

MEMORANDUM

DATE: December 12, 2024

TO: Mary Hao, President, and Members of the Health Service Board

FROM: Abbie Yant, RN, MA Executive Director SFHSS

RE: December 12, 2024, Director's Report

SFHSS EXECUTIVE DIRECTOR RETIREMENT

I am on track to retire March 15, 2024. As reported at the October Special Health Service Board Meeting, the Department of Human Resources and Berkeley Search Consultants are working with Health Service Board President Mary Hao to coordinate activities to find the next SFHSS Executive Director.

I have had the privilege to represent SFHSS twice this month, speaking on panels regarding our work with PBGH and BSC on projects to advance the practice of Primary Care.

- Third National Primary Care Transformation Summit – Broadcast
- PBGH Annual Summit Strategic Initiative Success Stories Panel

HEALTH SERVICE BOARD 2025 ELECTION

A Health Service Board election will take place in May 2025. The Department of Elections (DOE) will conduct the election. The Board Secretary is collaborating with the City Attorney's Office and DOE. The 2025 election will include one elected member seat elected by the active and retired members of the SFHSS for the term from June 2025 - May 2030. Under the Charter Section 12.200 and San Francisco Administrative Code Sections 16.550 – 16.554, whenever the term of office of an elected member expires, an election must be held to fill the vacancy. The election practices begin on January 9, 2025, when the election resolution, notices, nominee forms, and the election fact sheet are available for all SFHSS members to download from our website or pick up in our offices. Election updates will be shared throughout the process.

ETHICS COMMISSION NEW LAWS AND REGULATIONS EFFECTIVE OCTOBER 12, 2024

City officers, employees, and certain City & County of San Francisco consultants are subject to state and local ethics and conflict-of-interest laws, disclosure and training requirements, and restrictions while employed with the City. In addition, certain activities are restricted post-employment. [The San Francisco Ethics Commission provides more information on local ethics laws, disclosures, and training requirements.](#)

Learn about general gift rules that apply to City officers and employees, gifts to City departments, and gifts-of-travel rules for City elected officials on the [dedicated webpage for gifts and travel](#). Please visit the Ethics Commission website for in-depth information and training.

HEALTHCARE AFFORDABILITY BOARD AND ADVISORY COMMITTEE

The Health Care Affordability Board is a decision-making body charged with setting statewide and sector-specific spending targets, appointing a Health Care Affordability Advisory Committee, and approving key benchmarks, such as alternative payment model adoption and the share of spending dedicated to primary care and behavioral health, among other responsibilities. Board members may not receive compensation from healthcare entities.

Board Next Meeting: December 16, 2024

Advisory Committee Next Meeting January 21, 2025

At their November 20, 2024, meeting, the HCAB heard presentations on the following informational items:

- Cost-Reducing Strategies – AltaMed
- Updates to Data Submission Guide to Add Alternative Payment Model Arrangements and Primary Care Spending Data Collection, Including Advisory Committee Feedback
- Introduce Quality and Equity Measure Set Proposal, Including Advisory Committee Feedback
- Provisional Approach to Hospital Spending Measurement e) Sector Targets
- Introduce Behavioral Health Definition and Investment Benchmark, Including Advisory Committee Feedback

SAN FRANCISCO HEALTH SERVICE SYSTEM DIVISION REPORTS: DECEMBER 2024

HUMAN RESOURCES: PERSONNEL

- **Resignation/Retirements:**
 - 1054 IS Business Analyst-Principal-Alona Bumanlag: Lateral transition to CON 12/7/2024
- **Recruitment** Activity is under review pending Budget considerations.

OPERATIONS: (see attachment)

- Processing Open Enrollment applications.
- Generate confirmation letters.

FINANCE AND BUDGET:

- Budget planning is in process. The mayor has set a 15% cost reduction target, translating to \$600K for HSS.
- As stated in the HSF budget presented at the February 2024 meeting, the Merative All Payers Claims Database (APCD) contract will end on December 31, 2024. This will provide \$100K in savings to the Health Sustainability Trust.

**SAN FRANCISCO
HEALTH SERVICE SYSTEM**

Affordable, Quality Benefits & Well-Being

CONTRACTS:

- Executed second amendment for Unitedhealthcare ASO PPO 2024 claims runoff.
- Executed amendment to agreement with CredibleMind for mental health and well-being resources.
- Issued competitive bid for life and disability benefits for the 2026 plan year.
- Completed Medicare secondary payer attestation for Kaiser Permanente.

WELL-BEING:

- Partnering with DHR to build online training for First Responder EAP services through the eLearning platform.
- In partnership with Kaiser Permanente, 1,700 flu vaccines were administered.
- Completed the last Working While Black Healing Circle cohort of 2024, with 56% indicating connecting with others with similar interests and 44% indicating receiving resources and tools during the healing process is helpful for participants in the healing circle.

ATTACHMENTS:

- Operations Monthly Dashboard

Operations Dashboard

November 2024

Operations Dashboard for the Month of November 2024

Call Center Support

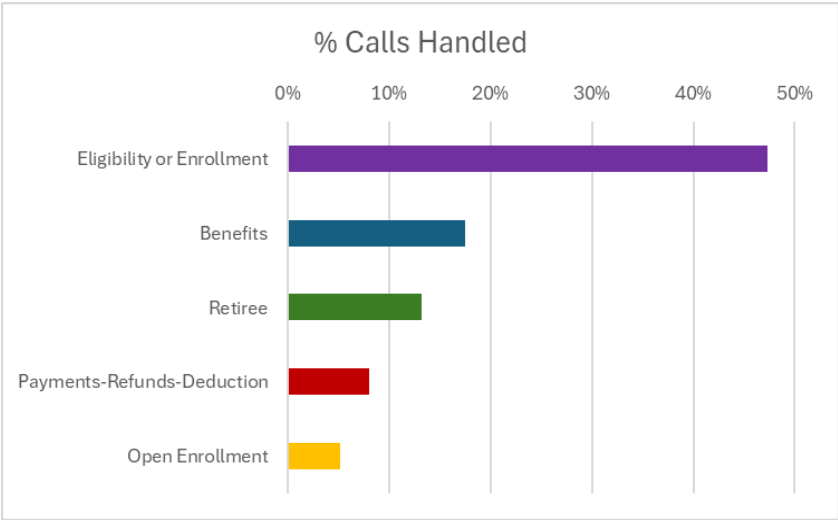
Call Volume



1,538
calls handled
November 2023

2,700
calls handled
November 2024

Call Drivers Metrics



Average Speed to Answer
Goal: <180 secs



128 secs
November 2023

143 secs
November 2024

Abandonment Rate
Goal: <10%



9.91%
November 2023

4.73%
November 2024

Average Handle Time
Goal: <10 min



12.17 min
November 2023

12.78 min
November 2024

First Contact Resolution
Goal: >75%



58%
November 2023

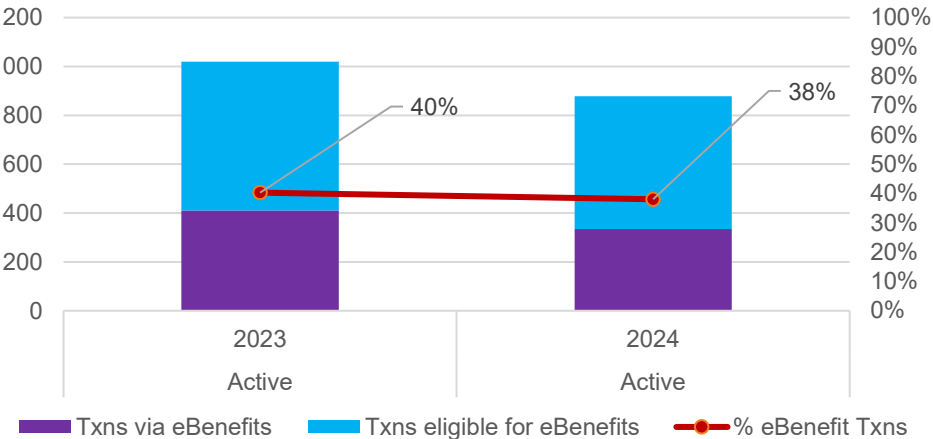
63%
November 2024

Operations Dashboard for the Month of November 2024

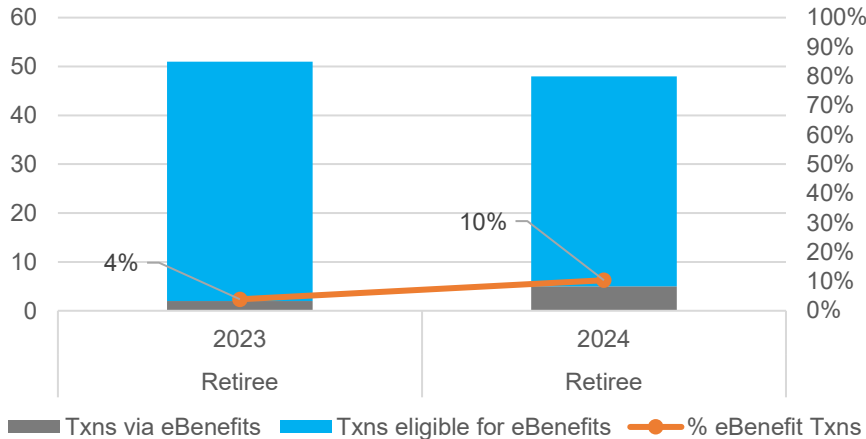
Transactions



eBenefits Transactions Actives



eBenefits Transactions Retirees

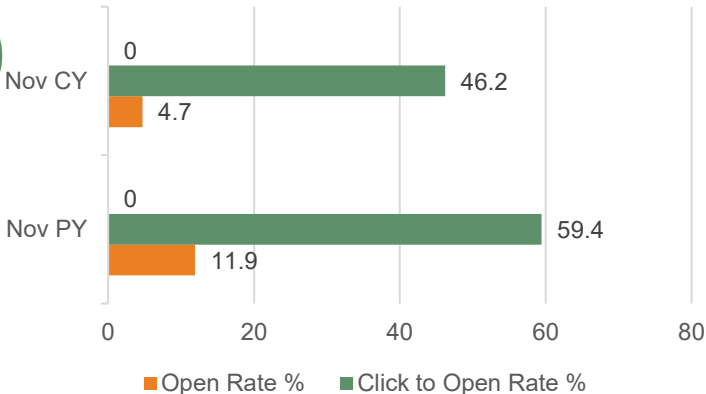


Communications Dashboard for the Month of November 2024

Member Engagement

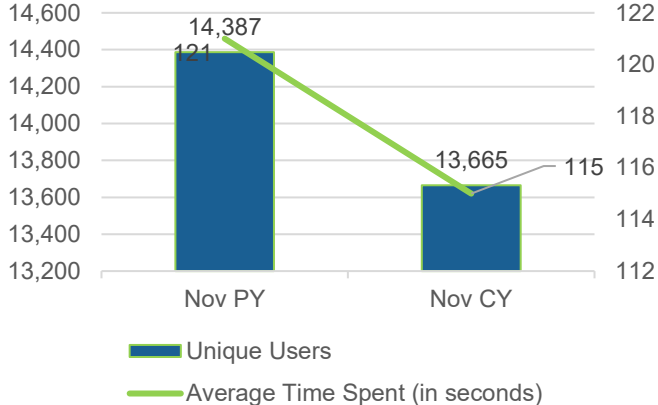
eNews Engagement

Goal: >50% Subscribers and 50% Open Rate



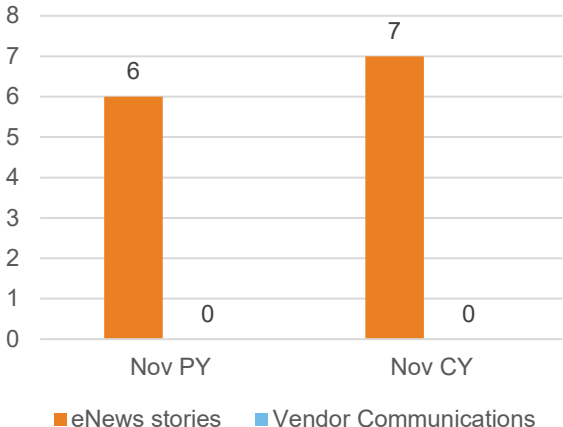
SFHSS Website Engagement

Goal: >100 seconds



Preventive Care Communications

Goal: > 3



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