

**San Joaquin County Clinics (SJCC)  
Minutes of February 31, 2017  
Board Meeting**

**San Joaquin General Hospital (SJGH)  
Conference Room One  
French Camp, CA**

**Board Members Present**

Rod Place, Chair  
Luz Maria Sandoval, Vice Chair  
Lei McMiller, Secretary  
Delani Place  
Mary Mills  
Alicia Yonemoto  
Alvin Maldonado  
Beth Shelton

**SJCC Staff Present**

David Jomaoas, SJCC Executive Director  
Farhan Fadoo, M.D., SJCC Medical Director  
Betty Jo, Riendel, R.N., SJCC Nursing Department Manager  
Ron Kreutner, SJCC Chief Financial Officer  
Diana Surber, SJCC Interim Chief Financial Officer

**SJC Liaisons Present**

Greg Diederich, Director, HCS  
Margaret Szczepaniak, Assistant Director, HCS  
Vanessa Anderson, Management Analyst, HCS  
Cynthia King, Administrative Secretary, HCS  
Izidi Alcorn-Starks, SJGH Deputy Finance Director  
Aaron Boore, SJGH Patient Accounting Manager  
Barb Alberson, Senior Deputy Director, Public Health Services

**Call to Order**

The meeting was called to order at 5:10 pm by Chair, Rod Place.

## **Public Comment**

Mary Mills expressed concern about an incident that was relayed to her by her daughter while in the Emergency Department. A mother had her two week old baby in the ED who was crying for nearly one-half hour. The mother said that she was not producing enough milk for the baby. Ms. Mills was curious as to why there was no triage done to see what could be done to calm the baby. David Jomaoas asked for the date and time of the incident and promised to look into the situation.

Beth Shelton commented that the Board needed to have more members. She had provided a website which posts volunteer opportunities. Staff posted openings on this site for SJCC but did not receive any applicants. The members discussed ways to reach the public and patients about the Board's need for new members. Margaret Szczepaniak noted that mass emails were sent yearly to Community Based Organizations; another will be sent out. Alicia Yonemoto suggested contacting/posting information at the Senior Center in Lathrop. Most of those people are also clinic patients. Delani Place was going to contact someone that she knows who is involved in non-profit groups. Cynthia King will notify the Clerk of the Board of Supervisors of the current Board vacancy. Mary Mills works at Creative Child Care and will let clients there know about the Board's need for members. Dr. Fadoo said he would work with the clinic providers to look for potential patient members.

Rod Place introduced Diana Surber from WIPFL/HFS to the Board. Ms. Surber is a CFO consultant for SJCC. Ms. Surber told the board that she has 30 years of experience working with hospitals. She also has experience working with hospitals that have FQHCs.

## **Approval of Minutes of November 29, 2016, December 6, 2016 Special Meeting, December 27, 2016 and January 31, 2017 Board Meetings**

Alicia Yonemoto made a motion to approve the minutes. Alvin Maldonado seconded the motion and the Board unanimously approved the motion.

## **Report on Executive Committee Meeting**

The Executive Committee met via conference call on February 7. The purpose of the meeting was to authorize staff to submit the UDS report to HRSA no later than February 15. The Executive Committee also accepted the 2017 Sliding Fee Scale so that the clinics could begin utilizing the new scale.

## **Board Action Item**

### **Approval of Sending a San Joaquin County Clinic Account to Bad Debt Policy (attached)**

The Policy will allow the SJGH Business Office to send accounts for self-pay clients to the County's Revenue and Recovery for collections after the client has been billed four months without making payment. There is approximately \$250,000 in debts that will be sent to Revenue & Recovery. Izidi Alcorn-Starks will report to the Board monthly on how much has been recovered.

Beth Shelton made a motion to approve the Policy and Mary Mills seconded the motion. The Board approved the motion.

#### Accept the Quarterly Quality Assurance/Quality (QA/QI) Improvement Report (attached)

Dr. Farhan Fadoo presented the quarterly QA/QI report. Some of the results for the indicators have decreased due to changes in methodology and reporting requirements. There are also additional benchmarks and milestones to be met. The large decrease in pediatric immunizations results is also due to changes in methodology and reporting requirements. Both pediatric and adult BMI screening and intervention have improved quite a bit.

Delani Place made a motion to accept the Quarterly QA/QI Report. Luz Maria Sandoval seconded the motion and the Board approved the motion.

#### Report on UDS Submission

Vanessa Anderson reported that the UDS was submitted to HRSA on February 14, following approval by the Executive Committee. They are now awaiting a response from the HRSA reviewer to see if there are any questions on what was submitted. The questions and responses must be completed by March 31.

#### Board Development/Discussion Items

##### Community Health Improvement Plan (Summary and PPT attached)

Barb Alberson, Senior Deputy Director of Public Health Services presented the Community Health Improvement Plan for San Joaquin County for 2016-2019. There were 30,000 Community Health Needs Assessment (CHNA) surveys taken, 30% of which were in Spanish. From the results of those responses the Community Health Improvement Plan (CHIP) was developed. The project, since 1994, is a collaboration of community-based organizations, health plans, hospitals, FQHCs, school nurses and safety net organizations. The CHNA identified the needs of the community. The health needs were prioritized, and the improvement plan was developed. Three priority areas identified were 1. Healthy Eating/Active Living; 2. High Quality Education, and; 3. Community Safety and Social Supports. Board members were given copies of the CHIP.

##### Report From Compliance Officer/Patients Complaints by Clinic

Carla Bomben submitted a report to the Board which identified the complaints received by the hospital and by the clinics and the resolution. For SJCC, the largest area of complaints (28%) had to do with care and treatment. 26% of the complaints were in regards to access, and 24% of complaints had to do with attitude of staff. The report also lists each complaint by date, description, the unit involved, and the response taken. Of the 46 clinics complaints, 33 were SJCCs. Board members were asked to submit any questions they have about the report to Margaret Szczepaniak so that she can get answers for the next Board meeting.

## Operational and Staff Reports

### December Financials

There were 8,162 visits in January. Gross patient revenue was \$1.4 million. Net patient revenue was \$880,000, which was 37% less than budgeted. Capitation revenue of \$500,000 was on target with the budgeted amount.

### Finance Committee Update

Rod Place reported that SJGH has a \$1 billion budget and the SJCCs have a \$20 million budget. Mr. Place recognized David Culberson for bringing on Diana Surber to assist with the clinics' finances. Mr. Place asked that monthly reports from the Finance Committee be put on the agenda.

### Clinic Operational Report

David Jomaoas reported on clinic operational reports as follows:

Public Health Services Clinic – The change in scope has been submitted to HRSA. He hopes to hear from HRSA within 60 days (April) about the change in scope. There was a site review by the Health Plan of San Joaquin and the California Department of Public Health. The site scored over 90% in the review.

Manteca Clinic – Mr. Jomaoas has been working with the contractor and the architect regarding fixtures for the site. Construction should start around the end of March. The clinic is slated to open around July 1.

Recruitment of Physicians – A husband and wife team started in February. A Nurse Practitioner was also hired in February, Lorna Nisperos in the Family Medicine Clinic. Two Pediatricians, also a husband and wife team, have signed contracts. Recruitment is still underway for more Nurse Practitioners. Two physicians who had been proposed contracts may not be available because of current visa issues.

The draft budget has been sent to Finance for review.

Recertification for the 340b pharmacy program has been done.

Recertification has been completed for the Sweet Success Program.

### County Liaison Report

Margaret Szczepaniak acknowledged the work of Vanessa Anderson is gathering all of the information for the UDS report. She will be doing the same for the annual recertification.

There has been a lot of communication among the legislators regarding repealing/replacing the Affordable Care Act. This will greatly affect the FQHC financial model.

Ms. Szczepaniak will keep the Board apprised of legislation on issues of importance to the clinics.

### **Next Meeting**

The next Board meeting will be held on Tuesday, March 28, 2017 at 5:00 p.m. at San Joaquin General Hospital in Conference Room 1.

### **Adjournment**

The meeting was adjourned at 6:50 p.m.

Respectfully submitted,

Rod Place  
Chair, SJCC