



HEALTH SERVICE BOARD

CITY & COUNTY OF SAN FRANCISCO

San Francisco Health Service Board Education Plan: Years 2023-2025

San Francisco City and County Health Service Board Commissioners are required to be knowledgeable of all matters concerning health and employee benefits policy and oversight. Each Commissioner has a 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 benefits policy field are rapidly evolving landscapes. Commissioners must continue their learning during the year. The Health Service Board Education Policy 202 outlines educational practices and reporting expectations for Commissioners throughout each term year.

Board Education Plan and the SFHSS Strategic Plan Goals

Commissioners attended the April 28, 2022, Strategic Plan special meeting where potential goals were drafted and later adopted in the San Francisco Health Service System 2022-2025 on November 10, 2022. The five strategic goals are:

1. Foster **equity** through intentional organizational culture, accessibility, inclusion, and belonging.
2. Advance **primary care practice** and member engagement to ensure the right care, at the right time and place.
3. Provide **affordable and sustainable** healthcare and high-quality well-being services through value-driven decisions and program design.
4. Support the **mental health and well-being** of our membership by reducing stigma and addressing barriers to care in partnership with key stakeholders.
5. **Optimize service** to maintain and advance exceptional member engagement.

These newly defined goals laid the foundation for planning both external and in-house education efforts for the rest of the year. Moving forward the Commissioners and SFHSS leadership team work in partnership to provide educational opportunities that enhance continuous learning.

Health Service Board Education Goals

The Health Service Board members agree to pursue appropriate education across a range of employee benefit-related areas:

1. Fiduciary Duty
 - Understand and practice the tenets and principles of a fiduciary as a member of the Health Service Board.
2. Health and Welfare Plan Design and Funding
 - Explore structures and alternatives in health benefits provider options and health benefit designs.
 - 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.

- Access pharmaceutical pricing practices and cost trends to decide their impact on SFHSS members and employers.
3. Benefits Administration
 - Be aware of changing health care delivery systems and insurance plans and their impact on SFHSS members and the cost of health benefits.
 - Enhance the working knowledge of SFHSS benefits and provisions of Evidence of Coverage (EOCs).
 4. General Provisions
 - Governance: Health Service Board Policies and Terms of Reference and San Francisco Charter Provisions
 - Legislative and Regulatory changes affecting SFHSS member benefits.
 - Actuary Services
 - Gain an improved understanding of claims data analysis and claims auditing and its impact on the cost of health benefits.
 5. Complete City-Wide Commissioner and SFHSS-required training.

Health Service Board Educational Methods and Support

To carry out 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.
- SFHSS Management team will supply New Board Member Orientation (see Board Education Policy, in the Governance Policies and Terms of Reference under “Orientation Program.”)
- SFHSS Management team will share Education opportunities as they are made available.
- An annual progress report on the Education Plan’s accomplishments will be prepared by the Board Secretary.
- SFHSS Management team will supply the Board members with copies of the following documents:
 - Health Service Board Governance Policies and Terms of Reference
 - Charter Provisions
- SFHSS management will share regular financial reports and policies.
- SFHSS staff will supply an evaluation of all educational presentations and survey the Health Service Board Commissioners for Educational topics. The results of both evaluations and surveys will inform future Health Service Board education plans.
- Board Secretary will remind Commissioners of City Wide required Commissioner training.

Board education can and will occur through various blended learning methodologies, including but not limited to the following areas of educational options.

- Conferences, workshops, and forums are provided by a variety of external consultants and organization vendors.
- Meetings of associations or other similar bodies within the health and welfare industry.
- In-house educational seminars or briefings by staff, City Administration, Board service providers, or other special advisors.
- Relevant periodicals, journals, textbooks, or similar materials; and electronic media including webinars and podcasts.
- Please see the Education Resource below for more information.

Annual Reporting

- Reporting period: January 1st through December 31st
- Quarterly reminders and submissions: Send all submissions to Board Secretary
- Board Secretary will supply a written report to Board in February.

Education Resources

- 1) [California Health Care Foundation](#)
 - [Events](#)
 - [Media](#)
 - [Topics](#)
 - [Projects](#)
 - [Collections](#)
 - [Investment](#)
- 2) [America's Health Insurance Plans](#)
 - [Issues](#)
 - [Research](#)
 - [News](#)
 - [Resources](#)
 - [Events](#)
- 3) [Kaiser Family Foundation](#)
 - [Newsroom](#)
 - [Perspectives](#)
- 4) [California Healthline](#)
 - [Spotlight](#)
 - [Daily Addition](#)
 - [Innovations](#)
- 5) [Employee Benefit News](#)
 - [Retirement](#)
 - [Employer Strategies](#)
 - [Regulation](#)
6. [International Foundation for Employee Benefits](#) Health Service Board members are provided with membership
 - [Trustee Resources](#)
 - [Annual conferences](#)
 - [Virtual Resources](#) and [CEBS](#) Learning Center.
 - [News](#) – log into your account to sign up for the daily newsletter.
7. [Catalyst for Payment Reform](#)
 - [The Latest](#)
 - [Resource Library](#)
 - [Upcoming Events](#)
 - [Newsletter](#)
8. [Pacific Business Group on Health](#)
 - [Key Strategies](#)
 - [Programs](#)
 - [Publications](#)
9. [Integrated Healthcare Association](#)
10. [Employee Benefits Research Institute](#)
11. [Modern Healthcare](#)