

Minutes of August 30, 2021

San Joaquin County Clinics Board of Directors – Quality Committee

Board Members Present:

Alicia Yonemoto (SJCC Board Vice-Chair); Rod Place (SJCC Board Chair); Esgardo Medina (SJCC Co-Treasurer)

Board Members Excused Absent:

none

Board Members Unexcused Absent:

none

Guests: Farhan Fadoo (SJCC CEO); Alice Souligne (SJCC COO); Rajat Simhan (SJCC Contractor); Padmaja Magadala (SJCC Staff); Dena Galindo (SJCC Staff); Betty Jo Rindel (SJGH Staff); Michael Allen (SJCC Board Clerk)

AGENDA ITEM	ATTACHMENTS	ACTION
<p>1. <u>Call to Order (Alicia Yonemoto, SJCC Board Vice-Chair)</u> The meeting was called to order at 4:05 p.m. A quorum was not established for today's meeting.</p>	No attachments	No action required
<p>2. <u>Approval of Minutes from 2/23/2021 & 5/24/21 (Alicia Yonemoto, SJCC Board Vice-Chair)</u> No quorum established, therefore postponing approval of minutes until next session.</p>	(Attachment 1) Quality Committee Meeting Minutes from February 23, 2021 & May 24, 2021	Escardo motioned to approve minutes and Alicia seconded; minutes were approved unanimously
<p>3. <u>Clinical Quality Report (Padmaja Magadala)</u> HEDIS performance for Q1 & Q2 reviewed, including Women's Health, Acute and Chronic Care, Pediatrics, and Behavioral Health. All metrics showed improvement, with the two exceptions of Asthma Medication Ratio (down 9.04 points) and ADD – Initiation Phase (down 6.59 points). Asthma Med Ratio is now a priority for Quality department, in light of poor air quality due to California fires. High blood pressure measures continue to improve with a 50% compliance during July 2021. CipherHealth outreach efforts have helped with diabetes care management. QI department continues to provide in-services, workflow drafts, monitoring of Medical Assistant (MA) progress and further provider training.</p> <p>Padma noted a request for productivity reporting. This will take some effort to implement, so she will be coordinating with Business Intelligence (BI) department.</p>	Board QA-QI Committee Meeting 08.30.21	No action required
<p>4. <u>Access Improvement & OASC Report (Dena Galindo, SJCC Staff)</u> Call volumes for first 6 months of 2021 far exceeded volumes from same period in 2020.</p> <p>Visit volumes have increased since the beginning of the year, with greater demand for in-person access.</p> <p>No-show policy and appointment scheduling practices have been examined and adjusted to better engage the patient. Reason for no-shows will start being documented to determine trends and areas where we can improve.</p>	No attachments	No action required

<p>5. <u>Press Ganey (Betty Jo Riendel)</u> Betty Jo presented the patient survey summaries. Most common complaints were regarding “insensitive support staff or provider” and “wait time.”</p>	<p>Press Ganey Satisfaction April 2021; Press Ganey Satisfaction May 2021; Press Ganey Satisfaction June 2021</p>	<p>No action required</p>
<p>6. <u>CROs & Patient Complaints (Carla Bomben; SJGH Staff)</u> Carla is on vacation, so any CROs/Patient Complaints will be presented at the next Quality Committee session.</p>	<p>No attachments</p>	<p>No action required</p>
<p>7. <u>Adjournment</u> There being no further topics of discussion, Alicia Yonemoto adjourned the meeting at 4:30 p.m.</p>	<p>No attachments</p>	<p>No action required</p>