

# MOBILE MEDICAL UNIT ADVISORY COUNCIL

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HHS|HRSA – PINELLAS COUNTY BOARD OF COUNTY COMMISSIONERS  
HEALTH CARE FOR THE HOMELESS GRANT | #H80CS00024

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## MEETING AGENDA

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AUGUST 2, 2016 | 3:00 PM – 4:30 PM  
JUVENILE WELFARE BOARD, 14155 58TH STREET N, CLEARWATER FL 33760  
CONFERENCE CALL-IN: DIAL 1-727-582-2255; PASSCODE: 718007

### Welcome | Introductions

#### 1. Chairman's Report

- i) Recruitment/Appointment/Removal of Members
- ii) Consent Agenda
  - Approval of Minutes, July 12, 2016
  - Credentialing & Privileging of Additional Providers
- iii) Unfinished Business/Follow-Up

#### 2. Governance/Operations

- i) Strategic Planning / Focus Group Sub-Committee Updates – *Daisy Rodriguez*
- ii) MMU/Bayside Health Clinic Calendar – *Drew Wagner*
- iii) Patient Satisfaction Survey Results – *Drew Wagner/Dr. Chitra Ravindra*

#### 3. Fiscal

- i) Notice of Awards – *Elisa DeGregorio*

#### 4. Clinical

- i) HCH Client Trend Report (Medical & Dental) – *Drew Wagner*

#### 5. Other Updates

- i) New Business

**Adjournment | Next Meeting: Tuesday, September 6, 2016 @ 3:00 pm, Juvenile Welfare Board**



## **TAB 1 – CONSENT AGENDA**

- **Meeting Minutes – July 12, 2016**
- **Credentialing & Privileging of Providers**
  - None



**Minutes of the Monthly Meeting of the  
Mobile Medical Unit Advisory Council (MMUAC)  
July 12, 2016 | 3:00 pm**

**Location of Meeting:**

Juvenile Welfare Board  
14155 58<sup>th</sup> Street North  
Clearwater, FL 33760

**Present at Meeting:** Sgt. Zachary Haisch, Jerry Wennlund, Nicole Fischer\*, Pam Long, Valerie Leonard\*, Mark Dufva, Sean Murphy\*, Dianne Clark, and Rhonda Abbott. Staff and community members present: Drew Wagner, Daisy Rodriguez, Chitra Ravindra, M.D., Dale Williams, and Elisa DeGregorio. (\*Consumer)

The regular meeting of the Mobile Medical Unit Advisory Committee (MMUAC) was called to order at 3:12 pm.

**i. Chairman's Report**

- i. **New Member Appointment:** Ms. Rodriguez welcomed Nicole Fischer back to her second meeting. Ms. Fischer is currently a patient in the program and was informed about the Council during the focus groups conducted this spring. Ms. Valerie Leonard, Chair, nominated Ms. Fischer to the Council and the motion was seconded by Rhonda Abbott. The Council voted unanimously to approve the appointment of Ms. Fischer to the Council.

**The Council is now currently made up of 4 consumers (waiver granted by HRSA) and 6 community members for a total of 10 members (minimum is 9).**

Regarding officers, Ms. Leonard requested that the Vice-Chair, currently held by consumer representative Alaina Robinson, be replaced, as she has only attended 4 of the previous 13 meetings. Upon further discussion, the Council agreed and Ms. Leonard made a motion to remove Alaina Robinson from the Vice-Chair position, and nominated Sean Murphy to fill the role. Jerry Wennlund seconded the motion, and the Council voted **unanimously in approval**.

- ii. **Approval of Previous Minutes:** A motion to approve the minutes dated May 3, 2016 was made by Mark Dufva and seconded by Rhonda Abbott. The Council **unanimously approved** the minutes.

A motion to approve the minutes dated June 7, 2016 was made by Rhonda Abbott and seconded by Mark Dufva. The Council voted **unanimously to approve** the minutes.

- iii. **Credentialing & Privileging:** No additional providers recommended this month. Dr. Ravindra noted that all new hires with the Department of Health will be credentialed and privileged to assure that any back-up doctors utilized for the HCH program are approved by the Council.

- iv. **Unfinished Business:** In follow-up to last month's meeting, the following items were discussed:

- a. **HEP/Lealman Van Locations:** Ms. Rodriguez reported that she had received additional data regarding the estimated number of homeless individuals residing in the Lealman area and noted that the population was too small to warrant the MMU van providing services. The

County is continuing to look into other alternative health care options open to a broader range of the population. Rhonda Abbott also noted that the St. Petersburg Free Clinic was opening a location in the area as well.

- b. **UPass Implementation:** Follow-up discussion regarding the implementation of the UPass program (unlimited bus transportation included with program eligibility) continued. Ms. Fischer mentioned that several clients have not wanted to get a dr. appointment and just enrolled for the bus pass. She continues to strongly encourage those clients to see the doctor and would support the County should it restrict the bus pass for only those clients with a qualified medical encounter in the year. Ms. Leonard and Mr. Murphy concurred.

Ms. Rodriguez added that the County is taking that into consideration and discussing it. However, right now, if a client qualifies for enrollment in the program, they will get the UPass, regardless of whether they see a doctor. That may change in the future.

Mr. Murphy added that having case managers actively involved in a clients care has been extremely beneficial and motivational. Now that he resides at Pinellas Hope, he has a case manager where he previously did not. Ms. Fischer added that she also has a case manager at Safe Harbor. She noted that with the case plan at Safe Harbor, if she complies she can stay longer...if not, she is given an exit date.

Ms. Long also brought up an issue that now that Pinellas Hope has an eligibility worker from Human Services on site once a week, she is concerned that the eligibility worker is not speaking to the client about or setting up a medical appointment for the client. Ms. Rodriguez explained that the HS staff are not able to set up medical appointments, but would encourage them to encourage the clients to do so themselves. Mr. Wagner added that it has been very helpful to have the eligibility worker there in advance of the van coming each week so that their staff do not have to spend as much time on enrollment, and those clients would be able to be seen sooner.

## I. Governance/Operations

- i. **Board of County Commission Meetings:** Ms. Rodriguez reported that we have received a request from County Administration to invite MMUAC members to attend Board of County Commission meetings when agenda items addressing the Health Care for the Homeless program come up. She added that we will notify members of agenda items where it would be a good opportunity to share with the Council members a few words.
- ii. **Strategic Planning:** Ms. Rodriguez updated the Council that the staff sub-committee has been meeting to address issues raised by the focus groups. Communications was the first area of need addressed by the sub-committee. The next meeting is scheduled for 7/28/216.
- iii. **MMU Calendar:** The July calendar (included in the meeting packet) for the MMU and Bayside was presented to the Council by Andrew Wagner. In July Mr. Wagner noted that patient volume at HEP is still low. There is a recommendation to reduce the number of hours per month and present that to HEP leadership.

Mr. Wagner updated the Council that the physician that was out on medical leave was returning and normal hours would resume.

- iv. **Patient Satisfaction Surveys:** The results from the June 2016 patient satisfaction survey were distributed to the Council in the meeting packet. In addition, a six-month trend report was also provided to the Council in the meeting packet. Dr. Ravindra was pleased with the results and noted that the “Never” response was going down. The survey will continue to be conducted monthly.

Staff is also looking at adding one additional questions related to “overall” performance and adding a dental survey for dental only clients.

## II. Fiscal

- i. **New Funding Opportunity:** HRSA notified the County of a one-time supplement for the Delivery Health System Information Investment grant available in the amount of \$42,239. The application is due July 20, 2016. Eligible uses of the funding include equipment, data analysis/integration, training, and EHR enhancements.

Jerry Wennlund made a motion to approve the County’s application for the one-time grant opportunity. The motion was seconded by Dianne Clark. The Council **unanimously approved** the motion

- ii. **Notice of Awards:** Ms. DeGregorio reported that we received two Notice of Awards from HRSA (H80CS00024-15-04/H80CS00024-15-05) that formally deletes the Safe Harbor site/address from our list of sites/scope and adds the Bayside Health Clinic site/address to our list of sites/scope.

Dianne Clark made a motion to accept the Notice of Awards and the motion was seconded by Rhonda Abbott. The Council **unanimously approved** the motion.

## III. Clinical

- i. **AHCA and Substance Abuse Service Expansion Update:** Both new grants received began implementation in June. Mark Dufva raised a concern regarding the multitude of mental health/behavioral health programs in place or being implemented and a perceived lack of coordination/fragmentation among the various programs. Jerry Wennlund expressed the same concern in another meeting regarding a state grant opportunity for the centralized receiving facility. This grant was available last year, but the county’s organizations were not prepared to submit at that time. This issue needs to continue to be raised and encourage more collaboration among the various provider organizations.
- ii. **Trend Report for Patient Counts/Encounters:** A copy of the June trend report was provided to the Council members indicating that a total of 1313 unduplicated patients were recorded from January 1<sup>st</sup> through June 30<sup>th</sup> for the program. The numbers are down slightly from the same time period last year but have been picking up.

**Dental:** A copy of the dental trend report was provided to the Council as requested showing that since Bayside has opened on April 18<sup>th</sup> through June 30<sup>th</sup>, the clinic saw 154 unduplicated clients in 425 encounters. Overall, all HCH clients receiving dental care totaled 238 unduplicated clients in 623 encounters at all dental locations in the County.

**Phone:** Mr. Wagner also presented the most recent **call volume report** for the Bayside Clinic/HCH program. With the new phone system in place, the health center can now track the # of phone calls and to an extent, the reason for the calls. In the month of June, the health center received 1,848 phone calls broken down as follows:

- 116 ..... Pressed 1 for Office Hours/Locations
- 536..... Pressed 2 for Medical Appointments/Cancellations
- 116..... Pressed 3 for Dental Appointments/Cancellations
- 718..... Pressed 4 for All Other Questions
- 136..... Pressed 0 for the Operator
- 226..... Timed Out/Error

The Timed Out/Error is due to the fact that if the receptionist is currently on a phone call or helping another customer, the client on hold continues to hear the ringing with no ability to leave a message. In most cases, they may be hanging up and trying to call back again. While this set-up was intentional, so as to not shuffle clients into a voicemail, the unintended consequence is the waiting time on hold. The staff has made some changes effective in July including the addition of two new options for behavioral health (press 4) and specialty care (press 5). In addition, another staff member has been added to the rotation for receiving calls to reduce the T/E errors.

- iii. **Patient Centered Medical Home:** Dr. Ravindra reported that the County received Level One Recognition from NCQA.

#### IV. **Other Updates**

- i. **New Business:** No new business.

The meeting was adjourned at 4:43 pm.

The next meeting will be held at **3:00 p.m. on Tuesday, August 2, 2016 at Juvenile Welfare Board.**



**TAB 2 – CALENDAR**

Attached is the calendar for the MMU and Bayside Health Clinic for August.



<i>Monday</i>	<i>Tuesday</i>	<i>Wednesday</i>	<i>Thursday</i>	<i>Friday</i>
<b>1</b> <u><b>Clearwater</b></u> SVDP Soup Kitchen 1340 Pierce Street Clearwater, FL 33756 <b>8:30am – 12:30 pm</b> HEP 1051 Holt Ave Clearwater, FL 33755 <b>1:30pm – 5:00 pm</b>	<b>2</b> <u><b>Clearwater</b></u> HEP 1051 Holt Ave Clearwater, FL 33755 <b>8:30am – 3:00 pm</b> <i>MMUAC Meeting 3:00 pm</i> <i>JWB</i> <b>VAN Maintenance</b> <b>3:00 pm - 5:00 pm</b>	<b>3</b> <u><b>Clearwater</b></u> Pinellas Hope 5726 126 <sup>th</sup> Ave. North Clearwater, FL 33760 <b>8:30am – 5:00 pm</b>	<b>4</b> <u><b>St. Petersburg</b></u> Salvation Army ARC 5885 66 <sup>th</sup> St. North St. Petersburg, FL 33709 <b>8:30am – 5:00 pm</b>	<b>5</b> <u><b>St. Petersburg</b></u> Salvation Army One Stop 1400 4 <sup>th</sup> St. South St. Petersburg, FL 33701 <b>8:30am – 4:00 pm</b>
<b>8</b> <u><b>Clearwater</b></u> SVDP Soup Kitchen 1340 Pierce Street Clearwater, FL 33756 <b>8:30am – 12:30 pm</b> <i>Staff meeting 1:30 pm -3:30 pm</i>	<b>9</b> <u><b>St Petersburg</b></u> SVDP Center of Hope 401 15th Street North St. Petersburg, FL 33713 <b>8:30am – 5:00 p</b>	<b>10</b> <u><b>Clearwater</b></u> Pinellas Hope 5726 126 <sup>th</sup> Ave. North Clearwater, FL 33760 <b>8:30am – 3:30 pm</b> <b>VAN Maintenance 3:30 pm - 5:00 pm</b>	<b>11</b> <u><b>St. Petersburg</b></u> Salvation Army ARC 5885 66 <sup>th</sup> St. North St. Petersburg, FL 33709 <b>8:30am – 5:00 pm</b>	<b>12</b> <u><b>St. Petersburg</b></u> Salvation Army One Stop 1400 4 <sup>th</sup> St. South St. Petersburg, FL 33701 <b>8:30am – 4:00 pm</b>
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**\*\*No Appointment Necessary--Walk-ups Preferred\*\* Last appointment 30 minutes before closing time**

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# August 2016

# Bayside Health Clinic Calendar

**Monday**

**Tuesday**

**Wednesday**

**Thursday**

**Friday**

**Saturday**

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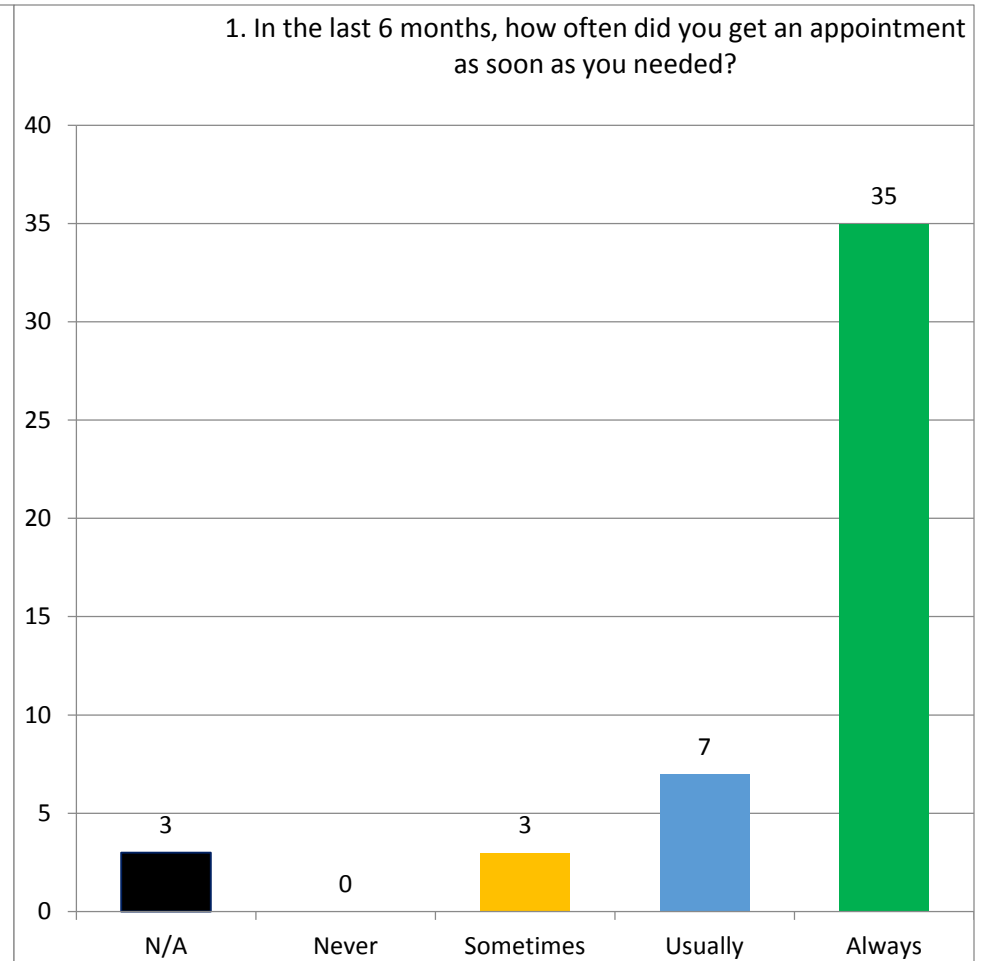
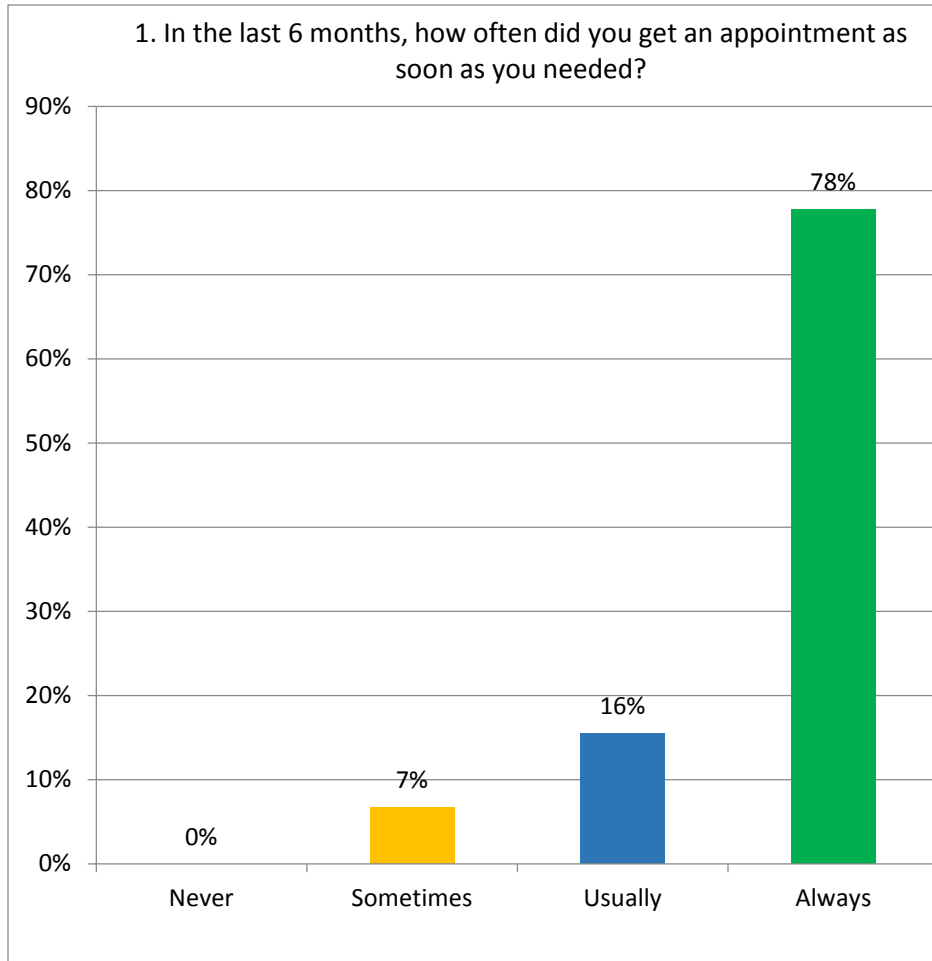
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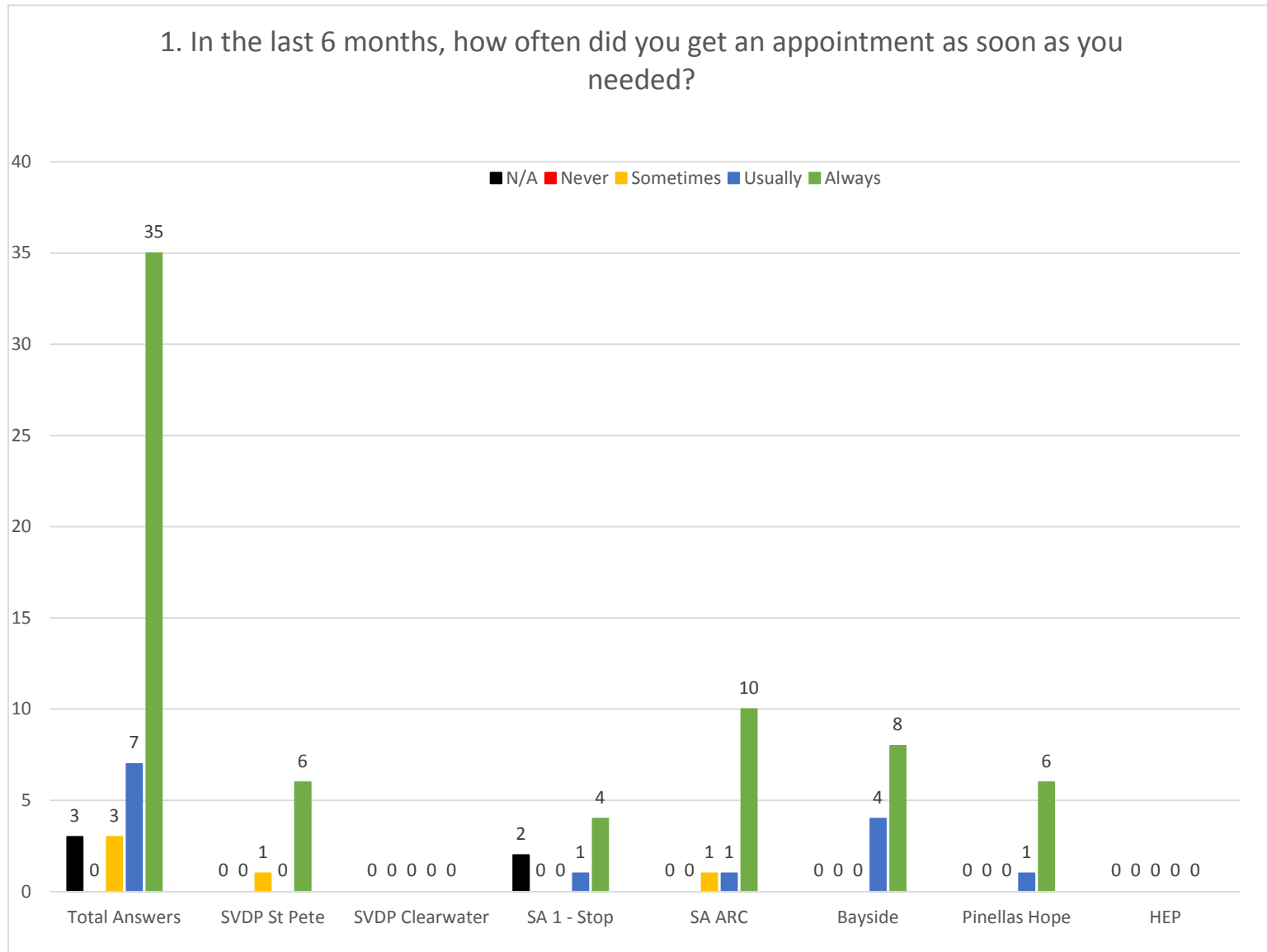
TAB 2 – PATIENT SATISFACTION SURVEY



**Pinellas County I MMU/Bayside Program  
Patient Satisfaction Survey Results Report  
July 2016: Total surveys = 48**



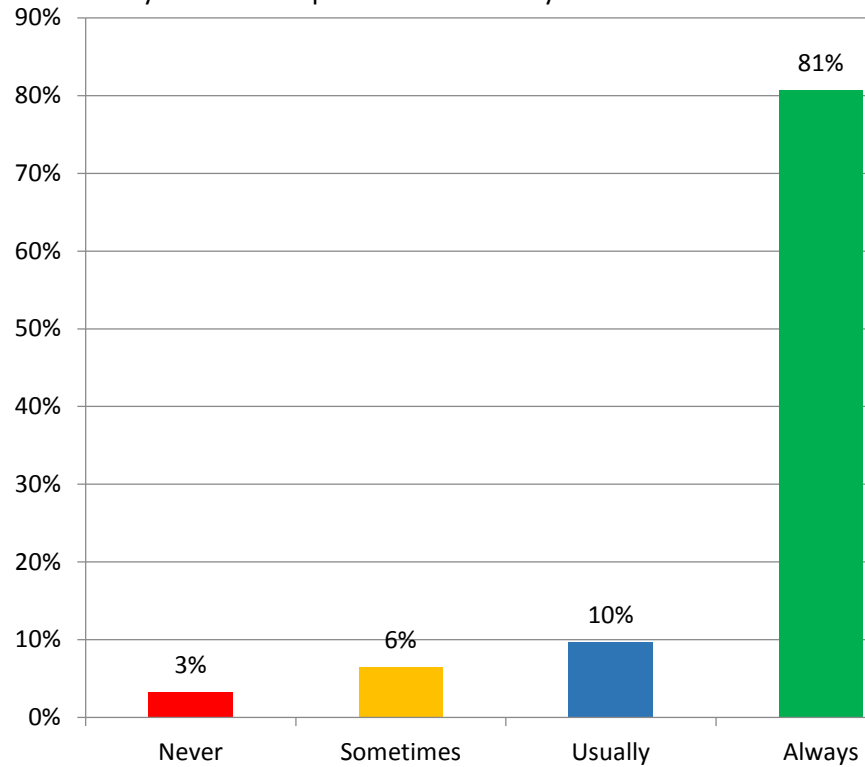
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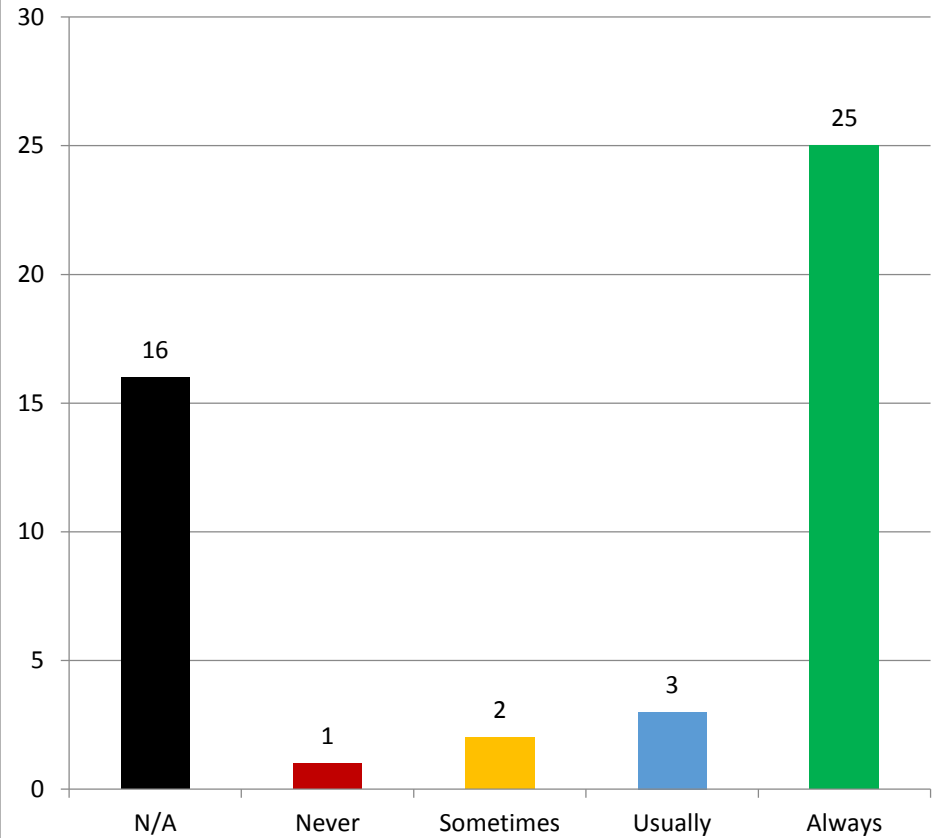


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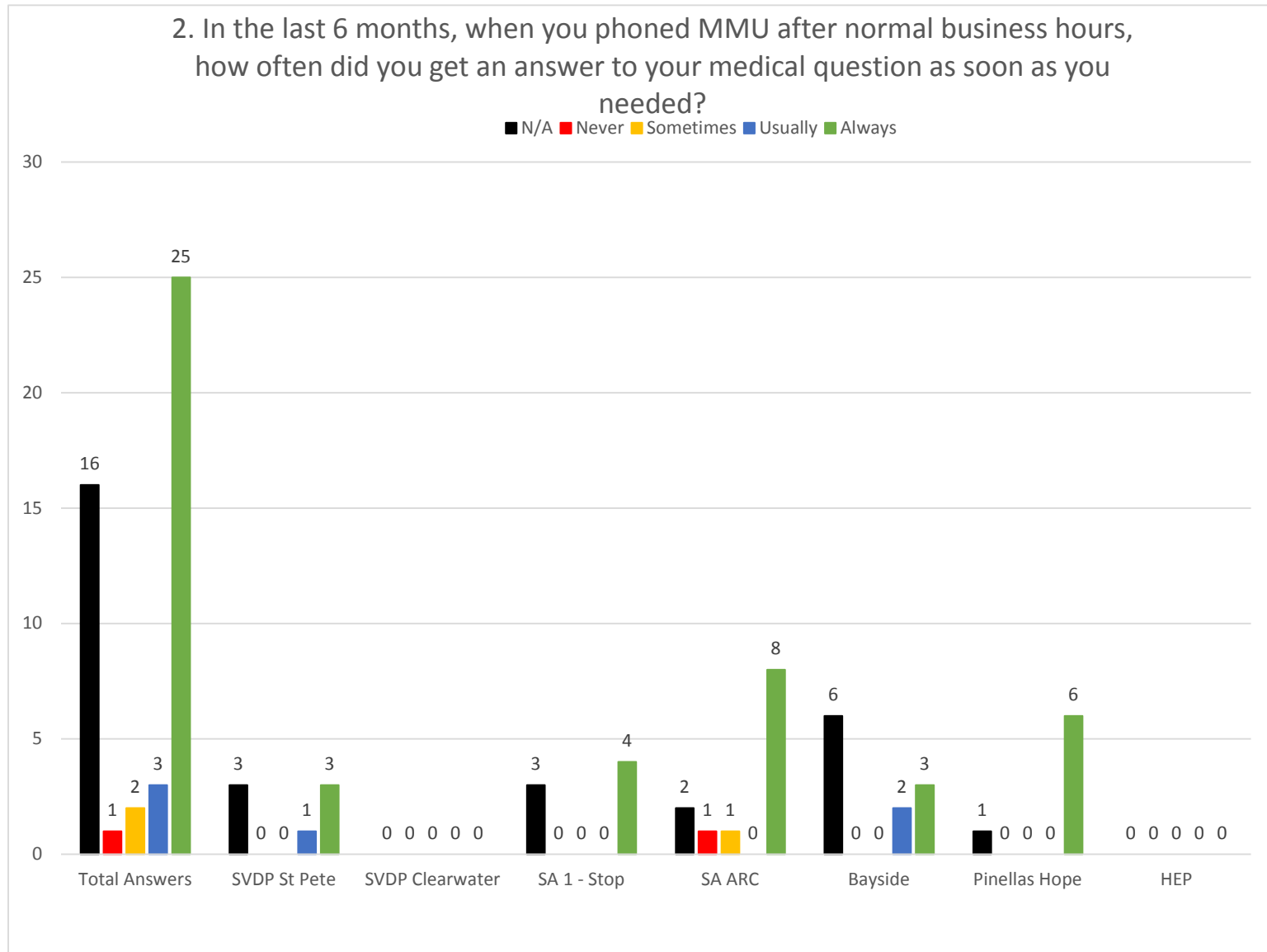
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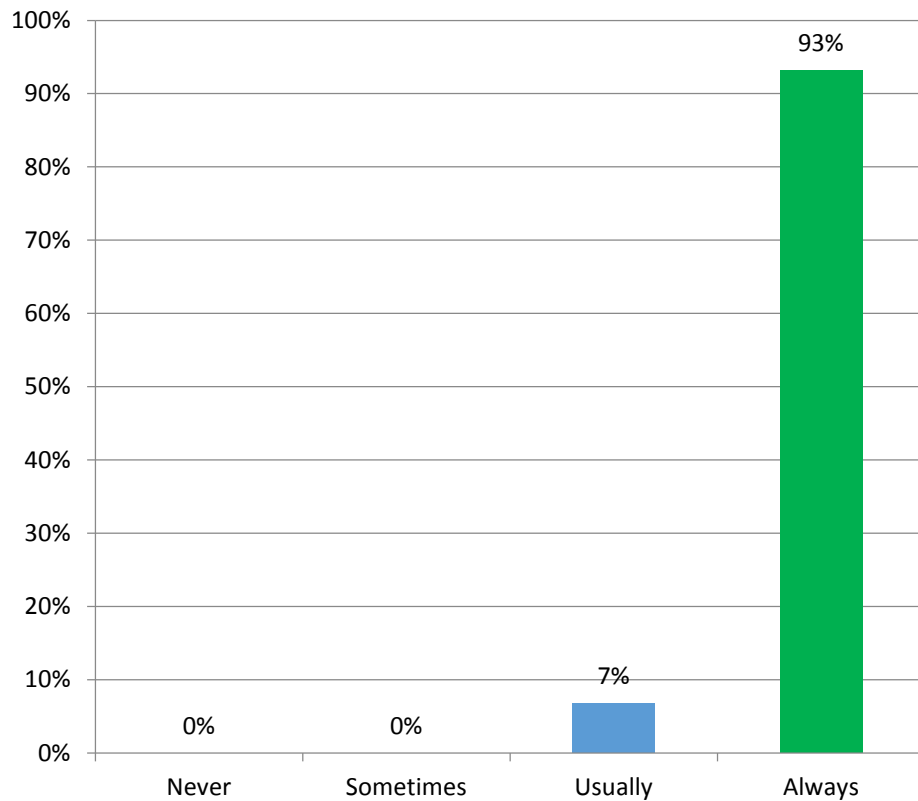


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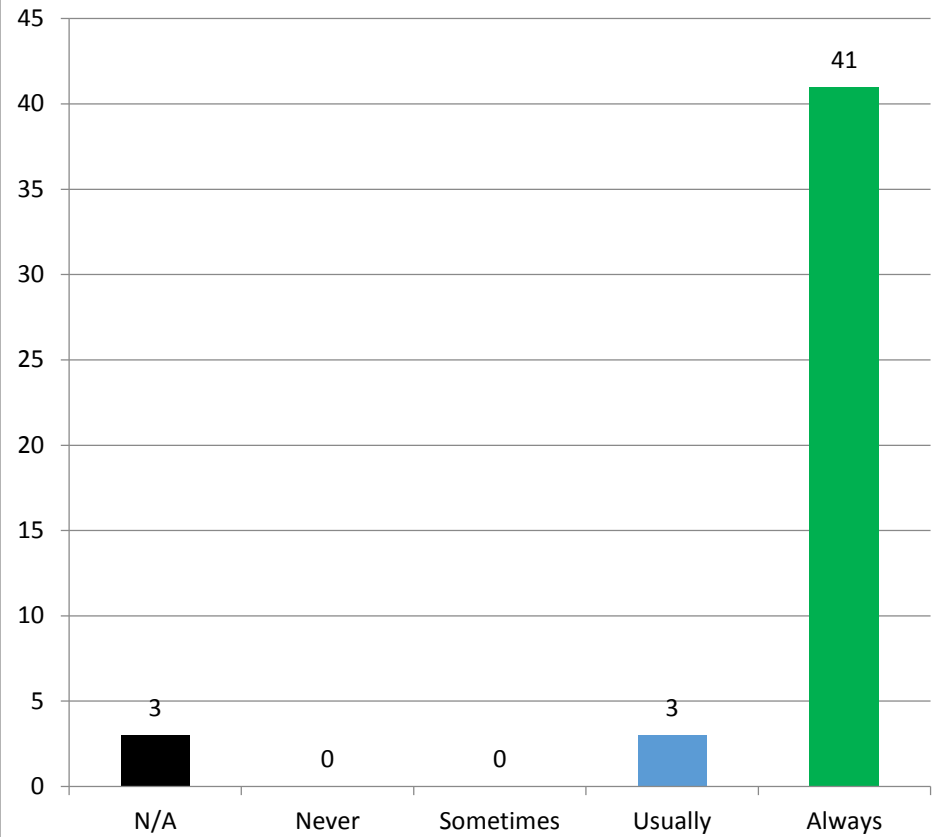


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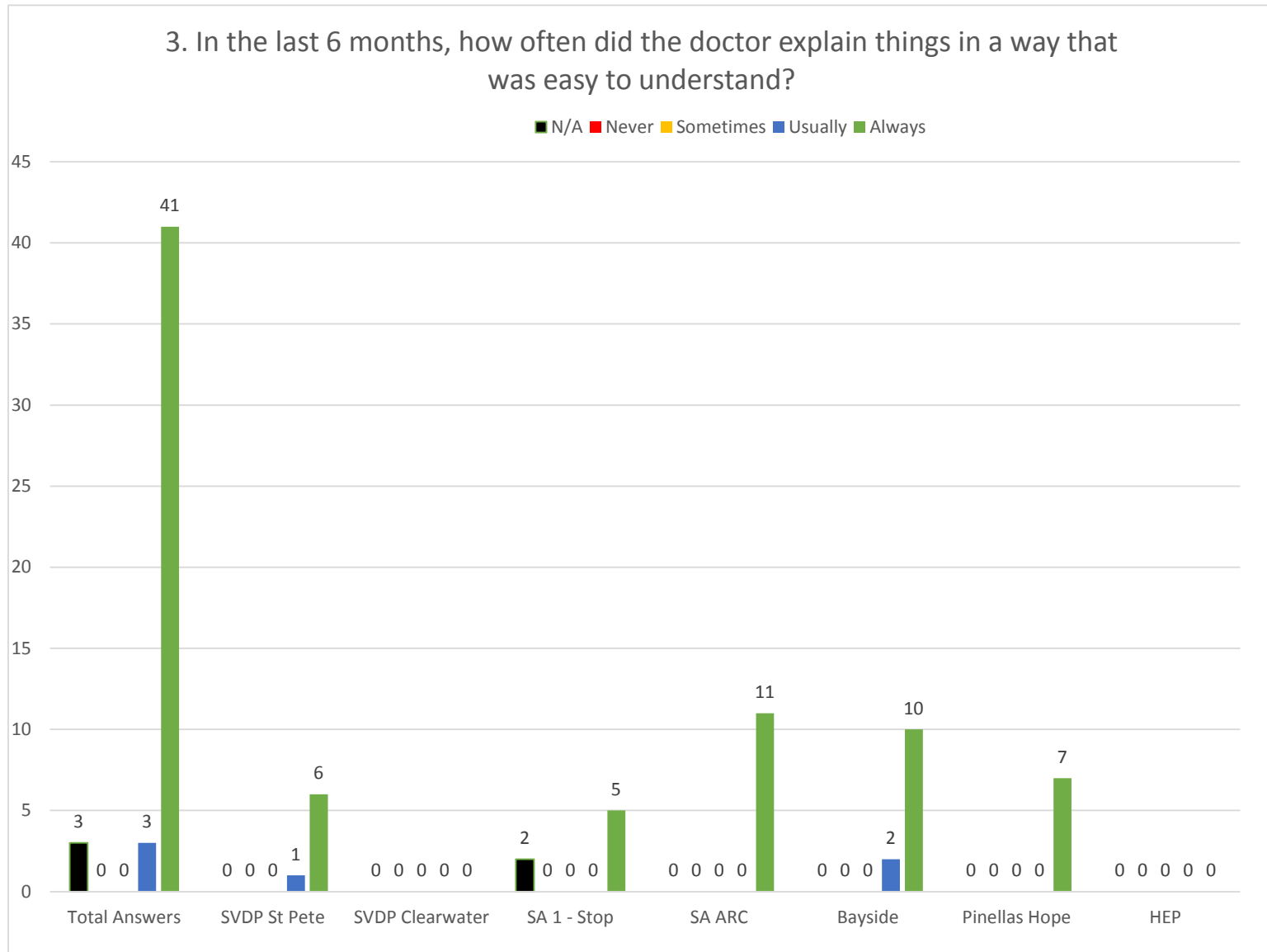
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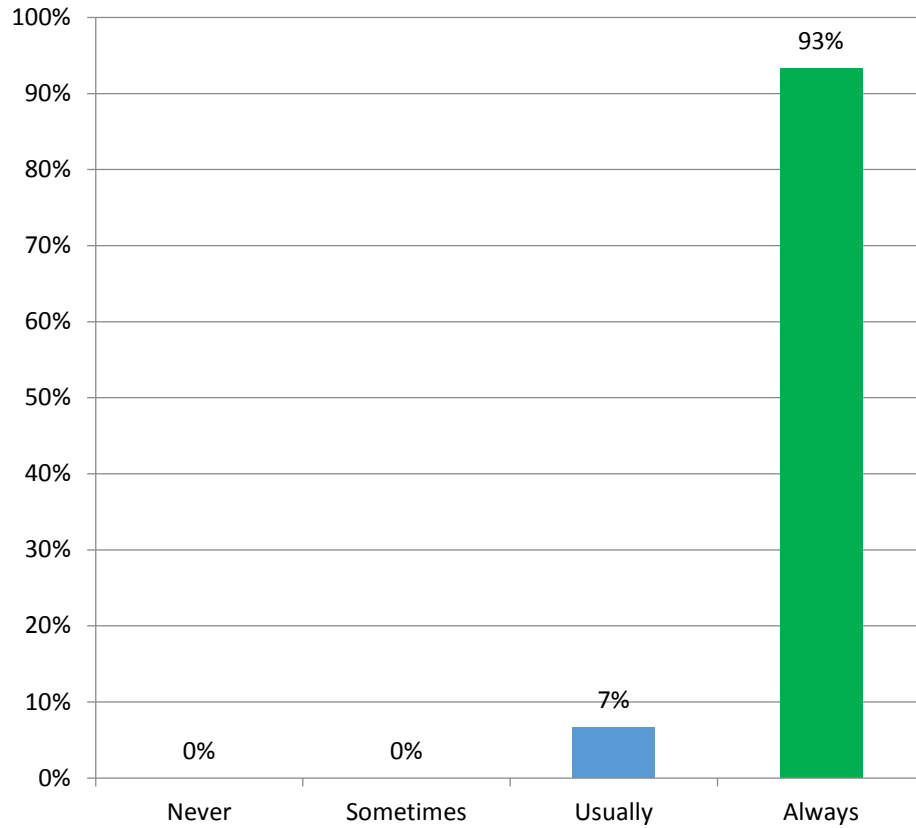


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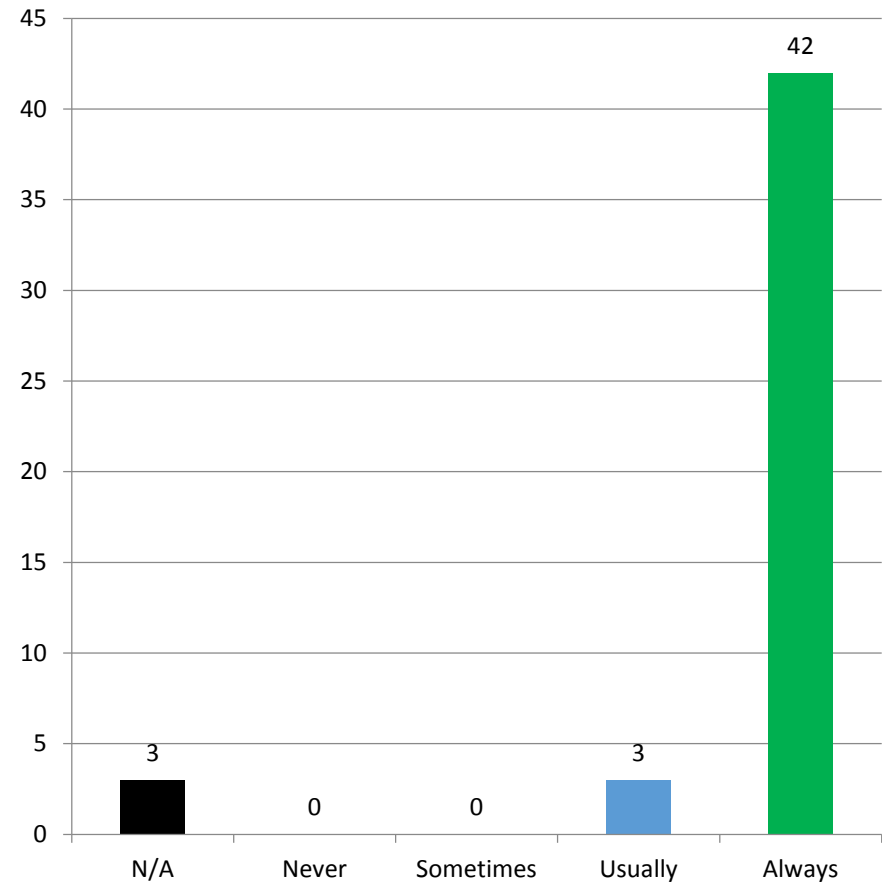


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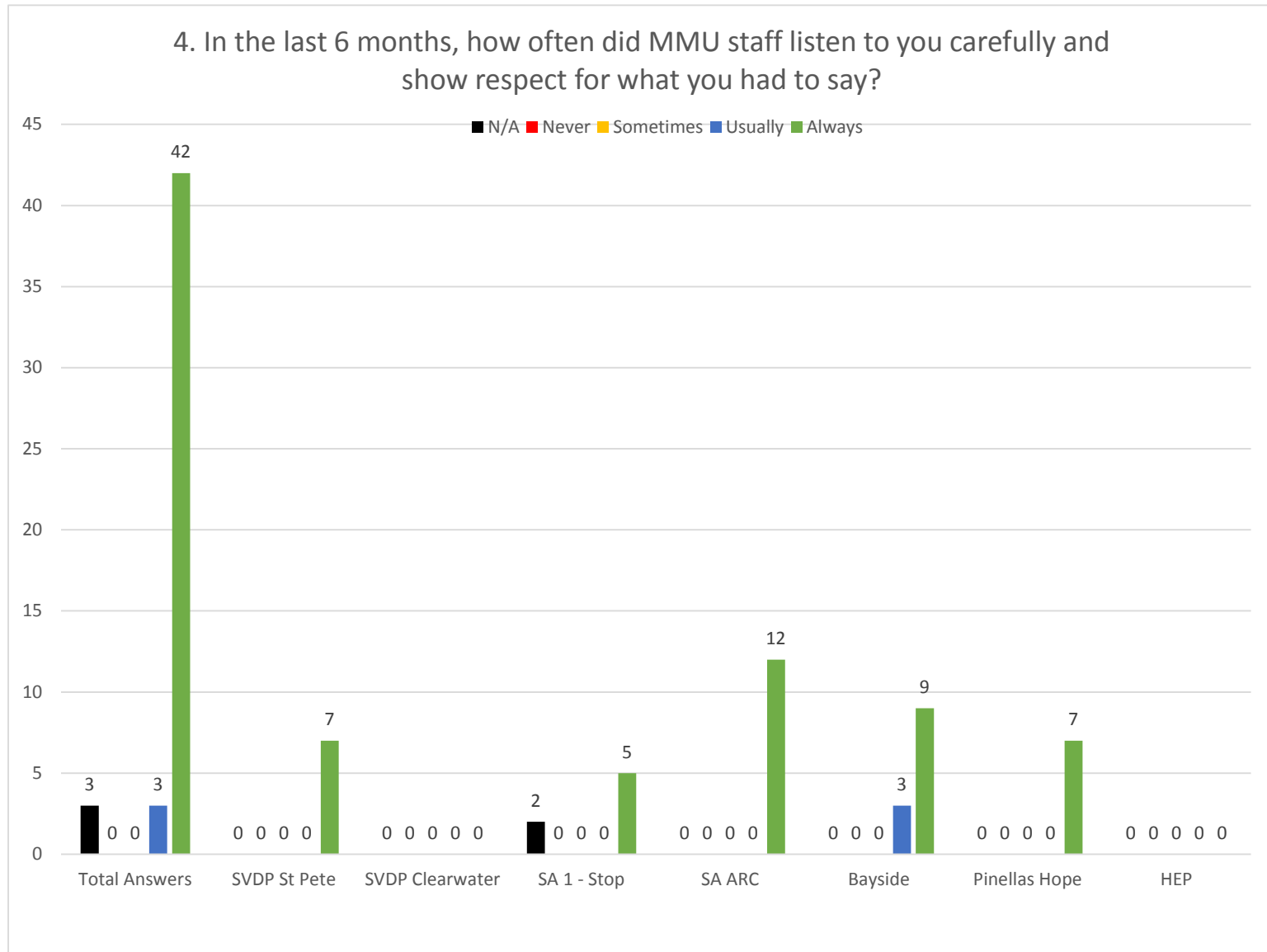
4. In the last 6 months, how often did MMU staff listen to you carefully and show respect for what you had to say?



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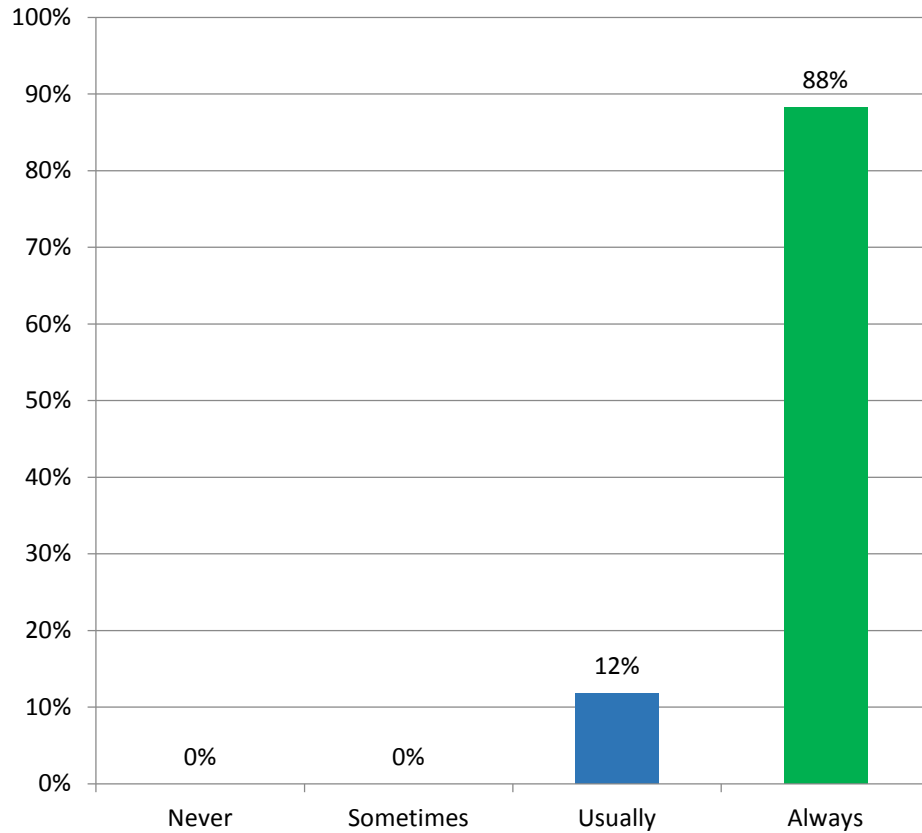


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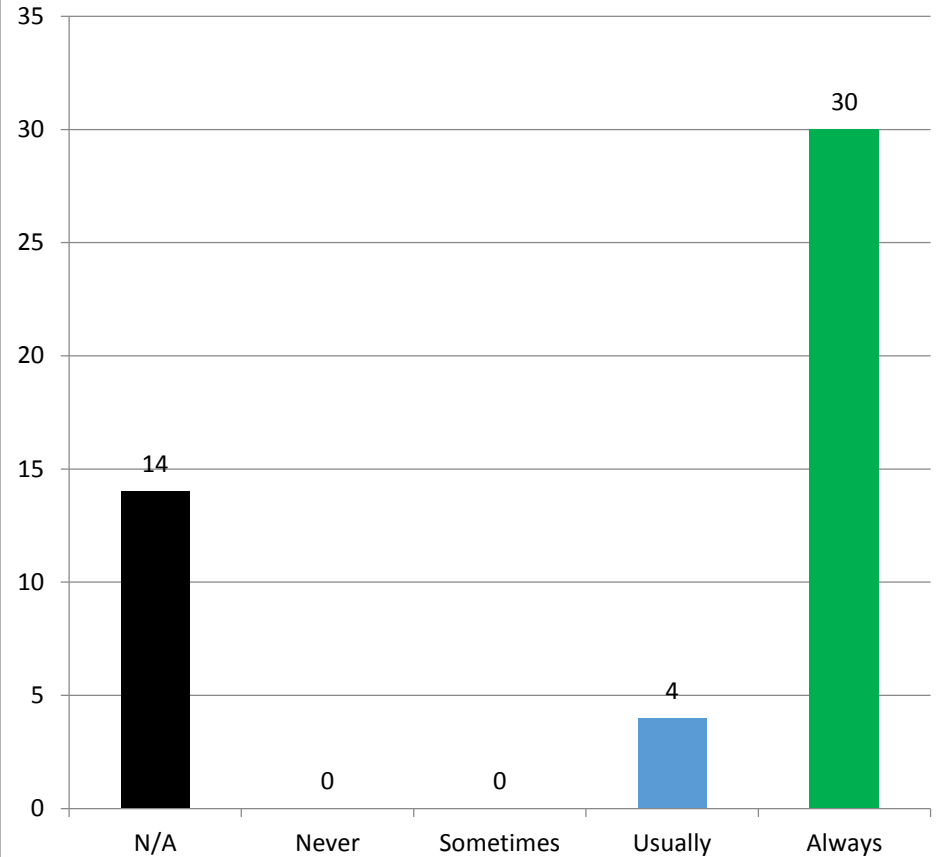


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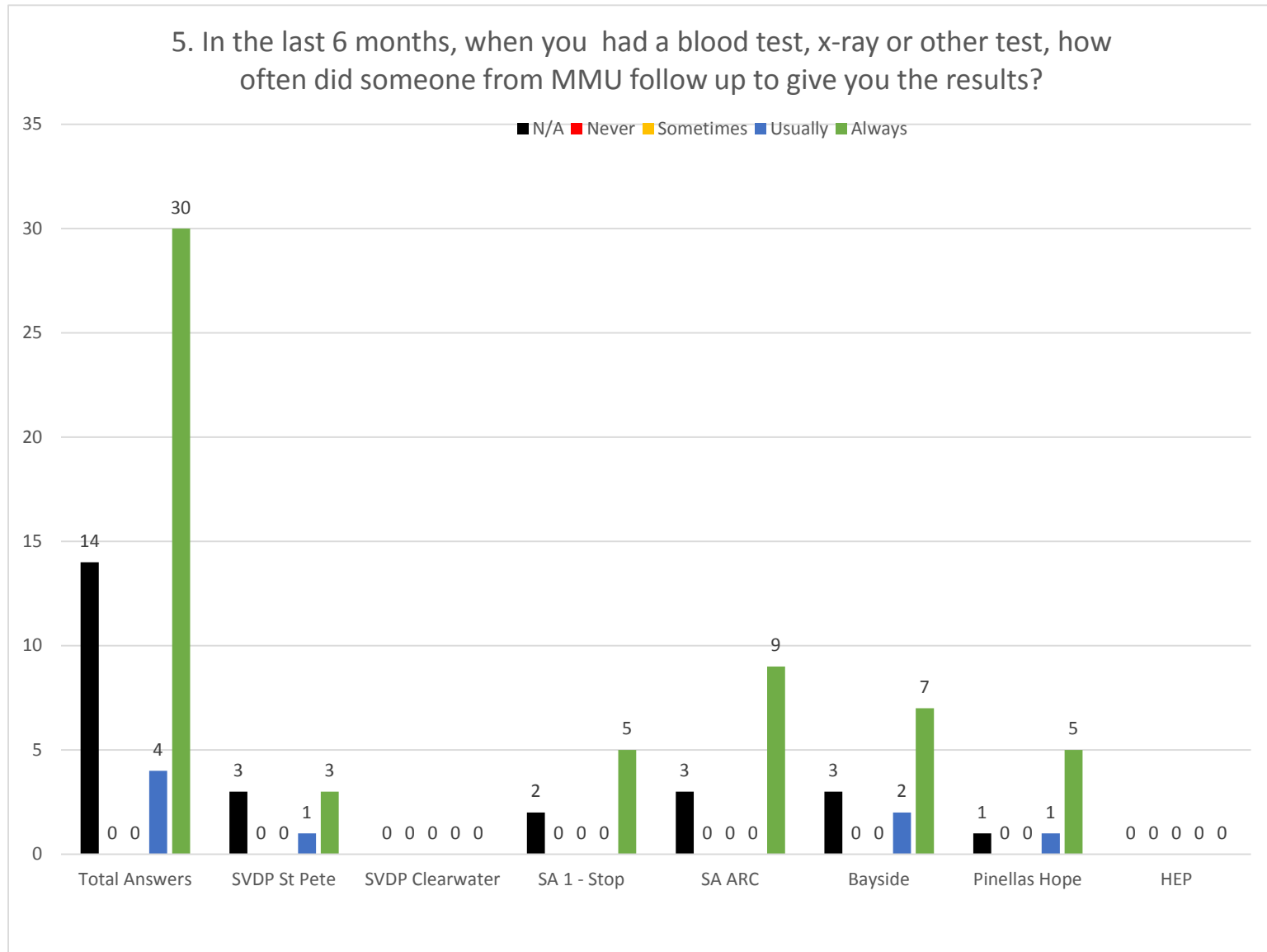
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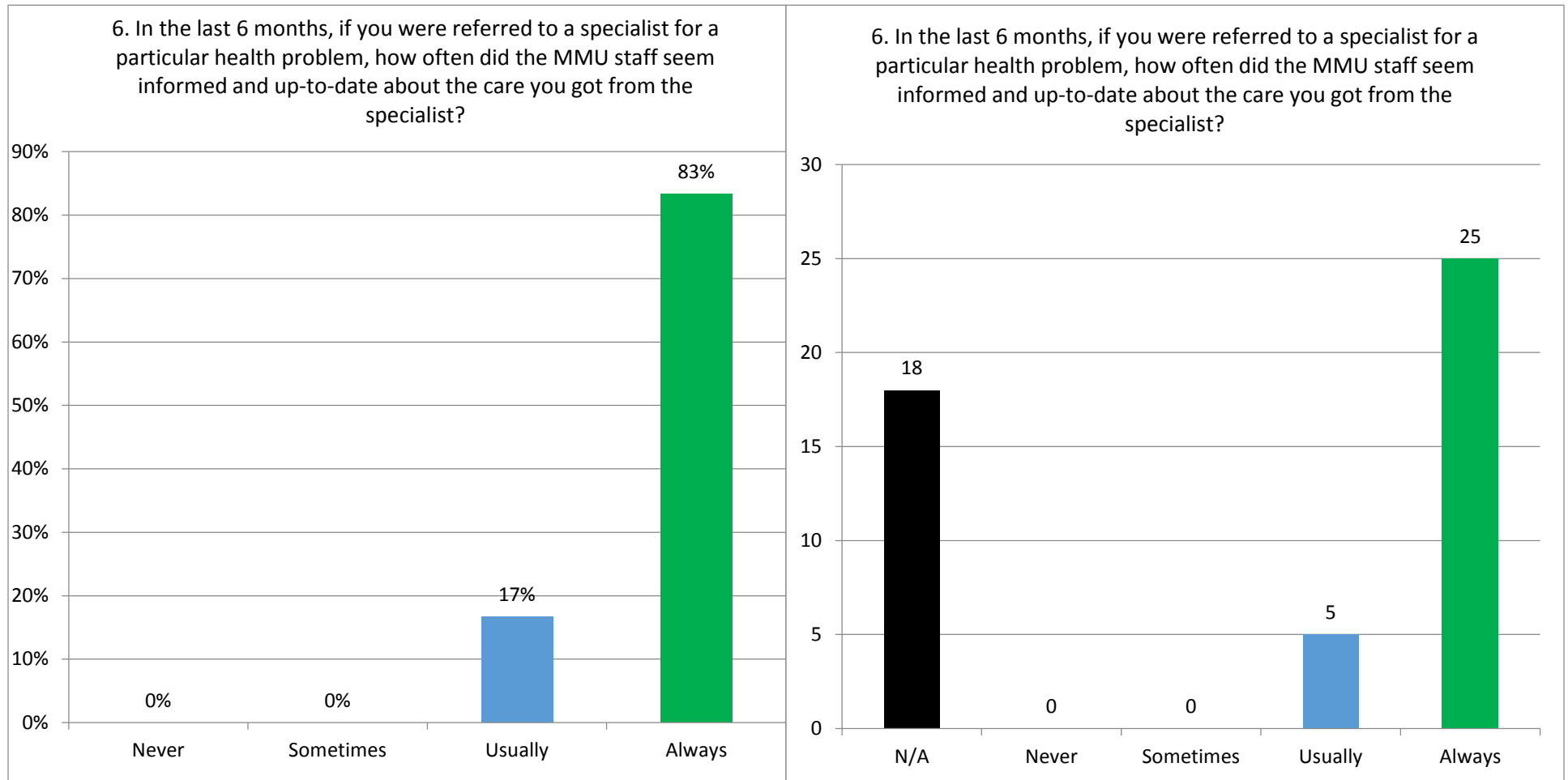


**Pinellas County I MMU/Bayside Program  
Patient Satisfaction Survey Results Report  
July 2016: Total surveys = 48**



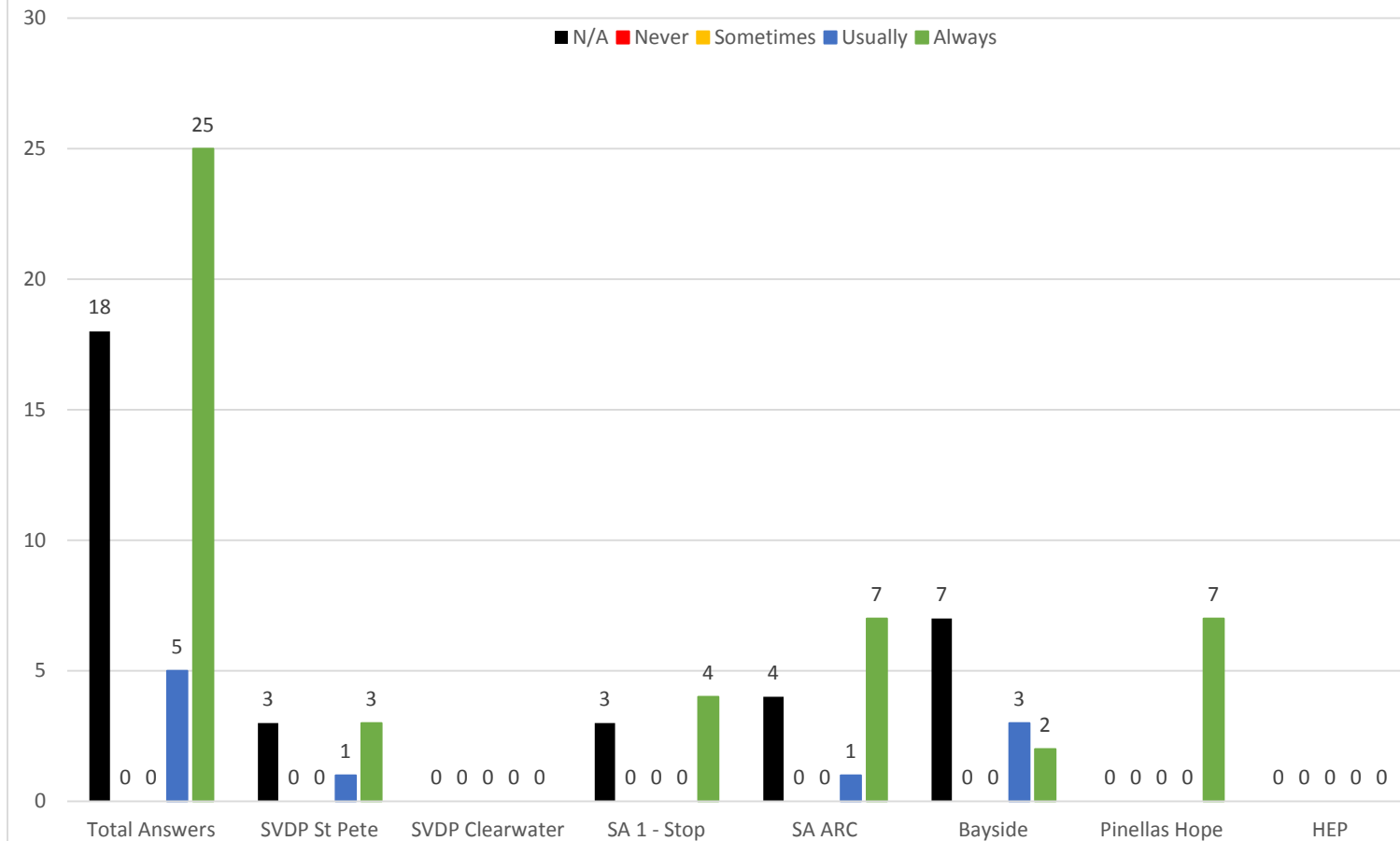


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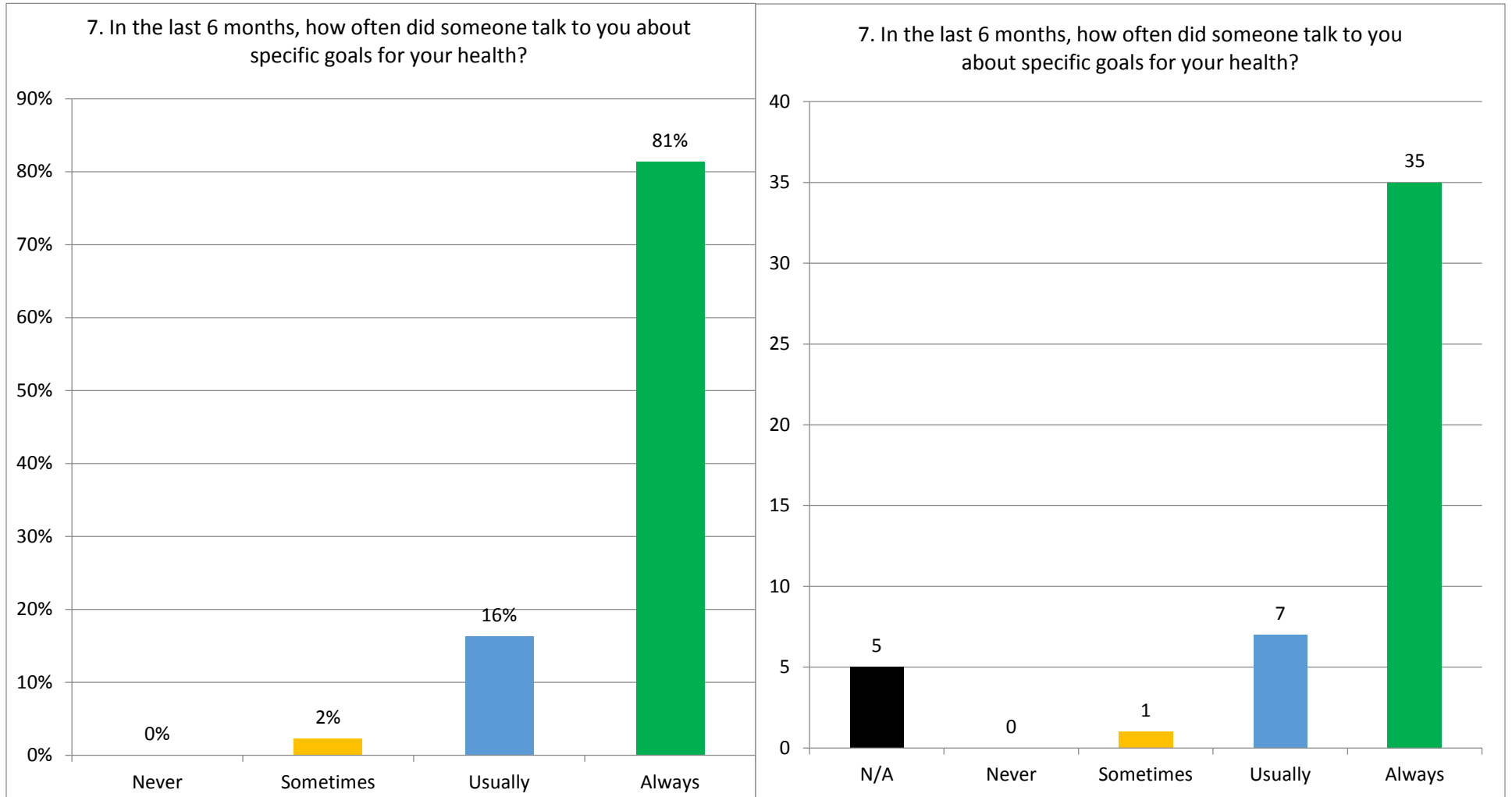


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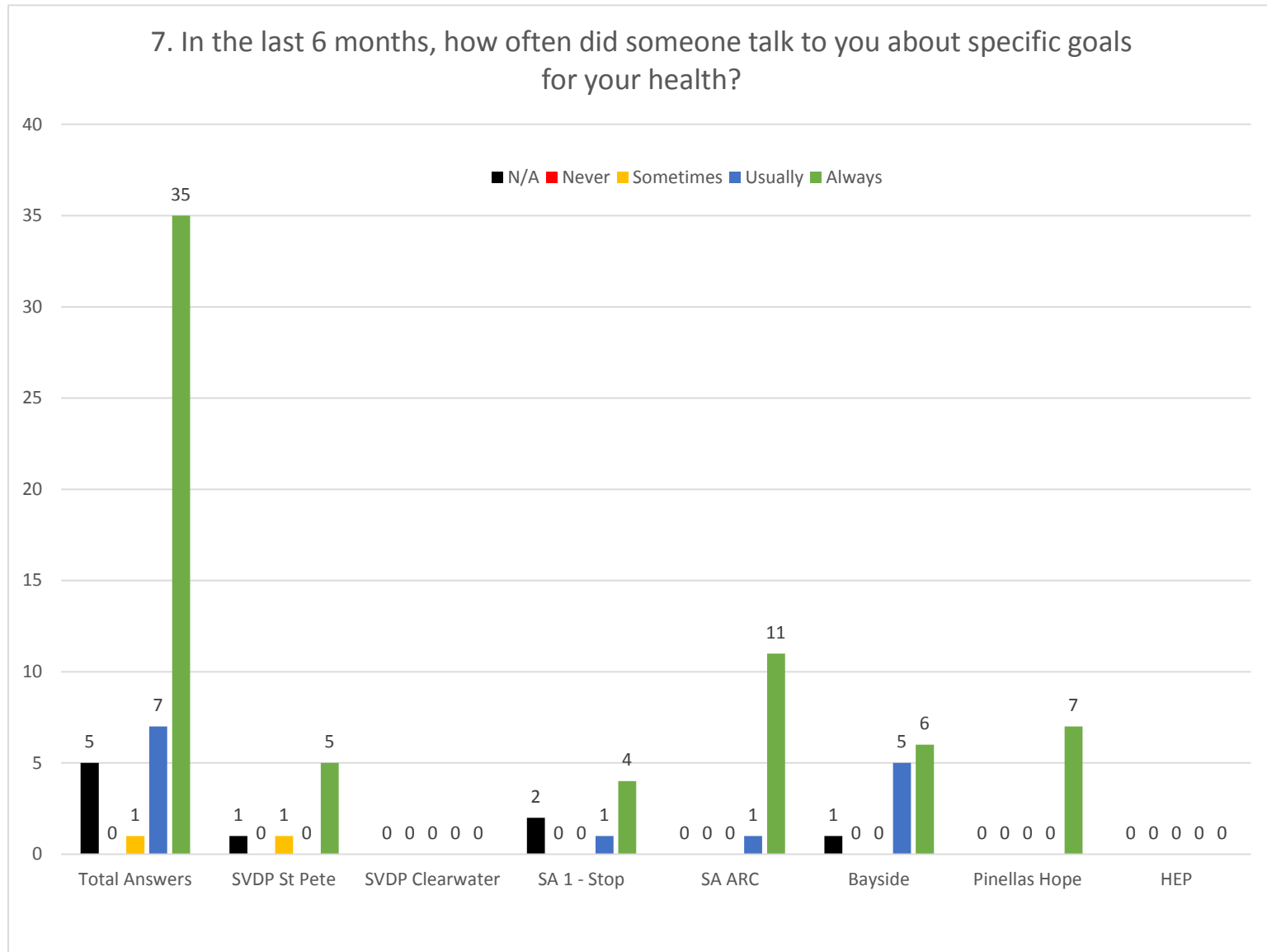
6. In the last 6 months, if you were referred to a specialist for a particular health problem, how often did the MMU staff seem informed and up-to-date about the care you got from the specialist?



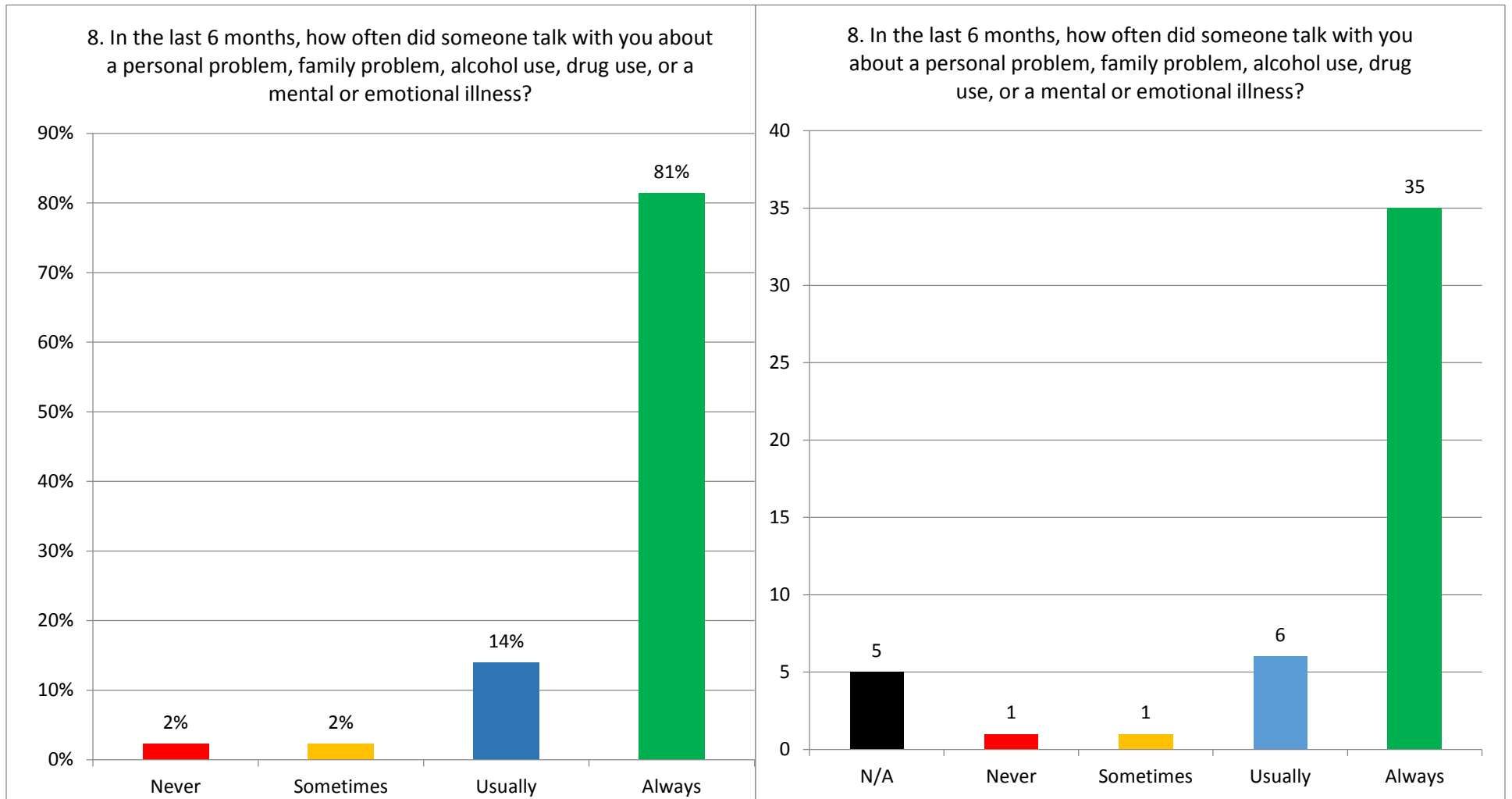
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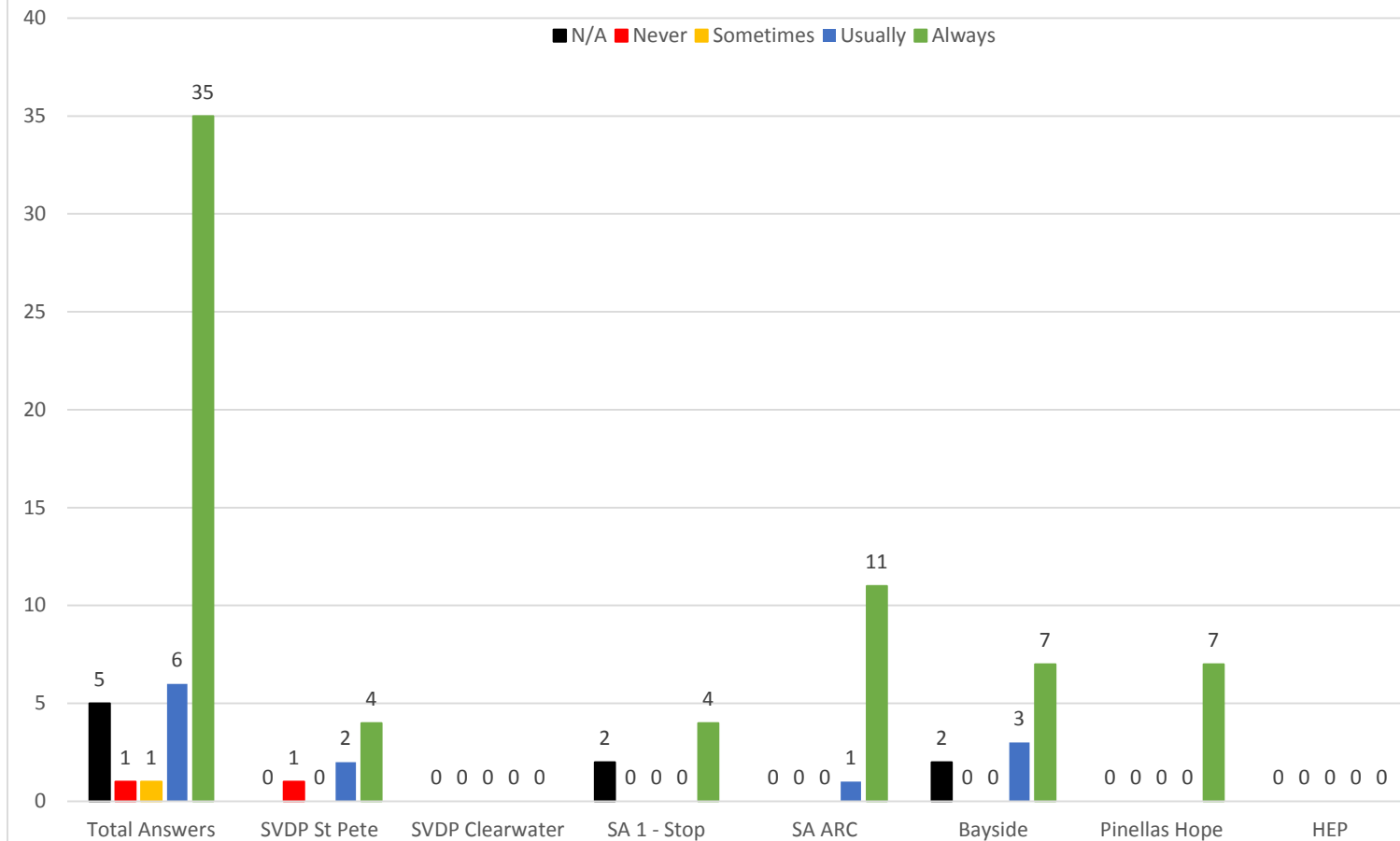


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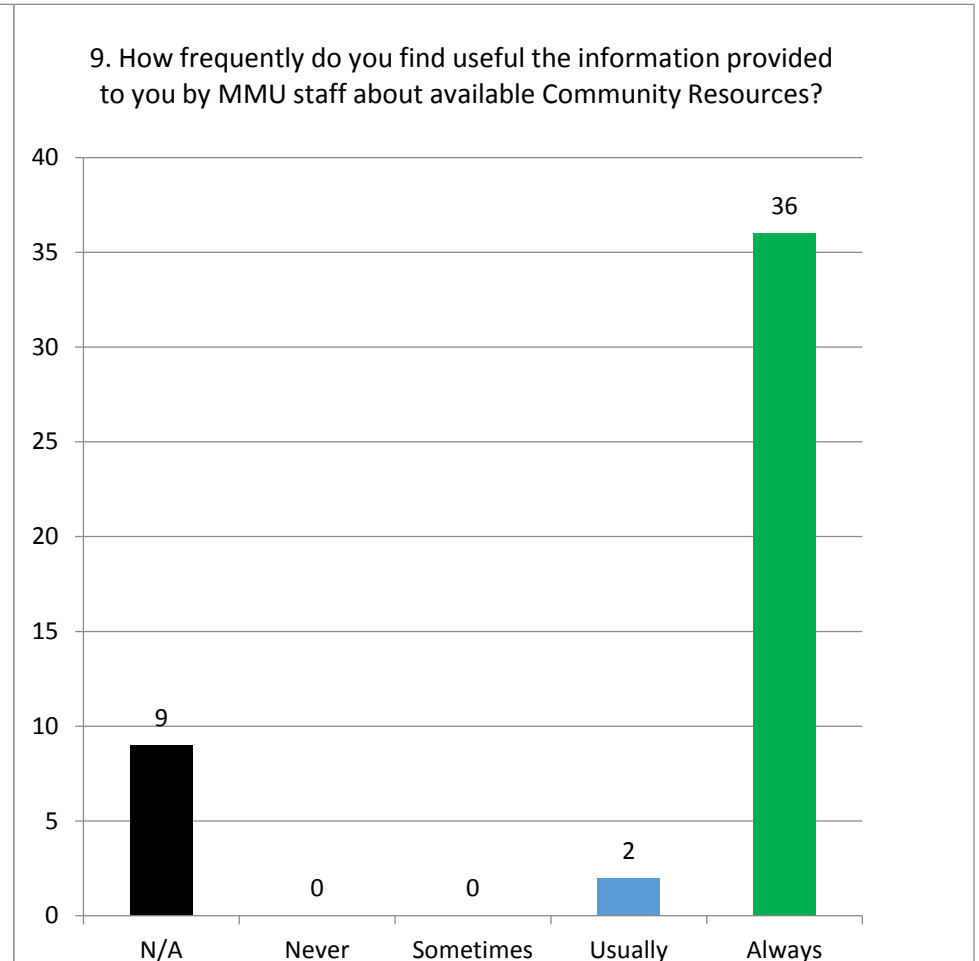
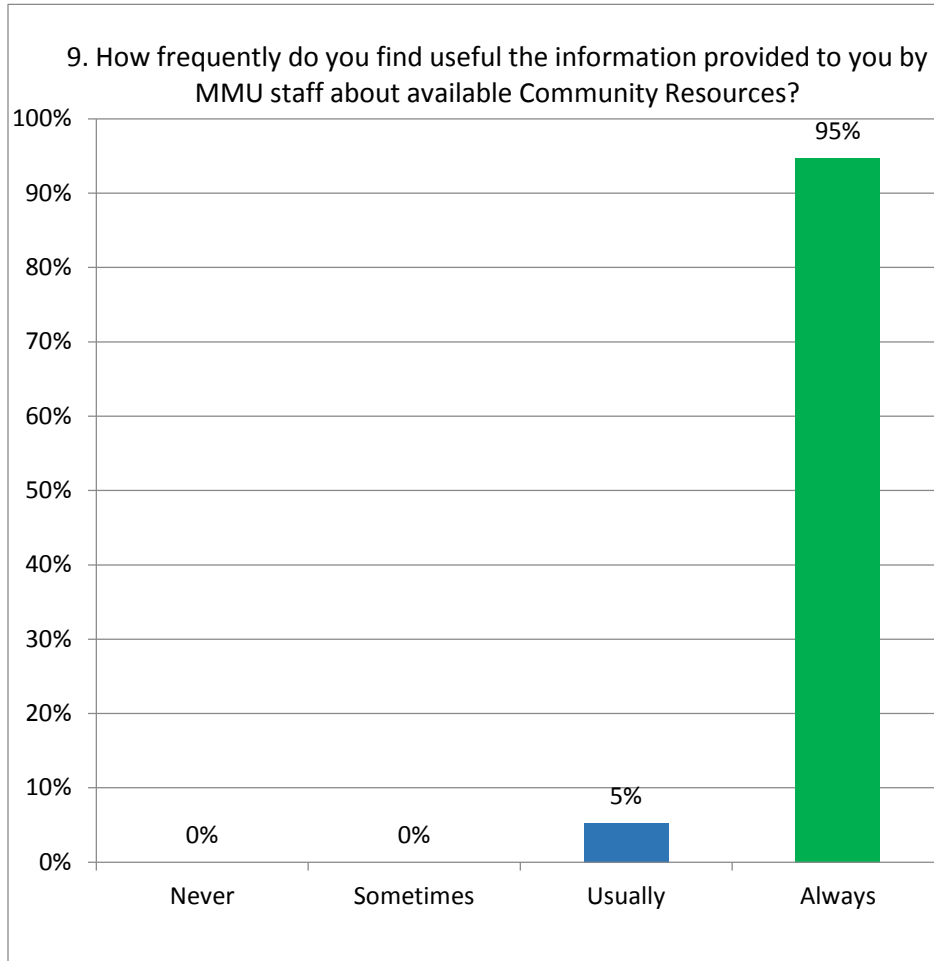


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Patient Satisfaction Survey Results Report  
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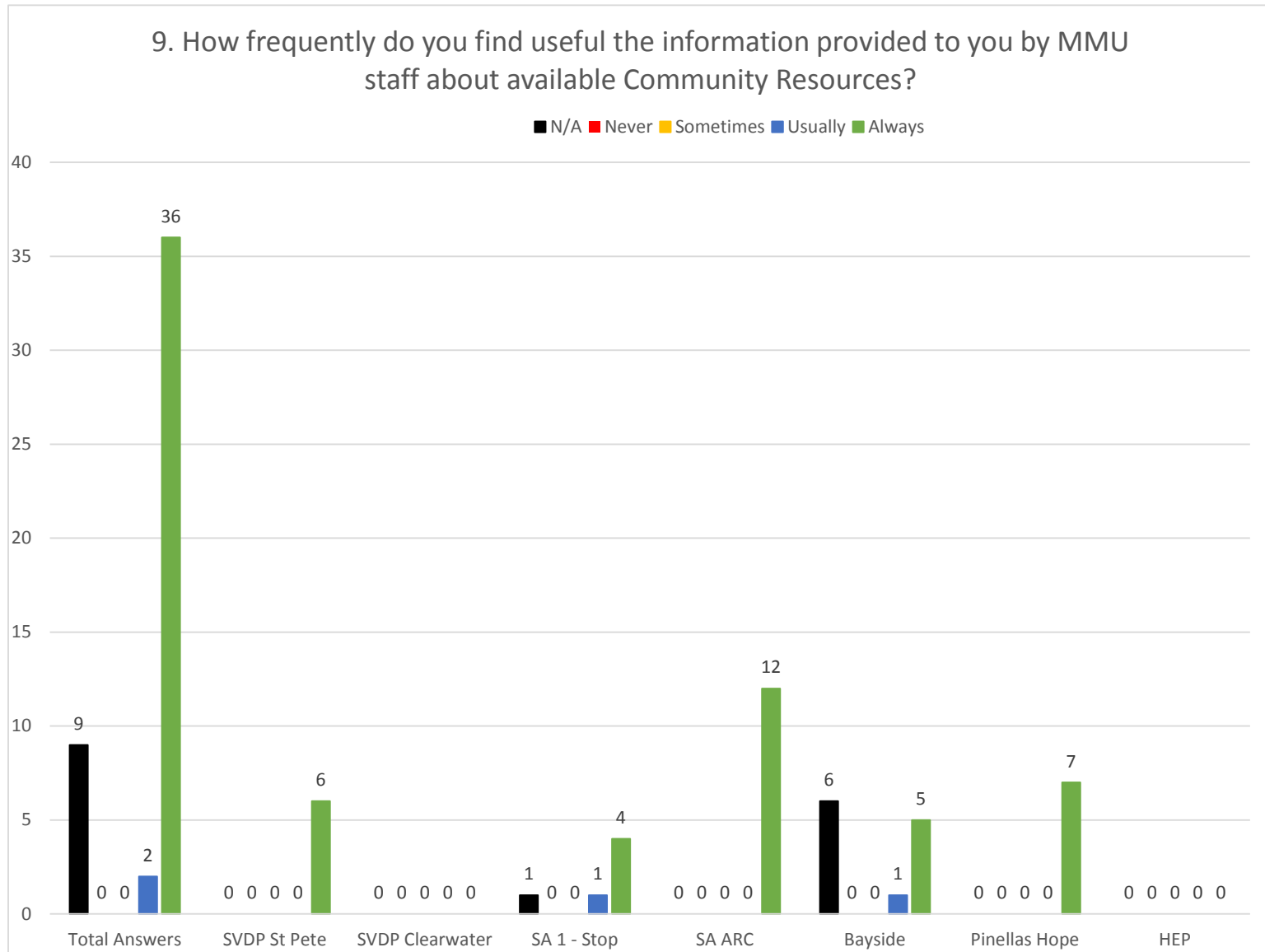
8. In the last 6 months, how often did someone talk with you about a personal problem, family, problem, alcohol use, drug use, or a mental or emotional illness?



**Pinellas County I MMU/Bayside Program  
Patient Satisfaction Survey Results Report  
July 2016: Total surveys = 48**



**Pinellas County I MMU/Bayside Program  
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**TAB 3 - NOTICE OF AWARDS**

None



**TAB 4 – TREND REPORT**

The trend report for July 2016 is attached.

The 2017 patient target for unduplicated patients is 2,940.



MMU and Safe Harbor/Bayside 2015-2016 Trend Report for Unduplicated Patients & Qualified Medical Encounters by RM O'Brien

Data source: NextGen EPM 8/1/16 starting @ 8:14 AM ; and 2015-2016 Trend Reports

Unduplicated Patients				
Calendar Month	2016 Totals			2015 Totals
	Monthly increase, all sites except Safe Harbor	Safe Harbor/Bayside ONLY monthly increase	Monthly <u>cumulative</u> including expanded clinic, Safe Harbor	Monthly <u>cumulative</u> including expanded clinic
January	216	135	351	413
February	154	65	570	626
March	104	63	737	840
April	71	107	915	1024
May	78	99	1092	1165
June	50	171	1313	1354
July	53	121	1487	1512
August				1657
September				1794
October				1980
November				2109
December				
Total for year	<u>726</u>	<u>761</u>	1487	2241* less 2 test patients

Qualified Medical Encounters				
Calendar Month	2016 Totals			2015 Totals
	Monthly increase, all sites except Safe Harbor	Safe Harbor/Bayside ONLY monthly increase	Monthly <u>cumulative</u> including expanded clinic, Safe Harbor	Monthly <u>cumulative</u> including expanded clinic
January	252	209	461	505
February	276	165	902	991
March	257	179	1338	1542
April	222	261	1821	2117
May	270	225	2316	2587
June	239	314	2869	3148
July	210	314	3393	3708
August				4208
September				4715
October				5371
November				5841
December				
Total for year	<u>1726</u>	<u>1667</u>	3393	6375

MMU and Safe Harbor/Bayside Unduplicated Patients report for 1/1/16-7/31/16 by RM O'Brien

Data source: NextGen EPM 8/1/16 starting @ 8:14 AM

Location/Site	2016 Totals for 1/1/16-7/31/16	
	Unduplicated Patient Count	Percentage of Total Unduplicated Patient Count
Ex Offender Showcase	0	0%
Pinellas Hope	168	11%
Safe Harbor/Bayside	761	51%
Salvation Army (ARC)	177	12%
Salvation Army 1-Stop (St. Petersburg)	156	10%
St. Vincent DePaul (Clearwater)	88	6%
St. Vincent DePaul (St. Petersburg)	91	6%
Homeless Emergency Project (HEP)	46	3%
Totals (1487)	<u>1487</u>	100%

MMU and Safe Harbor/Bayside Qualified Medical Encounter report for 1/1/16-7/31/16 by RM O'Brien

Data source: NextGen EPM 8/1/16 starting @ 8:14 AM

Location/Site	2016 Totals: Qualified Medical Encounters for 1/1/16-7/31/16			
	New: 99201-99205	Established: 99211-99215	Total of New & Established: 99201-99215	Percentage of Total New and Established
ExOffender Showcase	0	0	0	0%
Pinellas Hope	75	356	431	13%
Safe Harbor /Bayside	367	1300	1667	49%
Salvation Army ARC	63	399	462	14%
Salvation Army 1-Stop (St. Petersburg)	56	300	356	10%
St. Vincent DePaul (Clearwater)	20	146	166	5%
St. Vincent DePaul (St. Petersburg)	36	145	181	5%
Homeless Emergency Project (HEP)	30	100	130	4%
Totals (3393)	647	2746	3393	100%







## Florida Department of Health in Pinellas County

### Trend Report For MMU Dental Clients

For Date the Range of: 1/1/2016 Thru 7/31/2016

Service Site	Number of Patients	Service Encounters
PINELLAS PARK HEALTH CENTER	29	64
TARPON SPRINGS HEALTH CENTER	1	1
MID COUNTY HEALTH CENTER	26	43
LARGO HEALTH CENTER	52	126
ST PETE HEALTH CENTER-SPECIALTY CARE	15	17
BAYSIDE CLINIC-MOBILE MEDICAL UNIT 2	139	376
OUTREACH SITE	1	1
ST PETERSBURG HEALTH CENTER	47	105
CLEARWATER HEALTH CENTER	18	35
All Sites	280	768
The sum of the patients at each service site will not equal the total unduplicated number of patients any time a patient receives treatment at more than one service site.		



## Florida Department of Health in Pinellas County

### Trend Report for Bayside Dental Clinic

Date Report Run 8/1/2016

Unduplicated MMU/Safe Harbor Dental Patients at all PCMH Dental Clinics including the Bayside Dental Clinic		
From 12/30/2015 to 2016-07-31		
Calendar Month	Monthly Increase	Cumulative
Totals for Year Percentages	0	

Unduplicated MMU/Safe Harbor Dental Patients at all PCMH Dental Clinics including the Bayside Dental Clinic					
Calendar Month	PCHP	MMU/BaySide	NoMedHome	Monthly Increase	Cumulative
April 2016	31	26	3	60	60
May 2016	7	32	1	40	100
June 2016	8	46	0	54	154
July 2016	9	32	1	42	196
Totals for Year Percentages	55 28.06%	136 69.39%	5 2.55%	196	

Dental Encounters		
From 12/30/2015 to 2016-07-31		
Calendar Month	Monthly Increase	Cumulative
Totals for Year Percentages	0	

Dental Encounters					
From 12/30/2015 to 2016-07-31					
Calendar Month	PCHP	MMU/BaySide	NoMedHome	Monthly Increase	Cumulative
April 2016	38	36	4	78	78
May 2016	51	89	6	146	224
June 2016	56	144	1	201	425
July 2016	36	100	1	137	562
Totals for Year Percentages	181 32.21%	369 65.66%	12 2.14%	562	

## **TAB 5 – OTHER UPDATES**

No attachments.