

District Clinic Holdings, Inc.
d.b.a. C.L. Brumback Primary Care Clinics
Board of Directors Meeting
Summary Minutes
05/19/2021

Present: Melissa Mastrangelo, Vice-Chairperson; John Casey Mullen; Julia Bullard; Robert Glass; Irene Figueroa, Secretary; Tammy Jackson-Moore; James Elder

Excused: Marjorie Etienne

Absent: Mike Smith, Chairperson

Staff: Dr. Belma Andric, VP & Chief Medical Officer; Dr. Hyla Fritsch, Executive Director of Clinic and Pharmacy Services; Glen Torcivia, Outside General Counsel; Shauniel Brown, Risk Manager; Thomas Cleare, AVP of Strategy; Martha Hyacinthe, Director of Corporate Risk; David Speciale, Director of Patient Experience; Patricia Lavelly, VP & Chief Information & Digital Officer ; Dr. Charmaine Chibar, FQHC Medical Director; Donald Moniger, Desktop Engineer; Shannon Wynn, Administrative Assistant; Nicole Glasford, Executive Assistant; Marisol Miranda, Director of Operations; Lisa Hogan; Candice Abbott; Robin Kish; June Shipek; Maria Chamberlin; Andrea Steele; Alexa Goodwin

Minutes Transcribed By: Shannon Wynn

Meeting Scheduled for 12:45 PM

Meeting Began at 12:47 PM

AGENDA ITEM	DISCUSSION	ACTION
1. Call to Order	Ms. Mastrangelo called the meeting to order.	The meeting was called to order at 12:47p.m.
1A. Roll Call	Roll call was taken.	
1B. Affirmation of Mission	Ms. Mastrangelo read the affirmation of mission.	
2. Agenda Approval	None.	VOTE TAKEN: Ms. Jackson-Moore made a motion to approve the agenda. Mr. Mullen duly seconded the motion. A vote
2A. Additions/Deletions/		

<p>Substitutions</p> <p>2B. Motion to Approve Agenda Items</p>	<p>Ms. Mastrangelo called for an approval of the meeting agenda</p>	<p>was called and the motion passed unanimously.</p>
<p>3. Awards, Introduction and Presentations</p> <p>3A. COVID-19 Testing and Vaccination Update</p>	<p>Dr. Fritsch presented to the Board the most recent Covid-19 testing and vaccine update.</p> <p>Ms. Jackson-Moore asked if there was any talk about having the mobile units out more often in the western communities to vaccinate.</p> <p>Dr. Fritsch answered by stating that there are plans in the making and we are taking requests on where to take the mobile units in the community.</p> <p>Ms. Miranda stated that a mobile unit would be in the western community this Sunday.</p> <p>Dr. Andric stated last week the unit was stationed at 3G Farm and it was a success.</p> <p>Ms. Jackson-Moore asked if a person is not a clinic patient, can they are vaccinated at one of the clinic locations.</p> <p>Dr. Andric answered by stating that a person can be vaccinated at one of the clinics. They would have to register as a patient to be seen.</p> <p>Mr. Elder asked if Johnson & Johnson was a single dose vaccine.</p> <p>Dr. Fritsch stated it was a single dose vaccine.</p> <p>Ms. Bullard asked if we anticipate more in-depth examination of the Johnson & Johnson vaccine.</p>	<p>No action necessary.</p>

	<p>Dr. Fritsch stated the Johnson & Johnson vaccine is an extremely successful vaccine and no vaccine is 100 percent.</p> <p>Ms. Figueroa commented that the second wave of migrant workers are now heading to the western community and it would be a great idea to have the mobile units out for them to be vaccinated.</p>	
4. Disclosure of Voting Conflict	None.	No action necessary.
5. Public Comment	None.	No action necessary.
6. Meeting Minutes 6A-1 Staff Recommends a MOTION TO APPROVE: Board meeting minutes of April 28, 2021	There were no changes or comments to the minutes dated April 28, 2021.	VOTE TAKEN: Mr. Mullen made a motion to approve the Board meeting minutes of April 28, 2021, as presented. Ms. Jackson-Moore duly seconded the motion. A vote was called, and the motion passed unanimously.
7. Consent Agenda – Motion to Approve Consent Agenda Items		VOTE TAKEN: Mr. Elder made a motion to approve the consent agenda as presented. Mr. Glass motion passed unanimously duly seconded the motion.
7A. ADMINISTRATION		
7A-1. Receive & File: May 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. Receive and File: District Clinic Holdings, Inc. 2021 YTD Grant Status Report	The 2021 YTD Grant Status Report for District Clinic Holdings, Inc. presented for Finance Committee review. Attached, an overview of grants awarded to District Clinic Holdings, Inc. In this presentation, staff will provide a brief description of each award, analysis on where the clinics stand with grant monies at the midpoint of fiscal year 2021 and any plans for the aforementioned monies.	Receive & File. No further action necessary.
8. REGULAR AGENDA		
8A. ADMINISTRATION		
8A-1. Staff Recommends a MOTION TO APPROVE: Nomination of Joseph Gibbons to the Clinic Board	Joseph Gibbons submitted an application for consideration for appointment to the District Clinic Holdings, Inc. Board of Directors. Mr. Gibbons currently serves on the Health Care District's Finance and Audit Committee. The appointment of Mr. Gibbons to the Clinic Board will create a valuable link between the Clinic Board and the Health Care District's Finance and Audit Committee. Mr. Gibbons currently serves as the President and CEO of Gibbons Consulting Group where he is a consultant and lobbyist. Mr. Gibbons previously served as a State Representative from 2006 to 2014 in the Florida State Legislature. Prior to that, Mr. Gibbons served on the Broward County Planning Council and as the President and General Manager of an IT manufacturing company.	VOTE TAKEN: Ms. Jackson-Moore made a motion to approve the Nomination of Joseph Gibbons to the Clinic Board of Director. Mr. Elder duly seconded the motion. A vote was called, and the motion passed unanimously.
8A-2. Staff Recommends a MOTION TO APPROVE: Election of Officers and Committee Re-Appointments	<p>This agenda item presents the annual election of Officers and Committee Appointments. The Clinic Bylaws require the Officers of the Board to be elected each year. This agenda item presents the current Officers of the Board as well as the current Committee Appointments. The Clinic Bylaws only permit someone to hold a specific officer position for two consecutive terms. Officers in their second term are not permitted to hold the same Officer Position for another term. However, they can hold other Officer Positions. Committee appointments do not have limits on how long a Board Member can serve on a committee.</p> <p>Re-appointments of officers are as follows:</p> <p>C.L. Brumback Board of Directors:</p>	<p>VOTE TAKEN: Ms. Jackson-Moore made a motion to approve Michael Smith as the Chairperson for the Clinic Board of Directors. Mr. Mullen duly seconded the motion. A vote was called, and the motion passed unanimously.</p> <p>VOTE TAKEN: Ms. Jackson-Moore made a motion to approve Melissa Mastrangelo as the Vice-Chairperson for the Clinic Board of Directors. Mr. Elder duly seconded the motion. A vote was called, and the motion passed unanimously.</p>

	<p>Chairperson: Michael Smith Vice- Chairperson: Melissa Mastrangelo Secretary: Julia Bullard Treasurer: Joseph Gibbons</p> <p><u>Finance Committee:</u> Michael Smith Tammy Jackson-Moore Joseph Gibbons</p> <p><u>Membership/Nominating Committee:</u> John Casey Mullen Irene Figueroa</p> <p><u>Planning Committee:</u> All Board Members</p>	<p>VOTE TAKEN: Ms. Jackson-Moore made a motion to approve Julia Bullard as the Secretary for the Clinic Board of Directors. Mr. Elder duly seconded the motion. A vote was called, and the motion passed unanimously.</p> <p>VOTE TAKEN: Ms. Jackson-Moore made a motion to approve Joseph Gibbons as the Treasurer for the Clinic Board of Directors. Mr. Mullen duly seconded the motion. A vote was called, and the motion passed unanimously.</p> <p>VOTE TAKEN: Ms. Jackson-Moore made a motion to approve Michael Smith; Tammy Jackson-Moore and Joseph Gibbons as the Finance Committee members. Mr. Elder duly seconded the motion. A vote was called, and the motion passed unanimously.</p> <p>VOTE TAKEN: Ms. Jackson-Moore made a motion to approve John Casey Mullen and Irene Figueroa as the Membership/Nominating Committee members. Mr. Elder duly seconded the motion. A vote was called, and the motion passed unanimously.</p> <p>VOTE TAKEN: Ms. Jackson-Moore made a motion to approve all Board Members as the Planning Committee members. Ms. Bullard duly seconded the motion. A vote was called, and the motion passed unanimously.</p>
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8B. EXECUTIVE

8B-1. Receive and File: Executive Director Information Update	<p>Dr. Fritsch informed the Board members that Epic is on schedule to go live on July 1st, 2021. Started training staff on May 10 and training will end on June 23rd.</p> <p>Dr. Fritsch informed the Board that the mass vaccination sites are winding down. The north and south county sites have now closed and the Fairgrounds is the only site operating and only supplying the Pfizer second doses for vaccination. The last day at the Fairgrounds is May 27, 2021.</p>	Receive & File. No further action necessary.
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8C. CREDENTIALING

8C-1. Staff Recommends a MOTION TO APPROVE: Licensed Independent Practitioner Credentialing and Privileging	The agenda item represents the licensed independent practitioners recommended for credentialing and privileging by the FQHC Medical Director. The LIPs 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:				
	<ul style="list-style-type: none">• 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
	Seminario	Ada	DDS	General Dentistry	Recredentialing
	Alwehaib	Arwa	DDS	General Dentistry	Recredentialing
	Dorce-Medard	Jennifer	DO	Family Medicine	Recredentialing
	Warren	Sandra	MD	Preventive Medicine	Recredentialing
	Navarro	Elsy	APRN	Nurse Practitioner	Recredentialing
VOTE TAKEN: Mr. Mullen made a motion to approve the Re-credentialing and privileging of Ada Seminario; Arwa Alwehaib; Jennifer Dorce-Medard; Sandra Warren; Elsy Navarro and Carline St. Vil. Mr. Elder duly seconded the motion. A vote was called, and the motion passed unanimously.					

St.Vil	Carline	APRN	Nurse Practitioner	Recredentialing
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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.

Ada Seminario, DDS, joined the West Boca Clinic in 2015 specializing in General Dentistry. She attended the University of Connecticut, School of Dental Medicine. Dr. Seminario has been in practice for twenty-five years and is fluent in Spanish.

Arwa Alwehaib, DDS, joined the Delray Beach Clinic in 2015 specializing in General Dentistry. She attended the Nova Southeastern University, School of Dental Medicine. Dr. Alwehaib has been in practice for six years and is fluent in Arabic.

Jennifer Dorce-Medard, DO, joined the Belle Glade Clinic in 2017 specializing in Family Medicine. She attended the Touro College of Osteopathic Medicine and completed her residency at Broward Health Medical Center. Dr. Dorce-Medard is certified in Family Medicine and Osteopathic Manipulative Treatment by the American Osteopathic Board of Family Physicians. She has been in practice for five years and is fluent in Creole and French.

Sandra Warren, MD, joined the West Palm Beach Clinic in 2015 specializing in Preventive Medicine. She attended the University of Caldas and completed her residency at Palm Beach County Public Health Services. Dr. Warren is certified in Public Health and General Preventive Medicine by the American Board of Preventive Medicine. She has been in practice for six years and is fluent in Spanish.

Elsy Navarro, APRN, joined the West Palm Beach Clinic in 2015 as a Nurse Practitioner specializing in Family Medicine. She attended Stony Brook University and is certified as an Adult Nurse Practitioner by the American Academy of Nurse

	<p>Practitioners. Ms. Navarro has been in practice for twenty-nine years and is fluent in Spanish.</p> <p>Carline St. Vil, APRN, joined the Delray Beach Clinic in 2015 as a Nurse Practitioner specializing in Family Medicine. She attended Long Island University and is certified as a Family Nurse Practitioner by the American Academy of Nurse Practitioners. Ms. St. Vil has been in practice for ten years and is fluent in Creole and French.</p>	
8D. OPERATIONS		
<p>8D-1. Staff Recommends a MOTION TO APPROVE Operations Reports</p>	<p>This agenda item provides the following operations reports for February 2021: Clinic Productivity, including in-person and telehealth metrics and No Show trended over time in March; we had 9,426 visits, which is both an increase from the month prior and from March 2020. With impact from COVID, it is expected to see a lower number for visits in 2020. Regarding individual clinics visits, all clinics exceeded their 2020 totals except for Lantana medical, West Palm medical and dental, Delray dental, and Belle Glade dental. Dental clinics did not reopen fully until the end of April this year. Our payer mix for the year-to-date reflects a slightly higher percent of uninsured patients at 58%. By visit category, both OBGYN and Substance Use exceeded their productivity targets for in-person again this month. Women's Health and Substance Abuse both exceeded their target for in-person. Telehealth visits decreased to 11% of all visits which is down from 13% last month. Productivity targets for in-person visits were met again for adults in Boca Raton, Women's Health in Lake Worth and for pediatrics in West Palm. In-person visit productivity targets also met the goal for Substance Abuse in Mangonia, as well as both Substance Abuse and Behavioral Health at Lewis Center. Telehealth goals were met for adults in Boca. The No Show rate in March remains relatively level at 28.4%. Telehealth No Show rates remain low compared to in-person visits. In comparison, the year-to-date No Show rate is approximately 25%, of which in-person visits make up 81%.</p>	<p>VOTE TAKEN: Mr. Mullen made a motion to approve the Operations Reports as presented. Mr. Glass duly seconded the motion. A vote was called, and the motion passed unanimously.</p>
8E. QUALITY		

<p>8E-1. Staff Recommends a MOTION TO APPROVE Quality Reports</p>	<p>This agenda item presents the updated Quality Improvement & Quality Updates: Quality Council Meeting Minutes May 2021 UDS Report – YTD March Provider Productivity – March 2021</p> <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> Patient relations to be presented as separate agenda item.</p> <p><u>QUALITY ASSURANCE & IMPROVEMENT</u> In 2020, we struggled to meet our goals for Colorectal cancer screening. We have started to see some improvement with our return rate for our FIT test. There was a return rate of 42%. We have changed our reporting for FIT Test results. We are no longer reporting data by in clinic and tele. Instead, we have changed our reporting to help us focus on missed opportunities for screening. These missed opportunities are being stratified by clinic as well as by provider. There is an increase in missed opportunities for almost every clinic; Belle Glade is the highest with 41% missed opportunities. WPB is the lowest with 24% missed opportunities. Lake Worth is the highest for completed FIT tests at 50% and WPB at 47%. WPB has the highest completed and least missed opportunities. Share the report with the WPB clinic and find out their process for success. Discuss challenges with Belle Glade.</p> <p><u>UTILIZATION OF HEALTH CENTER SERVICES</u> Individual monthly provider productivity stratified by clinic.</p> <p>Ms. Tammy Jackson-Moore had a concern about not reaching our goal for diabetics in the special population: migrants.</p>	<p>VOTE TAKEN: Mr. Glass made a motion to approve the Quality Reports as presented. Mr. Gibbons duly seconded the motion. A vote was called, and the motion passed unanimously.</p>
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	<p>Dr. Chibar stated that we are working on setting appointments for those patients who have missing data or uncontrolled blood sugar.</p> <p>Mr. Gibbons asked if the no-show rate add into the quality numbers.</p> <p>Dr. Fritsch stated that the no-show rate does not weigh into the quality numbers.</p> <p>Mr. Gibbons asked if the clinic staff reach out to the no-show patients.</p> <p>Dr. Chibar stated that we do reach out to them and try to reschedule.</p>	
<p>8F-1. Staff Recommends a MOTION TO APPROVE Q1 Patient Relations Dashboard</p>	<p>This agenda item provides the following: Quarterly Patient Relations Dashboard Q1 – 2021 For Quarter 1, there were a total of 64 Patient Relations Occurrences that occurred between 9 clinics, Clinic Administration, South County Civic Center and Fairgrounds. Of the 64 occurrences, there were 20 Grievances and 44 Complaints. The top 5 categories were Care & Treatment, Communication, Finance, Respect Related and Physician Related. The top subcategory with 18 Complaints and Grievances was Poor Communication followed by Finance with 15 Complaints and Grievances. There was also a total of 65 compliments received across 5 clinics, Clinic Administration, South County Civic Center and Fairgrounds. Of the 65 compliments, 50 were towards the Clinic Support Staff.</p> <p>Ms. Tammy Jackson-Moore stated she had a concern about the poor communication complaints on the clinic staff and how we can address it.</p> <p>Mr. David Speciale stated that the poor communication stems from the patients unable to contact providers via phone. Mr. Speciale also stated that the call center has been trained to answer calls.</p>	<p>VOTE TAKEN: Mr. Elder made a motion to approve the Q1 Patient Relations Dashboard as presented. Ms. Tammy Jackson-Moore duly seconded the motion. A vote was called, and the motion passed unanimously.</p>

	<p>Ms. Mastrangelo asked if the wait time has minimized since last quarter.</p> <p>Mr. Speciale stated that the wait time has gone down.</p>	
9. VP and Executive Director of Clinic Services Comments	None.	No action necessary.
10. Board Member Comments	<p>Mr. Glass thanked the staff working the mobile clinics for helping the homeless community during the pandemic.</p> <p>Ms. Tammy Jackson-Moore extending her assistance on helping the community get vaccinated.</p>	No action necessary.
12. Establishment of Upcoming Meetings	<p><u>June 23, 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>	No action necessary.

13. Motion to Adjourn	There being no further business, the meeting was adjourned at 1:56 PM	VOTE TAKEN: Ms. Jackson-Moore made a motion to adjourn. Mr. Glass duly seconded the motion. A vote was called, and the motion passed unanimously.
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Minutes Submitted by: Julia Bullard 6/23/2021
Signature Date