

**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

November 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 F. Grgurina, Jr., CEO
4. Discussion: High Risk Assessment (HRA) Tool for Consumer Input/Feedback – SFHP Staff; Dayana Chaves, Clinical Supervisor, Care Management Department
5. Discussion: San Francisco Health Plans CAHPS Results – SFHP Staff; Yves Gibbons, Program Manager, Access & Care Experience
6. Public Comment:
7. Calendar Items For Next Meeting:
8. Announcements:
9. Other: End of Year Annual Holiday Party
10. Adjournment:

Please Note These Upcoming SFHA Meetings:

Member Advisory Committee: **(holiday party)** December 1, 2017 (1pm-3pm)

Quality Improvement Committee: December 14, 2017 (7:30am-9am)

Finance Committee: January 3, 2018 (11am-12pm)

Governing Board: January 3, 2018 (12pm-2pm)

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.