

**District Clinic Holdings, Inc.**  
**d.b.a. C.L. Brumback Primary Care Clinics**  
**Board of Directors Meeting**  
**Summary Minutes**  
**01/29/2020**

**Present:** James Elder, Chairperson; Gary Butler, Vice-Chairperson, Irene Figueroa, Secretary; Mike Smith, Treasurer; John Casey Mullen; Melissa Mastrangelo; Tammy Jackson-Moore; Lisa Strickland; Julia Bullard; Marjorie Etienne

**Excused:**

**Absent:**

**Staff:** Dr. Belma Andric, CMO, VP & Executive Director of Clinical Services; Valerie Shahriari, General Counsel; Joel Snook, VP & Chief Financial Officer; Dr. Hyla Fritsch, Director of FQHC Practice Operations; Shauniel Brown, Risk Manager; Dr. Ana Ferwerda, Director of Women's Health & Interim Medical Director; David Speciale, Patient Experience Manager; Nancy Stockslager, CIO; Martha Hyacinthe, Director of Corporate Risk; Thomas Cleare, VP of Strategy; Sarah Gonzalez, Director of Provider Services

**Minutes Transcribed By:** Jonathan Dominique

**Meeting Scheduled For:** 12:45 PM

**Meeting Began at:** 12:57 PM

AGENDA ITEM	DISCUSSION	ACTION
1. Call to Order	Mr. Elder called the meeting to order.	<b>The meeting was called to order at 12:57pm</b>
1A. Roll Call	Roll call was taken.	
1B. Affirmation of Mission	Mr. Elder Read the Affirmation of Mission	
2. Agenda Approval	Mr. Elder called for an approval of the meeting agenda.	<b>VOTE TAKEN: Ms. Jackson-Moore made a motion to approve the agenda with the addition. The motion was duly seconded by Mr. Butler. A vote was called, and the motion passed unanimously.</b>
2A. Additions/Deletions/ Substitutions	Mr. Butler requested that there be an addition to the agenda; <i>Item 8A-5: Change of Venue – Staff Recommends a Motion to Approve</i>	

<b>2B. Motion to Approve Agenda Items</b>	The agenda for the January 2020 meeting was approved with the addition of Item 8A-5	
<b>3. Awards, Introductions and Presentations</b>  <b>3A. UDS Presentation</b>  <b>3B. Risk Management Training</b>	<p>Dr. Andric Provided the Board with UDS information with which they could familiarize themselves.</p> <p>Shauniel Brown, Risk Manager, provided the board members with training on Risk Management and the Role the Department Plays, Patient Safety, Just Culture, Events reportable to risk management.</p>	<b>No action necessary.</b>
<b>4. Disclosure of Voting Conflict</b>	None.	<b>No action necessary.</b>
<b>5. Public Comment</b>	None.	<b>No action necessary.</b>
<b>6. Meeting Minutes</b>  <b>6A-1 Staff Recommends a MOTION TO APPROVE:</b> Board meeting minutes of October 30, 2019  <b>6A-2 Staff Recommends a MOTION TO APPROVE:</b> Board meeting minutes of November 27, 2019  <b>6A-3 Staff Recommends a MOTION TO APPROVE:</b>	<p>There were no changes or comments to the minutes dated October 30, 2019.</p> <p>There were no changes or comments to the minutes dated November 27, 2019.</p> <p>There were no changes or comments to the minutes dated December 11, 2019.</p>	<p><b>VOTE TAKEN: Ms. Jackson-Moore made a motion to approve the Board meeting minutes of October 30, 2019 as presented. The motion was duly seconded by Mr. Butler. A vote was called, and the motion passed unanimously.</b></p> <p><b>VOTE TAKEN: Mr. Smith made a motion to approve the Board meeting minutes of November 27, 2019 as presented. The motion was duly seconded by Ms. Figueroa. A vote was called, and the motion passed unanimously.</b></p> <p><b>VOTE TAKEN: Mr. Smith made a motion to approve the Board meeting minutes of December 11, 2019 as presented. The</b></p>

Board meeting minutes of December 11, 2019		motion was duly seconded by Ms. Mastrangelo. A vote was called, and the motion passed unanimously.
<b>7. Consent Agenda – Motion to Approve Consent Agenda Items</b>		<b>VOTE TAKEN:</b> Ms. Jackson-Moore made a motion to approve the consent agenda as presented. The motion was duly seconded by Ms. Bullard. A vote was called, and the motion passed unanimously.
<b>7A. ADMINISTRATION</b>		
<b>7A-1. Receive &amp; File:</b> January 2019 Internet Posting of District Public Meeting	The meeting notice was posted.	<b>Receive &amp; File. No further action necessary.</b>
<b>7A-2. Receive &amp; File:</b> Attendance tracking	Attendance tracking was updated.	<b>Receive &amp; File. No further action necessary.</b>
<b>7A-3. Staff Recommends a MOTION TO APPROVE:</b> Bylaws Update	The HRSA Compliance Manual requires that the Bylaws to include adoption in conflict of interest and further define a patient board member. The bylaws have been updated accordingly.	<b>Motion referenced above, no further action necessary.</b>
<b>7B. FINANCE</b>		
<b>7B-1. Staff Recommends a MOTION TO APPROVE:</b> C. L. Brumback Primary Care Clinics Update of Current Charge Master.	<p>Per the HRSA Compliance Manual, District Clinic Holdings, Inc. must prepare a schedule of fees or payments for the provision of its services consistent with locally prevailing rates or charges and designed to cover its reasonable costs of operation.</p> <p>C. L. Brumback Primary Care Clinics requested and received an analysis from our Primary Care Association (FACHC) for 2018, which represents locally prevailing rates in several comparable MSA in the state of Florida. Per the attached analysis, a thorough review shows that amending the Charge Master to be at the 50<sup>th</sup> percentile would result in the smallest increase and align our organization with prevailing rates.</p>	<b>Motion referenced above, no further action necessary.</b>

<p><b>7B-2 Receive &amp; File:</b> C. L. Brumback Primary Care Clinics Financial Report – November 2019</p>	<p>The Year To Date November 2019 Financial statements for the District Clinic Holdings, Inc. are presented for Board review. Management has provided the income statements and key statistical information for DCHI. Additional management discussion and analysis is incorporated into the financial statement presentation.</p>	<p><b>Receive &amp; File. No further action necessary.</b></p>
<p><b>8. REGULAR AGENDA</b></p>		
<p><b>8A. ADMINISTRATION</b></p>		
<p><b>8A-1. Staff Recommends a MOTION TO APPROVE:</b> Change in Scope Form 5A</p>	<p>The C. L. Brumback Primary Care Clinics is respectfully requesting approval to proceed with a Change in Scope application with the Health Resources and Services Administration to add our answering service contract to Form 5A, Column II for the required service: After Hours Coverage.</p>	<p><b>VOTE TAKEN: Mr. Smith made a motion to approve the Change in Scope in form 5A. The motion was duly seconded by Ms. Jackson-Moore. A vote was called, and the motion passed unanimously.</b></p>
<p><b>8A-2. Staff Recommends a MOTION TO APPROVE:</b> Change in Scope Form 5B</p>	<p>The C. L. Brumback Primary Care Clinics is respectfully requesting approval to proceed with a Change in Scope application with the Health Resources and Services Administration to update HRSA Form 5B as follows:</p> <ol style="list-style-type: none"> <li>1. Site Id: BPS-H80-029869 (Belle Glade) <ol style="list-style-type: none"> <li>a. Add zip codes 33438 and 33470</li> <li>b. Update the “FQHC Site Medicare Billing Number Status” box to “this site has a Medicare billing number”</li> <li>c. Update the “Medicare Billing Number” box to 101189</li> </ol> </li> <li>2. Site Id: BPS-H80-018949 (Boca Raton) <ol style="list-style-type: none"> <li>a. Update hours of operations to 45</li> </ol> </li> <li>3. Site Id: BPS-H80-022320 (Mobile Clinic) <ol style="list-style-type: none"> <li>a. Update the months of operations to all months</li> <li>b. Add zip codes 33444 and 33430</li> </ol> </li> </ol>	<p><b>VOTE TAKEN: Mr. Smith made a motion to approve the Change in Scope in form 5B. The motion was duly seconded by Mr. Butler. A vote was called, and the motion passed unanimously.</b></p>

	<p>c. Update the "FQHC Site Medicare Billing Number Status" box to "this site has a Medicare billing number"</p> <p>d. Update the "Medicare Billing Number" box to 101194</p> <p>4. Site Id: BPS-H80-019120 (Jupiter)</p> <p>a. Update hours of operations to 45</p> <p>5. Site Id: BPS-H80-029868 (Mangonia Park)</p> <p>a. Update hours of operations to 45</p> <p>6. Site Id: BPS-H80-015089 (Lewis Center)</p> <p>a. Update the hours of operations to 45</p>	
<p><b>8A-3. Staff Recommends a MOTION TO APPROVE: Grant Application &amp; Budget Updates</b></p>	<p>Although we did not receive the NAP grant, we still opened a new access point now named Mangonia Park Clinic. The original application and budget are attached for your approval. Plans are underway to order and install all new dental chairs for West Palm Beach, Lantana and Delray. The original application and budget are attached for your approval. Cherokee Health provided a 3-day on-site coaching to administrative and Behavioral Health team-members. The first progress report has been submitted to HRSA. The original application and budget are attached for your approval.</p>	<p><b>VOTE TAKEN: Ms. Jackson-Moore made a motion to approve the Grant Application &amp; Budget Updates. The motion was duly seconded by Ms. Etienne. A vote was called, and the motion passed unanimously.</b></p>
<p><b>8A-4. Staff Recommends a MOTION TO APPROVE: Appointment of Susan Foster to the Clinic Board</b></p>	<p>Susan Foster has submitted an application for consideration for appointment to the District Clinic Holdings, Inc. Board of Directors. Ms. Foster brings prior business experience and nurse training to the Board. Ms. Foster also brings experience serving on the Board of Directors for and organization in West Palm Beach where she assists with fundraising data management. Ms. Foster also has previous experience working with Migrant and Seasonal Farm Workers and Homeless populations.</p>	<p><b>VOTE TAKEN: Ms. Jackson-Moore made a motion to approve the appointment of Ms. Foster to the DCHI Board. The motion was duly seconded by Ms. Etienne. A vote was called, and the motion passed unanimously.</b></p>

<p><b>8A-5. Staff Recommends a MOTION TO APPROVE:</b> Change of Venue for Board Meeting.</p>	<p>Mr. Butler voiced concern with the new location, how it compares to the previous location (boardroom) in relations to accessibility to the public. He also felt that the room was a bit small for the number of people in attendance. He has requested that we reconsider the move to the seventh floor conference room, and revert to the boardroom location. Dr. Andric, explains that the location of the meeting is not currently set in stone, and that the change was intended to encourage more open discussion by creating a less intimidating atmosphere. Dr. Andric also points out that she has noticed in today's meetings that there has been more engagement and discussion and believes that this can possibly be attributed to said change, but we are always open to suggestions change. Mr. Smith suggested a compromise where we return to the Boardroom but maintain a set up similar to the set up in the current conference room with the board sitting around a table.</p>	<p><b>VOTE TAKEN: Ms. Jackson-Moore made a motion to approve the Change in Venue for the DCHI Board Meeting. The motion was duly seconded by Ms. Mastrangelo. A vote was called, and the motion passed unanimously.</b></p>
<p><b>8B. EXECUTIVE</b></p>		
<p><b>8B-1. Receive &amp; File:</b> Executive Director Informational Update</p>	<p>Dr. Belma Andric, VP&amp; Executive Director, provided the following updates:</p> <p>In 2018, 1,362 Health Center Program awardees provided services to 28,379,680 patients, representing nearly 7.6% of the total U.S. population. Over a period of 5 years, the number of funded awardees has grown by 6.6%, with 24% growth in the number of total patients served and averaging an annual increase of almost 5%. The 2019 data is due 2/15/2020. HRSA Operational Site Visit is scheduled for the week of March 24-26. It is not a HRSA requirement to have a Board Member join our monthly Quality Council meeting.</p>	<p><b>Receive &amp; File. No further action necessary.</b></p>
<p><b>8C. OPERATIONS</b></p>		
<p><b>8C-1. Staff Recommends a MOTION TO APPROVE:</b> Operations Reports – December 2019</p>	<p>Dr. Hyla Fritsch, Director of Clinical Operations and Pharmacy Services, presented the following productivity report:</p>	<p><b>VOTE TAKEN: Ms. Jackson-Moore made a motion to approve the December Productivity Report as presented. The motion was duly seconded by Ms. Bullard.</b></p>

Attached you will find the updated organizational chart for our upcoming HRSA audit. For the evening hours, the clinics completed a financial impact analysis as a result of discontinuing Delray Beach, Lantana, Lake Worth, and West Palm Beach Clinic evening hours. \$6,162 - \$12,877 for security services between 1.5 - 2.5 hours of regular or intermittent overtime. This analysis does not include our potential overtime impact for our clinic team. To date, there has been no impact to patients overall.

**A vote was called, and the motion passed unanimously.**

**8D. Credentialing and Privileging**

**8D-1. Staff Recommends a MOTION TO APPROVE Licensed Independent Practitioner Credentialing and Privileging – LIP(s)**

The LIP(s) 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:

- Current licensure, registration or certification
- Relevant education, training and experience
- 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
Bentsi-Enchill	Flora	DMD	General Dentistry	Recredentialing

Primary source and secondary source verifications were performed for credentialing and privileging elements in accordance with state, federal and HRSA requirements. A

**VOTE TAKEN: Ms. Jackson-Moore made a motion to approve the re-credentialing and renewal privileges of the LIP(s) as presented. The motion was duly seconded by Ms. Bullard. A vote was called, and the motion passed unanimously.**

	<p>Nationally accredited Credentials Verification Organization (CVO) was utilized to verify the elements requiring primary source verification.</p> <p>The C.L. Brumback Primary Care Clinics utilized internal Credentialing staff and the FQHC Medical Director and Dental Director to support the credentialing and privileging process.</p> <p>Flora Bentsi-Enchill, DMD joined the West Palm Beach Clinic in 2018 specializing in General Dentistry. She attended the University of Louisville School of Dentistry. Dr. Bentsi-Enchill has been in practice for nearly nine years and is fluent in Twi.</p>	
<p><b>8E. Quality</b></p>		
<p><b>8E-1. Staff Recommends a MOTION TO APPROVE Patient Relations Report &amp; Pediatric Survey Results</b></p>	<p>This agenda item provides the Quarterly Patient Relations Dashboard for Quarter 4, 2019 and Pediatric Survey Results.</p> <p>Mr. Smith asked about how referrals work in relations to Complaints. Mr. Speciale explained that the clinics have gone to a system where referral individual referral clerks are assigned to specific clinics that can help and there is cross-coverage if needed. This is to hold them accountable for having these situations handled in a timely matter. If a patient comes in and asks about their referrals, they can then be brought to the person designated to help. Dr. Andric also adds that we outsource our claims processing system to CCP which is tied out our referrals processing. This is why we have had an increase in the complaints about referrals processing. As of right now, there is a bit of a delay with our third party vendor (CCP), which we are currently in process of troubleshooting. Mr. Speciale informed the board that they have also provided their teams with more education about the have also been provided with more extensive training on the plans and what they require. Mr. Mullen states that the network of</p>	<p><b>VOTE TAKEN: Ms. Jackson-Moore made a motion to approve the Patient Relations Report as presented. The motion was duly seconded by Ms. Bullard. A vote was called, and the motion passed unanimously.</b></p>



	<p>physicians that the clinics has is amazing, and he received his referral immediately. The only issue was the wait time on the other end. Ms. Mastrangelo asked about a patient portal. Mr. Speciale explained that we do not currently have a patient portal open in Athena due to compliance issues. However, we should have one open soon when we switch over systems in the near future.</p> <p>Mr. Butler asked about internal metrics documenting patient cycle times of referrals. Mr. Speciale answered that he does not have those with him but his team does track these cycle times. Dr. Ferwerda points out that when a patient is in need of a quick turnaround with referrals there are two options. Either A: the Providers reach out to the assigned referral clerks and ask them to get the referral process turned around quickly or B: the providers would flag the referrals as STAT (less than 24 Hours). This would allow for a differentiation between regular referrals vs High priority referrals.</p> <p>Mr. Speciale Presented the Pediatric Hours of Operation Survey. This survey addressed the Consolidation of Pediatric operations from four clinics to two clinics, and if our patients' needs are being met.</p>	
<p><b>8E-2. Staff Recommends a MOTION TO APPROVE Quality Council Reports</b></p>	<p>Dr. Ana Ferwerda, Interim Medical Director and Director of Women's Health Presented the following:</p> <p><u>PATIENT SAFETY &amp; 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> No update.</p> <p><u>QUALITY ASSURANCE &amp; IMPROVEMENT</u></p>	<p><b>VOTE TAKEN: Mr. Butler made a motion to approve the Quality Report as presented. The motion was duly seconded by Mr. Mullen. A vote was called, and the motion passed unanimously.</b></p>

	<p>Of the 14 UDS Measures: 7 exceeded the HRSA Goal and 7 were short of the HRSA Goal.</p> <p>Several of the measures will change or be retired. “Appropriate use of medications for asthma” measure will be retired. The time allowed for linkage to care for patients with HIV will be decreased for 90 to 30 days. Changes have been made in EHR documentation and tracking in anticipation of the changes.</p> <p>In 2020 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.</p> <p>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>Attached you will find the Diabetes Performance Analysis for our upcoming HRSA audit and our goals for the diabetes measure in 2020.</p> <p><u>UTILIZATION OF HEALTH CENTER SERVICES</u> No update.</p>	
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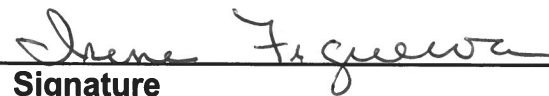
<b>8F. Risk</b>		
<b>8F-1. Staff Recommends a MOTION TO APPROVE Risk Management Plan 2020</b>	Risk management is used to safeguard the health and safety of individuals and to protect the environment by monitoring or mitigating risk. The risk management plan of CLBPCC identify, track and implement improvement	<b>VOTE TAKEN: Ms. Jackson-Moore made a motion to approve the Quality Report as presented. The motion was duly seconded</b>

	<p>methods for the potential or identified risks by utilizing risk stratification measures that will address the eight domains of enterprise risk management. Controls will be set &amp; periodically evaluated and limits will be analyzed to promote risk mitigation sustainability.</p>	<p><b>by Mr. Elder. A vote was called, and the motion passed unanimously.</b></p>
<p><b>9. CMO, VP and Executive Director of Clinical Services Comments</b></p>	<p>None.</p>	<p><b>No action necessary.</b></p>
<p><b>10. Board Member Comments</b></p>	<p>Ms. Strickland spoke about the disabled parking situation in Lantana. Dr. Andric informed Ms. Strickland that the building is owned by the Department of Health and she will follow up with them about these spots.</p> <p>Ms. Strickland also pointed out that there seems to be a lack of privacy during the Check-in process for the Lantana clinic. Dr. Andric explained that because it is a health department building, we are limited in the structural changes we can make. We are currently considering other changes we can make but cannot have less than five registration windows in that location.</p> <p>Ms. Strickland also pointed out that she would like to be notified when prescriptions are not filled instead of finding half empty prescription bottles when arriving at home. Dr. Fritsch explained that there is a process in place for prescriptions that are not filled and she will follow up on that.</p>	<p><b>No action necessary.</b></p>
<p><b>11. Establishment of Upcoming Meetings</b></p>	<p><u>February 26, 2020 (HCD Board Room)</u> 12:45pm Board of Directors</p> <p><u>March 25, 2020 (HCD Board Room)</u> 12:45pm Board of Directors</p> <p><u>April 29, 2020 (HCD Board Room)</u> 12:45pm Board of Directors</p>	<p><b>No action necessary.</b></p>

	<p><u>May 27, 2020 (HCD Board Room)</u> 12:45pm Board of Directors</p> <p><u>June 24, 2020 (HCD Board Room)</u> 12:45pm Board of Directors</p> <p><u>July 29, 2020 (HCD Board Room)</u> 12:45pm Board of Directors</p> <p><u>August 26, 2020 (HCD Board Room)</u> 12:45pm Board of Directors</p> <p><u>September 30, 2020 (HCD Board Room)</u> 12:45pm Board of Directors</p> <p><u>October 28, 2020 (HCD Board Room)</u> 12:45pm Board of Directors</p> <p><u>November 25, 2020 (HCD Board Room)</u> 12:45pm Board of Directors</p> <p><u>December 16, 2020 (HCD Board Room)</u> 12:45pm Board of Directors</p>	
<b>13. Motion to Adjourn</b>	There being no further business, the meeting was adjourned at 2:42 pm	<b>Ms. Jackson-Moore made a motion to adjourn and seconded by Mr. Smith. The meeting was adjourned.</b>

Minutes Submitted by:

Signature



Date

