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August 23, 2024

San Joaquin County Board of Supervisors
44 North San Joaquin Street
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allboardmembers@sjgov.org

Dear San Joaquin County Board of Supervisors:

On behalf of the members of UAPD, we are formally expressing our **NO CONFIDENCE** in Dr. Nia Lozano's role as Medical Director of Behavioral Health Services (BHS) at San Joaquin County. This decision follows extensive deliberation and reflects significant concerns shared by our members regarding the current leadership at BHS.

This letter addresses persistent issues within BHS under the leadership of Dr. Nia Lozano, the current Medical Director. We believe these problems are directly attributable to Dr. Lozano's failure to provide effective, competent, compassionate, and trustworthy leadership. These issues have negatively impacted staff morale, created a climate of fear and anxiety, and contributed to the departure of several BHS physicians. Despite attempts to address these problems through informal and formal channels, our concerns have been met with retaliation and intimidation. The lack of action from management regarding Dr. Lozano's shortcomings over the past six months suggests a reluctance to pursue meaningful administrative changes. The negative and hostile work environment at BHS has been prevalent throughout Dr. Lozano's three-year tenure, and continues to worsen.

Below are some of the reasons for **NO CONFIDENCE** in Dr. Nia Lozano:

- **Compromised Patient Care:** Quality of patient care has deteriorated under Dr. Lozano's leadership. Instances of inadequate response to patient needs, clinic needs, and physician recommendations have raised concerns about delayed treatment and patient safety.
- **Operational Inefficiencies:** Poor implementation of necessary changes and an overall lack of effective strategic planning. These issues have led to inefficiencies that impact patient care, physician well-being, and the smooth functioning of Behavioral Health Services.
- **Low Staff Morale, Discontent, Burnout:** The hostile work environment has severely affected staff morale. There is a lack of support, ineffective communication, and an overall uncollaborative environment fostered by Dr. Nia Lozano's leadership style. There is minimal to no communication with physicians and medical staff.
- **Disregard for Physician Staff:** Dr. Lozano repeatedly dismisses experienced physician staff's opinions, suggestions, knowledge and experience. She does not value the longevity or retention of physicians. She surrounds herself with non-physician supporters who do not question her decisions.
- **Unequal Treatment:** Not all physicians receive equal treatment regarding accommodation requests.

- **Denigration of Staff:** She engages in fault-finding missions, exploits and escalates minor issues into disciplinary actions.
- **Lack of Knowledge:** There are significant concerns about her understanding of critical matters. She imposes her recommendations over the physicians' clinical judgment.
- **Compliance and Ethical Issues:** Physicians are not able to follow standard of care practices, such as FDA/ APA/ AACAP practice guidelines, which leaves physicians, and the County, exposed to medical-legal liability issues. Dr. Lozano is dismissive of standards of care and medical-legal issues.
- **Lack of Essential Qualities:** She lacks the temperament, objectivity, and empathy required for a medical director.

We are prepared to provide specific examples and detailed evidence to substantiate these concerns upon request. We strongly urge the board to take these concerns seriously and to consider appropriate actions to address the situation. The well-being of our patients, physicians, and the effectiveness of our institution depend on prompt and decisive action. Thank you for your attention to this important matter.

Sincerely,



Stuart A. Bussey, M.D., J.D.
President

CC: Greg Diederich, Interim CEO, San Joaquin Health Centers

SAB/gd