

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

**SJCC Manteca Clinic  
283 Spreckels Avenue  
Manteca, CA**

Board Members Present

Lei McMiller, Secretary (By Phone)

Alicia Yonemoto

Beth Shelton

Alvin Maldonado

Manuel Garcia

SJCC Staff Present

David Jomaoas, SJCC Executive Director

Diana Surber, SJCC Interim Chief Financial Officer

David Culberson, SJGH CEO

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

Joan Singson, Medical Information Office, SJGH

Carla Bomben, Compliance Officer, SJGH

Guest

John Bousquet

Call to Order

The meeting was called to order at 5:15 by SJCC Secretary, Lei McMiller.

Public Comment

None

## **Approval of Minutes of September 26, 2017 Board Meeting**

The minutes were not approved as there was not a quorum.

## **Board Development and Discussion Items**

### **Board Self-Evaluation**

The Board members were given the FQHC Board Self Evaluation form to complete. This self evaluation is required yearly to determine what areas may need improvement or revisions. Those Board members who were not present will receive the evaluation form via email and US mail. All Board members are asked to complete the form and either mail to Cynthia King or bring to the next Board meeting on November 28.

Alicia Yonemoto is concerned about Board members' attendance. She has been looking for new clinic patients who want to join the Board. Joan Singson spoke with a patient about joining the Board. There was discussion about ways to get clinic patients interested. Some suggestions were to offer small stipends or pay for mileage to and from the Board meetings.

### **Transition of Care Unit**

Joan Singson from SJGH Population Health Management provided information on Transitions of Care (ToC). The purpose of ToC is to ensure a smooth changeover for patients from one health care setting to another. The targets population for this service is patients recently discharged from the hospital or emergency room and patients needing to establish or re-establish with a SJCC primary care provider. Continuity of care is the focus of the Transitions of Care program.

### **Patient Complaint Process**

Carla Bomben, SJGH Compliance Officer attended the meeting to explain the process in which patient complaints are handled. Ms. Bomben noted that the SJGH and SJCC policies were not the same.

Ms. Bomben explained that all complaints are entered into the computer system and she looks at every complaint that is received. Complaints involving personnel issues are referred to the staff person's managers. Ms. Bomben is not always informed of the outcome between the staff and their manager.

Alicia Yonemoto expressed displeasure with the way that appointments are scheduled. Consideration should be made for the type of appointments and the varying amounts of time that are needed to adequately complete the appointments.

David Jomaoas will work with Dr. Fadoo about appointment time scheduling. He will also follow up with Adele Campos, manager in the scheduling department and report back to the Board at the November 28 meeting.

## **Operational and Staff Reports**

### **Clinic Operational Report**

David Jomaoas reported the clinic activities for the past month.

There was a good turn out for the Annual Health Fair held on Saturday, October 21. The clinics partnered with the YMCA this year. The Franklin High School band played. Delta College cheerleaders performed as well. There was also participation from students at Discovery Challenge Academy from Sharpe Depot. Access Dental was there with a dental van to provide examinations.

After the first of the year, there is a plan for an urgent care clinic adjacent to the Emergency Department with projected hours Monday-Friday from 5:00-9:00 p.m. This should alleviate some of our Primary Care patients going to the Emergency Department.

Mr. Jomaoas announced that he will be retiring at the end of the year.

### **September Financials**

Diana Surber provided the September financials to the Board members.

There were 8,325 patient visits in September, which was 14.1% more than budgeted. Total revenue in September was \$997,612, -20.1% of budgeted. Total expenses in September were \$2,112,462 (8.7% less than budgeted) with a total net income of -\$1,114,849 (-4.7% of budgeted amount.)

### **County Liaison Report**

Margaret Szczepaniak distributed copies of the HRSA re-certification notice for the period of July 1, 2017 through June 30, 2018.

### **Next Meeting**

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

### **Adjournment**

The meeting was adjourned at 6:45 p.m.

A tour was given of the new Manteca Clinic immediately following the meeting.

Respectfully submitted,

Lei McMiller  
Secretary, SJCC