

HEALTH SERVICE SYSTEM
CITY & COUNTY OF SAN FRANCISCO

MEMORANDUM

DATE: February 5, 2017
TO: Randy Scott, President and Members of the Health Service Board
FROM: Catherine Dodd PhD, RN
Director, HSS
RE: January 6, 2016 to February 5, 2016 Board Report

HSS Personnel

- The graphic artist position interviews will begin in two weeks.
- The newly vacated 1210 position tests are being graded currently.
- Contracts Manager position vacated, will begin recruitment.
- 2.0 positions will continue to be held vacant per last year's budget for "attrition savings."
- Initial phone meeting with Employee Engagement vendor occurred and Scope of Work will be developed next week.

Operations

- We exceeded our average speed of answer time by 9 seconds, due to BlueShield's Open Enrollment transition errors. They did not properly load our active and retiree members' eligibility records for the 2016 calendar year, causing an increase of eligibility related calls. Eligibility termination calls require significantly longer handle times than standard benefits calls. On average, both inbound and outbound talk times of increased approximately 10% each, which increased total talk times by approximately 20%.
- We have begun our migration over to the Salesforce CRM platform, which will allow for more robust statistical reporting in time. It will also allow for better integration with the phone system and improvements scheduled for the member walk-in area.
- Met with DHR to start discussion of electronic on-boarding for new hires. DHR and HSS are planning to collaborate and develop a comprehensive electronic on-boarding process that will include important information about their new job including benefit information, enrollment process and deadlines for enrollment.



- HSS met with SFUSD, CCD and Superior Court to update and train their key staff on 1095-C forms. HSS also provided materials for departmental distribution to help communicate the intent of these forms.
- HSS along with the City's Department of Technology (DT) met to review solutions for an upgrade to HSS' phone system.

Data Analytics:

- During the January HSB meeting, Dr. Follansbee requested an additional slice of inpatient utilization by the 45-64 age group. That information can be found in the Data Analytics update.
- The Customer Relationship Management System (CRM) went live on February 4th. While this was an HSS team effort from many areas, I'd like to acknowledge Brian Rodriguez' contribution to the project. Not only did he manage the project but he also facilitated many of the work streams including the classifications for the knowledgebase and the training of the staff.
- Data Analytics generated and released for printing and distribution 51,720 IRS Form 1095.

Communications

- Worked with Operations on 1095C forms.
- Produced demographic report.

Finance

- Finalized FY 2016-17 and FY 2017-18 budget request for the Healthcare Sustainability Fund (\$2.05) and the General Fund Administrative Budget for approval by the Health Service Board.
- Submitted internal control documents to the Controller's Office as part of the internal audit.
- Fully executed the contract for the Enterprise Content Management System.

Wellness

- Please find the 2015 Annual Wellness Center Report Executive Summary and the 2015 Employee Well-being Program Executive Summary. These provide 2015 highlights and 2016 goals and priorities. 2015 EAP reporting and 2016 goals and priorities will be provided in March.
- Wellness Center 2015 Highlights:
 - 8,136 visits in the year, with an average of 678/month: This is a 43% increase compared to 2014.
 - 939 different people (participants) visited the Wellness Center, with an average of 223/month. This is an 81% increase compared to 2014.
 - 78% of participants used the Wellness Center for group exercise. There was a 12% increase in group exercise participation compared to 2014.

- Seminar participation decreased 8% in 2015. Coaching participation decreased 26% in 2015.
- Employee Well-being Program 2015 Highlights:
 - 27% increase in the number of Champions: Started 2015 with 164 Champions and ended with 209. USD, CCD, and CRT all recruited Champions for the first time.
 - 25% decrease in the number of departments without any Champions: Started 2015 with 12 departments and ended with 9 departments.
 - Three City-wide initiatives were implemented: 1932 HSS members participated in the Shape Up Walking Challenge, 3739 members received their flu shot at a worksite clinic, and 7180 employee members completed the Well-being Assessment.
 - 26 biometric screenings were offered at various worksites serving 1189 employees.
 - 56 seminars were offered at various worksites serving 658 employees.
 - 26 study participants were recruited at the first Diabetes Prevention Program study site: One South Van Ness.
 - Champions implemented other programs including walking groups, healthy meeting activities, and the Maintain, Don't Gain challenge. They also started Wellness Councils and hosted special events, such as health fairs and retreat days.

Meetings/Presentations/Misc.

- Met weekly with Aon Hewitt, including renewal strategy and forecasting agenda for the rest of 2016.
- Several meeting by phone with Blue Shield.
- Several meetings with CFO and Managers regarding the budget.
- Meeting with Controller, DHR and Wellness manager re: ergonomic training and equipment.
- Presented to MEA leadership course.
- Presented at Retiree Trust Fund meeting on federal Excise Tax.
- Participated in tour of new Kaiser facility and Periodic Utilization Review meeting.
- Attended "Best Doctors" second opinion conference.
- Participated in EMERGE steering committee.
- Participated in Wellness Champion Celebration, thanks to Supervisor Farrell for participating.

Transparency

Report from convening of experts on Transparency attached.