

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

DEPT: Health Services Agency *mt*

BOARD AGENDA # *B-8

Urgent Routine

AGENDA DATE December 16, 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. 2008-844

On motion of Supervisor Monteith, Seconded by Supervisor Grover

and approved by the following vote,

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

Noes: Supervisors: None

Excused or Absent: Supervisors: District Two vacant

Abstaining: Supervisor: None

1) X Approved as recommended

2) _____ Denied

3) _____ Approved as amended

4) _____ Other:

MOTION:

Christine Ferraro

ATTEST: CHRISTINE FERRARO TALLMAN, Clerk

File No.

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

Page 2

DISCUSSION:

The Health Services Agency's Urgent Care Center is currently open 359 days per year, closing only for New Year's Day, Easter Sunday, Fourth of July, Thanksgiving Day, Christmas Eve and Christmas Day. Hours of operation are 5:30 p.m. to 9:30 p.m. Monday through Friday and 10:00 a.m. to 6:00 p.m. on Saturday and Sunday. Historically, patient volumes at the Urgent Care Center on holidays are 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.

For the two most recent holidays in which the Urgent Care Center was open, Memorial Day (5/26/2008) and Labor Day (9/1/2008), volumes were 5 and 3 patients respectively. For comparison, the average daily patient volume for the center was 22.7 in May 2008 and 21.8 in September 2008.

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 Urgent Care 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.

Given the historical low volumes on holidays, staff recommends the following closure schedule, which mirrors the current holiday closure schedule for other County Departments. This recommendation was approved by the Community Health Center Board on December 3, 2008.

1. January 1st, New Year's Day (actual date and additional Monday or Friday recognized by County if date falls on a weekend)
2. The third Monday in January, Martin Luther King Day
3. The third Monday in February, Washington's Birthday
4. Easter Sunday
5. The last Monday in May, Memorial Day
6. July 4th, Independence Day (actual date and additional Monday or Friday recognized by County if date falls on a weekend)
7. First Monday in September, Labor Day
8. November 11th, Veterans Day (actual date and additional Monday or Friday recognized by County if date falls on a weekend)
9. November – the Thursday designated as Thanksgiving Day
10. The day after Thanksgiving Day
11. December 24th, Christmas Eve

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

Page 3

12. December 25th, Christmas Day (actual date and additional Monday or Friday recognized by County if date falls on a weekend)
13. December 31st, New Year's Eve

POLICY ISSUE:

Approval of this item supports the Board of Supervisors' priorities of A healthy community and the 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.