

## Minutes

**Valleywise Community Health Centers Governing Council**  
**Valleywise Health Medical Center**  
**April 5, 2023**  
**6:00 p.m.**

**Members Present:** Scott Jacobson, Chairman  
Chris Hooper, Member  
Liz McCarty, Member  
Eileen Sullivan, Member  
Jane Wilson, Member – *participated remotely*

**Members Absent:** Salina Imam, Member

**Non-Voting Member Present:** Mary Rose Garrido Wilcox, Maricopa County Special Health Care District Board of Directors

**Others/Guest Presenters:** Michelle Barker, DHSc, Chief Executive Officer of the Federally Qualified Health Centers  
Claire Agnew, CPA, MBA, Chief Financial Officer  
Melanie Talbot, Chief Governance Officer  
Ijana M. Harris, JD, Assistant General Counsel  
Crystal Garcia, RN, MBA, Vice President, Specialty Services, Quality and Safety  
Matthew Meier, MBA, Vice President, Financial Services  
Earl Arbuckle, Governing Council Member-elect  
Norma Munoz, Governing Council Member-elect

**Recorded by:** Cynthia Cornejo, Deputy Clerk of the Board

### **Call to Order:**

Chairman Jacobson called the meeting to order at 6:02 p.m.

### **Roll Call**

Ms. Talbot called roll. Following roll call, she noted that four of the six voting members of the Valleywise Community Health Centers Governing Council were present, which represented a quorum. Mr. Hooper arrived shortly after roll call.

**NOTE:** Mr. Hooper arrived at 6:03 p.m.

For the benefit of all participants, Ms. Talbot announced the Governing Council member that was participating remotely.

### **Call to the Public**

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

**Valleywise Community Health Centers Governing Council  
Meeting Minutes – General Session – April 5, 2023**

**General Session, Presentation, Discussion and Action:**

1. Approval of Consent Agenda:
  - a. Minutes:
    - i. INTENTIONALLY LEFT BLANK
  - b. Contracts:
    - i. INTENTIONALLY LEFT BLANK
  - c. Governance:
    - i. Appoint Earl Arbuckle to the Valleywise Community Health Centers Governing Council
    - ii. Appoint Norma Munoz to the Valleywise Community Health Centers Governing Council
    - iii. Appoint William O’Neill to the Valleywise Community Health Centers Governing Council
    - iv. Approve revisions to Policy – 89101 F Mileage and Transportation; Proposing new title and policy number: Policy – 89101 T Governing Council Members Mileage and Transportation
  - d. Medical Staff:
    - i. Acknowledge the Federally Qualified Health Centers Medical Staff and Advanced Practice Clinician/Allied Health Professional Staff Credentials

Chairman Jacobson removed item 1.c.iii. from the consent agenda, noting the item would not be discussed or voted on.

**MOTION:** Ms. McCarty moved to approve the consent agenda minus item 1.c.iii. Ms. Sullivan seconded.

**VOTE:** 5 Ayes: Chairman Jacobson, Mr. Hooper, Ms. McCarty, Ms. Sullivan, Ms. Wilson  
0 Nays  
1 Absent: Ms. Imam  
**Motion passed.**

Ms. Talbot administered the Oath of Office to Mr. Arbuckle and Ms. Munoz for appointment of membership to the Valleywise Community Health Centers Governing Council (Governing Council), as required by the Governing Council bylaws.

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

2. Elect a Vice Chairman of the Valleywise Community Health Centers Governing Council for the Remainder of Fiscal Year 2023, Effective Immediately

Chairman Jacobson announced that Ms. Sullivan was nominated for Vice Chairman.

**MOTION:** Ms. McCarty moved to elect Eileen Sullivan as Vice Chairman of the Valleywise Community Health Centers Governing Council for the remainder of fiscal year 2023, effective immediately. Mr. Hooper seconded.

**VOTE:** 7 Ayes: Chairman Jacobson, Mr. Arbuckle, Mr. Hooper, Ms. McCarty, Ms. Munoz, Ms. Sullivan, Ms. Wilson

0 Nays

1 Absent: Ms. Imam

**Motion passed.**

3. Overview on Health Resources & Services Administration Health Center Program's Uniform Data System (UDS) Data and Valleywise Health's Quality Reporting; Review Select Data Points from Valleywise Health's Calendar Year 2022 UDS Report; Accept Calendar Year 2022 Report

Ms. Garcia explained the Health Resources & Services Administration (HRSA) health center program's Uniform Data System (UDS) and how it related to the Federally Qualified Health Centers (FQHCs). The standardized data set was gathered on a calendar year basis and the prior year's data was submitted to HRSA. She reviewed the reporting timeline which resulted in HRSA finalizing the data and releasing the quality measures and benchmarks by August.

Through the UDS, FQHCs reported patient characteristics, clinical services and outcomes, financial tables, and other forms. The data was used to make informed decisions to expand access to care, identify health disparities, improve quality of care, and reduce health care costs.

She outlined the metrics related to screenings and preventative care, maternal care and children's health, and chronic disease management. She shared the results for calendar year (CY) 2022, highlighting many of the metrics met the established benchmarks. She addressed the negative variance in childhood immunizations, stating a Centers of Medicare and Medicaid Services (CMS) logic change impacted the overall result. The metrics that did not meet their benchmarks were noted and Ms. Garcia reviewed the actions plans in place to improve the results.

Mr. Arbuckle asked if the quality measures were determined by Valleywise Health.

Ms. Garcia reiterated the quality measures and benchmarks were established by HRSA.

Mr. Hooper asked what staff was doing to improve the metric related to controlling high blood pressure, since the metric did not meet the benchmark.

Ms. Garcia said the action plans to address high blood pressure were multi-faceted. Patients that had blood pressure results outside the established benchmark were re-checked prior to leaving. Patients were also reminded to take their medication prior to their appointment.

Director Wilcox requested additional information on the depression screening.

Ms. Garcia outlined the process in place, including ensuring the follow-up plan was documented in the patient's medical record.

**Valleywise Community Health Centers Governing Council  
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**General Session, Presentation, Discussion and Action, cont.:**

3. Overview on Health Resources & Services Administration Health Center Program's Uniform Data System (UDS) Data and Valleywise Health's Quality Reporting; Review Select Data Points from Valleywise Health's Calendar Year 2022 UDS Report; Accept Calendar Year 2022 Report, cont.

Dr. Barker noted that patients were screened for depression at every visit, which provided trending data for the providers to monitor.

Mr. Hooper asked if there were outreach efforts to aid patients with high blood pressure and diabetes, to encourage healthy habits.

Dr. Barker said that the protocol varied by patient and diagnosis. Once a patient's illness was stabilized, three-month follow-up appointments may be appropriate, however, more frequent appointments may be needed if the illness was not stable.

Ms. Garcia reviewed the Quality Task Force Focus Teams, with each team consisting of a physician champion and accountable leader. Individual teams focused on specific metrics for calendar year 2023.

Dr. Barker stated the quality measures were monitored throughout the calendar year and quarterly results were reported to the Governing Council. However, the finalized UDS report in its entirety was provided to the Governing Council on an annual basis, after being submitted to HRSA.

She reviewed select data points, including unique unduplicated patient count, utilization visits, and demographic characteristics such as race, ethnicity, language, sexual orientation/gender identity, and income.

The unique unduplicated patient count in CY 2022 had increased to 87,875, nearing pre-pandemic levels. The number of patient visits also increased to 319,056, including telehealth visits. The average number of visits per patient was 3.62 visits.

Ms. Munoz noted the number of unique unduplicated patient count had declined since CY 2017 and asked what factors led to that decrease.

Dr. Barker said that there were various factors, including but not limited to the pandemic. Many other FQHCs experienced similar decreases in unduplicated patient counts.

She outlined the demographic characteristic data related to race and ethnicity. She explained there were new guidelines for collecting race and ethnicity data for CY 2023, which expanded the race options for patients to choose from. Valleywise Health implemented the change in the electronic medical record, however, the change impacted the results for CY 2022.

Director Wilcox asked how the changes may impact Valleywise Health's ability to qualify for specific grants.

Dr. Barker stated the measure related to race and ethnicity was specific to the FQHCs and would not impact the organizations overall measure related to the patient population served.

She reviewed the six-year trend in the number of patients served in a language other than English, which had increased over prior year. She highlighted the data associated with sexual orientation and gender identity (SOGI), noting the increases in responses received year over year. Patients were also providing information related to their income level, with a large percentage of patient served being at or below the federal poverty level (FPL).

While she reviewed specific data points within the UDS report, the entire report was provided to the Governing Council for their review.

**Valleywise Community Health Centers Governing Council  
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**General Session, Presentation, Discussion and Action, cont.:**

3. Overview on Health Resources & Services Administration Health Center Program's Uniform Data System (UDS) Data and Valleywise Health's Quality Reporting; Review Select Data Points from Valleywise Health's Calendar Year 2022 UDS Report; Accept Calendar Year 2022 Report, cont.

**MOTION:** Ms. Munoz moved to accept calendar year 2022 Uniform Data System report. Mr. Hooper seconded.

**VOTE:** 7 Ayes: Chairman Jacobson, Vice Chairman Sullivan, Mr. Arbuckle, Mr. Hooper, Ms. McCarty, Ms. Munoz, Ms. Wilson

0 Nays

1 Absent: Ms. Imam

**Motion passed.**

4. Discuss and Review Quality of Care Audit for the Federally Qualified Health Centers for Calendar Year 2022

Ms. Garcia noted the quality measures included in the UDS report were included in the quality of care audit for CY 2022. A quality assurance/quality improvement plan was updated to ensure the most current metrics and benchmarks were being monitored. There was a full-time quality analyst that worked closely with FQHC leadership to develop action plans to improve results.

As previously stated, many of the measures met the established benchmarks, with plans in place to address the metrics that did not meet the benchmark.

Mr. Hooper asked if the goal was to meet or exceed the benchmarks or to improve upon the prior year results.

Ms. Garcia said that the priority was to meet or exceed the national benchmarks.

5. Discuss and Review Fiscal Year 2024 Budget Calendar, Preliminary Patient Volume Assumptions and Capital Target for the Federally Qualified Health Centers

Mr. Meier informed the Governing Council of the budget process for fiscal year (FY) 2024, with the budget calendar identifying key dates in the process.

He outlined preliminary patient volume assumptions and capital targets for the FQHCs. The volume assumptions were forecasted using the same process as prior years, and were based on sessions, by specialty, by provider type. Volume assumptions included the family practice services provided by the mobile health unit, which was scheduled to be operational in July 2023.

Volume for the community health centers were projected to increase by 4.2%, compared to the current fiscal year, due to an increase in providers and the addition of the mobile health unit.

Outpatient behavioral health services visits were projected to increase by 12.3%, due to increased behavioral health providers and the expansion of grant funded behavioral health services.

Volumes at Valleywise Comprehensive Health Center-Peoria were projected to increase by 5.8%, with the assumption that internal medicine services would begin in August 2023.

A minimal increase in volumes were projected for the FQHCs located within Valleywise Comprehensive Health Center-Phoenix, due to provider staffing, and excluding the International Health Clinic from the budget for FY 2024.

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

5. Discuss and Review Fiscal Year 2024 Budget Calendar, Preliminary Patient Volume Assumptions and Capital Target for the Federally Qualified Health Centers, cont.

Mr. Meier said that dental volumes were projected to increase by 2.9%, noting the dental clinic located at Valleywise Comprehensive Health Center-Peoria was fully staffed and attributing to the increase.

Overall, the FQHCs had a projected volume increase of 4.5% for FY 2024, compared to FY 2023 projections.

He provided a high-level report of the projected number District Medical Group (DMG) providers, as the budget was based on the number of providers within the FQHCs.

While there were no specific capital requests budgeted for FY 2024, \$100,000 capital contingency was budgeted.

Mr. Arbuckle noted outpatient behavioral health volumes at Valleywise Community Health Center-West Maryvale was budgeted to decrease by 20.9% and questioned what led to the decrease.

Mr. Meier said the decrease was due to moving a provider to another location, where there was a greater need.

Ms. Agnew reiterated that the assumptions were dependent on the number and type of providers in each location.

Mr. Hooper understood the workforce shortages, including providers, and asked what happened to patients when a provider shifted to another location or left the organization entirely.

Dr. Barker said that the patient was provided with the option to continue to receive care at the current location and transition to another provider. However, if the provider was not immediately replaced, the wait time to schedule an appointment may be extended.

Ms. Agnew stated that staff was working closely with DMG to increase providers in the upcoming fiscal year. However, the conservative increases were assumed for the upcoming year, while considering Valleywise Health staffing limitations, supply costs and other expenses needed to treat the anticipated volume increases.

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

Director Wilcox noted the recent approval of a master services agreement between the Maricopa County Special Health Care District (District) and DMG would allow the partnership to be more flexible, to meet the needs of the patients in the FQHCs.

The Board approved the FY 2024 employee benefit package, including medical, dental and visions plans, as well as a variety of voluntary insurance options.

The Board will hold a budget meeting on June 22, 2023, to allow the public to provide input on the proposed budget prior to approval.

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

Ms. Agnew conveyed Mr. Purves's apologies for not being present. She provided an update related to the opening of the new acute care hospital and the Piper Pavilion, which would house the simulation lab and various support services.

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

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

Ms. Agnew highlighted recent events that were celebrated at Valleywise Health, including Match Day, Doctor's Day, and the International Transgender Day of Visibility.

She announced the upcoming film premiere of Valleywise Health Foundation's Courage Rising, a documentary of journey of burn survivors as they summit Mount Kilimanjaro.

8. Governing Council Member and Federally Qualified Health Centers' Chief Executive Officer's Closing Comments/Announcements

Dr. Barker announced that the Governing Council members were invited to tour the new acute care hospital in early June 2023. A new Governing Council member orientation was scheduled for May 18, 2023, and she encouraged all members to attend.

Chairman Jacobson reminded those that had registered for the upcoming 2023 Arizona Alliance for Community Health Centers (AACHC) annual conference, of the dates of the conference.

9. Review Staff Assignments

Ms. Talbot reiterated the old business and noted there were no requests that stemmed from the meeting.

**Call to the Public, cont.**

Mr. Stuart Glenn, a longtime patient of Valleywise Community Health Centers, addressed the Governing Council regarding his concerns with providers moving locations and difficulty in obtaining prescription refills.

Chairman Jacobson acknowledged his concerns.

Dr. Barker stated that she would gather his information and look into the matter.

**Adjourn**

**MOTION:** Mr. Arbuckle moved to adjourn the April 5, 2023 Valleywise Community Health Centers Governing Council Meeting. Ms. McCarty seconded.

**VOTE:** 7 Ayes: Chairman Jacobson, Vice Chairman Sullivan, Mr. Arbuckle, Mr. Hooper, Ms. McCarty, Ms. Munoz, Ms. Wilson  
0 Nays  
1 Absent: Ms. Imam  
**Motion passed.**

Meeting adjourned at 7:37 p.m.

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Cynthia Cornejo  
Deputy Clerk of the Board