



**San Joaquin County Clinics Quality Committee Board Meeting**  
**AGENDA**  
**Monday December 13, 2021, 4:00 p.m.**

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[Click here to join the meeting](#)

[+1 209-645-4071](#) United States, Stockton (Toll)

Phone Conference ID: 153 827 477#

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1. Call to Order	Charson Chang	<b>1 min</b>
2. Approval of Minutes from November 29, 2021	* Charson Chang	<b>2 mins</b>
3. Clinical Quality Report	Padmaja Magadala	<b>15 mins</b>
4. Press Ganey	Betty Jo Riendel	<b>5 mins</b>
5. CROs & Patient Complaints	Carla Bomben	<b>5 mins</b>
6. Quality Committee Q&A	Charson Chang	<b>10 mins</b>
7. Adjournment	Charson Chang	<b>1 min</b>

**\*Action Item**

**Next Meeting Date:** TBD in January, 2022  
**Microsoft Teams Meeting**

**Note: If you need disability-related modification or accommodation to participate in this meeting, please contact San Joaquin County Clinics (SJCC) at (209) 468-7837 at least 48 hours prior to the start of the meeting. Government Code Section 54954.2(a). Materials related to an item on this agenda submitted to the Board after distribution of the agenda packet are available for public inspection by contacting SJCC Clinic Administration at 500 W. Hospital Road, French Camp, CA during normal business hours.**

## Minutes of November 29, 2021

### San Joaquin County Clinics Board of Directors – Quality Committee

**Board Members Present:**

Charson Chang (SJCC Board Member); Farhan Fadoo (SJCC CEO); Monica Fuentes (SJCC Board Member); Jessica Hernandez (SJCC Board Member); Karen Lee (SJCC Board Member); Bernadette Pua (SJCC Board Member)

**Board Members Excused Absent:**

None

**Board Members Unexcused Absent:**

None

**SJCC Staff:** Alice Soulligne (COO); Padmaja Magadala; Dena Galindo; Betty Jo Rindel (SJGH Staff); Michael Allen (Board Clerk)

AGENDA ITEM	ATTACHMENTS	ACTION
<p><b>1. <u>Call to Order (Charson Chang, SJCC Board Member)</u></b> The meeting was called to order at 4:05 p.m. A quorum was established for today's meeting.</p>	No attachments	No action required
<p><b>2. <u>Approval of Minutes from 2/23/2021, 5/24/21 &amp; 8/30/21 (Charson Chang, SJCC Board Member)</u></b> Minutes from February 2021, May 2021 &amp; August 2021 were all approved unanimously.</p>	Quality Committee Meeting Minutes from February 23, 2021, May 24, 2021 & August 30, 2021	Charson motioned to accept minutes from February and Monica seconded; Monica motioned to accept minutes from May and Jessica seconded; Charson motioned to approve minutes from August and Jessica seconded; all minutes from 3 sessions were approved unanimously
<p><b>3. <u>Introduction of New Quality Committee Members</u></b> Charson introduced herself to the group and talked about her previous community work. Bernadette introduced herself to the group and noted her nursing and teaching background. Jessica introduced herself and discussed her experience with the pediatric clinics.</p>	No attachments	No action required
<p><b>4. <u>Clinical Quality Report (Padmaja Magadala, SJCC Staff)</u></b> Quality improvement activities were introduced, including gap clinics (women's health, chronic disease management, well child visits, etc.), flu vaccine clinics, Cerner (SJCC's EMR) documentation support to providers (quality metrics, codes, orders, etc.), data integrity, Cerner updates, and clinical indicators.</p> <p>Described Healthcare Effectiveness Data and Information Set (HEDIS) as a program of National Quality Committee for Quality Assurance (NCQA) and some of the measures we track in partnership with Health Plan of San Joaquin (HPSJ) and HealthNet. Noted that data comes from administrative functions (claims &amp; encounters), as well as chart reviews.</p> <p>Chronic disease management data was reviewed for July, August &amp; September 2021.</p>	Board QA-QI Committee Meeting 11.19.21	Charson motioned to approve the Quality Committee report and Bernadette seconded. Report was approved unanimously.

<p>Padma reviewed the outreach process, including automated calls and engagement by the Call Center staff. Automated call tracking was noted as well.</p>																																																																																																																																																																																																																																																							
<p><b>5. <u>Access Improvement &amp; OASC Report (Dena Galindo, SJCC Staff)</u></b>  Dena lost connectivity and was not able to present at this session.</p> <p>QFHC Continuity Productivity</p> <table border="1"> <thead> <tr> <th></th> <th>July</th> <th>Aug</th> <th>Sept</th> <th>July</th> <th>Aug</th> <th>Sept</th> <th>July</th> <th>Aug</th> <th>Sept</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Template</td> <td>12415</td> <td>13061</td> <td>12,707</td> <td>12415</td> <td>13061</td> <td>12,707</td> <td>12415</td> <td>13061</td> <td>12,707</td> <td>126,286</td> </tr> <tr> <td>Appointments seen</td> <td>8984</td> <td>9723</td> <td>9,495</td> <td>8984</td> <td>9723</td> <td>9,495</td> <td>8984</td> <td>9723</td> <td>9,495</td> <td>91,387</td> </tr> <tr> <td></td> <td>72%</td> <td>74%</td> <td>75%</td> <td>72%</td> <td>74%</td> <td>75%</td> <td>72%</td> <td>74%</td> <td>75%</td> <td>72.4%</td> </tr> </tbody> </table> <table border="1"> <tbody> <tr> <td>Same Day Open</td> 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<p><b>6. <u>Press Ganey (Betty Jo Riendel, SJGH Staff)</u></b>  Patient comment summaries from August, September &amp; October were reviewed. Areas of concern are wait time, as well as unprofessional support staff and providers.</p> <p>Karen asked about the follow-up process for complaints. Betty Jo noted that if enough identifying information is provided, we check in with the patient and/or the staff.</p> <p>Dr. Fadoo noted that we are setting up a provider experience committee to work alongside patient experience.</p>	<p>Press Ganey Comments Aug-Oct 2021</p>	<p>No action required</p>																																																																																																																																																																																																																																																					
<p><b>7. <u>CROs &amp; Patient Complaints (Carla Bomben, SJGH Staff)</u></b>  Carla was not in attendance to present this item.</p>	<p>No attachments</p>	<p>No action required</p>																																																																																																																																																																																																																																																					
<p><b>8. <u>Adjournment</u></b>  There being no further topics of discussion, Charson Chang adjourned the meeting at 5:04 p.m.</p>	<p>No attachments</p>	<p>No action required</p>																																																																																																																																																																																																																																																					