

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

Members Present:

Members Absent: None

Excused:

Guests: None

Staff: Stephanie Boyce, John F. Grgurina, Jr., Valerie Huggins, Grace Dadios, Corinne Young, Dayana Chaves, and Yves Gibbons

1. Welcome, Introductions and Roll Call:

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

2. Approval of Agenda & Minutes:

The agenda was approved and the minutes 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 met on November 1, 2017. The Board made suggestions on improving clarity of letter going out to members who are being served by the CHP Network who will be impacted by the transition to Jade Health Plan.

The next scheduled Board meeting is January 3, 2018.

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

Ed Evans and Irene Conway reported that the Quality Improvement Committee met on October 12, 2017

The next scheduled meeting is December 14, 2017.

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

John F. Grgurina, Jr., CEO reported on some highlights from the Governing Board meeting on November 1, 2017

Mr. Grgurina reported that the Governing Board approved San Francisco Health Plan's three-year operational strategic plan. In addition to this, Mr. Grgurina will have more details in January to bring back to the Committee.

The Governing Board approved several contracts.

Lastly, Mr. Grgurina mentioned that the health plan received another award in the Medical program. This now makes nine out of ten years in roll.

Mr. Grgurina answered the Committee's questions.

4. **Discussion:** High Risk Assessment (HRA) Tool for Consumer Input/Feedback – SFHP Staff; Dayana Chaves, Clinical Supervisor, Care Management Department

Ms. Chaves attended the Committee meeting to discuss and get some feedback/input on the new HRA tool.

The Committee provided Ms. Chaves with some great suggestions/feedback on the HRA tool. Ms. Chaves answered most of the Committees questions and thanked them for their feedback.

5. **Discussion:** San Francisco Health Plans (SFHP) CAHPS Results – SFHP Staff; Yves Gibbons and Maxime Kumler, Program Manager's, Access & Care Experience.

Mr. Gibbons and Ms. Kumler attended the Committee meeting to briefly discuss SFHP's CAHPS results. Handouts were passed out and Mr. Gibbons and Ms. Kumler answered most of the Committee's questions.

6. **Public Comment**

There were no members from the public present.

7. **Calendar Items for Next Meeting**

There were no items calendared.

8. **Announcements**

The Committee briefly went over the details for their end of year annual holiday party.

9. **Adjournment**

The meeting adjourned at 3:00pm.

Date Approved _____

Maria Luz Torre and Irene Conway, Co-Chairs