

San Joaquin County Clinics (SJCC)  
Minutes of September 24, 2013  
Board Meeting

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

Board Members Present

Alvin Maldonado  
Ogechi Achunine  
Beth Shelton  
Rod Place  
Lei McMiller  
Bernadette Hanna  
Javier Serrano  
Luz Marie Sandoval

Health Care Services Agency and SJGH Staff Present

Margaret Szczepaniak  
Samantha Phillips-Bland  
David Culberson  
Ron Kreutner  
Dr. Lloyd Lee  
Betty Jo Riendel  
Leilani Chua  
Ramona Thomas, Interpreter

Call to Order

The meeting was called to order at 5:03 p.m. by Chair, Alvin Maldonado.

Public Comment

None

Approval of Minutes of August 27, 2013 Meeting

Bernadette Hanna made a motion that the minutes of the August 27, 2013 meeting be approved as submitted. The motion was seconded by Beth Shelton and the Board unanimously approved the minutes.

## Revised Agenda

Margaret Szczepaniak advised that a revised agenda was prepared to include a Board action to approve the draft Access during Office Hours-Same day Appointments Policy. This policy was not available at the time the original agenda was mailed to Board members.

Rod Place made a motion that the revised agenda for the September 24, 2013 meeting be approved as submitted. The motion was seconded by Beth Shelton and the Board unanimously approved the revised agenda.

## Board Action Item

### Acceptance of FY 2012-13 Annual Report

As referenced in the San Joaquin County Clinics Board Bylaw Article XII. Corporate Records/Reports/Etc. Section 4: An Annual Report shall be sent to the Board of Directors no later than 120 days after the close of the fiscal year. The FY 2012-13 Annual Report covers the period July 1, 2012 to June 30, 2013, and includes an overview of SJCC activities, policies approved, agreements signed, Board education conducted, new initiatives, staff appointments, and Board members who were added as well as resigned.

Beth Shelton made a motion to accept the FY 2012-13 Annual Report as submitted. The motion was seconded by Javier Serrano and the Board unanimously accepted the FY 2012-13 Annual Report.

### Adoption of Emergency Operations Plan and Emergency Management Activation Plan

The draft Emergency Operations Plan and Emergency Management Activation Plan were distributed and reviewed. Ms. Cheryl Mead is the Part-Time Emergency Preparedness Program Coordinator, as approved by the Board at their August 2013 meeting

Samantha Phillips-Bland stated the clinics abide by the National Incident Management System (NIMS) which provides a systematic, unified structure for first responders. The Department of Homeland Security publishes the standards, guidelines, and compliance protocols for federal, State, tribal, or local government that has implemented NIMS.

The initial application to the Health Resources and Services Administration (HRSA) submitted in December 2012 indicated SJCC was under the San Joaquin General Hospital (SJGH) Emergency Plan since there is a shared campus. In the Technical Assistance document from HRSA received in July 2013, a Required Action was to provide an Emergency Preparedness Plan approved by the SJCC Board. Samantha Phillips-Bland noted the Emergency Operations Plan outlines the strategy for

responding and recovering from a realized threat, hazard, or other incident. The Emergency Management Activation Plan identifies procedures for preparing and responding to potential disasters or emergencies.

Rod Place inquired if HRSA has a checklist of emergency requirements. Form 10 Annual Emergency Preparedness Report in the HRSA application provides a checklist. Samantha Phillips-Bland noted both Plans are specific to clinic structure/elements and continue to provide collaboration and coordination with SJGH. For example, transferring of patients due to inpatient and emergency departments are not applicable to the clinics.

Dr. Lloyd Lee asked if SJGH should be included on the page header as the Plans are only applicable to the clinics. Samantha Phillips-Bland noted that the Plans will also be applicable for the non-FQHC clinics, such as Internal Medicine and Specialty clinics. The Plans will go to the Medical Executive Committee for approval for the non-FQHC Clinics only. The Board is being asked to approve for the FQHC clinics only. Staff will inquire of our consultants the best way to address page headers for policies where they apply to both SJGH and SJCC.

Rod Place made a motion to adopt the Emergency Operations Plan and Emergency Management Activation Plan with the SJGH header removed. The motion was seconded by Beth Shelton and the Board unanimously adopted the Plans.

#### Approval of Access during Office Hours-Same Day Appointments

The draft Access during Office Hours-Same Day Appointments was distributed and reviewed. It is clinic policy to accommodate same-day appointment requests with the goal to turn no patients away. This Policy memorializes and outlines staff procedures.

Alvin Maldonado asked if a patient can still be seen the same day if they do not have a primary care physician (PCP). Samantha Phillips-Bland responded that requests during office hours for same-day appointments are evaluated by a registered nurse to determine if there is an emergency or if the patient can be seen the same-day. Same-day patients will either be seen by their PCP if available due to cancellations or no-shows, or will be seen by the Primary Care Clinic doctor assigned for same-day visits. The Primary Care Clinic is open Monday – Thursday 8 a.m. to 7 p.m. and Friday 8 a.m. to 5 p.m.

Bernadette Hanna made a motion to approve the Access during Office Hours-Same Day Appointment Policy as submitted. The motion was seconded by Lei McMiller and the Board unanimously approved the Access during Office Hours-Same Day Appointments Policy.

## Discussion Items

### Strategic Planning & Board Self-Evaluation

The Board Self-Evaluation was reviewed. Margaret Szczepaniak noted that pre-postage return envelopes were distributed for Board members to mail back a completed Board Self-Evaluation as soon as possible. She encouraged honest feedback and ensured confidentiality would be maintained.

### Medi-Cal and Covered California Transition

Samantha Phillips-Bland stated that since SJGH, Public Health Services, Behavioral Health Services, Health Care Services Agency, and Human Services Agency have a shared population, they are working together for shared messaging and branding related to Medi-Cal expanded coverage as well as Covered California which is the State's health benefits exchange. A logo has been chosen and the joint effort will be marketed as Covered San Joaquin.

Samantha Phillips-Bland distributed a handout in English and Spanish that will be used by clinic providers and staff to give to patients regarding health care reform. It provides a brief summary that Medi-Cal eligibility is changing, and those who have been previously denied may be eligible beginning January 1, 2014. It also notes that Covered California open enrollment begins October 1, 2013, and you may call 1-800-300-1506 or go to the website [www.coveredca.com](http://www.coveredca.com) to learn about your health care coverage options.

Bernadette Hanna stated now that pre-existing conditions will not be a barrier to obtaining coverage many more people will now have insurance options. Luz Marie Sandoval stated many more people can get treatment before an emergency occurs especially young adults. Al Maldonado asked if Medical Assistance Program (MAP) patients will still have to apply for Medi-Cal. Samantha Phillips-Bland replied that the MAP staff will be screening indigent patients for Medi-Cal eligibility. As of January, there will no longer be an asset test which will allow Medi-Cal eligibility for more people. There will continue to be annual Medi-Cal redeterminations. MAP patients can also contact Covered California.

### Operational and Staff Reports

#### a. Financial Report

Ron Kreutner presented the July 2013 financial report. There was a positive payer mix shift due to an increase in self-pay and decrease in indigent. Visits were 15% higher than budgeted resulting in net patient revenue improvement for the month. He noted the financial report for next month will include the current month of August 2013 as well as year-to-date.

b. Clinic Update Report

Samantha Phillips-Bland presented the Ambulatory Care Services FY 2013-14 statistical summary. Visits are trending over last fiscal year, which was also higher than FY 2011-12, showing better staff utilization as the Children's Health and Family Medicine Clinic are each down two physicians.

Samantha Phillips-Bland presented the phone center report showing August 2013 was slightly better at 16.7% missed calls compared to July 2013 missed call rate of 23%. Ms. Amanda Casarez, the recently hired Phone Center supervisor, has resigned and interviews will commence for a replacement. Samantha commended the phone center and panel management staff, who have been helping the phone center staff, for their dedication and hard work. Beth Shelton asked if the phone center has seen an increase in calls regarding Medi-Cal expansion or Covered California. Samantha said they have not, but that Beth made a good point that they may. They will look into an on-hold message to play contact information for Covered California.

c. Update on FQHC Progress

Margaret Szczepaniak stated a Memorandum dated August 30, 2013, regarding the follow-up technical assistance conference call with HRSA was mailed to Board members. Another conference call regarding the Co-Applicant Agreement between County of San Joaquin and San Joaquin County Clinics is scheduled for Friday, September 27<sup>th</sup>. We will continue to request additional technical assistance calls as needed.

Bernadette Hanna asked what the time guideline is for review of a new application. The time guideline is 180 days. This is a new guideline released Program Assistance Letter (PAL) 2013-10 dated September 16, 2013, regarding look-alike program updates: on-site compliance reviews for initial designation and designation period changes. Samantha Phillips-Bland noted that HRSA is conducting a webinar on the PAL on Thursday, September 26<sup>th</sup>, and staff will be participating.

**Closed Session**

a. Personnel Evaluation for Executive Director

Margaret Szczepaniak excused everyone from the meeting except for Board members for Personnel Evaluation for Executive Director. No announcements were expected from closed session.

**Next Meeting**

The next Board meeting will be held on Tuesday, October 29, 2013 at 5 p.m. at San Joaquin General Hospital, 500 W. Hospital Road, Health Center North Caesar Chavez Clinic Conference Room, French Camp, CA.

**Adjournment**

The meeting was adjourned at 6:15 p.m.

Respectfully Submitted,

Rod Place, Secretary