



Regular Meeting of the

Santa Clara County Health Authority

Cal MediConnect Consumer Advisory Board (CAB)

Thursday, March 4, 2021 11:30 AM – 1:00 PM

Santa Clara Family Health Plan

6201 San Ignacio Ave, San Jose, CA 95119

Via Teleconference

(669) 900-6833

Meeting ID: 991 8031 8356

Passcode: cabmtg2021

<https://zoom.us/j/99180318356>

AGENDA

1. Roll Call	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 committee reserves the right to limit the duration of public comment to 30 minutes.	Dr. Nakahira	11:35	5 min
3. Meeting Minutes Review minutes of the December 3, 2020 Cal MediConnect Consumer Advisory Board (CAB) meeting. Possible Action: Approve the minutes of the December 3, 2020 CAB meeting	Dr. Nakahira	11:40	5 min
4. Health Plan Update Discuss status of current topics.	Dr. Nakahira	11:45	10 min
5. Discussion Items			
a. COVID-19 Update	Dr. Nakahira	11:55	10 min
b. Vaccine Outreach		12:05	10 min
6. Standing Items			
a. Community Resource Center Provide update on planning and implementation	Mr. Gonzalez	12:15	5 min
b. Member Communications Review of SCFHP member communications	Ms. Zhang	12:20	5 min
c. Health Education and Cultural and Linguistics Presentation by the American Heart Association	Ms. Vasireddy	12:25	10 min
d. Cal MediConnect Ombudsman Program Update	Ms. Huyenh-Cho	12:35	10 min
e. Future Agenda Items Discuss topics for future meetings	Dr. Nakahira	12:45	5 min
7. Member Feedback and Experience	Dr. Nakahira	12:50	10 min

8. Adjournment

Next meeting: Thursday, June 3, 2021 at 11:30 a.m.

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.



**Santa Clara Family
Health Plan™**

Public Comment



**Santa Clara Family
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December 3, 2020 Meeting Minutes

Regular Meeting of the
Santa Clara County Health Authority
Cal MediConnect Consumer Advisory Board

Thursday, December 3, 2020 11:30 AM – 1:00 PM
 Santa Clara Family Health Plan - Teleconference
 6201 San Ignacio Ave., San Jose, CA 95119

MINUTES - Draft

<p><u>Members Present</u> Laurie Nakahira, DO, Chief Medical Officer, Chair Luis Gova Gonzalez Narendra Pathak</p> <p><u>Members Absent</u> Charles Hanks Tiffany Huyenh-Cho, Ombudsman, Staff Attorney, Bay Area Legal Aid Verna Sarte Dennis Schneider Kumarapuram “Mani” Subramanian</p>	<p><u>Staff Present</u> Laura Watkins, Vice President, Marketing and Enrollment Chelsea Byom, Director, Marketing and Communications Tanya Nguyen, Director, Customer Service Dang Huynh, PharmD, Director, Pharmacy and Utilization Management Lucille Baxter, Manager, Quality and Health Education Thien Ly, Manager, Medicare Outreach Mike Gonzalez, Manager, Community Resource Center Jamie Enke, Manager, Process Improvement Theresa Zhang, Manager, Communications Lan Tran, Quality Improvement RN Lynette Topacio, Marketing Project Manager Byron Lu, Process Improvement Project Manager Gaya Amirthavasari, Process Improvement Project Manager Zara Hernandez, Health Educator Amy O'Brien, Administrative Assistant</p> <p><u>Others Present</u> Kiran Kaur, Breathe California Kristine Zhang, PharmD, Pharmacy Resident</p>
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1. Roll Call

Dr. Laurie Nakahira, Chief Medical Officer and Chair, called the meeting to order at 11:33 a.m., and roll call was taken. There was no quorum.

2. Public Comment

There were no public comments.

3. Meeting Minutes

The minutes of the September 3, 2020 Cal MediConnect Consumer Advisory Board (CAB) Committee meeting were reviewed. In the absence of a quorum, approval of the minutes was deferred to the March 4, 2021 CAB meeting.

4. Health Plan Update

Dr. Nakahira began with a reminder to the Committee to get their flu shots. Dr. Nakahira gave an overview of the Plan's Flu Campaign for 2020, and highlighted the fact that SCFHP has partnered with Anthem for community outreach programs to administer free flu shots within the community. She also outlined the various ways members can get a flu shot, such as drive-through clinics, walk-in clinics, or from their pharmacy or primary care physician. Mr. Pathak asked about the various places, other than a primary care physician, that administer flu shots. Dr. Nakahira and Dr. Huynh confirmed that CVS, as well as any of the retail pharmacies, administer flu shots. Mr. Pathak also asked for information about locations for COVID-19 testing in Santa Clara County. Dr. Nakahira advised that information regarding COVID-19 testing sites is available via the SCFHP website.

Dr. Nakahira continued with a membership update. The Plan's current membership total for the Cal MediConnect line of business is 9,679 members, which is an increase of approximately 1,200 to 1,400 members over the last 12 months. This is largely attributable to the pause on Medi-Cal disenrollment due to COVID-19.

Dr. Nakahira then discussed COVID-19, and the ramifications of Santa Clara County going back to the Purple tier status. SCFHP staff members continue to work from home at a rate of almost 98%, with a small group of staff members in the office on a regular basis. The state of California Department of Public Health and the Santa Clara County Public Health Department are getting ready to roll out COVID vaccinations. Dr. Nakahira discussed the planned allocation of the phased vaccination process and which groups of people will receive the first round of vaccinations. The vaccinations will be broken up into 4 phases, with high risk healthcare workers in the first phase of vaccinations. Mr. Gonzalez asked if residents of senior communities will fall into the 2nd phase of vaccinations. Dr. Nakahira advised that seniors in congregated, or overcrowded, residential communities that are not SNFs have yet to be defined by the California Department of Public Health as to which phase of vaccinations will apply to them. The California Department of Public Health is still working out the details, especially given the fact that the vaccines must be stored at the proper temperature to ensure efficacy. Mr. Pathak asked if the senior population in general will be prioritized over other groups. Dr. Nakahira replied that this depends on individual variables, such as co-morbidities and demographics. Many providers will need to purchase the proper storage equipment to keep the vaccines at the proper temperature. Public Health is in discussion on these issues as we speak. Mr. Pathak asked for the number of new members that are senior citizens. Ms. Watkins replied that almost all of the new members in Cal MediConnect are seniors, with a very small percentage that are not seniors. Mr. Ly agreed that almost 95% of the new members consists of seniors.

Dr. Nakahira advised the Committee there are Department of Health Care Services (DHCS) and Department of Managed Health Care (DMHC) audits coming up in March 2021.

5. Discussion Items

a. COVID-19 Update

Dr. Nakahira advised the Committee that, at this time, she does not have current internal COVID numbers to share. These numbers may be shared with the Committee at the March 4, 2021 meeting.

b. New CMC Benefits for 2021

Thien Ly, Manager, Medicare Outreach, presented an overview of the upcoming changes to CMC benefits for 2021. Mr. Ly advised the Committee that not much will change for 2021. Most of the changes apply to acupuncture and chiropractic services. Mr. Gonzalez asked about the requirement to attend 8 consecutive acupuncture visits over a 12 month period, and if all 8 visits can occur in a single month. Mr. Ly replied that more than 2 acupuncture visits within a single month require prior authorization. Mr. Pathak asked how many

of our members utilize acupuncture services. Mr. Pathak also inquired about CPT procedure code 97140, modifier 59, which is an important decompression therapy. Dr. Nakahira advised she does not believe this is currently a benefit, but she will research it and have an answer at the March 4, 2021 CAB meeting. Mr. Ly gave an overview of the prescription copay changes and catastrophic coverage stage changes for 2021. There is a \$0.10 increase for the Tier 2 copay, from \$3.90 to \$4.00. Mr. Gonzalez asked for confirmation that over-the-counter drugs are covered at zero cost to the members. Mr. Ly confirmed that if a doctor wrote the prescription, and it is part of the SCFHP formulary, it is covered at zero cost share to our members.

c. Consumer Assessment of Healthcare Providers and Systems (CAHPS)

Jamie Enke, Manager, Process Improvement, gave an overview of the 2020 CAHPS satisfaction survey process and why it is important to the Plan. The Centers for Medicare and Medicaid Services (CMS) normally publish the annual results on their website. COVID-19 has had a big impact on the 2020 survey process, and the Plan was notified that CMS will not publish the 2020 results on their website. The Plan made the decision to continue with the survey for the benefit of their own internal knowledge.

There was an increase in members' responses from 2019. Ms. Enke shared the 2020 results with the Committee. The Plan's overall CAHPS ratings have improved from 2018. There was no significant decrease in any key measure and significant improvement in the area of Customer Service satisfaction. Ms. Enke highlighted the focus areas for improvement and proposed interventions, as well as the Plan's 2021 strategy. Mr. Pathak remarked on the proposed intervention to inform doctors of appointment wait-time best practices. Mr. Pathak expressed concern that appointment length is insufficient. Ms. Enke clarified that this particular intervention is targeted to physician waiting room times, rather than the actual length of appointments. Ms. Enke advised that this topic can also be incorporated into care coordination feedback to our provider network. Dr. Nakahira provided clarification on some of the unexpected issues that can arise for physicians during the course of their daily patient appointments. One unexpectedly critically ill patient can impact the remaining patient appointments on the schedule for that day. This is beyond the physician's control. SCFHP can educate their providers on how to improve their communication to patients in their waiting rooms so patients understand why wait times may be longer than anticipated.

Mr. Gonzalez inquired as to why he was not contacted to complete the survey, and whether or not it can be completed online. Ms. Enke explained that the survey is mailed to a random member sample. This year, 1,600 members received either the mailed 2020 survey or a telephone call. Mr. Gonzalez also expressed concerns with multiculturalism and how many in the Hispanic community experience misunderstandings with either doctors or nurses. Ms. Enke explained that CMS requires the survey to be conducted by a vendor, and she agreed that the racial breakdown is too basic and does not consider Hispanics as a race category, per se. Ms. Enke explained that the Plan is in discussion to conduct its own supplemental member experience survey, as the CAHPS survey is limited by the constraints applied by CMS. The Plan's goal is to improve disparities in our members' satisfaction across the different races and ethnicities. Mr. Gonzalez expressed interest in joining any discussion SCFHP conducts with its members. Ms. Enke agreed that the cultural issues the Hispanic community faces are very important. Mr. Pathak inquired as to how the Plan contracts the vendor to conduct this survey, and Ms. Enke explained this process. Mr. Pathak inquired as to whether or not the survey can be modified to include members' information, or if incentives can be given to members if they complete the survey. Ms. Enke explained the survey is highly regulated, and the Plan has no access to members' information. The Plan only sees aggregated data. There is no opportunity to provide member incentives to complete the survey, as this would skew the results.

d. Prior Authorization Process

Dang Huynh, Director, Pharmacy and Utilization Management, presented the committee with an overview of the purpose and intent of the Plan's Prior Authorization Process. Dr. Huynh explained the definition of prior authorizations, and the various terminologies that are used to describe this process. Dr. Huynh explained the step-by-step process prior authorization review process. Mr. Pathak asked for the definition of MCG Guidelines, and Dr. Huynh explained this definition. Mr. Pathak inquired as to how the prior authorization process works if a member is in the emergency room. Dr. Huynh explained that prior authorization applies only to specifically requested procedures that require an authorization, rather than care rendered in an emergency room or hospital setting. Members who are hospitalized with an emergency will receive any

necessary care. Mr. Pathak asked for clarification if this also applies to an emergency such as open heart surgery. Dr. Huynh reiterated that the specific hospital's policies, procedures, and processes apply without the need for a prior authorization from the Plan. A prior authorization may be needed in the post-stabilization care phase, such as an excessive hospital stay beyond what is usually recommended. The Plan's Utilization Management nurses perform concurrent review after inpatient admission to determine the most optimal discharge plan.

Dr. Huynh highlighted the fact that the Plan does not make exceptions to the prior authorization process unless there is clinical information to support medical necessity. He also highlighted the denial and appeal processes. Dr. Huynh concluded with a description of the Chief Medical Officer's Annual Statement to the Utilization Management team which encourages ethical practices with respect to the prior authorization process.

6. Standing Items

a. Community Resource Center (CRC)

Chelsea Byom, Director, Marketing and Communications, gave an update on the progress of the CRC. Construction is complete and SCFHP has now taken occupancy of the building, although the resource center continues to be closed to the public and to staff members, due to COVID-19. Ms. Byom introduced Mr. Mike Gonzalez as the Manager of the CRC. The Plan is in the active stage of planning the programming for the CRC. Ms. Byom highlighted the Plan's outreach efforts to determine the classes and activities that will be offered at the CRC. Ms. Byom summarized the next steps to determine the timeline for key milestones and a phased grand opening. Community Health Partnership is a subtenant of the CRC. Mr. Pathak inquired as to what constitutes an external stakeholder. Mike Gonzalez explained the constituents that might possibly make up our external stakeholders. Mr. Pathak welcomed Mike Gonzalez to the Committee, and encouraged him to reach out for input.

b. Member Communications

Theresa Zhang, Manager, Communications, gave an overview of the member communications completed since the last CAB meeting in September. The fall newsletter included a reminder to check in with your physician if you have not already done so this year. There is also an infographic to help members determine the difference between the symptoms of a cold, allergies, the flu, and COVID-19. The newsletter also includes an article on how smoking raises the risk of type 2 diabetes, as well as contributes to serious complications of diabetes. Members are encouraged to access the Aunt Bertha platform to find community resources by ZIP code. There are also articles on depression, breast cancer risk, and a reminder to get your flu shot. The Plan sent a member retention mailing. The Plan continues to call our vulnerable, high risk members to check in on their welfare during COVID. Ms. Zhang reminded the Committee that meeting materials, member materials, newsletters, and flu information can be found on the SCFHP website. Ms. Zhang continued with a list of the events the Plan sent outreach materials to since September. The Plan has not attended any events in person since April. The Plan has hosted 10 pop-up flu clinics in partnership with Anthem, and there is a pop-up flu clinic coming up on December 8, 2020. Members who are interested can click on the link to the SCFHP website for more information and to register for the clinic.

c. Health Education and Cultural Linguistics – Presentation by Breathe California

Dr. Nakahira introduced Kiran Kaur, Asthma Health Educator from Breathe California. Ms. Kaur gave a presentation to the Committee on the mission of Breathe California, and an overview of the services, classes, and workshops available to members. Due to COVID-19, many of these services, trainings, and home visits are offered virtually through Zoom. Due to a grant funded by the California Department of Health Care Services (DHCS), and managed by the Sierra Health Foundation, Breathe California has been able to expand their services and target underserved families, including virtual education and training sessions, indoor air quality assessments, and asthma remediation equipment. Referrals and resources to correct or eliminate environmental hazards are also offered to families. Breathe California follows up with these families via telephone to check on their progress. Breathe California also offers senior services, including fall risk assessments. Breathe California provides adults with CPAP machines, nebulizers, and spacers, as well as

peak flow meters for children with asthma. Ms. Kaur gave an overview of their tobacco cessation educational programs, and the Ash Kickers Group Cessation for adults. Group counseling sessions are all offered on a virtual basis due to COVID.

d. Cal MediConnect Ombudsman Program Updates

Tiffany Huyenh-Cho, Ombudsman, Staff Attorney with Bay Area Legal Aid, was not in attendance.

e. Future Agenda Items

Dr. Nakahira solicited ideas from the committee members for future agenda items. Mr. Gonzalez expressed concern with a procedure he had this year at Stanford. Dr. Nakahira suggested this issue be taken offline as this meeting is a matter of public record. Dr. Nakahira and Mr. Gonzalez agreed to set up a telephone conversation directly after this meeting to discuss his concerns. Dr. Nakahira will bring forward any relevant points that should be addressed as an agenda topic for the March 2021 meeting.

7. Member Feedback and Experience

Mr. Pathak expressed his satisfaction with the information discussed during these meetings. He finds it to be helpful and relevant. He is also pleased to learn that Mike Gonzalez will be the manager of the CRC. Mr. Pathak was pleased to note that SCFHP does not have the same regulation problems as some of our competitors. Mr. Gonzalez noted that Mani Subramanian has retired from the CAB meeting, and Dr. Nakahira expressed gratitude for this service as a CAB member.

8. Adjournment

The meeting adjourned at 12:55 p.m. The next Cal MediConnect Consumer Advisory Board meeting is scheduled for Thursday, March 4, 2021 at 11:30 a.m.

Laurie Nakahira, DO, Chairperson
Cal MediConnect Consumer Advisory Board



Santa Clara Family Health Plan™

Health Plan Update



**Santa Clara Family
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COVID-19 Update



**Santa Clara Family
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COVID Vaccine Member Outreach

March 4, 2021

COVID Vaccine Member Outreach

Key Messages

- All COVID-19 vaccines are provided at no cost.
- The vaccines are safe and effective.
- You may need two doses.
- SCFHP covers transportation to vaccine appointments at no cost. Call Customer Service to request a ride.
- You may feel side effects. Like other routine vaccines, you may get a sore arm, fever, headaches, or fatigue after getting vaccinated. These are signs the vaccine is working.
- Stay safe. After you get your vaccine, wear your mask, stay at least six feet apart, and stay home as much as possible while everyone continues to get vaccinated.

COVID Vaccine Member Outreach

Strategies

- Live call
 - 6,300 high risk members 65+ to assist with appointment scheduling; began 2/25
- Direct mail
 - 40,000 flyers to members 65+ beginning 3/8
 - Letter to members 16-64 with underlying medical conditions in development
- Robocall
 - Scripts for outreach to general member population in development
- Advertising
 - Digital display, Facebook, and direct mail ads in development
- Other
 - Member newsletter, website, Facebook, on-hold message

If you are 65 or older, you are now eligible for the **COVID-19 vaccine in Santa Clara County**

Book your appointment today!



Vaccines are free, easy, and safe

Book your appointment through the County of Santa Clara Health System:

Online: vax.sccgov.org

By phone: (408) 970-2000



No cost for you! Safety measures are in place to protect you from COVID-19 at the appointment.

Santa Clara County
PUBLIC HEALTH



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March Update:
Blanca Alvarado Community Resource Center

Mike González

Blanca Alvarado Community Resource Center



Lobby



Private Member / Counseling
Rooms



Teaching Kitchen



Kids Activity Center



Conference Rooms

Community Resource Center

What will people experience at the CRC?

- What brings people to the center?
- How did they learn about the CRC?
- What can they expect when they arrive?
- What services will be offered?
- If the service is unavailable, how will the CRC link to outside services?
- How will the CRC partner with external service providers?



Key Populations

- Health Plan Members
- Residents
 - Marginalized Groups
 - Immigrants
 - LGBTQ+
 - Low-income families
 - Non-English speaking
 - Survivors of domestic violence
 - Seniors
 - Other underrepresented people/communities
 - Intersectionality – various identities and interactions



CRC Strategic Planning

Stakeholder Engagement Session: To understand the health and social needs of communities:

- SCFHP Members
- Residents
- Community-Based Organizations/Safety-Net
- Faith-Based
- Healthcare Systems & FQHCs
- County & Cities agencies
- Special Look – Community/Family Resource Centers
- Schools/School Districts
- Community Leaders & Elected Officials



CRC: Strategic Planning

Planning Approach:

- COVID-19 precautions
- Community-led
- Trauma informed & centered
- Commitment to equity & social justice
- Address social determinants of health
- Sense of urgency to operate



CRC: Strategic Planning

Goal of the planning:

- Guide CRC programming decisions
 - Type of programs, services & resources.
- Guide CRC engagement
 - A culturally appropriate plan to engage people to visit and participate.
- Support the “built” environment
 - Designing a “welcoming & safe space” – physical, operational and programmatic.

Phased Opening

Following strict COVID precautions

- **In-Person Services (Limited)**
 - Supporting the COVID-19 Vaccine Rollout
 - Community Health Partnership – providing outreach and appointment assistance.
 - Social Services – food assistance, healthcare application assistance, and more.
- **Virtual Programming** – Via Zoom & Social Media
 - Health & Wellness Classes - Offered in English and Spanish.
 - Physical Activity
 - Nutrition Education
 - Healthy Cooking Classes



Santa Clara Family Health Plan™

Thank you!

Email: Mgonzalez@scfhp.com



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Member Communications

Cal MediConnect Consumer Advisory Board, March 4, 2021

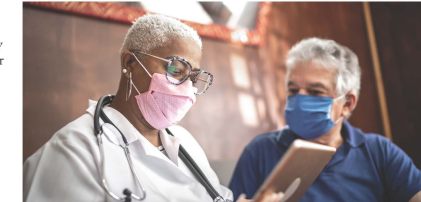
Member Communications

MAILINGS	<ul style="list-style-type: none"> • Winter newsletter • Help us be the best health plan possible postcards (2) • COVID vaccine information
CALLS	<ul style="list-style-type: none"> • Live calls to vulnerable, high-risk members to check in during COVID-19 and help with vaccine appointments
WEBSITE	<ul style="list-style-type: none"> • Board & Committee Meetings <ul style="list-style-type: none"> ○ Agendas, agenda packets, meeting minutes • Formulary and Provider Directory • Newsletters • Get your flu shot now. Find out how! <ul style="list-style-type: none"> • https://www.scfhp.com/for-members/health-education/get-your-flu-shot-now-find-out-how/ • Coronavirus – important information to know <ul style="list-style-type: none"> • https://www.scfhp.com/news-center/releases/coronavirus-important-information-to-know/



Start the new year with a wellness checkup

Seeing your doctor regularly is essential to your health, even when you're not sick. The primary care provider (PCP) listed on your member ID card is the doctor or clinic that will provide you routine care.



Team up at your checkup
 Together, you and your PCP can tackle any changes that might improve your health. Since the average doctor visit is 15 minutes, it is important to get the most out of your visit. Any visit that isn't just



10 Best health plan possible!

HOW DO WE RATE?

CHECK YOUR MAIL! WE WANT YOUR FEEDBACK.

Santa Clara Family Health Plan.

Member Communications

Event Highlights

Sent outreach materials to these events since December 3, 2020:

Who	What	When	Where
Cal Dual's Santa Clara County Virtual Resource Fair	The resource fair shared information with the Medi-Medi community. SCFHP presented the 2021 Cal MediConnect benefits to caregivers and community partners, and provided a virtual booth with linked resources.	1/28/2021 10-11:30 a.m.	Virtual event
City of San Jose District 2's Senior Winter Walk and Resource Fair	Seniors joined on Zoom for a pep talk before attending their own winter walks. SCFHP provided brochures and pillboxes in the goody bags for the seniors after the free lunch.	2/17/2021 10-11 a.m.	Virtual and at Southside Community Center



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**Health Education and Cultural and Linguistics
Presentation by American Heart Association**

History of Santa Clara County Healthy Hearts initiative



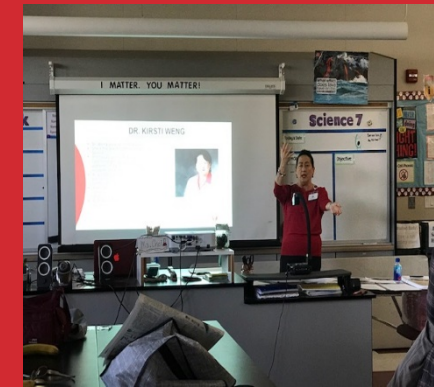
Spring 2018



Fall 2018



Spring 2019

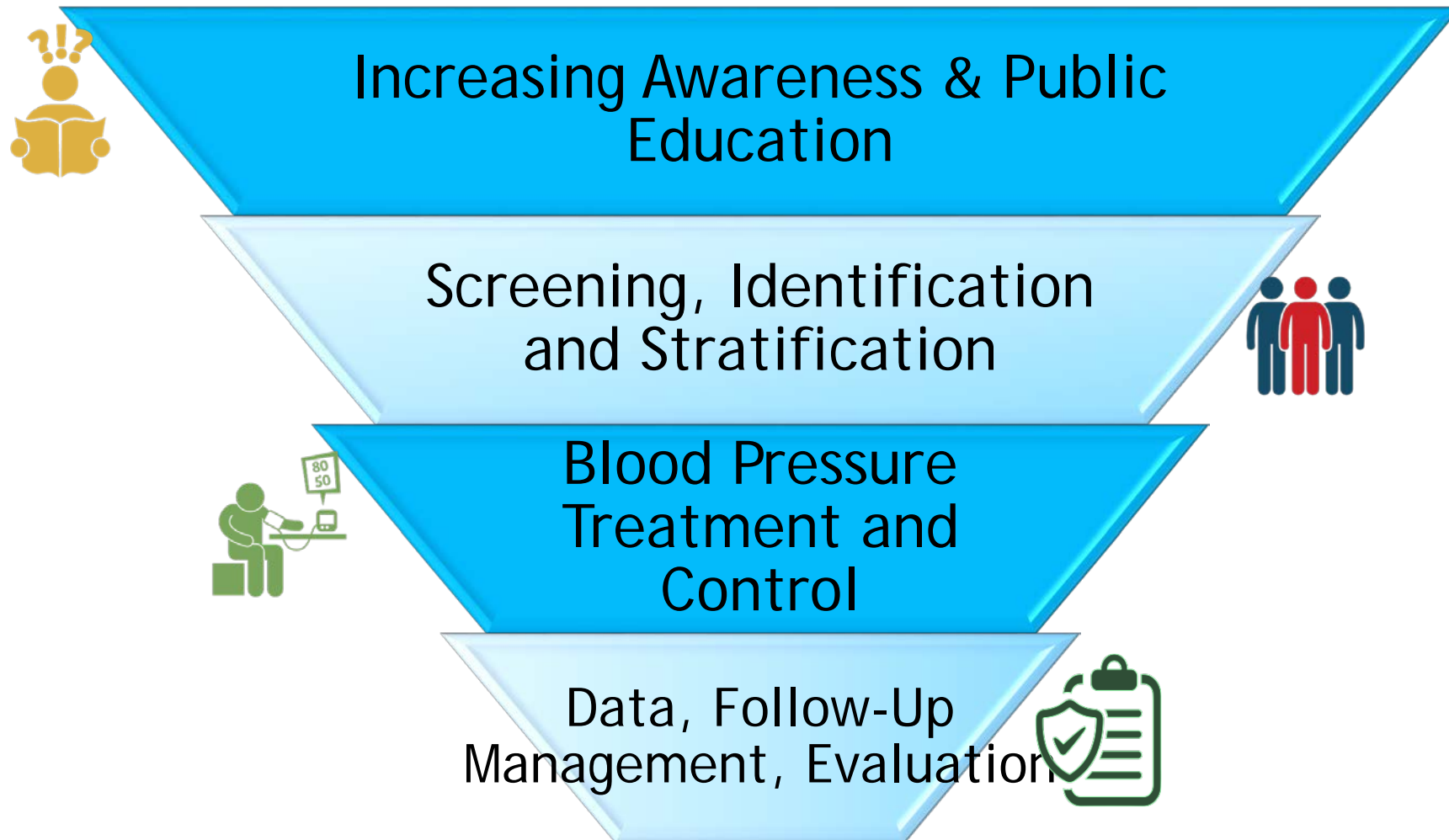


Fall 2019

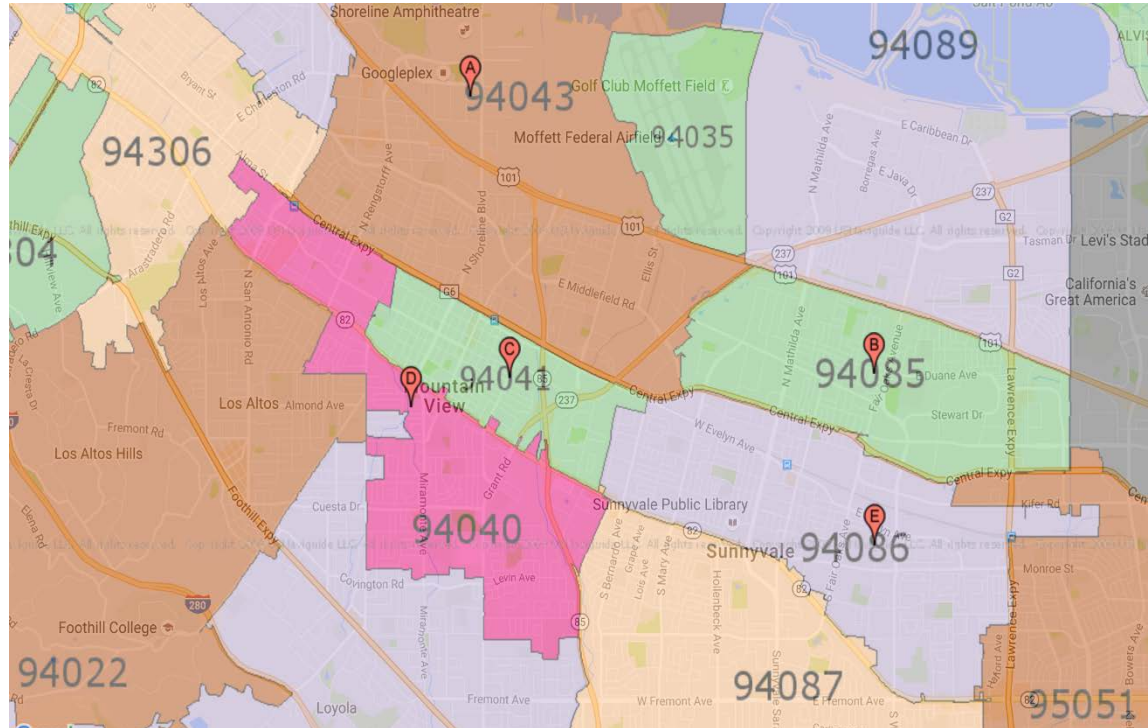


Virtual:
Spring 2020
Fall 2020
Spring 2021

Strategies for Healthy Hearts initiative



Target Audience



- Adults 18+
- Low-income, underserved, limited or no health access families
- Program offered to city and zip-code specific areas:
 - Sunnyvale
 - Mountain View
 - San Jose: 95122, 95116, 95127



Heart Health Hubs

NEIGHBORHOOD BLOOD PRESSURE SCREENINGS

Goal: Increase awareness about blood pressure status by screening 1,100 adults and refer hypertensive adults to appropriate clinic and community resources

2019 - 2020 Result: Screened 800 adults

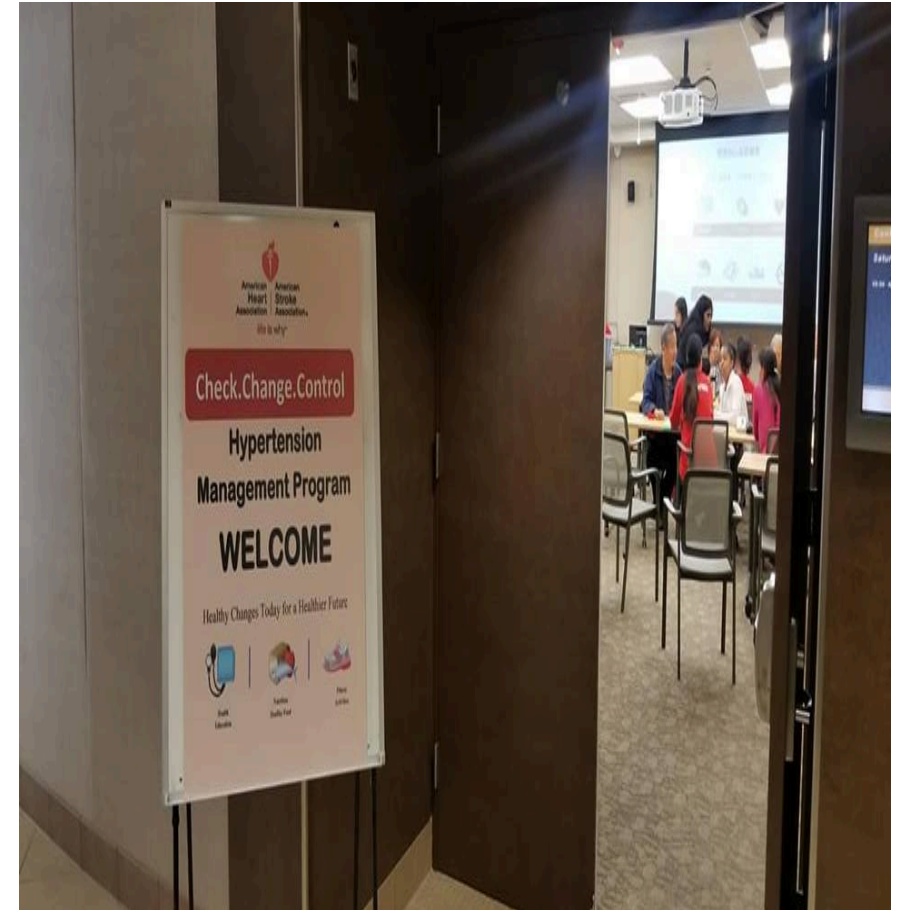


Check.Change.Control.

CCC is an evidence-based hypertension management program that utilizes blood pressure self-monitoring to empower participants to take ownership of their cardiovascular health.

- **4-Month hypertension management program**
 - Aim is to reduce blood pressure of participants through health coaching and education.
- **5 programs, 3 sessions in Sunnyvale & 2 Mountain View**
 - Offered in city & zip-code specific areas
 - Offered in English, Mandarin, and Spanish within both cities.
- **Goal: Enroll 200 participants into program**

Participants will receive a free blood pressure machine shipped to their mailing address!



Check.Change.Control. Program Objectives



- **Webinar 1:** Pre-survey & Self-monitoring demo, and Orientation
- **Webinar 2:** Mind Body Balance (Integrative wellness program), and Physical activity - Tai Chi, Bollywood dance and Zumba dance.
- **Webinar 3:** American Heart Association Dietary Approaches to reduce Hypertension (DASH Diet)
- **Webinar 4:** Mind Body Balance (Integrative wellness program), and Physical activity - Tai Chi, Bollywood dance and Zumba dance
- **Webinar 5:** Stress Management & CPR demo
- **Webinar 6:** Mind Body Balance (Integrative wellness program), and Physical activity - Tai Chi, Bollywood dance and Zumba dance
- **Webinar 7:** Medication Management
- **Webinar 8:** Mind Body Balance (Integrative wellness program), and Physical activity - Tai Chi, Bollywood dance and Zumba dance



How to Register



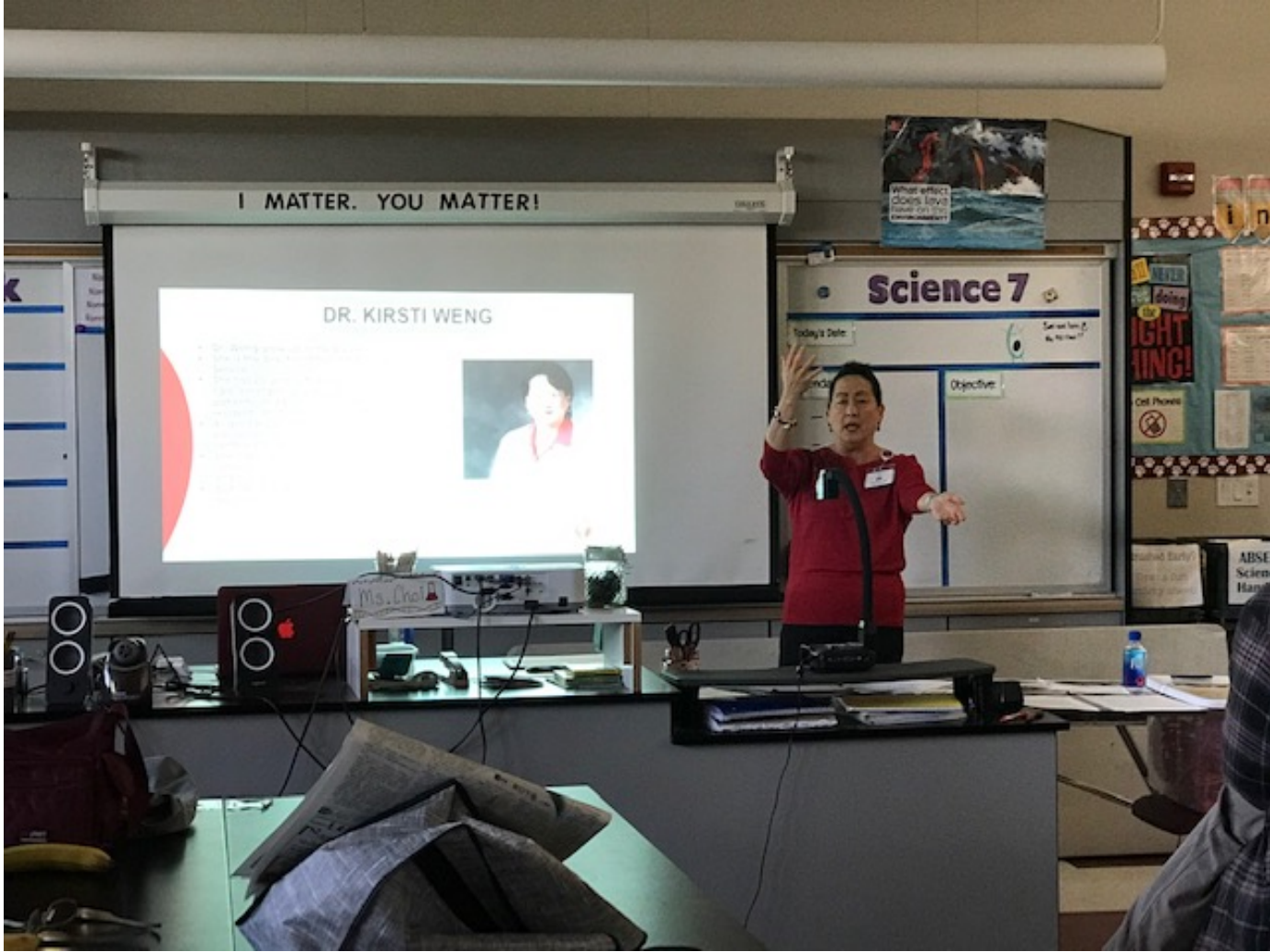
- **San Jose residents in zip codes 95127, 95116, 95122**

- 11:30 am – 12:30 pm
 - Sat, March 6th & March 20th
 - Sat, April 10th & 17th & 24th
 - Sat, May 8th & May 15th
 - Sat, June 5th
- [Register online](#)
- Or contact Padmaja Vasireddy
 - (408) 606- 5950
 - padmaja.vasireddy@heart.org

- **Sunnyvale and Mountain View residents**

- 10:00am – 11:00am
 - Sat, March 6th & March 20th
 - Sat, April 10th & 17th & 24th
 - Sat, May 8th & May 15th
 - Sat, June 5th
- [Register online](#)
- Or contact Padmaja Vasireddy
 - (408) 606- 5950
 - padmaja.vasireddy@heart.org

Health Hubs and CCC in Sunnyvale & Cupertino



REVISA.CAMBIA.CONTROLA

- Un programa de 4 meses indicado a reducir y prevenir enfermedades cardíacas y derrames cerebrales.
 - ✓ Enfocado en reducir y controlar la hipertensión
- Utiliza una combinación de actividades y programas efectivos para el manejo de la salud.

- *Presión Arterial-auto monitoreo
- *Mentores de Salud
- *Kioskos de Salud
- *Talleres



Chat Messages

Carlos Vera 46:11
Hay forma de que tengan mas de estas clases

[Zoom Webinar Example 1](#)
(click to follow link to recording)



Auto Transcript Chat Messages

Search transcript

00:21:41 And I'm going to remove you guys. And please, please read the comments below. How was the session. And if anybody is looking shasha private lessons. So let me know.

00:21:52 Or let my journal to be share information.

00:21:56 Please.

00:21:57 Stop.

00:21:59 Right then.

00:22:34 Please drink water. if you need to drink water go according your

00:22:39 You're

00:23:41 **Showing me**

00:26:07 Move more are ready for that.

00:26:11 Please have watch a video.

00:26:14 So we can go with some dance do

00:30:08 A nice sunny day. I hope so.

00:30:43 Mix it up a little.

Padmaja Vasireddy

00:34:19 Actually, just a quick two minute thing, you know, we have our announcement that Claudia our registered

Powered by Otter.ai™

Zoom Webinar Example 1: Fitness and Movement

Use Access Passcode: ^.y2MVSp
(click to follow link to recording)

Testimonials

Sunnyvale

Spanish Participant

" This program really helped me out. I was diagnosed with diabetes and didn't really know much on how to stay healthy and how to lower my blood pressure. The program taught me a lot and my blood pressure lowered since I joined. I would recommend anyone who might have questions regarding how to lose weight, lower blood sugar, blood pressure, and stress levels."

Spanish Participant

" I learned a lot with the American heart association on how to eat healthier and lower blood pressure. I really liked the Zumba classes and the meditation exercises. "

English Participant

" I really enjoyed the program, it was very informative and everyone was super helpful. The community health worker answered any questions I had and the zoom meetings were very informative."

English Participant

I am so lucky that I have the opportunity to be in the "Check, Change, Control" classes provided by El Camino Hospital and the American Heart Association. The educators provided detailed important information. The volunteers follow up through. You have been contacted me before each class to check my blood pressure status and provided professional advice. I believe that my BP has been improved because this winter I haven't added the drug as used to do. Great appreciate El Camino Hospital and the American Heart Association for providing this excellent program and all people working on this program,

Mandarin Participant

" This course is really helpful! My recent blood pressure reading in December 2020 is 114/84, 102. I really appreciate your help and follow up through the course!! This is a big achievement to me. After attending the course, I have learned the principle of eating, symptoms of high blood pressure and how to mitigate high blood pressure. Before joining the course (March 15, 2020 - September 29, 2020), my blood pressure was over 150/105. Now, I have changed my eating habit. Moreover, I do exercise regularly for at least 150 minutes per week. Thank you so much for your help! Happy New Year 2021!"



American Heart Association.

Check. Change. Control.®

San Jose

CCC Spanish Participant

Grateful for these classes. When I made changes, I saw changes. My Blood Pressure improved when I changed dietary habits.

CCC English Participant

A program like this means so much. At my age learning for the first time about my heart, body, and health is so very important. I want to continue learning more - please let me know if similar programs are offered again.



Questions? Thank You SCHFP!



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Cal MediConnect Ombudsman Program Update



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Future Agenda Items



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Member Feedback and Experience



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Adjournment