

San Joaquin County Clinics (SJCC)
Minutes of November 27, 2012
Community Board Meeting

San Joaquin General Hospital
Caesar Chavez Clinic Conference Room
French Camp, CA

Board Members Present

Alvin Maldonado
Lei McMiller
Regina McMahan
Bernadette Hanna
Rod Place

Health Care Services Agency and SJGH Staff Present

Margaret Szczepaniak
Samantha Phillips-Bland
Cynthia King
Leilani Chua
Alan Germany
David Culberson
Ramona Thomas, Interpreter
Betty Jo Riendel
Farhan Fadoo, M.D.
Izidi Alcorn-Starks

Call to Order

The meeting was called to order at 5:10 p.m. by Chair, Alvin Maldonado.

Approval of Minutes of October 30, 2012 Meeting

The minutes of the October 30, 2012 meeting were approved as submitted.

Public Comment

None

Announcements

Margaret Szczepaniak announced that Pete Mata has resigned due to a work schedule conflict. Theresa Melish, Secretary of the Board has also submitted her resignation. Margaret asked the Board members present to consider filling the role for the remainder of the term.

Board Actions

Approval of Draft Financial Screening Policy

Samantha Phillips-Bland explained that the sliding fee discount schedule is required for FQHCs by HRSA. No patient is denied medical service because of financial hardship. The Client Eligibility Certification form will be translated into Spanish. Bernadette Hanna made a motion to approve the Draft Financial Screening Policy. The motion was seconded by Rod Place and the Policy was unanimously approved.

Selection of New SJCC Board Secretary

Alvin Maldonado requested volunteers from the Board to take the role as SJCC Board Secretary through the end of the fiscal year. Rod Place volunteered to perform the duties of Secretary of the Board. A motion was made Regina McMahon and seconded by Bernadette Hanna. The Board unanimously approved Rod Place to be the new Secretary, and serving on the Executive Committee, replacing Theresa Melish.

Chronic Disease Registry & Coordination of Benefits

Dr. Farhan Fadoo, Chief Medical Information Officer (CMIO) for SJGH discussed his role in the assessment and evaluation of information technology and data development for all the clinics. He provided a presentation on the Chronic Disease Registry & Coordination of Benefits (see handout). His role as CMIO provides oversight to all of SJGH and all the Ambulatory Care clinics, inclusive of the five clinics to be designated as FQHC. Ambulatory Care encompasses four Primary Care Clinics, two Pediatric clinics, two OB/GYN Clinics and 19 Specialty Clinics. The main goals of the Registry are to improve population health, improve patient experience and lower per capita healthcare costs. There are plans to expand services to use an Electronic Health Record for scheduling appointments, revenue cycle, messaging and electronic prescriptions. Dr. Fadoo also outlined how the strategic plan for Information Technology will impact the clinics.

Operational and Staff Reports

a. Financial Report

Alan Germany announced he has deferred the usual monthly financial report in order to focus on financial information for the FQHC application.

b. Quarterly Clinic Improvement Report

Betty Jo Riendel, RN reported that SJGH is undergoing a hospital-wide improvement endeavor which involved auditing patient charts. Chart audits will determine how well the clinics are meeting their benchmark goals, for example, in Children's Health Services, the goal is 100% same day access to physicians. For Healthy Beginnings, the goal is for all women with abnormal PAP tests to be told of the findings and have treatment begin in the same month as the testing was performed. The first quarter report will be given to the Board by the end of the second quarter.

Call Waiting Times

Samantha Phillips-Bland reported that the average wait time for English callers is 47 seconds. The wait time for Spanish speaking patients is almost double the time. She will assess whether to hire an additional Spanish speaking staff to decrease the wait time for this population. There were over 7,000 calls received and the abandoned call rate (i.e. hang ups) was under 7% (see handout).

c. IRS and Affiliation Agreement

Margaret Szczepaniak informed the Board that the IRS has approved the request for the SJCC to be a recognized §501(c)3 organization, which is a requirement for the FQHC application. Staff would continue work on the HRSA application for FQHC-LAL status for submission at the end of December. However, with no Board meeting in December, due to the Christmas holiday, Executive Committee members could give approval for submission. This could be ratified by the full board at their January meeting. The board members concurred with this direction.

The Affiliation Agreement, which had been approved by SJCC in September was adopted by the County Board of Supervisors and will be submitted to HRSA as part of the FQHC application. Per the September motion of the SJCC Board, some technical and non-substantive changes were made by the county attorneys to the Affiliation Agreement. Revisions were outlined in a handout distributed to the Board members (attached). These clarified the dispute mediation process and protection of civil service employees.

d. Future Meeting Location

The Board voted to hold all future meetings at SJGH in the Caesar Chavez Family Clinic conference room.

Next Meeting

The next Board meeting will be held on Tuesday, January 29, 2012 at 5 p.m. at San Joaquin General Hospital, 500 W. Hospital Road, French Camp, Ca.

Adjournment

The meeting was adjourned at 6:30 p.m.

Respectfully Submitted,

Rod Place, Secretary