

**District Clinic Holdings, Inc.  
d.b.a. C.L. Brumback Primary Care Clinics  
Board of Directors Meeting  
Summary Minutes  
10/24/2018**

**Present:** Bessie Brown, Chairperson; James Elder, Vice Chairperson; John Casey Mullen, Secretary, David Kendle; Shanti Howard; Joseph Morel, Joan Roude; Irene Figueroa (1:03 pm)  
**Excused:** Frances Navarro, Cory Neering  
**Staff:** Dr. Belma Andric; Valerie Shahriari; Terry Megiveron; Dr. Tamara-Kay Tibby; Dr. Noelle Stewart; Sarah Gonzalez, Dawn Richards, Robin Kish  
**Guest:** Beth Mourelatos, Executive Director, Palm Beach County American Heart Association  
**Minutes Transcribed By:** Marguerite Lynch  
**Meeting Scheduled For** 1:00 PM  
**Meeting Began at** 12:57 PM

AGENDA ITEM	DISCUSSION	ACTION
<b>1. Call to Order</b>  <b>1A. Roll Call</b>  <b>1B. Affirmation of Mission</b>	<p>Mrs. Bessie Brown called the meeting to order.</p> <p>Roll call was taken.</p> <p>Mrs. Bessie Brown read the Affirmation of Mission</p>	<p><b>The meeting was called to order at 12:57pm.</b></p>
<b>2. Agenda Approval</b>  <b>2A. Additions/Deletions/ Substitutions</b>  <b>2B. Motion to Approve Agenda Items</b>	<p>Mrs. Bessie Brown called for an approval of the meeting agenda.</p> <p>No additions or deletions.</p> <p>The agenda for the October 2018 meeting was approved.</p>	
<b>3. Awards, Introductions and Presentations</b>	<p>Beth Mourelatos, Executive Director, Palm Beach County American Heart Association) presented two awards to the C.L. Brumback Clinics from her organization: Target Blood Pressure and Check,</p>	

	Change, Control, Cholesterol Gold Award. She highlighted the outstanding achievements by the clinics in both areas of care and presented two plaques. Mr. Kendle added that all clinic staff should be congratulated and recognized. This award is due to their hard work. Dr. Andric recognized Dr. Stewart's efforts to implement and execute the workflow modifications needed in the clinics to achieve these results.	
<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 Staff Recommends a Motion to Approve:</b> Board Meeting Minutes of September 26, 2018	<p>Ms. Brown had a few questions regarding the minutes dated September 26, 2018.</p> <p>Page 6 – Ms. Brown asked for additional clarification on 8.C.1. – behavior health are being sent from Jupiter to West Palm Beach due to low volume. At the present time any patient identified in Jupiter requiring mental health services are being referred to West Palm Beach Clinic to receive services. Dr. Andric advised that Telehealth will soon be an option for these patients. It is not live yet, but soon and access will then be available again.</p> <p>Page 8 – Ms. Brown asked if there was an update to proclamations to recognize the Health Care District 30 years of service. Dr. Andric advised that Ms. Davis and the Communications Department have met with Mr. Neering and will be creating an annual plan of recognition by Proclamation to all municipalities in the county.</p>	<b>VOTE TAKEN: Mr. Kendle made a motion to approve the minutes of September 26, 2018 as presented. The motion was duly seconded by Mr. Elder. A vote was called, and the motion passed unanimously.</b>
<b>7. Consent Agenda – Motion to Approve Consent Agenda Items</b>		<b>VOTE TAKEN: Mr. Mullen made a motion to approve this agenda item. The motion was duly seconded by Mr. Kendle. A vote was called, and the motion passed unanimously.</b>
<b>7A. ADMINISTRATION</b>		

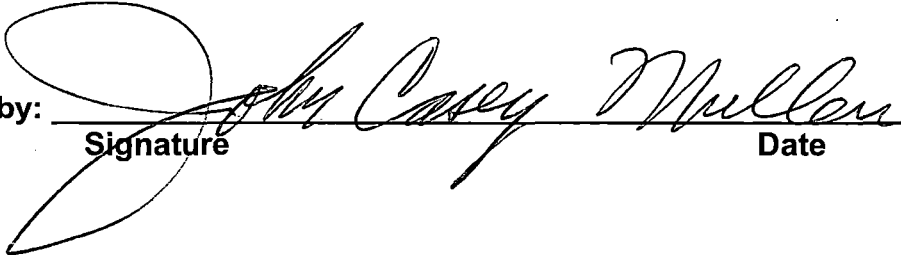
<b>7A-1. Receive &amp; File:</b> October 2018 Internet Posting of District Public Meeting	The meeting notice was posted.	<b>No further action necessary.</b>
<b>7A-2. Receive &amp; File:</b> Attendance tracking	Attendance tracking was updated.	<b>No further action necessary.</b>
<b>7B. FINANCE</b>		
<b>7B-1. Staff Recommends a Motion to Approve:</b> C. L. Brumback Primary Care Clinics Fiscal Year 2019 Proposed Budget	The 2019 proposed Clinics budget was included in the board package for review. The budget was reviewed in detail and approved at the Finance Committee meeting.	<b>No further action necessary.</b>
<b>7C. CREDENTIALING AND PRIVILEGING</b>		
<b>7C-1. Staff Recommends a Motion to Approve: Revised Primary Care Delineation of Privileges Forms</b>	A revised Primary Care Delineation of Privileges forms to include Substance Use Disorder treatment and management for MD/DO Family Medicine, MD/DO Internal Medicine, MD/DO Pediatric Medicine, ARNP Family Medicine, and ARNP Pediatric Medicine was included in the board package for review.	<b>No further action necessary.</b>
<b>8. Regular Agenda</b>		
<b>A. EXECUTIVE</b>		
<b>8A-1. Receive &amp; File:</b> Executive Director Informational Update	Dr. Andric provided an update to the board. The Mobile Van between 8/1/2018 to 10/15/2018 served 805 patient. 114 were identified as being homeless and 252 depression screenings were performed. Management is strategically focusing on increasing volumes by identifying additional service locations in the county. Chandler Construction began demolition on 10/22/18 at the Lakeside Medical Center clinic area. It is anticipated that the medical and dental clinics can move into this new location by the end of March 2019. The clinic brochure has been updated and there will be a link on the website to the mobile clinic locations. It should be ready by the next meeting.	<b>Received and filed.</b>

<b>8B. OPERATIONS</b>		
<p><b>8B-1. Staff Recommends a Motion to Approve:</b> Operations Reports – September 2018</p>	<p>Terry Megiveron, Director of Operations, presented the overall clinic productivity for September 2018.</p> <p>Mr. Kendle suggested a review of productivity targets. Dr. Andric advised that the management team has discussed this at length and conducted a comparison of other FQHCs and determined we are in line with our counterparts across the country. We continue to work on clinic flow and Dr. Andric is confident productivity goals can be met.</p> <p>Mr. Megiveron added that the changes and rightsizing of certain clinics over the past few months should start to show positive changes.</p> <p>Mr. Megiveron made a note to his report on page 40. The dental target should be changed to 2,140, which will increase it to 81%.</p>	<p><b>VOTE TAKEN: Mr. Kendle made a motion to approve this agenda item. The motion was duly seconded by Ms. Mullen. A vote was called, and the motion passed unanimously.</b></p>
<b>8C. QUALITY</b>		
<p><b>8C-1 Staff Recommends a MOTION TO APPROVE:</b> Quality Council Reports – September 2018</p>	<p>Dr. Stewart presented a summary of September 2018 Quality Council minutes included in the board package: UDS measures had 9 metrics that met or exceeded goals. 5 did not met goals. These five are being addressed through training of staff and business associates to improve coordination of care and ensure same day appointments. The Florida Shots IT interface with the new Athena system has been challenged. IT is working with Florida Shots to resolve this. Also created a diabetes care plan it details our efforts to improve our rates to control diabetes.</p> <p>Peer review process will be automated in the RiskQual system and increase the number of charts being reviewed per provider.</p> <p>Dr. Stewart continues to investigate how to report Women's Health, Behavior Health and Medication Assisted Treatment metrics.</p> <p>Dr. Tibby and Mr. Megiveron will be attending the National Oral Health Association conference to accept an award for improved operations from the DentaQuest Foundation.</p>	<p><b>VOTE TAKEN: Mr. Kendle made a motion to approve this agenda item. The motion was duly seconded by Mr. Morel. A vote was called, and the motion passed unanimously.</b></p>

	<p>Dental received a grant from Delta Dental in the amount of \$98,717. This will be used to purchase new equipment and supplies.</p> <p>Behavioral Health (SUD) received a \$313,750 from HRSA. Several conditions come with this grant and a revised budget will be provided by 12/31/18.</p> <p>Peer review was conducted for new provider, Dr. Harberger. All were within standard of care.</p> <p>35 dental charts were peer reviewed for the second quarter of 2018. 35 were within standard of care with 13 requiring provider education required for documentation.</p> <p>8 Women's Health charts were peer reviewed with 7 were within standard of care and 1 was identified as provider education required for documentation.</p> <p>24 behavioral health cares were peer reviewed with 21 within standard of care and 3 evaluated as provider education required.</p> <p>8 psychiatric/MAT were peer review with 7 within standard of care and 1 evaluated as provider education required for documentation.</p> <p>Utilization – working on a 5 stage cycle time for medical. Goal is 30% no show rate in 2019.</p> <p>Patient relations for August 2018 saw 4 complaints, 6 grievances, and 23 compliments.</p> <p>Mr. Kendle recommended we be very cautious when reviewing complaints and grievances as patient's who do not get what they want usually escalate and do not treat out staff fairly.</p> <p>Ms. Brown agreed and thinks the cycle time review will assist with patient satisfaction.</p> <p>Mr. Morel pointed out that of the 11,000 patients seen in the last month the complaints are .02%, which speaks volumes to actual patient satisfaction.</p>	
<p><b>9. CMO, VP and Executive Director of Clinical Services Comments</b></p>	<p>Dr. Andric distributed to members present a tote bag with the clinic logo.</p>	<p><b>No action necessary.</b></p>

<b>10. Board Member Comments</b>	M. Mullins shared that he has personally experienced Lake Worth Clinic patients and many are rude and demanding. The wait time was lengthy, but all staff there were trying their hardest to meet the patient needs. Dr. Andric advised that Lake Worth Clinic is a focus of management to assist with flow and operations. An architect has been employed to review the current layout and design a better functioning clinic.	<b>No action necessary.</b>
<b>11. Establishment of Upcoming Meetings</b>	November 28, 2018 (HCD Board Room) <ul style="list-style-type: none"> <li>• 12:45 p.m. Board of Directors</li> </ul> December 12, 2018 (HCD Board Room) <ul style="list-style-type: none"> <li>• 12:45 p.m. Board of Directors</li> </ul>	<b>No action necessary.</b>
<b>12. Motion to Adjourn</b>	There being no further business, the meeting was adjourned.	<b>VOTE TAKEN: Mr. Kendle made a motion to adjourn and Mr. Mullen seconded. The meeting was adjourned at 1:51 p.m.</b>

Minutes Submitted by:


  
Signature
Date