Health Care for the Homeless
Co-Applicant Governing Board

WELCOME
WEDNESDAY, APRIL 20, 2022
11:00-12:30PM

BOARD MEMBER & PUBLIC
ATTENDEE INTRODUCTIONS
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
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

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
Next Meeting
Wednesday, May 18, 2022
11:00 – 12:30pm
Zoom Conference Call