



County of Solano Community Healthcare Board

REGULAR GOVERNING BOARD MEETING MINUTES

Wednesday, February 19, 2025

In Person Meeting

Members Present:

At Roll Call: Michael "Mike" Brown, Ruth Forney, Charla Griffith, Gerald Hase, Deborah Hillman, Seema Mirza, Annabelle Sanchez, Tracee Stacy, Sandra Whaley, and Brandon Wirth.

Members Absent: Etta Cooper, Marbeya Ellis, Rovina Jones, Anthony Lofton and Don O' Conner.

Staff Present: Cynthia Coutee, Desiree Bodiford, Dona Weissenfels, Dr. Cameron Kaiser, Dr. Bela Matyas, Dr. Michele Leary, Han Yoon, Kelly Welsh, Nina Delmendo, Pierce Leavell, Whitney Hunter, Danielle Seguerre-Seymour, and Katreena Dotson.

1) Call to Order – 12:10 PM

- a) Welcome
- b) Roll Call

2) Approval of the February 19, 2025, Agenda

Discussion: None.

Motion: To approve the February 19, 2025, Agenda.

Motion by: Tracee Stacy and seconded by Sandra Whaley.

Ayes: Michael "Mike" Brown, Ruth Forney, Charla Griffith, Gerald Hase, Deborah Hillman, Seema Mirza, Annabelle Sanchez, Tracee Stacy, Sandra Whaley, and Brandon Wirth.

Nays: None.

Abstain: None.

Motion Carried.

3) Public Comment

- No public comments.

Regular Calendar

4) Approval of Minutes

Approval of the January 15, 2025, draft Minutes.

Discussion: None.



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Motion: To approve the January 15, 2025, draft Minutes.

Motion by: Deborah Hillman and seconded by Seema Mirza.

Ayes: Michael "Mike" Brown, Gerald Hase, Deborah Hillman, Seema Mirza, Annabelle Sanchez, Tracee Stacy, and Brandon Wirth.

Nays: None.

Abstain: Ruth Forney, Charla Griffith, and Sandra Whaley.

Motion Carried.

5) Clinic Operations Reports

Mike Brown reminded the Board Members about the Closed Session, following the regular meeting, to discuss the Project Officer/CEO Evaluation.

- a) **Staffing Update** — Cynthia Coutee (*Please reference the "FHS Staffing Update – February 19, 2025"*)
 - Cynthia reported that Family Health Services (FHS) had a Dental Assistant, Clinic Physician, Chiropractor and two Physician Assistant candidates in background. She mentioned that interviews for Licensed Marriage & Family Therapist, Medical Assistant, Clinic Registered Nurse and Dentist would be held in February. The Clinic Health Services Manager, Senior, and the Office Supervisor were pending interview dates. Cynthia stated that a Dental Assistant and Clinic Physician were starting in February and two Medical Assistants vacated the same month.
- b) **Credentialing Update** — Desiree Bodiford – (*Please reference the "FHS Credentialing, Provider Enrollment and Sanctioning Screening Status Report – February 2025"*)
 - Desiree referred to the FHS Credentialing, Provider Enrollment and Sanctioning Screening Status Report and stated that there were no updates.
 - There were no questions from the Board.
- c) **HRSA Grant Update(s)** — Dona Weissenfels – (*Please reference the "Health Resources and Services Administration (HRSA) Grant Updates – February 19, 2025"*)
 - Dona announced that the 2024 Uniform Data System (UDS) Report was submitted before the February deadline. She explained that it has to be reviewed by Health Resources and Services Administration (HRSA) before it can be certified. Dona added that the UDS data is publicly shared, but the government recently removed the information from online. FHS is still required to submit the report.
- d) **Grievances/Compliments** — Pierce Leavell (*Please reference the "Grievance Reports, April-December 2023, January– December 2024, & January 2025" and "Grievance Category Definitions"*)
 - Pierce reported that eight grievances filed in the Quality of Care and Scheduling categories, attributing it to the transition to OCHIN Epic and scheduling. Mike Brown asked if operations were improving with the Epic. Pierce confirmed that the new system has a registration process that provides information to the providers, prior to seeing the patient, making it more efficient.
 - Mike and Dona inquired about the details of the Quality of Care grievance and what the rating was. Pierce was not able to provide additional information. Dona requested follow-up at the next CHB meeting.
- e) **H&SS Compliance** — (*Please reference the "FHS Compliance Incident Report Tracking, January 1-January 31, 2025"*)



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- Dona stated that Krista McBride was not present to discuss the FHS Incident Report but added that any Board questions would be addressed. Tracee Stacy inquired about the Medication Error/Incorrect Vaccine incident. Dr. Bela Matyas confirmed that it was a documentation error that was corrected before the patient received the prescription. Ruth Forney asked about preventing those errors. Dr. Michele Leary and Dr. Matyas mentioned that one document piggy-backed with another, stating that the solution would be to go through all pages.
 - Brandon Wirth suggested a two-year tracker, to help analyze and identify if there were increase in breaches, the reason(s) and how the clinics are resolving and/or preventing the issue(s). Tracee Stacy acknowledged that it is common and happens at other facilities and hospitals. Dona mentioned that she can request Compliance to track and monitor trends. Dr. Leary added that My Chart would move away from paper documents.
 - Mike inquired about the lost County cellphone. Dr. Matyas confirmed it was the first phone lost for the employee, but several staff members have cell phones and if lost or stolen, they would be locked as soon as it is reported.
- f) **Finance & Revenue Cycle Management** — Nina Delmendo and Whitney Hunter (*Please reference the Operations Report – Finance January 2025: “Solano County Expenditure and Revenue Report FHS – January 2025” and Operations Report – Revenue Cycle Report – January 2025: “Solano County FHS Revenue Cycle Report – Total Encounters – Through January 31, 2025”*)
- Finance Report
- Nina stated that there was a revision to the report that was included in the agenda packet. She handed out the Solano County Expenditure and Revenue Report, as of February 19, 2025. She reported that 58% of the fiscal year had passed and that the Mid-Year Budget was expected to be finalized on March 11th. Nina stated that the Financial Report will be presented to the Board at the next CHB meeting.
 - Tracee Stacy asked about delays in the reimbursement cycle. Nina confirmed that OCHIN bills differently from NextGen and still working on the process and details. She mentioned that Medical Billing Supervisor, Barbra Barbeau has been posting payments in Epic, to the patients’ accounts and the clinics were generating revenue.
- Revenue Cycle Report
- Whitney Hunter reported that there was a substantial increase in encounters. Tracee inquired about the increase and how it will affect the budget. Nina explained that the Working Budget estimates where the clinics should be, and the Mid-Year Budget will show a better projection of the where FHS will be financially.
 - Brandon commended the staff on the improvement with encounters and asked if it was due to hiring more providers or better efficiency with the Epic system. Dona Weissenfels attributed the improvement to schedule utilization, meeting productivity goals, workflows, and better tools to help lower the no-show rates (from 35% to 15%). She stated that it will need to be monitored for the next few months, but is improving as anticipated. Dona praised Cynthia Coutee, Dr. Michele Leary and Pierce Leavell for overseeing and managing the progress.
- g) **Referrals Report** — Cynthia Coutee (*Please reference the “Family Health Services Referrals – Time Period January 2025”*)
- Cynthia reported that in January there were 1264 referrals, including 1060 for Adult, 204 for Pediatric, and 570 specialty referrals. As of February 13, 2025, there were 991 referrals in que, and 2849 referrals deferred. She commented that the month of January was short on staff coverage and medical assistants assigned to referrals needed to assist with direct patient care. Cynthia informed the Board that Saturday, February 22nd was a “referral workday” so that the



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MA's could process referrals without interruptions. She also mentioned that the clinic is working on a project to auto close referrals that are pending consultation notes, reducing manual labor. Cynthia also stated that a new task of processing referrals within the clinics was in progress.

- Mike Brown asked if other clinics utilize Epic for their referral process. Cynthia and Dr. Bela Matyas confirmed that other clinics refer to the same specialists in the County, specifically Northbay, and there is limited capacity. Dona added that Northbay will be transitioning to Epic, so will the connection of systems will provide more efficiency.

h) **OCHIN EPIC Update(s)** — Dona Weissenfels

- Dona reported that FHS completed Epic implementation and has been focusing on sustainability. An OCHIN Auditor visited the clinics and observed workflows. She confirmed that there are still outstanding issues, like work pools, that need to be resolved. Dona stated that the Auditor provided a positive report that will be published late February or early March. She mentioned that the next phase is maintenance and FHS will bring in an Account Manager from Bateman Healthcare. Dona expects that in six-months, to a year, the staff should be more comfortable with Epic's technology and tools.
- Mike inquired about the pressures to maintain and sustain. Dr. Matyas stated that the pressure is internal. Goal to serve the 30,000+ Partnership Healthplan (PHC) patients assigned to FHS. Some patients do not need to be seen, while others may need to be seen multiple times a year. He added that having a balanced budget is a factor, as well. Dr. Matyas included that FHS now has a Quality Team that are focused on improving quality of care and have been making improvements. He reported that previously Vallejo was the only clinic to accept new patients. The other two clinics had re-opened, and the number of patients increased to approximately 33,000.
- Dr. Matyas explained that bringing in other providers, like chiropractors and LMFT's, in March or April will better serve the patient population, as well as provide an opportunity to change FHS' rate. Tracee asked about the process. He stated that the clinics would need to demonstrate the services provided, then ask for a new rate during the next fiscal year; a process that can take eight to nine months but will be retroactive. Dr. Matyas added that it would close a \$4M gap.

i) **QI Update** – Han Yoon – *(Please reference the "Primary Care Provider Quality Improvement Program PCP QIP) Report – Solano County, Health & Social Services, Family Health Services, as of December 31, 2024")*

- Han referred to the PCP QIP Report graphs and stated that the measures and goals are part of a PHC incentive program. He explained that the data from 2024 is compared to 2022 and 2023. QA/QI measures such as Diabetes HbA1c Good Control, Controlling High Blood Pressure, Cervical Cancer Screening, and Breast Cancer Screening are a focus for FHS.
- Tracee Stacy inquired about the diabetes measure versus the lead screening. Dr. Michele Leary and Dr. Bela Matyas clarified that for Childhood Immunizations and Adolescent Immunizations, if one vaccine done is missed, FHS receives no credit for that measure, whereas Blood Lead Screening is one visit.
- Tracee also asked about the Fairfield clinic's progress compared to Vallejo and Vacaville. Han explained that the Fairfield location is the pilot clinic to implement the QA/QI projects before it is introduced to the other clinics. Dr. Matyas stated that the Vallejo clinic has a large volume of patients that it would be difficult to focus on meeting measures.
- Tracee inquired about patient outreach and utilizing the mobile van in the future to visit the homeless and school sites. Dr. Leary and Han mentioned that outreach has improved with text notifications, My Chart, Artera Messenger (AI messaging), etc. Dr. Matyas stated that the mobile



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van is a possible option, but it would take a team of clinical staff to provide the service and would not generate revenue like clinic visits would.

j) **FHS Clinic Q-Matic Stats** — (Please reference the “Clinic Metrics – Queue Management (Q-Matic) Stats – February 19, 2025”)

- Noelle Soto was not present. Dona referenced the Clinic Metrics – Queue Management (Q-Matic) Stats Report.
- There were no questions from the Board.

6) **CHB Follow-up to Clinic Quality and Operational Reports**

Review, Follow-up & Action: CHB will provide feedback on reports, request additional information on quality and clinic operations reports & follow up on these requests.

- Dona Weissenfels acknowledged the Board’s request to monitor and track Compliance Incidents, which will be discussed with Krista McBride.

7) **HRSA Project Officer Report**

a) Health Center HRSA Project Officer Update – Dona Weissenfels

i) Health Center Activities – Internal and External Update

Internal News:

- Dona reiterated that the UDS Report was submitted to HRSA before the deadline and stated that she will share the data with the Board when it becomes available.
- Dona reported that PHC performed audits in Vacaville and Fairfield Pediatric clinics. She praised Cynthia Coutee and Pierce Leavell for leading the reviews. Vacaville’s audit resulted in a Corrective Action Plan (CAP), which was corrected. Dona mentioned that there will be a repeat audit in December 2025. She added that PHC revised the audit requirements prior to the Vacaville clinic audit but assured the Board that the items were met during the Fairfield Peds audit. Another audit will not be required for that location for another three years. Dona announced that Fairfield Adult clinic had their audit at the end of February, which Pierce will lead.
- Dona informed the Board that a “Change is Scope” request was submitted to HRSA to add chiropractic services to the medical clinics, which was approved quickly. She mentioned that FHS is working the Wipfli, a consulting firm that has been assisting with filing the request, addressing and leading operational tasks, as well as identifying Chiropractic Integrative Partners (CIP) as the contractor for services. Dona reported that CIP and Wipfli participated in a site visit at all medical clinics in February. She stated that there were operational and financial discussions with the Fiscal, Credentialing and Admin Teams, as well as PHC. Dona anticipated that services would begin in mid-April. She also stated that two Chiropractors were selected and completed their live scan fingerprinting. Ruth Forney asked who hired the doctors and Dona confirmed that CIP did the preliminary recruitment screening and selection.
- Dona conveyed FHS continues to focus on schedule improvements and productivity, with the intention of serving more patients.

External News:

- Dona announced that with the new government administration, FHS was financially affected. She explained that the clinics are a Federally Qualified Health Center (FQHC) and receives federal funding, but recently the funds were frozen for a short period. She stated that the fiscal portal is now accessible, and funding projects had resumed. Dona added that She and Nina Delmendo are closely monitoring the progress and will drawdown, in the event



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of funding shifts. She also mentioned that with the immigration changes, patients are afraid of going to the clinics, so FHS staff has been responding to them sensitively.

- An unidentified Board Member asked about Immigration and Customs Enforcement (ICE) coming into the clinics. Dona assured the Board that ICE Officers would need to present a warrant and that Emery Cowan is working on protocols to address the matter if it arises. Kelly Welsh confirmed that the County Counsel is currently working with Health & Social Services (H&SS) Department on the protocols. Tracee Stacy suggested to have pre-printed informational cards for patients with concerns. Dr. Bela Matyas requested a sample to provide to the County.
- Brandon Wirth inquired about State funding programs and if Public Health (PH) was affected as well. Dr. Matyas confirmed that State of California agencies have communicated that funding will resume if federal funds cease, until a solution is determined. He also explained that PH programs are also threatened because they are federally funded.

ii) Strategic Plan Report Update

- Dona stated that Strategic Plan Goal #6, Dental Expansion, would be the last goal to cover. Over the next two months she wishes to recap and modify the Strategic Plan with the Board.
- She confirmed that the first objective of replacing dental operatory chairs at the Fairfield dental site by June 2023 was accomplished in August 2024.
- Dona reported that the objective for Vallejo dental was to add four to six new dental operatories by June 2026, but is still pending due to funding constraints. She added that the clinic experienced an influx of 2,000 patients. Brandon Wirth inquired about the funding source, which Tracee asked about the Board already approving the objective. Dr. Bela Matyas clarified that yes, the Board approved to move forward. And in the current fiscal year, the architect process was to survey the building before the contract could be created, however, there is no update. He confirmed that \$2M were allocated a few years prior, but recently the estimate went to \$10M, which would be covered by the County. Dr. Matyas suggested requesting an update from General Services.

8) Business Governance

a) Review and consider approval of the Quarterly Financial Report – Nina Delmendo

i) **ACTION ITEM:** The Board will consider approval of the Quarterly Financial Report.

Discussion: Nina noted that the Quarterly Financial Report was from December 2024 and was first presented to the Board at the January 19, 2025, CHB meeting. There was not a quorum at the last meeting to approve the Action Item.

Motion: To approve the Quarterly Financial Report.

Motion by: Tracee Stacy and Ruth Forney.

Ayes: Michael “Mike” Brown, Ruth Forney, Charla Griffith, Gerald Hase, Deborah Hillman, Seema Mirza, Annabelle Sanchez, Tracee Stacy, Sandra Whaley, and Brandon Wirth.

Nays: None.

Abstain: None.



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Motion Carried.

- b) Review and consider approval of the Sliding Fee Scale Discount Program – Policy 100.03 – Whitney Hunter

i) **ACTION ITEM:** The Board will consider approval the Sliding Fee Scale Discount Program.

Discussion: None.

Motion: To approve the Sliding Fee Scale Discount Program.

Motion by: Brandon Wirth and Deborah Hillman.

Ayes: Michael “Mike” Brown, Ruth Forney, Charla Griffith, Gerald Hase, Deborah Hillman, Seema Mirza, Annabelle Sanchez, Tracee Stacy, Sandra Whaley, and Brandon Wirth.

Nays: None.

Abstain: None.

Motion Carried.

- c) Review and consider approval of the revised 2025 Community Healthcare Board Calendar

i) **ACTION ITEM:** The Board will consider approval of the 2025 CHB Calendar.

Discussion: None.

Motion: To approve the revised 2025 CHB Calendar.

Motion by: Brandon Wirth and Tracee Stacy.

Ayes: Michael “Mike” Brown, Ruth Forney, Charla Griffith, Gerald Hase, Deborah Hillman, Seema Mirza, Annabelle Sanchez, Tracee Stacy, Sandra Whaley, and Brandon Wirth.

Nays: None.

Abstain: None.

Motion Carried.

- d) Review and consider approval of the Quarterly Quality Improvement Report – Han Yoon

i) **ACTION ITEM:** The Board will consider approval of the Quarterly Quality Improvement Report.

Discussion: None.

Motion: To approve the Quarterly Quality Improvement Report.

Motion by: Tracee Stacy and Sandra Whaley.



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Ayes: Michael “Mike” Brown, Ruth Forney, Charla Griffith, Gerald Hase, Deborah Hillman, Seema Mirza, Annabelle Sanchez, Tracee Stacy, Sandra Whaley, and Brandon Wirth.

Nays: None.

Abstain: None.

Motion carried.

9) Discussion

- a) Board Members will review and sign the Annual Bylaws, Appendix A, “Conflict of Interest” and “Oath of Confidentiality” forms.
 - i. Mike Brown instructed the Board Members to review and sign both forms.
- b) Brown Act Rules regarding Board Member attendance at monthly meetings.
 - i. Kelly Welsh referred to the Solano County, Office of County Counsel Memo RE: Brown Act Compliance in 2023: Limited Options for Remote Participation, Attachment B “Just Cause”, as well as the Solano County CHB Bylaws, Article VI: Removal.
 - ii. Kelly stated that the memo and Bylaws applies to the Board as it pertains to removal of a Board Member. Tracee Stacy asked if the removal of Board Member Anthony Lofton needs to be added to the CHB Meeting Agenda. Kelly stated that it should be discussed during the CHB Executive Meeting. Mike Brown confirmed that Anthony moved out of the area and his intent was to attend, but no follow-up contact was established. Kelly also mentioned that the Executive Board can accept a verbal resignation but would require sending a letter to the Board Member, acknowledging and accepting their resignation.

10) Board Member Comments

- Tracee Stacy announced that she received the 2024 data on suicide and substance deaths. She stated that there were 58 deaths last year. 17 of the deaths were unhoused, overdoses by methamphetamine or fentanyl and 83% did not have Narcan. She emphasized healthcare for the homeless, Narcan distribution and training. Dr. Bela Matyas confirmed two programs do outreach in the community and distribute Narcan but agreed that clinic distribution is needed. Dr. Michele Leary added that FHS receives a small supply but is distributed quickly. She also stated that she would prefer to give it directly to the patient versus instructing them to pick it up at a pharmacy. Mike Brown asked if the City and Sheriffs carry Narcan. Dr. Matyas reported that all first responders carry it.
- Deborah Hillman shared that she was having trouble getting into the patient portal and called the Call Center for help. Medical Assistant Stephanie Azevedo was able to assist and resolve the matter. Deborah praised her kindness, professionalism and respectfulness and wanted the Board to know how satisfied her was with the service provided. Deborah also reported that she can access My Chart.

11) Adjourn: To the Community Healthcare Board Meeting of:

DATE: March 19, 2025

TIME: 12:00 PM — 2:00 PM



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Location: Multi-Purpose Room
2101 Courage Drive
Fairfield, CA 94533

The Meeting was adjourned at 1:41 PM.

12) Closed Session

a) Project Officer/CEO Evaluation Overview/Training.

Handouts in the Agenda Packet:

- CHB February 19, 2025 Meeting Agenda
- CHB January 15, 2025, draft Meeting Minutes
- Clinic Operations Report – FHS Staffing Update – February 19, 2025
- Clinic Operations Report – FHS Credentialing, Provider Enrollment and Sanctioning Screening Status Report – February 2025
- Clinic Operations Report – Health Resources and Services Administration (HRSA) Grant Updates – February 19, 2025
- Clinic Operations Report – Grievance Report: April-December 2023, January–December 2024 and January 2025
- Clinic Operations Report – FHS Compliance Incident Report Tracking, January 1- January 31, 2025
- Clinic Operations Report – Finance January 2025 – Solano County Expenditure and Revenue Report FHS – January 31, 2025
- Clinic Operations Report – Revenue Cycle Report – January 2025 – Solano County Family Health Services Revenue Cycle Report – Total Encounters FY2024/25
- Clinic Operations Report – Family Health Services Referrals – Time Period January 2025
- Clinic Operations Report – Primary Care Provider Quality Improvement Program (PCP QIP) Report, Solano County, Health & Social Services, Family Health Services – As of December 31, 2024
- Clinic Operations Report – Clinic Measures – Queue Management (Q-Matic) Status, February 19, 2025
- Strategic Plan – Goal 6: Dental Expansion
- Quarterly Financial Report – December 2024
- Sliding Fee Scale Discount Program – Policy 100.03
- Family Health Services – Community Healthcare Board 2025 Annual Calendar - Revised Draft
- Bylaws of the County of Solano Community Healthcare Board – Appendix “A” Conflict of Interest
- County of Solano – Oath of Confidentiality
- Solano County – Office of County Counsel – Memo: Brown Act Compliance in 2023: Limited Options for Remote Participation
- Clinic Operations Report – Finance January 2025 – Solano County Expenditure and Revenue Report FHS – January 31, 2025 – REVISED 02/19/2025 (handed out at the meeting)