

District Clinic Holdings, Inc.
d.b.a. C.L. Brumback Primary Care Clinics
Board of Directors Meeting
Summary Minutes
01/27/2021

Present: Mike Smith, Chairperson; Irene Figueroa, Secretary; Tammy Jackson-Moore, Treasurer; James Elder; John Casey Mullen; Julia Bullard

Excused: Melissa Mastrangelo, Vice-Chairperson; Marjorie Etienne

Absent: N/A

Staff: Darcy Davis, Chief Executive Officer; Dr. Belma Andric, VP & Chief Medical Officer; Valerie Shahriari, General Counsel; Tony Colby, Interim VP & CEO; Dr. Hyla Fritsch, Executive Director of Clinic and Pharmacy Services; Shauniel Brown, Risk Manager; Thomas Cleare, AVP of Strategy; Robin Kish; Hector Sanchez, Director of Security Services; Andrea Steele, Executive Director of Corporate Quality; Martha Hyacinthe, Director of Corporate Risk; David Speciale, Director of Patient Experience; Patricia Lavelly, Interim CIO; Jonathan Dominique, Clinic Quality Analyst; Dr. Charmaine Chibar, FQHC Medical Director; Alexa Goodwin, Patient Relations Manager; Donald Moniger, Desktop Engineer; Heidi Bromley, Executive Assistant; Shannon Wynn, Administrative Assistant; Joshua Burrill, Compliance and Regulatory Director; Rosella Weymer, Associate VP, Human Resources; June Shipek, Business Logistics Manager; Nicole Glasford, Executive Assistant; Jesenia Bruno, Director of Accounting; Mina Bayik, Director of Finance;

Minutes Transcribed By: Shannon Wynn

Meeting Scheduled For 12:45 PM

Meeting Began at 12:48PM

AGENDA ITEM	DISCUSSION	ACTION
1. Call to Order	Mr. Smith called the meeting to order.	The meeting was called to order at 12:48pm
1A. Roll Call	Roll call was taken.	
1B. Affirmation of Mission	Mr. Smith read the affirmation of mission.	

2. Agenda Approval 2A. Additions/Deletions/ Substitutions 2B. Motion to Approve Agenda Items	<p>Mr. Smith called for an approval of the meeting agenda.</p> <p>None.</p> <p>Mr. Smith called for an approval of the meeting agenda</p>	<p>VOTE TAKEN: Ms. Jackson-Moore made a motion to approve the agenda. The motion was duly seconded by Mr. Elder. A vote was called, and the motion passed unanimously.</p>
3. Awards, Introductions and Presentations 3A. COVID-19 Testing Update	<p>Dr. Andric presented the board with updates on the testing and vaccination efforts. Of the 144,864 COVID tests were performed, 12,457 were positive. The number of positive results seem to have increased during the winter season. Age distribution and demographic overall positivity rate is 9 percent.</p> <p>The West Palm Beach testing site has closed, and the team started operating at the Fit Team Ball Park.</p> <p>The South County Civil Center testing Site moved to the Delray Clinic and is now testing full days. These moves were to provide better operational tools for the District and community we serve.</p> <p>Ms. Jackson-Moore asked why females outnumber males in the numbers of testing and positive results. Dr. Andric explained that, females are more likely than males to seek medical attention and get checkups.</p> <p>12,369 doses of COVID-19 vaccine have been administered as of 1/25/2021. Of which 10,593 have been first dose of Moderna and 12,420 first dose of Pfizer. 454 doses of Moderna vaccine have been provided for the second dose.</p>	<p>No action necessary.</p>
4. Disclosure of Voting Conflict	<p>None.</p>	<p>No action necessary.</p>
5. Public Comment	<p>None.</p>	<p>No action necessary.</p>

6. Meeting Minutes 6A-1 Staff Recommends a MOTION TO APPROVE: Board meeting minutes of October 28 th , 2020 6A-2. Staff Recommends a MOTION TO APPROVE: Board meeting minutes of December 16 th , 2020	<p>There were no changes or comments to the minutes dated October 28th, 2020</p> <p>There were no changes or comments to the minutes dated December 16th, 2020</p>	<p>VOTE TAKEN: Mr. Elder made a motion to approve the Board meeting minutes of October 28th, 2020 as presented. The motion was duly seconded by Mr. Mullen. A vote was called, and the motion passed unanimously.</p> <p>VOTE TAKEN: Mr. Elder made a motion to approve the Board meeting minutes of December 16th, 2020 as presented. The motion was duly seconded by Mr. Mullen. A vote was called, and the motion passed unanimously.</p>
7. Consent Agenda – Motion to Approve Consent Agenda Items		<p>VOTE TAKEN: Ms. Jackson-Moore made a motion to approve the consent agenda as presented. The motion was duly seconded by Mr. Mullen motion passed unanimously.</p>
7A. ADMINISTRATION		
7A-1. Receive & File: January 2021 Internet Posting of District Public Meeting	The meeting notice was posted.	Receive & File. No further action necessary.
7A-2. Receive & File: Attendance tracking	Attendance tracking was updated.	Receive & File. No further action necessary.
7B. FINANCE		
7B-1. Staff Recommends a MOTION TO APPROVE: C. L. Brumback Primary Care Clinics Financial Report – December 2020	The YTD December 2020 financial statements for the District Clinic Holdings, Inc. presented for Board review. Management has provided the income statements and key statistical information for District Clinic Holdings, Inc.	Motion referenced above, no further action necessary.

	Additional Management discussion and analysis are incorporated into the financial statement presentation.	
8. REGULAR AGENDA		
8A. ADMISTRATION		
8A-1. Staff Recommends a MOTION TO APPROVE: Nomination of Robert Glass to the Clinic Board	Thomas Cleare brought to the Board a motion to approve Robert Glass to seat as a Board member. The nomination committee has forwarded its recommendation for approval to the Board of Directors.	VOTE TAKEN: Ms. Jackson-Moore made a motion to approve the nomination of Robert Glass to the Board of Director. The motion was duly seconded by Mr. Mullen. A vote was called, and the motion passed unanimously.
8A-2. Staff Recommends a MOTION TO APPROVE: Bylaws Update	<p>Mr. Cleare presented for a second time the following updates made to the bylaws for board approval: This agenda item presents a change to the District Clinics Holdings, Inc. Bylaws. Per the Bylaws, all changes must come before the Board for two meetings before final approval. The Bylaw Change below was initially approved at the December 2020 Board Meeting. If approved at today's meeting, we will officially update the Bylaws to reflect the change. The change, provided below, allows the Quality Council meetings to be postponed during a state of emergency.</p> <p>11.6 The Quality Council shall review and make recommendations for clinical services, monitor progress of Health Care Plan objectives, review Clinical Outcome measures audits, monitor and review Quality Assurance and Continuous Quality Improvement, Principles of Practice, credentialing, community needs survey data, patient satisfaction survey, and recommend new clinical programs. The Quality Council will meet</p>	VOTE TAKEN: Mr. Elder made a motion to approve the Bylaws Update as presented. The motion was duly seconded by Ms. Figueroa. A vote was called, and the motion passed unanimously.

	<p>on a monthly basis. <u>If there is a declared state of emergency declared at the local, state, or federal level that impacts the Clinics, the Quality Council meetings may be postponed unless the circumstances make it impossible to meet, if so, then it shall be postponed.</u> The Executive Director, or his/her designee, will serve as a non-voting, ex-officio member of this committee.</p> <p>Mr. Smith asked if exposure to Covid-19 would be considered a reason to use Zoom/video conferencing.</p> <p>Ms. Shahriari answered that it would fall under the criteria.</p>	
8A-3. Receive and File: Summary of Board Member Self-Evaluations	A tally of the CL Brumback Board of Directors' Annual Self Evaluation was presented for review.	Receive & File. No further action necessary.
8B. EXECUTIVE		
8B-1. Receive and File: Executive Director Information Update	Dr. Hyla Fritsch, Director of Clinical Operations and Pharmacy Services presented updates on Key changes within the C.L. Brumback Primary Care Clinics. No questions were asked by any of the Board members.	Receive & File. No further action necessary.
8C. CREDENTIALING		
8C-1. Staff Recommends a MOTION TO APPROVE: Licensed Independent Practitioner Credentialing and Privileging	<p>The agenda item represents the licensed independent practitioner recommended for credentialing and privileging by the FQHC Medical Director. The LIP listed below satisfactorily completed the credentialing and privileges process and met the standards set forth within the approved Credentialing and Privileging Policy. The credentialing and privileging process ensures that all health center practitioners meet specific criteria and standards of professional qualifications. This criterion includes, but is not limited to:</p> <ul style="list-style-type: none"> • Current licensure, registration or certification • Relevant education, training and experience 	<p>VOTE TAKEN: Ms. Jackson-Moore made a motion to approve the Initial Credentialing and privileging of Dr. Zito as presented. The motion was duly seconded by Mr. Elder. A vote was called, and the motion passed unanimously.</p> <p>VOTE TAKEN: Ms. Jackson-Moore made a motion to approve the Recredentialing and privileging of Dr. Dessalines as presented. The motion was duly seconded by Mr. Elder. A vote was called, and the motion passed unanimously.</p>

- Current clinical competence
- Health fitness, or ability to perform the requested privileges
- Malpractice history (NPDB query)
- Immunization and PPD status; and
- Life support training (BLS)

Last Name	First Name	Degree	Specialty	Credentialing
Zito	Amalinnette	MD	Internal Medicine	Initial Credentialing
Last Name	First Name	Degree	Specialty	Credentialing
Dessalines	Duclos	MD	Pediatric Medicine	Recredentialing

Primary source and secondary source verifications were performed for credentialing and privileging elements in accordance with state, federal and HRSA requirements. A Nationally accredited Credentials Verification Organization (CVO) was utilized to verify the elements requiring primary source verification. The C.L. Brumback Primary Care Clinics utilized internal Credentialing staff and the FQHC medical Director to support the credentialing and privileging process. Amalinnette Zito, MD is joining the West Palm Beach Clinic specializing in Internal Medicine. She attended the Tulane University School of Medicine and also completed her Residency at Jackson Memorial Hospital. Dr. Zito is certified in Internal Medicine by The American Board of Internal Medicine. She has been in practice for fifteen years and is fluent in Spanish.

Duclos Dessalines, MD joined the West Palm Beach Clinic in 2017 specializing in Pediatric Medicine. He attended the National Polytechnique Institute, Mexico and also completed his Residency at the Mount Sinai Hospital Medical Center. Dr. Dessalines is certified in Pediatric Medicine by The American Board of Pediatric Medicine. He has been in practice for over nineteen years and is fluent in Creole, French and Spanish.

8D. OPERATIONS		
8D-1. Staff Recommends a MOTION TO APPROVE: Operations Reports	<p>There were 7,453 visits in the month of November, which is down from the month prior, and all clinic locations except Mangonia did not reach the same volume of visits as in 2019. Our payer mix for the year to date is at 58% uninsured and the remainder have Medicaid, Medicare, or private coverage. Productivity targets for in-person visits were met for pediatrics. Adult telehealth visits continue to fall short of target.</p> <p>The No Show rate November was slightly over 25% which is higher than that in October. Telehealth No Show rates remain low compared to in-person visits. In comparison, the year to date No Show rate is also 24%, of which in-person visits making up 85%.</p> <p>A deep dive into Phreesia pre-registration revealed that No Show rates are even lower (only 17%) patients complete their pre-registration paperwork in advance of their appointment. Efforts continue to encourage pre-registration.</p> <p>Ms. Jackson-Moore asked why the no show rate is higher than the previous months. Dr. Andric answered that the no-show rate is very low and actually is better than the prior years.</p> <p>Ms. Jackson-Moore wanted to know if the no show rate was due to patient fear of COVID-19. Dr. Andric confirmed this.</p> <p>Dr. Fritsch also stated that during the November-December months, patients tend to not see or make appointment because of the holidays.</p>	VOTE TAKEN: Mr. Elder made a motion to approve the Operations Report as presented. The motion was duly seconded by Ms. Jackson-Moore. A vote was called, and the motion passed unanimously.

	<p>Mr. Smith asked if the no-show rate has an effect on the productivity. Dr. Fritsch answered, Yes.</p> <p>Mr. Smith asked what the average time was for an in-person appointment. Dr. Fritsch answered that every visit lasts approximately Twenty minutes.</p>	
8E. Quality		
8E-1. Staff Recommends a MOTION TO APPROVE Quality Reports	<p><u>PATIENT SAFETY & ADVERSE EVENTS</u> Patient safety and risk, including adverse events, peer review and chart review are brought to the board “under separate cover” on a quarterly basis.</p> <p><u>PATIENT SATISFACTION AND GRIEVANCES</u> Quarter 3 data presented as separate agenda item. Progress has been made in the last year for our three PDCA’s: Access, Communication & Referral Loop closure.</p> <p><u>QUALITY ASSURANCE & IMPROVEMENT</u> In 2021, data for diabetes as well as screening and follow up for depression will be stratified in two categories to evaluate management of vulnerable populations. Diabetes management in migrant populations will be presented separately as will depression screening and follow up in the homeless population. We will focus on the depression remission measure and SBIRT in the coming year. Rates and screening and follow up for depression were lower for the homeless population. Data will be analyzed in order to identify what additional interventions are needed. Diabetes was better controlled in the migrant population when compared to the data for the overall universe.</p>	<p>VOTE TAKEN: Ms. Jackson-Moore made a motion to approve the Quality Reports as presented. The motion was duly seconded by Mr. Mullen. A vote was called, and the motion passed unanimously.</p>

	<p>Attached you will find the Diabetes Performance Analysis for our upcoming HRSA audit and our goals for the diabetes measure in 2021.</p> <p><u>UTILIZATION OF HEALTH CENTER SERVICES</u> Individual monthly provider productivity stratified by clinic.</p>	
<p>8F-1. Staff Recommends a MOTION TO APPROVE Patient Relations Dashboard Q3</p>	<p>Mr. David Speciale, Director of Patient Experience, presented the Quarter 3 patient relations dashboard. There were 76 Patient Relations Occurrences that occurred between 8 clinics, Clinic Administration and Warrior. Of the 76 occurrences, there were 16 Grievances and 60 Complaints. The top 5 categories were Communication, Care & Treatment, Physician Related, Finance and Environmental. The top subcategory with 31 Complaints and Grievances was Poor Communication. There was also 8 compliments received across 3 clinics, Pharmacy and Clinic Administration.</p> <p>Mr. Smith asked for more details on grievances and compliments. Dr. Andric stated that this is more for patient experience. Examples being wait time.</p> <p>Mr. Mullen shared that he had been to 4 different clinics for testing and every location was very well run and he enjoyed the service.</p>	<p>VOTE TAKEN: Ms. Jackson-Moore made a motion to approve the Patient Relation Dashboard Q3 as presented. The motion was duly seconded by Mr. Mullen. A vote was called, and the motion passed unanimously.</p>
<p>9. VP and Executive Director of Clinic Services Comments</p>	<p>Hyla informed the Board member's that the February 24th meeting will be moved from 11:30 for the Finance meeting and 12:00 noon for the Board meeting. Reminders will be send via email.</p>	<p>No action necessary.</p>
<p>10. Board Member Comments</p>	<p>Mrs. Bullard's comments was directed to the School Board and not the HCD.</p>	<p>No action necessary.</p>

12. Establishment of Upcoming Meetings	<p><u>February 24, 2021 (HCD Board Room)</u> 12:00pm Board of Directors</p> <p><u>March 31, 2021 (HCD Board Room)</u> 12:45pm Board of Directors</p> <p><u>April 28, 2021 (HCD Board Room)</u> 12:45pm Board of Directors</p> <p><u>May 26, 2021 (HCD Board Room)</u> 12:45pm Board of Directors</p> <p><u>June 30, 2021 (HCD Board Room)</u> 12:45pm Board of Directors</p> <p><u>July 28, 2021 (HCD Board Room)</u> 12:45pm Board of Directors</p> <p><u>August 25, 2021 (HCD Board Room)</u> 12:45pm Board of Directors</p> <p><u>September 29, 2021 (HCD Board Room)</u> 12:45pm Board of Directors</p> <p><u>October 27, 2021 (HCD Board Room)</u> 12:45pm Board of Directors</p> <p><u>November 30, 2021 (HCD Board Room)</u> 12:45pm Board of Directors</p> <p><u>December 14, 2021 (HCD Board Room)</u> 12:45pm Board of Directors</p>	<p>No action necessary.</p>
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13. Motion to Adjourn	There being no further business, the meeting was adjourned at 2:06 PM	VOTE TAKEN: Mr. Smith made a motion to adjourn. The motion was duly seconded by Mr. Mullen. A vote was called, and the motion passed unanimously.
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Minutes Submitted by: _____

Signature **Date**

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Inne Figueroa
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