District Clinic Holdings, Inc. d.b.a. C.L. Brumback Primary Care Clinics Board of Directors Meeting Summary Minutes 07/28/2021

Present: Melissa Mastrangelo, Vice-Chairperson; John Casey Mullen; Irene Figueroa; Tammy Jackson-Moore; James Elder;

Robert Glass

Excused: Mike Smith, Chair; Julia Bullard, Secretary; Joe Gibbons, Treasurer; Marjorie Etienne

Staff: Darcy Davis, Chief Executive Officer; Dr. Hyla Fritsch, Executive Director of Clinic and Pharmacy Services; Bernabe Icaza, VP & General Counsel; Candice Abbott, VP & CFO; Shauniel Brown, Risk Manager; Thomas Cleare, AVP of Strategy; Martha Hyacinthe, Director of Corporate Risk; David Speciale, Director of Patient Experience; Dr. Charmaine Chibar, FQHC Medical Director; Donald Moniger, Desktop Engineer; Shannon Wynn, Administrative Assistant; Marisol Miranda, Director of Operations; Andrea Steele; John Wright; Dominique Domond; Jessica Cafarelli; Heather Bokor

Minutes Transcribed By: Shannon Wynn

Meeting Scheduled for 12:45 p.m. **Meeting Began at** 12:49 p.m.

AGENDA ITEM	DISCUSSION	ACTION	
1. Call to Order	Ms. Mastrangelo called the meeting to order.	The meeting was called to order at 12:49 p.m.	
1A. Roll Call	Roll call was taken.		
1B. Affirmation of Mission	Ms. Mastrangelo read the affirmation of mission.		
2. Agenda Approval			
2A. Additions/Deletions/ Substitutions	None.	VOTE TAKEN: Ms. Jackson-Moore	
	Ms. Mastrangelo called for approval of the meeting agenda.	made a motion to approve the	

2B. Motion to Approve Agenda Items		agenda. Mr. Mullen duly seconded the motion. A vote was called and the motion passed unanimously.
3. Awards, Introductions and Presentations		No action necessary.
3A. COVID-19 Testing and Vaccination Update	Dr. Fritsch presented to the Board the most recent Covid-19 testing and vaccine update.	
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 June 23, 2021	There were no changes or comments to the minutes dated June 23, 2021.	VOTE TAKEN: Mr. Elder made a motion to approve the Board meeting minutes of June 23, 2021, as presented. Mr. Glass duly seconded the motion. A vote was called, and the motion passed unanimously.
7. Consent Agenda – Motio	on to Approve Consent Agenda Items	was called, and the motion passed unanimously.
7A. ADMINISTRATION		
7A-1. Receive & File: July 2021 Internet Posting of District Public Meeting	The meeting notice was posted.	Receive & File. No further action is necessary.
		<u> </u>

7A-2. Receive & File: Attendance tracking	Receive & File. No further action is necessary.	
7A-3. Staff Recommends a MOTION TO APPROVE: Primary Care Clinic Business Continuity Plan	This plan provides an appropriate business continuity plan for the C.L. Brumback Primary Care Clinics. It highlights steps that need to be followed, along with the department's Comprehensive Emergency Management Plans (CEMP), in the event of an emergency or disaster leading to disruption or closure of the clinical services in areas of the Health Care District of Palm Beach County (HCD). This will include evacuation, relocation, recovery, and resumption of the clinical services following an emergency or disaster. All Primary Care Clinics (PCC) areas will follow their assigned Business Continuity Plans, led by the department's leader (or designee or successor). Business Continuity Flow Chart and Checklists, along with other documents, help as needed to maintain capacity and capability as much as possible. The team will follow their clinical area Comprehensive Emergency Management Plan (CEMP) during and following an emergency disaster or catastrophic event. The team will follow the C.L Brumback Primary Care Clinic Downtime SOP during an electronic health record plan and unplanned downtime event.	VOTE TAKEN: Mr. Elder made a motion to approve the Primary Care Clinic Business Continuity Plan. Ms. Figueroa duly seconded the motion. A vote was called, and the motion passed unanimously.
7A-4. Staff Recommends a MOTION TO APPROVE: Primary Care Clinic Comprehensive Emergency Management Plans	This plan guides CLBPCC employees on their expected duties when the center must be evacuated, when the center elects to close due to a warning of a potential disaster and when the center must temporarily cease operations due to internal or external safety issues. The interruption of services can be caused by any unplanned occurrence, either natural or artificial. There are currently Ten (10) CEMPs. Each one is applicable for the following locations: Belle Glade, Boca, Delray, Jupiter, Lake Worth, Lantana, Lewis Center, West Palm Beach, Mangonia Park and the Mobile Clinics. All Primary Care Clinics (PCC) areas will follow their assigned Comprehensive Emergency Management Plan (CEMP) for their specific location. Through this document, employees will understand their role in internal and external disasters specific to their community and the operating environment of CLBPCC. The employee will know that CLBPCC	VOTE TAKEN: Mr. Elder made a motion to approve the Primary Care Clinic Comprehensive Emergency Management Plans. Ms. Figueroa duly seconded the motion. A vote was called, and the motion passed unanimously.

	does not provide emergency services and cannot remain open if an internal or external disaster should require increased emergency medical care in the community. The employee will understand that safety of any patient, staff member, and other individuals on the premises at the time of a significant disruptive event are the primary concern. Protecting and directing them from potential harm is the duty of all employees.		
7A-5. Staff Recommends a MOTION TO APPROVE: Electronic Health Record Downtime Policy	This policy provides a standard operating procedure (SOP) for the electronic health record downtime process for the C. L. Brumback Primary Care Clinics. The policy provides the steps that need to be followed in any planned or unplanned system or network event, which impedes access to the Electronic Healthcare Record (EHR). The electronic health record downtime process will be initiated during any planned or unplanned downtime for the EHR system at PCC. It applies to any clinical and non-clinical staff at PCC. A designated Business Continuity Access (BCA) computer will be available at each clinic. An EHR downtime binder with necessary forms will also be accessible to the staff at each clinic to promote continuity of care.	VOTE TAKEN: Mr. Elder made a motion to approve the Electronic Health Record Downtime Policy. Ms. Figueroa duly seconded the motion. A vote was called, and the motion passed unanimously.	
7B. FINANCE			
7B-1. Staff Recommends a MOTION TO APPROVE: District Clinic Holdings, Inc., Financial Report: May 2021	The May 2021 financial statements for the District Clinic Holdings, Inc. are presented for Board review. Management has provided the income statements, and key statistical information for District Clinic Holdings, Inc. Additional Management discussion and analysis are incorporated into the financial statement presentation. The May statements represent the financial performance through the eighth month of the 2021 fiscal year for the C.L. Brumback Primary Care Clinics. Gross patient revenue YTD was favorable to budget by \$4.3M due to increased patient volumes. Net patient revenue YTD was favorable to budget by \$1.1M. Total YTD revenue was unfavorable to budget by (\$3.1M) due primarily to the timing of COVID-19 stimulus funds. Operational expenses before depreciation were favorable to budget by \$366k due mainly to positive variances in medical	VOTE TAKEN: Mr. Elder made a motion to approve the PCC Financial Report May 2021. Ms. Figueroa duly seconded the motion. A vote was called, and the motion passed unanimously.	

supplies of \$631k and medical services of \$147k. Total YTD net margin was (\$10.3M) compared to a budget of (\$7.8M), resulting in an unfavorable variance of (\$2.5M) or 31.9%. The Medical clinic's gross patient revenue exceeded the budget by \$3.5M. This resulted from the clinic efforts to respond to the pandemic offering telemedicine visits in addition to office visits. Net patient revenue YTD for the Medical clinics was favorable to budget by \$814k. The Medical clinic's total YTD revenue was unfavorable to budget by (\$3.2M). This unfavorable variance resulted from the recognition timing of COVID-19 related stimulus funding. Total operating expenses of \$15.7M were favorable to the budget of \$16.0M by \$328k. This positive variance is mostly related to expenses being under budget in the following amounts: medical supplies \$589k, medical services \$147k, lease and rental \$125k, and other expenses \$93k. These expenses are favorable to the budget due to usage timing and supplies purchases. Total YTD net margin was (\$9.2M) compared to budget of (\$6.6M) resulting in an unfavorable variance of (\$2.7M) or 40.9%. The Dental clinic's total YTD gross patient revenue was favorable to budget by \$781k. Net patient revenue YTD for the Dental clinics was favorable to budget by \$320k.Total revenue of \$2.5M was over budget by \$130k due to increased visits. Total operating expenses of \$2.6M were favorable to budget by \$38k. Total YTD net margin was (\$1.0M) compared to a budget loss of (\$1.2M) for a favorable variance of \$197k or (16.2%). On the Comparative Statement of Net Position, due from other governments increased from \$2.6M to \$4.1M. This balance is due mainly from Health Resources and Service Administration (HRSA). The District subsidy YTD for the Medical and Dental clinics are \$9.0M and \$961k, respectively, for a combined subsidy of \$10.0M.

8. REGULAR AGENDA

8A. ADMINISTRATION

8A-1. Staff Recommends a MOTION TO APPROVE: Change In Scope-Mangonia

We respectfully request the authorization to add a new site to Form 5B: C. L. Brumback Primary Care Clinics – Mangonia by moving the current clinic to 2051 N 45th Street, Suite 300, West Palm Beach, FL 33407. Staff respectfully request a permanent Change In Scope to move the Mangonia Park to a new site with almost 5,800 square feet in a building adjacent to our existing clinic. Once improvements are completed in approximately six months, we would move our current Mangonia Park Clinic services to this new location. Although this would be a cost increase proportional to increased space, we would be better positioned to ensure the clinic could accommodate social distancing. Additionally, the increased space would allow us to have an onsite District pharmacy to sublease their space.

VOTE TAKEN: Ms. Jackson-Moore made a motion to approve the Change In Scope Mangonia. Mr. Elder duly seconded the motion. A vote was called, and the motion passed unanimously.

8A-2. Staff Recommends a MOTION TO APPROVE: Change In Scope – Delray

We respectfully request the authorization to add a new site to Form 5B: C. L. Brumback Primary Care Clinics - Delray Beach by moving the current clinic to 200 Congress Park Dr., Suite 100, Delray Beach, FL 33445. Staff respectfully request a permanent Change In Scope to move Delray Beach to a new site with just under 12.000 square feet located across the street from our existing clinic. Once improvements are completed in approximately nine months, we would move our current Delray Beach Clinic services to this new location. Although this would be a cost increase proportional to increased space, we would be better positioned to ensure the clinic could accommodate social distancing. Additionally, the increased area would allow us to provide Substance Use Disorder services at this clinic, allowing better access to addiction services in the southern end of our county. Other qualitative benefits of the new location include convenient access to Delray Medical Center, close to where many of our existing patients live.

VOTE TAKEN: Ms. Jackson-Moore made a motion to approve the Change In Scope Delray. Mr. Mullen duly seconded the motion. A vote was called, and the motion passed unanimously.

<u> </u>	Overdose Data to Action (OD2A) Additional Grant Award through August 2021	
	The Epic Go-Live was successful on July 1 st . The team is adapting to the new software and continues to learn and strengthen its skills. Overall, the transition went smoothly, with a few hiccups that were solved along the way. Now, we are working on optimizing the workflows and tweaking the processes.	
8B-1. Receive and File: Executive Director Information Update	Epic Go-Live update Overdose Data to Action (OD2A) Additional Grant Award for FY21 FACHC Primary Care Capacity Grant Award Epic Go-Live update	Receive & File. No further action necessary.
8B. EXECUTIVE		
8A-3. Staff Recommends a MOTION TO APPROVE: Change In Scope – South County Civic Center, South Florida Fairgrounds and North County PBG	We respectfully request the authorization to remove three permanent sites to Form 5B: C. L. Brumback Primary Care Clinics —South County Civic Center, South Florida Fairgrounds, and North County PBG. With demand for the COVID-19 vaccination subsiding, the C. L. Brumback Primary Care Clinics would like to submit several permanent changes in scope requests to remove South County Civic Center, South Florida Fairgrounds and North County PBG.	VOTE TAKEN: Ms. Jackson-Moore made a motion to approve the Change In Scope South County Civic Center, South Florida Fairgrounds and North County PBG. Mr. Elder duly seconded the motion. A vote was called, and the motion passed unanimously.
8A-3. Staff Recommends a MOTION TO APPROVE: Change In Scope – West Boca Raton	We respectfully request the authorization to add a new site to Form 5B: C. L. Brumback Primary Care Clinics – West Boca by moving the current clinic to 9960 S Central Park Blvd, Suite 450, Boca Raton, FL 33428. Staff respectfully requesting a permanent Change In Scope to move the West Boca Clinic to a new site with over 4,671 square feet located two miles from our existing clinic. Once improvements are completed in approximately six months, we would move our current West Boca Clinic services to this new location. Although this would be a cost increase proportional to increased space, we would be better positioned to ensure the clinic could accommodate social distancing. Other qualitative benefits of the new location include convenient access to West Boca Medical Clinic, where many of our existing patients live.	VOTE TAKEN: Ms. Jackson-Moore made a motion to approve the Change In Scope West Boca Raton. Mr. Mullen duly seconded the motion. A vote was called, and the motion passed unanimously.

OD2A is a federal project led by the Centers for Disease Control and Prevention (CDC). We currently receive grant funds from this program that pays for two Recovery Coaches that assist with a warm handoff to our Substance Use Disorder clinic at Mangonia Park. We have recently been awarded an additional \$251,450 to add six new positions, including two additional Recovery Coaches, one Lead Recovery Coach, one Care Coordination Specialist, and one Lead Care Coordination Specialist to the program. The grant is awarded through August 2021 with an expectation of renewal for an additional year, with all eight positions funded.

FACHC Primary Care Capacity Grant Award

FACHC (Florida Association of Community Health Centers) has developed a grant program that strengthens the safety net across the state — and C. L. Brumback Primary Care Clinics has been awarded \$212,862 as a part of this program. The Primary Care Capacity Grant (PCCG) is a Board-established program that receives donations from Centers across Florida to share among other Centers in Florida to ensure the viability and capacity for providing primary care services to low-income and uninsured individuals where there is great need. C. L. Brumback Primary Care Clinics was awarded these funds to respond to our population's needs and improve the ability to provide care for those that may otherwise not be able to receive the life-saving services provided by our center. The grant requires submission of a Letter of Agreement which was signed executed on June 25th.

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:

- 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
Williams	Richard	DMD	Pediatric Dentistry	Initial Credentialing
Alfonso Puentes	Ramiro	MD	Family Medicine	Recredentialing
Andric	Belma	MD	Preventive Medicine	Recredentialing
Clarke- Aaron	Noella	MD	Pediatric Medicine	Recredentialing
Duthil	Marie	MD	Internal Medicine	Recredentialing
Florez	Gloria	MD	Family Medicine	Recredentialing
Cucuras	John	DDS	General Dentistry	Recredentialing
Bell	Emily	PA	Physician Assistant	Recredentialing
Lam	Minh Dai	APRN	Nurse Practitioner	Recredentialing
Shoaf	Noremi	APRN	Nurse Practitioner	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

VOTE TAKEN: Ms. Tammy Jackson-Moore made a motion to approve the Initial Credentialing and privileges of Richard Williams, DMD, Pediatric Dentistry. The Recredentialing and renewal of privileges of Ramiro Alfonso Puentes, MD, Family Medicine: Belma Andric, MD. **Preventive Medicine; Noella** Clarke-Aaron, MD, Pediatric Medicine: Marie Duthil, MD. Internal Medicine: Gloria Florez, MD, Family Medicine; John Cucuras, DDS, General Dentistry; Emily Bell, PA, Physician Assistant: Minh Dai Lam, APRN, Family Nurse Practitioner; Noremi Shoaf, APRN, Family Nurse Practitioner as presented. The motion was duly seconded by Mr. Glass. A vote was called, and the motion passed unanimously.

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.

Richard Williams, DMD, is joining the West Palm Beach Clinic in 2021, specializing in Pediatric Dentistry. He attended the University of Florida, College of Dentistry. Dr. Williams has been in practice for twelve years.

Ramiro Alfonso Puentes, MD, joined the West Palm Beach Clinic in 2017, specializing in Family Medicine. He attended the Higher Institute of Medical Sciences Camaguey. Dr. Alfonso Puentes has been in practice for thirty-three years and is fluent in Spanish.

Belma Andric, MD, joined the West Palm Beach Clinic in 2015, specializing in Public Health and General Preventive Medicine. She attended the University of Novisad and also completed her residency at Palm Beach County Health Department. Dr. Andric is certified in Public Health and General Preventive Medicine by the American Board of Preventive Medicine. She has been in practice for eighteen years.

Noella Clarke-Aaron, MD, joined the West Palm Beach Clinic in 2013, specializing in Pediatric Medicine. She attended the University of The West Indies and completed her residency at New York University Medical Center. Dr. Clarke-Aaron is certified in Pediatrics by the American Board of Pediatrics. She has been in practice for twenty-three years and is fluent in Spanish.

Marie Duthil, MD, joined the West Palm Beach Clinic in 2013, specializing in Internal Medicine. She attended the State University of Haiti and also completed her residency at Mount Vernon Hospital. Dr. Duthil is certified in Internal Medicine by the American Board of Internal Medicine. She has been in practice for twenty-seven years and is fluent in Creole and French.

Gloria Florez, MD, joined the West Palm Beach Clinic in 2013, specializing in Family Medicine. She attended Caldas University and

also completed her residency at Wyckoff Heights Medical Center. Dr. Florez is certified in Family Medicine by the American Board of Family Medicine. She has been in practice for nineteen years and is fluent in Spanish.

John Cucuras, DDS, joined the Delray Beach Clinic in 2015, specializing in General Dentistry. He attended the Ohio State University. Dr. Cucuras has been in practice for ten years and is fluent in Greek and Spanish.

Emily Bell, PA, joined the Lantana Clinic in 2019 as a Physician Assistant. She attended St. Ambrose University and is certified as a Physician Assistant by the National Commission on Certification of Physician Assistants. Ms. Bell has been in practice for four years.

Minh Dai Lam, APRN, joined the West Palm Beach Clinic in 2013 as a Nurse Practitioner specializing in Family Medicine. He attended the Florida International University and is certified as an Adult Nurse Practitioner by the American Academy of Nurse Practitioners. Mr. Lam has been in practice for twelve years and is fluent in French and Vietnamese.

Noremi Shoaf, APRN, joined the West Palm Beach Clinic in 2015 as a Nurse Practitioner specializing in Family Medicine. She attended South University and is certified as a Family Nurse Practitioner by the American Academy of Nurse Practitioners. Ms. Shoaf has been in practice for seven years.

8D. OPERATIONS

8D-1. Staff Recommends a MOTION TO APPROVE Operations Reports

This agenda item provides the following operations reports for May 2021: Clinic Productivity, including in-person and telehealth metrics and No Show trended over time. In May, we had 9,793 visits which are slightly less than the month prior and significantly higher from May 2020. Regarding individual clinics visits, as expected with the impact from COVID, all clinics exceeded their 2020 totals. Dental clinics did not reopen fully until the end of April this year. Our payer mix for the year-to-date again reflects a slightly higher percentage of

VOTE TAKEN: Ms. Jackson-Moore 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.

uninsured patients at 60%. By visit category, all types missed their target productivity, but some did so by a minimal margin, including OB/GYN, Pediatrics, and Substance Use. Telehealth visits decreased to 6% of all visits, which is down from 7% last month. The continued decrease in telehealth is expected as clinics have primarily transitioned back to in-person visits. Productivity targets for in-person visits were 90% higher for Boca, Delray, Lantana, Lewis, and Jupiter clinics. Pediatrics, Substance Use, and Dental all exceeded their productivity goals for West Palm, Mangonia, and Belle Glade, respectively. Pediatrics, Substance Use, and Dental were above 90% in Lantana, Lewis, and Delray, respectively. The No Show rate in May is lower at 27.5%, down from 28.3% in April.

8E. QUALITY

8E-1. Staff Recommends a MOTION TO APPROVE Quality Reports

PATIENT SAFETY & ADVERSE EVENTS

Patient safety and risk, including adverse events, peer review and chart review, are brought to the board "under separate cover" quarterly.

PATIENT SATISFACTION AND GRIEVANCES

Patient relations are to be presented as a separate agenda item.

QUALITY ASSURANCE & IMPROVEMENT

In May, we saw our UDS Colorectal Cancer Screening measure improve from 44% to 63%. This was primarily due to re-evaluating and changing the way the report was pulled. Since the FIT test is ordered annually, we changed our report dates to a rolling calendar year instead of the current calendar year. This current report reflects data from June 2020 to May 2021.

UTILIZATION OF HEALTH CENTER SERVICES

Individual monthly provider productivity is stratified by the clinic.

VOTE TAKEN: Mr. Mullen made a motion to approve the Quality Reports as presented. Mr. Glass duly seconded the motion. A vote was called, and the motion passed unanimously.

8F. PATIENT RELATIONS

8F-1. Staff Recommends a MOTION TO APPROVE Patient Relations Report	For Quarter 2, 52 Patient Relations Occurrences occurred between 8 clinics, Clinic Administration and Pharmacy. Of the 52 occurrences, there were 12 Grievances and 40 Complaints. The top 4 categories were Care & Treatment, Communication, Finance, and Respect Related. The top subcategory with 13 Complaints and Grievances was Poor Communication issues, followed by Inappropriate Care and Refusal of Treatment with 7 Complaints and Grievances in each subcategory. There were also 32 compliments received across 5 Clinics, Clinic Administration, and two Vaccine sites.	VOTE TAKEN: Ms. Tammy Jackson-Moore made a motion to approve the Patient Relations Reports as presented. Mr. Mullen duly seconded the motion. A vote was called, and the motion passed unanimously.
9. V.P. and Executive Director of Clinic Services Comments	None.	No action necessary.
10. Board Member Comments	Ms. Tammy Jackson-Moore is excited about EPIC.	No action necessary.
12. Establishment of Upcoming Meetings	August 25, 2021 (HCD Board Room) 12:45 p.m. Board of Directors September 29, 2021 (HCD Board Room) 12:45 p.m. Board of Directors October 27, 2021 (HCD Board Room) 12:45 p.m. Board of Directors November 30, 2021 (HCD Board Room) 12:45 p.m. Board of Directors December 14, 2021 (HCD Board Room) 12:45 p.m. Board of Directors	No action necessary.
13. Motion to Adjourn	There being no further business, the meeting was adjourned at 1:23 p.m.	VOTE TAKEN: Ms. Jackson-Moore made a motion to adjourn. Mr. Elder duly seconded the motion. A

vote was called, and the mean passed unanimously.	notion

Minutes Submitted by: Signature

8/25/2(Date