EXHIBIT 12

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MISSION AREA HEALTH ASSOCIATES dba
MISSION NEIGHBORHOOD HEALTH CENTER

NATIONAL LABOR RELATIONS BOARD, REGION 20

NATIONAL UNION OF HEALTHCARE WORKERS, Petitioner, vs. MISSION AREA HEALTH ASSOCIATES DBA MISSION NEIGHBORHOOD HEALTH CENTER, Employer, and SERVICE EMPLOYEES INTERNATIONAL UNION, UNITED HEALTHCARE WORKERS-WEST, Intervenor.	Case No.: 20-RC-85529 **AFFIDAVIT OF** PHOEBE ROSSITER **REGARDING JOB DUTIES** Date of Hearing: July 26, 2012 Hearing Officer: Lana Pfeifer, Esq.

I, Phoebe Rossiter, do solemnly swear and affirm:

1. I am a Charge Nurse for the Employer, Mission Neighborhood Health Center (the "Health Center"). I make this Affidavit based on my own personal knowledge. I could and would testify to the following facts if called as a witness in this matter.

2. As part of my job as a Charge Nurse/Clinic Manager for the Health Center, I am responsible for one of the Health Center's Clinics, Excelsior Clinic. I regularly supervise the Medical Assistants in establishing a clinical team approach to our patients' comprehensive medical care. As a Charge Nurse, I am responsible for the implementation of the best plan to achieve a successful health outcome for patients.

3. As part of my supervisory duties, I regularly direct work of the Medical Assistants, schedule their work shifts, provide performance feedback and impose discipline when necessary, conduct annual performance evaluations, and make effective recommendations regarding hiring and firing the Medical Assistants. I, along with my fellow Charge Nurses, decide based on the health center's budget, using a team approach, when to hire additional Medical Assistants, and we decide which applicants to interview, and we interview them using the team approach. As a Charge Nurse I have significant input regarding hiring and termination decisions of the Medical Assistants who work in my Clinic.

4. Attached as Exhibit 1 is a true and correct copy of my current Job Description as a Charge Nurse. It accurately describes my current job duties, including my regular duties as a supervisor of the Clinic's Medical Assistants. For example, it is true that I regularly "[p]rovide[ ] leadership, evaluations, and direct supervision to the medical assistants," "set[ ] the agenda for the department meetings," and engage in the other supervisory and management duties listed in the attached Job Description.

5. In addition to those duties listed in the attached Job Description, I have the authority, in the interests of the Health Center and based on budget, to hire, transfer, suspend, lay off, recall, promote, discharge, assign, reward, or discipline employees under my supervision, including the Medical Assistants, and responsibly to direct them, to address and handle their grievances and complaints, or effectively to recommend such personnel actions, using my own independent judgment and discretion. Although I consult with the Health Center's Human Resources Department and/or its Center Director, I make these personnel decisions and recommendations free from supervision based on health center policy. In this

regard, it is very important to note that I serve as the manager for the Health Clinic that I manage. I am a supervisor and regularly engage in supervisory duties.

I declare under penalty of perjury under the laws of the State of California and the United States of America that the above is true and correct and that I executed this Affidavit on this ___th day of August 2012 at San Francisco, California.

Phoebe Rossiter

Printed Name

Signature

Phoebe

MISSIOI. NEIGHBORHOOD HEA TH CENTER

JOB DESCRIPTION
EXCELSIOR CLINIC CHARGE NURSE

GENERAL STATEMENT OF DUTIES & RESPONSIBILITIES
The Charge Nurse is responsible for all Excelsior Clinic adult and pediatric patients and will supervise the Medica Assistants in establishing a clinical team approach to comprehensive medical care.

REPORTING RELATIONSHIPS
Reports directly to the Clinical Chief for medical/clinical issues and to the Director of Nursing & Quality Management fo clinic operations and quality improvement activities. Reports indirectly to the Deputy Director for administrative issues.

RESPONSIBILITIES

1. Effectively triages patients with appropriate attention to acuity and the availability of medical providers for urgent care evaluation.
2. Assists in the evaluation of women seeking birth control.
3. Conducts eligibility screening for pregnant women seeking pre-natal care.
4. Provides medical treatment as ordered and performs procedures according to MNHC Nursing Protocols.
5. Oversees prescription refills for patients.
6. Provides leadership, evaluations, and direct supervision to the Medical Assistants and the Referral Coordinator.
7. Supervises the patient flow in clinical area with particular attention to the appropriate triage as well as establishing effective communication with the Patient Services Coordinator, who oversees other staff that impact patient flow (Registration, Front Desk, and Medical Records).
8. Supervises the preparation of patients for medical evaluation including an assessment that patients are correctly vitalized and monitors availability of charts, labs, and forms.
9. Supervises the adequate stocking of the patient rooms/department and efficient re-ordering of materials.
10. Supervises the disposition of patients after medical evaluation to ensure that the appropriate medical plans are properly enacted including imparting the relevant health education material.
11. Participates in Quality Improvement (QI) Activities and reports to the QI Committee performance results derived from chart audits and chronic disease registries reports (e.g. pre-natal care, women's health, health screenings, chronic conditions, etc.).
12. Leads the implementation and monitoring of clinic operational efficiency measures such as cycle time, time to third next available appointment, no-show rates, etc.
13. Assures that all the clinical logs, such as Pap, Mammogram, PPD, Pre-Natal, and Vaccines are accurate and up to date.
14. Provides back-up to the Patient Services Coordinator in the oversight of facilities management of the clinic site.
15. Performs other duties as assigned by the Clinical Chief.

** To perform this job successfully, an individual must be able to perform each of the essential job requirements satisfactorily. The qualification requirements listed below are representative of the knowledge, skill, and or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position*

MISSIO.. NEIGHBORHOOD HEA TH CENTER

QUALIFICATIONS

1. Current California licensure as a Registered Nurse.
2. Bilingual Spanish/English.
3. At least 2 year experience of leading teams and supervising staff
4. Available to work extended hours
5. At least 2 years experience in outpatient/ambulatory nursing.
6. Knowledge and understanding of Latino communities/culture preferable.

REVIEWED AND APPROVED BY:

Brenda Y. Storey, LCSW
Executive Director

5/25/11
Date

Kitzia Lopez
Director Human Resources

5/25/11
Date

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