

SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

San Francisco Health Service Board Education Plan: Years 2019-2021

San Francisco City and County Health Service Board Commissioners are required to be knowledgeable of all matters concerning health and employee benefit policy and oversight. Each Commissioner has their own knowledge base and expertise across various professional fields. The SFHSS Management team understands that the Commissioner's professional knowledge is critical to their work, however, the healthcare field and the employee benefit policy field are rapidly evolving landscapes. It is important that the Commissioner's continue their learning during the course of the year. With the support of The Health Service Board Education Policy, there is an outline of specific educational practices and reporting expectations for Commissioners throughout the course of each term year. Governance Policies and Terms of Reference of the Health Service Board, Board Education Policy, Section: Education Plan, Items 12 and 13, require an Education Plan for the Health Service Board.

I. Board Education Plan and The SFHSS Strategic Plan Goals:

In June 2018, Commissioners attended the Innovation Day Meeting where 2020-2022 Strategic Plan goals were initially crafted. The five Strategic Goals are: provide Affordable and Sustainable (Health Plans/Services), Reduce Complexity and Fragmentation (within the Healthcare system), Engage and Support (our members), offer Choice and Flexibility (to our members), and support our member's Whole Person Health and Well-Being. These newly defined goals laid the foundation for planning both external and in-house education efforts for the remainder of the year. Moving forward the Commissioners and SFHSS leadership team work in partnership to provide educational opportunities that enhance continuous learning.

SFHSS staff will provide an evaluation of all educational presentations. SFHSS staff will also survey the Health Service Board Commissioners for interest of Educational topics. Results of both evaluations and surveys will inform future Health Service Board education plans.

II. Health Service Board Education Goals:

To accomplish the Board Education Goals outlined below the SFHSS Management team will support the Commissioners in the following ways:

- ❖ The Health Service Board will annually request budget support from the Board of Supervisors for Board Education Funds through the SFHSS Budget.
- ❖ New Board members will receive an updated orientation as outlined in the goals below.
- ❖ Continuing Board members will be provided updated Board materials as they are reviewed and edited.
- ❖ All Board members will be given updated information on Education opportunities as they are made available.
- ❖ An annual progress report on the Education Plan accomplishments will be prepared by the Board Secretary.

The Health Service Board Education Goals shall include and not be limited to:

- ❖ Understand and practice the tenets and principles of a fiduciary as a member of the Health Service Board.

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- ❖ Be knowledgeable about the trends and cost drivers of health coverage and their influence on access, quality, affordability, underwriting, reserves funding policy, stop/loss determination and premium rate setting.
- ❖ Be aware of changing health delivery and insurance systems and their potential impact on SFHSS members.
- ❖ Explore structures and alternatives in health benefits provider options and health benefit designs.
- ❖ Access pharmaceutical pricing practices and cost trends to determine their impact on SFHSS members.
- ❖ Gain an improved understanding of claims data analysis and claims auditing and its role in determining benefit premium rates.
- ❖ Enhance the working knowledge of SFHSS benefits and provisions of Evidence of Coverage (EOCs).
- ❖ Be informed about:
 - Health Service Board Policies and Terms of Reference
 - San Francisco Charter provisions
 - Financial reports/policies
 - Legislative and regulatory changes affecting SFHSS member benefits
 - Rate calculations
 - Role of actuary

III. The Health Service Board Educational Methods

Board education can and will occur through a variety of blended learning methodologies which will include but not be limited to the following areas of educational options. Please see the Educational Resource Appendix at the end of this plan to review more a comprehensive list of educational options.

- ❖ SFHSS Management team will provide New Board Member Orientation (see Board Education Policy, in the Governance Policies and Terms of Reference under “Orientation Program.”)
- ❖ SFHSS Management team will provide the Board members copies of the following documents:
 - Health Service Board Governance Policies and Terms of Reference
 - Charter Provisions
- ❖ SFHSS Management team will provide an annual Health Service Board November Educational Forum.
- ❖ SFHSS Management team will provide annual Educational/Informational Retreat.
- ❖ SFHSS will support and Promote Health Service Board members attendance to conferences, workshops and forums provided by a variety of external consultant and organization vendors. Please see the Education Resource Appendix for more information.

Annual Reporting

- Reporting period: Calendar year beginning in January 1st every year
- No minimum standard (track participation for 1-2 years and re-evaluate, if necessary)
- Quarterly submissions: Send all submissions to Board Secretary
- Quarterly reminders: Board Secretary will send quarterly reminders to members
- Date of final annual report to Board Secretary: December 31 annually (end of reporting period)
- Board Secretary to provide written report to Board in February following deadline.

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Education Resources Appendix:

❖ Health Care Learning Resources:

- The California Health Care Foundation [blog](#) page
- The California Health Care Foundation [events](#) page
- The California Health Care Foundation [media](#) page
- The California Health Care Foundation [resource center](#) page
- The California Health Care Foundation [topics](#) page
- The California Health Care Foundation [projects](#) page
- The California Health Care Foundation [collections](#) page
- The California Health Care Foundation [investment](#) page

❖ America's Health Insurance Plans Resources:

- America's Health Insurance Plans [issues](#) page
- American's Health Insurance Plans [research](#) page
- America's Health Insurance Plans [news](#) page
- America's Health Insurance Plans [resources](#) page
- America's Health Insurance Plans [events](#) page

❖ Kaiser Family Foundation [homepage](#)

- Kaiser Family Foundation [newsroom](#) page
- Kaiser Family Foundation [perspectives](#) page



** (Please find all the multiple policy tabs on the menu icon in the upper right-hand corner of the webpage)

❖ California Healthline [homepage](#)

- [Spotlight](#) page
- [Daily Addition](#) Page
- [Innovations](#) page

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- ❖ Health Service Board members are provided with membership in the International Foundation of Employee Benefit Plans (IFEBP).
 - IFEBP [homepage](#)
 - IFEBP [Trustee Resources Tab](#)
 - IFEBP [annual conferences](#) schedule
 - IFEBP [Virtual Education](#) and [CEBS](#) Learning Center.
 - IFEBP [News](#) – log into your account to sign up for daily news letter.

- ❖ San Francisco-based annual meeting of the [Integrated Benefits Institute](#).

- ❖ [Employee Benefit Advisor](#) Homepage

- ❖ [Catalyst for Payment Reform](#) Homepage
 - [The Latest](#) page
 - [Resource Library](#) page
 - [Upcoming Events](#) page
 - [Newsletter](#) sign up Page

- ❖ [Pacific Business Group on Health](#) Homepage
 - [Key Strategies](#) Page
 - [Programs](#) page
 - [Publications](#) Page

- ❖ [EBN](#) – Benefits News Homepage
 - [Retirement](#) page
 - [Employer Strategies](#) page
 - [Regulation](#) page