

SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

DATE: February 16, 2022
TO: Randy Scott, Governance Committee Chair, and Members of the Health Service Board
FROM: Holly Lopez, Health Service Board Secretary
RE: 2021 Board Education Report and Education Plan for 2022 - **DRAFT**

Overview:

The HSB Education Policy outlines educational practices and reporting expectations for Commissioners throughout each term year. The SFHSS leadership team seeks to provide diverse educational opportunities that support the Commissioners in acquiring the knowledge they need to effectively carry out their duties in alignment with the Strategic Plan years 2020-2022. The table located on page 2 notes the educational sessions attended by each Commissioner.

Board Education concerning the Strategic Plan Goals for Plan Years 2019-2021:

In June 2018 when Commissioners attended the Innovation Day Meeting, where Strategic Plan goals for 2020-2022 were crafted. The five Strategic Goals are guiding posts for Board education. The continuous goals are related to these 5 areas: 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.

During July 2019 Special Board Meeting, the SFHSS Leadership team presented a healthcare Market Assessment to the Board. This presentation informed the Commissioners of what trends were occurring in the healthcare market locally and nationally. The Board was shown five potential health plan models and discussed the model's components as possibilities for integration into the future Health Service System plan options. The November 2019 Board meeting contained the following education presentations: Cancer Care relative to the SFHSS Population, Delta Dental's Network and Utilization Report, and the clarification of the SFHSS Infertility Benefit. It was noted that the presentations were relevant and quite valuable for our Commissioners. In December, the Board received the Strategic Plan 2020-2022 Update highlighting achievements in each of the Strategic Goal areas and key performance indicators that demonstrate divisional progress toward achieving strategic goals and objectives.

In April 2020 Board members received a four-part Non-Medicare Healthcare Plan Rating Methodology virtual training posted on the HSB Education website as part of distance learning. The November Education Forum featured a Medicare Market Update in preparation for a potential Medicare Request for Proposal. In December, the Board received the Health Insurance Portability and Accountability Act (HIPAA) training led by the SFHSS Privacy Officer. The Board also approved the Phase I SFHSS Racial Equity Action Plan (REAP), in accordance with the citywide Office of Racial Equity (ORE) mandate. The REAP presentation was accompanied by a joint SFHSS Staff presentation on the Social Determinants of Health (SDoH) that highlighted the overview of disparities from the national, county, and SFHSS membership perspectives with an emphasis on whole-person health and well-being.

In the final year, Board members were offered six educational presentations, three presented by Subject Matter Experts and three from SFHSS staff. In January 2021, Mike Clarke, Aon presented on Health Plan Underwriting as a foundation for the Rates and Benefits cycle. In honor of Mental Health Awareness Month in May 2021, an overview of mental health statistics, support strategies, resources, and SFHSS future campaigns were presented. At the direct request of the Board, the board underwent Fiduciary Training, highlighting definitions, duties, sources and standards, fiduciary liability, and recreating prudent processes. Board members also requested more information on healthcare cost transparency and in September 2021, Executive Director of Catalyst for Payment Reform (CPR), Suzanne Delbanco, Ph.D., presented on the evolution of price transparency, including state and federal provisions, as well as necessary purchaser actions. The November Education Forum focused on Social Determinants of Health and SFHSS developing measurement tools. In the last education offering, UC Berkeley presented the conjoint UC/SFHSS/BSC study on Accountable Care Organizations (ACOs).

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Education Hours Completed in 2021

Education Experiences	President Follansbee	Vice President Canning	C. Breslin	C. Hao	C. Scott	C. Zvanski	Supervisor Chan (Assumed Office in May 2021)
January 14, 2021 Health Plan Underwriting Mike Clarke, Aon (50 min)	Present	Present	Present	Present	Present	Present	
May 13, 2021 Mental Health Awareness, Carrie Beshears, SFHSS, (30 min)	Present	Present	Present	Present	Present	Present	Present
August 12, 2021 Fiduciary Training, Chris Sears, Ice Miller (1hr, 20 min)	Present	Present	Present	Excused	Present	Present	Present
September 9, 2021 Healthcare Cost Transparency, Suzanne Delbanco, Catalyst for Payment Reform (40 min)	Present	Present	Present	Present	Present	Present	Present
November 18, 2021 HSS Population Health/ Measurement Plan, Derrick Tsoi, SFHSS (45 min)	Present	Excused	Present	Excused	Present	Present	Excused
December 9, 2021 UC Berkeley & SFHSS ACO Study, Tim Brown, Ph.D., Emily Hague, M.S. UC Berkeley (30 min)	Present	Present	Present	Present	Present	Present	Present
*Total Hours Completed	3.58 Hours	2.83 Hours	3.58 Hours	2.5 Hours	3.58 Hours	3.58 Hours	2.00 Hour

*Note: In 2021 educational experiences were presented at full board virtual meetings, thus the exact educational hours were tracked.

Self-Study Education Hours in 2021

Commissioner Name	Education Opportunity	Attendance Date	Total Hours
Commissioner Scott	Managing Implicit Bias Training and Pre-work	Pre-work on March 25, 2021 (45 min) and Training on March 29, 2021 (4.5 hr)	5.25 hours
Commissioner Hao	Kaiser Permanente 2022 Premium Rate Development	July 8, 2021, from 9-10:30 am	1.5 hours
Commissioner Follansbee	Managing Implicit Bias Training and Pre-work	Pre-work on March 25, 2021 (45 min) and Training on March 29, 2021 (4.5 hr)	5.25 hours
	Catalyst for Payment Reform (CPR): A Series of Master Classes on Pharmacy	September 16 – 17, 2021 (Online)	4 hours

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Education Plan for 2022

Each year, the Commissioners and SFHSS leadership work in partnership to provide educational opportunities that enhance continuous learning. The Education Plan guides the SFHSS Leadership team to create a list of education topics, offer educational resources, and Subject Matter Expert (SME) presentations to the Board throughout the year. Commissioners completed the annual Board Education survey to request topics for 2022.

- Topics ranked in order highest to lowest
 - 1st-Mental Health Services
 - 2nd-Pharmacy High-Cost Drug/Genomics
 - 3rd-Addictions Services including Medication-Assisted Treatment
 - 4th-Primary Care Payment Reform
 - 5th-Population Health (SDOH)
 - 5th-Gerontology
- Commissioners expressed further information on PPOs, State and Federal legislative update, insurance reform, and the latest treatments for chronic diseases and health education.

Education Plan 2023-2025

The Health Service Board Education Plan expired in December 2021. The Health Service System Strategic Planning Process will begin in April 2022 and the 2023-2025 Strategic Plan draft will be presented to the Health Service Board in the summer of 2022. Following the approval of the 2023-2025 HSS Strategic Plan, the Health Service Board will need to draft and approve a new Education Plan that aligns with the updated HSS Strategic Plan.

Education Resources:

The Commissioners currently have access to various educational resources, including the SFHSS website. The SFHSS website now houses multiple educational resources and reports that allow Commissioners access at any time. The 2019-2021 [Education Plan](#) is available on the SFHSS webpage [Health Service Board Education](#).