



Coastside Clinic & Pescadero Mobile Clinic

RESPONSE TO FARMWORKER ADVISORY
COMMISSION LISTENING SESSION

FEBRUARY 2025 – SEPTEMBER 2025

Presented By: Jack Nasser (Deputy Director Ambulatory Services)

Acknowledgment of Community Feedback

We thank the Farmworker Advisory Commission and community members for their feedback.

We acknowledge feedback concerns around:

- Long wait times and appointment cancellations

- Spanish-language support

- Follow-up on test results and referrals

- Communication and cultural sensitivity

New Supervising Physician Hired: Dr. Amrita Ghumman (May 2025)

- Public Health background, Multilingual

Back-up Providers Integrated:

- Extra-Help providers added to cover absences and mitigate cancellations
- No provider vacancies → more consistent access to care

Actions Taken: Increasing Capacity

New Sunday Farmworker Clinic (June 2025)

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graph TD; A[New Sunday Farmworker Clinic (June 2025)] --> B[- Funded through HRSA Farmworker Health grant]; B --> C[- Operating 2nd & 4th Sundays, 8:30 am – 12:30 pm]; C --> D[- 29 patients seen in first six sessions]; D --> E[Patient feedback + no-show data used to refine access];
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- Funded through HRSA Farmworker Health grant

- Operating 2nd & 4th Sundays, 8:30 am – 12:30 pm

- 29 patients seen in first six sessions

Patient feedback + no-show data used to refine access

Actions Taken: Expanded Hours

Actions Taken: Language Access

Language Services
Workflow updated
(June 2025)

Interpreter support:
Tablets (MERFi),
phone interpretation

Monthly utilization
reports tracked

Spanish-speaking
capacity improved

3 of 4 adult providers
bilingual in Spanish

Majority of front
office, RN staff, social
worker, and dental
assistants bilingual

New EPIC Electronic Health Record (Nov 2024)

MyChart portal launched (Multi-Language Support):

- Patients receive results as soon as they are ready
- Secure messaging with Care Teams

Coastside Clinic: 40% of patients enrolled in MyChart and growing

Actions Taken: Follow-Up & Results Access

Actions Taken: Patient Experience & Training

Staff observations and coaching provided by Patient Experience Department

“We Care Program” training reactivated (2025)

- Eye contact, smiles, respectful communication
- Avoid jargon, explain clearly
- Patient-centered, culturally sensitive interactions
- All staff completing training this month

Next Steps



Continue expanded hours "Sunday Clinic" with community input for Voice of Patients



Improve connectivity at Coastside Clinic for language services (IT review underway)



Grow MyChart enrollment (through education/support) beyond 50% for faster patient follow-up & connection



Ongoing customer service/cultural competency training for all staff



Partner with CBOs for transparent progress reporting and capturing Voice of Customer

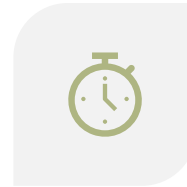
Commitment to the Community



WE ARE COMMITTED TO LISTENING, IMPROVING, AND DELIVERING CARE WITH DIGNITY AND RESPECT



COASTSIDE CLINIC AND PESCADERO MOBILE CLINIC WILL CONTINUE TO:



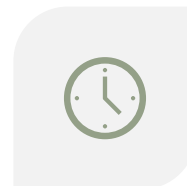
- REDUCE WAIT TIMES



- OPTIMIZE ACCESS



- STRENGTHEN SPANISH-LANGUAGE AND CULTURALLY COMPETENT CARE



- ENSURE TIMELY RESULTS AND FOLLOW-UP