

Healthcare Equity Advisory Council

Tuesday, July 22, 2025

MINUTES

Community Council Members Present

Alejandra Valencia – Chair
Hugo Tapia
Kimberly Thomas-Kelly
Emily Bridges
Kimberly Cofield
Martha Shapiro

Community Council Members Absent

Bianca Farmer
Yvonne Gutierrez
Liz Diaz-Querol, MD
Jacqueline Avena
Juana Zaragoza
Tess Allen

Interpreter

Martha Teissier

Administrative Council Members Present

Theresa Cho, MD – Chair
John Fankhauser, MD
Lizeth Barretto
Loretta Denering, DrPH
Vikram Kumar, MD
Deanna Handel

Administrative Council Members Absent

Rigoberto Vargas
Shannon Burke
Kristina Swaim

Minutes

Andrew Berner

Other Attendees

Kate English
Sarah Garcia
Gabriela Casares
Lydia Collins, PhD
Robert Viamontes
Selfa Saucedo
Martha Knutson
Amy Towner
Minako Watabe, MD
Kristina Swilling
Luis Gonzalez

1. CALL TO ORDER

The meeting was called to order at 5:46p.m. by Chair Valencia. Statement made reminding attendees the meeting is public and subject to the rules of the Brown Act.

2. ROLL CALL

3. APPROVAL OF MINUTES: The May 20, 2025, meeting minutes were reviewed.

ACTION: Upon a motion made by Kimberly Thomas-Kelly, seconded by Hugo Tapia, the May 20 minutes were approved as submitted.

4. NOMINATION OF DR. VIKRAM KUMAR

ACTION: Upon a motion made by Chair Cho, MD, seconded by Dr. Denering, Dr. Vikram Kumar is appointed to the Council.

5. PRESENTATION OF HEALTH CARE AGENCY CLINIC AND PATIENT DATA

Presentation made by Dr. Kumar. Overview of the HCA Ambulatory Care system with an emphasis on patient demographics and utilization. Key discussions included improving survey methods for better response rates and accessibility, especially for Mixteco speakers, and addressing concerns about telehealth limitations for certain visits like vaccinations. Efforts are underway to increase community awareness of telehealth and streamline in-person visit logistics, while also enhancing language access services, including new Mixteco and sign language interpretations. The overall aim is to improve

patient experience and access to care, with ongoing monitoring of patient demographics and service utilization to inform future strategies.

6. Health Care Agency PIO Introduction

Dr. Collins and Robert Viamontes, the new PIO team for HCA, outlined their communication priorities: fostering positive, inclusive, and culturally appropriate language, ensuring language access, and building community trust. The strategy involves developing a sustainable communication workflow, identifying gaps, and enhancing digital engagement, with a strong focus on equity to adapt messages for diverse cultures.

7. Vote on return of HEAC sub-committees

A proposal to reinstate workgroups was discussed but concerns about the lack of clear outcomes from past efforts led to a unanimous decision against their return. Instead, a goal-setting retreat or facilitated planning session was suggested, with an action item to review past subcommittee outcomes and establish new Council priorities. **ACTION: Upon a motion made by Kimberly Thomas-Kelly, seconded by Hugo Tapia, HEAC sub-committees will not return.**

8. HEAC COUNCIL MEMBER UPDATES

- a. **INDEPENDENT LIVING RESOURCE CENTER** update from Emily Bridges. Access Central Coast is rebranding and hosting a virtual open mic event on July 25.
- b. **VENTURA COUNTY BEHAVIORAL HEALTH** update from Dr. Loretta Denering. Interpretation services have been expanded with new providers, and translation services will now offer Mexican Spanish instead of European Spanish. Staff are being trained on how to access these services. A cultural competency plan for 2024-2025 has been initiated with DHCS, and language access improvements have been implemented. The Health Equity Action Plan is currently under development.
- c. **VCMC & SANTA PAULA HOSPITAL** update from Dr. John Fankhauser. VCMC's Family Medicine Residency Program is recognized second in the nation, and the hospital now serves as Ventura County's sole pediatric care unit. Significant strides in language services, led by Dr. Watabe and an outcome of HEAC subcommittees, include trilingual interpreters at the hospital and increased willingness of patients to speak Mixteco.
- d. **VENTURA COUNTY PUBLIC HEALTH** update from Selfa Saucedo. A 40-hour training for interpreters and translators is now open to all bilingual staff, aiming to produce a health equity action plan. Following a completed community health needs assessment, public sessions are planned to gather input and shape future activities focused on older adults, women's health, and substance use. More information can be found at HealthMattersinVC.org

- e. **VENTURA COUNTY AMBULATORY CARE** update from Lizeth Barretto. Patient and Family Partnership Councils are being developed for each part of the care system, including VCMC, SPH, and Clinics to aid in process improvement and align with strategic goals.

9. PUBLIC COMMENTS FOR AGENDIZED ITEMS & ITEMS NOT ON THE AGENDA.

None

10. CALL FOR FUTURE AGENDA ITEM(S)

Updates from the Community Health Needs Assessment team.

The next meeting is scheduled for August 19, 2025.

11. ADJOURN

Meeting adjourned at 7:19 pm.



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HEAC: AMBULATORY CARE UPDATE

July 22nd 2025

Ambulatory Care Services

Personalized and comprehensive outpatient healthcare services are provided at 40 clinic sites throughout Ventura County; of these, 19 are Federally Qualified Health Centers (FQHCs). Services include Primary Care, Specialty Care, Whole Person Care, Healthcare for the Homeless Program, and Addiction Medicine Clinic.

Locations

- 1 in Thousand Oaks
- 1 in Moorpark
- 1 in Simi Valley
- 6 in Oxnard
- 3 in Ventura
- 1 in Camarillo
- 1 in Fillmore
- 3 in Santa Paula

Primary Care

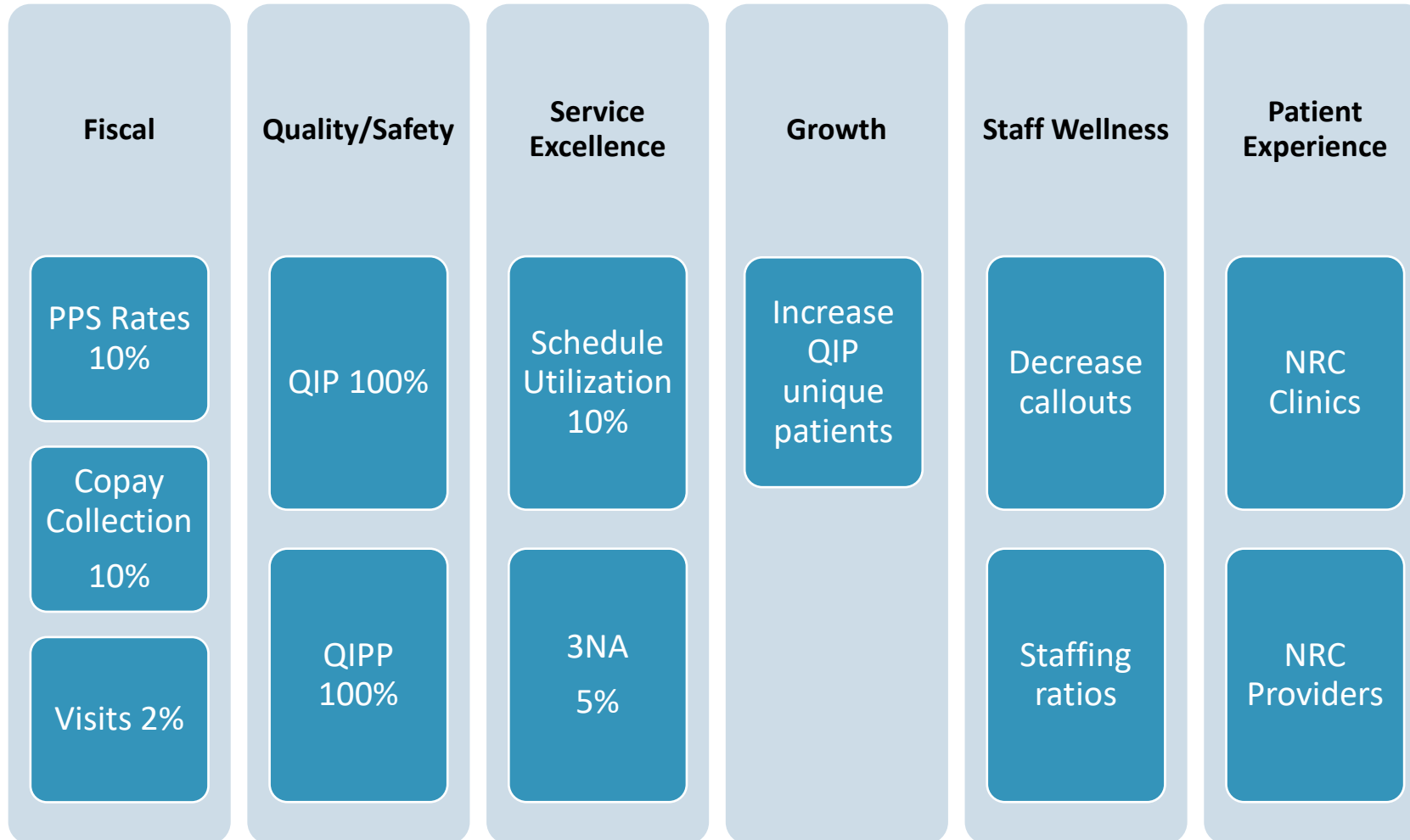
- Family Medicine
- Internal Medicine
- Pediatrics
- Dental Services
- Mental Health Services
- Care Management

Specialty Care

- Addiction Medicine
- Cardiology
- Dermatology
- Diabetes
- Endocrinology
- ENT
- Gastroenterology
- Hematology/Oncology
- Immunology
- Internal Medicine
- Infectious Disease
- Nephrology
- Neurology
- Obstetrics/Gynecology
- Orthopedics
- Ophthalmology
- Podiatry
- Physiatry
- Plastics, Reconstructive and Hand
- Pride Clinic
- Pulmonology
- Rheumatology
- Urology



AC Strategic Pillars /True North KPIs






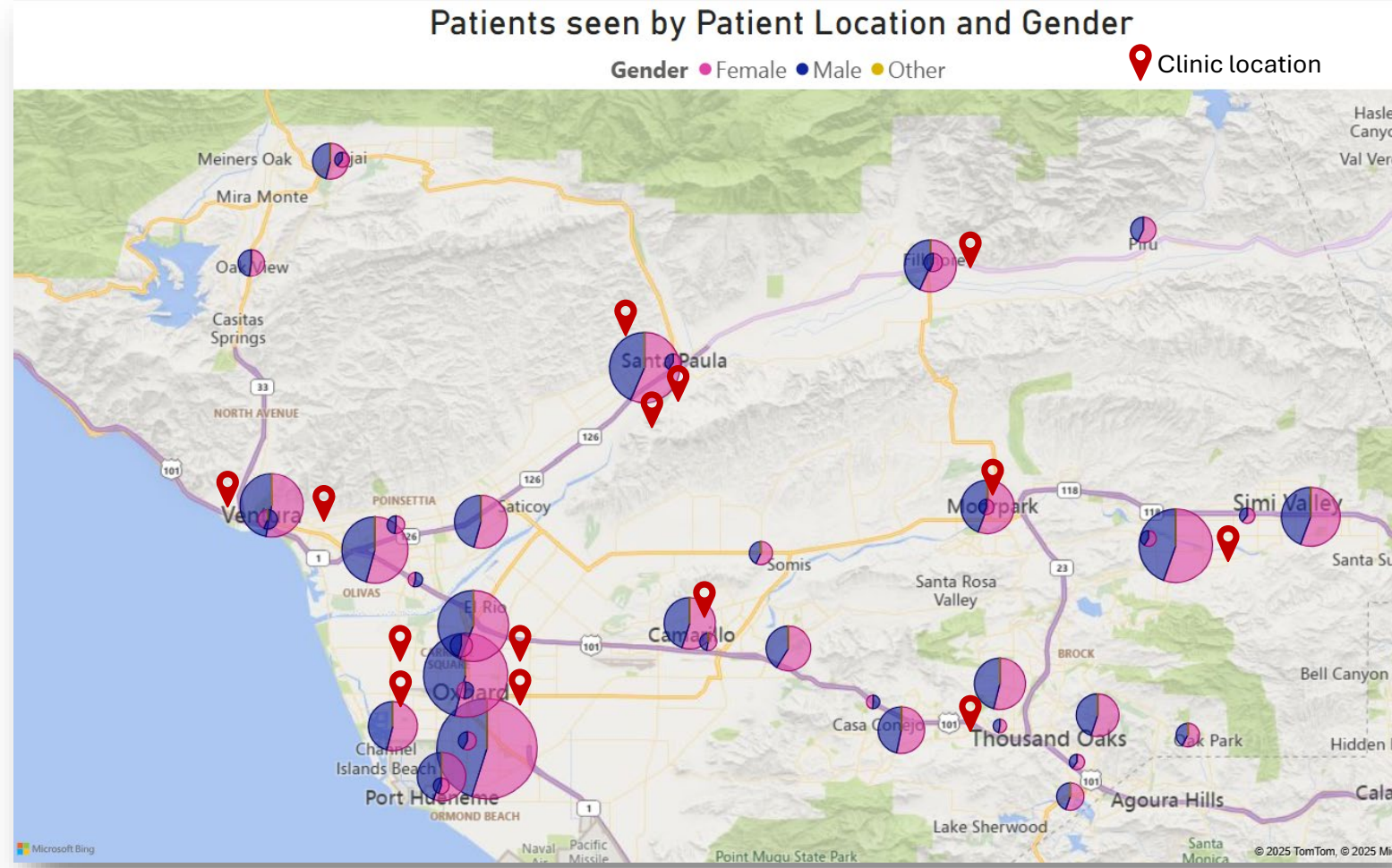
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WHO WE SERVE: PATIENTS' PROFILE

Ambulatory Care

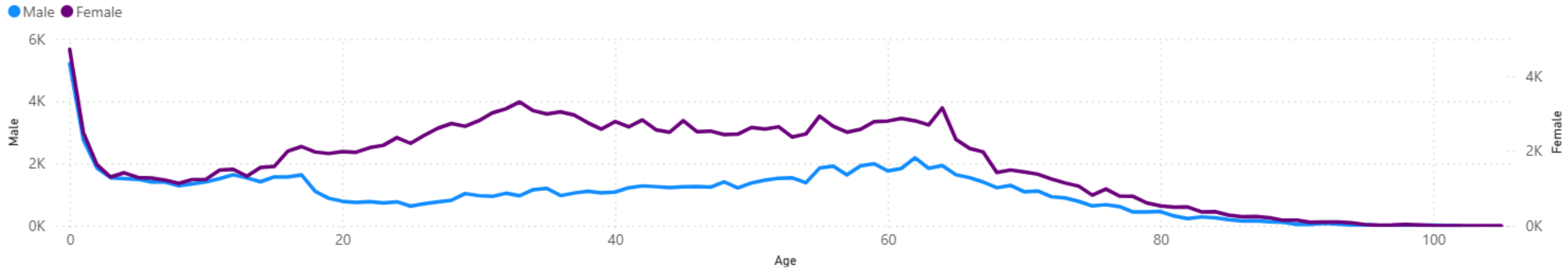
Access/Growth

- 100,000+ assigned lives
- FY 24/25
 - 100,000 unique lives seen
 - 500,000 encounters ↑4%
 - ~ 50% of Gold Coast Health Plan Patients
 - PPS rate reset completed for 7 clinics.
- FY 25/26
 - Goal ↑2% 
 - PPS rate reset submission for 2 clinics
 - Exploring Grant opportunities

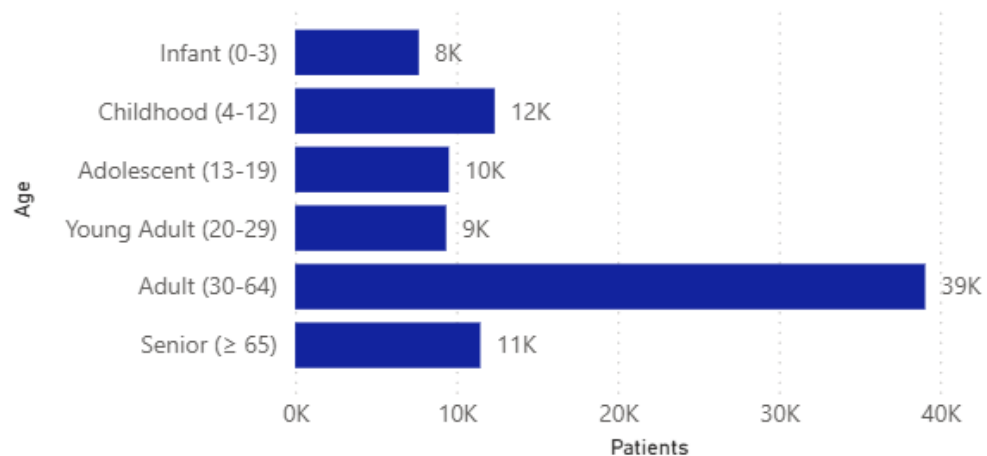


Age & Gender

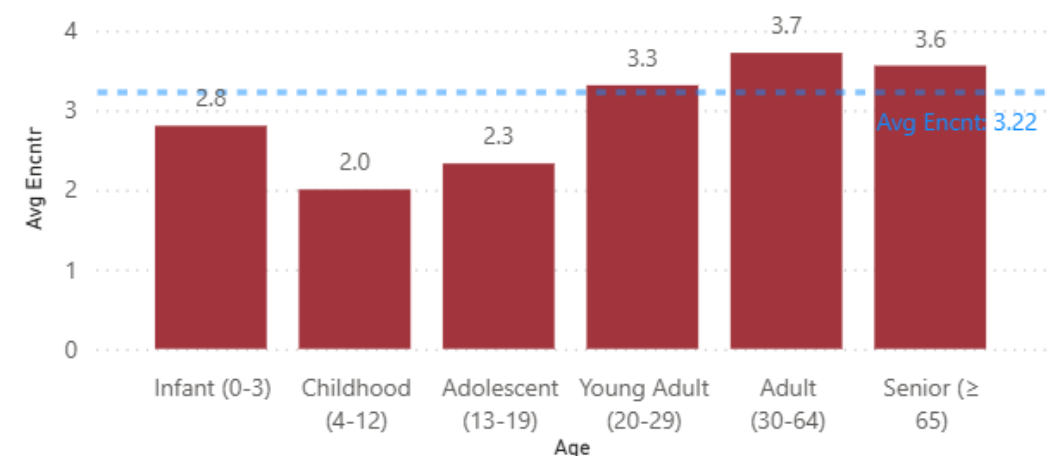
Distribution of Male and Female by Age









Patients by Age Group



Average Encounter by Age Group



1/1/2025 - 12/31/2025 Patient Demographics

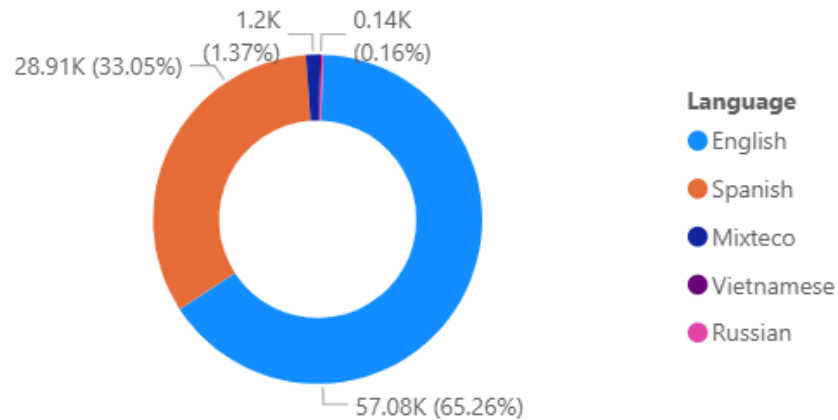
Range	Facility	Encounter Category	Encounter Status	Homeless
1/1/2025  12/31/2025 	All 	All 	All 	All 

Total Patients
88.67K

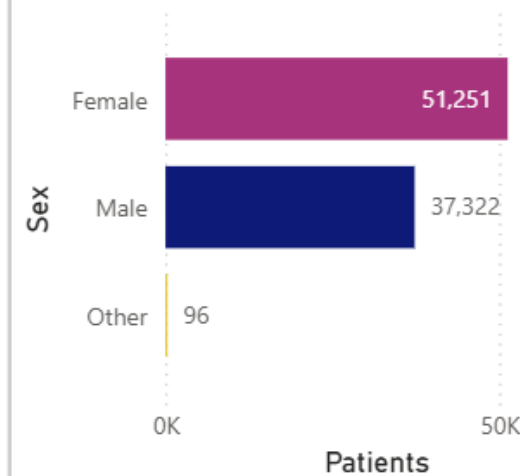
Homeless
5,128

LGBTQ
3,864

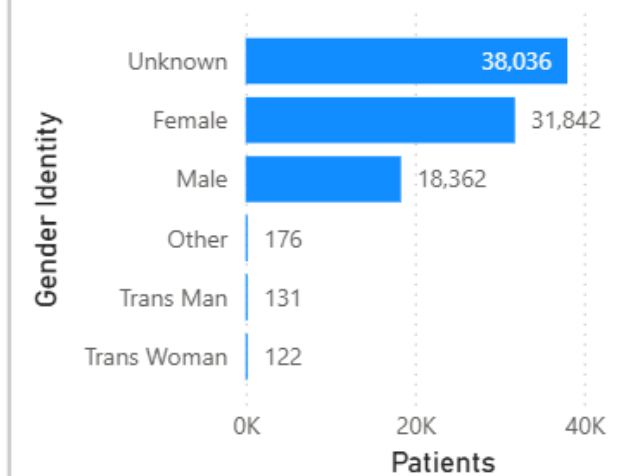
Top 5 Languages



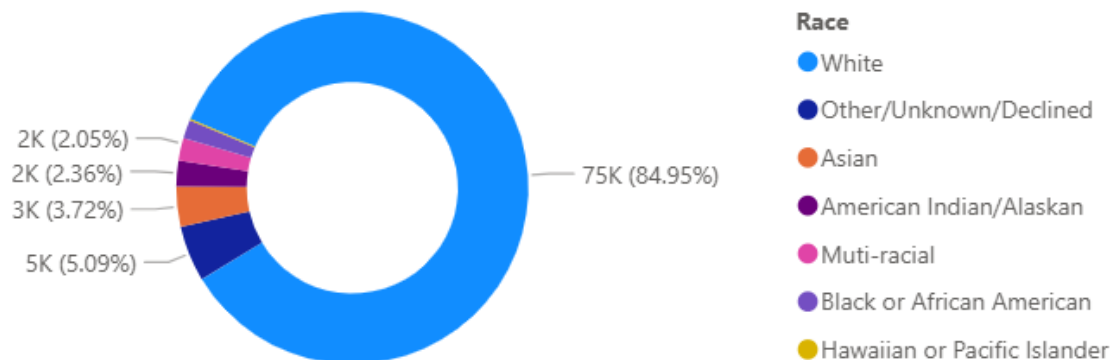
Patients by Sex



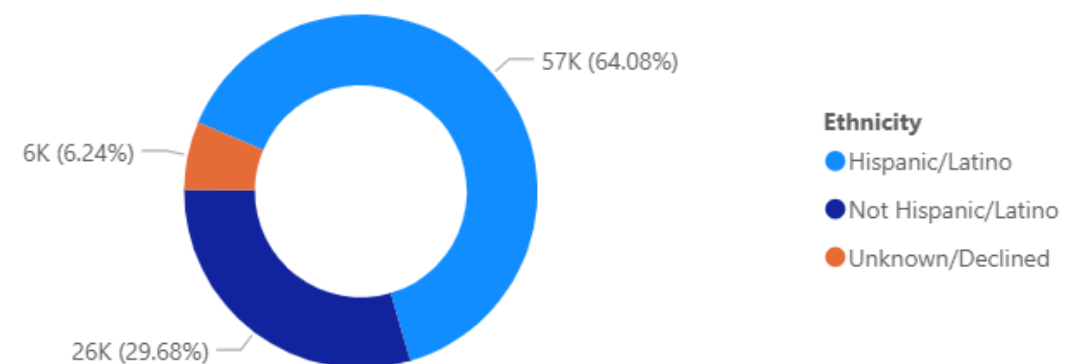
Patients by Gender Identity



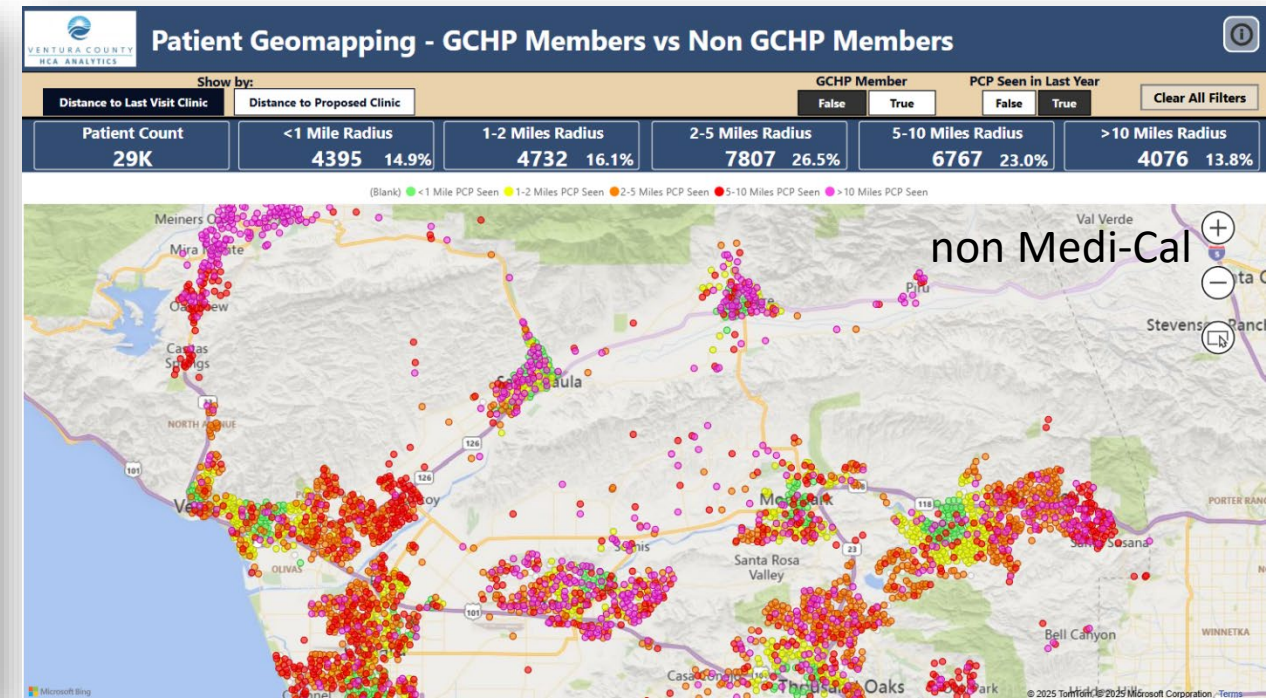
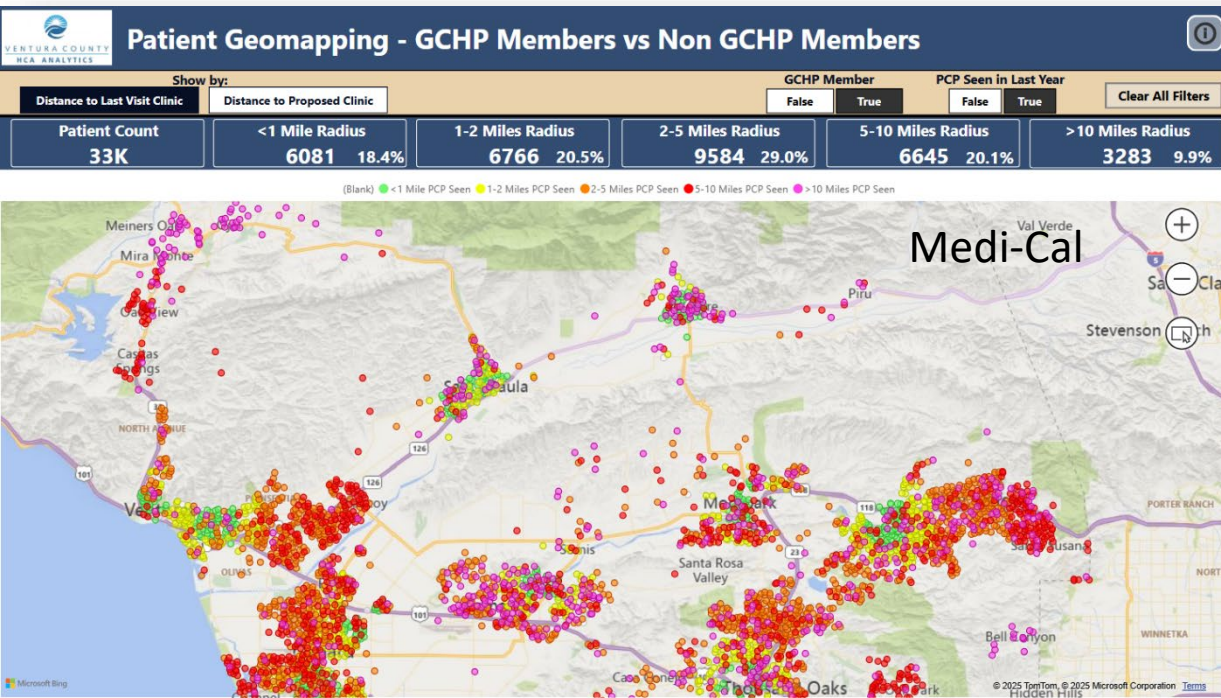
Patients by Race



Patients by Ethnicity



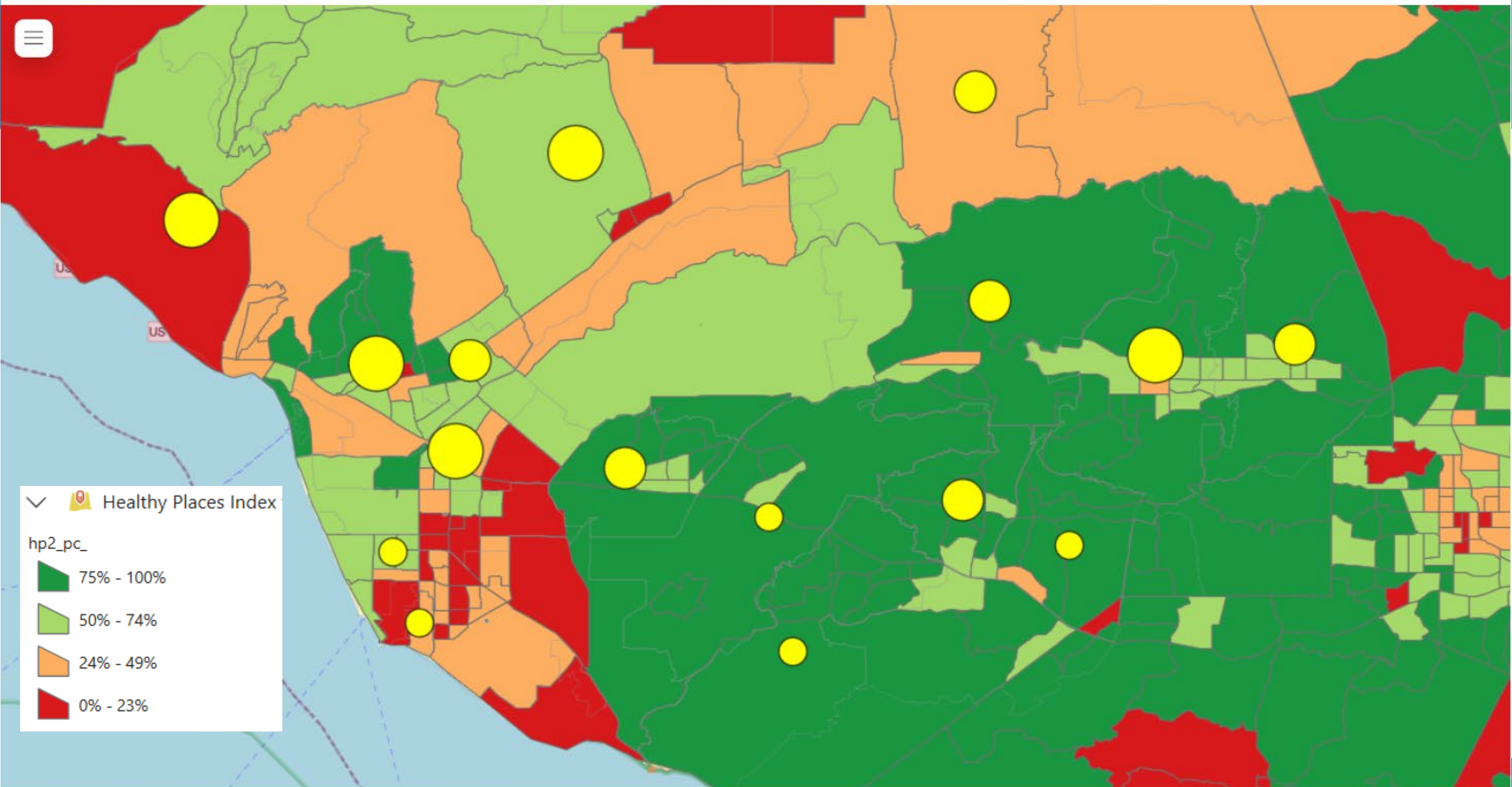
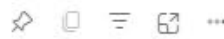
Distance from Patient Home to Clinic



>70% of Medi-Cal patients seek care within a 5-mile radius of their home compared to 64% for non Medi-Cal patients.

40% of Medi-Cal patients live within 2 miles of an AC Clinic.

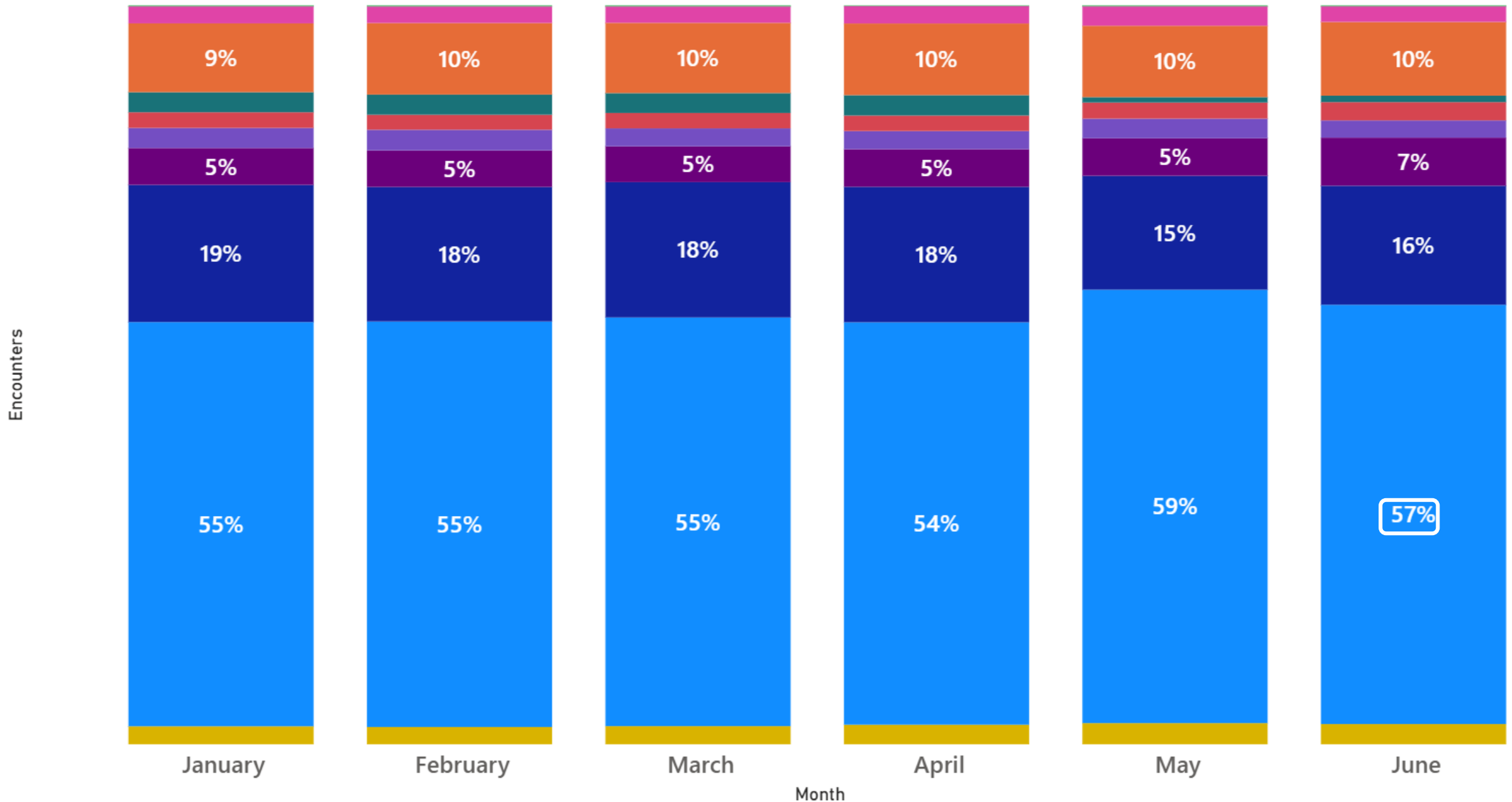
AC Patients by Home location and Healthy Places Index



CY 2025 AC Encounters by Plan



● Clinicas Del Camino Real ● GCHP Assigned ● Managed Care/HMO/PPO ● Managed MediCal ● MediCal ● Medicare ● Medicare HMO Risk ● Medi-Medi ● Self Pay ● Special Programs

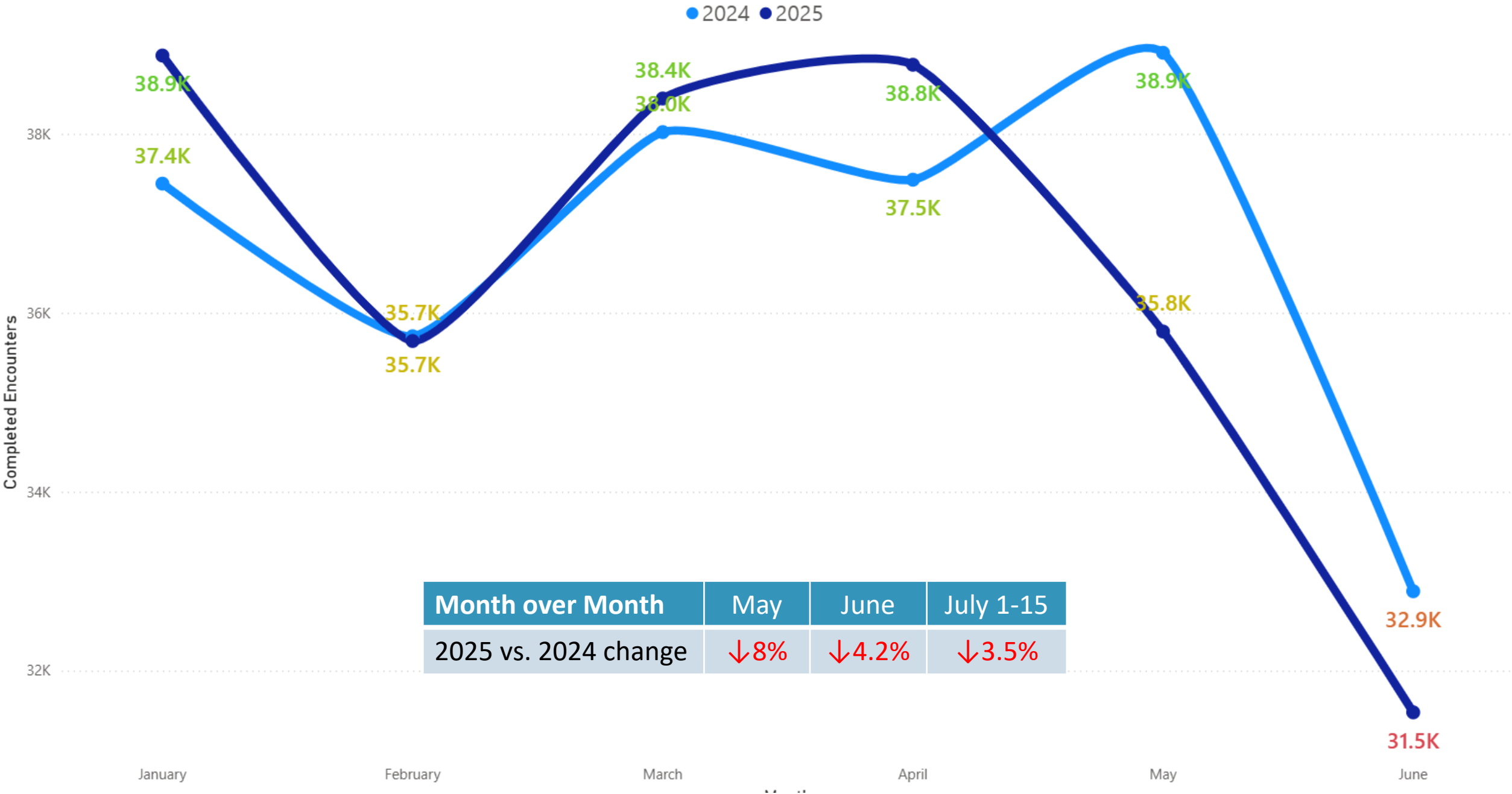




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AC ACCESS

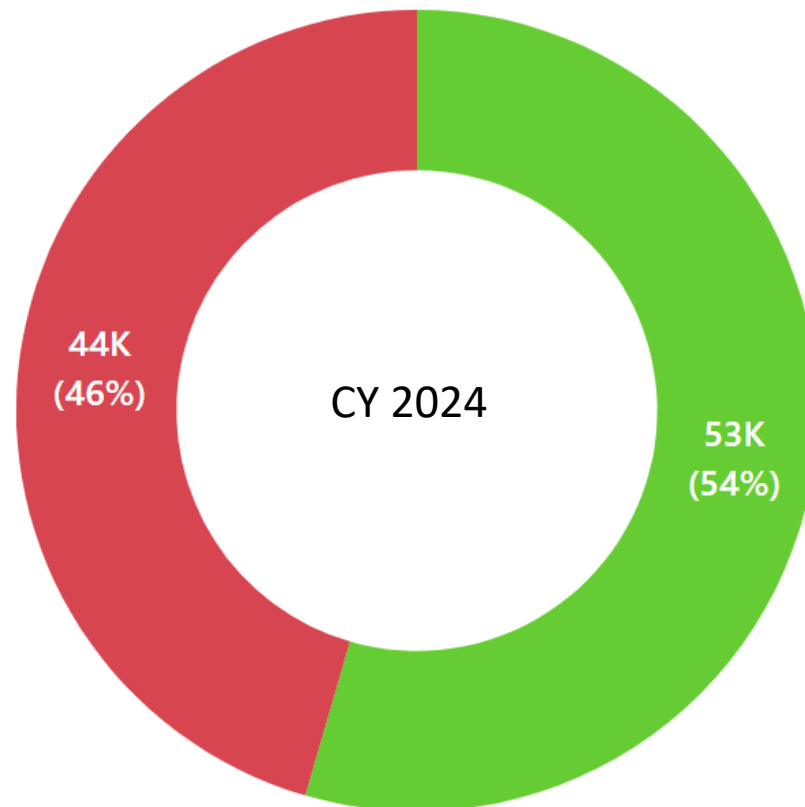
Completed Encounters by Month and Year



Access

GCHP assigned lives by Seen in AC

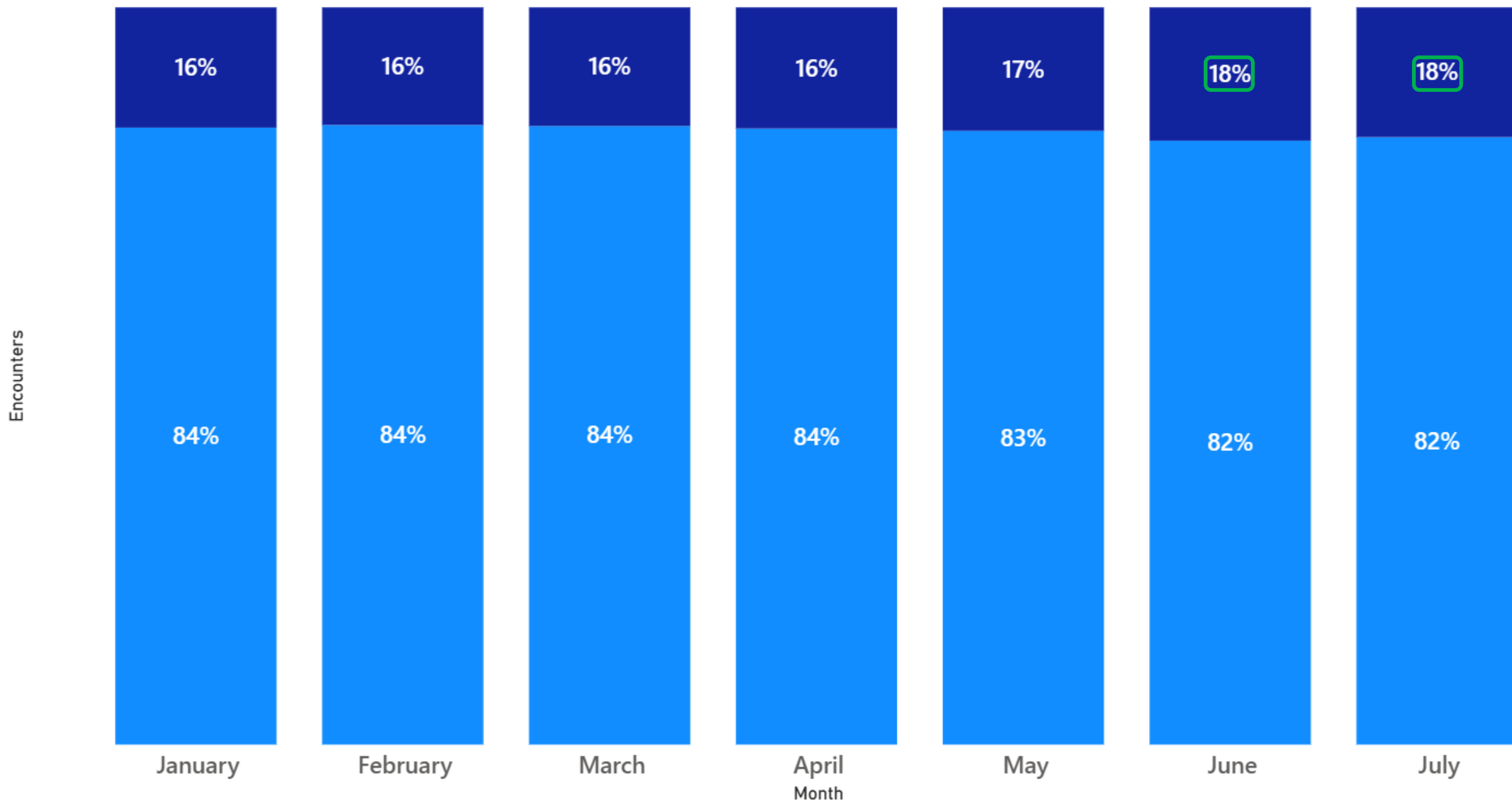
Seen in AC ● True ● False



CY 2025 – 46% seen until May 2025

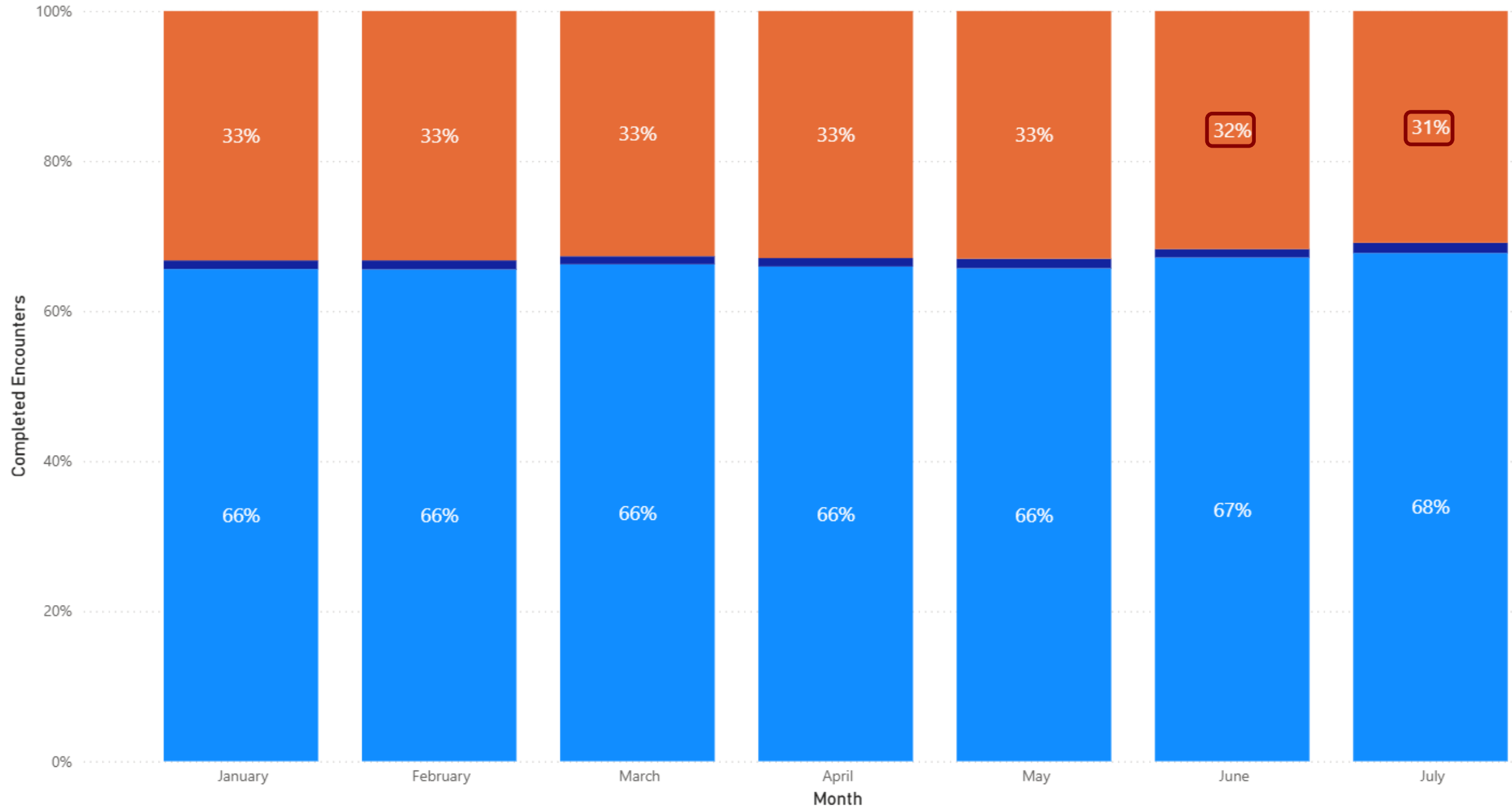
CY 2025 AC Encounters by Plan

Telehealth ● 0 ● 1

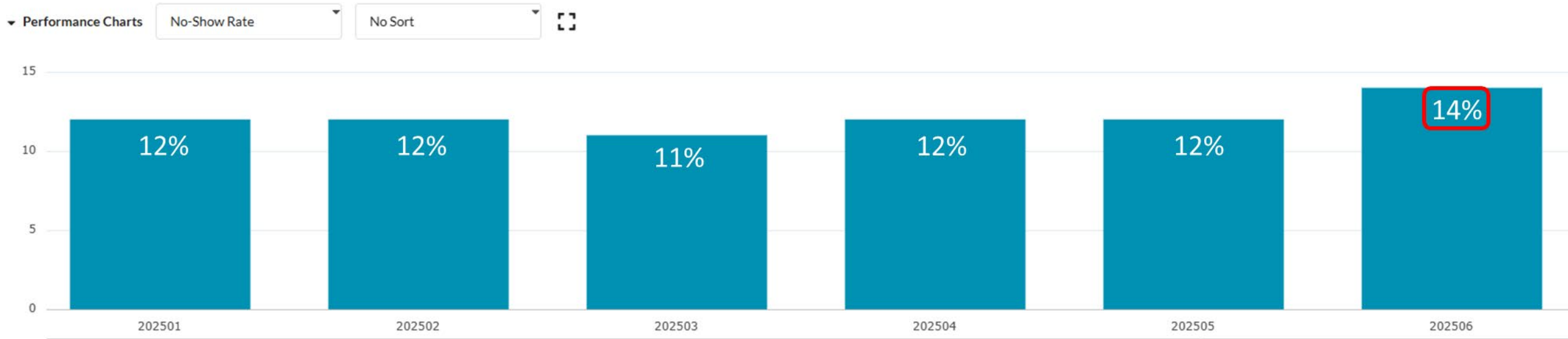


Completed Encounters by Month and Primary Language

English Mixteco Spanish



No show rate: Primary Care



Schedule Utilization: **83%**

*source: Inflow

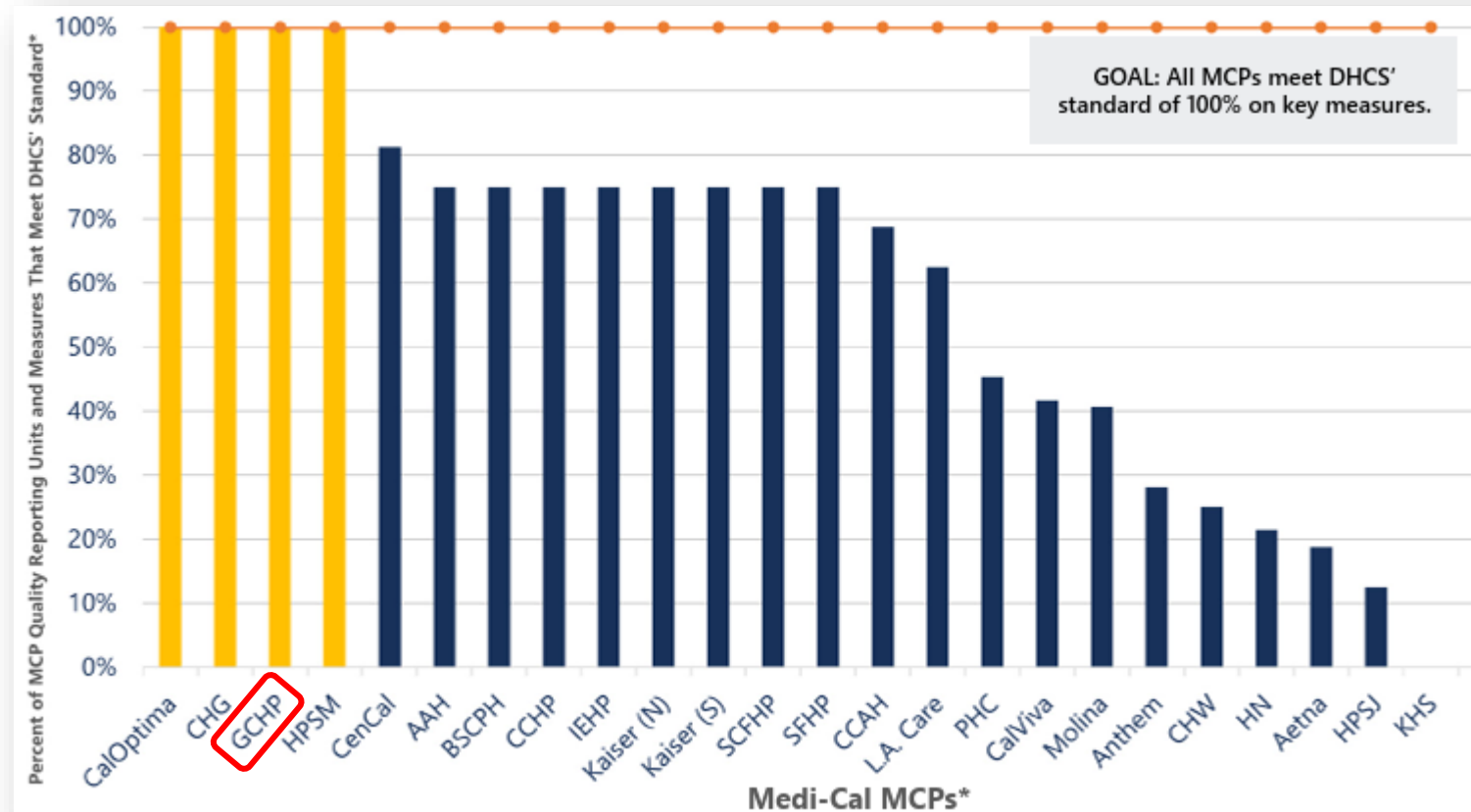
Ambulatory Care

Quality

2024

100% achievement with QIP & QIPP incentive programs

- Few Public Health Systems achieve this high performance with both programs. QIPP achievement is much more difficult than QIP.
- Ventura County Ambulatory Care's quality performance is a key driver for GCHP's overall top performance at the state level.

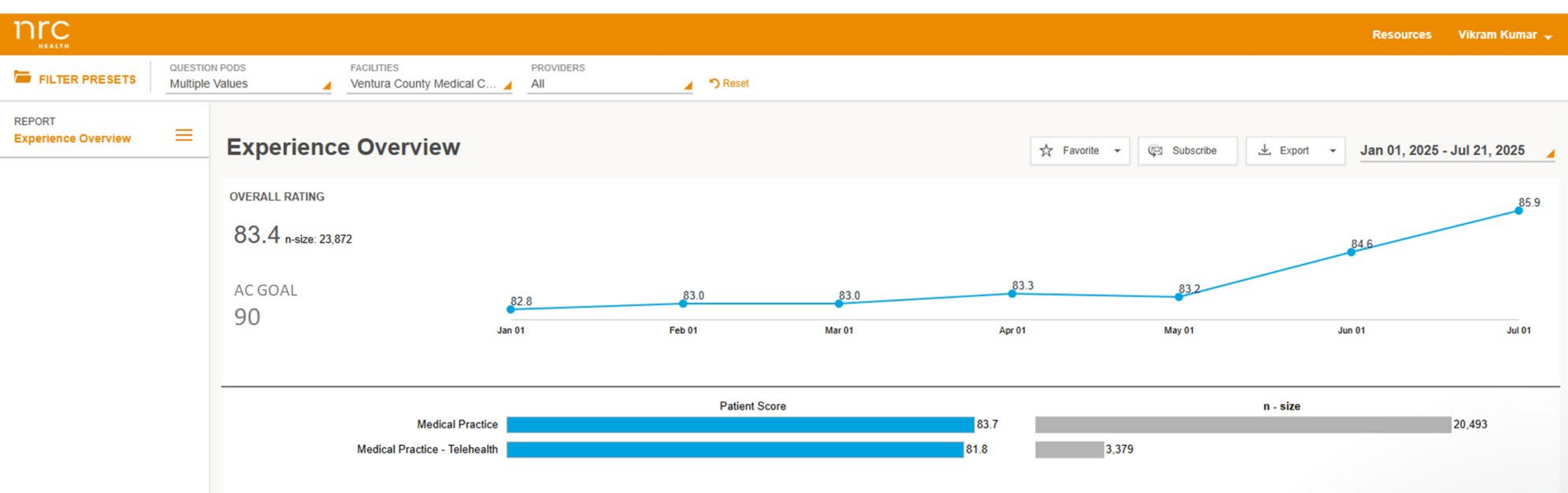




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AC PATIENT EXPERIENCE

Patient Experience



Patient Experience: Demographics

