



BOARD OF DIRECTORS

*Luis Avila, President
Becky Campo, Vice-President
Timothy Benefield, Secretary
Anne Stokman, RN, Treasurer
Zone 4 [Vacant Seat], Board Member*

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SPECIAL BOARD OF DIRECTORS MEETING

Saturday, April 22, 2023 @ 8:30 AM

Del Puerto Health Center North Conference Room at 1700 Keystone Pacific Pkwy, Suite B, Patterson

1. **Call to Order**
2. **Public Comment Period**
3. **Strategic Planning Session**
 - 8:33 – 8:45 Welcome and Overview
 - 8:45 – 9:20 Wipfli – Team Discovery Summary
 - 9:20 – 9:30 Break
 - 9:30 – 10:15 Current State
 - CHNA Summary
 - Patient Summary
 - 10:15 – 11:00 SOAR (Strengths, Opportunities, Aspirations, Results) - Group Exercise
 - 11:00 – 11:10 Break
 - 11:10 – 12:00 Develop and Affirm Proposed Priorities that Came from the Interviews
 - Priorities: 2 years
 - Our Patient Access Matters
 - Clinic
 - Ambulance
 - Urgent Care
 - 12:00 – 12:10 Lunch Served
 - 12:10 – 1:00 Continue to Develop & Affirm Proposed Priorities that Came from the Interviews
 - Our Long-Term Sustainability Matters
 - Financial Strength
 - Funding/Reimbursements
 - Facilities
 - Our People and Talent Matter
 - Provider/Team Recruitment and Satisfaction
 - Our Community Matters
 - Community Needs Assessment
 - Services to meet the CHNA
 - Market Share
 - 1:00 – 1:30 Outcomes and Actions
 - 1:30 Adjourn

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Part of 2021 Community Health Needs Assessment Survey – Page 1/10

2021 Community Health Needs Assessment - Synopsis of 230 Resident Comments

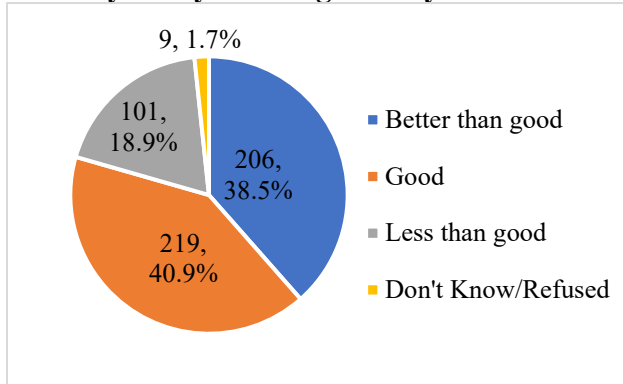
Service Requests: The West Side needs urgent care facilities open 24/7, including x-ray and imaging services. Many residents are forced to travel to Turlock or Modesto for urgent care services, which are inconvenient and burdensome. In addition, there is a need for more dental services and physical therapists in the area. The community would benefit from a comprehensive healthcare facility that provides various services, including mental health and transportation for the sick and shut-in. Elder care could be simplified by having more services available locally. More medical facilities in the area would also reduce the burden on families traveling for medical appointments.

Positive Comments: The residents of Patterson are requesting a hospital or at least a hospital near Patterson as the medical care in the area is limited and outdated. The Del Puerto Health Care District must collaborate with HMOs to bring more resources to their members living in Patterson/surrounding communities. Some residents appreciate the Del Puerto Health Care District for their primary care services, but they must travel 20-30 miles for specialty and emergency care. The ambulance service is good but expensive, and insurance cannot cover the full cost. Despite this, some residents have had positive experiences with the ambulance service and Del Puerto Health Care District. The board of directors of Del Puerto Health Care District has been commended for doing an excellent job for the whole community.

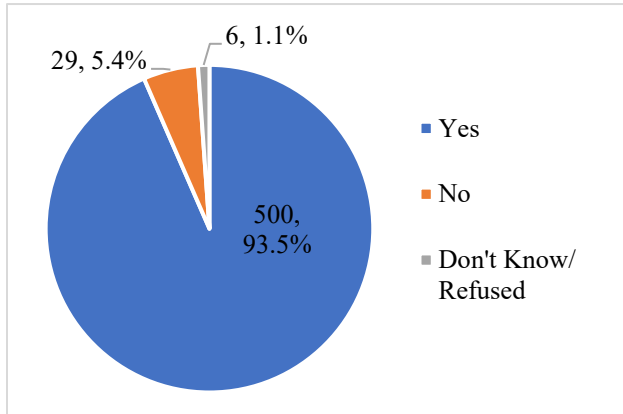
Negative Comments: The reviews are mixed, but some common complaints about Del Puerto Health Center exist. Patients complain about long wait times, difficulty getting appointments, unprofessional receptionists, lack of availability for primary doctors and specialists, and poor customer service for Medi-Cal patients. Some patients had positive experiences with doctors and nurses, but some complained about rude or dismissive treatment from doctors. Some patients also mentioned concerns about cleanliness and the lack of resources at the clinic.

General Health and Health Insurance

Q6. Would you say that in general your health is:



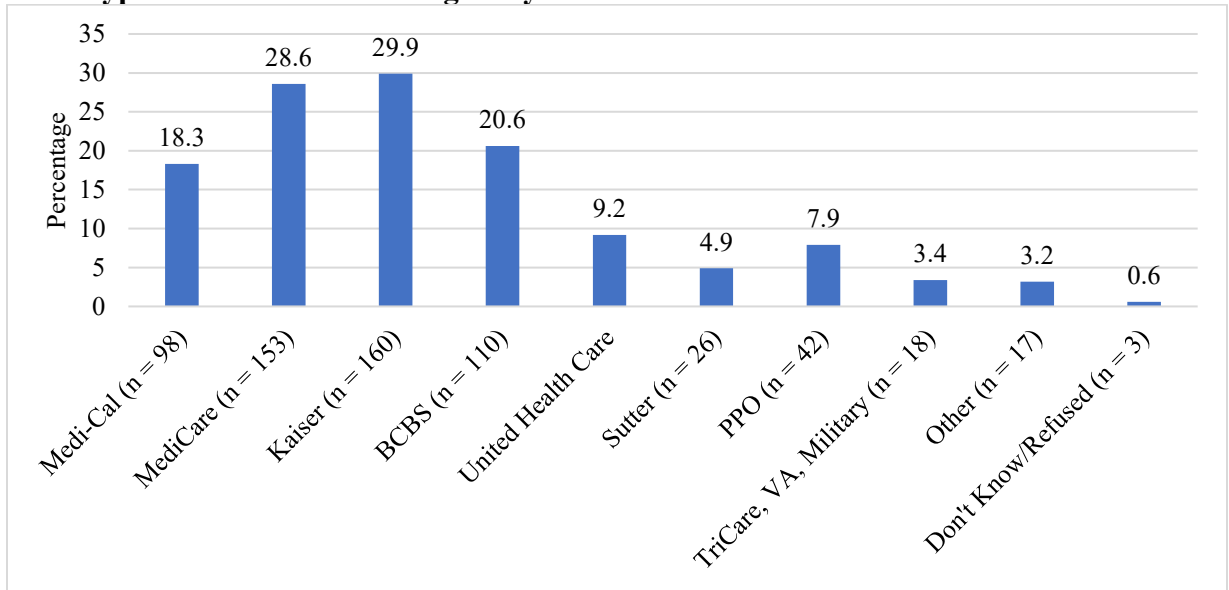
Q7. Do you have any kind of health care coverage including health insurance, prepaid plans such as HMOs (Health Maintenance Organizations) or government plans such as Medicare or the Indian Health Service?



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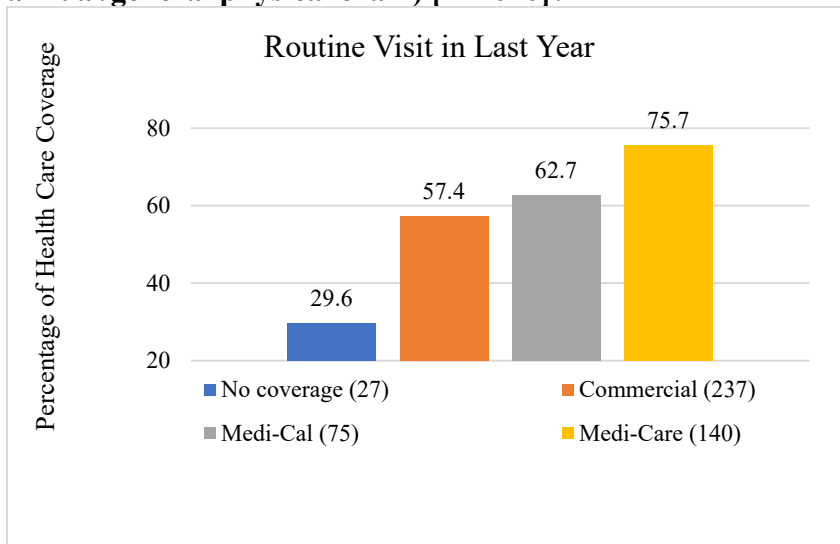
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Q8. What type of health care coverage do you have?



Access to Health Care

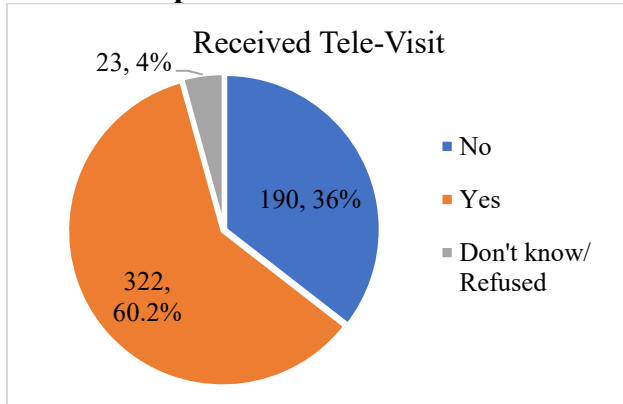
Q14. [Did you see] a doctor or medical provider for a routine check-up (for example, an annual/general physical exam) [in 2020]?



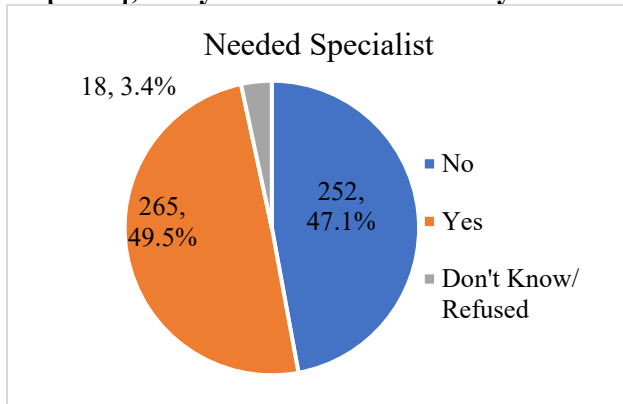
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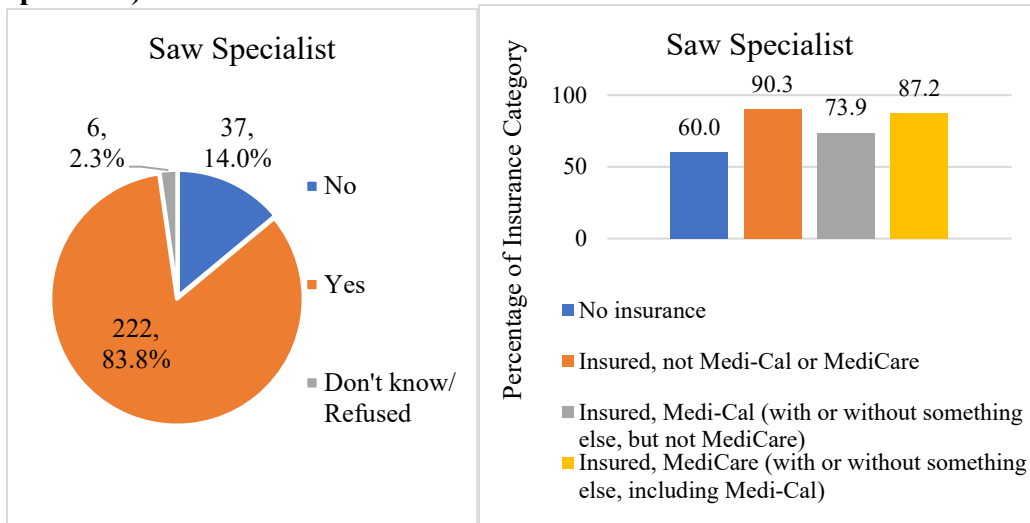
Q16. During [2020], did you receive care from a doctor or health professional through a video or telephone conversation rather than an office visit?



Q17. In [2020], did you or a doctor think you needed to see a medical specialist?



Q18. Did you see the specialist or other health professional? (of those who needed a specialist)



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Q19. Why didn't you see the specialist or other health professional?

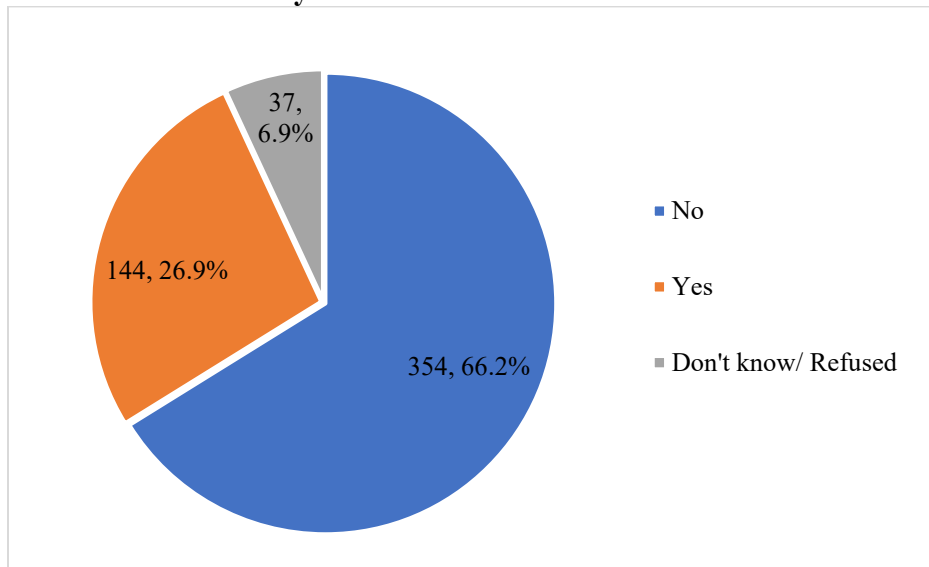
The 37 respondents that needed but did not see a specialist reported on why:

- Couldn't get an appointment (11, 29.7%)
- No insurance (2, 5.4%)
- My insurance not accepted (1, 2.7%)
- No child care (1, 2.7%)
- Forgot or lost referral (1, 2.7%)
- Other (15, 40.5%)
- Don't know/Refused (6, 16.2%)

Chronic Health Conditions

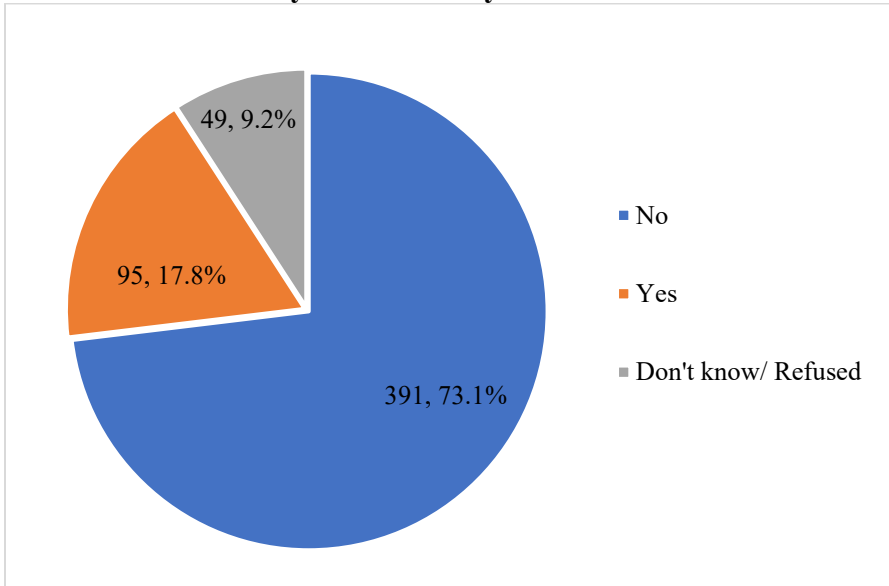
The next question ask about various health conditions and behaviors for anyone in your household.

Q33a. Has a doctor, nurse, or health care provider ever told a person in the household they have.....asthma?

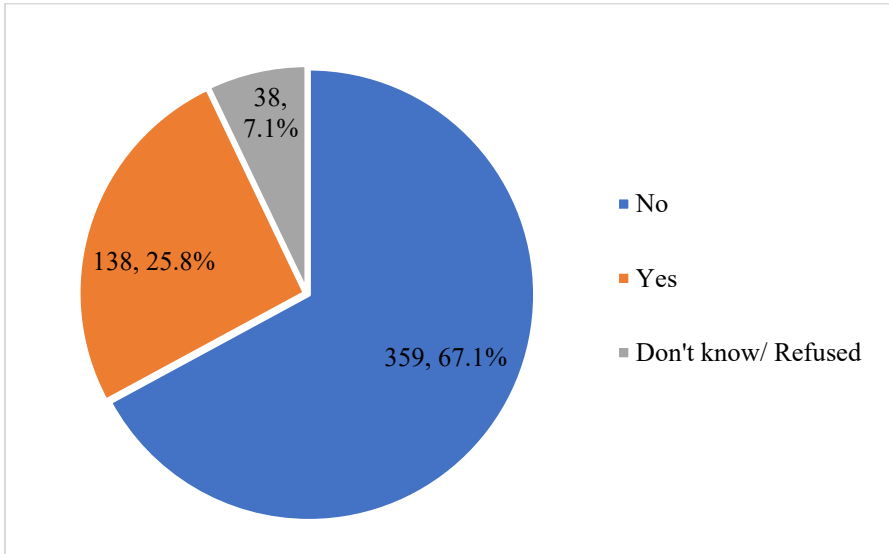


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Q33b. Has a doctor, nurse, or health care provider ever told a person in the household they have..... any kind of heart disease?

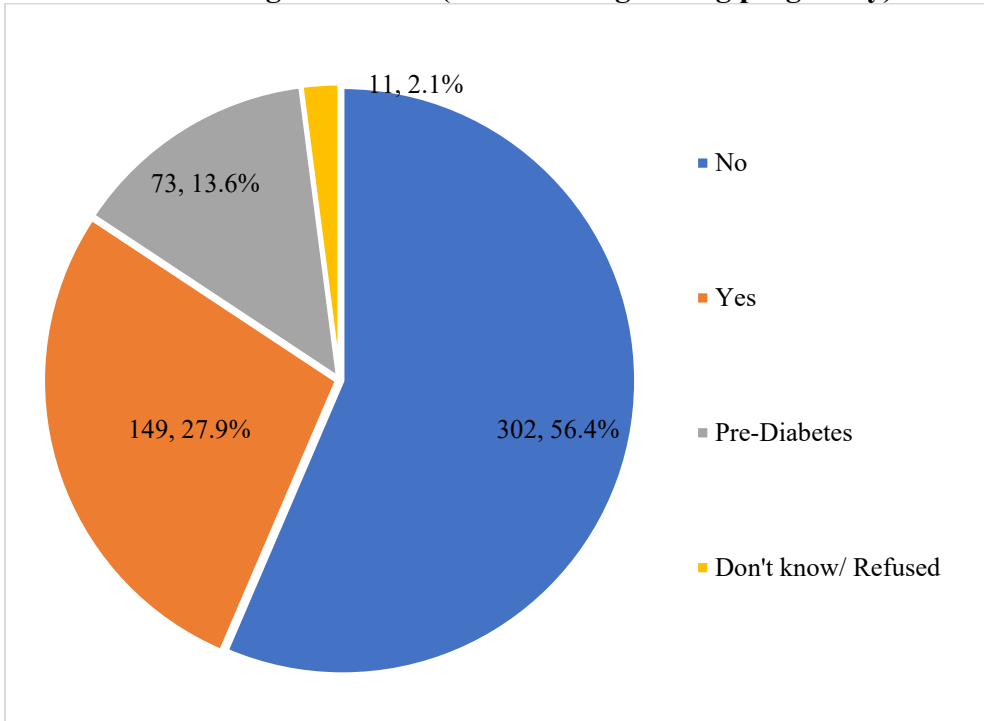


Q33c. Has a doctor, nurse, or health care provider ever told a person in the household they have ...any kind of depression or other mental health condition

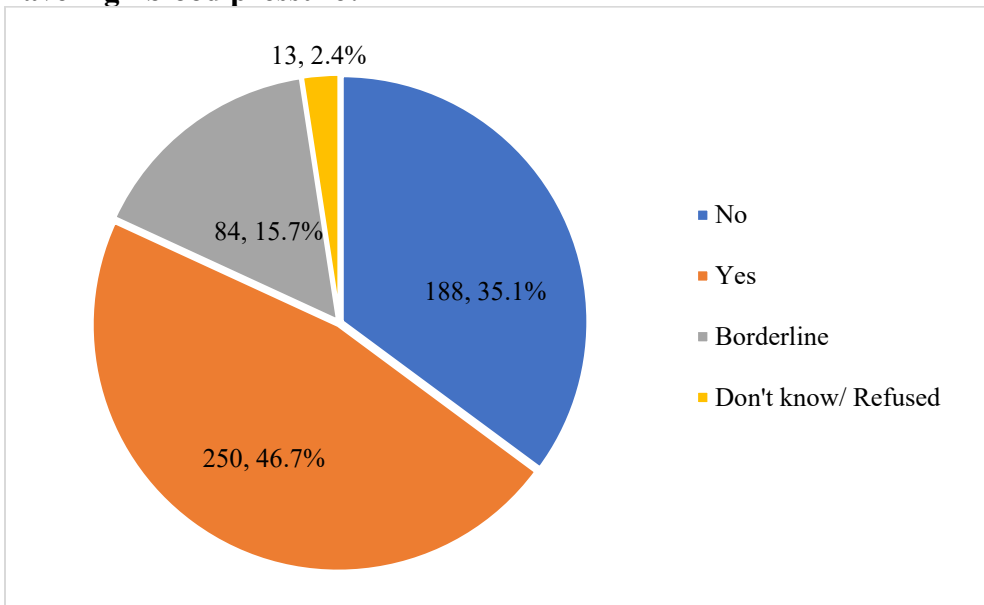


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Q34. Has a doctor, nurse, or health care provider ever told a person in the household they have diabetes or sugar diabetes (not including during pregnancy)?



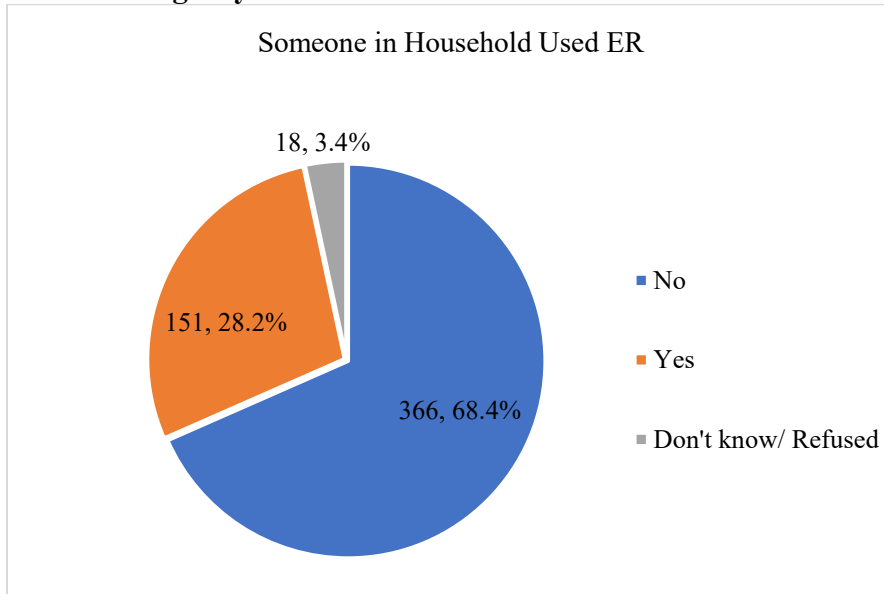
Q35. Has a doctor, nurse, or health care provider ever told a person in the household they have high blood pressure?



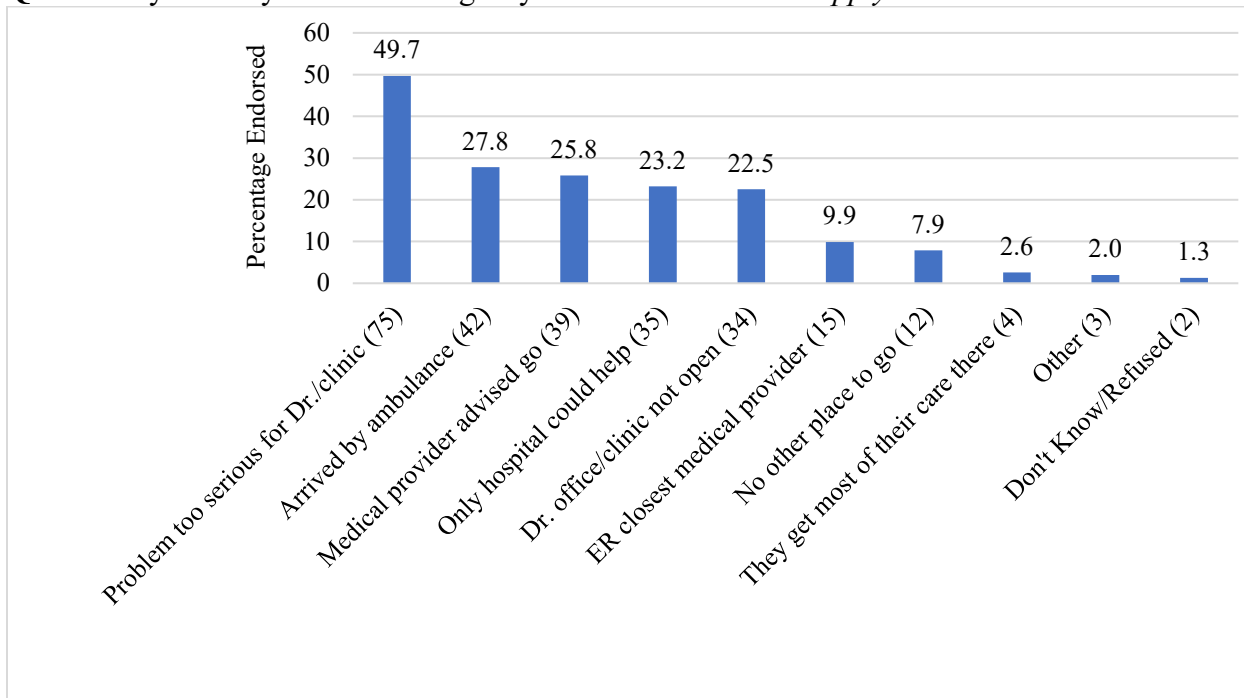
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Emergency Room Use

Q36. During the past 12 months, has anyone in your household had to visit a hospital emergency room for a medical reason?

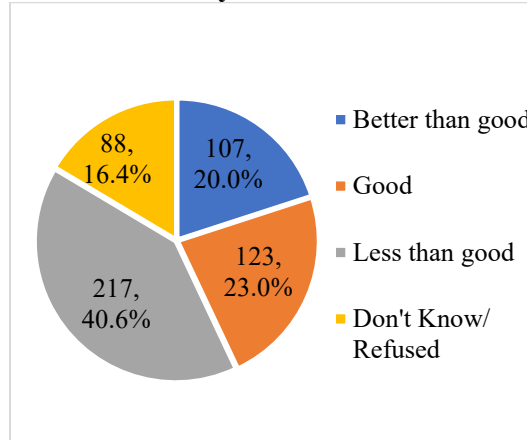


Q37. Why did they visit the emergency room? *Select all that apply*

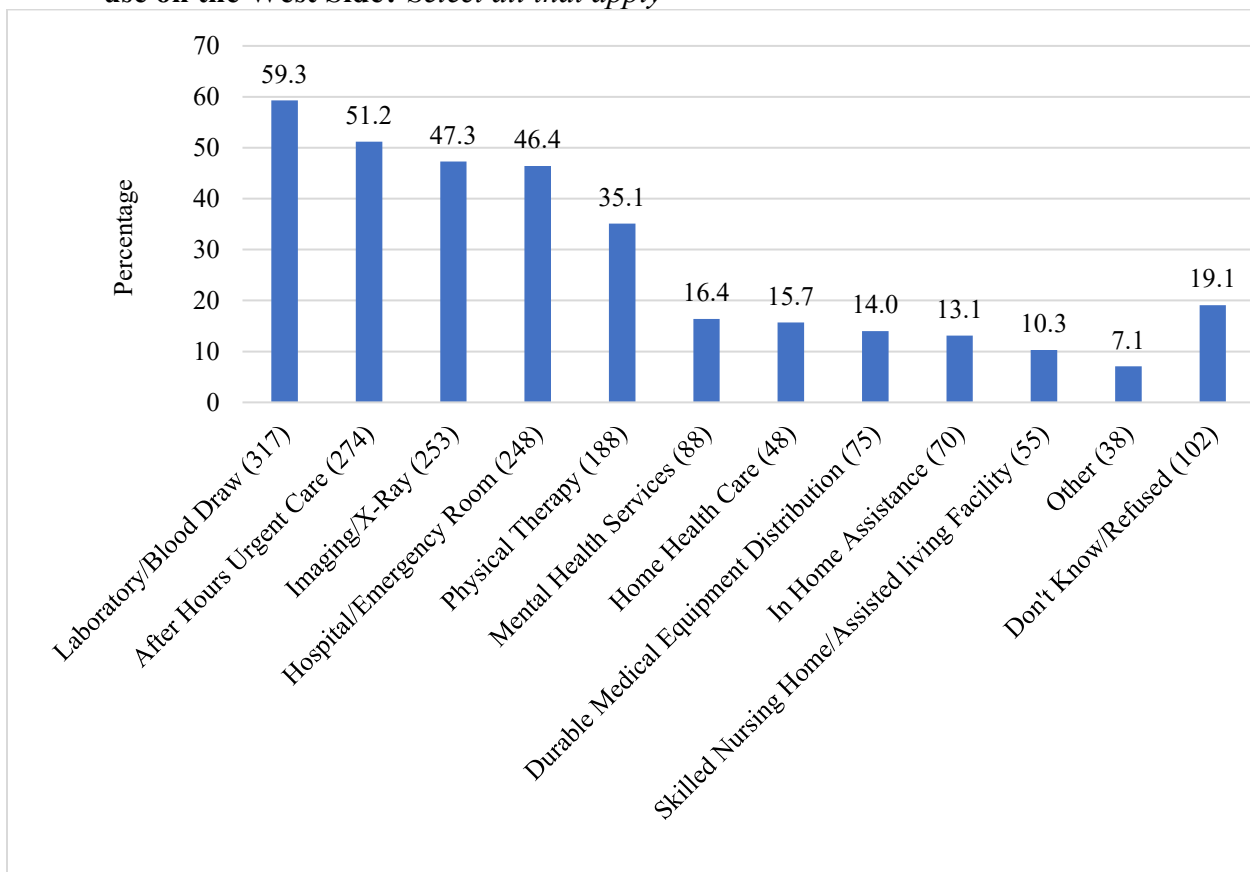


Closing Questions

Q49. How would you rate the availability of health care services on the West Side?

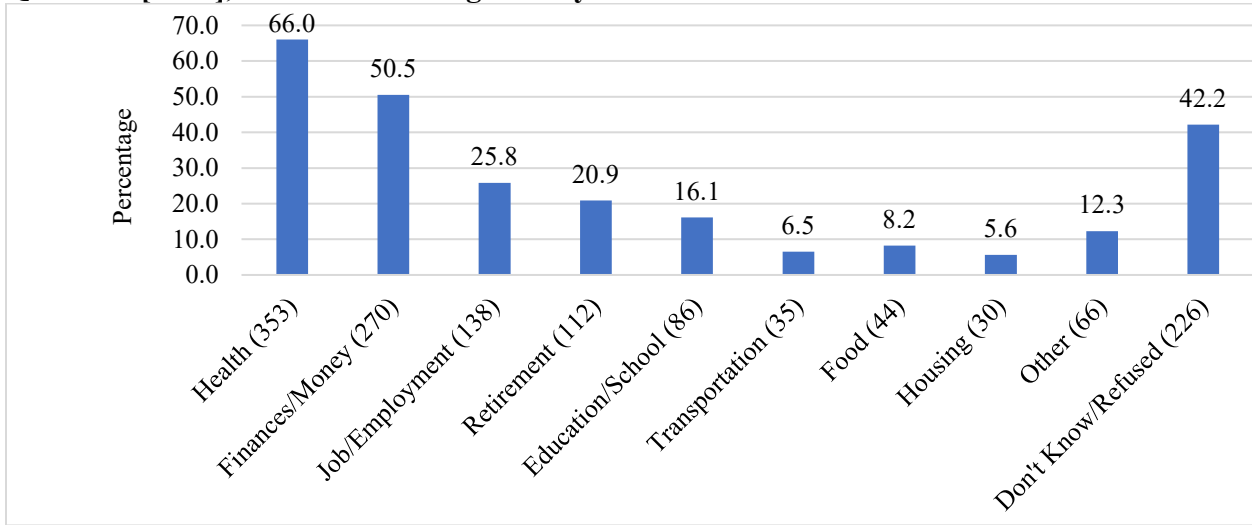


Q50. Which of the following health care services do/would members of your household use on the West Side? *Select all that apply*

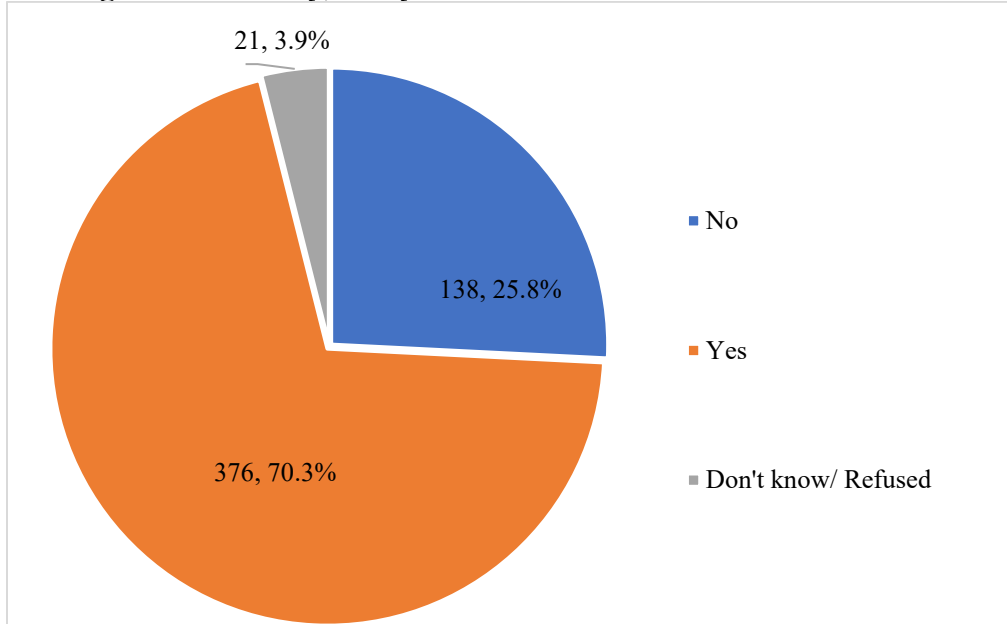


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Q51. In [2020], which three things have you worried about most often? *Select 3*



Q53. Before filling out this survey, had you heard of the Del Puerto Health Care District?



The full Community Health Needs Assessment is available at https://www.dphealth.org/files/33bfb5b1d/Del+Puerto+Needs+Assessment+Report_4.29.21.pdf

Del Puerto Health Care District

Annual Board Strategic Planning Meeting – April 22, 2023 – 8:30 AM to 1:30 PM

INTRODUCTION & FORMAT EXPLANATION

July 2022 through March 2023 ACCOMPLISHMENTS

- Notable achievements for the current fiscal year

SOAR FOR FY 2023-24

We are moving from the SWOT (strengths, weakness, opportunities, threats) model, which focuses on the negative, to the more optimistic, forward-thinking SOAR model.

SOAR concentrates on Strengths, Opportunities, Aspirations, and Results. By taking the two forward-looking aspects of our analysis, matching them with how we would like to see ourselves in the future, and tying those efforts to results, we create a vision that is not only inspiring but meaningful on the journey to achievement.

- **Initiate – Choose to SOAR**
- **Inquire – Ask the SOAR questions (see below)**
- **Imagine – Create a shared vision**
- **Innovate – Design strategic initiative**
- **Implement – Inspire action**

	INTERNAL	EXTERNAL
	Strengths	Opportunities
Present Situation	What are we great at?	What are the possibilities?
	Aspirations	FY 2023-24 Results
Future Situation	What are our dreams or wishes?	What are the meaningful outcomes?

Concerns

- Awareness of risks