

**MEMBER ADVISORY COMMITTEE  
SAN FRANCISCO HEALTH AUTHORITY**

[www.sfhp.org](http://www.sfhp.org)

Valerie Huggins

Phone: (415) 615-4235 /Email: [vhuggins@sfhp.org](mailto:vhuggins@sfhp.org)

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

---

**Meeting Agenda**

**September 7, 2018**

**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: Sunshine Ortiz, Prior Authorization Nurse II; Presentation on Memory Loss/Dementia
5. Discussion: Yves Gibbons, Program Manager, Access & Care Experience; SFHP's member satisfaction survey CAHPS
6. Public Comment:
7. Calendar Items For Next Meeting:
8. Announcements:
9. Other:
10. Adjournment:

***Please Note These Upcoming SFHA Meetings:***

Finance Committee: November 7, 2018 (11am-12pm)

Governing Board: November 7, 2018 (12pm-2pm)

Member Advisory Committee: October 5, 2018 (1pm-3pm)

Quality Improvement Committee: October 4, 2018 (7:30am-9am)

\*\*\*\*\*

**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.**