

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

DEPT: Health Services Agency *ms*

BOARD AGENDA # \*B-13

Urgent  Routine

AGENDA DATE June 24, 2008

CEO Concurs with Recommendation YES  NO   
(Information Attached)

4/5 Vote Required YES  NO

SUBJECT:

Approval of the Holiday Closure Schedule for the Urgent Care Center Operations of the Health Services Agency

STAFF RECOMMENDATIONS:

1. Approve the Holiday Closure Schedule for the Urgent Care Center operations of the Health Services Agency.
2. Authorize the Managing Director of the Health Services Agency to take those reasonable actions necessary to implement the above recommendation.

FISCAL IMPACT:

The annual operating cost of the Urgent Care Center is approximately \$1,714,000. If approved, this policy decision would result in minimal net savings.

BOARD ACTION AS FOLLOWS:

No. 2008-471

On motion of Supervisor Monteith, Seconded by Supervisor Grover  
and approved by the following vote,

Ayes: Supervisors: O'Brien, Grover, Monteith, DeMartini and Chairman Mayfield

Noes: Supervisors: None

Excused or Absent: Supervisors: None

Abstaining: Supervisor: None

1) X Approved as recommended

2) \_\_\_\_\_ Denied

3) \_\_\_\_\_ Approved as amended

4) \_\_\_\_\_ Other:

MOTION:

ATTEST: Christine Ferraro  
CHRISTINE FERRARO TALLMAN, Clerk

File No.

## Approval of the Holiday Closure Schedule for the Urgent Care Center Operations of the Health Services Agency

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### **DISCUSSION:**

The Health Services Agency's Urgent Care Center is currently open 361 days per year, closing only for New Year's Day, Thanksgiving Day, Christmas Eve and Christmas. The historical volumes on Easter Sunday and the Fourth of July have been well below capacity, making these days of operation inefficient, in addition to being a challenge to staff. Given the Health Services Agency's financial challenges, it is imperative that all aspects of the operation continue to be monitored, and where efficiencies can be gained within the overall goal of meeting community need through the preservation of the clinic system, such recommendations be made and initiatives implemented.

Volumes in the Urgent Care Center are all walk-in, non-scheduled visits and can vary by season. The most recent Easter Sunday and Fourth of July volumes were 19 and 5 patients, respectively, but for a more meaningful measure, the volumes were considered by hour and by time of year. During other weekend days during the month that Easter Sunday fell, the average number of patients seen per hour was 4.38, while on Easter Sunday that efficiency factor dropped to 2.38 per hour. During the weekday evenings in July, the average number of patients seen per hour was 4.62, while on the Fourth of July it was 1.25 per hour.

Staffing of physicians and mid-level providers and support staff is more difficult and potentially more costly on holidays. The provider staffing for the Urgent Care Center is provided under contract by Medex. The Medex operator has conveyed increased difficulty staffing the Center on holidays, given the limited hours and perceived inadequate net value for the provider, considering his/her opportunity cost. Community demand does not appear to warrant a financial incentive to support the staffing.

Staff is recommending the permanent addition of the Easter Sunday and the Fourth of July holidays to the regular Urgent Care Center - Holiday Closure schedule, which would be as follows:

- New Year's Day
- Easter Sunday
- Fourth of July
- Thanksgiving Day
- Christmas Eve
- Christmas Day

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**POLICY ISSUES:**

Approval of this item supports the Board of Supervisors' priorities of a healthy community and efficient delivery of public services, by providing days of service that are generally supported by community demand.

**STAFFING IMPACT:**

The staffing impact is primarily reduced hours for extra-help part-time staff.