

San Joaquin County Clinics (SJCC)
Minutes of April 29, 2014
Board Meeting

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

Board Members Present

Alvin Maldonado, Chair
Ogechi Achunine, Vice Chair (By Phone)
Rod Place, Secretary
Ismael Cortez, Treasurer
Bernadette Hanna
Luz Marie Sandoval
Javier Serrano
Lei McMiller
Beth Shelton

SJCC Staff Present

Samantha Phillips-Bland, SJCC Executive Director
Farhan Fadoo, M.D., SJCC Associate Medical Director (By Phone)
Betty Jo Riendel, SJCC Nursing Department Manager

SJC Liaisons Present

Ken Cohen, Director, HCS
Margaret Szczepaniak, Assistant Director, HCS
Leilani Chua, Management Analyst, HCS
Cynthia King, Administrative Secretary, HCS
David Culberson, CEO, SJGH
La Verne Self, SJGH Deputy Director Finance & Planning
Fabiola Garcia, Interpreter

Call to Order

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

Public Comment

Sandra Saenz, Program Coordinator for the Charter House Center was present. She was invited by Board member Rod Place; she may be interested in becoming a Board member.

Approval of Minutes of March 25, 2014 Meeting

Javier Serrano made a motion that the minutes of the March 25, 2014 meeting be approved as submitted. The motion was seconded by Luz Maria Sandoval and the Board unanimously approved the minutes.

Board Action Item

Approval of Meeting Dates for November and December

The Board members were provided with a list of the meeting dates for the year, which are held on the last Tuesday of each month. November 25 is the week of Thanksgiving and December 30 is during the holidays. After discussion, the members agreed that they would be available on those dates. Luz Maria made a motion that the November and December meetings be held on the last Tuesdays of those months (November 25 and December 30). The motion was seconded by Bernadette Hanna and the Board unanimously approved the motion.

HRSA Site Review Debriefing

Samantha Phillips Bland reported on the three day HRSA site review. The site team was very impressed with the Board members and their commitment to the Board goals. HRSA staff was initially confused by the San Joaquin County/San Joaquin County Clinics Applicant/Co-Applicant Agreement. After discussions, they were clear about the agreement and the responsibilities of each party to the agreement.

At the exit conference, the site visit team Contracted by HRSA made a point of how much they were impressed by the clinics and the Board. The initial results of the site visit revealed that 18 of the 19 areas were met. Areas of concern or suggestions from the site review are below.

SFDS for Ancillaries

One area of the 19 under review that SJCC did not meet was the Sliding Fee Discount Scale for ancillary services. They were concerned about the costs for lab and radiology services connected to a primary care visit. Also discounts are available, they would prefer a Sliding Fee Scale more in line with the one the Board approved for primary care; staff will develop one for ancillary services.

Board Expansion/Ad Hoc Members

The HRSA site review team suggested that the size of the Board increase to approximately 13 members. This would facilitate the creation of committees. There was discussion about possibly assigning one Board member per committee and filling the other committee positions with ad hoc members from the community.

Rod Place asked for examples of the committees that would be formed. Ken Cohen said that there are specific committees outlined in the bylaws. Mr. Place suggested that recommendations from staff for the committees to be formed be presented on the next SJCC meeting agenda for the discussion and adoption.

Discussion Items

Strategic Planning & Board Self-Evaluation

Samantha Phillips-Bland reported on a webinar that will take place on June 5, 2014 from 2:00-3:30 p.m. The webinar is entitled "Updates on Implementation of Public Health Centers." Beth Shelton and Luz Maria Sandoval expressed an interest in attending the webinar. Ms. Phillips-Bland will register for the webinar and schedule an available meeting room.

Medi-Cal and Covered California Transition

Margaret Szczepaniak provided Board members with the latest information on enrollment figures from Covered California. There have been community events in areas of California with large Latino populations and improvements have been made to the Spanish language website. Additional bilingual employees have also been added to the Covered California call center. This has resulted in some modest increase in Latino enrollment.

San Joaquin County's Human Services Agency (H.S.A.) is hiring 100 more eligibility workers to complete the 12,000 incomplete Medi-Cal applications that they received from Covered California. Ms. Szczepaniak noted that from April 1 through October 1 no applications can be submitted to Covered California, unless there is a life change event such as divorce, change of job, the birth of a child.

MAP is still available to those without Covered California or Medi-Cal coverage for legal residents up to 200% of Federal Poverty Level (FPL).

Revised Clinical Performance Indicators and Fact Sheet

Dr. Fadoo presented the current clinical performance indicator standings. There are 16 indicators that are measured. Targets have been met in six of the 16 indicators. For the indicators where targets have been met, the targets are raised to encourage continued performance improvement. Rod Place asked who sets the targets; Dr. Fadoo indicated that they use targets that are set nationally as benchmarks.

SJCC Quality Assurance/Quality Improvement Structure

Dr. Fadoo explained the process for quality assurance and quality improvement in the clinics. The Professional Practice Sub-committee (PPSC) meets monthly to discuss chart reviews and document compliance. The Operational Analytics Sub-Committee (OASC) also meets weekly and they discuss patient access to care, provider productivity, patient assignment to PCP's and clinic volumes. Both reports are submitted to the SJCC Quality Improvement Committee (QIC). The SJCC QI Committee also meets weekly to discuss quality assurance, patient centered medical home, and other areas of clinic care. The SJCC QI Committee will report quarterly to the SJCC Board. The next report from the committee will be at the Board meeting on July 29, 2014. A copy of the structure is attached.

Operational and Staff Reports

February Financials Report

LaVerne Self presented the financial statistics for the month of February 2014 and for year-to date. Clinic visits for the month of January were less than the same period the previous year. However, it was noted that there was a 15% increase in payor revenue which was attributable to the increase in patients enrolled in expanded Medi-Cal. Also, the number of indigent patients decreased due to enrollment in expanded Medi-Cal.

Clinic Update Reports

There was a large increase in the number of patient visits in the Primary Medicine Clinic in March from the number of visits in February. Most of the clinics showed an increase in visits from February to March.

Progress Report on Recruitment for Medical Director

Samantha Phillips-Bland showed the Board the job announcement that has been distributed by the national recruiting firm for the Medical Director position. She hopes to interview 3-5 candidates and bring the finalist candidates to the Board. Ms. Phillips-Bland asked if Board members would be interested in a lunch meeting with the applicants. Ogechi Achunine, Rod Place, Alvin Maldonado and Lei McMiller expressed interest in meeting with candidates.

Phone Center Calls Received

The number of calls received at the phone center has increased. The average time for callers to wait to be assisted has decreased. This is true for both English and Spanish speaking callers. Ms. Phillips-Bland reported that the new Phone Center Supervisor is doing an excellent job. She has reduced the length of the recording that callers hear and has moved the option for Spanish message to the beginning of the recording, which reduces the callers' wait time by approximately 29 seconds.

Ms. Phillips-Bland also informed the board that the Ambulatory Care Services Administrative Office has a new staff member. Paula Foster is her new Office Secretary. She has 30+ years of experience in the medical/hospital field.

Update on FQHC Progress

Margaret Szczepaniak gave Board members copies of letters from Congressmen Jeff Denham and Jerry McNerney. Both representatives wrote to HRSA expressing their strong support for the San Joaquin County Clinics' approval for designation as a Federally Qualified Health Center Look-A-Like.

Ms. Szczepaniak gave the Board a copy of a flier for a free Community Health Forum event on Saturday, May 17, 2014. The event will feature speakers discussing healthy dietary choices.

Next Meeting

The next Board meeting will be held on Tuesday, May 27, 2014 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 6:18 p.m.

Respectfully submitted,



Rod Place
Secretary, SJCC Board