

**May 13, 2022
Member Advisory Committee
Meeting Minutes**

Members Present: [REDACTED]

Members Absent: [REDACTED]

Excused: [REDACTED]

Guests: Weikuen Tang (Interpreter) and Julie Rogers, TLC Transitional Life Care

Staff: Yolanda R. Richardson and Valerie Huggins

Due to the COVID-19 public health emergency and in accordance with Governor Newsom's Executive Order N-29-20, the Member Advisory Committee members attended this meeting via Zoom. The meeting was closed to in-person public attendance, but the Zoom information was provided on the publicly posted agenda. This precaution was taken to protect all members, staff, and the public. All the Committee members, staff and public attended the meeting virtually.

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 from the April 8, 2022 Committee meeting were approved as written.

3. Committee Reports: Chair & Governing Board Report-Maria Luz Torre and Irene Conway

Ms. Conway reported that the Board met on May 4, 2022. SFHP's current remote work policy will be extended until December 31, 2022. This will give the Plan time to develop the best long-term policy. CEO, Yolanda R. Richardson, and the Executive Team will consider staff input, actions taken by Sister Plans, coupled with changes in work culture and process. Ms. Richardson welcomes the Board's input and sharing of experiences.

Lastly, Ms. Richardson will present a long-term work policy plan to the Board at the September 2022 meeting. The next scheduled Board meeting is June 8, 2022.

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

Ms. Conway reported that the May QIC meeting was cancelled because the Plan's CMO, Dr. Fiona Donald took an unexpected medical leave and will be out for several months. They are seeking an Interim CMO. Eddy Ang, Senior Medical Director will assume the duties of CMO while the Plan starts an immediate search for an interim CMO.

Dr. Ang joined SFHP on March 24, 2022 as Senior Medical Director. In addition, Hanan Obeidi was hired as Vice President, Health Services Programs, a new position, on April 25, 2022.

The MAC will be updated on the next QIC meeting date.

Staff Report: Yolanda R. Richardson, CEO

Ms. Richardson stated since her start on March 31, 2022, she has been on a journey of learning and discovery of the amazing work that is performed daily by very passionate and mission driven staff at the San Francisco Health Plan (SFHP). Ms. Richardson said she is thrilled to have the opportunity to lead the next chapter of SFHP and build on the Plan's successes including:

Building on the Plan's gains in universal health care, health policy and delivery - SFHP has and can continue to serve as a laboratory for change as evidenced by SFHP's role in Healthy San Francisco, childhood immunization rates, quality scores and the COVID-19 vaccination rates for Medi-Cal members in San Francisco. This will be achieved through implementing a deliberate and strategic method of applying knowledge and data supported principles, evidence-based decision making at every level of the organization and maximizing our efforts with a focus on successful outcomes.

Strengthening our existing partnerships and cultivating new external alliances can inspire innovation, positioning SFHP to improve the lives of our membership and influence change more broadly. This will be achieved through two-way communication and regular evaluation to ensure collaborations are effective and impactful.

Developing internal and individual capacity will provide the support and flexibility the Plan needs to balance the implementation of new requirements with opportunities to fulfill our mission and vision in new ways. This will be achieved by incorporating leadership development and succession planning activities into the culture of SFHP. I am excited about starting my journey at SFHP and I am looking forward to partnering with all of you to achieve the vision for the future of SFHP together.

Ms. Richardson addressed the impact on current SFHP/Kaiser members when the State contracts directly with Kaiser effective January 2024.

Ms. Richardson then answered a few of the Committee's questions. The Committee thanked her and welcomed her as SFHP new CEO.

4. Discussion: Committee Etiquette

The Co-chairs reminded the members to participate in the meetings, be on time, and be courteous to one another as well as the Health Plan staff.

5. Discussion: Wellness Check

The Committee continues to practice keeping themselves healthy, safe, and sharing different activities to do during these difficult times.

6. Discussion: Julie Rogers, TLC Transitional Life Care

Ms. Rogers attended the Members Advisory Committee meeting to talk about transitional life care, which is one of the Committee's goals. Ms. Rogers gave an overview of Transitional Life Care (TLC) program. TLC offers informal, additional support to those approaching death, throughout the dying process, and to their families, friends, and caregivers. We aspire to provide spiritual encouragement in the tradition of Vajrayana Buddhism, and present programs to assist with end of life preparation for everyone. This includes opportunities such as educational events, Transitional State Forum workshops, 'Deep Chat' support groups, a growing film archive with available videos, our 'Teachings of the Masters' film series, an end of life manual, "Instructions for the Transitional State", bedside companionship and assistance, care of the body at death, assistance with planning cremations and memorial services, and resource material.

We are motivated by 1) a desire to ease suffering and offer comfort and support to those who have entered the dying process, and their loved ones, and 2) a desire to acknowledge and facilitate the opportunity for spiritual understanding and practice, the essence of the transference of consciousness.

Ms. Rogers then answered most of the Committees questions. The Committee thanked Ms. Rogers for taking time to come to their meeting.

7. Public Comment:

There were no public comments.

8. Calendar Items for Next Meeting:

There were no items calendared for the next meeting.

9. Announcements:

There were no announcements.

10. Other:

No other topics were discussed.

11. Adjournment

The meeting adjourned at 3pm.

Date Approved _____

Maria Luz Torre and Irene Conway, Co-Chairs