



HEALTH SERVICE BOARD CITY & COUNTY OF SAN FRANCISCO

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HEALTH SERVICE BOARD MEETING

SPECIAL MEETING MINUTES: Educational Forum

Thursday November 8, 2018, 1:00 p.m.
City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94103

1. CALL TO ORDER

The meeting was called to order at 1:04pm.

2. PLEDGE OF ALLEGEIANCE

3. ROLE CALL

Present: President Karen Breslin
Vice President Stephen Follansbee, M.D.
Commissioner Wilfredo Lim
Commissioner Sharon Ferrigno
Commissioner Randy Scott

Excused: Rafael Mandelman

4. OPENING REMARKS- HEALTH SERVICE BOARD PRESENIDENT AND HEALTH SERVICE SYSTEM EXECUTIVE DIRECTOR: Discussion

Remarks given by President Breslin, Vice President Follansbee, and Executive Director Abbie Yant.

Documents Provided to the Board prior to the meeting: None.

President's Remarks

President Breslin began this meeting by acknowledging the importance of the Education Forum and the need for continued education over the course of the year. President Breslin asked that the Board members continue to learn, and to gather information pertaining to Health Care outside of this Forum. President Breslin closed her introduction to the Educational Forum by asking Vice President Stephen Follansbee to share his experience at the International Foundation of Employee Benefits Conference with the Board.

Vice President Follansbee shared his gratitude to the SFHSS management team, and to the Board, for sponsoring and supporting his attendance to the Conference in New Orleans during the week of October 15th.

Vice President Follansbee noted that he joined the Conference as a “Trustee,” and attended the conference sessions that focused on the responsibilities/roles of the Healthcare trustees. Vice President Follansbee said the sessions he attended were useful and educational. He mentioned that during many of the sessions there were outside vendors in the room who presented their products to the attendees, many vendors specifically presented technology-based health care products.

During the course of the conference, Vice President Follansbee diligently documented all of his interactions with each vendor he had contact with, as well as any health care plan representatives. The completed list of contacts, with the appropriate contact information, was shared with SFHSS Leadership upon conclusion of the Conference.

Executive Director’s Remarks

Executive Director Yant stated that she also attended the International Foundation of Employee Benefits Conference, and she participated in the “Administrative” track. She completed all the required courses for this program and was awarded with the Certificate of Achievement in Public Plan Policy- Health (CAPPP). Executive Director Yant shared that she attended various workshops and witnessed multiple presentations that were all very interesting. Executive Director Yant also attended a second conference the week of November 6th. This conference was hosted by United HealthCare in Washington D.C. While Executive Director Yant was in Washington D.C. she visited the United Healthcare innovation center, and she stated that this visit was very insightful because she was given an up-close look at United Healthcare’s future healthcare planning. Executive Director Yant was pleased to report that United Healthcare’s overall vision for whole person and holistic health reflects the goals and holistic values that SFHSS has embedded in the Strategic Plan.

Executive Director Yant welcomed everyone to the Educational Forum. She noted that in planning for the Educational Forum the SFHSS Leadership team surveyed the Board, providing them a list of seven topics that could be presented. The Leadership team asked the Commissioners to rank the educational topics based on their interest, and the topics that had the most interest were presented at the Forum.

Executive Director Yant gave brief summaries of each presenter’s background and explained the focus of each of the topics. The topics presented to the Board were:

1. Payment Reform, presenter Suzanne Delbanco- Catalyst for Payment Reform
2. Healthcare Delivery System Consolidation Pricing Impacts, presenter Mike Clarke- Aon
3. Care Coordination and Health Navigation, presenters Won Andersen and Neal Mills, M.D.- Aon
4. Patient Centered Medical Homes, presenter Marianna Kong, M.D.- UCSF, Center for Excellence in Primary Care

Public Comments:

Claire Zavanski, RECCSF, expressed her fulfillment that a Board Commissioner and the Health Services Executive Director attended the International Foundation of Employee Benefits Conference. She noted that Commissioners of the Health Service Board used to attend conferences more often, and with that statement Ms. Zavanski encouraged the Board to also attend local conferences. Ms. Zavanski then acknowledged that the Health Service System is “ahead of the curve” in terms of health benefits, and she stated that “we are really doing very well in all of our efforts for cost containment and to provide the best benefits.”

5. HEALTHCARE DELIVERY SYSTEM CONSOLIDATION PRICING IMPACTS (Aon): Discussion

Presented by Mike Clarke from Aon.

Documents Provided to the Board prior to the meeting: Aon PowerPoint. The link to this presentation can be found here:

Mike Clarke, Aon, presented the topic of Healthcare Delivery System Consolidations, and the impact that consolidations have within the health care delivery system, hospital systems and physician groups. Mr. Clarke explained that these consolidations effect the pricing of services directly. In this presentation Mr. Clarke covered the following subtopics:

- The current state of the Healthcare Delivery System
- The hospital system consolidation drivers
- The consolidation impacts on hospital prices
- The reaction to the hospital consolidation developments (legislative scrutiny and the litigious environment)
- The connection to the California health plan data
- The linkage of this topic to the SFHSS strategic plan

Mr. Clarke stated that SFHSS can work towards one of the Strategic Goals- “Affordable and Sustainable”- even through the current climate of hospital consolidations. A few of the methods offered to achieve this goal are: maintain an objective focus of investing in an integrated delivery model that will enhance care delivery, improve care outcomes, and reduce cost over time. In conclusion, Mr. Clarke shared that SFHSS will have to evolve its partnerships with current health plans in pursuing and enforcing value-based initiatives, SFHSS will also have to foster collaborative relationships with providers, and SFHSS will have to explore opportunities to expand their purchasing power.

(Throughout this presentation Mr. Clarke sites various published research papers, statistics and websites; all of the data noted above can be found on the Aon PowerPoint as active links within the footnotes.)

Public Comments:

Mr. Herbert Weiner, City Retiree, voiced his concerns on the hospital consolidations, and the higher costs of medical care as a result of these consolidations. Mr. Weiner was also disturbed regarding these consolidations because they have negative effects on retirees who live on a fixed income. Mr. Weiner encouraged individuals and unions to support the Health Service Board in combating these larger private and nonprofit companies, so that the pricing increases do not fall on the active members or the cost of care that retirees may not be able to afford in the future if these trends continue.

6. PAYMENT REFORM PRESENTATION (Catalyst for Payment Reform): Discussion

Presented by Executive Director, Suzanne Delbanco, Ph. D.

Documents Provided to the Board prior to the meeting: Payment Reform PowerPoint. The link to this presentation can be found here:

http://www.myhss.org/downloads/board/regular_meetings/2018/RM_110818_Higher-Value_Healthcare_Presentation.pdf

Executive Director Yant’s Introduction

Suzanne Delbanco is the Executive Director of Catalyst for Payment Reform, which is an independent non-profit corporation aimed to catalyze employers, public purchasers, and others, to implement strategies that produce higher value healthcare while improving the functioning of the healthcare market place. Previously, Suzanne was the founding CEO of the Leap Frog group. Suzanne holds a PhD in public policy from Goldman's School of Public Policy and an MPH from the University of California, Berkley.

Suzanne Delbanco’s Presentation

Ms. Delbanco began her presentation by sharing what she and her colleagues have learned about the implantation of payment reform and healthcare in the U.S. Ms. Delbanco shared some of the history of Catalyst Payment Reform's purpose in the health care world and shared Catalyst's definition of "payment reform" as: *changing how we pay healthcare providers for delivering care while keeping patients and populations healthy.*

The two main goals of the Catalyst for Payment Reform non-profit organization are: 1) Impact the way we pay for health care in the U.S. needs to change from volume-based to value-based and 2) Help employers and other purchasers understand that they have a unique ability to use their leverage to push for big changes to the health care system. Ultimately, the belief at Catalyst for Payment Reform is all payment methods (shared savings agreements, bundle payments, value-based insurance design, etc.) can be improved. Over the last decade Catalyst has done a lot of work on the current quality measurements and indicators for services and providers. Ms. Delbanco concluded her presentation by offering information on tools Catalyst for Payment Reform has created for purchasers to support their own organizations. Ms. Delbanco also mentioned that there will be an evaluation guide available for employers soon, and this guide explains specific research considerations that need to be deliberated if the organization wants to ensure reliable results.

Public Comments:

Mr. Hugh Glandular, Pharmaceutical Student at UCSF, wanted to weigh into the discussion of payment reform based in his education within the pharmaceutical arena. Mr. Glandular mentioned Senate Bill 1240 (SB 1240) that was initiated by Senator Jeff Stone. This bill touched upon ICD codes, and ICD 10 codes being included on prescriptions so that this facilitates processing of payment and authorization for treatments for patients in a timelier manner, therefore improving care. Mr. Glandular mentioned that this study was interesting, but he was a little shocked that the presentation didn't include pharmacy because in his experience he believes that pharmacy will hold a bigger role in the future of payment reform due to its increasing role in healthcare. Mr. Glandular concluded his comments stating that the Senate Bill 1240 may help in the collection of pharmaceutical data for future and further evaluations in payment reform.

7. BREAK: 2:34pm-2:47pm

8. CARE MANAGEMENT BEST PRACTICES (Aon): Discussion

Presented by Won Andersen and Neal Mills, MD, from Aon.

Documents Provided to the Board prior to the meeting: Aon PowerPoint. The link to this presentation can be found here:

http://www.myhss.org/downloads/board/regular_meetings/2018/RM_110818_Care_Coordination_Navigation_Aon.pdf

Ms. Won Andersen presented a broad education topic that is a current service need for the SFHSS membership. This topic can be described as care coordination and health navigation. The presentation covered the relationship of these two services to the SFHSS Strategic plan. The subsections covered during this presentation were: considerations for planning health care navigation and coordination, the components are required to have successful health care navigation, and a list of care management best practices. Dr. Mills reviewed some of the best practices that employers in various public and private spaces use. Dr. Mills also gave some ideas to the SFHSS Leadership team for navigation services that are "Live," or "Digital," that would really support our members in the navigation of the complex healthcare system. Dr. Mills shared that there is extensive ability for SFHSS to work with digital platforms to cover both navigation services as well as care coordination. Dr. Mills further stated that in the current healthcare field there are many vendors providing navigation and care coordination services.

Moving forward the Aon team is going to prioritize desired outcomes for care coordination and health navigation while working with the Strategic Plan: 2020 – 2022. Simultaneously, the Aon team will continue to support the current RFI process and will possibly work with third party vendors who offer navigation and care coordination

services. The Aon team will also assess the capabilities of the current service providers that work with SFHSS because there may be underutilized partnerships with the current health plans that can provide these services.

Public Comments:

Mr. Herbert Weiner, City Retiree, voiced his concerns about the complexity of these presentations, and the understanding of the concepts from an average beneficiaries' perspective. He suggested that SFHSS create a pamphlet explaining the navigation and care coordination services so that members can access and understand what their options are to ensure they are getting the correct care. Mr. Weiner also suggested that SFHSS create a pamphlet to explain to members what their options are in terms of advocacy during weekend hours when the SFHSS member service teams are not available and members need SFHSS member information.

9. PRIMARY CARE MEDICAL HOMES (Center for Excellence in Primary Care): Discussion

Presented by Marianna Kong MD, Physician Practice Transformation Specialist at the Center for Excellence in Primary Care.

Documents Provided to the Board prior to the meeting: Primary Care Medical Home PowerPoint. The link to this presentation can be found here:

http://www.myhss.org/downloads/board/regular_meetings/2018/RM_110818_Primary_Care_Presentation.pdf

Executive Director Yant's Introduction

Dr. Kong is the physician practice transformation specialist at the center for excellence at primary care at the UCSF and is a faculty member in the Department of Family and Community Medicine. She leads the clinic first initiatives at the center for excellence in primary care which aims to disseminate best practice in primary care teaching clinic transformation. Dr. Kong is also a primary care provider at the San Francisco Department of Public Health at the Silver Avenue Family Health Center. She completed her residency in Family Community Medicine at UCSF and obtained her medical degree from Harvard Medical School.

Marianna Kong, M.D., Presentation

Dr. Kong began her presentation by explaining the history of the UCSF Center for Excellence in Primary care, and what the goals of the organization are. The overview of her presentation covered:

- The context for the transformation in primary care
- Dr. Kong defined what "Patient Centered Medical Homes" are in terms of her organizations model
- Dr. Kong shared evidence from the Center for Excellence in Primary Care – specifically data on Primary Care services, and the outcomes of Primary Care Models in relation to the model
- Dr. Kong spoke to the implementation plans that can transform the primary care experience

In Dr. Kong's presentation she spoke to Primary Care as the foundation for better healthcare. Dr. Kong presented various reasons as to why the "Patient Centered Medical Home model of transformation" is aimed at improving service quality, and how that will look for a patient who is being treated under this model. Dr. Kong spoke to the improvement of patient experience and the overall reduction of costs for hospitals and medical centers who have adopted this patient care model. Finally, Dr. Kong shared that payment reform and investment of resources are required to support high performing primary care.

Public Comments:

Mr. Herbert Weiner, City Retiree, shared that he believed the Primary Care Medical Homes model would be helpful to San Francisco if there was a natural disaster, and many people needed services that could be provided by a Primary Care Physician and their team. He mentioned major catastrophic moments in the U.S. history, and stated that in order to prevent spread of various diseases, San Francisco needed to have Primary Care Physicians as well as a referral system, that is prepared to handle these referrals amidst a natural disaster.

10. ADJOURNMENT

The meeting was adjourned at 4:18 pm

Summary of Health Service Board Rules Regarding Public Comment

- Speakers are urged to fill out a speaker card in advance but may remain anonymous if so desired.
- A member of the public has up to three (3) minutes to make pertinent public comments before action is taken on any agenda item.
- A member may comment on any matter within the Board's jurisdiction as designated on the agenda.

Health Service Board and Health Service System Web Site: <http://www.myhss.org>

Disability Access

Regular Health Service Board meetings are held at City Hall, 1 Dr. Carlton B. Goodlett Place, in Hearing Room 416 at 1:00 PM on the second Thursday of each month. The closest accessible BART Station is Civic Center, three blocks from City Hall. Accessible MUNI lines serving this location are: #42 Downtown Loop, and the #71 Haight/Noriega and the F Line to Market and Van Ness and the Metro stations at Van Ness and Market and at Civic Center. For more information about MUNI accessible services, call (415) 923-6142. There is accessible parking near City Hall at Civic Center Plaza adjacent to Davies Hall and the War Memorial Complex.

Accessible seating for persons with disabilities (including those using wheelchairs) will be available.

To assist the City's effort to accommodate persons with severe allergies, environmental illnesses, multiple chemical sensitivity or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to various chemical-based products. Please help the City accommodate these individuals.

Knowing Your Rights Under the Sunshine Ordinance

Government's duty is to serve the public, reaching its decision in full view of the public. Commissions, boards, councils and other agencies of the City and County of San Francisco exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review. For more information on your rights under the Sunshine Ordinance or to report a violation of the ordinance, visit the Sunshine Ordinance Task Force website at <http://www.sfgov.org/sunshine>.

Lobbyist Registration and Reporting Requirements

Individuals and entities influencing or attempting to influence local legislative or administrative action may be required by the San Francisco Lobbyist Ordinance [SF Campaign & Governmental Conduct Code § 2.100] to register and report lobbying activity. For more information about the Lobbyist Ordinance, please contact the San Francisco Ethics Commission at 25 Van Ness Avenue, Suite 220, San Francisco, CA 94102; telephone (415) 252-3100; fax (415) 252-3112; web site www.sfgov.org/ethics.

Summary of Health Service Board Rules Regarding Cell Phones and Pagers

- The ringing and use of cell phones, pagers and similar sound-producing electronic devices are prohibited at Health Service Board and committee meetings.
- The Chair of the meeting may order the removal of any person(s) in violation of this rule from the meeting room.
- The Chair of the meeting may allow an expelled person to return to the meeting following an agreement to comply with this rule.

The complete rules are set forth in Chapter 67A of the San Francisco Administrative Code.

If any materials related to an item on this agenda have been distributed to the Health Service Board after distribution of the agenda packet, those materials are available for public inspection at the Health Service System during normal office hours. For more information, please contact Natalie Ekberg at (415) 554-1727 or email Natalie.Ekberg@sfgov.org.

The following email has been established to contact all members of the Health Service Board:

health.service.board@sfgov.org.

Health Service Board telephone number: (415) 554-1727.