

AGENDA

Regular Meeting of the Santa Clara County Health Authority Consumer Affairs Committee

Tuesday, March 8, 2016
6:00p.m. – 7:00p.m.
210 E. Hacienda Avenue
Campbell CA 95008

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| 1. Call to Order | Dr. Wenner |
| 2. Roll Call | Dr. Wenner |
| 3. Public Comment
Members of the public may speak to any item not on the agenda; 2 minutes per speaker. The Committee reserves the right to limit the duration of public comment. | All |
| 4. Review and Approval of December 8, 2015 meeting minutes. | All |
| 5. Health Plan Updates | Ms. Christine Tomcala,
CEO |
| 6. Member Stories | Ms. Laura Watkins
Marketing and
Communications Director
Lori Andersen, MLTSS
Director |
| 7. Member Orientation Videos Script Review | Ms. Chelsea Byom,
Marketing
Communication Manager |
| 8. Future Agenda Items | All |

Notice to the Public—Meeting Procedures

- Persons wishing to address the Committee 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.
- In compliance with the Americans with Disabilities Act, those requiring accommodations in this meeting should notify Tanya Nguyen 24 hours prior to the meeting at 408-874-1851.
- To obtain a copy of any supporting document that is available, contact Tanya Nguyen at 408-874-1851. Agenda materials distributed less than 72 hours before a meeting can be inspected at the Santa Clara Family Health Plan offices at 210 E. Hacienda Avenue, Campbell.
- This agenda and meeting documents are available at www.scfhp.com



Consumer Affairs Committee Minutes – December 8, 2015

In Attendance:

Committee Members: Blanca Ezquerro, Danette Zuniga, Hung Vinh, Rachel Hart, and Waldemar Wenner, M.D.

SCFHP Staff: Christine Tomcala, Pat McClelland, Andres Aguirre, Chelsea Byom, Laura Watkins

Item	Discussion	Action	Assigned to:	Due Date
Call to Order and Roll Call	Roll call was taken. The meeting was called to order at 6:07 p.m. A quorum was present.			
Review of Minutes	The minutes from the June 9, 2015 and September 8, 2015 meeting were reviewed and approved.	None		
Public Comment	No public comment			
Health Plan Updates	<p>Ms. Christine Tomcala provided the following update:</p> <p>SCFHP membership continues to grow. There are currently over 268,000 members enrolled. That is a 9,000 member increase since the Committee last met in June. There are over 254,000 members enrolled in Medi-Cal, 4,300 enrolled in Health Kids and there are 8,900 members in the Medicare-Medi-Cal program, Cal MediConnect.</p> <p>Since the last meeting, SCFHP reached an agreement with the Daughters of Charity for inpatient and ER services at O’Connor Hospital. The agreement was signed October 15, 2015 and services have resumed.</p> <p>Ms. Tomcala was pleased to announce that SCFHP recently received</p>			



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	<p>the 2015 Outstanding Performance Award from the California Department of Health Care Services (DHCS) for medium size Medi-Cal plans in California. The award recognizes SCFHP’s achievements in the improvement of health care quality and population health. This award is tied to SCFHP’s improved performance in HEDIS.</p> <p>Dr. Wenner asked if this Committee will grow to include older health plan representatives. Ms. Tomcala shared that for Cal MediConnect, the Medicare-Medi-Cal plan, there is a dedicated consumer advisory board.</p>			
<p>Overview of Member Orientation Videos</p>	<p>Ms. Chelsea Byom, Communications Project Manager, was introduced. Ms. Byom explained the health plan is developing a series of informational communications for the website that are in video format. These are self-service tools available to members and the community through the SCFHP website. The videos include closed captioning to make the information available to people in Spanish, Vietnamese, Simplified Chinese and Tagalog.</p> <p>The first video is called “Getting Started with Santa Clara Family Health Plan.” The Committee viewed the video and overall their feedback was very positive. They were very happy with the look and feel of the video. They felt it was easy to understand, the messaging</p>			



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	<p>was short and simple and the cartoon characters were cute.</p> <p>Ms. Byom shared there are two other videos in production to help people understand what they can do on the website and what information is available. The Committee reviewed the list of proposed video topics and suggested to add a topic about the information and materials you receive from the health plan and the topic “What is a health plan.” Ms. Byom will attend a future meeting to share the next set of videos.</p> <p>Ms. Watkins, Marketing Director, was introduced. Ms. Watkins distributed a brochure to the group about the Cal MediConnect (CMC) program. The purpose is to highlight the experiences of members who have benefited from the integrated programs and services provided through the Cal MediConnect program. The information is written for community partners.</p> <p>Another version is in process to give current and prospective members information about how CMC has helped current members.</p>			
<p>Overview Group Needs Assessment</p>	<p>Mr. Andres Aguirre, Quality Improvement Manager was introduced. Mr. Aguirre shared information on the Group Needs Assessment. He explained health plans are required to assess the needs of members enrolled in their plan regarding health education, cultural and</p>			



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	<p>linguistic programs, and gaps in service. The assessment may occur in several ways, including surveying health plan members as well as through reports using claims and encounter data.</p> <p>Mr. Aguirre explained that SCFHP uses the findings from the GNA to plan and implement culturally competent and linguistically appropriate services, health education and continuous quality improvement programs and services.</p> <p>SCFHP is collaborating with other health plans as well as with the Department of Health Care Services (DHCS) to complete translations of the surveys into all threshold languages. The survey will be administered state-wide January through June 2016. The findings will be submitted to DHCS in October 2016. SCFHP findings will be shared with providers, SCFHP committees, members and the Governing Board, with information on how SCFHP will address the identified needs.</p> <p>Ms. McClelland expressed appreciation to the committee members who participated in focus group studies regarding the GNA survey tool.</p>			
Future Agenda Items	The group would like to learn more about how to access information about community resources.		All	



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Item	Discussion	Action	Assigned to:	Due Date
2016 Meeting Schedule	The 2016 meeting schedule was distributed to the Committee.			
Adjournment	The meeting adjourned at 6:55 p.m.			
Next Meeting Date	The next meeting is scheduled on March 8, 2016 from 6:00 - 7:00 p.m.			

Consumer Affairs Committee Chairperson

Date