

# SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

February 11, 2021

TO: Stephen Follansbee, President, and Members of the Health Service Board

FROM: Abbie Yant, RN, MA Executive Director SFHSS

RE: Board Education - Annual Report out for Plan Year 2021

## **Overview:**

San Francisco Health Service Board (HSB) Commissioners are required to be knowledgeable of matters concerning health and employee benefits policy and oversight. 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 2020-2022:**

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 perspective with an emphasis on whole-person health and well-being.

## **2021 Educational Future Planning**

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. The 2021 educational topics presented to the Commissioners:

- Topics Ranked in order highest to lowest
  - 1<sup>st</sup>-Mental Health Stigma
  - 2<sup>nd</sup>-Culturally Competent Care
  - 3<sup>rd</sup>-Opioid Updated including Medication-Assisted Treatment
  - 4<sup>th</sup>-Pharmacy High-Cost Drugs/Genomics
  - 5<sup>th</sup>-Dental Quality Care/Medicare Quality Measurements
- Additional Requests from Survey Responses
  - Fiduciary Duties
  - Social Determinants of Health (SDoH)
  - Health Plan Transparency Costs-(To be included in the final 2021 Board Education Topics)

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## 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 that Commissioners access at any time. The 2019-2021 [Education Plan](#) lives on the SFHSS website's [Health Service Board Education page](#).

## Education Hours Completed in 2020

Education Experiences	President Stephen Follansbee	Vice President Chris Canning	Commissioner Karen Breslin	Commissioner Mary Hao	Supervisor Dean Preston	Supervisor Randy Scott	Commissioner Claire Zvanski (seated June 2020)	Commissioner William Lam (left seat in May 2020)
<b>April 2020</b> Virtual Market Assessment Presentation (1 hour)	Present	Present	Present	Present	Present	Present	Excused	Present
<b>November 12, 2020</b> Board Meeting Medicare Market Update (1.25 hours)	Present	Excused	Present	Present	Present	Present	Present	N/A
<b>December 10, 2020</b> Board Meeting: -Health Insurance Portability and Accountability Act (HIPAA) Training -Social Determinants of Health (SDoH) Introduction (1 hour)	Present	Present	Present	Present	Present	Present	Present	N/A
<b>*Total Hours Completed</b>	3.25 Hours	2.00 Hours	3.25 Hours	3.25 Hours	3.25 Hours	3.25 Hours	2.25 Hours	1.00 Hour

\*Note: In 2019 educational experiences were presented at full board meetings and the hours tracked included the individual training and the full-length HSB meetings (1hour education experience within 3hour Board meeting=3 hours total tracked.) This year, education experience hours were completed at HSB meetings and virtually, thus the exact educational hours were tracked.

## External Training

<b>October 28, 2020</b> Skin of Color Society, New England Journal of Medicine Group (NEJM) and VisualDX, Virtual Webinar, Structural Racism and Racial Bias in Medicine, (1.25 hours)	President Follansbee attended the Webinar.	Total of 12.75 hours of educational work.
<b>November- December 2020</b> Annual International Foundation of Employee Benefit Plans (IFEBC) Conference, Virtual (11.5 hours)	President Follansbee attended the Conference.	