



Valleywise Community Health
Centers Governing Council

Strategic Planning and Outreach
Committee Meeting

December 12, 2022

3:30 p.m.

Agenda



Committee Members

Scott Jacobson, Committee Chair
____ VACANT _____, Committee Vice Chair
Michelle Barker, DHSc., Member
Jane Wilson, Member
Barbara Harding, CEO, FQHCs, Non-Voting Member
Runjhun Nanchal, Senior Vice President, Strategy, Marketing and Communications, Non-Voting Member
Christie Blanda, Director, Ambulatory Operations, Non-Voting Member

AMENDED AGENDA

Strategic Planning and Outreach Committee of the Valleywise Community Health Centers Governing Council

Mission Statement of the Federally Qualified Health Centers

Serve the population of Maricopa County with excellent, comprehensive health and wellness in a culturally respectful environment.

•Valleywise Health Medical Center • 2601 East Roosevelt Street • Phoenix, Arizona 85008•

Meeting will be held remotely. Please visit <https://valleywisehealth.org/events/valleywise-community-health-centers-governing-councils-strategic-planning-and-outreach-committee-meeting-12-12-22/> for further information.

Monday, December 12, 2022
3:30 p.m.

One or more members of the Valleywise Community Health Centers Governing Council's Strategic Planning and Outreach Committee may be in attendance by technological means. Committee members participating by technological means will be announced at the meeting.

Please silence cell phone, computer, etc., to minimize disruption of the meeting.

Call to Order

Roll Call

Call to the Public

This is the time for the public to comment. The Strategic Planning and Outreach Committee may not discuss items that are not specifically identified on the agenda. Therefore, pursuant to A.R.S. § 38-431.01(H), action taken as a result of public comment will be limited to directing staff to study the matter, responding to any criticism, or scheduling a matter for further consideration and decision at a later date.

ITEMS MAY BE DISCUSSED IN A DIFFERENT SEQUENCE

Agendas are available within 24 hours of each meeting via the Clerk's Office, Valleywise Health Medical Center, 2601 East Roosevelt Street, Phoenix, Arizona 85008, Monday through Friday between the hours of 9:00 a.m. and 4:00 p.m. and on the internet at <https://valleywisehealth.org/about/governing-council/>. Accommodations for individuals with disabilities, alternative format materials, sign language interpretation, and assistive listening devices are available upon 72 hours advance notice via the Clerk's Office, Valleywise Health Medical Center, 2601 East Roosevelt Street, Phoenix, Arizona 85008, (602) 344-5177. To the extent possible, additional reasonable accommodations will be made available within the time constraints of the request.

General Session, Presentation, Discussion and Action:

1. Approval of Consent Agenda: 5 min
Any matter on the Consent Agenda will be removed from the Consent Agenda and discussed as a regular agenda item upon the request of any voting Committee member.

- a. Minutes:

- i. **Approve** Strategic Planning and Outreach Committee meeting minutes dated September 12, 2022

End of Consent Agenda

2. **Appoint** a Vice Chair of the Strategic Planning and Outreach Committee 5 min
Strategic Planning and Outreach Committee
3. Update on Federally Qualified Health Centers Marginalized Populations Outreach Position 10 min
Barbara Harding, RN, MPA, Chief Executive Officer, Federally Qualified Health Centers
4. Discuss and Review Timeline for Valleywise Health’s 2023 Community Health Needs Assessment 15 min
Kari Lockwood, MA, Project Manager
5. Review Progress on Key Measurements of Federally Qualified Health Centers Calendar Year 2021-2023 Strategic Plan 30 min
Barbara Harding, RN, MPA, Chief Executive Officer, Federally Qualified Health Centers
6. Chair and Committee Member Closing Comments/Announcements 5 min
Scott Jacobson, Committee Chair
7. Review Staff Assignments 5 min
Melanie Talbot, Chief Governance Officer

Old Business:

September 12, 2022

Discuss which marginalized populations the outreach worker will focus on

Adjourn



Valleywise Community Health Centers Governing Council

Strategic Planning and Outreach Committee Meeting

December 12, 2022

Item 1.

Consent Agenda



Valleywise Community Health Centers Governing Council

Strategic Planning and Outreach Committee Meeting

December 12, 2022

Item 1.a.i.

Minutes
September 12, 2022

Minutes

**Valleywise Community Health Centers Governing Council
Strategic Planning and Outreach Committee
September 12, 2022
3:30 p.m.**

DRAFT

Voting Members Present: Scott Jacobson, Committee Vice Chair - *participated remotely*
Michelle Barker, DHSc., Member - *participated remotely*

Voting Members Absent: Joseph Larios, Committee Chair

Non-Voting Members Present: Runjhun Nanchal, Senior Vice President, Strategy, Marketing and
Communications - *participated remotely*
Christie Blanda, Director of Ambulatory Operations - *participated remotely*

Non-Voting Members Absent: Barbara Harding, Chief Executive Officer, Federally Qualified Health
Center Clinics

Others/Guest Presenters: Cynthia Cornejo, Deputy Clerk of the Board - *participated remotely*

Recorded by: Cassandra Santos, Assistant Clerk - *participated remotely*

Call to Order

NOTE: Vice Chairman Jacobson chaired the meeting in Chairman Larios' absence.

Vice Chairman Jacobson called the meeting to order at 3:37 p.m.

Roll Call

Ms. Cornejo called roll. Following roll call, it was noted that two of the three voting members of the Valleywise Community Health Centers Governing Council's Strategic Planning and Outreach Committee were present, which represented a quorum.

For the benefit of all participants, Ms. Cornejo announced the committee members participating remotely.

Call to the Public

Vice Chairman Jacobson called for public comment.

There were no comments.

Valleywise Community Health Centers Governing Council – Strategic Planning and Outreach Committee Meeting Minutes – General Session – September 12, 2022

General Session, Presentation, Discussion and Action:

- 1. Approval of Consent Agenda:
 - a. Minutes:
 - i. Approve Strategic Planning and Outreach Committee Meeting Minutes Dated June 13, 2022

MOTION: Dr. Barker moved to approve the consent agenda. Vice Chairman Jacobson seconded.

VOTE: 2 Ayes: Vice Chairman Jacobson, Dr. Barker
0 Nays
1 Absent: Chairman Larios
Motion passed.

2. Discuss and Define Valleywise Health’s Marginalized Population

Ms. Blanda presented resources to assist in defining marginalized populations.

She highlighted data points from the calendar year (CY) 2021 Uniform Data System (UDS) for the Federally Qualified Health Center (FQHC) clinics. The report provided standardized information about the operations and performance of the health care center.

Data was used to comply with regulatory requirements and support identifying trends. It also provided the ability gain supplemental grant funding, reduce health care costs, and improve health care quality for undeserved individuals in the community.

The report included the overall number of patients served, percentages of patients served by zip code, race, age, ethnicity, gender identity, sexual orientation, demographic characteristics, language and other elements.

Ms. Blanda briefly reviewed data on race and ethnicity. She noted that these characteristics were important to consider due to the large Hispanic population served by Valleywise Health.

She highlighted select patient characteristics which included special populations such as patients served in a language other than English. She pointed out that the majority of patients who spoke a language other than English were Spanish speaking.

Ms. Blanda referenced year over year (YOY) trending data associated with race from CY 2015 to CY 2021.

She reviewed information about data collected in sexual orientation and gender identity (SOGI) categories.

Regarding both sexual orientation and gender identity, it was important to note that the number of patients reporting “unknown” had drastically improved from CY 2020 to 2021. There were now more patients who disclosed their sexual orientation and gender identify.

Vice Chairman Jacobson asked if gathering and reporting on sexual orientation data began in CY 2016.

Ms. Blanda said that data collection began in 2016 and electronic privacy information center (EPIC) recording of the data began 2017. Over the years, more and more data was intently and effectively collected and recorded. The process had really begun to improve.

Vice Chairman Jacobson asked if CY 2020 and CY 2021 indicated the best examples of reliable and sound SOGI data collection.

Valleywise Community Health Centers Governing Council – Strategic Planning and Outreach Committee Meeting Minutes – General Session – September 12, 2022

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

2. Discuss and Define Valleywise Health's Marginalized Population, cont.

Ms. Blanda mentioned that data collection continued to improve YOY as the information was more efficiently recorded by staff in the electronic medical records (EMR) so yes, that was a correct assumption.

Dr. Barker asked about the differences between the "don't know" category compared to the "unknown" category regarding sexual orientation.

Ms. Blanda explained that if individuals did not completely fill out the sexual orientation question, blank responses would fall under the "unknown" category. The answer "don't know" could mean the individual was uncertain of their sexual orientation.

Based on personal research, Dr. Barker found that the gender identity category seemed one of the most unanswered questions and agreed some individuals may not be aware of their orientation.

Ms. Blanda described the SOGI data collection process at the clinic level and mentioned that continued improvement of the overall process was the goal.

Vice Chairman Jacobson asked whether other health care systems such as Southwest Center for Human Immunodeficiency Virus (HIV)/Acquired Immune Deficiency Syndrome (AIDS) collected SOGI data.

Ms. Blanda said that she believed so, especially considering the population they served.

Vice Chairman Jacobson asked where internal SOGI data was stored and kept.

Ms. Blanda stated that EPIC held the recorded information.

She pointed out patient income data associated with federal poverty level (FPL) guidelines and information related to the unduplicated patient count.

The unduplicated patient count meant that each patient was only counted once in the UDS report regardless of the number of visits they had during the reported year.

Vice Chairman Jacobson asked how UDS data was used to market clinic services within the community.

Ms. Nanchal reminded the committee of the recent presentation they received on culturally targeted marketing. She spoke about market analysis and gave some examples of ways that data was used to reach various populations in a culturally competent way.

Vice Chairman Jacobson mentioned that disease prevalence was more common in particular races and ethnicities.

He asked if any marketing broadcasts or commercial advertising pieces currently being circulated Valleywise Health.

Ms. Nanchal provide information on Valleywise Health's television, radio, billboard, social media, and internet marketing campaign currently in circulation.

Vice Chairman Jacobson said that he believed the majority of individuals served by Valleywise Health were of marginalized populations. He asked if the Governing Council received any data on how Valleywise Health FQHC clinics compared to others in the state.

Ms. Santos confirmed that the Governing Council had recently received the information, which stemmed from a follow up request.

Ms. Cornejo added that the Governing Council received monthly marketing and communications reports via email.

Valleywise Community Health Centers Governing Council – Strategic Planning and Outreach Committee Meeting Minutes – General Session – September 12, 2022

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

2. Discuss and Define Valleywise Health's Marginalized Population, cont.

Being fairly new to the committee, Dr. Barker asked for more details on the purpose of the agenda item at hand.

Ms. Blanda stated that the objective was to review the presented materials to then define the role and focus of the outreach worker position.

Dr. Barker suggested first defining the job description and intended role of the outreach worker.

Vice Chairman Jacobson said he thought the intent was to first identify a vulnerable demographic and the outreach worker would focus on that identified group.

Dr. Barker asked for more information on the background of the materials provided.

Ms. Santos explained that Chairman Larios and Ms. Harding put together documents to be presented and discussed at the meeting, in accordance with the established meeting agenda.

Ms. Blanda confirmed that was correct.

She said the goal was to discuss the job description and then staff would move forward in finalizing an official description based on committee feedback. At a later date, the committee could determine which marginalized populations that the outreach worker would focus on.

Dr. Barker was concerned about the data presented due to the lack of citations within the material. She said because the material contained no authorship, publication information, or information sources she was uncomfortable making suggestions based on the data.

She too recommended waiting to define a specific marginalized population.

Vice Chairman Jacobson agreed, noting it was quite a bit of data to digest. He was also uncomfortable in defining the marginalized population based on the large amount of data to consider.

3. Discuss Methods to Reach Valleywise Health's Marginalized Population; Review Job Description of Outreach Worker Position

Dr. Barker commented that the outreach worker job description was broad enough to define the general role.

She believed Valleywise Health probably already had a plan in place to reach their most marginalized patient population.

Vice Chairman Jacobson asked about ways to measure an outreach worker's effect on reaching marginalized populations.

Ms. Nanchal believed that the outreach worker should come from a clinical background so that health screenings could be performed within the community. This would positively affect population health and could be measured.

Vice Chairman Jacobson agreed, reiterating issues connected with chronic disease prevalence within communities of particular races. He thought that type of clinical outreach would be very beneficial.

Dr. Barker agreed, noting that the job description seemed geared toward medical case management outreach work.

Valleywise Community Health Centers Governing Council – Strategic Planning and Outreach Committee Meeting Minutes – General Session – September 12, 2022

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

3. Discuss Methods to Reach Valleywise Health’s Marginalized Population; Review Job Description of Outreach Worker Position, cont.

Ms. Nanchal explained that her team had an outreach coordinator, however, the position was not clinical. Although the outreach coordinator was highly effective, she believed an additional outreach worker with a clinical background would be valuable.

Dr. Barker did not believe enough funds were allocated to cover a full-time registered nurse (RN) however.

Ms. Blanda confirmed that the funds were not enough to cover a full-time RN position.

She gave examples of medical assistant (MA) duties and added the possibility of other clinical positions such as a licensed practical nurse (LPN). She said staff was currently exploring the possibility of recruiting for LPN employment at Valleywise Health. Depending on the finalized job description, clinical experience requirements may vary.

Vice Chairman Jacobson asked about the budget parameters for an outreach worker with clinical experience.

Ms. Blanda said that compensation for any particular position was dependent on market analysis and other factors.

Vice Chairman Jacobson asked about upcoming community or marketing events that were scheduled.

Ms. Nanchal explained that although upcoming events were planned, she did not wish to go into much detail about internal marketing strategy.

Vice Chairman Jacobson asked whether the committee felt the job description was headed in the right direction.

Dr. Barker thought that is was, however, she was not aware of the original intent of the role. Although there was room for some revision, she did not want to delay the recruitment process for the position.

She felt the job description was off to a good start and trusted staff’s ability to revise the description to include clinical experience requirements. She asked that the description include Spanish speaking as a requirement as well.

Dr. Barker suggested staff move forward with the process of finalizing the job description so they may begin to recruit.

Vice Chairman Jacobson agreed. He said the committee agreed with the job description, pending minor revisions.

Under education and experience the description should specify the discussed clinical or educational background requirements. Additionally, the skills and abilities section should include Spanish speaking as a requirement.

The committee agreed to discuss which marginalized populations the outreach worker would focus on, at a future meeting.

Vice Chairman Jacobson asked when the next meeting would be scheduled.

Ms. Santos reminded members that meetings were scheduled on the second Monday of the month as needed.

Valleywise Community Health Centers Governing Council – Strategic Planning and Outreach Committee Meeting Minutes – General Session – September 12, 2022

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

- 3. Discuss Methods to Reach Valleywise Health’s Marginalized Population; Review Job Description of Outreach Worker Position, cont.

Dr. Barker commented that the committee needed more members, and it may be advantageous to rethink meeting frequency at some point in time.

The committee decided to meet again in November 2022.

- 4. Discuss and Review calendar years 2021-2023 Federally Qualified Health Centers Clinics’ Strategic Plan

This item was not discussed.

- 5. Chair and Committee Member Closing Comments/Announcements

There were no closing comments or assignments.

- 6. Review Staff Assignments

Ms. Santos recapped old business from February, 2022 regarding the number of unduplicated patients who had additional visits within calendar year (CY) 2021. She stated the information had been emailed August, 2022 and was considered satisfied.

Regarding staff assignments, she repeated that staff would revise the job description based on committee feedback.

The committee would also have a future agenda item to discuss and determine marginalized populations that the recruited outreach worker should focus on.

Adjourn

MOTION: Dr. Barker moved to adjourn the September 12, 2022 Valleywise Community Health Centers Governing Council’s Strategic Planning and Outreach Committee meeting. Vice Chairman Jacobson seconded.

VOTE: 2 Ayes: Vice Chairman Jacobson, Dr. Barker
0 Nays
1 Absent: Chairman Larios
Motion passed.

Meeting adjourned at 4:32 p.m.

Cassandra Santos
Assistant Clerk



Valleywise Community Health Centers Governing Council

Strategic Planning and Outreach Committee Meeting

December 12, 2022

Item 2.
No Handout

Appoint a Vice Chair



Valleywise Community Health Centers Governing Council

Strategic Planning and Outreach Committee Meeting

December 12, 2022

Item 3.

Outreach Position



Project Manager

First Name xxxxx
Middle Initial xxxxx
Last Name xxxxx
Job Code 5754A
Job Title Project Manager
Department Name FQHC Administration
Direct Supervisor xxxxx
Last Hire Date xxxxx
Position Start Date xxxxx
Employee Number xxxxx
FLSA status xxxxx
Employment Status xxxxx

JOB SUMMARY

Under the direction of the designated, the Project Manager directs and manages project development and support for outpatient services at Valleywise Health Ambulatory Care Services. This position develops full-scale project plans; financial plans, quality audit follow ups, and associated communications documents. In general this position is responsible for the overall direction, coordination, implementation, execution, control and completion of multiple, simultaneous projects ensuring consistency with Valleywise Health strategy, commitments and goals in hospital based clinics.

SCOPE AND COMPLEXITY

When making decisions and/or solving problems incomplete and additional information is often difficult to find; determining and gathering appropriate information requires significant research. Interpret and evaluate information using methods or procedures which must be created. Decisions could positively or negatively affect multiple departments. Work is guided by Valleywise Health's policies, established strategies and plans. Normally subject to senior management guidance and periodic review of goal achievement in relation to agreed upon strategies. Monitors expenditures against budget; prepare necessary documentation for supervisory review/approval; tabulate budgetary data, calculate figures and check for accuracy.

JOB SPECIFIC FUNCTIONS RATING DEFINITIONS

- **EXCEEDS EXPECTATIONS*:** Consistently exceeds all performance standards. Provides leadership, fosters teamwork, is highly productive, innovative, responsive and generates top quality work. Exhibits model behavior(s) that exemplifies the values and qualities of Valleywise Health and is worthy of emulation by supervisors/staff members.
- **ABOVE EXPECTATIONS*:** Consistently meets and often exceeds all performance standards. Shows initiative and versatility, works collaboratively and has strong technical and interpersonal skills.
- **MEETS EXPECTATIONS:** Meets all performance standards. Seldom exceeds or falls short of desired results or objectives.
- **BELOW EXPECTATIONS*:** Sometimes meets performance standards. Requires frequent guidance to complete assigned tasks, and/or often falls short of desired results. Performance has declined significantly, or employee has not sustained adequate improvement, as required since the last performance review or performance improvement plan. Informal Coaching or Feedback must have been provided during the evaluation period and a Performance Improvement Plan must be provided with this rating.
- **DOES NOT MEET EXPECTATIONS*:** Consistently falls short of performance standards. The employee must be in a formal disciplinary process during the evaluation period. A Performance Improvement Plan must be provided with this rating.

**Rating must be substantiated by narrative comments illustrating specific, detailed examples since the last performance evaluation.*

JOB SPECIFIC FUNCTIONS

1. Develops project plans, goals, and budgets identifies resources needed, develops schedules and methods for measuring results while maintaining optimum working relationships with all departmental units. Evaluation and ongoing performance improvement will be a key component of the plan to ensure adoption and achievement of project goals.
2. Responsible for program and project assignments working independently or collaboratively as appropriate to accomplish the assigned work. Identify issues and assist in developing strategies to address them prior to issues becoming critical. Keeps senior management informed of project(s) status and any potential problems or political concerns.
3. Organizes/manages all phases of the projects to achieve schedule, cost and performance objectives, while maintaining the scope of the projects.
4. Prepares requests for proposals and conducts all necessary meetings to facilitate selection of project services and products.
5. Plans and oversees the preparation and dissemination of project communications. Communicates with top-level management, project sponsors, and functional area managers/directors regarding status of specific projects. Produces project reports for the project sponsors and senior management by creating dashboards and organizing data to guide decision making and support.
6. Establishes, maintains and continually improves coordinated, effective communications for the enterprise. Maintains and executes improvements to the organization's infrastructure.
7. Coordinates effort and manages relationships with vendors and contractors necessary for any projects. Assembles project team members' individual responsibilities and monitors project performance.

MARGINAL/ADDITIONAL FUNCTIONS

1. Assists with other department functions as assigned.
-

VALLEYWISE HEALTH VALUES RATING DEFINITIONS

- **Every Time:** This rating is earned by employees who demonstrate the values and behaviors every time. This exception employee is a role model for every value and receives recognition from customers and co-workers. This employee is a Pillar who goes above and beyond expectations in their everyday work and exemplifies the Valleywise Health Mission, Vision, and Values.
- **Often:** This rating is earned by employees who demonstrate the values and behaviors consistently. The quality of work performed and behaviors exhibited are acceptable.
- **Rarely:** This rating is earned by employees who infrequently and/or inconsistently demonstrate the behaviors associated with this value. Exhibiting this behavior is often the exception rather than the rule. Performance at this level requires immediate improvement and a Performance Improvement Plan must be provided with this rating.

VALLEYWISE HEALTH VALUES

1. **Accountability:** We hold ourselves and each other accountable by accepting personal responsibility for all that we do and stewardship of the resources we deploy on behalf of our community. The behaviors demonstrating Accountability include Trustworthy and Responsiveness
 2. **Compassion:** We demonstrate sensitivity to our patients and each other by offering emotional, spiritual, cultural and physical support. The behaviors demonstrating Compassion include Communication and Team Player.
 3. **Excellence:** We are committed to delivering breakthrough quality and service that exceeds expectations, improves outcomes and provides exceptional patient care. The behaviors demonstrating Excellence include Positive Attitude and Professionalism.
 4. **Safety:** We ensure a safe environment for all and a highly reliable, effective care experience.
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VALLEYWISE HEALTH BASIC STANDARDS RATING DEFINITIONS

- **MEETS EXPECTATIONS:** Standards/responsibilities are met in a satisfactory and timely manner.
- **DOES NOT MEET EXPECTATIONS:** Performance was below standards and/or non-compliant with policies/procedures. The employee must have been in a formal disciplinary process or have been ineligible to be placed on the department schedule due to non-compliance/documentation at any point during the evaluation period. A Performance Improvement Plan must be provided with this rating.

VALLEYWISE HEALTH BASIC STANDARDS

1. **Mandatory Training:** Employee has completed all required training?
 2. **Attendance/Punctuality:** Reports to work as scheduled, on time, and properly uses time card/Kronos.
 3. **Licensure/Certifications:** Employee has renewed all licensure/certifications required of the employee to meet the minimum job qualifications in a timely manner.
 4. **Employee Health:** Compliance with annual TB requirements, Respiratory Fit Testing, current with all required immunizations.
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REPORTING STRUCTURE

Supervision Received

Reports directly to the designated leader.

Supervision Exercised

Will indirectly manage resources assigned to project teams of varying size.

Direct Reports

None.

Indirect Reports

May provide guidance and consultation to other staff throughout the organization.

CONTACTS

Internal:

All internal Valleywise Health staff.

External:

Outside vendors; accrediting agencies.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities:

- Strong knowledge of project management techniques and tools required.
- Must have the ability to supervise and coordinate the work of subordinate personnel in a manner conducive to full performance and high morale.
- Must be approachable, people oriented, and a good listener.
- Must be a change agent able to develop, implement and maintain policies and processes.
- Requires the ability to be a creative, independent thinker.
- Must exhibit a high degree of professionalism, customer service, and enthusiasm, combined with the ability to build relationships with business and key stakeholders.
- Must possess solid analytical and problem-solving skills along with the ability to utilize the appropriate management techniques to plan, organize, control and coordinate activities.
- Requires the ability to manage multiple projects simultaneously to meet department objectives and deadlines consistently.
- Must be self-directed and display sound judgment.
- Must have strong organizational and interpersonal skills.
- Requires ability to establish and cultivate constructive client relationships.
- Requires the ability to navigate and develop effective working relationships within a large, matrixed organization.
- Must have strong communication and presentation skills.
- Demonstrated organizational and analytical skills.
- Demonstrated ability to identify problems and follow through until resolution.
- Must be self-motivated and a self-starter.
- Requires the ability to manage multiple projects simultaneously, set priorities, work independently, and collaborate with team members.
- Requires the ability to read, write and speak effectively in English.

Education or equivalency:

- Requires a Bachelor's degree in Public Health, Healthcare Management or related field; or an equivalent combination of training and progressively responsible experience.
- Master's degree in a related field is preferred.

Experience:

- Must have minimum of five (5) years of progressively responsible project management experience that demonstrates a strong understanding of the required knowledge, skills and abilities.

Specialized training:

- Prefer Lean Six Sigma training.

Certification/licensure:

- Project Management Professional (PMP) or other related certification preferred.
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SAFETY SENSITIVE JOB

- This is - a safety sensitive job
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ENVIRONMENTAL DEMANDS

WORK ENVIRONMENT:

- Indoors - Yes
- Outdoor weather conditions - No
- Above 90 degrees - No

- Below 40 degrees - No
- Air-conditioned - Yes
- Toxic or caustic chemicals - No
- Fumes - No
- Airborne particles - No
- Smoke/dust - No
- Wet/damp area - No
- Confined area - No
- Stairs or ladders - No
- Unprotected heights - No
- Precarious places - No
- Risk of electric shock - No
- Risk of radiation/laser - No
- Vibration - No
- Flashing Lights - No
- High noise level - No
- Dim lighting - No
- Bright lighting - No
- Exposure to contagious diseases - No
- Near moving mechanical parts - No
- Work with sharp objects - No

PHYSICAL ENVIRONMENT:

- Sit - Yes
- Stand - Yes
- Walk - Yes
- Drive a vehicle - No
- Speak - Yes
- Hear - Yes
- See/Close Vision - Yes
- See/Peripheral Vision - Yes
- See/Color Vision - Yes
- Read, analyze, interpret written material at a High School grade level - Yes
- Write in prescribed format - Yes
- Apply math concepts - Yes
- Bend, kneel, stoop - No
- Reach with hands and arms - No
- Twist - No
- Climb - No
- Crawl - No
- Crouch - No
- Balance - No
- Wear protective equipment: - No
- Precise dexterity - No

EQUIPMENT USED:

- Computer(s) - Yes
- Fax Machine(s) - Yes
- Phone(s) - Yes

IMMUNIZATION & SCREENING REQUIREMENTS (For information about whether an immunization is required or optional, contact the Employee Health Services at 344-5210):

- Drug Screen - Required prior to placement
- Evidence of Immunity to measles - Required prior to placement
- Evidence of Immunity to rubella - Required prior to placement
- Evidence of Immunity to mumps - Required prior to placement
- Tuberculosis Screening
 - Required prior to placement
 - Required during employment
- Respiratory Fit Testing - N/A
- Varicella Status - Required prior to placement
- Hepatitis B vaccinations/antibody - N/A
- Tetanus/Tdap - N/A
- Influenza - Required during employment

SOCIAL ENVIRONMENT

- Emergencies - No
- Traumatic subject matter - No
- Dangerous environment - No
- Interruptions - Yes
- Time pressures - Yes
- High volume of work - Yes
- Handling multiple or complex tasks - Yes
- Unscheduled tasks - Yes
- Frequently changing tasks - Yes
- Accuracy - Yes

- Decision making - Yes
- Concentration - Yes
- Reasoning ability (analyze data) - Yes
- Teamwork - Yes
- Isolation - No
- Working in close physical proximity with others - No
- Public contact - Yes
- Overtime/rotating shifts - No
- Language Barrier - No

LIFTING, CARRYING, PUSHING, OR PULLING:

- Lifting floor to waist 0-10 pounds - No
- Lifting floor to waist 0-20 pounds - No
- Lifting floor to waist 0-30 pounds - No
- Lifting floor to waist 0-40 pounds - No
- Lifting floor to waist 0-50 pounds - No
- Lifting floor to shoulder 0-10 pounds - No
- Lifting floor to shoulder 0-20 pounds - No
- Lifting floor to shoulder 0-30 pounds - No
- Lifting floor to shoulder 0-40 pounds - No
- Carrying 0-10 pounds - No
- Carrying 0-20 pounds - No
- Carrying 0-35 pounds - No
- Pushing 0-10 - No
- Pushing 0-20 - No
- Pushing 0-30 - No
- Pushing 0-40 - No
- Pushing 0-50 - No
- Pushing 0-60 - No
- Pushing 0-70 - No
- Pulling 0-10 - No
- Pulling 0-20 - No
- Pulling 0-30 - No
- Pulling 0-40 - No
- Pulling 0-50 - No
- Pulling 0-60 - No
- Pulling 0-70 - No

The environment described above are only representative of how the essential job tasks are currently performed or envisioned. To accommodate a disability, limitation, or other employee specific situation, the essential job tasks may be performed in ways other than described on this page.

PAST GOALS - Please provide feedback for the employee’s past goals listed below by assessing the accomplishments achieved in each category.

1. Goal 1
2. Goal 2
3. Goal 3

INDIVIDUAL GOALS

VALLEYWISE HEALTH MISSION

Our mission is to provide exceptional care, without exception, every patient, every time

VALLEYWISE HEALTH VISION

Our vision is to be nationally recognized for transforming care to improve community health

EMPLOYEE ACKNOWLEDGEMENT

By signing this job description I am acknowledging that I have read and understand the expectations of this job description; and I will strive to uphold the mission, vision and values of the organization.

HIGHER LEVEL OF REVIEW

If you do not agree with your evaluation and would like to request a higher level review **it is your responsibility to request and schedule an appointment for a higher level review with your Evaluator’s direct supervisor within 10 days from the date this evaluation is presented to you.** Requests for higher level reviews outside of this timeframe will not be honored. An evaluation not signed off at the end of the evaluation period will result in the evaluation being signed off by Human Resources and noted with "Employee refused to sign".

OVERALL SCORE

OVERALL SCORE

Exceeds Expectations (3.60 - 4.00)

Above Expectations (3.00 - 3.59)

Meets Expectations (2.00 - 2.99)

Below Expectations (1.00 - 1.99)

Does Not Meet Expectations (0.00 - 0.99)



Valleywise Community Health Centers Governing Council

Strategic Planning and Outreach Committee Meeting

December 12, 2022

Item 4.

2023 Community Health Needs Assessment Timeline

**Valleywise Health
Proposed 2020-2023 CHNA Timeline**

July 2022-April 2023

Date	Activity	Responsibility	Completion Date
August 2022	MCDPH updates on CHA timeline with Synapse group	MCDPH	8/31/22
October/November 2022	MCDPH and VALLEYWISE review CHNA report timeline, discuss VALLEYWISE patient survey analysis plan, review indicator analysis menu	MCDPH & VALLEYWISE	10/13/22
	MCDPH and VALLEYWISE discuss indicators		11/7/22
December 2022	VALLEYWISE submits final indicator list and data report format for MCDPH to compile	VALLEYWISE	11/7/22
January 2023	MCDPH analyzes data and submits draft and final indicator reports to VALLEYWISE Touch base on data, add any revisions Barbara hand-off	MCDPH	
February/March 2023	Develop data presentation & executive summary	MCDPH & VALLEYWISE	
April 2023	SPOC presentation April 10 (due March 31)	MCDPH	
May 2023	Develop draft based on SPOC recommendations	MCDPH	
June 2023	Governing Council (HRSA mandated board for FQHCs) May 31, 2023 drop date for June 7 @6pm	VALLEYWISE	
July/August 2023	Team implements revisions Consider adding in 2023 CHNA high-level data if available and relevant	MCDPH	
September 2023	Provide final CHNA to district board	VALLEYWISE	

November 2023 latest date



Valleywise Community Health Centers Governing Council

Strategic Planning and Outreach Committee Meeting

December 12, 2022

Item 5.

2021-2023 FQHC Strategic
Plan Key Measurements

WORK STREAM PROGRESS

Cultural Competence

DATE

December 12, 2022

STATUS SUMMARY

KEY ACCOMPLISHMENTS

- Recovery of unique unduplicated numbers: 2020 = 78,554; 2021 = 83,659
- Key populations identified in CY 2021 UDS
- Mobile Medical Unit approved and ordered

PLANNED ACTIVITIES

- Completion of CY 2022 UDS
- Completion of Community Health Needs Assessment

ISSUES/RISKS/DEPENDENCIES

- Unique unduplicated number
- Continued impact of COVID-19 on patient volume and workforce

KEY DISCUSSION/DECISION POINTS

- Outreach position plan with focus on marginalized population

UPCOMING DELIVERABLES/MILESTONES

Deliverable/Milestone	Due Date	Status	Progress	Comments
Identify key population groups including those with health inequities: UDS CY 2021	February 2022		Completed February 2022	
Established timeline for completion of CHNA	July 2022		WIP: 40%	

WORK STREAM PROGRESS

Community Engagement

DATE

December 12, 2022

STATUS SUMMARY



KEY ACCOMPLISHMENTS

- Arizona Women’s Board/CVS grant: Food Bus at South Central and SPHXL
- Continuation of access to COVID testing and immunizations
- Refugee Health Services: Afghanistan population response including partnership with ASU
- Promotoras initiative with Home Assist Health

PLANNED ACTIVITIES

- Patient Advisory group development
- Refugee Health Service redesign and growth

ISSUES/RISKS/DEPENDENCIES

- Impact of workforce
- Loss of key leader for Refugee Health

KEY DISCUSSION/DECISION POINTS

- Methodology for community engagement: Who, What

UPCOMING DELIVERABLES/MILESTONES

Deliverable/Milestone	Due Date	Status	Progress	Comments
Implementation of Promotoras in collaboration with Home Assist Health	March 31, 2023 or extend		WIP: 90%	
Collaboration with Maricopa County Public Health to Monkey Pox: Access to meds for treatment and vaccine			Completed	
Partner with SW Center for Phoenix City Council funding			Completed	

WORK STREAM PROGRESS

Patient Volume Growth

DATE

December 12, 2022

STATUS SUMMARY

KEY ACCOMPLISHMENTS

- Achieve patient satisfaction target for FY21

PLANNED ACTIVITIES

- Development of System Strategic Plan
- Update the Community Needs Assessment

ISSUES/RISKS/DEPENDENCIES

- Workforce available to support growth

KEY DISCUSSION/DECISION POINTS

- System Strategic Plan

UPCOMING DELIVERABLES/MILESTONES

Deliverable/Milestone	Due Date	Status	Progress	Comments
UDS Report	February 2022		WIP: 75%	Submitted. Approved
Complete Community Needs Assessment	July 2022		WIP: 100%	In committee review

WORK STREAM PROGRESS

Financial Sustainability

DATE

December 12, 2022

STATUS SUMMARY

KEY ACCOMPLISHMENTS

- FY21: Achieved visit targets

PLANNED ACTIVITIES

- Development of FY23 Budget
- Growth

ISSUES/RISKS/DEPENDENCIES

- Visit volumes, quality and patient experience
- Referral Management – Keepage
- Panel Management

KEY DISCUSSION/DECISION POINTS

- FY23 Budget: patient volume assumptions given workforce challenges

UPCOMING DELIVERABLES/MILESTONES

Deliverable/Milestone	Due Date	Status	Progress	Comments
Valleywise Comprehensive Health Center - Peoria	January 25, 2021	Complete	Complete	
Valleywise Community Health Center - West Maryvale	November 21, 2021	Complete	Complete	
Valleywise Community Health Center - Mesa	January 24, 2022	Complete	Complete	



Valleywise Community Health Centers Governing Council

Strategic Planning and Outreach Committee Meeting

December 12, 2022

Item 6.
No Handout

Closing Comments



Valleywise Community Health Centers Governing Council

Strategic Planning and Outreach Committee Meeting

December 12, 2022

Item 7.
No Handout

Staff Assignments