

## Minutes

### Valleywise Community Health Centers Governing Council Valleywise Health Medical Center February 2, 2022 6:00 p.m.

**Members Present:**

Ryan Winkle, Chairman - *participated remotely*  
Michelle Barker, Vice Chairman - *participated remotely*  
Nelly Clotter-Woods, Ph.D., Treasurer - *participated remotely*  
Terry Benelli, Member - *participated remotely*  
Salina Imam, Member - *participated remotely*  
Scott Jacobson, Member - *participated remotely*  
Joseph Larios, Member - *participated remotely*  
Liz McCarty, Member - *participated remotely*  
Daniel Messick, Member - *participated remotely*

**Others/Guest Presenters:**

Barbara Harding, Chief Executive Officer, Federally Qualified Health Center Clinics - *participated remotely*  
Steve Purves, President & Chief Executive Officer, Valleywise Health - *participated remotely*  
Michael White, M.D., Chief Clinical Officer - *participated remotely*  
Claire Agnew, Chief Financial Officer - *participated remotely*  
LT Slaughter, Chief Compliance Officer - *participated remotely*  
Ijana Harris, Assistant 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 nine voting members of the Valleywise Community Health Centers Governing Council were present, which represented a quorum. Vice Chairman Barker, Ms. Imam, and Mr. Messick 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 – February 2, 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 January 5, 2022
  - b. Contracts:
    - i. Acknowledge amendment #53 to the professional services agreement (90-12-084-1-53) between District Medical Group and the Maricopa County Special Health Care District dba Valleywise Health
    - ii. Acknowledge a new agreement (90-22-114-1) between the Arizona Department of Health Services (ADHS) and the Maricopa County Special Health Care District dba Valleywise Health, for human immunodeficiency virus (HIV) testing services
    - iii. Acknowledge a new agreement (MCO-20-024-MSA) between Imperial Insurance Companies, Inc. and the Maricopa County Special Health Care District dba Valleywise Health, for the provision of comprehensive healthcare services
    - iv. Acknowledge a new cooperative agreement (90-22-155-1) between JAR Capital Group Inc. dba Quality Vans and Specialty Vehicles, and the Maricopa County Special Health Care District dba Valleywise Health, for the purchase of a mammography mobile unit and a COVID-19 mobile medical unit, funded by the American Rescue Plan
  - c. Governance:
    - i. Appoint Maricopa County Special Health Care District Board Member Mary Rose Wilcox as a non-voting member of the Valleywise Community Health Centers Governing Council for the remainder of the fiscal year, ending June 30, 2022
    - ii. Acknowledge Valleywise Health's Federally Qualified Health Center Clinics' Service Area
    - iii. Approve Change in Scope of Service: delete Saturday hours at Valleywise Community Health Center-South Phoenix/Laveen effective August, 2021
    - iv. Acknowledge Valleywise Health's Federally Qualified Health Center Clinics' Locations, Services, and Hours of Operation
    - v. Approve registration fee for Salina Imam to attend the National Association of Community Health Centers (NACHC) Board Member Boot Camp held February 13, 2022
  - d. Medical Staff:
    - i. Acknowledge proposed revisions to policy 39026 T: Operational Credentialing

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

1. Approval of Consent Agenda, cont.:
  - d. Medical Staff, cont.:
    - ii. Acknowledge proposed revisions to policy 43374: Valleywise Health Medical Staff Glossary
    - iii. Acknowledge proposed revisions to policy 31201 T: Medical Staff Rules & Regulations

**NOTE:** Ms. Imam and Mr. Messick joined the meeting at 6:04 p.m.

**MOTION:** Ms. Benelli moved to approve the consent agenda. Mr. Jacobson seconded.

**VOTE:** 8 Ayes: Chairman Winkle, Ms. Benelli, Dr. Clotter-Woods, Ms. Imam, Mr. Jacobson, Mr. Larios, Ms. McCarty, Mr. Messick  
0 Nays  
1 Absent: Vice Chairman Barker  
**Motion passed.**

2. Discuss the Service Area Competition (SAC) application and project abstract to Health Resources and Services Administration

Ms. Harding spoke about New Access Point (NAP) funding from Health Resources and Services Administration (HRSA) awarded September, 2019. With the award, the organization obtained full Federally Qualified Health Center (FQHC) status, receiving \$650,000 annually, in funding. Obtaining full FQHC status also meant eligibility to access and receive additional grant funding.

She gave an overview of the service area competition (SAC) application and project abstract to HRSA for the continuation of additional funding and FQHC designation. Addressing the impacts of social determinants of health (SDOH) continued to present challenges requiring consistent attention within the community and patient population. She gave examples of SDOH that hindered equitable access to healthcare including but not limited to transportation, food insecurities, and high rates of poor health indicators. The continuation of HRSA funding would assist to improve the overall health of the patient population served.

Ms. Harding explained that the idea was to deliver comprehensive, culturally competent primary health services, while integrating pharmacy access, mental health services, oral health services, and substance use disorder assistance. The proposal included plans to transition the Family Learning Centers (FLC) into community learning centers, would eventually be referred to as Family Resource Centers (FRC). The endeavor would increase access to non-medical, social, educational, and chronic disease management services, among others.

The completed application would be submitted in March, 2022 after approval from the Governing Council.

Mr. Jacobson was impressed with the construction of Valleywise Community Health Center-Mesa. He noticed that the FLC was designed separately in order to provide support after clinic hours.

**NOTE:** Vice Chairman Barker joined the meeting at 6:10 p.m.

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

3. Annual Compliance Training and Conflict of Interest Education

Mr. Slaughter presented the annual compliance training and conflict of interest (COI) education.

He highlighted the Governing Council's responsibilities regarding compliance program functions. The main objective was for members to act in good faith in its oversight of the FQHC clinics. Governing Council members should be knowledgeable about program components and understand the business of Valleywise Health, the FQHC clinics, and risk assessment and mitigation processes.

Mr. Slaughter listed various health care regulation oversight bodies and stated the importance of following elements of the HRSA Compliance Manual. He gave examples of 2022 major risk changes for Valleywise Health including but not limited to, the COVID-19 pandemic, cybersecurity, and telehealth challenges. He shared details about the No Surprise Act, which established new federal protection against surprise medical bills.

Business units of Valleywise Health included the acute care hospital, graduate medical education (GME) and residency programs, the FQHC clinics, the Comprehensive Health Centers, behavioral health, District Medical Group (DMG), Care Reimagined and more.

Mr. Slaughter elaborated on Valleywise Health's major payors and revenue sources.

He pointed out that the Governing Council had a Co-Applicant Operational Arrangement with the Maricopa County Special Health Care District (MC SHCD) which outlined individual and shared responsibilities. He explained HRSA's Health Center Program (HCP) requirements along with the Compliance Manual, and outlined a timeline representing recent accomplishments of the FQHC clinics.

Mr. Slaughter highlighted Enterprise Risk Management components and discussed the internal control model and different control types. A brief overview was given about internal audit and risk assessment processes.

He said that an effective compliance program included a Code of Conduct and Ethics, of which he expounded upon. He educated the Governing Council on how to avoid conflicts of interest and the importance of maintaining organizational integrity. He pointed out the elements of an effective compliance program and outlined Valleywise Health's Compliance Department's organizational chart and reporting and committee structures.

Mr. Slaughter described conflict of interest laws, the Emergency Medical Treatment and Active Labor Act (EMTALA), the Anti-Kickback statute, the False Claims Act, and the Deficit Reduction Act (DRA) and explained the Health Insurance Portability and Accountability Act (HIPAA).

Ms. Talbot reminded members to initial and sign the Code of Conduct and Ethics attestation to be returned to Ms. Santos.

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

Ms. Harding presented the FQHC clinics operational dashboard for December, 2021.

The Net Promotor Score (NPS) was derived from a National Research Corporation (NRC) RealTime platform patient satisfaction survey question. The question asked participants to rate the likelihood they would recommend the facility.

Ms. Harding noted that this was an area of focus to work toward continuously improving.

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

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

Ms. Harding drew attention to appointments scheduled compared to appointment fill rates, fiscal year to date. She outlined reviewed FYTD clinic visit rates as of December 2021 and acknowledged areas for opportunity to improve. Many challenges were attributed to staffing vacancies, although staff continued efforts to fill positions across the board.

On a FYTD basis, visits at Valleywise Community Health Centers had a positive 10% variance and the FQHC clinics located at Valleywise Comprehensive Center-Phoenix had a positive variance of 2.9 percent. It was noted that internal medicine and diabetes education services continued to experience staffing challenges. Overall, FQHC clinic visits had a favorable variance of 7.1%, compared to budget.

Ms. Harding noted that behavioral health services continued to indicate an overall 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 overview on select points from the Uniform Data System (UDS) Quality Metrics, calendar year to date (CYTD) as of November 2021. She was pleased to announce that many metrics completed the calendar year (CY) meeting benchmarks, including but not limited to, colorectal cancer screening, breast cancer screening, and diabetes management. Action plans were in place for the metrics that did not meet benchmarks.

Ms. Harding stated various efforts were developed to improve metric outcomes. In November 2021, an incentive program was created specifically for colorectal cancer screening, yielding positive results. She recently acknowledged staff at Valleywise Comprehensive Health Center-Phoenix for improving their metric. Other programs included physician champion teams, intervention workshops, and various pilot projects to improve scores for all metrics.

She explained that preventive screening and treatment dramatically declined during the COVID-19 pandemic, negatively affecting quality metric scores. Prolonged delays in cancer screening and missed treatment would lead to late diagnoses, poor health consequences, and an increase in cancer disparities for many.

Ms. Benelli expressed concern and disappointment with Valleywise Health regarding attempts to schedule a critical preventative screening for her husband. An array of complications and miscommunications during the process resulted in her husband canceling the appointment completely.

Ms. Harding noted the situation as unacceptable. She asked that more details be provided off-line so she could immediately address and resolve the issue.

5. 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.

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

5. Recent meeting reports from the Valleywise Community Health Centers Governing Council's committees, cont.

Chairman Winkle noted that the Executive Committee discussed the appointment of a District Board member as a non-voting member of the Governing Council for the remainder of FY 2022. The committee also talked about Governing Council member attendance and topics related to member recruitment.

Dr. Clotter-Woods said the Finance Committee met and discussed the patient financial assistance program at Valleywise Health and the eligibility process. Additionally, the committee reviewed financial statistics for December 2021.

Mr. Larios had nothing to report related to the Strategic Planning and Outreach Committee.

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

Ms. Harding gave an update on plans to address workforce challenges and current staff vacancies. She spoke about recruitment efforts and other organizational initiatives.

She highlighted the opening of the newest FQHC facility Valleywise Community Health Center-Mesa in January, 2021.

Governing Council members shared their recent positive experiences visiting Valleywise Community Health Centers-Mesa, South Phoenix/Laveen, North Phoenix, and Valleywise Comprehensive Health Center-Peoria.

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

Mr. Purves announced that Valleywise Health Arizona Burn Center was recently awarded with Burn Center verification by the American Burn Association (ABA). Verification was an indicator to government entities, third-party payers, and other accrediting organizations that a specific center provided the high quality of care and rehabilitation to burn patients.

8. Chairman and Council Member Closing Comments/Announcements

There were no closing comments or announcements.

9. Review Staff Assignments

Ms. Talbot reviewed staff assignments and follow up stemming from the meeting.

She recapped old business from January 2022 regarding information related to the COVID-19 focus groups report. She noted that the Governing Council received the requested information therefore the item was considered satisfied.

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**Adjourn**

**MOTION:** Chairman Winkle moved to adjourn the February 2, 2022 Valleywise Community Health Centers Governing Council meeting. Mr. Jacobson seconded.

**VOTE:** 9 Ayes: Chairman Winkle, Vice Chairman Barker, Ms. Benelli, Dr. Clotter-Woods, Ms. Imam, Mr. Jacobson, Mr. Larios, Ms. McCarty, Mr. Messick  
0 Nays  
**Motion passed.**

Meeting adjourned at 7:11 p.m.

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Cassandra Santos,  
Assistant Clerk