



Santa Clara
Family Health Plan

The Spirit of Care

**Santa Clara Family Health Plan
Provider Advisory Council
Wednesday May 23, 2012
12:15 - 2:00
Board Room**

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| I. Call to Order <ul style="list-style-type: none">● Welcome Dr. Kenneth Phan | Paul Estess, Chair |
| II. Review / Approval of Minutes –Attachment | All |
| III. Chief Executive Officer Report | Elizabeth Darrow, CEO |
| IV. On Lok Presentation | Eileen Kunz, Director of Policy,
Regulatory Affairs and Compliance
On Lok Senior Health Services |
| V. Medical Director’s Report <ul style="list-style-type: none">● SPD Data● Grievance Report - <i>Attachment</i>● Breathe California<ol style="list-style-type: none">1. Pediatric Asthma Camp – <i>Attachment</i>2. Tobacco Cessation Program - <i>Attachment</i> | Dr. Thad Padua, Medical Director |
| VI. Provider Services <ul style="list-style-type: none">● Delegated Groups Survey Results<ol style="list-style-type: none">1. Timely Access Survey2. Provider Satisfaction Survey | Mike Lipman, VP Provider Operations |
| VII. Information Technology <ul style="list-style-type: none">● Encounter Data● SPD Reporting● Connect Provider Portal | Rayne Johnson, CIO |

**Next Meeting:
Wednesday, September 26, 2012**