

THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS
ACTION AGENDA SUMMARY

DEPT: Health Services Agency *md*

BOARD AGENDA # *B-4

Urgent Routine

AGENDA DATE April 17, 2012

CEO Concurs with Recommendation YES NO
(Information Attached)

4/5 Vote Required YES NO

SUBJECT:

Approval of the Regular Operating Hours of the Health Services Agency and Authorization to Offer Particular Services on a Varied Schedule

STAFF RECOMMENDATIONS:

1. Approve the regular operating hours of the Health Services Agency as Monday through Friday 8:00 a.m. through 5:00 p.m.
2. Authorize the Managing Director or her designee to establish and modify from time to time as appropriate, the schedule of particular services offered within and beyond the regular the hours of operation

FISCAL IMPACT:

Approval of these staff recommendations will support the Health Services Agency's efforts to meet community need while operating within and with available resources, and within the Board of Supervisor approved fiscal year budgets.

BOARD ACTION AS FOLLOWS:

No. 2012-159

On motion of Supervisor Chiesa, Seconded by Supervisor Withrow

and approved by the following vote,

Ayes: Supervisors: Chiesa, Withrow, Monteith, De Martini, and Chairman O'Brien

Noes: Supervisors: None

Excused or Absent: Supervisors: None

Abstaining: Supervisor: None

1) Approved as recommended

2) Denied

3) Approved as amended

4) Other:

MOTION:



ATTEST: CHRISTINE FERRARO TALLMAN, Clerk

File No.

DISCUSSION:

The regular operating hours of the Health Services Agency are Monday through Friday, 8:00 a.m. to 5:00 p.m., excluding holidays and subject to County Closure/Furlough dates as approved by the Board of Supervisors. There are several circumstances and particular services offerings however, in which there is a deviation from those regular operating hours. The purpose of these staff recommendations is to ensure that the Agency is operating under the policy and intent of the Board of Supervisors and has the necessary flexibility to adjust to community needs and resource limitations, as appropriate. *Note: these recommendations exclude the hours of operation of the Federally Qualified Health Center Look-Alike designated clinics, as that authority is delegated to the Community Health Center Board as required by the federal Health Resources and Services Administration.*

In order to deliver services within budgeted staffing levels and available physician capacity, as applicable, and meet demand and needs of patients and clients within available resources, the Agency offers many services on both a walk-in and scheduled basis, however not all services are available at all times. For instance, because the demand for and the resources necessary for particular services vary, for purposes of efficiency and to minimize patient/client wait times, the Agency offers different services at different times throughout the week. Some services are offered only on a scheduled basis such as patient appointments in the Specialty clinic, while others are available on a walk-in basis, and some are offered in both ways. Also, because the need for and the related demand for particular services can vary, such as seasonal influenza vaccination, the Agency requests the flexibility to adjust accordingly.

From time-to-time, and generally based on available external grant funding or a particular community need, the Agency is able to offer services beyond the regular 8:00 a.m. to 5:00 p.m., usually into the evening. With this staff recommendation, the Agency is requesting:

1. the acknowledgement that the regular business hours are 8:00 a.m. to 5:00 p.m., and
2. the flexibility to schedule particular services during only part of the regular business hours as community need warrants and resources allow, and
3. to offer services on a scheduled or walk-in basis, or both, and
4. to offer services beyond the regular business hours as community need warrants and resources allow, and
5. the flexibility to adjust the hours of particular services offering relative to items 2, 3, and 4 above.

The Agency will continue to make reasonable efforts to communicate the schedule of available services through various means, including the Agency web pages, signage at service sites, and communications with various community organizations, in order to avoid confusion, provide good customer service, and promote services as appropriate. The hours of services availability will remain consistent with applicable federal, State

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and local mandates, as well as compliant with applicable grant or other funding agreements.

POLICY ISSUES:

Approval of these recommendations will meet the Board's priorities of A Healthy Community and Efficient Delivery of Public Services by maintaining the Agency's ability to serve patients/clients in the most cost effective and service-oriented manner, given available resources.

STAFFING IMPACT:

Budgeted and available staffing has been considered in these staff recommendations. No additions or reductions to staffing resources are necessary to support these recommendations.

DEPARTMENT CONTACT:

Mary Ann Lee, 209-558-7163.