

**September 7, 2018  
Member Advisory Committee  
Meeting Minutes**

**Members Present:**



**Members Absent:**



**Excused:** None

**Guests:** None

**Staff:** John F. Grgurina, Jr., Stephanie Boyce, Valerie Huggins, Monica Baldzikowski, Yves Gibbons, and Amy Petersen

**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 also approved as written.

**3. Committee Reports:**

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

The last Governing Board meeting was held September 5, 2018. John F. Grgurina, Jr., CEO will report on the Governing Board meeting.

The next scheduled Board meeting is November 7, 2018.

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

There was no QIC meeting to report on since the last MAC meeting as the meeting was canceled.

The next scheduled QIC meeting is December 13, 2018.

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

John F. Grgurina, Jr., CEO, gave a brief report on the Governing Board meeting. Mr. Grgurina reported on the provider rates. The Finance Committee and Governing Board approved changes to Medi-Cal provider capitation rates. The overall weighted average change is an increase of 4.2%.

In addition to this, Mr. Grgurina mentioned that San Francisco Health Plan (SFHP) completed FY17-18 successfully by achieving an organization score of 91% for the success criteria approved by the Governing Board.

Lastly, Mr. Grgurina briefly discussed the CAHP scores and answered the Committee's questions.

**4. Discussion: Monica Baldzikowski; Presentation on Memory Loss/Dementia**

Monica Baldzikowski attended the Committee's meeting to give an overview of Dementia. Dementia is a disorder characterized by a decline in cognition involving one or more cognitive domains, such as learning and memory, language, executive function, complex attention, and perceptual-motor, social cognition. Ms. Baldzikowski provided handouts to the Committee.

The Committee thanked Ms. Baldzikowski for providing information on dementia which is also one of the Committee's goals.

**5. Discussion: Yves Gibbons and Amy Petersen; San Francisco Health Plan (SFHP) Member Satisfaction Survey CAHP's**

Yves Gibbons and Amy Petersen attended the Committee meeting to discuss the member satisfaction survey CAHP scores and to also reach out to members about some of their experiences with customer service.

The Committee thanked both Mr. Gibbons and Ms. Petersen for their time.

**6. Public Comment**

There were no public comments.

**7. Calendar Items for Next Meeting**

There were no items calendared for the next meeting.

**8. Announcements**

Libah Sheppard made several announcements.

**9. Adjournment**

The meeting adjourned at 3pm.

Date Approved \_\_\_\_\_

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Maria Luz Torre and Irene Conway, Co-Chairs