

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

DEPT: Health Services Agency *max*

BOARD AGENDA # *B-8

Urgent Routine

AGENDA DATE November 30, 2010

CEO Concurs with Recommendation YES NO
(Information Attached)

4/5 Vote Required YES NO

SUBJECT:

Approval to Close the Health Services Agency Clinic and Pharmacy Operations from 8:00 a.m. through 12:00 p.m. on December 24, 2010

STAFF RECOMMENDATIONS:

Approve the closure of the Health Services Agency clinic and pharmacy operations from 8:00 a.m. through 12:00 p.m. on December 24, 2010.

FISCAL IMPACT:

The Fiscal Year 2010-2011 approved budget for the Clinic and Ancillary Services division of the Health Services Agency is \$44,872,180. By reviewing historical data, it was determined that visit volume is approximately 33% of normal on a Christmas Eve which falls on a Friday. It has been projected that the operating shortfall could be as much as double that of a typical clinic day, should the clinic remain open. This projection is largely due to those costs which are not adjustable. Should this recommendation be approved, the Health Services Agency would anticipate a shortfall reduction of up to \$7,530.

BOARD ACTION AS FOLLOWS:

No. 2010-711

On motion of Supervisor O'Brien, Seconded by Supervisor Monteith
and approved by the following vote,

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

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:

Christine Ferraro

ATTEST: CHRISTINE FERRARO TALLMAN, Clerk

File No.

Approval to Close the Health Services Agency Clinic and Pharmacy Operations from 8:00 am through 12:00 p.m. on December 24, 2010

Page 2

DISCUSSION:

The Health Services Agency is requesting permission to close the clinics and pharmacy for the entire day on Friday, December 24, 2010, recognizing that only the afternoon hours would be considered a half-day holiday.

The Clinic and Ancillary division routinely experiences low demand from patients on Christmas Eve each year. Consequently, management generally schedules fewer staffing resources to decrease expenses. This action helps to decrease cost, however there are other variable costs that are related to being open each day that are not as adjustable. For instance, utility costs are related more to being open rather than the number of patients seen and revenue generated. Likewise there are particular activities that are related to a particular day of operations rather than the number of hours of those operations, such as the information systems/ accounting opening, batch and closing activities. In addition to the efficiencies to be gained, this request is also being prompted by the unavailability of many of our physician providers.

From a services provision standpoint, the clinics and pharmacy have already been allowed to remain open for the week between Christmas and New Years, while most of the rest of the County's operations will be closed. This action was approved by the Board of Supervisors on June 8, 2010. Consequently, if the clinics and pharmacy operations are closed for the entire day on Friday, December 24, 2010, the result would be three straight days of non-operation, which from a continuity of care standpoint is generally acceptable as with the three-day holiday weekends that fall throughout the year. While this is not a continuity clinic, for urgent needs the Health Services Agency's Urgent Care Center will be open on Sunday, December 26, 2010 for eight hours, from 10:00 am to 6:00pm as part of its regular schedule.

Should this recommendation be approved and be supported by the Community Health Center Board, the following table illustrates a snapshot of the resulting clinic and pharmacy operating hours. The only change to the existing schedule is the closure of the morning of Christmas Eve.

	Thur 12/23	Fri 12/24	Sat 12/25	Sun 12/26	Mon 12/27	Tue 12/28	Wed 12/29	Thur 12/30	Fri 12/31	Sat, 1/1	Sun 1/2	Mon 1/3
Clinics & Pharmacy (excluding Urgent Care Ctr)	Open 8am – 5pm	Closed	Closed	Closed	Open 8am – 5pm	Open 8am- 5pm	Open 8am- 5pm	Open 8am- 5pm	Closed	Closed	Closed	Open 8am – 5pm
Urgent Care Center *	Open 5:30pm – 9:30pm	Closed	Closed	Open 10am – 6pm	Open 5:30pm – 9:30pm	Open 5:30pm – 9:30pm	Open 5:30pm – 9:30pm	Open 5:30pm – 9:30pm	Closed	Closed	Open 10am – 6pm	Open 5:30p m – 9:30p m

Approval to Close the Health Services Agency Clinic and Pharmacy Operations from 8:00 am through 12:00 p.m. on December 24, 2010

Page 3

* The Urgent Care Center is located in the Paradise Medical Center and is operated as an after-hours clinic. The normal operating hours are 5:30 pm – 9:30 pm on weeknights and 10:00 am – 6:00pm on weekends.

POLICY ISSUE:

Approval of this proposal supports the priorities of A Healthy Community and Efficient Delivery of Public Services by considering patient demand and provider availability and the corresponding revenue generation opportunity and reducing particular holiday impacted operating hours to gain efficiency.

STAFFING IMPACT:

Full-time staff impacted by this four-hour closure would be eligible to use accrued vacation time or Special Accrued Leave Time during the morning hours, should this request be approved. Many staff have already requested this time-off.

DEPARTMENT CONTACT:

Mary Ann Lee, Managing Director, 209-558-7163.