

Health Care for the Homeless Co-Applicant Governing Board



WELCOME

WEDNESDAY, APRIL 20, 2022

11:00-12:30PM

**BOARD MEMBER & PUBLIC
ATTENDEE INTRODUCTIONS**

Health Care for the Homeless Co-Applicant Governing Board



ACTION ITEM:
REQUEST FOR APPROVAL
MARCH MEETING MINUTES

JENNIFER MACHADO, HCH BOARD CHAIR

ATTACHMENTS: MARCH MEETING MINUTES

Health Care for the Homeless Co-Applicant Governing Board



STANDING ITEM: HCH SERVICES & COVID-19 UPDATE

*MIA FAIRBANKS, NURSE PROGRAM
MANAGER*

Health Care for the Homeless Co-Applicant Governing Board



STANDING ITEM:
**BOARD COMMUNITY NEEDS
SURVEY**

RACHAEL BIRCH

Health Care for the Homeless Co-Applicant Governing Board



STANDING ITEM:
**QUALITY IMPROVEMENT/
ASSURANCE**

PATIENT SATISFACTION

GABRIELLA QUINTANA, HCH QI TEAM

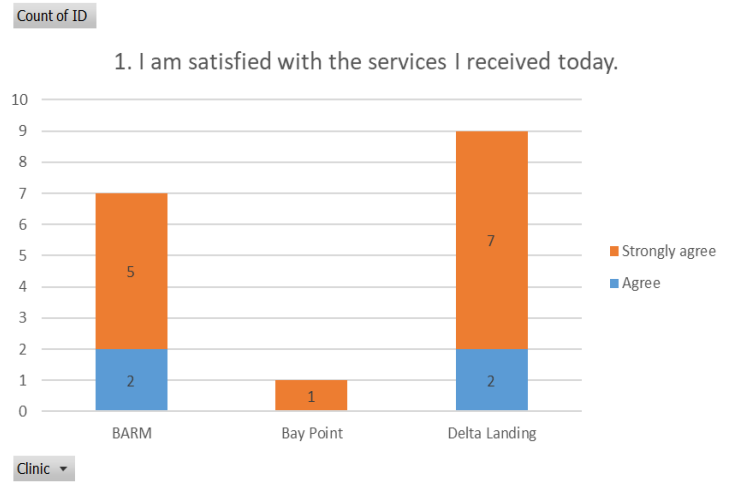
Patient Surveys



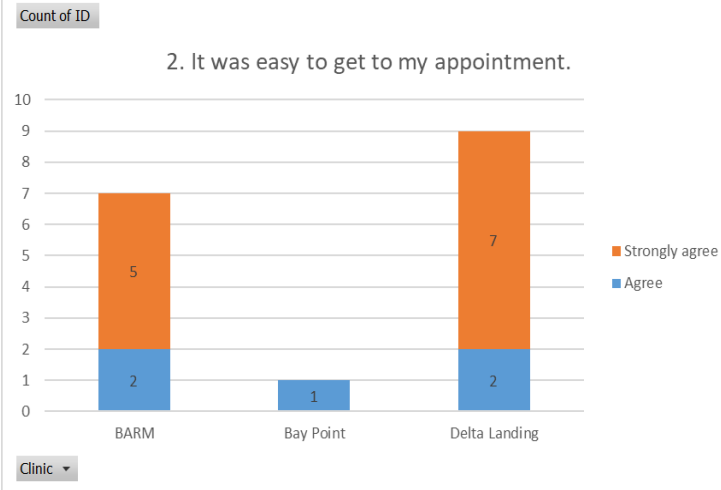
- **21 Surveys this month**
 - 17 from patients seen
 - 4 from individuals not seen by the clinic
- **Those not seen by HCH:**
 - **Get Care-**
 - ✦ **La Clinica de la Raza (1)**
 - ✦ **Nowhere (1)**
 - ✦ **Seen by HCH or CCHS PCP in other locations (2)**
 - **Feel Care would be easier to get if-**
 - ✦ **La Clinica would call me back**
 - ✦ **Clinics were closer to home**
 - ✦ **Transportation as easier**

Satisfaction by Clinic

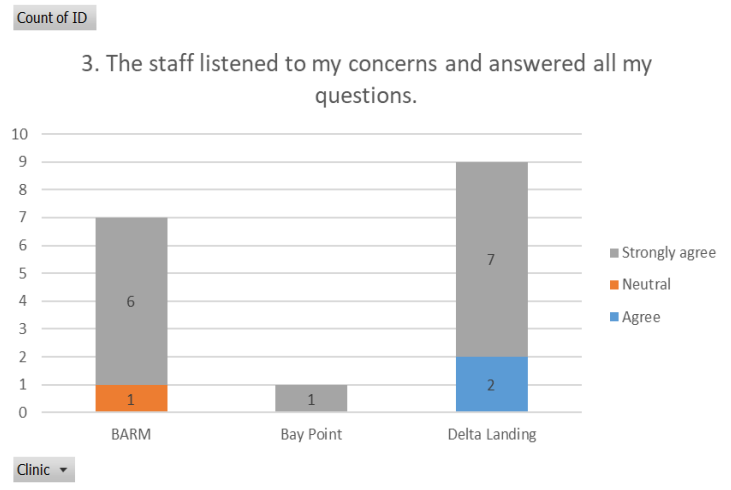
1. I am satisfied with the services I received today.



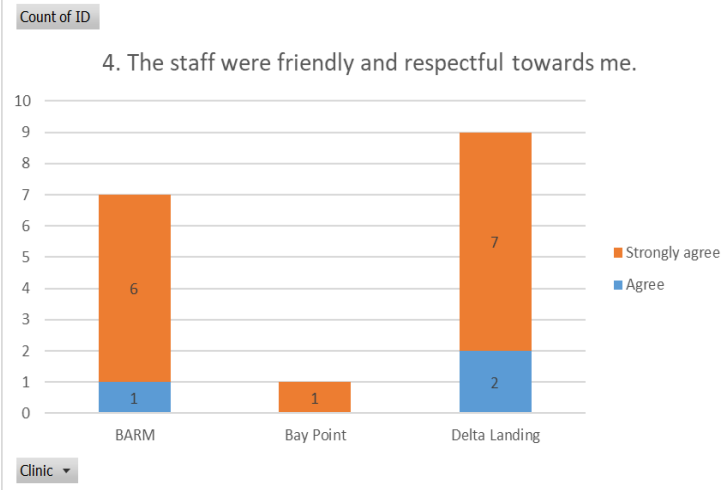
2. It was easy to get to my appointment.



3. The staff listened to my concerns and answered all my questions.



4. The staff were friendly and respectful towards me.



100% of patients felt they were both:

- Involved in decisions about their medical care
- Would come back to the clinic again

Additional Feedback



- **How would you improve our services?**
 - Another helper in there to make it timelier and faster
 - No improvement. I have no medical problems but every time I come; they help.
 - Great Staff
 - They are awesome
 - I don't think anything is wrong
 - I couldn't even begin to think, whatever she's doing it's working.
 - Clinic is A1.They just care. It makes you care about yourself.
 - They are convenient and great
 - Seems pretty good to me. Better than going to the clinic because it's faster

Future Items to Discuss



1. **Board Recruitment**
2. **SFDP Policy**
3. **Board led community needs survey**
4. **Board member onboarding and training**
5. **Community Connect/ECM**

HCH Co-Applicant Governing Board



Next Meeting

Wednesday, May 18, 2022

11:00 – 12:30pm

Zoom Conference Call