

**February 3, 2017
Member Advisory Committee
Meeting Minutes**

Members Present:

Members Absent:

Excused:

Guests: Haroon Ahmad, MPH, Health Program Coordinator, Department of Public Health, Children's Environmental Health Promotion Program, and there was a guest by the name of Wendy (last name was not given) in attendance.

Staff: Valerie Huggins, Stephanie Boyce, Jess Strange, and John F. Grgurina, Jr., CEO

1. Welcome, Introductions and Roll Call:

The meeting was called to order at 1:00pm.

2. Approval of Agenda & Minutes:

The agenda was approved with a date change of February 3rd for the next Member Advisory Committee. The minutes of the November 4th meeting were approved as written.

3. Committee Reports:

Chair & Governing Board Report-Maria Luz Torre & Irene Conway

Irene Conway and Maria Luz Torre reported that the Board did not meet. The next scheduled meeting is March 1, 2017.

Quality Improvement Committee (QIC) Report-Ed Evans and Irene Conway

Ed Evans and Irene Conway both reported that the Quality Improvement Committee did not meet. The next scheduled meeting is February 9, 2017.

Staff Report: John F. Grgurina, Jr., CEO

Mr. Grgurina gave a brief staff report. He reported that San Francisco Health Plan was informed by the Department of Healthcare Services (DMHC) who runs the Medi-Cal program won the highest quality award for small membership.

Lastly, Mr. Grgurina mentioned he will be in Washington DC at Legislatives meetings next week. Mr. Grgurina answered most of the Committees questions they had about the Affordable Care Act (ACA).

4. Discussion: Jess Strange, MPH, Program Manager, Care Experience to Discuss Patient Perception to Access.

Jess Strange attended the meeting to discuss patient perception to access. Ms. Strange reviewed the patient satisfaction results and received feedback from the Committee.

5. Discussion: Finalizing 2017 Goals/Tweaking Timelines

The Committee reviewed and made a few changes to their 2017 goals. Goal six "Incentives Update from San Francisco Health Plan (SFHP) Staff" was deemed not to be

a goal, and was moved to the next box under continuing topics involving staff and Member Advisory Committee (MAC) members.

In addition to this, the Committee discussed having a retreat in the near future, or a team-building exercise to be held at the regular MAC meeting site.

6. Discussion: Haroon Ahmad, MPH, Health Program Coordinator, Department of Public Health, Children's Environmental Health Promotion Program

Haroon Ahmad attended the Committee meeting to provide some information on childhood lead prevention. Mr. Haroon provided handouts to the Committee and answered most of the Committee's questions.

7. Discussion: Positive Communication Practices

A suggestion was made to conduct a team-building event on-site. No business agenda will be scheduled. Instead, food, team-building, bonding, ice-breakers, respect and empathy would be the goal to create a positive culture of engagement.

8. Public Comment

There was a member of the public in attendance but she made no comments.

9. Calendar Items for Next Meeting

Jim Glauber, MD, San Francisco Health Plan's Chief Medical Officer and Laura Grossman from Beacon are scheduled for the March Committee meeting to discuss mental health services utilization.

10. Announcements

The Co-Chairs and staff continue to remind members that their full attendance and participation at the Committee meetings are important. Any absences to be excused must be reported to staff ahead of time and must be for a valid reason.

Several event announcements were made.

11. Adjournment

The meeting adjourned at 3pm.

Date Approved _____

Maria Luz Torre and Irene Conway, Co-Chairs