

Minutes

Valleywise Community Health Centers Governing Council
Valleywise Health Medical Center
Administration and Conference Center, Auditoriums 1-4
June 7, 2023
6:00 p.m.

Members Present:	Scott Jacobson, Chairman Eileen Sullivan, Vice Chairman – <i>participated remotely</i> Earl Arbuckle, Member Chris Hooper, Member Liz McCarty, Member Jane Wilson, Member
Members Absent:	Salina Imam, Member Norma Muñoz, Member
Non-Voting Member Absent:	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 Martin C. Demos, JD, General Counsel Matthew Meier, MBA, Vice President, Financial Services L.T. Slaughter, CPA, MBA, Chief Compliance Officer
Recorded by:	Cynthia Cornejo, Senior Deputy Clerk of the Board

Call to Order:

Chairman Jacobson called the meeting to order at 6:04 p.m.

Roll Call

Ms. Talbot called roll. Following roll call, she noted that six of the eight 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 member participating remotely.

Call to the Public

Chairman Jacobson called for public comment.

Mr. Stuart Glenn, a Valleywise Health patient, addressed the Governing Council regarding his ongoing concerns with communication and obtaining his medication. His concerns were acknowledged.

Chairman Jacobson recognized Ms. McCarty's nine years of service on the Governing Council. He highlighted her contributions.

Dr. Barker stated Ms. McCarty was instrumental in making positive changes and expressed her appreciation.

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Call to the Public, cont.:

McCarty was appreciative of the comments and was thankful to be of service.

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 3, 2023
 - b. Contracts:
 - i. Acknowledge a new contract (MCO-20-035-MSA) between Liberty Dental Plan Corporation and the Maricopa County Special Health Care District dba Valleywise Health, to allow members to receive dental services through Valleywise Health dental providers
 - c. Governance:
 - i. Reappoint Salina Imam to the Valleywise Community Health Centers Governing Council
 - ii. Reappoint Scott Jacobson to the Valleywise Community Health Centers Governing Council
 - iii. 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 2024
 - iv. Approve revisions to Policy 89102 F – Member Orientation; including new policy number: Policy 89102 T – Member Orientation
 - v. Approve registration fee, airfare, lodging, and meals & incidentals per diem not to exceed rates allowable under applicable District practices and policies for Earl Arbuckle and Eileen Sullivan to attend the National Association of Community Health Centers’ Community Health Institute, August 26, 2023, through August 29, 2023, in San Diego, CA
 - d. Medical Staff:
 - i. Acknowledge the Federally Qualified Health Centers Medical Staff and Advanced Practice Clinician/Allied Health Professional Staff Credentials

MOTION: Mr. Arbuckle moved to approve the consent agenda. Ms. Wilson seconded.

VOTE: 6 Ayes: Chairman Jacobson, Vice Chairman Sullivan, Mr. Arbuckle, Mr. Hooper, Ms. McCarty, Ms. Wilson
0 Nays
2 Absent: Ms. Imam, Ms. Muñoz
Motion passed.

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

2. Elect a Chairman, Vice Chairman, and Treasurer of the Valleywise Community Health Centers Governing Council for one (1) Year Terms for Fiscal Year 2024, Commencing July 1, 2023

Chairman Jacobson announced that Mr. Arbuckle had expressed interesting in serving as Treasurer of the Valleywise Community Health Centers Governing Council for fiscal year (FY) 2024.

MOTION: Mr. Hooper moved to elect Earl Arbuckle as Treasurer of the Valleywise Community Health Centers Governing Council for a one-year term, for fiscal year 2024, commencing July 1, 2023. Ms. McCarty seconded.

VOTE: 5 Ayes: Chairman Jacobson, Vice Chairman Sullivan, Mr. Hooper, Ms. McCarty, Ms. Wilson
0 Nays
2 Absent: Ms. Imam, Ms. Muñoz
1 Abstain: Mr. Arbuckle
Motion passed.

Chairman Jacobson announced that Vice Chairman Sullivan was nominated to serve as Vice Chairman of the Valleywise Community Health Centers Governing Council for FY 2024.

Vice Chairman Sullivan accepted the nomination.

MOTION: Ms. McCarty moved to elect Eileen Sullivan as Vice Chairman of the Valleywise Community Health Centers Governing Council for a one-year term, for fiscal year 2024, commencing July 1, 2023. Mr. Hooper seconded.

VOTE: 5 Ayes: Chairman Jacobson, Mr. Arbuckle, Mr. Hooper, Ms. McCarty, Ms. Wilson
0 Nays
2 Absent: Ms. Imam, Ms. Muñoz
1 Abstain: Vice Chairman Sullivan
Motion passed.

Chairman Jacobson announced that he was nominated to serve as Chairman of the Valleywise Health Community Health Centers Governing Council for FY 2024. He accepted the nomination.

MOTION: Ms. Wilson moved to elect Scott Jacobson as Chairman of the Valleywise Community Health Centers Governing Council for a one-year term, for fiscal year 2024, commencing July 1, 2023. Ms. McCarty seconded.

VOTE: 6 Ayes: Chairman Jacobson, Vice Chairman Sullivan, Mr. Arbuckle, Mr. Hooper, Ms. McCarty, Ms. Wilson
0 Nays
2 Absent: Ms. Imam, Ms. Muñoz
Motion passed.

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

3. Discuss and Review Fiscal Year 2024 Operating and Capital Budget for the Federally Qualified Health Centers; and Valleywise Community Health Centers Governing Council Department Budget

Mr. Meier reviewed the process for developing the Federally Qualified Health Centers (FQHCs) FY 2024 budget, noting the major operational focus area was managing expenses, as revenue amounts were relatively consistent year-over-year. There would also be focus on the new mobile health unit and the continued expansion of outpatient behavioral health services.

District Medical Group (DMG) providers were budgeted to increase by 4.77 full time equivalents (FTEs) to 86.52 FTEs. Dental providers were budgeted to increase by 3.1 FTEs to 37.4 FTEs. Behavioral health providers were budgeted to increase by five FTEs to 27.2 FTEs, however, the positions were grant funded.

Mr. Arbuckle asked if there were any services that were lacking providers, causing patients to seek care elsewhere.

Ms. Agnew said that staff was working with DMG to provide an adequate number of providers. There were certain specialty services that had a long wait time to get an appointment.

Dr. Barker stated initiatives were being developed to improve patient access.

Mr. Meier outlined the budgeted visits for FY 2024. Visits at the Community Health Centers were budgeted to increase by 2.2% or 3,810 visits. Outpatient behavioral health visits were budgeted to increase by 11% or 2,795 visits. Visits at the primary care FQHC within Valleywise Comprehensive Health Center-Peoria were budgeted to increase by 6.1% or 1,696 visits. Visits at the FQHCs within the Valleywise Comprehensive Health Center-Phoenix were budgeted to increase by 1.4% or 973 visits. Dental visits were budgeted for a slight increase of 0.5% or 108 visits. The mobile health unit was budgeted for 1,000 visits. Overall, visits at the FQHCs were budgeted to increase by 3.3% or by 10,382 visits.

Mr. Hooper asked for additional information related to the mobile health unit.

Dr. Barker stated that the mobile health unit was expected to begin providing care in the community in August or September 2023. Staff had already begun developing community partnerships and the budgeted visits were conservative, but attainable.

Ms. Agnew said the new service line would be monitored closely.

Mr. Hooper asked what the maximum capacity of the mobile health unit would be.

Dr. Barker explained that the mobile health unit would be operational four days a week, with a maximum capacity of 15 visits per day, however, that level would not be achieved within the first year of operations.

Mr. Meier reviewed the income statement, noting overall visits were budgeted to increase by 3.3%, operating revenue was budgeted to increase by three percent, and operating expenses were budgeted to increase by 10%, resulting in a negative operating margin of \$9,111,550 for FY 2024. The contingency capital for the FQHCs was budgeted for \$100,000.

The focus in the upcoming fiscal year was to retain staff, retain and hire providers, and increase visits per provider session.

Mr. Meier reviewed the FY 2024 budget for the Governing Council department, noting the increase in labor was attributed to filling a vacant position. Organizational memberships and professional services were also included in the budget. There were no other changes included in the budget.

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

4. Discuss and Review the Annual Federally Qualified Health Centers Service Area Competition (SAC) Funding Award No. No. 2 H80CS33644-04-00 Budget Report – Year 1

Mr. Meier provided an overview of the FQHC Service Area Competition (SAC) funding budget report for the first year of the grant period, from September 2022 through March 2023. The first year of the grant period was prorated in order to coincide with the federal fiscal year timeframe. The second year of the grant period will cover April 2023 through March 2024.

He reviewed the details related to budgeted services within the reporting, including multiple revenue sources, such as SAC funding, local funds, and program income. The report also included the expenses associated the FQHCs operations. He noted that maintaining the full FQHC status allowed Valleywise Health to seek and obtain additional grant dollars to support several programs.

Ms. Agnew highlighted the differences in how the information was categorized in the report, including the distinction of federal and non-federal funds, as well as direct and indirect expenses. She mentioned the revenue categorized as program income represented Valleywise Health's support for the FQHCs.

Mr. Arbuckle asked how much funding was received through the SAC annually.

Ms. Agnew said \$650,000 was received annually, however, the report was not representative of a full fiscal year, only the first seven months, September 2022 through March 2023.

Mr. Hooper requested clarification on how it was determined which grants to pursue, and the likelihood of those grants being awarded.

Ms. Agnew outlined the grant process, noting the use of a grant steering committee that reviewed all grants that may be considered. Grant writers then completed the applications, and there were individuals that monitored compliance with grant requirements. There were also grant accountants that ensured the funds were appropriately allocated.

Dr. Barker added that grant funds were not included in the budget until they were received.

5. Discuss, Review Approve the Annual Compliance Work Plan for the Federally Qualified Health Center for Fiscal Year 2024

Mr. Slaughter presented the annual Compliance Officer's Work Plan related to the FQHCs for FY 2024. He outlined the process that was conducted to identify areas of focus.

The projects identified included but were not limited to Break-the Glass implementation, which was a program to monitor individual staff members accessing patient medical records, training for telemedicine coding, monitoring the impact of the Public Health Emergency (PHE) ending, ensuring compliance with the 340B program, and preparing for the Health Resources & Services Administration Operational Site Visit (OSV).

He mentioned while the projects were specific to the FQHCs, they also aligned with the overall Valleywise Health Compliance Work Plan for FY 2024.

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

- 5. Discuss, Review Approve the Annual Compliance Work Plan for the Federally Qualified Health Center for Fiscal Year 2024, cont.

MOTION: Mr. Arbuckle moved to approve the annual Compliance Work Plan for the Federally Qualified Health Centers for fiscal year 2024. Vice Chairman Sullivan seconded.

VOTE: 6 Ayes: Chairman Jacobson, Vice Chairman Sullivan, Mr. Arbuckle, Mr. Hooper, Ms. McCarty, Ms. Wilson
0 Nays
2 Absent: Ms. Imam, Ms. Muñoz
Motion passed.

- 6. Discuss, Review and Approve the Annual Internal Audit Work Plan for the Federally Qualified Health Center for Fiscal Year 2024

Mr. Slaughter presented the annual Internal Audit Work Plan related to the FQHCs for FY 2024. The projects identified included but were not limited to quarterly reviews of Care Reimagined controls, FQHC grants reviews, and evaluating patient violence and physical security needs. A payroll audit would be conducted, as well as a Hospital Insurance Portability and Accountability Act (HIPAA) privacy review.

Mr. Arbuckle asked how the risk ranking was determined.

Mr. Slaughter stated that a risk assessment tool was utilized, in addition to gathering information from staff.

MOTION: Mr. Arbuckle moved to approve the annual Internal Audit Work Plan for the Federally Quality Health Centers for fiscal year 2024. Ms. Wilson seconded.

VOTE: 6 Ayes: Chairman Jacobson, Vice Chairman Sullivan, Mr. Arbuckle, Mr. Hooper, Ms. McCarty, Ms. Wilson
0 Nays
2 Absent: Ms. Imam, Ms. Muñoz
Motion passed.

- 7. Federally Qualified Health Centers’ Chief Executive Officer’s Report

Dr. Barker provided an overview of the patient referral process, noting that improving patient access to care was a top priority. Various improvement projects were underway, and the Governing Council would be updated.

She stated there was also a focus on recruiting new Governing Council members and requested current members assist in identifying potential members. She was also working to create welcome documents and streamline the onboarding process.

Another matter to consider was the Governing Council committee structure. As previously discussed, it would be beneficial to allocate time on the strategic plan, in correlation with the Community Needs Assessment (CNA).

She was reviewing the conflict of interest parameters and planned to revise, which may impact the ability for more individuals to serve on the Governing Council.

Mr. Hooper referenced projects related to improving patient access and asked if specific concerns were identified.

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7. Federally Qualified Health Centers' Chief Executive Officer's Report, cont.

Dr. Barker stated that as concerns were identified, she prioritized them through the perspective of the patients.

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

Ms. Agnew conveyed Mr. Purves's apologies for not being present, he was attending local and national organization meetings to advocate for safety net funding.

She expressed her appreciation to staff working to complete the FY 2024 budget. She announced the receipt of an additional \$10 million received from the Arizona Office of the Governor to offset the cost of increased labor costs.

The opening of the new acute care hospital was now scheduled for early 2024; however, the Piper Pavilion would begin opening in phases, with the grand opening of the Valleywise Health warehouse in mid-June. The remaining ancillary and support departments would transition to the Piper Pavilion over the next couple of months.

10. Governing Council Member Closing Comments/Announcements

This item was not discussed.

11. Review Staff Assignments

Ms. Talbot stated that there were no requests from the meeting and no old business to discuss.

Adjourn

MOTION: Ms. McCarty moved to adjourn the June 7, 2023, Valleywise Community Health Centers Governing Council Meeting. Ms. Wilson seconded.

VOTE: 6 Ayes: Chairman Jacobson, Vice Chairman Sullivan, Mr. Arbuckle, Mr. Hooper, Ms. McCarty, Ms. Wilson

0 Nays

2 Absent: Ms. Imam, Ms. Munoz

Motion passed.

Meeting adjourned at 8:04 p.m.

Cynthia Cornejo
Senior Deputy Clerk of the Board