



## **Consumer Advisory Board Meeting Minutes 11.25.15**

1. **Welcome:** Tammie Pitkin, Anthem Blue Cross, and Lori Andersen, Santa Clara Family Health Plan, welcomed Consumer Advisory Board (CAB) members to the November Consumer Advisory Board meeting. Members were reminded about the confidentiality agreement and to not share personal health information in the open group forum and any individual health concerns can be addressed privately with health plan representatives after the meeting. Meeting minutes from the last Consumer Advisory Board meeting was distributed for review.

2. **Advanced Care Planning:** Nancy Williamson, Attorney at Law, and advocate for National Healthcare Directive, provided overview of the importance of Advanced Care Planning for all adults. Ms. Williamson provided copies of documents that referenced the four step action plan that beneficiaries can take to start this process:

- a) Planning – educate about the issues and think about the healthcare treatment that you would want/not want. Reach out to healthcare professionals and educational resources to learn about the various options and alternatives.
- b) Preparing – Start the conversation. Talk to your loved ones about your wishes.
- c) Documenting – Preparing the document and make sure that it is properly witness or notarized
- d) Reviewing – recommend to review at least once a year to ensure that wishes are still reflected.

The Physicians Orders for Life Sustaining Treatment (POLST) was also provided and discussed. CAB members were encouraged to discuss and complete this form with their Primary Care Providers. POLST forms are also available in different languages.

National Healthcare Directive Day was established by Congress 16 years ago and is designated on April 16 annually.

Questions:

- 1) What is the difference between prognosis and Diagnosis? Prognosis is what is expected to thrive, quality of life while diagnosis is referring to the ailment.
- 2) Can the Advanced Care Directive be revoked? Yes, a new one can be created by the beneficiary.
- 3) When does the Advanced Care Directive effective? When the beneficiary is incapacitated and requires the need of the assigned agent to make the decisions.
- 4) Does the Advanced Care Directive expire? No, the document has no expiration date.
- 5) What if family wants to go against the wishes? It will help to have the Advanced Care Directive be specific to the wishes. It will also help to have prior conversation with the family regarding one's wishes.

Health Plan Health Risk Assessments also contains questions relating to the members having their wishes documented as part of the initial outreach with the Case Managers. Members are encouraged to reach out to the Health Plan Case Managers to assist.

**3. Member Feedback:** Calendar of next year's topics to be revisited:

Behavioral Health

Care Coordination

CAB Member suggested having a discussion and education around how the health plans can assist members with depression and resources/assistance to help around the holidays.

Schedule of 2016 CAB dates/topics will be distributed at a later date.

**4. Next meeting:** Dec 30 @ 11 am