



Santa Clara  
Family Health Plan

*The Spirit of Care*

## CONSUMER AFFAIRS COMMITTEE AGENDA

Santa Clara Family Health Plan  
210 E. Hacienda Ave.  
Campbell, CA 95008

Tuesday, March 12, 2013

**6:00p.m. – 7:00p.m.**

**Creekside Room**

- |   |   |
|---|---|
| 1. Call to Order  | Dr. Wenner  |
| 2. Roll Call  | Dr. Wenner  |
| 3. Review and Approval of December 2012 meeting minutes       | All   |
| 4. Public Comments  | All   |
| 5. Health Plan Updates  | Pat McClelland<br>V.P. of Member Operations             |
| 6. Presentation on Advance Healthcare Directives              | Diane Brown, RN BSN MBA<br>Director, Medical Management |
| 7. Committee Structure Update<br>Nomination of new Vice Chair | Dr. Wenner  |
| 8. Future Agenda Items  | All   |
| 9. 2013 Meetings  | All   |
| • <b>June 11, 2013</b>  |   |
| • <b>September 10, 2013</b>                                   |   |
| • <b>December 10, 2013</b>                                    |   |