



## JOINT CONFERENCE COMMITTEE MINUTES

**July 22, 2024 from 1:00 – 3:00 PM**

**Contra Costa Regional Medical Center**

**2500 Alhambra Avenue, Martinez, CA – Building 1 First Floor Conference Room**

VOTING MEMBERS PRESENT: Supervisor John Gioia, District I; Supervisor Federal Glover, District V; Dayana Carcamo-Molina MD; Tarun Bhandari MD; NON-VOTING MEMBERS PRESENT: Samir Shah MD, Chief Executive Officer/Chief Medical Officer; Anna Roth RN, Health Services Director; Sara McNeil MD, Medical Staff President; Jaspreet Benepal RN, Chief Nursing Officer; Lisa Schilling RN, Chief Quality Officer; GUESTS PRESENT: Sergio Urcuyo MD, Hospital Medical Director; Courtney Beach MD, Associate Medical Director of Quality; Andrea Sandler MD, Associate Ambulatory Care Medical Director, Director of Ambulatory Nursing Operations Gabriela Sullivan MD, Ambulatory and Specialty Medical Director; Nancy Hendra RN, Director of Ambulatory Care Nursing Infection Prevention & Control Program; Leah Carlon, Health Care Risk Manager, Safety & Performance Improvement; Emily Parmenter, Strategic Initiatives, Office of the Director; Jo-Anne Linares, Personnel Manager; Enrique A. Henriquez, Lieutenant Chief of Security; Julia Surges, Corticha Flucus

AGENDA ITEM	ACTION
<p><b>I. CALL TO ORDER AND INTRODUCTIONS</b> Meeting Chair – Supervisor John Gioia, District I</p> <ul style="list-style-type: none"> <li>• Meeting called to order at <b>1:04 PM</b> by Supervisor Gioia</li> <li>• Location of meeting at three locations under the Brown Act: CCRMC Building 1 Conference Room; Supervisor Glover’s office in Pittsburg; Public may attend meeting remotely VIA Zoom Webinar or Call In.</li> <li>• Agenda has been posted outside Supervisors’ offices and CCRMC. Public is invited to attend publicly or remotely.</li> </ul>	<p style="text-align: center;"><b>Inform</b></p>
<p><b>II. APPROVAL OF MINUTES – April 25<sup>th</sup> 2024</b> Supervisor Gioia</p> <p>In open session, voting members of Contra Costa Regional Medical Center Joint Conference Committee voted to accept the April 25, 2024, Joint Conference Committee minutes.</p> <p>No public comment.</p>	<p><u><b>Motion:</b></u> <b>By: Glover</b> <b>Seconded by Carcamo-Molina</b></p> <p><u><b>Ayes:</b></u> <b>Glover, Gioia, Carcamo-Molina</b></p> <p><u><b>Abstain:</b></u> <b>None</b></p>
<p><b>III. PUBLIC COMMENT</b> Supervisor Gioia</p> <p><i>At this time, members of the public may comment on any item not appearing on the agenda. It is recommended that you keep your comments to two minutes or less. Under State law, matters presented under this item cannot be discussed or acted upon by the Board at this time. For items appearing on the agenda, the public will be invited to make comments at the time the item comes up for Board consideration.</i></p> <p>No public comment.</p>	<p style="text-align: center;"><b>Inform</b></p>

**IV. Administrative Update**

Samir B. Shah, MD, Chief Executive Officer/Chief Medical Officer; Jaspreet Benepal, RN, Chief Nursing Officer; Sergio Urcuyo, MD, Hospital Medical Director; Gabriela Sullivan, MD, Medical Director of Ambulatory Care; Andrea Sandler, MD, Associate Medical Director of Ambulatory Care; David Sanford, Chief of Labor Relations, Contra Costa County; Ann Elliott, Director of Human Resources, Contra Costa County

**A. Operation Planning**

- Reflects the priorities of Contra Costa Health to meet our Regulatory and service requirement for the hospital care clinics.
  - Quality
  - Care experience
  - Access to care
  - Financial strength

Comment(s):

*Supervisor Gioia- On care transitions what is our current performance?*

*Dr. Shah- We're tracking about 60% with our target being 64% with the 81st percentile.*

*Supervisor Gioia – Is there a reason why it's not 100% we're not at goal?*

*Dr. Shah- Various reason why transitions don't happen such as system issues, not being able to appoint the patient to a time when there available to join in teleconference call or visit post discharge. Sometimes it's patient specific they don't make the appointment for reasons of not being able to show up physically or on phone as other things going on in their life. We do try to follow up and have teams prepared to interact with patients the best as we can but not always successful due to the mentioned reason that sometimes get in the way of that.*

*Supervisor Gioia- When the Health Department do the annual report on measure X you should show the metrics of how measure X funding improved the operation. Have a specific report to have reported to the board. Can you do that?*

*Supervisor Glover – Yes, agree.*

*S. Shah – Yes, will be able to show. A lot of things are to still to be determined once some of the infostructure gets built, but we will be able to show the information we have.*

No other questions.

**Inform**

B. HR Working Group

- CCH Hiring Improvement Updates
- Dashboard Metrics
  - Data Source: NeoGov
- Labor MOU change request in progress
- Virtual I-9 Verification
  - Remote verification Enable.
  - Efficiency Goal
  - Contract Update

The county is starting offer a new remote verification for process for I-9 for candidates. The new process we have available countywide implemented will be ready in August 2024 with the federal approval. Candidates will receive notice they can complete a form online and will be able to click the link or given the option to choose to do so in person.

*Supervisor Glover – Could speak more about the I-9? This a certification?*

*Ann E. – The I-9 is when they individuals come in to present their authorization to work documents and they will be able to do that completely remotely.*

*Supervisor Gioia- For health department this allows a quicker process for applications?*

*Jaspreet B. – Yes.*

*Ann E.- Communication to the candidate what we learned has we had all these meetings which both with the health group which have been a great springboard to look at county wide and initiatives as well. What we see is the majority of the delays is the I-9 completed is on candidate who's taking a long time to schedule their appointments. The risks still exist if the candidates wait to initiate their online appointment. To increase compliance on the candidate side is to modify the communication that's going to the candidates to remind them how important it is to get this done in timely manner for both finger printing and I-9 verification.*

Labor agreements:

- Areas that are achievable right now to speed things up have to do with our Teamster Local 856 who represents SERVs support type staff. Currently we have a bid process that limits the number of bidders that we get. Receiving a longer list allows the supervisor to select for more people which should help speed things up. Also, to standardize the bid posting timelines to 5 days across the board.
- Working on side letters

C. Hospital Operations update – Dr. Urcuyo

<ul style="list-style-type: none"> <li>○ Medical Admission <ul style="list-style-type: none"> <li>▪ FY 2023/2024 700 over the average</li> </ul> </li> <li>○ IP Psych Admissions</li> <li>○ Emergency Department Visits <ul style="list-style-type: none"> <li>▪ Volumes consistently higher in 2024 than 2023</li> </ul> </li> <li>○ Psychiatric Emergency Visits</li> <li>○ Psychiatric Emergency Length of Stay <ul style="list-style-type: none"> <li>▪ Improvement - Significant reduction 2023-2024</li> </ul> </li> </ul> <p>D. Ambulatory care access update – Dr. Sullivan</p> <ul style="list-style-type: none"> <li>○ Measures to Improve Access: <ul style="list-style-type: none"> <li>○ Recruitment <ul style="list-style-type: none"> <li>▪ Engaged with county recruiting agency Spin</li> <li>▪ Direct mailing to number primary care providers in Contra Costa area</li> <li>▪ Engaged with specialty recruitment for needed Specialist</li> </ul> </li> <li>○ Clinic Backfill <ul style="list-style-type: none"> <li>▪ Temporary coverage for planned provider absences</li> </ul> </li> <li>○ Engaging Assigned but not Served Patients <ul style="list-style-type: none"> <li>▪ As of May 2024, 45,000 CCHP Medi-cal members who were assigned to CCRMC/HC but had not accessed CCRMC/HC services in the prior 12m+.</li> </ul> </li> </ul> </li> <li>○ Ambulatory Care Redesign (ACR) 2.0 – Dr. Sandler  Changing the structure of an existing meeting that been here for 10-12 years of refocus improvement work increase access to care. Less recording out and more time develop ideas and solutions for some of our challenges. Our focus on Primary Care Access, Specialty Care Access, Population Health, and Alternative Care Models under the guidance of improvement Advisor Dennis Deas.</li> </ul> <p><i>Supervisor Gioia – asked to explain” looking to create disease pathways and tools to “treat” patients without a doctor’s appointment.”</i></p> <p><i>Dr. Sandler – Referred to her own practice example of when in clinic and treating patients with diabetes for high sugars not controlled. I’m seeing them back every 4 weeks to readjust their medicines and insulin. We have been starting to think about who else may be to help possibly a pharmacist or develop protocols and procedures for RN to help or visit with Patient Education Nurses or Dietitian to help address their diet to free up future appointment with providers by leveraging all the members of the healthcare team.</i></p> <p>No public comment.</p>	
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<p><b>V. Finance Update</b>  Pat Godley, Chief Financial Officer, Contra Costa Health</p> <p>A. Financial update</p> <p><i>Supervisor Gioia – exarate when you say potential 52 million net county cost surplus, you roll that over to next year?</i></p> <p><i>Pat G.-Yes, that will fall into our unrestricted funded balance handled as amounts needed for capital will be drawn down capital being one time item to match that up to other one time revenues.</i></p> <p><i>Supervisor Gioia- What’s other decreased revenue?</i></p> <p><i>Pat G.- It’s private pay through the Interdepartmental Department (ID) charges other county charges that must get enrolled in that.</i></p> <p>No public comment.</p>	<p><b>Inform</b></p>
<p><b>VI. MEDICAL STAFF UPDATE</b>  Sarah McNeil, M.D., Medical Staff President</p> <p>A. Consent: Patient Care Policies for CCRMC/HCs</p> <ul style="list-style-type: none"> <li>• Infection Control Policies</li> <li>• Nursing Policies</li> <li>• Pharmacy Policies</li> </ul> <p>B. Consent: Medical Staff Bylaws 2024</p> <p><i>One Public Comment: (2 minutes given)</i></p> <p><i>Roxanne Garza – Informed that didn’t see a policy around basic health care but wanted to say that have been in conversation with the health department around the basic health care policy coming to this group and hope to continue to have conversation with the health department and finance department around that policy. Not seeing it on the spreadsheet or verbal presentation wanted to alert Supervisor Glover and Supervisor Gioia that we do hope to see that policy come before this body.</i></p> <p><i>Supervisor Gioia- These are policies not on who we serve more on operations. These are more medical quality polices.</i></p> <p><i>L Schilling – the Basic Healthcare Policy did not make it to this meeting but will be available at the next JCC.</i></p>	<p><b>Motion:</b>  <b>By Glover</b>  <b>Seconded: Bhandari</b></p> <p><b>Ayes: Glover, Gioia, Bhandari, Carcamo-Molina</b></p> <p><b>Abstain: None</b></p>
<p><b>VII. SAFETY AND QUALITY UPDATES</b>  Lisa Schilling, RN, Chief Quality Officer  Courtney Beach, M.D., Medical Director Quality</p> <p>A. Regulatory update</p> <ul style="list-style-type: none"> <li>○ Audit &amp; Inspections DHCS (Site visits)</li> <li>○ Licenses</li> <li>○ All Facilities Letter (AFL) <ul style="list-style-type: none"> <li>▪ AFL 24-03, effective 1/1/24 Confidential Medical Information Act (CMIA)</li> <li>▪ AFL 24-04</li> </ul> </li> </ul>	<p><b>Inform</b></p>

<ul style="list-style-type: none"> <li>▪ AFL 24-06</li> <li>○ CCRMC 2024 Anticipated Events <ul style="list-style-type: none"> <li>▪ Surveys - CDPH and The Joint Commission’s Lab</li> </ul> </li> <li>○ Renewals – CCRMC’s Pharmacy inpatient, Pharmacy inpatient sterile compounding, Pharmacy outpatient, and General Acute Care Hospital</li> </ul> <p><i>Supervisor Glover- Request to drop the letter h on the word Pittsburg in the presentation slide for correct spelling of Pittsburg the city in Contra Costa.</i></p> <p>B. QIP</p> <ul style="list-style-type: none"> <li>○ 40 measures identified for high performance to qualify for waiver program payment (approx. \$170M)</li> <li>○ QIP Performance Measure Categories</li> <li>○ 2023 Exceeded QIP Performance Standards</li> <li>○ QIP PY6 Performance Summary</li> <li>○ CCRMC 2023 Awards <ul style="list-style-type: none"> <li>▪ Performance Reliance award in Quality</li> <li>▪ Synergy Award</li> </ul> </li> </ul> <p>No public comment.</p>			
<p>VIII. <b>Adjourn at 2:12 PM</b></p>	<p><b>Inform</b></p>		
<p>IX. <b>NEXT MEETING:</b> November 14, 2024</p>			
<p><b>Minutes approved by Chair: Supervisor John Gioia, District I</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none;"> <p>_____</p> <p style="text-align: center;"><b>Supervisor John Gioia</b></p> </td> <td style="width: 50%; border: none;"> <p>_____</p> <p style="text-align: center;"><b>Date</b></p> </td> </tr> </table> <p style="text-align: right;"><b>Minutes by Corticha Flucus</b></p>		<p>_____</p> <p style="text-align: center;"><b>Supervisor John Gioia</b></p>	<p>_____</p> <p style="text-align: center;"><b>Date</b></p>
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