



MEMBER ADVISORY COMMITTEE MINUTES FROM SEPTEMBER 3, 2024 MEETING



MEMBER ADVISORY COMMITTEE MINUTES

Attendees: [REDACTED]
[REDACTED]

Guest (Prospected Members): [REDACTED]
[REDACTED]

Absent: [REDACTED]

Staff Present: Gunilla Bergensten, Crystal Garcia, Valerie Huggins, Nina Maruyama, Jenn Moore, Yolanda Richardson (virtual), Erica Sanchez, Emily Srock, and Alana Troutt

1. Welcome & Introductions.

The start of the Member Advisory Committee (MAC, "Committee") started on time at approximately 10:00 am, PST, and welcomed MAC members, MAC Co-Chairs, prospective MAC members, and San Francisco Health Plan (SFHP) staff.

Alana Troutt, Chief of Staff, SFHP, welcomed the members. Yolanda Richardson, CEO, SFHP, additionally welcomed everyone, expressed appreciation for attendance, and an intent to try to join future meetings. MAC meeting attendees introduced themselves around the room and stated the San Francisco communities and or entities they serve.

The two MAC Co-Chairs, Juthaporn Chaloeicheep and Abigail Alderson, reviewed the September 3rd agenda with the attendees.

2. Report on June 26th Governing Board Meeting: Co-Chairs; Juthaporn Chaloeicheep & Abigail Alderson (15 mins).

The MAC Co-Chairs informed the Committee that the items were discussed, and actions taken during the June 26, 2024, Governing Board Meeting.

3. Report on July 11th Quality Improvement Health Equity Committee (QIHEC); [REDACTED] (15 mins).

[REDACTED] shared with the Committee that QIHEC reviewed analytics and data applicable to quality improvement and stated the following observations. SFHP puts emphasis on increasing accessibility efforts, and equitable access to health care as a human right. [REDACTED] brought attention to the following: addressing access to urgent care resources, rating of specialists more frequently, improvement of member outreach, quality Primary Care Physician (PCP) care, specialist communication, and telehealth services aimed at assisting vulnerable populations. [REDACTED] agreed with [REDACTED] observations, and the Committee intently listened to [REDACTED] observations.

5. Fraud, Waste, and Abuse (FWA) Presentation; Crystal Garcia & Erica Sanchez (15 mins).

Ms. Garcia, SFHP's Director, Compliance and Oversight, and Ms. Sanchez, Sr. Investigations Analyst, presented a PowerPoint slideshow, first highlighting the importance and purpose of Committee members in being advocates for the San Francisco community and representatives for quality care. The roles of Committee members with FWA were explained, being affirmed as an awareness of health care activities and how to identify potential issues related to FWA. Ms. Garcia and Ms. Sanchez explained FWA terminology and examples of FWA.

Committee members were engaged throughout the presentation. Members frequently asked several questions and were curious to understand examples of FWA. Ms. Garcia, Ms. Sanchez, and other SFHP staff provided relatable examples. The Committee was provided information regarding where to report potential cases.

Consensus was that it is critical to listen to members voicing concern to reach the end goal of increased member satisfaction. Members hold critical community insight.

6. Consumer Assessment of Healthcare Providers and Systems (CAHPS) Results; Emily Srock (15 mins).

Emily Srock, Program Manager Care Experience, SFHP, presented the CAHPS results and findings. After Ms. Srock presented the data and findings, Committee members shared their input of what they would like to see from surveys moving into the future. Ms. Srock listened to the following suggestions from the Committee:

- a. Addressing accessibility for the aging and literacy challenged population, whether that be establishing a greater amount of communication via mail or telephone numbers to better the experience for those who may have difficulties to address.
- b. Rather than going through a PCP, having a more direct system of receiving specialist appointments would be more accessible and easier to navigate.
- c. Gauge the experiences of extended and long periods of waiting time for appointments, creating a more streamlined process to make appointments.
- d. Create a better system for case management by strengthening prevention outreach.
- e. Curiosity surrounding a potential SFHP "App" or making a "FAQ" more accessible.

Ms. Srock listened intently and stated she would return to her team with the feedback.

7. New SFHP Logo Update; Gunilla Bergensten (15 mins).

Ms. Bergensten, Director, Marketing and Communications, opened by asking feedback from Committee members, where members shared words that they associate with SFHP, and words they did not associate with SFHP. The words were written and listed on a board, and Ms. Bergensten stated that she will share the words, and personal information discussed with the SFHP marketing team to incorporate the findings into the SFHP newsletter. Ms. Bergensten's unveiled the new SFHP logo. Committee members liked the new logo and the representation of SFHP under a refined brand. SFHP's new brand was deemed inclusive and a better representation of SFHP.

8. Open Discussion Items; MAC Committee (30 mins).

The Committee discussed revisiting the initially signed document, stating members' in-person attendance requirements. The purpose of amending this document would be to accommodate those who would like to join virtually and cannot attend meetings in person. Additionally, access to urgent care with a focus on quality improvement by establishing a specialist rating system was noted. Case management services were briefly revisited.

9. Other Information.

There was no other information presented.

10. Adjournment.

The meeting adjourned at approximately 12:00 pm.