

San Joaquin County Clinics
Minutes of March 29, 2012
Community Board Meeting

1414 N. California Street, 2nd Floor
Dorothy Chase Conference Room
Stockton, CA 95202

Board Members Present

Ogechi Achunine
Ismael Cortez
Regina McMahon

Javier Serrano, Member Candidate

Health Care Services Agency and SJGH Staff Present

Margaret Szczepaniak
Leilani Chua
Cynthia King
Ramona Thomas, BHS Interpreter
Samantha Phillips-Bland, SJGH Senior Deputy Director of Ambulatory Care Services
Dr. Lloyd Lee, SJGH
Jackie Mandich, SJGH
Lisa Cisneros, SJGH

Call to Order

The meeting was called to order at 5:15 p.m. by Vice-Chair, Ogechi Achunine.

Approval of Minutes of December 1, 2011 and January 26, 2012 Meetings

Approval of the minutes was deferred until the next meeting as there was not a quorum.

Public Comment

None

Staff Reports

a. Status of Board Vacancies

Margaret Szczepaniak reported that there has still not been an application submitted from an Asian/Pacific Islander to fill that needed position. There were two new

members selected by the Executive Committee, Javier Serrano and Beth Shelton, however the Board was unable to approve those positions without a quorum. Margaret indicated that she could go directly to the Board of Supervisors for approval of members from the community.

Lisa asked how the Board vacancies has been advertised. Margaret explained that there is an announcement on the hospital's website. There was a mass mailing to local community agencies, and announcements were placed at all of the clinics. It was noted that the most successful method to date has been word of mouth.

b. FQHC IRS Submittal

Margaret advised that she had received notification from the IRS that they received the application. The process can take 45-120 days for a response (acceptance/rejection) from them.

c. Budget

At the next meeting HCS staff will report on revenue vs providers and expenses. Ogechi asked if the potential bankruptcy of the City of Stockton will affect the SJCCCB's budget and Margaret assured the group that it would not affect the budget of the board or the County.

d. Patient Satisfaction, Call Volume Report

Samantha Phillips-Bland reported that the Patient Satisfaction Survey results were for the most part positive. The surveys were conducted at the Family Practice and Primary Medicine Clinics. There were a total of 162 respondents over a four week period.

70% of respondents indicated that they knew their personal physician. 85% indicated that they would refer family and friends to the clinics for medical care. 80% left their Dr. visit with a better understanding of their health condition.

25% reported that it was easy to get medical care, while 15%-20% thought it was difficult to get medical care when they needed it. Many respondents had difficulty getting their lab results or did not understand what the reports meant when they did get them. 35% of patients were not confident that they have a better handle on their conditions. It was agreed that patient education and self management training would need to be improved.

SEE ATTACHED SATISFACTION SURVEY RESULTS.

There will be a survey beginning the week of April 2 that will measure SJGH's results against other public clinics.

Call Volume Report – Samantha said that the clinics average 900 calls per day. The average call wait time is approximately 1-1/2 minutes, and almost 2 minutes for Spanish speaking callers. She will focus on hiring more Spanish speaking staff the next time the clinics are hiring. On average, it takes patients 2-1/2 to 3 minutes to complete a call to make an appointment.

SEE ATTACHED CALL VOLUME SUMMARY.

Dr. Lee said that the hospital needs to bridge the gap between the time patients call and actually speak with a physician. He suggested that doctors use smart phones to receive text messages to return calls to patients. Samantha said that expeditious phone responses from doctors could alleviate patients having to go to the Emergency Room.

e. **Health Reform DVD**

A video that was produced by Kaiser Family Foundation entitled, "Health Care Reform" was shown to the meeting attendees. The video gave a clear, general overview of proposed health care reform.

Next Meeting

The next Board meeting will be held on April 26, 2012 at 5 p.m. at 1414 N. California Street, 2nd Floor, Dorothy Chase Conference Room.

Adjournment

The meeting was adjourned at 6:10 p.m.

Respectfully Submitted,

Ogechi Achunine, Vice-Chair