

Minutes

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

- 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 Call

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.

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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
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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 in 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.

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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.

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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.

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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