

Minutes of February 27, 2023
San Joaquin Health Centers Board of Directors – Quality Committee

Board Members Present: Karen Lee (Quality); **Kristin Shinn (Quality Chair)***
Board Members Excused Absent: none
Board Members Unexcused Absent: Jessica Hernandez (Quality)
SJHC Staff: Michael Allen; Angela Ayala; Jonathon Diulio (Quality); Mary-Lou Milabu (Quality)
Guests: Charo Jumaoas

| AGENDA ITEM | ATTACHMENTS | ACTION |
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| <p>1. <u>Call to Order (Kristin Shinn)</u> The meeting was called to order at 4:04 p.m. A quorum was not established for today's meeting.</p> | No attachments | No action required |
| <p>2. <u>Approval of Minutes from 11/28/2022 (Kristin Shinn)</u> Minutes from November 28, 2022 were approved.</p> | Quality Committee Meeting Minutes 2023-11-28 | Karen motioned to approve the minutes and Kristin seconded; motion was approved unanimously |
| <p>3. <u>Clinical Quality Report (Mary-Lou Milabu)</u> Current quality improvement efforts were noted, including adult BMI screening, pediatric well care, and various OB/GYN screenings. Gap clinics continue, along with ongoing staff training for quality measures.</p> <p>New QIP measures include prenatal & postpartum depression screening.</p> | Quarterly Quality Report | No action required |
| <p>4. <u>Patient Satisfaction & Incident Reports (Michael Allen)</u> Significant improvement in patient satisfaction scores, including an increase in positive comments up to 61.1% for the 4th quarter of 2022.</p> <p>It was noted that our survey process has recently become completely independent from SJGH's process. However, our historical data will go away, as we have transitioned to the new account. All future data will be reflective of SJ Health's patient experience as measured by the new targeted surveys.</p> <p>Incident reporting were taken over by SJ Health over the last few months and we are building out our own process. SJGH had no data to share summarizing the CROs from 4th quarter 2022, as these are now all being directed to us. Summary/data should be available at the next Quality subcommittee meeting and will be presented by SJ Health staff.</p> | Quarterly Quality Report | No action required |
| <p>5. <u>IT Risk Assessment (Argenis Gutierrez)</u> Argenis reviewed the penetration test and results of the project. Significant findings were unsecured passwords</p> | Penetration Test Report | No action required |

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| <p>(UN/PW on sticky notes), social engineering vishing attack on the SJGH Help Desk with 2/3 success rate, and a social engineering phishing attack with a fake Amazon gift card (14 of the 186 users who opened the email clicked the link).</p> | | |
| <p>6. Adjournment (Kristin Shinn) There being no further topics of discussion, Kristin Shinn adjourned the meeting at 4:48 p.m.</p> | <p>No attachments</p> | <p>No action required</p> |