

San Joaquin County Clinics
Minutes of January 26, 2012
Community Board Meeting

1414 N. California Street, 2nd Floor
Dorothy Chase Conference Room
Stockton, CA 95202

Board Members Present

Ogechi Achunine
Bernadette Hanna
Peter Mata
Regina McMahon
Theresa Melish

Health Care Services Agency and SJGH Staff Present

Leilani Chua
Carmen Murillo, BHS Interpreter
Samantha Phillips-Bland, SJGH Senior Deputy Director of Ambulatory Care Services
Betty Jo Riendel, SJGH
Cynthia Rios, SJGH

Call to Order

The meeting was called to order at 5:07 p.m. by Vice-Chair, Ogechi Achunine.

Approval of Minutes of December 1, 2011 Meeting

M/S/A (Hanna/Melish) to approve the minutes as written for December.

Public Comment

Cynthia Rios invited Board Members to attend SJGH ACS Patient Centered Medical Home Kick-Off Event being held on February 1st from 10:00 a.m. to 1:30 p.m. in Conference Room 2. She noted the staff morning huddles are nurturing service excellence and clinic physicians are also getting involved. She has been spear heading the Patient Centered Medical Home transformation and is very excited with the successful progress.

Betty Jo Riendel also noted that she is excited about the Patient Centered Medical Home and, being with SJGH over 30 years, has always enjoyed serving our patients.

Staff Reports

a. Call Times

Samantha Phillips-Bland explained the Ambulatory Care Services (ACS) Incoming Calls Waiting Report showing the average wait time is 109 seconds or a little over a minute and a half. This average wait time for incoming calls to the phone center is for both English and Spanish assistance. Management will be looking at the number of missed calls due to hang-ups and try to determine ways to minimize this.

b. Appointment Times

Samantha distributed and explained the Available Appointment Report for Family Practice and Primary Medicine Clinics for the time period July 28, 2011 through January 26, 2012. On this Report for the Family Practice Clinic, the attending physician is shown rather than the resident physician. This Report is submitted to the Health Plan of San Joaquin every month as the Clinics must have appointment availability per our Contract.

Samantha noted that this panel management will work with referral management to continue to open access for appointment times. She also noted that Medical Assistance Program (MAP) patients can obtain an appointment as soon as the MAP application has been completed and approved with MAP staff.

Theresa Melish stated the MAP must be renewed every 6 months and inquired about the process of renewal. Samantha said MAP staff should mail a renewal notification letter and application a month before expiration or the patient can also contact the MAP office a month before expiration.

Bernadette Hanna asked if an appointment can still be made if MAP is not renewed or approved. Samantha said an appointment can still be made when MAP is not renewed or approved with a \$70 deposit, and noted that when FQHC-LAL designation is obtained then there will be a sliding fee scale instead of a flat \$70 deposit.

Ogechi Achunine inquired if the MAP process also applies to Medi-cal eligibility. Samantha stated Medi-cal eligibility is under the auspice of the Human Services Agency (HSA) and though they have a satellite office in SJGH, across the hall from the MAP office, it is a different process handled by HSA Eligibility Worker staff.

c. Did not Keep Appointment (DNKA) Rates

Samantha distributed and explained the ACS DNKA Report for January 24, 2012. Previously, the DNKA average rate for Primary Care, Family Medicine, Children's Health, and both Healthy Beginnings Clinics was 30%. The last week's DNKA average rate was 12.2%. This shows a marked improvement in less no-shows creating better

access and patients able to obtain appointments sooner. This improvement can be credited from automated telephone call reminders. Samantha noted that future reminders may also include texts or emails.

d. Patient Survey

Samantha distributed and explained the Patient Experience Survey which is given in both English and Spanish. The goal is to have 200 Surveys completed by the end of February. So far, 50 have been completed. At the time of registration, patients are asked to participate in the survey after their visit is completed. A volunteer will then assist the patient with the Survey at the end of their visit. These Surveys will establish a baseline for future analysis.

Theresa Melish inquired if the Survey would be more effective if given before the appointment and stated it would help the patient feel more engaged while waiting. Samantha stated there was consideration to give the Survey before the appointment; however, since there are many questions about patient experience completing the Survey after the visit would facilitate non-biased answers.

Ogechi Achunine noted that patients can feel anxious before appointments and may feel uncomfortable with staff reviewing the results before care is given. Ogechi agreed that patient engagement before the appointment is important and recommended a Suggestion Box in the waiting room.

Theresa Melish stated it would be good to hear from SJGH staff more than once a year or also just at appointments. Samantha noted that SJGH is a member of the California Association of Public Hospitals and Health Systems (CAPH) which works with Press Ganey on conducting quarterly patient satisfaction surveys by phone and mail. This has typically been for inpatient; however, staff is working on an outpatient template.

e. Primary Care Physician (PCP) Designation

Samantha noted that assigning patients a PCP continues. New Cards noting PCP Designation should be mailed by January 26th. Ambulatory Care Services reported that a new department is being established to reduce barriers for patients seeking a new PCP, change PCP, streamline authorization processes and assist patients in navigating complicated health systems. The new department has yet to be named. Samantha, Cynthia, and Betty Jo will be selecting staff who will provide excellent customer service.

f. Federally Qualified Health Clinic (FQHC) IRS Submittal

This Staff Report will be given at the next meeting.

g. **Year-to-Date (YTD) Fiscal Year (FY) 2011-12 Statistical Summary**

Leilani distributed and explained the ACS FY 2011-12 Statistical Summary showing the YTD figures for the time period July through December 2011. Samantha noted that patient visits decreased from FY 2009-10 to FY 2010-11 as a result of decreased State and General funding. General funds are the discretionary monies the Board of Supervisors has to offset expenses or losses for all County services.

In FY 2010-11, the decrease of State and General funds resulted in the loss of physician assistants and staff support as well as the closure of the Employee Health Satellite Clinic. This resulted in the decision to pursue FQHC designation which will help facilitate more efficient use of staff.

Next Meeting

The next Board meeting will be held on February 23, 2012 at 5 p.m. at 1414 N. California Street, 2nd Floor, Dorothy Chase Conference Room.

Adjournment

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

Respectfully Submitted,

Theresa Melish, Secretary