

**District Clinic Holdings, Inc.
d.b.a. C.L. Brumback Primary Care Clinics
Board of Directors Meeting
Summary Minutes
09/30/2020**

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

Excused:

Absent: Lisa Strickland

Staff: Darcy Davis, Chief Executive Officer; Dr. Belma Andric, CMO, VP & Executive Director of Clinical Services; Valerie Shahriari, General Counsel; Joel Snook, VP & Chief Financial Officer; Steven Hurwitz, VP, Chief HR & Administrative Officer; Dr. Hyla Fritsch, Executive Director of FQHC Practice Operations and Pharmacy Services; Shauniel Brown, Risk Manager; Dr. Ana Ferwerda, Medical Director; Thomas Cleare, Assistant Vice President, Planning & Community Engagement; Robin Kish, Director of Community Engagement; Andrea Steele, Director of Corporate Quality ; Lisa Hogans, Director of Nursing; Joshua Burrill, Director of Compliance and Internal Audit; Dominique Domond, Operations Process Manager, Dr. Jennifer Dorce-Medard ACOMO, Lakeside Medical Center, DIO, Family Medicine Residency Program; Marisol Miranda, Director of Practice Management; Hector Sanchez, Director of Security Services; Dr. Seneca Harberger, Family Medicine Residency Program Director; Rosella Weymer, AVP, HR & School Health; Martha Hyacinthe, Director of Corporate Risk; David Speciale, Director of Patient Relations; Patricia Lavelly, Interim CIO.

Minutes Transcribed By: Jonathan Dominique

Meeting Scheduled For 12:45 PM

Meeting Began at 12:47PM

AGENDA ITEM	DISCUSSION	ACTION
1. Call to Order	Mr. Smith called the meeting to order.	The meeting was called to order at 12:47pm
1A. Roll Call	Roll call was taken.	
1B. Affirmation of Mission	Mr. Smith read the affirmation of mission.	

<p>2. Agenda Approval</p> <p>2A. Additions/Deletions/ Substitutions</p> <p>2B. Motion to Approve Agenda Items</p>	<p>Mr. Smith asked if the team could provide the board with a monthly general COVID update (along with the clinical data provided every month). Dr. Andric offered to provide update as part of the Executive director comments.</p> <p>Mr. Smith called for an approval of the meeting agenda.</p> <p>The agenda for the September 2020 meeting was approved.</p>	<p>VOTE TAKEN: Ms. Mastrangelo made a motion to approve the agenda. The motion was duly seconded by Ms. Jackson-Moore. A vote was called, and the motion passed unanimously.</p>
<p>3. Awards, Introductions and Presentations</p>	<p>Dr. Seneca Harberger, Residency Program Director of the Lakeside Family Medicine Residency program, provided the Clinics board information on the Residency program. Dr. Harberger introduced the FMRP team including preceptors, coordinators, and other clinical educators. Dr. Harberger also covered:</p> <ul style="list-style-type: none"> • Residency program structure • Recent changes in the program • Contributions to both patient care and the community as a whole • Plans for improvement <p>Dr. Andric asked how much time the residents spend in the clinics. Dr. Harberger explained that, in addition to their inpatient training, residents spend a minimum of at least five hours per week in the clinics to upwards of 60% of their time (depending on their clinical rotation). Mr. Smith asked about financial incentives for residents that decide to stay with the organization after graduation. Dr. Harberger explained that Residents can get a part of their loans paid if they work for any nonprofit for a certain amount of time, but he would like to develop other incentives specific to HCD in order to retain these physicians.</p>	<p>No action necessary.</p>

	<p>Rosella Weymer, Director of Human Resources Presented the Employee Engagement Survey 2020.</p> <p>In this presentation Ms. Weymer covered the following</p> <ul style="list-style-type: none"> • The purpose behind the employee engagement survey including the benefits of higher employee engagement. • The 12 questions listed in the employee engagement survey. • HCD Response Rate, Mean, Engagement Percentage • Identifying the Top strengths and Areas of opportunity. • A timeline for Action / Improvement Plans, and survey schedule. <p>There were no questions.</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 August 26, 2020	There were no changes or comments to the minutes dated August 26, 2020	VOTE TAKEN: Ms. Jackson-Moore made a motion to approve the Board meeting minutes of August 26, 2020 as presented. The motion was duly seconded by Mr. Mullen. A vote was called, and the motion passed unanimously.
7. Consent Agenda – Motion to Approve Consent Agenda Items		VOTE TAKEN: Ms. Bullard made a motion to approve the consent agenda as presented. The motion was duly seconded by Mr. Mullen. A vote was called, and the motion passed unanimously.

7A. ADMINISTRATION		
7A-1. Receive & File: September 2020 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.
7A-3. Receive & File: Change in Board Schedule	At the August 2020 meeting, the board discussed moving its scheduled November meeting from November 25, 2020 to November 30, 2020. This would allow for travel during the holiday, time for reports to be prepared, whilst still allowing a meeting to take place in the month of November.	Motion referenced above, no further action necessary.
7B. FINANCE		
7B-1 Receive & File: C. L. Brumback Primary Care Clinics Financial Report – July 2020	The YTD July 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. Additional Management discussion and analysis are incorporated into the financial statement presentation.	Receive & File. No further action necessary.
8. REGULAR AGENDA		
8A. EXECUTIVE		
8A-1. Staff Recommends a MOTION TO APPROVE: Executive Director's Annual Evaluation	The Bylaws and HRSA Compliance Manual indicate that the Executive Director of the Clinics be evaluated annually. This evaluation is then to be reviewed and approved by the Board. Dr. Belma Andric, CMO, VP & Executive Director of Clinical Services was evaluated by the Board members in her role as the Executive Director of Clinical services. The results were tallied, and brought to the board members under separate cover.	VOTE TAKEN: Ms. Jackson-Moore made a motion to approve the Executive Director's Annual Evaluation as presented. The motion was duly seconded by Mr. Mullen. A vote was called, and the motion passed unanimously.

<p>8A-2. Staff Recommends a MOTION TO APPROVE: Change in Scope – Bylaws Update</p>	<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 August 26, 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 style="padding-left: 40px;">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 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>VOTE TAKEN: Ms. Mastrangelo made a motion to approve the Change in Scope as presented. The motion was duly seconded by Ms. Jackson-Moore. A vote was called, and the motion passed unanimously.</p>
<p>8A-3. Staff Recommends a MOTION TO APPROVE: Department of Security Services Policy of Operations.</p>	<p>Mr. Hector Sanchez, Director of Security This agenda item presents the Department of Security Services (DSS) Policy of Operations to ensure the referred complies with corresponding regulatory, compliance, and best industry practices. The Department of Security Services (DSS) Policy of Operations will serve as the guidance and foundation of subsequent Policies, Procedures, Protocols, Plans, and SOPs supporting the safety, protection, and</p>	<p>VOTE TAKEN: Mr. Mullen made a motion to approve the adoption of the Department of Security Services Policy of Operations as presented. The motion was duly seconded by Ms. Jackson-Moore. A vote was called, and the motion passed unanimously.</p>

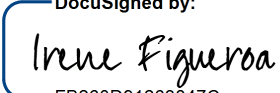
	security of all business units, employees, patients, visitors, vendors, contractors, suppliers, intellectual & physical property, and reputation.	
8B. EXECUTIVE		
8B-1. Receive & File: Executive Director Informational Update	<p>Dr. Andric provided the following updates to the board: The Health Resources and Services Administration's Bureau of Primary Health Care (BPHC) has completed their review of our FTCA application. The Notice of Deeming Action (NDA) for FY2021 was issued on 8/25/2020. In reference to Mr. Smith's earlier question regarding benefits for residents who stay on as employees after graduation; Dr. Andric pointed out that this is yet another benefit we can afford that most other non-profits cannot provide: The ability to cover physician malpractice insurance. The team monitors both quality and risk metrics constantly in order to maintain HRSA approved standards.</p> <p>The Health Resources and Services Administration (HRSA) recognized the C. L. Brumback Primary Care Clinics with several Health Center Quality Improvement Fiscal Year 2020 Grant Awards, including \$180,431 and a gold badge as a Health Center Quality Leader for ranking among the top 10% of health centers nationally for clinical quality. The Brumback Clinics received recognition in the following categories:</p> <ul style="list-style-type: none"> • Gold Health Center Quality Leader: Achieved the best overall clinical performance among all health centers and were recognized in the Gold tier (top 10%). • Clinical Quality Improvers: Demonstrated at least 15% improvement for each clinical quality measures (CQM) from 2018 to 2019. • Advancing Health Information Technology (HIT) for Quality: Recognized health centers that optimized health information technology services for advancing telehealth, patient engagement, interoperability, and collection of social determinants of health to increase 	Receive & File. No further action necessary.

	<p>access to care and advance quality of care between 2018 and 2019.</p> <ul style="list-style-type: none"> • Patient Centered Medical Home (PCMH) Recognition: Recognized health centers with patient centered medical home recognition in one or more delivery sites. <p>The Brumback Clinics also received \$167,000 for the second year of supplemental funding for Integrated Behavioral Health Services (IBHS) for fiscal year 2019. Our third Mobile Clinic arrived on 9/25/2020. Our IT department is currently making preparations for deployment.</p> <p>Dr. Andric also presented the board with pictures of the New mobile clinic 'HERO'.</p>	
<p>8C. OPERATIONS</p>		
<p>8C-1. Staff Recommends a MOTION TO APPROVE: Operations Reports – September 2020</p>	<p>Dr. Hyla Fritsch, Director of Clinical Operations and Pharmacy Services, presented the following report: The Clinics continue to see an increase in overall total billable visits since the start of the pandemic, with just under 9,000 in the previous month, which is slightly lower than July. Telemedicine visits comprise almost 30% of overall visits. No Show percentages are slightly lower at 17%, which is down from 18% in July. Pediatric services are meeting productivity targets for both in-person and telehealth visits. Approximately 40% of adult providers are at or over 100% of their productivity targets for in-person visits while 22% are at target for telehealth visits. Boca Clinic is nearly 100% of productivity targets in both in-person and telehealth. Clinic Service Center (CSC) received 61,617 calls from 24,739 unique phone numbers. Mr. Smith asked about how it is possible to have 80,000 unique visits YTD, while fielding only 61,000 phone calls. Dr. Andric explained that we could attribute the high number of calls to testing, billing, claims, referrals, etc. Mr. Smith then asked if the</p>	<p>VOTE TAKEN: Ms. Mastrangelo made a motion to approve the September 2020 Operations Report as presented. The motion was duly seconded by Ms. Bullard. A vote was called, and the motion passed unanimously.</p>

	<p>team could route these calls to an automated system. Dr. Andric and Dr. Fritsch confirmed that this is already the case. The busiest time of the day continues to be morning hours, and the busiest day of the week is typically Monday. Mr. Mullen inquired about the turnaround time for testing. Dr. Fritsch informed Mr. Mullen that the numbers for Access Lab kits are twenty-four hours, while Quest / GENETWORx kits see turnaround times of about two days. Mr. Smith asked if we ever compare our internal HCD COVID numbers to the rest of the county, or other places. Dr. Fritsch informed Mr. Smith that the team provides the county with our data, and the county passes that information along to the Governor's office. We are currently providing drive thru COVID-19 testing at the FITTEAM Ball Park and Belle Glade Clinic. Additionally, we offer walk up and walk in testing in Jupiter, West Palm Beach, Lantana, Delray, Belle Glade, and Outreach (our new mobile testing unit Scout). Clinic Service Center has fielded 8,490 calls from 5,939 unique numbers.</p>	
<p>8D. Quality</p>		
<p>8D-1. Staff Recommends a MOTION TO APPROVE Quality Reports</p>	<p>Dr. Ana Ferwerda, Medical Director and Director of Women's Health presented the following: Patient safety and risk, including adverse events, peer review and chart review are brought to the board "under separate cover" on a quarterly basis. 1,739 surveys were completed since January 2020. Twenty-two percent were completed in Spanish, 6% in Creole and 72% in English. The team is making a concerted effort to increase the number of non-English surveys conducted. The highest number of respondents were between the ages of 50-59. The majority of the patients were pleased with their care. There was a perceived increase in wait time, perhaps due to new COVID-19 safety measures. For August 2020, there were a total of 19 complaints and grievances received. 6 out of 19 were from Boca Clinic. The top 5 categories were Communication, Other, Care & Treatment, Physician Related and Finance. Poor Communication was the</p>	<p>VOTE TAKEN: Mr. Mullen made a motion to approve the Quality Reports as presented. The motion was duly seconded by Ms. Mastrangelo. A vote was called, and the motion passed unanimously.</p>

	<p>greatest subcategory. No compliments, including Thumb's Up, were received for August. Dr. Ferwerda informed the board that Athena reporting has had issues due to the in process updates to UDS 2020 reporting capabilities. The team has not been able to validate the data; therefore, updates will be presented at the next board meeting. The Clinics continue to see an increase in total visits since the start of the pandemic with around 9,000 visits in the previous month. Telemedicine visits comprise almost 30% of all visits. There continues to be a significant community need for Medication Assisted Treatment services. The program has doubled in size in the past year, and the census has increased significantly for phase I patients. Diabetes point of care testing has been a very successful with around 600 point of care tests performed for the month of August. This allowed more patients to have their testing done in the clinics, instead of having to schedule separate lab appointments. This also allowed for an increase in patients considered compliant with UDS metrics.</p>	
<p>9. CMO, VP and Executive Director of Clinical Services Comments</p>	<p>The team has started discussing and currently working on building the framework for COVID-19 vaccine distribution once FDA approved and available. It does appear that the first recipients of the vaccines will be nursing homes and first responders. Dr. Andric believes that the first two vaccines will require storage 'deep freezer' conditions (-112°F). Team has met internally in anticipation to discuss possibilities (dry ice, special carriers, etc.). Mr. Mullen asked if we would be using the mobile clinics for vaccine distribution. Dr. Andric answered that we will provide the vaccine to our patients, but we are also open to function as a distributor on behalf of the county. Meetings currently in process with both the Department of Health and Palm Beach County. Ms. Mastrangelo asked about the rapid testing process and qualifications for receiving a rapid test. Dr. Andric answered that the state provides rapid antigen testing is offered at the ballpark. The tests are free, but patients must be ages 5+ and symptomatic. Dr. Andric also</p>	<p>No action necessary.</p>

	informed the board that the state of Florida had just received approximately 6.5 million 15-minute rapid tests that do not require machinery.	
10. Board Member Comments	Mr. Mullen spoke about his experience at the Delray Beach clinic with a provider. He was very happy with his experience and low wait time.	No action necessary.
12. Establishment of Upcoming Meetings	<u>October 28, 2020 (TBD)</u> 12:45pm Board of Directors <u>November 30, 2020 (TBD)</u> 12:45pm Board of Directors <u>December 16, 2020 (TBD)</u> 12:45pm Board of Directors	No action necessary.
13. Motion to Adjourn	There being no further business, the meeting was adjourned at 2:29 PM	VOTE TAKEN: Mr. Mullen made a motion to adjourn. The motion was duly seconded by Ms. Mastrangelo. A vote was called, and the motion passed unanimously.

Minutes Submitted by:

10/29/2020
DocuSigned by: FB260D91263847C...
Signature **Date**