

Regular Meeting of the

## Santa Clara County Health Authority Cal MediConnect Consumer Advisory Board (CAB)

Thursday, June 3, 2021 11:30 AM – 1:00 PM

Santa Clara Family Health Plan

6201 San Ignacio Ave, San Jose, CA 95119

### Via Zoom

(669) 900-6833

Meeting ID: 954 9947 2350

Passcode: cab062021

<https://zoom.us/j/95499472350>

## AGENDA

<b>1. Roll Call</b>	Dr. Boris	11:30	5 min
<b>2. Public Comment</b> Members of the public may speak to any item not on the agenda; two minutes per speaker. The committee reserves the right to limit the duration of public comment to 30 minutes.	Dr. Boris	11:35	5 min
<b>3. Meeting Minutes</b> Review minutes of the March 4, 2021 Cal MediConnect Consumer Advisory Board (CAB) meeting. <b>Possible Action:</b> Approve the minutes of the March 4, 2021 CAB meeting.	Dr. Boris	11:40	5 min
<b>4. Health Plan Update</b> Discuss status of current topics.	Dr. Boris	11:45	5 min
<b>5. COVID-19 Update</b> a. Vaccination Outreach and Vaccination Rate b. Vaccine Efficacy	Ms. Byom Dr. Boris	11:50 11:55	5 min 5 min
<b>6. Mission Statement, Vision, and Values</b> Review new and updated statements.	Ms. Watkins	12:00	10 min
<b>7. Potential Quality Issue (PQI)</b> Overview of the PQI program.	Ms. Tran	12:10	5 min
<b>8. Behavioral Health</b> Taking Care of Health and Wellbeing during Times of Uncertainty.	Ms. McKelvey	12:15	10 min
<b>9. Adverse Childhood Experiences (ACES)</b> Overview of the impact of ACES.	Ms. McKelvey	12:25	5 min

**10. Standing Items**

a. Community Resource Center Provide update on planning and implementation	Mr. Gonzalez	12:30	5 min
b. Member Communications Review of SCFHP member communications	Ms. Zhang	12:35	5 min
c. Health Education Overview Review of available Health Education classes	Ms. Hernandez	12:40	5 min
d. Cal MediConnect Ombudsman Program Update	Ms. Huyenh-Cho	12:45	5 min
e. Future Agenda Items Discuss topics for future meetings	Dr. Boris	12:50	5 min

**11. Member Feedback and Experience**

Dr. Boris 12:55 5 min

**12. Adjournment**

Dr. Boris 1:00

Next meeting: Thursday, September 2, 2021 at 11:30 a.m.

**Notice to the Public—Meeting Procedures**

- Persons wishing to address the Cal MediConnect Consumer Advisory Board on any item on the agenda are requested to advise the Recorder so that the Chairperson can call on them when the item comes up for discussion.
- The Committee may take other actions relating to the issues as may be determined following consideration of the matter and discussion of the possible action.
- In compliance with the Americans with Disabilities Act, those requiring accommodations in this meeting should notify Amy O'Brien 48 hours prior to the meeting at (408) 874-1997.
- To obtain a copy of any supporting document that is available, contact Amy O'Brien at (408) 874-1997. Agenda materials distributed less than 72 hours before a meeting can be inspected at the Santa Clara Family Health Plan offices at 6201 San Ignacio Ave, San Jose, CA 95119.
- This agenda and meeting documents are available at [www.scfhp.com](http://www.scfhp.com).



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**Public Comment**



**Santa Clara Family  
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**March 4, 2021 Meeting Minutes**

Regular Meeting of the  
**Santa Clara County Health Authority**  
**Cal MediConnect Consumer Advisory Board**

Thursday, March 4, 2021 11:30 AM – 1:00 PM  
Santa Clara Family Health Plan – via Zoom  
6201 San Ignacio Ave., San Jose, CA 95119

## MINUTES - Draft

### Members Present

Laurie Nakahira, DO, Chief Medical Officer, Chair  
Luis Gova Gonzalez  
Tiffany Huyenh-Cho, Ombudsman, Staff Attorney,  
Bay Area Legal Aid  
Narendra Pathak

### Members Absent

Charles Hanks  
Verna Sarte  
Dennis Schneider

### Staff Present

Laura Watkins, Vice President, Marketing and  
Enrollment  
Chelsea Byom, Director, Marketing and  
Communications  
Dang Huynh, Director, Pharmacy and Utilization  
Management  
Johanna Liu, Director, Quality and Process  
Improvement  
Lucille Baxter, Manager, Quality and Health  
Education  
Mike Gonzalez, Manager, Community Resource  
Center  
Thien Ly, Manager, Medicare Outreach  
Theresa Zhang, Manager, Communications  
Byron Lu, Process Improvement Project Manager  
Lynette Topacio, Marketing Project Manager  
Zara Hernandez, Health Educator  
Amy O'Brien, Administrative Assistant

### Others Present

Padmaja Vasireddy, American Heart Association

### 1. Roll Call

Dr. Laurie Nakahira, Chief Medical Officer and Chair, called the meeting to order at 11:35 a.m., roll call was taken, and a quorum was established.

### 2. Public Comment

There were no public comments.

### 3. Meeting Minutes

The minutes of the December 3, 2020 Cal MediConnect Consumer Advisory Board (CAB) meeting were reviewed.

#### **4. Health Plan Update**

Dr. Laurie Nakahira, Chair and Chief Medical Officer, presented the enrollment update. The Plan's Cal MediConnect membership continues to grow. As of February 2021, the Plan has 9,893 Cal MediConnect members, an increase of approximately 90 members since January 2021. Compared to February 2020, Cal MediConnect membership has increased by approximately 400 members. This is attributable partially to the Medicare Outreach team's efforts to enroll member and to the pause on Medi-Cal disenrollment due to COVID-19. Dr. Nakahira advised the Advisory Board of the upcoming Department of Health Care Services (DHCS) and Department of Managed Health Care (DMHC) audits March 8 through March 9, 2021. Dr. Nakahira stated that these are routine oversight audits.

#### **5. Discussion Items**

##### **a. COVID-19 Update**

Dr. Nakahira said that Santa Clara County has now progressed to the Red tier status. SCFHP encourages all members to get COVID vaccinations. Dr. Nakahira discussed the types of vaccines on the market. There are three vaccines available at this time, the Pfizer and Moderna vaccines each require 2 shots, and the Johnson and Johnson vaccine which requires only 1 shot. The Centers for Disease Control (CDC) and the Advisory Committee on Immunization Practices (ACIP) have no preference among the three vaccines. The single shot Johnson and Johnson vaccine is recommended for individuals 18 years of age and older. The efficacy rate is approximately 66.3%, and studies have shown it decreases the severity of the illness in those who contract COVID.

Mr. Pathak asked if children and teens 18 years of age and under are eligible for vaccination. Dr. Nakahira responded that two of the vaccines are safe and effective for individuals 18 years of age and older. Pfizer is the only vaccine approved for individuals 16 years of age and older. Further studies are needed on the Moderna and Johnson and Johnson vaccines in order for the Federal Drug Administration (FDA) to approve these vaccines for use on children and teens. Dr. Nakahira explained that the objective of "herd immunity" is to achieve a high enough level of vaccinated individuals within communities to decrease the risk of unvaccinated children and teens contracting COVID. Mr. Pathak inquired about the travel requirements for fully vaccinated individuals. Dr. Nakahira replied that travel recommendations have not been issued yet. Nevertheless, masking, social distancing, and regular hand washing are still recommended. The CDC is unclear as to whether or not fully vaccinated individuals can still be asymptomatic carriers who may transmit the virus to unvaccinated individuals. Mr. Gova Gonzalez advised that, even though he is eligible, he declines vaccination at this time. Dr. Nakahira asked him to discuss his concerns in regards to the safety of the vaccine. Mr. Gova Gonzalez advised that he is uncomfortable with the risk of death as a result of vaccination. Dr. Nakahira responded that these deaths are under investigation, and she believes that the death rate as a result of vaccination is very low. Dr. Nakahira asked if it would change his mind if, hypothetically, the death rate was found to be 1 person in 1 million, or it was determined that there is a high number of people with no adverse effects. Mr. Gova Gonzalez stated that, at this time, he chooses not to become vaccinated.

##### **b. Vaccine Outreach**

Chelsea Byom, Director, Marketing & Communications, presented the Advisory Board with an update on the Plan's key messages on COVID-19. Ms. Byom reminded the Advisory Board that SCFHP offers transportation services to and from vaccine appointments at no cost to members. Ms. Byom highlighted all the strategies the Plan has in place for COVID vaccine member outreach. The Plan continues to adapt and align their strategies with the Santa Clara County Public Health Department and the vaccine supply available in Santa Clara County. Mr. Gova Gonzalez asked if the Plan has any flyers available as handouts he can pass out within his community. Ms. Byom confirmed that Marketing will mail him a supply of flyers, and she thanked him in advance for his efforts.

## 6. Standing Items

### a. Community Resource Center (CRC)

Mike Gonzalez, Manager, Community Resource Center, presented the Advisory Board with an update on the CRC. Mr. Gonzalez highlighted the work in progress over the next few months to ensure the CRC is operational and will meet the needs of our members' and community residents. Mr. Gonzalez defined the Plan's key populations, and he discussed the mission of the CRC. Mr. Gonzalez outlined the goals of the CRC Strategic Planning process. During this strategic planning process, the CRC will have a phased opening following strict COVID guidelines. In-person services will be limited; however, virtual programming services via Zoom and social media will be available. Health and wellness classes will be offered in English and Spanish, and classes in other threshold languages will be offered in the future.

Mr. Gova Gonzalez advised that there appears to be no signage at the CRC location. Mr. Gonzalez responded that the CRC is in the same building as the old Hometown Buffet. Proper signage is in the works and should be visible within the next several weeks. The CRC is located in the courtyard between Target and Ross. Ms. Watkins clarified that the doors to the CRC are currently locked as the center is not yet open to the public during COVID.

Mr. Pathak asked if services will be offered in languages other than English and Spanish. Mr. Gonzalez affirmed that multiple cultures and languages will be represented at the CRC. The three most commonly spoken languages in the center's location are English, Spanish, and Vietnamese. Mr. Pathak also inquired about the target opening date, and whether or not transportation services will be offered. Mr. Gonzalez responded that the opening date is largely dependent upon our progress with COVID and the lifting of COVID restrictions. Mr. Gonzalez advised the Plan is building a communication plan to engage members via virtual tools. As more and more people become vaccinated and we progress through less restrictive tiers, more in-person services will become available. Mr. Gonzalez welcomes the committee's input.

### b. Member Communications

Theresa Zhang, Manager, Communications, gave an overview of the member communications completed since the December 2020 CAB meeting. Mailings included the winter newsletter, which was mailed out at the end of January, with a reminder to begin 2021 with a wellness check. The newsletter included instructional infographics with topics such as when to begin key screenings, the importance of the flu shot, when to seek urgent care versus emergency care, and a reminder that the Plan's 24/7 nurse advice line is available for members. The newsletter contained articles on anti-depressants, asthma medications, sleep, taking care of your heart, and how to sign up for the American Heart Association's Healthy Hearts program. Additional articles provided information on Alzheimer's disease, fall prevention, appointing a representative, and setting up an Advance Directive. The Plan sent two postcards requesting member participation in a quality survey. The Plan continues to mail out COVID vaccination information. Outreach to our vulnerable, high risk members to check in on their welfare and to help with vaccine appointments is still in progress. Ms. Zhang highlighted the SCFHP website which is updated with meeting materials, member materials such as the Formulary, Provider Directory, and newsletters, Coronavirus information, and a dedicated flu webpage to find flu shots near you. Ms. Zhang continued with a list of the events to which the Plan sent outreach materials since our December 2020 meeting. The Plan has not attended any events in person during the COVID restrictions.

### c. Health Education and Cultural Linguistics – Presentation by American Heart Association (AHA)

Dr. Nakahira introduced Padmaja Vasireddy from the AHA. Ms. Vasireddy gave a presentation to the Advisory Board on the mission of the AHA, with an overview of the Healthy Hearts initiative. The Healthy Hearts program is in its 5<sup>th</sup> consecutive year, and the program was expanded to include East San Jose. Ms. Vasireddy shared the strategies and goals of the Healthy Hearts initiative as well as the target audience. Ms. Vasireddy explained the elements and objectives of the Check.Change.Control program and how to register

for the program. All instructors are certified and licensed within their respective specialties. Currently, the programs are offered virtually, but will return to in person workshops post-COVID. Last year, the AHA also began free A1c screenings at various locations. Ms. Vasireddy shared the testimonials of former participants in the Healthy Hearts program.

Mr. Pathak asked how SCFHP members register for this program. Ms. Vasireddy directed Mr. Pathak to Zara Hernandez, SCFHP Health Educator, for registration assistance, or he can email Ms. Vasireddy for the registration link. Ms. Vasireddy reiterated this is a 4 month series of workshops and all 8 webinars must be attended. Mr. Pathak asked if this program is funded by El Camino Hospital, and Ms. Vasireddy affirmed this is the case. Mr. Gova Gonzalez also requested the registration link.

Dr. Nakahira advised members of the CAB that in January 2021, SCFHP called all Cal MediConnect and Medi-Cal members with high blood pressure to enroll them in the Healthy Hearts program. No Cal MediConnect members chose to enroll at that time. Ms. Baxter added that she and Mike Gonzalez are in discussion with Ms. Vasireddy as to potential sponsorship of this program by SCFHP.

Mr. Pathak inquired about stroke recovery programs, and Ms. Vasireddy replied that she will connect him with resources; however, stroke recovery is not a focus of the program. Stress management and cardiovascular health is addressed in one of their webinars. Dr. Nakahira shared that maintaining healthy blood pressure is the number one stroke prevention method.

#### **d. Cal MediConnect Ombudsman Program Updates**

Tiffany Huyenh-Cho, Ombudsman, Staff Attorney with Bay Area Legal Aid, introduced herself and gave an overview of the services offered by Bay Area Legal Aid. Their services are free and offered in the various threshold languages. Services are offered to dual eligible Cal MediConnect members, as well as Medi-Cal members. The pause on Medi-Cal redeterminations continues during COVID. Medi-Cal coverage will not be terminated during the pandemic, even if an individual no longer qualifies for Medi-Cal. At this time, Bay Area Legal Aid is focusing on educating callers and service providers as to the redetermination process and assisting individuals with completing their Medi-Cal renewal packets. Lately, Bay Area Legal Aid is receiving several calls from individuals whose surgeries are being delayed. It appears this is mostly due to a backlog in surgery appointments due to the pause on non-emergency surgeries. Bay Area Legal Aid continues to provide concerned individuals with assistance to help expedite and schedule these surgeries.

Mr. Gova Gonzalez asked how he can make an appointment to speak to an attorney. Ms. Huyenh-Cho responded that, due to the pandemic, walk-in service is not available; however, individuals are welcome to call the hotline to connect with an attorney. Ms. Huyenh-Cho provided the hotline number to the committee. Ms. Huyenh-Cho advised their services are focused on equitable access to health services and health insurance. Services do not include issues of medical malpractice, as they do not have that expertise.

#### **e. Future Agenda Items**

Dr. Nakahira solicited ideas from committee members for future agenda items. Mr. Pathak suggested additional information about the COVID vaccines as a valuable topic. Of particular interest is feedback from members who experienced complications of the COVID vaccine. Mr. Pathak also suggested recognition for Mr. Subramanian for his years of service as a CAB member.

Mr. Gova Gonzalez expressed concern with his experience with a procedure at Stanford. Dr. Nakahira responded that SCFHP is currently working to resolve this issue through our Grievances and Appeals department. Dr. Nakahira attempted to contact Mr. Gova Gonzalez to discuss the Plan's mitigation efforts; however, she was unable to reach him. Dr. Nakahira reminded committee members that this meeting is a matter of public record, so it is inadvisable to discuss personal health details. Ms. Watkins recommended that, in the future, members should call SCFHP immediately to discuss their concerns, and not wait for the quarterly CAB meeting, so SCFHP can best assist. Dr. Nakahira advised she will contact Mr. Gova Gonzalez after the meeting and connect him with our Grievances and Appeals department. Dr. Nakahira advised she believes the matter in question is in the resolution stage. Mr. Pathak agrees that privacy and confidentiality



during this meeting is paramount. Guidelines for what is considered appropriate for discussion during this meeting should be established.

**7. Member Feedback and Experience**

This item was not discussed.

**8. Adjournment**

The meeting adjourned at 12:45 p.m. The next Cal MediConnect Consumer Advisory Board meeting is scheduled for Thursday, June 3, 2021 at 11:30 a.m.

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Laurie Nakahira, DO, Chairperson  
Cal MediConnect Consumer Advisory Board



# Santa Clara Family Health Plan™

**Health Plan Update**



**Santa Clara Family  
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**COVID Vaccine Member Outreach**

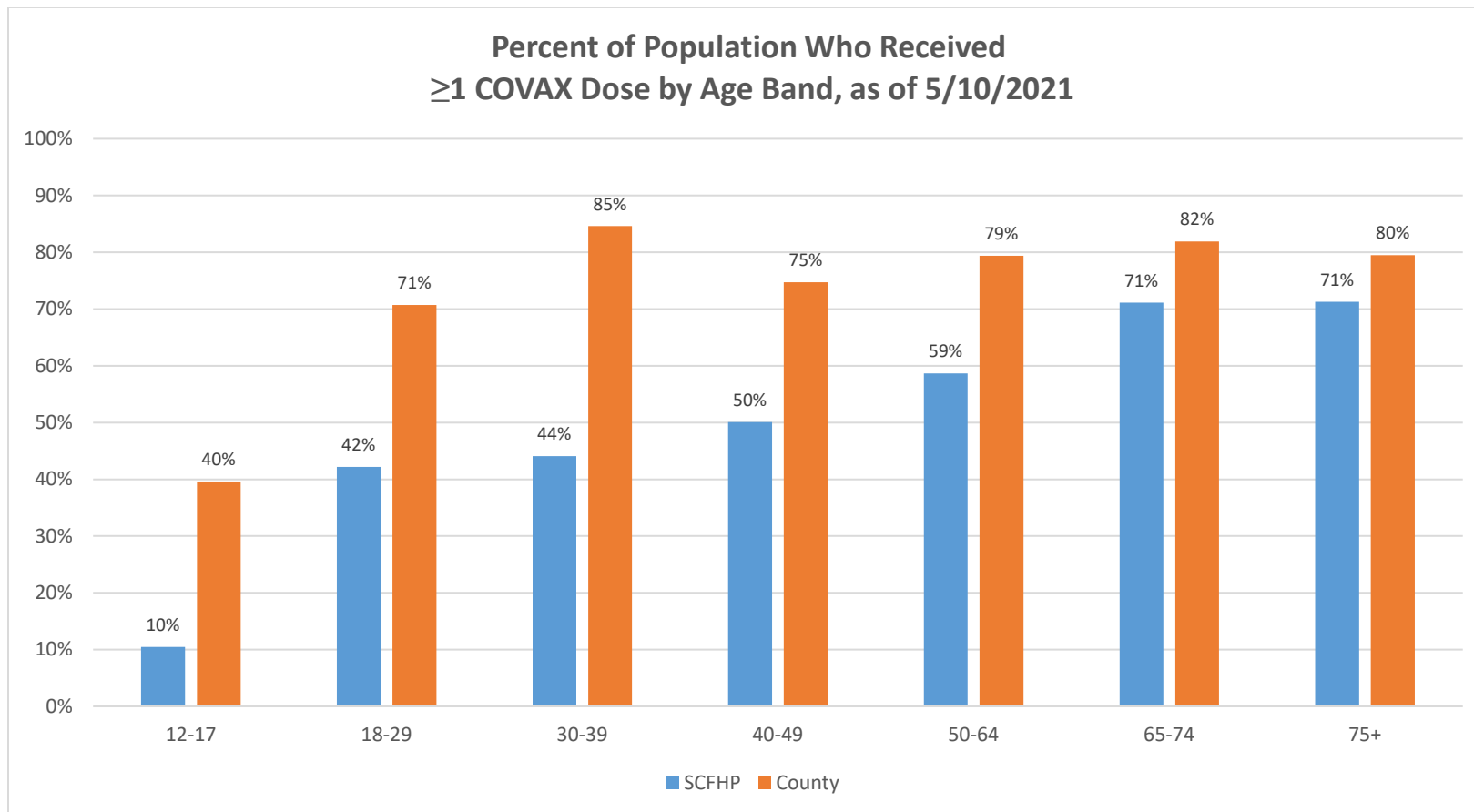
June 2021

# COVID Vaccine Member Outreach

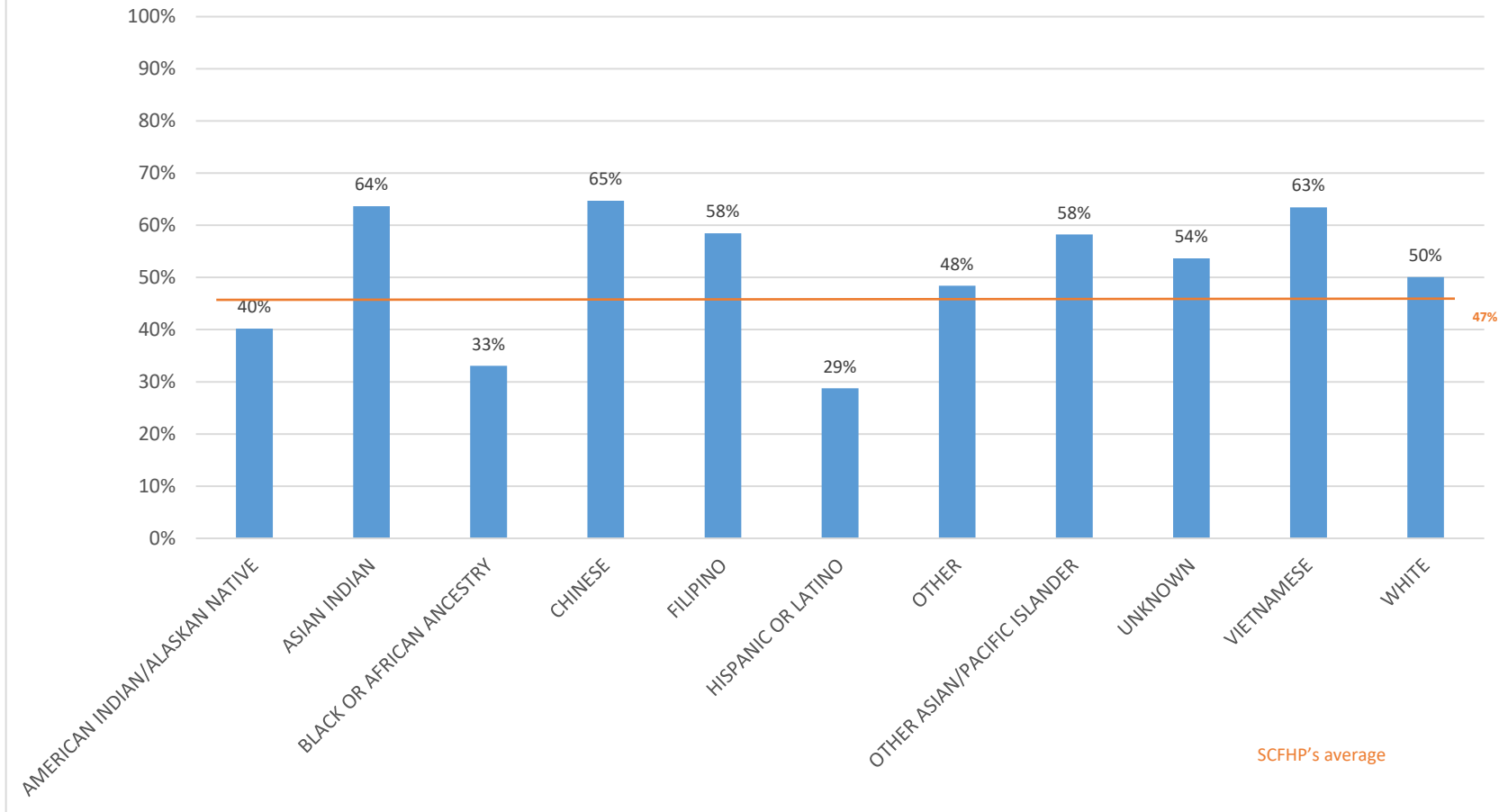
- Live calls
  - 16,000 high risk members to assist with appointment scheduling; 2/25/21-4/30/21
- Direct mail
  - 8,200 flyers to members age 65+ mailed 4/7/21
  - Planning letter to members ages 16-64 not yet vaccinated with directly contracted PCPs
- Robocalls
  - 103,000 members >16 not yet vaccinated completed in May
  - Planning next campaign to members 12-16
- Paid advertising
  - Digital display, Facebook, digital radio, and direct mail ads in production
- Other
  - Member newsletter, website, Facebook, on-hold message

# COVID Vaccine Ads





SCFHP Members Who Received  
≥1 COVAX Dose by Ethnicity, as of 5/10/2021





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**COVID-19 Update**

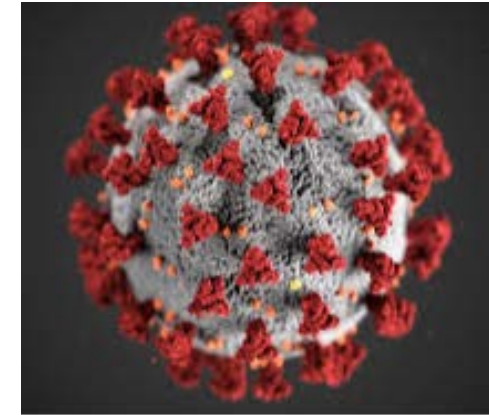
May 12, 2021



# COVID-19 Update

## Overview:

- COVID-19 Testing
- COVID-19 Vaccines
  - Pfizer
  - Moderna
  - Johnson & Johnson's Janssen
- COVID-19 Treatment
- COVID-19 Vaccination Sites



# COVID-19 Update

## Coronavirus Disease (COVID-19)

- New coronavirus or SARS-CoV-2 or COVID-19
- Infection with COVID-19
  - **Symptoms of respiratory illness**
  - **Asymptomatic** (no symptoms but a carrier)
- Transmitted by **respiratory droplets**
- Prevention
  - **Social distancing (6' apart)**
  - **Wearing Masks**
  - **Hand Washing**
  - **Vaccines**

# COVID-19 Vaccines

1

**Pfizer**

2 doses IM, at least **21** days  
apart

For 12 year and older FDA  
expanded EUA 5/10/2021\*

2

**Moderna**

2 doses IM, at least **28**  
days apart

For **18** years and older

3

**Janssen**

1 dose IM

For 18 years and older

# COVID-19 Vaccines

## FAQs

- ❖ What side effects will I get after the vaccine?
  - Vaccine may cause injection site pain, swelling and erythema (redness) and/or chills, myalgia (muscle pain), fever, headache, fatigue, allergic reaction
  
- ❖ Can I get either Moderna or Pfizer vaccine?
  - Yes, but you will need to get the same 2<sup>nd</sup> dose as the vaccines are not interchangeable
  - J&J Janssen is available with one dose
  
- ❖ Should I receive COVID-19 vaccines if previous infection or symptoms of COVID-19?
  - Yes

# COVID-19 Vaccines

If you've been fully vaccinated











More changes expected 6/15/2021



- ❖ You can gather indoors with fully vaccinated people without wearing a mask or staying 6 feet apart.
- ❖ You can gather indoors with unvaccinated people of any age from one other household (for example, visiting with relatives who all live together) without masks or staying 6 feet apart, unless any of those people or anyone they live with has an increased risk for severe illness from COVID-19.
- ❖ You can gather or conduct activities outdoors without wearing a mask except in certain crowded settings and venues.
- ❖ If you travel in the United States, no testing before or after traveling or self-quarantine.
- ❖ Check CDC website for International destination before traveling outside the United States.
- ❖ If you've been around someone who has COVID-19, no need to stay away from others or get tested unless you have symptoms or in a group living setting e.g. detention or correctional facility
- ❖ <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/fully-vaccinated.html>

# COVID-19 Vaccination Sites

## Vaccination Appointments

 Santa Clara Valley Medical Center Hospitals and Clinics <sup>1</sup>	 Stanford Healthcare	 Kaiser Permanente	 Palo Alto Medical Foundation (PAMF)
 El Camino Health	 Bay Area Community Health	 VA Palo Alto Healthcare System <sup>2</sup>	 Retail Pharmacies (CVS, Walgreens, Safeway, Costco, etc.)
	 Stanford Children's Health <sup>3</sup>	 Eastridge Mall (Stanford Clinic)	

## Drop-In Vaccination Clinic

- Fairgrounds Expo Hall
- Eastridge Mall
- Emmanuel Baptist Church
- Valley Health Center: East Valley
- County service Center: Berger
- Gilroy High School
- NEMS Clinic (Drive-Thru)
- El Camino Health
- Mexican Heritage
- Ravenswood Family Health Network
- Others available on website:
  - <https://covid19.sccgov.org/covid-19-vaccine-information>



# Santa Clara Family Health Plan™

Mission, Vision, Values and Strategic Plan

# 2021-2023 Strategic Planning Process

Developed over six months and approved by the Governing Board on March 25, 2021.

- Learned about factors affecting the organization and the community from:
  - Staff
  - Governing Board
  - Community leaders, Board of Supervisors
  - Providers, including Community Clinics  
CEOs and delegated providers
  - County residents and SCFHP members
- Considered our current context:
  - Changes to Medi-Cal funding, programs, and regulations
  - Rising strains on the social determinants of health (housing, food, transportation, environment, etc.)
  - Impact of COVID-19
  - Increased health disparities amongst low income residents in our county



# Health equity & health disparities

## Definitions

- **Health equity:** When everyone has the opportunity to be as healthy as possible.
- **Health disparity:** Differences in health outcomes and their causes among groups of people.



# Themes identified

## Opportunities to better serve our community

- Work towards equity
- Make SCFHP more visible in the community
- Help people better understand what we do
- Engage, listen, and respond to our members
- Build stronger relationships with community partners
- Improve programs to better address our members' needs
- Reaffirm our focus on preventive care and the critical role it plays in the health of our members, especially for children

## Opportunities to improve organizational processes

- Enhance our technology/automation, learning culture, and accountability
- Communicate openly with our staff, providers, and community partners
- Update our **mission**, **vision**, and **values** in alignment with the new strategic plan

## Mission

To improve the well-being of our members by addressing their health and social needs in a culturally competent manner, and partnering with providers and organizations in our shared commitment to the health of our community

## Vision

Health for all – a fair and just community where everyone has access to opportunities to be healthy

## Values

- **Members First:** We proactively engage, listen to, and focus on the welfare of our members.
- **Excellence:** We strive to deliver the highest quality experience to our members and partners.
- **Better Together:** We collaborate with and invest in our partners and each other to benefit the community.
- **Integrity:** We do the right things for the right reasons to earn and keep our members' and partners' trust.
- **Equity:** We are committed to eliminating the ways that institutional racism and other societal and individual barriers contribute to health disparities.
- **Diversity and Inclusion:** We value the richness of the diverse identities in our community and commit to actions which reflect these perspectives.
- **Culture of Caring:** Together, we create a work culture that supports, develops, and recognizes team members.
- **Accountability and Stewardship:** We are accountable to each other and the community we serve, and are prudent financial stewards of our resources.

# Strategic Plan 2021-2023

## Community Health Leadership

*Be a recognized local leader and collaborator in improving the health of communities impacted by disparities*

- As an essential partner in the safety net system, **lead** improvement in the health of communities impacted by disparities
- Raise Plan **visibility** among members and the community
- Deepen **partnerships** with local officials and agencies, health systems, and Community Based Organizations (CBOs)
- Provide culturally appropriate and responsive member and community education to improve health literacy and navigation, and promote connection to community resources

## Quality, Access and Equity

*Deliver exceptional quality outcomes and health equity for all Plan members*

- Increase overall Plan **quality** across all networks, and close disparity gaps
- Optimize investment in systems, programs and collaborations to improve the health and well-being of **children** enrolled in SCFHP
- Meet National Committee for Quality Assurance (**NCQA**) **Medicaid Module** standards
- Seek **NCQA Distinction in Multicultural Health Care**
- Reduce **health and access disparities** among Plan membership, including strategies that address **social determinants of health**
- Implement programs and benefits to serve populations with complex **medical, behavioral health, and social needs**

## Organizational Excellence

*Consistently demonstrate administrative and service excellence*

- Enhance and streamline the **member experience**
- Develop a Dual Eligible Special Needs Plan (**D-SNP**) Medicare product
- Deliver a responsive and timely **provider relations experience**
- Promote **staff development**, a **cohesive organizational identity**, and an **equitable and inclusive workplace**
- Foster a **culture of compliance** across the Plan and delegated entities
- Ensure sustainable **financial health**



**Santa Clara Family  
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## Potential Quality Issue (PQI) Overview

Lan Tran, Quality Improvement Nurse

# OBJECTIVES

- What is a PQI
- Purpose of a PQI review
- Who identifies a PQI
- Process of reporting PQI
- PQI investigation process and result
- How PQI becomes a Quality of Care Issue
- What happens to the data

# What is a PQI

- A potential quality issue (PQI) is found when the care given to a member is not the same from accepted standards.
- Note: not every PQI is as an actual quality of care issue



**Does the care given to a member  
meet professionally recognized  
standards of performance?**

# Who First Identifies a PQI?

- Anyone can
- Anywhere a plan member (or non-member) meets a staff member
- There is no specific definition of a PQI but if something is not right, **there is a potential issue**

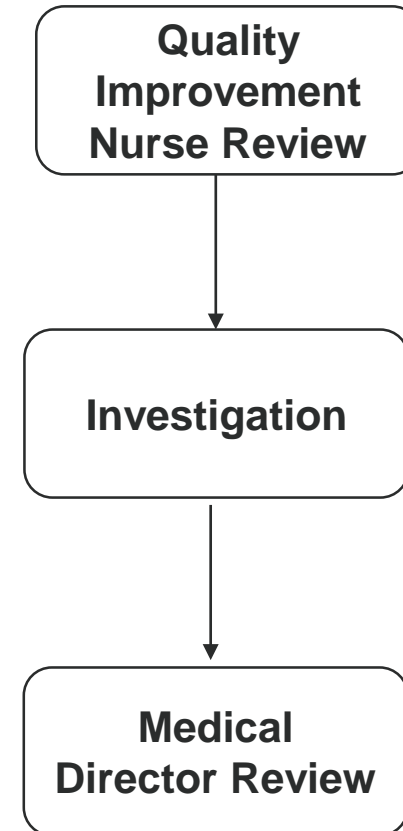
# Process of Reporting PQI

- If members file a grievance/complaint, we will review the calls and our staff will determine if the complaint is a potential quality issue

# PQI Investigation Process and Result

## QI Nurse:

- Reviews case information and asks for medical records if needed
- Assesses initial level of severity
- Presents to Medical Director for final determination

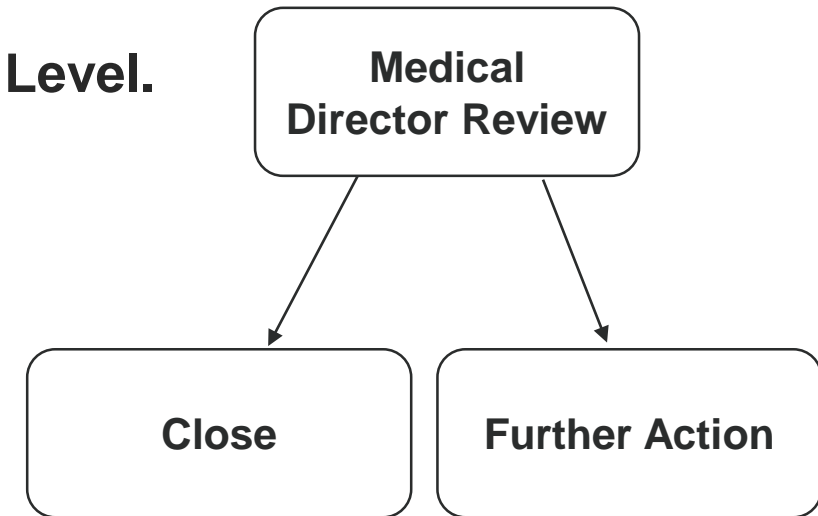


# How does a PQI become a Quality of Care Issue?

**Medical Director makes determination and assigns Severity Level.**

Severity Level determines action:

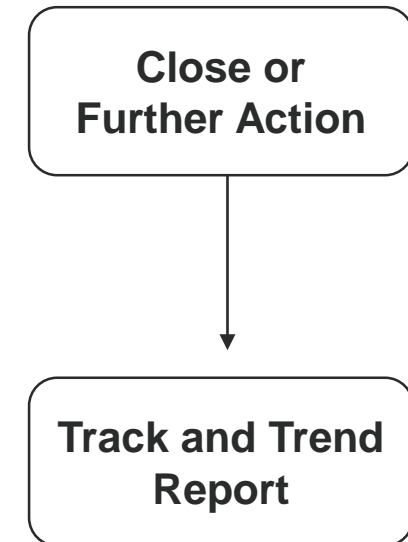
- *Level 0* –not our member. No further investigation.
- *Level 1* – No quality of care issue identified.
- *Level 2* – Opportunity for improvement in care, service or system identified - no adverse outcome.
- *Level 3* – Opportunity for improvement in care, service or system identified – adverse outcome.
- *Level 4* – Unacceptable care – immediate jeopardy



# What happens to the data?

All PQIs regardless of severity are logged, tracked, trended and reported to the following:

- Credentialing and Peer Review Committee
- Quality Improvement Committee (QIC)
- Governing Board



Questions?



**Santa Clara Family  
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## Potential Quality Issue (PQI) Overview

Lan Tran, Quality Improvement Nurse





# Santa Clara Family Health Plan™

Taking Care of Health and Wellbeing During Times of  
Uncertainty

Natalie McKelvey, LCSW, CCM

# Taking Care of Health & Wellbeing During Times of Uncertainty

Stress during an infectious disease outbreak can sometimes cause the following:

- Fear and worry about your own health and the health of your loved ones, your financial situation or job, or loss of support services you rely on
- Changes in sleep or eating patterns
- Difficulty sleeping or concentrating
- Worsening of chronic health problems
- Worsening of mental health conditions
- Increased use of tobacco, and/or alcohol and other substances

# Taking Care of Health & Wellbeing During Times of Uncertainty

## Try to:

- *Separate what is in your control from what is not*
- *Do what helps you feel a sense of safety*
- *Get outside in nature--even if you are avoiding crowds*
- *Challenge yourself to stay in the present*
- *Stay connected and reach out if you need more support*



# Taking Care of Health & Wellbeing During Times of Uncertainty

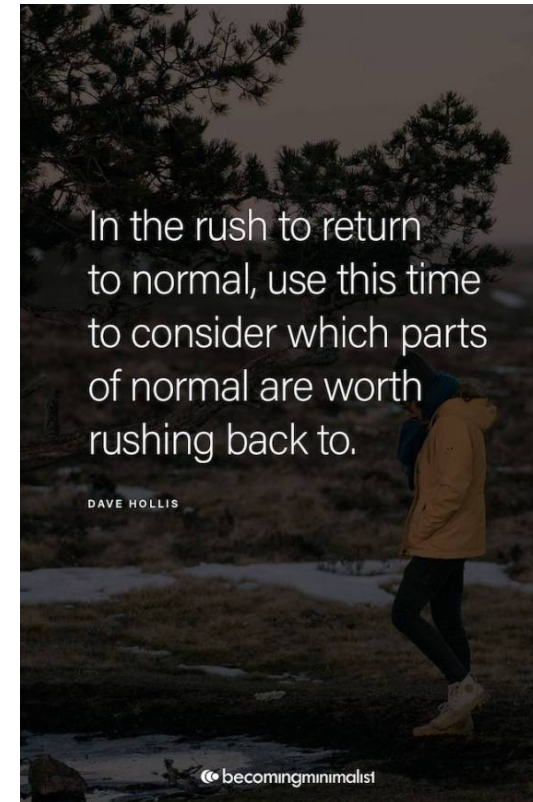
## Some Ideas:

- Talk about your feelings
- Keep active
- Eat well
- Drink sensibly
- Keep in touch
- Ask for help
- Take a break
- Do something you're good at
- Accept who you are
- Care for others

# Taking Care of Health & Wellbeing During Times of Uncertainty

## Returning back to “normal”

- **Allow yourself to feel worried or anxious**
- **Take it slowly**
- **Set healthy and adjustable boundaries**
- **Engage in candid conversations**
- **Give yourself time for self care**
- **Seek help when/if you feel overwhelmed**



# Taking Care of Health & Wellbeing During Times of Uncertainty

## Some Reminders:

- Referrals for talk therapy do not require a prior authorization
- Your primary care physician can prescribe medications
- Appointments include office visits or via telehealth
- SCFHP has an internal Behavioral Health Team to help coordinate care and resources
- Santa Clara County Behavioral Health Call Center 800-704-0900
- Santa Clara County Gateway 800-488-9919

# Taking Care of Health & Wellbeing During Times of Uncertainty

1

## Getting Help

**Call your healthcare provider if stress gets in the way** of your daily activities for several days in a row.

2

## Getting Connected

**Call the Santa Clara County Behavioral Health Call Center** for a screening and referral to services.

800-704-0900

3

## Getting Coordination

**Call Santa Clara Family Health Plan Case Management** for help with coordination for behavioral health or substance use services.

877-723-4795

# Taking Care of Health & Wellbeing During Times of Uncertainty

**We Are In This Together!**

Natalie McKelvey, LCSW, CCM  
Manager, Behavioral Health

[nmckelvey@scfhp.com](mailto:nmckelvey@scfhp.com)

(408) 874-1425

Today, do one little thing to  
take better care of yourself

*...then repeat tomorrow*





# Santa Clara Family Health Plan™

Trauma Screening and Family Therapy  
Consumer Advisory Board: June 3, 2021

Natalie Mckelvey, LCSW, CCM

# Trauma Screening

## Trauma Informed Initiative

Screen beneficiaries for toxic stress and to provide targeted, evidence-based intervention that can improve efficacy and efficiency of health care, better support individual and family health and well-being, and reduce long-term health costs.

-ACEs Aware



# Trauma Screening

## Adverse Childhood Experiences

- **Includes Abuse, Neglect, Household Challenges**
- **62% of California residents have experienced at least one ACE and 16% have experienced four or more ACEs:**
  - **highly prevalent**
  - **strongly associated with some of the most common and serious health conditions**
  - **affect all communities**

# Trauma Screening

## Screening tools

- Adverse Childhood Experiences (ACES)
  - Adult population
  - Once per provider
- Pediatric ACES and Related Life-Events Screener (PEARLS)
  - Pediatric population
  - Annually



# Family Therapy- Risk Factors

## Child or parent/guardian has a history of at least one of the listed risk factors:

- Death of a parent/guardian
- Foster home placement
- A California Children's Services (CCS)-eligible condition
- Food insecurity, housing instability
- Exposure to domestic violence or other traumatic events
- Maltreatment
- Severe and persistent bullying
- Experience of discrimination based on race, ethnicity, gender identity, sexual orientation, religion, learning differences or disability

## Or a parent with one of the following risk factors:

- A serious illness or disability
- A history of incarceration
- Depression or other mood disorder
- PTSD or other anxiety disorder
- Psychotic disorder under treatment
- Substance use disorder
- A history of intimate partner violence or interpersonal violence
- Is a teen parent

# Family Therapy

## Benefit details

- Adults with and children with or without mental health diagnosis
- Family therapy = at least 2 members in session, relationship issues are excluded
- Services can only be with:
  - Psychologist
  - Licensed Clinical Social Worker
  - Licensed Marriage and Family Therapist
  - Licensed Professional Clinical Counselor

# Trauma Screening and Family Therapy

## CONTACT

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Manager, Behavioral Health

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# Santa Clara Family Health Plan™

June update:

SCFHP Blanca Alvarado Community Resource Center

Mike González



# What is happening at the CRC:

- **In-Person Services**
  - Increasing access to the COVID-19 Vaccine for our hard-to-reach communities
    - Vaccination clinics – in partnership with County of Santa Clara, Emergency Operation Center.
  - Application Assistance Program in partnership with The Health Trust
    - Purpose to increase healthcare coverage for adults and children in Santa Clara County.
    - June 2021 - SCFHP certified by Covered CA as an official site to provide enrollment assistance.
- **Developing Virtual Programming – Via Zoom & Social Media**
  - Health & Wellness Classes - Offered in English and Spanish.
    - Nutrition Education
    - Healthy Cooking Classes
    - Physical Activity – Outdoors while maintaining physical distancing
- **Center Resource Center (CRC) Planning Process:**
  - Designing a community resource center to address the health and social needs of our members and community

# COVID-19 Vaccine Clinics

Increasing access to COVID vaccine in East San Jose

Over 1000 vaccines administered at the CRC:

- Wednesday, April 7<sup>th</sup>
- Monday, April 12<sup>th</sup>
- Tuesday, April 20<sup>th</sup>
- Tuesday, May 18<sup>th</sup>
- For the future – we are seeking to implement evening and weekend clinics

Over 1000 vaccines administered



**Special thanks to our nurses!**



# Vaccine Line



# Vaccine Cards



# Vaccine Administration Stations



# Observation



## Residents received incentives during vaccine clinics



San Jose Councilwoman  
Magdalena Carrasco – District 5



# Roll up your sleeve against COVID-19!

Shout out to East San Jose for rolling up their sleeve against COVID-19!



# Application Assistance Program

## Increasing healthcare access for adults and children


- Partnership with The Health Trust to transfer their long time program to – SCFHP Community Resource Center
- SCFHP secured certification by Covered CA to participate as an enrollment site starting July 2021
- In process of hiring **Community Health Workers** for the CRC

## Apply Now!

Your family may be eligible for state or local health insurance programs.

### Receive help enrolling in the following programs:

- Medi-Cal for Families
- Covered California
- MCAP (Medi-Cal Access Program)
- C-CHIP (County Children's Health Initiative Program)

**Announcement:** Program moving to new location starting **June 14, 2021!** 

(for your child)

Photo ID for the principal contact

For more information  
**408.961.9893**  
[healthtrust.org](http://healthtrust.org)

### New Location & Hours:

SCFHP Blanca Alvarado Community Resource Center  
408 N. Capitol Ave. San Jose, CA 95127  
(Former Hometown Buffet)

Monday – Friday  
8:30 AM – 5:00 PM

# CRC Planning Process

## What is a CRC Planning Process?

- Identifying health and social needs of members and East San Jose residents
- Community-led process
- Trauma informed
- Committed to equity and social justice
- 7-8 Month Timeline



**Designing a community resource center that creates the conditions to maximize our potential as a community without leaving anyone behind.**

# CRC Planning Process

## Goal of the planning:

- Guide CRC programming decisions
  - Type of programs, services & resources.
- Guide CRC engagement
  - A culturally appropriate plan to engage people to visit and participate.
- Support the “built” environment
  - Designing a “welcoming & safe space” – physical, operational and programmatic.

**Creating a Framework**

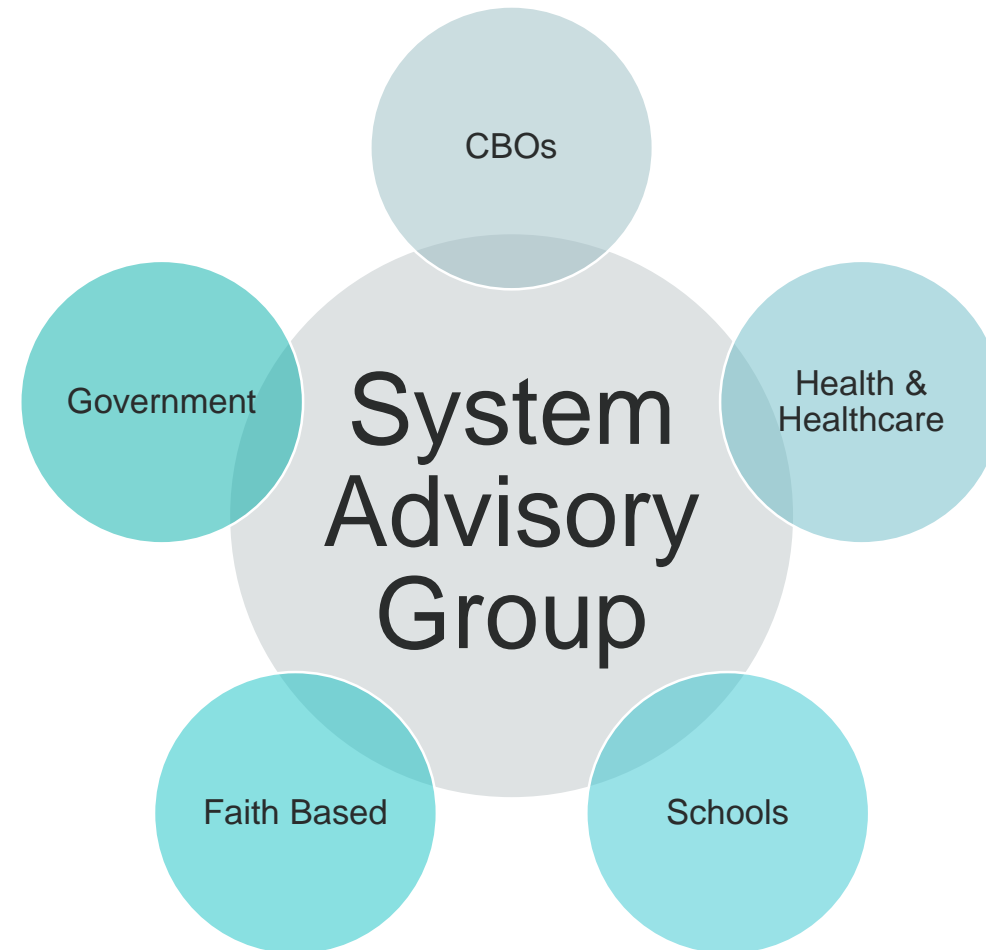
**Thriving & Equitable  
Community Resource Center**



# CRC System Partner Advisory Group

## The purpose of this group:

- To support the direction of a community-led planning process for the CRC
- The System Advisory Group serves as a thought-partner to SCFHP and will:
  - Make recommendations
  - Provide key information related to health and social needs
  - Support the planning process implementation efforts
- The group includes CBOs, healthcare, faith based, schools, and government agencies



# Community Stakeholder Sessions

Scheduled for July & August

- **SCFHP Members**
- **Residents**
- Community-Based Organizations/Safety-Net
- Faith-Based
- Healthcare Systems & FQHCs
- County & Cities agencies
- Special Look – Community/Family Resource Centers
- Schools/School Districts
- Community Leaders & Elected Officials

What are the biggest issues impacting you today?

What do you expect from your community resource center?

What are the needs of your neighbors?

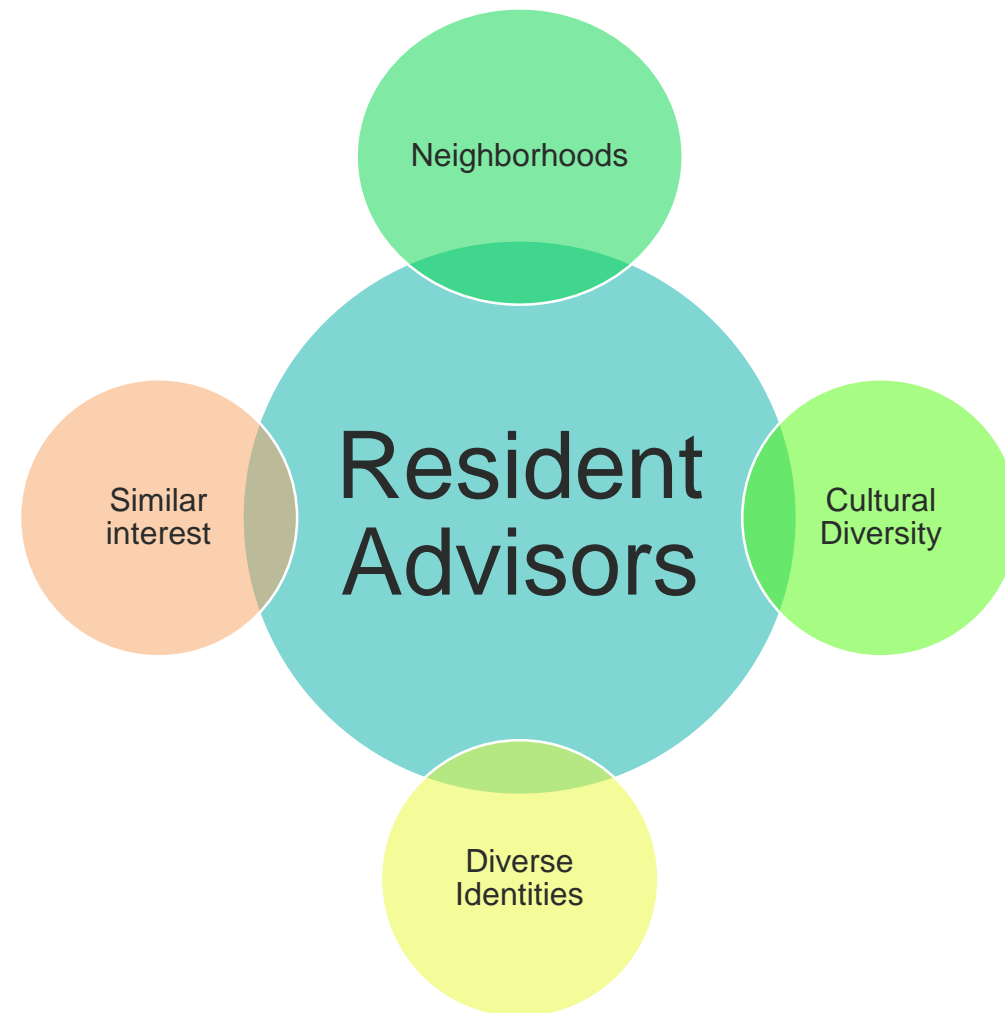
Collecting Responses (Data) from a variety of methods including:

- Interviews
- Surveys
- Gatherings

# CRC Resident Advisors

## Representing the diverse needs of SCFHP Members & East San Jose

- **Purpose:** A group of East San Jose residents to support and provide input throughout the community-led CRC planning process.
- **Role:** Members will represent the voice of their community throughout the planning process by informing SCFHP of residents' concerns and needs. Residents will also:
  - Brainstorm resident engagement strategies
  - Facilitate/co-facilitate community engagement
  - Participate in data analysis
  - Provide responsive feedback to the “Framework”
- **Member identification criteria:** Neighborhoods, cultural diversity, diverse identities and life experiences



# Questions:

- How should SCFHP involve the Consumer Advisory Board (CAB) in the CRC Resident Advisory Group?
- How should SCFHP involve the Consumer Advisory Board (CAB) in the Stakeholder Engagement Sessions?



# Santa Clara Family Health Plan™

Thank You!

[Mgonzalez@scfhp.com](mailto:Mgonzalez@scfhp.com)



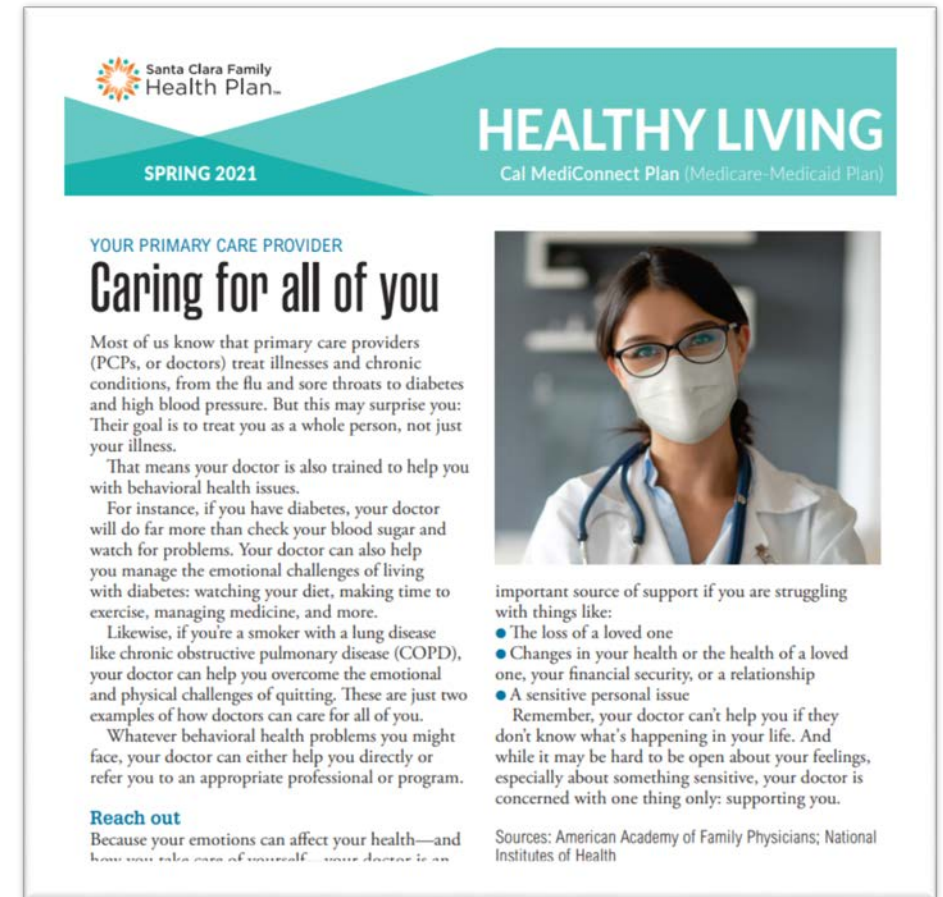
**Santa Clara Family  
Health Plan™**

## Member Communications

Cal MediConnect Consumer Advisory Board, June 3, 2021

# Member Communications

<b>MAILINGS</b>	<ul style="list-style-type: none"> <li>• Spring newsletter</li> <li>• COVID vaccine information</li> </ul>
<b>CALLS</b>	<ul style="list-style-type: none"> <li>• Live calls to high-risk members to check in during COVID-19 and help with vaccine appointments</li> <li>• Robocalls to members not yet vaccinated</li> </ul>
<b>WEBSITE</b>	<ul style="list-style-type: none"> <li>• Board &amp; Committee Meetings             <ul style="list-style-type: none"> <li>○ Agendas, agenda packets, meeting minutes</li> </ul> </li> <li>• Formulary and Provider Directory</li> <li>• Newsletters</li> </ul>



**HEALTHY LIVING**  
Cal MediConnect Plan (Medicare-Medicaid Plan)

SPRING 2021

**YOUR PRIMARY CARE PROVIDER**  
**Caring for all of you**

Most of us know that primary care providers (PCPs, or doctors) treat illnesses and chronic conditions, from the flu and sore throats to diabetes and high blood pressure. But this may surprise you: Their goal is to treat you as a whole person, not just your illness.

That means your doctor is also trained to help you with behavioral health issues.

For instance, if you have diabetes, your doctor will do far more than check your blood sugar and watch for problems. Your doctor can also help you manage the emotional challenges of living with diabetes: watching your diet, making time to exercise, managing medicine, and more.

Likewise, if you're a smoker with a lung disease like chronic obstructive pulmonary disease (COPD), your doctor can help you overcome the emotional and physical challenges of quitting. These are just two examples of how doctors can care for all of you.

Whatever behavioral health problems you might face, your doctor can either help you directly or refer you to an appropriate professional or program.

**Reach out**  
Because your emotions can affect your health—and how you take care of yourself—your doctor is an important source of support if you are struggling with things like:

- The loss of a loved one
- Changes in your health or the health of a loved one, your financial security, or a relationship
- A sensitive personal issue

Remember, your doctor can't help you if they don't know what's happening in your life. And while it may be hard to be open about your feelings, especially about something sensitive, your doctor is concerned with one thing only: supporting you.

Sources: American Academy of Family Physicians; National Institutes of Health

# Member Communications

## Event Highlights

**Participated in the following events since March 4, 2021:**

Who	What	When	Where
City of Santa Clara Senior Center's "Be Strong, Live Long" Health & Wellness Fair	The virtual health and wellness fair took place on the City of Santa Clara's Senior Center website. SCFHP provided digital resources to educate the Medi-Medi community about the health plan.	5/20/2021 10 a.m. - 2 a.m.	Virtual event
March for Babies: A Mother of a Movement	March for Babies' virtual community event was open to the public and shared a variety of accessible resources on the event webpage. SCFHP provided general health plan information.	5/20/2021 5 - 7 p.m.	Virtual event





**Santa Clara Family  
Health Plan™**

## **Health Education Overview**

Zara Hernandez, CHES – Health Educator

# Wellness & Health Promotion

Category	Class Name	Description, Eligibility, Language	Virtual Options	How to Sign Up
Chronic Disease Management – <i>Asthma</i>	Asthma Assessment <i>Breathe CA</i>	Variety of education to manage and prevent asthma triggers. Indoor home assessments to flag potential mold, pet dander, dust. (All ages, English)	Yes	Call Breathe California  408-998-5865



# Wellness & Health Promotion

Category	Class Name	Description, Eligibility, Language	Virtual Options	How to Sign Up
Chronic Disease Management – <i>Diabetes</i>	Group Diabetes Class <i>Indian Health Center</i>	Small, interactive group classes with Registered Dietician and Registered Nurse for those at risk of developing diabetes or have diabetes. ( <i>must be assigned to a PCP at Indian Health Center. All ages, English, Spanish</i> )	Yes	Call Indian Health Center 408-445-3400 ext. 1039

# Wellness & Health Promotion



Category	Class Name	Description, Eligibility, Language	Virtual Options	How to Sign Up
Counseling & Support Services	Stress Management <i>ACT for Mental Health</i>	Group class offering skills on mindfulness and slowing down (All ages, English)	Yes	Call ACT for Mental Health 408-287-2640
	Anger Management <i>ACT for Mental Health</i>	Group class offering non violent ways to manage anger (All ages, English)	Yes	Call ACT for Mental Health 408-287-2640



# Wellness & Health Promotion

Category	Class Name	Description, Eligibility, Language	Virtual Options	How to Sign Up
Weight Management	Weight Loss Workshops <i>Wellness Works (WW)</i>	Small group workshops for weight management and wellness goals	Yes	Call SCFHP Customer Service 877-723-4795, or request information online through your member portal at <a href="https://www.scfhp.com">SCFHP.com</a>

# Wellness & Health Promotion

Category	Class Name	Description, Eligibility, Language	Virtual Options	How to Sign Up
Smoking Cessation	Ash Kickers – Adults and Seniors <i>Breathe CA</i>	6- week group session workshops for adults wanting to quit smoking (18+, English, Spanish, Vietnamese)	No	Call Breathe California  408-998-5865
	3-Hour Smoking Cessation Group Intervention <i>Breathe CA</i>  Brief Counseling with 1:1 Phone Intervention <i>Breathe CA</i>	Group session for those who cannot commit to 6 weeks (All ages, English, Spanish, Vietnamese)  1:1 self-help allowing flexibility to modify behaviors at your own pace (All ages, English, Spanish, Vietnamese)	No	Call Breathe California  408-998-5865

# Wellness & Health Promotion

Category	Class Name	Description, Eligibility, Language	Virtual Options	How to Sign Up
General Health and Wellness Topics	SCFHP Member Portal	Access health education materials and resources at no-cost! Wide range of topics including healthy eating, chronic conditions, exercise. (All ages, various languages)	N/A	If you don't have an account, sign up at <a href="https://www.scfhp.com">SCFHP.com</a> by clicking on "Member Portal", or sign in if you already have an account.

# Expansion Plans

## We're discussing...

- Partnership with your PCP medical group who provides health education class/workshop
- Partnership with Community Resource Center for in-person class/workshop

Which organizations would you like Health Education to partner with?

What type of classes would you be interested in?





# Santa Clara Family Health Plan™

Questions? Thank you!

Health Education



**Santa Clara Family  
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**Cal MediConnect Ombudsman Program Update**



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**Future Agenda Items**



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**Member Feedback and Experience**



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**Adjournment**