



Regular Meeting of the
**Santa Clara County Health Authority
Governing Board**

Thursday, March 26, 2020, 12:00 PM – 2:30 PM
Santa Clara Family Health Plan, Teleconference
6201 San Ignacio Ave, San Jose, CA 95119

Minutes - Approved

Members Present

Bob Brownstein, Chair
Dolores Alvarado
Alma Burrell
Darrell Evora
Kathleen King
Liz Kniss
Sue Murphy
Ria Paul
Debra Porchia-Usher
Sherri Sager
Jolene Smith
Linda Williams

Members Absent

Evangeline Sangalang

Staff Present

Christine Tomcala, Chief Executive Officer
Neal Jarecki, Chief Financial Officer
Laurie Nakahira, M.D., Chief Medical Officer
Jonathan Tamayo, Chief Information Officer
Chris Turner, Chief Operating Officer
Ngoc Bui-Tong, VP, Strategies and Analytics
Teresa Chapman, VP, Human Resources
Laura Watkins, VP, marketing and Enrollment
Sharon Valdez, VP, Human Resources
Barbara Granieri, Controller
Tyler Haskell, Director, Government Relations
Johanna Liu, Director, Quality and Process
Improvement
Jayne Giangreco, Manager, Administrative
Services

Others Present

Daphne Anneet, Burke, Williams, Sorenson, LLP
Raymundo Espinoza, CEO, Gardner Health
Center
Dr. Kent Imai, Medical Officer, Community Health
Partnership
Stephanie Kleinheinz, CEO, School Health
Clinics
Sonya Tetnowski, CEO, Indian Health Center

1. Roll Call

Bob Brownstein, Chair, called the meeting to order at 12:02 pm. Roll call was taken and a quorum was established. Mr. Brownstein swore in new Board member, Debra Porchia-Usher, and welcomed her to the Santa Clara County Health Authority Governing Board.

2. Public Comment

There were no public comments.

3. Adjourn to Closed Session

a. Existing Litigation

The Governing Board met in Closed Session to confer with Legal Counsel regarding consolidated Cases CalPERS Case No. 2017-1114; OAH No. 2018051223 and CalPERS Case No. 2017-1115; OAH Case No. 2018051029.

b. Anticipated Litigation

The Governing Board met in Closed Session to confer with Legal Counsel regarding significant exposure to litigation based on receipt of a claim pursuant to the Government Claims Act: one case.

Kathleen King joined the meeting at 12:35 pm.

c. Contract Rates

The Governing Board met in Closed Session to discuss plan partner rates.

d. Conference with Labor Negotiators

The Governing Board met in Closed Session to confer with management representatives regarding negotiations with SEIU Local 521.

Mr. Brownstein took roll call for members returning from the Closed Session.

4. Report from Closed Session

Mr. Brownstein reported the Governing Board met in Closed Session to discuss Item 3, Existing Litigation, Anticipated Litigation, Contract Rates, and Conference with Labor Negotiators.

5. Tentative Agreement with SEIU Local 521

Mr. Brownstein reported on the agreement reached with SEIU Local 521 resulting from the annual reopener in the contract. For the 2020-2021 fiscal year, bargaining unit members will receive a salary increase of 2.75%, effective July 1, 2020. In addition, SCFHP will offer a merit pay increase for eligible unit members who receive a final 2019-2020 performance appraisal rating of meets expectations or better.

It was moved, seconded and the Agreement with SEIU Local 521 was unanimously approved.

Motion: Ms. Alvarado

Second: Ms. Williams

Ayes: Ms. Alvarado, Mr. Brownstein, Ms. Burrell, Mr. Evora, Ms. King, Ms. Kniss, Ms. Murphy, Dr. Paul, Ms. Porchia-Usher, Ms. Sager, Ms. Smith, Ms. Williams

6. Approve Consent Calendar and Changes to the Agenda.

a. Approve minutes of the December 12, 2019 **Regular Board Meeting**

b. Approve minutes of the March 6, 2020 **Special Governing Board Meeting**

c. Accept minutes of the January 23, 2020 **Executive/Finance Committee Meeting**

- Ratify approval of the November 2019 Financial Statements
- Ratify acceptance of the Quarterly Investment Compliance Report
- Ratify acceptance of the DMHC Routine Financial Audit Report

d. Accept minutes of the February 27, 2020 **Executive/Finance Committee Meeting**

- Ratify approval of the December 2019 Financial Statements
- Ratify acceptance of the Rate Development Process
- Ratify acceptance of the Quarterly Investment Compliance Report
- Ratify approval of the Innovation Fund Expenditure for the Healthier Kids Foundation
- Ratify approval of the Network/Voice Circuit Contract
- Ratify acceptance of the Compliance Update
- Ratify acceptance of the Network Detection & Prevention Update

e. Accept minutes of the March 2, 2020 **Compliance Committee Meeting**

- Ratify acceptance of the Compliance Activity Report

- Ratify approval of the Compliance Policies and Procedures (HIPAA Policies and Procedures HI.01-HI.51)
- Ratify acceptance of the CMC and Medi-Cal Compliance Dashboard and Work Plans
- Ratify acceptance of the Fraud, Waste and Abuse Report
- f. Accept minutes of the February 12, 2020 **Quality Improvement Committee** Meeting
 - Ratify approval of the Quality Improvement (QI) Program Description 2020
 - Ratify approval of the Health Education (HE) Program Description 2020, HE Work Plan 2020, and HE Evaluation 2019
 - Ratify approval of the Cultural and Linguistics (C&L) Program Description 2020, C&L Work Plan 2020, and C&L Evaluation 2019
 - Ratify approval of the Satisfaction Report for MY2019
 - Ratify approval of the Population Health Assessment
 - Ratify approval of the Clinical, Behavioral, and Medical Preventative Practice Guidelines
 - Ratify approval of the American with Disabilities Act (ADA) Work Plan 2020
 - Ratify approval of the Continuity and Coordination between Medical Care and Behavioral Health Analysis
 - Ratify approval of the Annual Review of QI Policies
 - QI.05 Potential Quality of Care Issues
 - QI.07 Physical Access Compliance
 - QI.10 IHA and IHEBA Assessments
 - Ratify acceptance of Committee Reports
 - Credentialing Committee – December 20, 2019
 - Utilization Management Committee – October 16, 2019
- g. Accept minutes of the February 11, 2020 **Provider Advisory Council** Meeting
- h. Approve **Publicly Available Salary Schedule**
- i. Adopt resolution approving the revised **Conflict of Interest Code**
- j. Ratify resolution to **name the Community Resource Center after Blanca Alvarado**
- k. Approve the **January 2020 Financial Statements**
- l. Approve renewal of **funding for The Health Trust for Health Insurance Enrollment**
- m. Approve **Fulfillment and Provider Directory Vendor Contract**
- n. Appoint **Sue Murphy to the Compliance Committee**
- o. **Elect Officers** to a two-year term:
 - Chairperson – Bob Brownstein
 - Vice-Chairperson – Dolores Alvarado
 - Secretary – Sue Murphy
 - Treasurer – Neal Jarecki

It was moved, seconded and the Consent Calendar was unanimously approved.

Motion: Ms. Williams

Second: Ms. Murphy

Ayes: Ms. Alvarado, Mr. Brownstein, Ms. Burrell, Mr. Evora, Ms. King, Ms. Kniss, Ms. Murphy, Dr. Paul, Ms. Porchia-Usher, Ms. Sager, Ms. Smith, Ms. Williams

7. COVID-19 Update

Christine Tomcala, Chief Executive Officer, updated the Board on COVID-19 pertaining to our members, providers, and staff, and discussion ensued. Dr. Paul inquired where the 19 hospitalized patients had been admitted. Ms. Tomcala indicated she did not have the breakdown, but would subsequently provide it to the Board.

8. Government Relations Update

Tyler Haskell, Director, Government Relations, provided an update of federal and state activity. He noted there had been a shift away from work on CalAIM due to the COVID-19 crisis. Mr. Haskell summarized a number of executive orders from the Governor, including a shelter in place order, a 90-day suspension of redeterminations, and waivers of certain licensing, and clinic staffing requirements.

Mr. Haskell reported on actions taken by CMS and DHCS. The regulators have been busy changing rules to allow providers to be reimbursed for telehealth services.

The Legislature adjourned until April 13, putting legislative business on hold. The budget the Governor proposed in January will need to be rewritten, focusing new spending or programs on the COVID crisis and economic recovery.

Mr. Haskell also provided a federal update.

Mr. Brownstein announced due to the difficulties of taking votes by telephone, he will only ask for approval on items that require action.

Dolores Alvarado left the meeting at 1:33 pm.

9. COVID-19 Funding Support for Community Health Centers

Ms. Tomcala presented a request for COVID-19 funding support from Community Health Partners to support Community Health Center operations during the COVID-19 response. The \$2 million request includes mitigating the loss of revenue due to the decreased number of patient visits over the past four weeks, staffing, and unanticipated mandatory sick leave, as well as personal protective equipment and ramping up telehealth.

Dr. Kent Imai, Chief Medical Officer, Community Health Partnership, noted he and the community clinic medical directors and staff have met weekly over the last month. He discussed the various approaches clinics are taking to address patient needs while reducing the risk of COVID-19 transmission.

Sonya Tetnowski, CEO, Indian Health Center (IHC), added that IHC is providing drive-through testing for IHC patients if they pass the three-question phone screening. This is exclusive for current patients only. Dr. Balakrishnan has lead the effort and we have done over 80 tests already at our facilities.

Raymundo Espinoza, CEO, Gardner Health Center, noted that telehealth reimbursement was approved last week. The clinics are creating protocols, but do not know what the impact will be in terms of generating additional revenue. They are hoping to obtain funding to maintain capacity until they can get such activities in place.

Mr. Brownstein opened the floor to public comments.

Mr. Espinoza addressed the Board in support of COVID-19 funding for the Community Health Centers. He spoke of his concern for his clinics' weekly average loss of \$192,000 in revenue, as dental, chiropractic and optometry services cannot be performed by telemedicine, in addition to the loss of daily routine medical visits. He continued they are doing everything possible, including asking employees to take PTO, and trying to see if they can refinance a few of their buildings.

Ms. Tetnowski thanked the Board for the opportunity to speak. She spoke to the request for funding and noted the community health centers are working hard to continue to serve patients as best as possible. She gave a brief update on how IHC is doing with the current burden of revenue loss.

Stephanie Kleinheinz, CEO, School Health Clinics, also spoke in support of funding and noted the situation COVID-19 has created for community health centers is absolutely unprecedented. She stated they have been forced to change operations over night, and to deliver health care to their patients through curb-side screening, telephone visits, and by piecing together a mechanism for telehealth visits to keep patients at home, sheltering in place, and to protect staff while continuing to provide healthcare services. They have had staffing issues due

to illnesses and were trying to manage unforeseen expenses due to telehealth expenses and purchase of PPE to protect staff. She thanked the Board for listening and considering their request.

Board discussion ensued.

It was moved, seconded and unanimously approved that SCFHP provide \$2 million in funding, on a one-time basis, to meet the urgent needs of the Community Health Partnership community health centers associated with their response to the coronavirus pandemic, and to delegate to the CEO administration of the funds in accordance with the following directions:

1. The highest priority is to provide financial resources to clinics for patient care during the pandemic. Administrative criteria are secondary to this goal.
2. Funds can be used to pay for tents, testing, protective gear, other medical supplies, staff costs including additional personnel, replacement personnel, overtime, telemedicine equipment or operating costs, or any other expense necessary to assure patient care during this crisis.
3. Depending upon circumstance, funds can be either immediately transferred or paid upon receipt of invoices. Patient care is not to be delayed as a result of reimbursement procedures.
4. Clinics will agree to seek support and reimbursement from all levels of government and private institutions for which they may be eligible, and should sufficient payments for these services or supplies be provided by some other entity, clinics will notify SCFHP that they have received these funds and will discuss with SCFHP whether reimbursement is necessary.

Motion: Mr. Brownstein

Second: Ms. Murphy

Ayes: Mr. Brownstein, Ms. Burrell, Mr. Evora, Ms. King, Ms. Kniss, Ms. Murphy, Dr. Paul, Ms. Porchia-Usher, Ms. Sager, Ms. Smith, Ms. Williams

Absent: Ms. Alvarado

10. Innovation Fund Expenditure

Ms. Tomcala presented a funding request from the Santa Clara County Office of Education (SCCOE), requesting \$515,000 for Child Health and Wellness Coordination. The proposal is to provide a centralized place for hospitals, doctors, parents, and schools to access information, coordinate care plans, and implement best practices for students returning to school from home/hospital.

This request was initially discussed at the Executive/Finance Committee meeting in February. After discussion, the Committee identified questions to be addressed prior to further consideration. A response from Dr. Mary Ann Dewan, County Superintendent of Schools, has been provided that addresses the questions the Executive/Finance Committee raised.

Board discussion ensued. There was support for the request with the stipulation that the Board of Education, along with school districts, work on making this a sustainable program without long-term funding from SCFHP.

It was moved, seconded and funding of \$515,000 from the Board Designated Innovation Fund for SCCOE Child Health and Wellness Coordination was **unanimously approved**.

Motion: Ms. Murphy

Second: Ms. Smith

Ayes: Mr. Brownstein, Ms. Burrell, Mr. Evora, Ms. Kniss, Ms. Murphy, Dr. Paul, Ms. Porchia-Usher, Ms. Sager, Ms. Smith, Ms. Williams

Abstain: Ms. King

Absent: Ms. Alvarado

11. Quality Measure Overview

Laurie Nakahira, DO, Chief Medical Officer, reassured the Board that in the midst of COVID-19, we are still focused on quality and considering the safety of our members, providers, and staff.



Dr. Nakahira reviewed the quality measures for calendar year 2019, SCFHP Quality Program enhancements, and Medi-Cal HEDIS CY19 status. Thus far we have reached goal on 10 measures and are continuing to receive additional data.

Due to time constraints and questions regarding the information presented, a drill down of the data by network was requested at a future meeting to provide the Board with a better understanding of performance across our network.

Darrell Evora left the meeting at 2:55 pm.

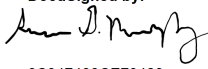
Jolene Smith left the meeting at 3:08 pm.

12. Compliance Report

The Compliance Report was provided in the meeting packet.

13. Adjournment

The meeting was adjourned at 3:14 pm.

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Susan G. Murphy, Secretary