your organization. It enables an organization to reach maximum effectiveness and efficiency in its processes that leads to improved outcomes, both clinically and financially.

ISO 9001 is particularly strong on seeking to reduce errors, both in preventing mistakes from recurring and by identifying potential mistakes before they occur. This reduction in errors brings associated benefits in terms of cost savings. Under ISO 9001:2008, the goal is continual process improvement.

CMS - Similarly, CMS developed Conditions of Participation (CoPs) and Conditions for Coverage (CfCs) that health care organizations must meet to begin and continue participating in the Medicare and Medicaid programs. These minimum health and safety standards are the foundation for improving quality and protecting the health and safety of beneficiaries. CMS also ensures that the standards of accrediting organizations recognized by CMS (through a process called "deeming") meet or exceed the Medicare standards set forth in the CoPs / CfCs.



What are Community Health Centers?

Health centers are consumer-driven and patient-centered organizations that serve as a comprehensive and cost-effective primary health care option for America's most underserved communities. Health centers serve everyone regardless of ability to pay or insurance status. They increase access to health care and provide integrated care services based on the unique needs of the communities they serve. Health centers deliver value to and have a significant impact on America's healthcare system. They also:

- Serve as the health care home for nearly **29 million patients** in over **12,000 communities** across the country;
- Reduce health care costs and produce savings – on average, health centers save **24% per Medicaid patient** when compared to other providers;
- **Integrate critical medical and social services** such as oral health, mental health, substance abuse, case management, and translation under one roof;
- Employ **253,000 people** and **generate more than \$63.4 billion in total economic activity** in some of the nation's most distressed communities;
- Provide care to **1.3 million homeless patients** and **375,000 veterans**.

Health Centers in Arizona, 2020

Health Centers in AZ

# of Grantee Organizations	23
# of Delivery Sites	206
% Rural Grantees	48%
% Grantees w/ Staff Authorized to Prescribe Medication-Assisted Treatment (MAT) for Opioid Use Disorder	70%
% of Grantees Utilizing Telehealth	96%

AZ Health Center Patients

Children Served	210,386
Homeless Patients Served	33,367
Veterans Served	14,064
Growth in Patients since 2010	93%
Total Patients	739,833

	AZ Health Center Patients	AZ Residents	U.S. Residents
% at or Below 100% Poverty	64%	13%	12%
% at or Below 200% Poverty	88%	32%	29%
% Racial/Ethnic Minority	64%	46%	40%
% Uninsured	17%	11%	9%
% Medicaid	46%	16%	15%
% Medicare	12%	20%	18%
% Private	25%	63%	67%

AZ Health Center Staff Provide a Comprehensive Range of Services

	FTEs
Physicians	387
NPs/PAs/CNMs	411
Nurses	356
Dental Staff	429
Pharmacy	278
Behavioral Health Specialists	523
Enabling Services	628
Vision Services Staff	
Other Staff	4,192
Total Staff	7,205

	Patient Visits
Coronavirus	37,369
Chronic Conditions	1,186,774
Behavioral Health	1,105,879
Preventive Services	996,668
Dental Services	193,908

Did you know that health centers in Arizona are economic drivers? Every \$1 in federal investments generates \$8.35 in economic activity across Arizona. In total, health centers in Arizona deliver \$1,514,549,504 in economic activity.

Sources: 2020 Uniform Data System, BPHC, HRSA, DHHS, 2020 American Community Survey 1-Year Estimates, U.S. Census Bureau. Leavitt Partners in collaboration with NACHC. Detailed sources are available at <http://www.nachc.org/research-and-data/state-level-data-maps/>.

© National Association of Community Health Centers, September 2021

For more information, email research@nachc.org.



Valleywise Community Health
Centers Governing Council
Meeting

June 1, 2022

Item 7.

District Board of Director's
Report
(No Handout)



Valleywise Community Health
Centers Governing Council
Meeting

June 1, 2022

Item 8.

Valleywise Health's President
and CEO Report
(No Handout)



Valleywise Community Health
Centers Governing Council
Meeting

June 1, 2022

Item 9.

Closing Comments
and Announcements
(No Handout)



Valleywise Community Health
Centers Governing Council
Meeting

June 1, 2022

Item 10.

Staff Assignments
(No Handout)