



Regular Meeting of the

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

Thursday, March 5, 2020, 11:30 AM – 1:00 PM
Santa Clara Family Health Plan, Redwood
6201 San Ignacio Ave, San Jose, CA 95119

AGENDA

1. Introduction	Dr. Nakahira	11:30	5 min
2. Public Comment Members of the public may speak to any item not on the agenda; two minutes per speaker. The Cal MediConnect Consumer Advisory Board (CAB) reserves the right to limit the duration of the public comment period to 30 minutes	Dr. Nakahira	11:35	5 min
3. Meeting Minutes Review meeting minutes of the December 5, 2019 Cal MediConnect Consumer Advisory Board (CAB) meeting	Dr. Nakahira	11:40	5 min
4. Follow-Up / Old Business a. Community Resource Center Provide update on planning and implementation	Ms. Watkins	11:45	10 min
5. Health Plan Update Discuss status of current topics	Dr. Nakahira	11:55	10 min
6. Discussion Items a. Consumer Assessment of Healthcare Providers and Systems (CAHPS) 2019 Results	Ms. Enke	12:05	10 min
7. Standing Items a. Member Communications Review of SCFHP member communications	Ms. Byom	12:15	10 min
b. Health Education and Cultural and Linguistics Review of Health Education programs available	Ms. Hernandez	12:25	5 min
c. Cal MediConnect Ombudsman Program Updates	Ms. Huyenh-Cho	12:30	10 min
d. Future Agenda Items Discuss topics for future meetings	Dr. Nakahira	12:40	10 min
8. Member Feedback and Experience	Dr. Nakahira	12:50	10 min
9. Adjournment	Dr. Nakahira	1:00	

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.