



MINUTES

SOUTHERN NEVADA COMMUNITY HEALTH CENTER QUALITY, CREDENTIALING & RISK MANAGEMENT COMMITTEE MEETING

January 26, 2022 – 2:00 p.m.

Meeting was conducted via Webex Event

- MEMBERS PRESENT:** Scott Garrett – Chair, Consumer Member
Jose L. Melendrez – First Vice-Chair, Consumer Member
Timothy Burch – Second Vice-Chair, Community Member, Clark County
- ABSENT:** Aquilla Todd – Consumer Member
- ALSO PRESENT:** None
(In Audience)
- LEGAL COUNSEL:** Heather Anderson-Fintak, General Counsel
- EXECUTIVE SECRETARY:** Fermin Leguen, MD, MPH, District Health Officer
- STAFF:** Andria Cordovez Mulet, Richard Hazeltine, David Kahananui, Cassius Lockett, Cassondra Major, Karen White

I. CALL TO ORDER and ROLL CALL

The Chair called the Southern Nevada Community Health Center Quality, Credentialing & Risk Management Committee Meeting to order at 2:05 p.m. Andria Cordovez Mulet, Executive Assistant, administered the roll call and confirmed a quorum.

II. PLEDGE OF ALLEGIANCE

- III. **FIRST PUBLIC COMMENT:** A period devoted to comments by the general public about those items appearing on the agenda. Comments will be limited to five (5) minutes per speaker. Please clearly state your name and address and spell your last name for the record. If any member of the Board wishes to extend the length of a presentation, this may be done by the Chair or the Board by majority vote.

Seeing no one, the Chair closed the First Public Comment portion.

IV. ADOPTION OF THE JANUARY 26, 2022 MEETING AGENDA (for possible action)

A motion was made by Chair Garrett, seconded by Member Melendrez, and carried unanimously to approve the January 26, 2022 Agenda, as presented.

V. REPORT / DISCUSSION / ACTION

1. **Approve Quality, Credentialing & Risk Management Committee Meeting Minutes – October 27, 2021;** direct staff accordingly or take other action as deemed necessary *(for possible action)*

A motion was made by Chair Garrett, seconded by Member Melendrez, and carried unanimously to approve the October 27, 2021 Quality, Credentialing & Risk Management Committee Minutes, as presented.

2. **Discuss and Accept Quality and Risk Management Activities Report**; direct staff accordingly or take other action as deemed necessary (*for possible action*)

Cassandra Major, FQHC Quality Management Coordinator, presented the Quality and Risk Management Activities Report to the Committee. **(Attachment #1)**

Regarding the Health Center's COVID-19 efforts, Ms. Major advised that, in 2021, 47,019 tests were conducted, with a positivity rate of 13.47%. Ms. Major presented chart graphs for COVID-19 positive/negative results by Race and Ethnicity and Age Group. Ms. Major advised that, in 2021, the Health Center administered 33,920 doses.

Ms. Major outlined that the Health Center received 1,225 patient satisfaction surveys, with the survey being available in both English and Spanish.

Ms. Major advised that, in 2021, the Health Center had 1,371 telehealth patient visits and 23,611 in-person visits. Further, there were no significant adverse events, with one complaint that was resolved.

Member Melendrez advised that he was a patient of the Health Center and was scheduled for a follow-up appointment that he could not attend. He indicated that he received a reminder text and called the number in the text message that went to the call center. He was not sure whether the clinic received notification of his cancellation as he was still receiving reminder texts. Ms. Kahananui requested Member Melendrez to provide him with the phone number that was listed in the reminder text, and he would research the issue.

Dr. Leguen addressed the results of the patient satisfaction surveys related to ease of scheduling an appointment that received only 76.8% positive responses, which may be reflective of Member Melendrez's comments and warrants further research. Further, Dr. Leguen raised the results of the patient satisfaction surveys related to health insurance that received only 61.2% positive responses. Dr. Leguen advised that a main priority should be to ensure that eligible patients are enrolled in insurance.

Chair Garrett inquired whether a form of quality control, similar to a secret shopper/customer, can be performed on the telehealth service and call center. Mr. Kahananui advised that Ms. Major will look into the suggestion.

A motion was made by Chair Garrett seconded by Member Melendrez and carried unanimously to approve the Quality and Risk Management Activities Report.

3. **Discuss and Accept CHC Management Care Credentialing Process Report**; direct staff accordingly or take other action as deemed necessary (*for possible action*)

David Kahananui, FQHC Senior Manager, presented the CHC Managed Care Credentialing Process Report to the Committee. **(Attachment #2)**

Mr. Kahananui outlined the Medicare and Commercial insurance providers and highlighted that in January 2021 the Health Center was contacted with only five insurance providers, compared to January 2022 whether the Health Center is contacted with 19 insurance providers. This has resulted in a decrease in uninsured patients. Mr. Kahananui advised that early in 2021 approximately 57% of patients were uninsured or on a sliding fee scale, and by the end of 2021 the rate had decreased to approximately 30%.

Mr. Kahananui commended Karen White, Chief Financial Officer, and Donna Buss, Revenue Cycle Manager, for their efforts with credentialing and supporting the Health Center.

Member Melendrez inquired whether, as part of the credentialing process, the Health Center was requiring providers to complete the Cultural Competency Certificate, a requirement that was recently mandated by the State. Mr. Kahananui advised that he would research the Cultural Competency Certificate process and report back to the Committee.

A motion was made by Chair Garrett, seconded by Member Melendrez and carried unanimously to approve the CHC Managed Care Credentialing Process Report.

4. Discuss and Approve Recommendations to the Southern Nevada Community Health Center Governing Board on January 27, 2022; direct staff accordingly or take other action as deemed necessary (for possible action)

A motion was made by Chair Garrett, seconded by Member Melendrez to recommend approval of the Quality and Risk Management Activities Report and CHC Management Care Credentialing Process Report to the Southern Nevada Community Health Center Governing Board on January 27, 2022.

The Committee requested that staff (1) research the requirements for the Cultural Competency Certificate for providers, (2) research issues with scheduling of appointments and report back at the next meeting.

VI. SECOND PUBLIC COMMENT: A period devoted to comments by the general public, if any, and discussion of those comments, about matters relevant to the Board's jurisdiction will be held. Comments will be limited to five (5) minutes per speaker. If any member of the Board wishes to extend the length of a presentation, this may be done by the Chair or the Board by majority vote.

Seeing no one, the Chair closed the Second Public Comment portion.

XIII. ADJOURNMENT

The Chair adjourned the meeting at 2:38 p.m.

Fermin Leguen, MD, MPH
District Health Officer/Executive Secretary/CHC Executive Director

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