

## Minutes

**Valleywise Community Health Centers Governing Council Meeting  
Virginia G. Piper Charitable Trust Pavilion  
2609 East Roosevelt Street, Phoenix, AZ 85008  
2<sup>nd</sup> Floor, Auditoriums 1 and 2  
June 5, 2024, 5:30 p.m.**

**Members Present:** Eileen Sullivan, Vice Chairman – *participated remotely*  
Earl Arbuckle, Treasurer  
Nelly Clotter-Woods, Member  
Salina Imam, Member  
Chris Hooper, Member  
William O’Neill, Member – *participated remotely*  
Essen Otu, Member  
Wayne Tormala, Member

**Members Absent:** Scott Jacobson, Chairman  
Norma Muñoz, Member  
Jane Wilson, Member

**Non-Voting Member Absent:** Mary Rose Garrido Wilcox, District Board

**Others/Guest Presenters:** Michelle Barker, DHSc, Chief Executive Officer of the Federally Qualified Health Centers  
Michael D. White, MD, MBA, Executive Vice President, Chief Clinical Officer  
Claire Agnew, CPA, MBA, Executive Vice President, Chief Financial Officer  
Ijana Harris, JD, General Counsel  
Melanie Talbot, Chief Governance Officer; and Clerk of the Board  
Georgette Linder, Manager, Valleywise Comprehensive Health Center-Phoenix

**Recorded by:** Denise Tapia, Deputy Clerk of the Board

### **Call to Order:**

Vice Chairman Sullivan called the meeting to order at 5:40 p.m.

### **Roll Call**

Ms. Talbot called roll. Following roll call, she noted that eight of the eleven voting members of the Valleywise Community Health Centers Governing Council were present, which represented a quorum.

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

### **Call to the Public**

Vice Chairman Sullivan called for public comment. There were no comments.

**Valleywise Community Health Centers Governing Council  
Meeting Minutes – General Session – June 5, 2024**

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

1. Approval of Consent Agenda:
  - a. Minutes:
    - i. Approve Valleywise Community Health Centers Governing Council meeting minutes dated May 1, 2024
  - b. Contracts:
    - i. Intentionally Left Blank
  - c. Governance:
    - i. Reappoint Eileen Sullivan to the Valleywise Community Health Centers Governing Council
    - ii. Approve registration fee, airfare, lodging, and meals & incidentals per diem not to exceed rates allowable under applicable District practices and policies for Christopher Hooper and Norma Muñoz to attend the National Association of Community Health Centers' Community Health Institute, August 24, 2024, through August 26, 2024, in Atlanta, Georgia
    - iii. Approve revisions to Policy – 89101 T Governing Council Members Mileage and Transportation
    - iv. Approve revisions to Policy - 89104 T Valleywise Community Health Centers Governing Council Members Attendance Expectations
    - v. Approve the Annual Compliance Work Plan for the Federally Qualified Health Centers for Fiscal Year 2025
    - vi. Approve the Annual Internal Audit Work Plan for the Federally Qualified Health Centers for Fiscal Year 2025
    - vii. Reappoint Maricopa County Special Health Care District Board Member Mary Rose Garrido Wilcox as a non-voting member of the Valleywise Community Health Centers Governing Council for Fiscal Year 2025
    - viii. Approve the relinquishment of the remaining unobligated balance (\$181,446.56) of Health Resources and Services Administration supplemental grant funding for Fiscal Year 2023 Expanding COVID-19 Vaccination, Grant No. H8GCS47835-01-02
  - d. Medical Staff:
    - i. Acknowledge the Federally Qualified Health Centers Medical Staff and Advanced Practice Clinician/Allied Health Professional Staff Credentials

**Valleywise Community Health Centers Governing Council  
Meeting Minutes – General Session – June 5, 2024**

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

1. Approval of Consent Agenda: cont.;

**MOTION:** Mr. Hooper moved to approve the consent agenda. Ms. Imam seconded.

**VOTE:** 8 Ayes: Vice Chairman Sullivan, Mr. Arbuckle, Dr. Clotter-Woods, Mr. Hooper, Ms. Imam, Mr. O'Neill, Mr. Otu, Mr. Tormala  
0 Nays  
3 Absent: Chairman Jacobson, Ms. Muñoz, Ms. Wilson  
**Motion passed.**

2. Mission Moment – A Patient Story

Ms. Linder stated that the women's clinic team responded to a medical emergency involving a young woman who went into active labor in the corridor. The Obstetrician-gynecologist (OBGYN) providers, the nursing staff, and pediatricians worked together to deliver a healthy baby. She also noted there were fourteen specialty clinics within the women's clinic, and recently started a clinic for early pregnancy losses.

3. Elect a Chairman, Vice Chairman, and Treasurer of the Valleywise Community Health Centers Governing Council for one (1) Year Terms for Fiscal Year 2025, Commencing July 1, 2024

Vice Chairman Sullivan announced that Mr. Scott Jacobson was nominated to serve as Chairman of the Valleywise Community Health Centers Governing Council for fiscal year (FY) 2025.

**MOTION:** Mr. Tormala moved to elect Scott Jacobson as Chairman of the Valleywise Community Health Centers Governing Council for a one-year term for the fiscal year 2025, commencing July 1, 2024. Mr. Hooper seconded.

**VOTE:** 8 Ayes: Vice Chairman Sullivan, Mr. Arbuckle, Dr. Clotter-Woods, Mr. Hooper, Ms. Imam, Mr. O'Neill, Mr. Otu, Mr. Tormala  
0 Nays  
3 Absent: Chairman Jacobson, Ms. Muñoz, Ms. Wilson  
**Motion passed.**

Vice Chairman Sullivan announced she was nominated to serve as Vice Chairman of the Valleywise Community Health Centers Governing Council for FY 2025.

**MOTION:** Mr. Arbuckle moved to elect Eileen Sullivan as Vice Chairman of the Valleywise Community Health Centers Governing Council for a one-year term for the fiscal year 2025, commencing July 1, 2024. Mr. Otu seconded.

**VOTE:** 7 Ayes: Mr. Arbuckle, Dr. Clotter-Woods, Mr. Hooper, Ms. Imam, Mr. O'Neill, Mr. Otu, Mr. Tormala  
1 Abstain: Vice Chairman Sullivan  
0 Nays  
3 Absent: Chairman Jacobson, Ms. Muñoz, Ms. Wilson  
**Motion passed.**

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

3. Elect a Chairman, Vice Chairman, and Treasurer of the Valleywise Community Health Centers Governing Council for one (1) Year Terms for Fiscal Year 2025, Commencing July 1, 2024, cont.

Vice Chairman Sullivan announced that Earl Arbuckle was nominated to serve as Treasurer of the Valleywise Health Community Health Centers Governing Council for FY 2025.

**MOTION:** Mr. Hooper moved to elect Mr. Arbuckle as Treasurer of the Valleywise Community Health Centers Governing Council for a one-year term for the fiscal year 2025, commencing July 1, 2024. Dr. Clotter-Woods seconded.

**VOTE:** 7 Ayes: Vice Chairman Sullivan, Dr. Clotter-Woods, Mr. Hooper, Ms. Imam, Mr. O’Neill, Mr. Otu, Mr. Tormala  
1 Abstain: Mr. Arbuckle  
0 Nays  
3 Absent: Chairman Jacobson, Ms. Muñoz, Ms. Wilson  
**Motion passed.**

4. Discuss and Review Select Data Points from Valleywise Health’s Calendar Year 2023 Uniform Data System (UDS) Report Submitted to Health Resources & Services Administration; Accept Calendar Year 2023 UDS Report

Dr. Barker explained that the Uniform Data System (UDS), Health Resources and Services Administration (HRSA), was part of a funding source that required certain data points to be tracked and have the information reported to HRSA every year. The UDS data was used to compare other Federally Qualified Health Centers (FQHCs) in the local area and across the nation. It looked at quality metrics and was used to create quality benchmarks.

Dr. Barker discussed the categories for the clinical process and outcome measures that were required to be reported on every year: Screening and prevention care, maternal care, children’s health, and chronic disease management.

She noted the unique unduplicated patient count was 87,572 for calendar year 2023, which was 300 fewer than prior year; the focus was to get new patients seen. Dr. Barker touched on the comparison of how many visits versus the number of unduplicated patients that had been seen noting it was up by 3.25 visits per patient, but it was down from the previous two years.

Mr. Otu asked if that included all visits, behavioral health and dental.

Dr. Barker stated all FQHC visits were included, including primary care clinics, family medicine, pediatrics internal medicine, dental, women’s OB/GYN, and integrated behavioral health, but it did not include the specialty behavior health.

Dr. Barker reviewed patient demographics, noting 49% of patients were served in a language other than English, which is consistent with prior years.

Mr. Otu stated that the data showed people know they can get their needs met through their language.

Dr. Barker stated that the demographic characteristics of ethnicity comparison year over year showed that 63% were Hispanic and 37% were non-Hispanic.

Mr. Hooper asked about the percentage of Hispanics and non-Hispanics in Maricopa County.

Dr. Barker stated she would find out.

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

4. Discuss and Review Select Data Points from Valleywise Health’s Calendar Year 2023 Uniform Data System (UDS) Report Submitted to Health Resources & Services Administration; Accept Calendar Year 2023 UDS Report cont.;

She discussed the Sexual Orientation/Gender Identity (SOGI) data noting it went up from year 2019 to 2023, which included 2,600 lesbians or gays self-reported in that category. It said they were comfortable and more confident in reporting, felt safe and did not feel judged. The culture of acceptance was measured by the Health Equality Index (HEI) certificate. The Valleywise Health FQHCs were one of the few healthcare organizations in Arizona to receive that certification.

Dr. Barker noted that out of the 87,000 patients, over 50,000 were at 100% or below the poverty level. The demographics are primarily Hispanic, low-income, and non-English speaking.

**MOTION:** Dr. Clotter-Woods moved to accept the calendar year 2023 UDS Report. Mr. Arbuckle seconded.

**VOTE:** 8 Ayes: Vice Chairman Sullivan, Mr. Arbuckle, Dr. Clotter-Woods, Mr. Hooper, Ms. Imam, Mr. O’Neill, Mr. Otu, Mr. Tormala  
0 Nays  
3 Absent: Chairman Jacobson, Ms. Muñoz, Ms. Wilson  
**Motion passed.**

5. Discuss, Review and Acknowledge Valleywise Health’s Federally Qualified Health Centers Service Area by Zip Code, Health Resources and Services Administration’s Form 5B

Dr. Barker explained that Form 5B shows information on what zip codes the patients were being served by and were listed by the top ten zip codes served by each clinic. The information gathered assists in gaps in services areas and shows where the bulk of the patients come from based on their zip code.

**MOTION:** Mr. Otu moved to acknowledge Valleywise Health’s Federally Qualified Health Center Service Area by Zip Code, Health Resources and Services Administration’s Form 5B. Dr. Clotter-Woods seconded.

**VOTE:** 8 Ayes: Vice Chairman Sullivan, Mr. Arbuckle, Dr. Clotter-Woods, Mr. Hooper, Ms. Imam, Mr. O’Neill, Mr. Otu, Mr. Tormala  
0 Nays  
3 Absent: Chairman Jacobson, Ms. Muñoz, Ms. Wilson  
**Motion passed.**

6. Report on the 2024 Arizona Alliance for Community Health Centers (AACHC) Annual Conference

Mr. Arbuckle stated that there were many opportunities, particularly for Arizonans to talk to their counterparts and see how different FQHCs are. The conference was very educational, noting that he attended a session on the opioid crisis and how it was rapidly escalating. A Valleywise Health staff member, Dr. Brendemuhl, presented on integrated dental care within the whole integrated health environment.

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

7. Federally Qualified Health Centers' Chief Executive Officer's Report, including Ambulatory Operational Dashboards

Dr. Barker reviewed the FQHC dashboard for April and noted that the appointment fill rate was 90.4%, new patient availability went from 15.9% to 16.3%, and balancing established patients and new patients was challenging. The goal was to increase the number of providers to increase the number of new patient visits.

Mr. Otu stated that it appeared that there was capacity to see more patients if more providers were available. He asked if the data from the zip code report would impact the new patient availability in the future.

Dr. Barker stated that they were using the zip code data in the future to help with availability and access and to determine whether to build a new clinic in a new location in zip codes that the FQHCs do not serve, it was a bigger strategy process that was an ongoing effort throughout the whole health organization, not just the FQHCs.

Mr. Hooper asked how the salaries compare to other providers within the county.

Dr. White explained that the physicians were employed by District Medical Group (DMG), and Valleywise Health purchased services from DMG. Valleywise Health compensates DMG based on Medical Group Manager Association (MGMA) salary data based on a blended median, which is 50% of what a community physician and 50% of what an academic physician would make. It may be below the market for what other organizations make but is above the market in FQHC, which is different from a private practice.

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 provided the report in Mr. Purves's absence.

Dr. White stated that in the final stages of moving into the Acute Care Medical Center, the Arizona Department of Health Services (ADHS) approved the facility and approved the delivery of health care in that building.

He noted that there would be heat-related projects staff would be working with the Fire Department to provide education on how to treat heat-related illnesses, with cold-water immersion to rapidly treat patients.

Mr. O'Neill asked what was going to happen with the old building.

Dr. White stated it would be decommissioned and demolished as a part of the campus master plan; one of the challenges is parking space, so it would ultimately become a parking lot.

10. Concluding Items

- a. Old Business:

**May 2024**

Do the FQHCs see fewer patients in the summer

Research why patients can't schedule appointments through MyChart

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

10. Concluding Items cont.;

Dr. Barker stated that the only clinic that could not schedule appointments through MyChart was the McDowell Clinic, and the reason was that they did not want patients scheduling themselves there if they were not the appropriate patient.

**January 2024**

Future presentation on behavioral health services offered at Valleywise Community Health Center-McDowell

Future presentation on effectiveness of depression interventions

b. Governing Council Member Closing Comments/Announcements

Ms. Talbot reviewed old business and reiterated the request made throughout the meeting.

Dr. Barker read a statement from Chairman Jacobson pertaining to pride month.

**Adjourn**

**MOTION:** Mr. Arbuckle moved to adjourn the June 5, 2024, Valleywise Community Health Centers Governing Council Meeting. Dr. Clotter-Woods seconded.

**VOTE:** 8 Ayes: Vice Chairman Sullivan, Mr. Arbuckle, Dr. Clotter-Woods, Mr. Hooper, Ms. Imam, Mr. O'Neill, Mr. Otu, Mr. Tormala  
0 Nays  
3 Absent: Chairman Jacobson, Ms. Muñoz, Ms. Wilson  
**Motion passed.**

Meeting adjourned at 6:56 p.m.



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Denise Tapia  
Deputy Clerk of the Board