

**MEMBER ADVISORY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY**

www.sfhp.org

Valerie Huggins

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Maria Luz Torre (415) 722-6229 & Irene Conway, Co-Chairs

Meeting Agenda

February 3, 2017

1:00PM- 3:00PM

San Francisco Health Plan

(United Way Building)

550 Kearny Street, 1 FL Board Room A 7380

San Francisco, CA 94108

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
 - Chairs & Governing Board: Maria Luz Torre & Irene Conway
 - Quality Improvement Committee: Edward Evans & Irene Conway
 - Staff Report: John Grgurina, Jr. CEO
4. Discussion: Jess Strange, MPH, Program Manager, Care Experience to Discuss Patient Perception to Access
5. Discussion: Finalizing 2017 Goals/Tweaking Timelines
6. Discussion: Positive Communication Practices
7. Public Comment:
8. Calendar Items For Next Meeting:
9. Announcements:
10. Other:
11. Adjournment:

Please Note These Upcoming SFHA Meetings:

Quality Improvement Committee: February 9, 2017 (7:30am-9am)

Finance Committee: March 1, 2017 (11am-12pm)

Governing Board: March 1, 2017 (12pm-2pm)

Members Advisory Committee: March 3, 2017 (1pm-3pm)

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products. Also, during the meeting please make sure all cell phones and pagers are off. Thank you for your cooperation.