

Minutes of the Monthly Meeting of the Health Care for the Homeless (HCH) Co-Applicant Board August 10, 2021 | 3:00 pm

Location of Meeting:

The August meeting of the HCH Co-Applicant Board was held by Microsoft Teams/telephone due to the Coronavirus Pandemic affecting the State and Nation. As a result, all votes were conducted by roll call to ensure a clear understanding of the vote.

Present at Meeting:

Name	Attendee Type	On Call
Lauren Grimsland	Board Member	<input checked="" type="checkbox"/>
Sandra Grosvenor	Board Member	<input checked="" type="checkbox"/>
Danielle Husband	Board Member	<input checked="" type="checkbox"/>
Sheila Lopez	Board Member	<input type="checkbox"/>
Jen Post	Board Member	<input checked="" type="checkbox"/>
Helen Rhymes	Board Member	<input checked="" type="checkbox"/>
Maxine Booker	Board Member	<input type="checkbox"/>
Michael Roscoe	Board Member	<input checked="" type="checkbox"/>
Susan Finlaw-Dusseault	Board Member	<input checked="" type="checkbox"/>
Jeannie Bohn	Board Member	<input checked="" type="checkbox"/>
Carolyn Keogh	Board Member	<input checked="" type="checkbox"/>
Sgt. Ben Adler	Board Member	<input checked="" type="checkbox"/>
Kathy Neumann	Board Member - Alternate	<input checked="" type="checkbox"/>
Sandnes Boulanger	Board Member - Alternate	<input type="checkbox"/>
Theresa Jones	Board Member - Alternate	<input type="checkbox"/>
Lt. Zachary Haisch	Board Member - Alternate	<input type="checkbox"/>
Dominique Randall	Board Member - Alternate	<input type="checkbox"/>
Melissa VanBruggen	Staff/Community Member	<input type="checkbox"/>
Rhonda O'Brien	Staff/Community Member	<input checked="" type="checkbox"/>
Dr. Chitra Ravindra	Staff/Community Member	<input checked="" type="checkbox"/>
Gerni Oster	Staff/Community Member	<input checked="" type="checkbox"/>
Ruby Bernard	Staff/Community Member	<input type="checkbox"/>
Karen Yatchum	Staff/Community Member	<input checked="" type="checkbox"/>
Elisa DeGregorio	Staff/Community Member	<input type="checkbox"/>
Meghan Westbrook	Staff/Community Member	<input checked="" type="checkbox"/>
Lisa Carrillo	Staff/Community Member	<input type="checkbox"/>
Jodi Groth	Staff/Community Member	<input checked="" type="checkbox"/>
Clark Scott	Staff/Community Member	<input checked="" type="checkbox"/>
Tim Burns	Staff/Community Member	<input type="checkbox"/>
Krista McIlhaney-Issacs	Staff/Community Member	<input checked="" type="checkbox"/>
Matthew DiFiore	Staff/Community Member	<input checked="" type="checkbox"/>

The regular meeting of the HCH Co-Applicant Board was called to order at **3:03pm**. A quorum was present.
Lauren

1. Chairman's Report

I. Declaration of Conflicts of Interest:

No conflict of interests to declare.

II. Approval of Minutes:

Motion/Vote to accept the Co-Applicant Board Meeting Minutes from July 13, 2021:

Member/Alternate	Motion	Second	Yay Vote	Nay Vote	Abstain
Lauren Grimsland	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sandra Grosvenor	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Danielle Husband	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Jen Post	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helen Rhymes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Michael Roscoe	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Susan Finlaw-Dusseault	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Jeannie Bohn	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carolyn Keogh (PAR)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sgt. Ben Adler	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kathy Neumann	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The motion was **unanimously** approved.

III. Medical Executive Committee Meeting Minutes

Rhonda O'Brien shared the committee met this past month and made a recommendation to approve the

Motion/Vote to approve Medical Executive Committee Meeting Minutes:

Member/Alternate	Motion	Second	Yay Vote	Nay Vote	Abstain
Lauren Grimsland	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sandra Grosvenor	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Danielle Husband	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Jen Post	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helen Rhymes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Michael Roscoe	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Susan Finlaw-Dusseault	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Jeannie Bohn	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carolyn Keogh (PAR)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sgt. Ben Adler	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kathy Neumann	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The motion was **unanimously** approved.

IV. Co-Applicant Board – New Members/Renewals/Resignations

- V. **Unfinished Business/Follow Up:**
No unfinished or follow up business.

2. Governance/Operations

I. **HCH Dashboard Presentation (Jan-June)**

Jodi shared her screen with the HCH Dashboard. Began with just enrollment in the program, does not equate to those having had a medical encounter. Cumulative YTD clients is down ~30% over last year.

SFD inquired if the data has been compared pre-pandemically and if the numbers are still down based on this, Jodi shared, yes, they still are down. Jodi is working with DOH to review 5 year time period. Saw a large decrease during the pandemic and are starting to see a slight uptick, again.

Medical Encounters 13% increase in medical encounters with a 10% decrease in the number of clients seen. This appears to be an improvement. 2.1 average encounters per clients YTD. Karen – meeting with DOH for outreach campaigns, discussion about stopping chronic medications until clients are seen – outreach for eligibility (all clients) making sure clients receive the message to come back into the clinic. April/May conversations began. Working through current surge at the moment.

Dental encounters are up, noted the closures were more significant during COVID.

Specialty Care – while the numbers are still showing we are down over last year, they show we are improving.

Substance Use services – 1126 total visits

Mental Health services – 1274 total visits

Case Management services broke out as well

Clinical Quality Measures – noted a few more areas turned green meaning we are on target to meet our goals.

Rhonda noted we are exceeding the goal for HIV screening. Noted the positive improvement. While unduplicated patients are down, our frequency rate is positive for the clientele we serve.

Hypertension devices are ordered. Staff are being trained on how to seek clients and determine if there are barriers to their desire to utilize a self-monitoring blood pressure device (no bigger than a smart phone). Notified partners that this is an opportunity to help engage clients and inquired if there were any recommendations on patient engagement. It will be provided to the patient at no charge and batteries will be provided at follow up.

Potential issue identified through Jeanie Tarpon Shepherd Center noted the number of clients whose bags are stolen, misplaced, etc. Rhonda shared like with the glucometer, it happens and would be an opportunity for education on maintenance of the devices. Noted an on-site nurse would be able to assist by taking blood pressure. Rhonda shared this will include DOH staff teaching the client how to use the device and how the information could benefit them. Kathy Johansen

(every Wednesday) catches clients at lunch and many maintain seeing her for their blood pressure checked. She will discuss with Kathy when she sees her tomorrow. This may help connect/engage clients.

23% no-shows

Patient Satisfaction Surveys – Jodi walked through the results – near 100% for most of the questions. Elisa added the Quality Improvement Team is working to update the patient satisfaction survey. Hoping to have some ideas to bring to the Board next month. Anticipate discussion next month.

II. **Tarpon Springs Shepherd Center:**

Jeanie noted when services are inside, they see more people. Miguel noted 7 on the last count she could recall. There was 1 person scheduled, but so many more showed up. Helen inquired about the nurse and how she saw 20 people. She checks-in on the people, but many don't want to see a Dr. Some have Medicaid, some have a Blue Card and some will travel to Bayside. At least half of them see a doctor regularly. Rhonda inquired about the number of people they serve. 400 families a week served, daily 60-100 lunches served. Some go to SVdP for breakfast, do lunch in Tarpon and return south. A few have local camps, maybe 38 located in local camps.

III. **Bayside Expansion:**

Elisa shared 3 phases. 1) first 1200 sq ft addition, just received the 100% documents from the contractors and engineers, comments were due back last week. Moving forward with purchasing department to procure a construction contractor. Awaiting further information. 2) renovation of existing space. Approved by HRSA for this, meetings are being scheduled to discuss layout. These need to work in tandem with Phase 1. Phase 3) we have not heard back on this grant application yet. This would be for an additional 1000 sq ft on dental side of clinic. Pending NOA.

IV. **Telehealth Updates:**

Gerni shared the technology is ready, but the primary telehealth provider has resigned. Continue to recruit and provide with current Providers. Karen brought up some of the renovation proposal was the hiring of a consultant that would help identify next steps. They will be looking for someone that can drive telehealth in our community. Looking into the extended tools that can be used for a fulfilling primary care visit. Consultant will be hired with expectation of full knowledge of our EHR to help guide the conversation. How HS can drive the technology through the community.

V. **Staffing/Vacancies Update:**

Family Support Worker and RN Care Coordinator positions being recruited for.

VI. **MMU/Bayside Clinic Calendar:**

Van projected to be out of service for the remainder of the month. Services will be inside.

3. **Fiscal**

I. **Financial Report**

Clark shared the report as of July 28, 2021. Noted we are primary cash basis. Thus, billing includes through the month of April through encounters. Non-encounters are through the month of March.

Slightly skews the numbers but align at the end of the year. The budget tends to lag behind actual expenditures.

II. **Notice of Awards:**

No new notices of awards at this time.

III. **New Funding Opportunities:**

No new funding opportunities at this time.

4. Clinical

I. **Quality Improvement Update**

Clinical Quality Measures – Rhonda Obrien walked through each measure and compared to the benchmark.

Incidents – Gerni shared for quarter 2 - 7 total incidents – 2 client illness injury, 2 client complaint, 3 BA, 1 violence or threat. Elisa shared these are the higher level incident numbers. Not necessarily client eligibility questions/challenges.

II. **COVID-19 & Homeless:**

Vaccine Updates – Gerni shared the hotel program is back online M-F 9 am- 4 pm taking in patients from the hospitals. Continue to see an increase in cases. 16% positivity rate throughout the community. Slight uptick and vaccinations - 51%. Clinic is offering J&J or Pfizer – reach out to Melissa if you would like a vaccination event at your site. The isolation and quarantine process, per Karen, is a direct utilization of the grant – nursing and CM services supporting this program. This is based on the Board's efforts.

III. **HCH Client Trend Reports:**

Gerni reviewed

- **Medical:**

- Unduplicated Patients - 1295
- Encounters – 2900

Dental:

- Unduplicated Patients - 515
- Encounters - 2062

5. Other Updates

I. **HCH Monthly Email Newsletter**

6. New Business:

Karen shared that Pinellas is in the 5 day cone. Conversations about planning for possible tropical storm/hurricane preparations.

The meeting was adjourned at **4:12 pm**.

The next meeting will be held at **3:00 pm on Tuesday, September 14th, 2021** via Microsoft Teams.