

**April 6, 2018
Member Advisory Committee
Meeting Minutes**

Members Present:

Members Absent:

Excused:

Guests: None

Staff: Stephanie Boyce, James Glauber, MD., John F. Grgurina, Jr., Valerie Huggins, and Joe Zesiger

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 one amendment to add Joe Zesiger, Supervisor, Digital and Production Marketing, and the minutes were also approved with two amendments: Liu Zhong Chin was present.

3. Committee Reports:

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

The last Governing Board meeting was held on March 7, 2018. Irene and Maria did not report on the Governing Board meeting, because John Grgurina arrived at the meeting and delivered the Governing Board report.

The next scheduled Board meeting is May 2, 2018.

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

Ed Evans reported that the Quality Improvement Committee met on April 5, 2018.

Mr. Evans reported that QIC had discussion on grievances and how they are handled. In addition, to this, the Committee discussed alternatives to opioid pain medication.

The next scheduled meeting is June 14, 2018.

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

John F. Grgurina, Jr., CEO reported that the Board approved the motion to give Mr. Grgurina the authority to negotiate with Dignity Health to possibly join San Francisco Health Plan's (SFHP) provider network.

Mr. Grgurina will report back to the Member Advisory Committee in the next few months regarding the progress of the negotiations.

Mr. Grgurina answered the Committee's questions

4. Discussion: Joe Zesiger, Supervisor, Digital and Production Marketing; Health Risk Assessment (HRA) Tool

Joe Zesiger attended the Member Advisory Committee to go over the newly designed San Francisco Health Plan's website portal. Mr. Zesiger reviewed new features and was able to answer most of the Committee's questions.

5. Discussion: James Glauber, MD, Chief Medical Officer : Teledoc Feedback

James Glauber, MD., attended the Members Advisory Committee to discuss Teledoc and to also get feedback from the Committee on their experience with Teledoc.

Dr. Glauber also asked members what the Health Plan can do to improve Teledoc.

Some members shared their experience and provided Dr. Glauber with positive feedback.

Dr. Glauber answered the Committee questions and will continue to keep them update with Teledoc.

6. Public Comment

There were no members from the public present.

7. Calendar Items for Next Meeting

There were no items calendared.

8. Announcements

Maria Luz Torre invited members to Stand for Children Day at the Capitol on May 9, 2018. There will be a bus leaving San Francisco at 8 am. The goal is to fund targeted universal child care (early care and education) as a good public health policy our children.

Ed Evans announced a forum for the Mayor's election. Several of them are coming up.

9. Adjournment

The meeting adjourned at 2:45pm.

Date Approved _____

Maria Luz Torre and Irene Conway, Co-Chairs