



**MEMBER ADVISORY COMMITTEE  
SAN FRANCISCO HEALTH AUTHORITY**

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

**Valerie Huggins**

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

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**Meeting Agenda**

**April 14, 2023**

**1pm-3pm**

**NOTE MEETING LOCATION:**

San Francisco Health Plan Office  
300 Mission/50 Beale Street, 13<sup>th</sup> Floor.  
San Francisco, CA 94105

**AGENDA**

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports-
  - Chairs & Governing Board: Maria Luz Torre & Irene Conway
  - Quality Improvement Committee: Irene Conway, Edward Evans, and Idell Wilson
  - Staff Report: Yolanda R. Richardson, Chief Executive Officer
4. Discussion: Committee Meeting Etiquette
5. Discussion: Sarah Hesketh, Senior Advisor for Performance and Analytics – Member Experience Update and the Work Underway at SFHP/Member Experience Group Discussion
6. Wellness Check
7. Public Comment:
8. Calendar Items for Next Meeting:
9. Announcements:
10. Other:
11. Adjournment:

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

Finance Committee:

May 3, 2023 (11am-12pm)

Governing Board:

May 3, 2023 (12pm-2pm)

Member Advisory Committee:

May 12, 2023 (1pm – 3pm)

Quality Improvement Committee:

June 7, 2023 (7:30am- 9:30am)