



# HEALTH SERVICE BOARD

## CITY & COUNTY OF SAN FRANCISCO

**Stephen Follansbee, M.D.**  
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**Chris Canning**  
Vice President

**Karen Breslin**  
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**Mary Hao**  
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**Dean Preston**  
Supervisor (District 5)  
Commissioner

**Randy Scott**  
Commissioner

**Claire Zvanksi**  
Commissioner

**Abbie Yant, MA, RN**  
Executive Director  
Health Service System

**Holly Lopez**  
Executive Secretary

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### **HEALTH SERVICE BOARD:**

### **GOVERNANCE COMMITTEE**

### **MEETING MINUTES**

Thursday, January 21, 2021

**AT**

**1:00pm**

**VIRTUAL PRESENTATION**

Due to the COVID-19 health emergency and to protect our Board Members, SFHSS staff, and members of the public, the Board's Meeting Room (Room 416) is closed.

### Remote Meeting Access

**Watch** at 1:00 pm on January 21, 2021 (via SFGovTV) - <https://sfgovtv.org/hsbLIVE>

**Click the link to join the meeting** - <https://bit.ly/35mN8MN>

**Public Comment Call-In:** 415-655-0001 / **Access Code:** 146 762 6811

#### Providing Public Comment:

1. Dial **415-655-0001** and then enter access code **146 762 6811** then #
2. **Press #** again to enter the meeting as an ATTENDEE
3. You will hear a beep when you join the meeting as a participant.
  - a. Stop and LISTEN
  - b. Wait for Public Comment to be announced.
4. When Public Comment is called, dial \* then **3** to be added to the speaker line.
5. You will then hear "You have raised your hand to ask a question, please wait to speak until the host calls on you." Callers will hear silence when waiting for their turn to speak.
6. To withdraw your question, press \* then **3**. – you will hear: "You have lowered your hand."
7. When the system message says "Your line has been unmuted" - **THIS IS YOUR TIME TO SPEAK.**
8. When the President or Commission Secretary states "Welcome Caller," you are encouraged to state your name clearly. As soon as you speak, you will have **3 minutes** to provide your comments.
9. Once your 3 minutes have expired, you will be moved out of the speaker line and back as a participant in the meeting. You will hear "Your line has been muted."
10. Participants who wish to speak on other public comment periods can stay on the meeting line and listen for the next public comment opportunity.

#### Best Practices when calling in for Public Comment:

- Call from a quiet location
- Speak slowly and clearly
- Turn down any televisions or radios around you
- Address the Commission as a whole, do not address individual Commissioners

### Written Public Comment

Persons unable to attend the meeting may submit written public comments regarding an agenda item. These comments will be made part of the official public record and shall be brought to the attention of the Health Service Board. Written public comment expected to be part of the official record should be submitted to the Board email, [health.service.board@sfgov.org](mailto:health.service.board@sfgov.org), and **received by 5 pm on Wednesday, January 20th** before the meeting. Members can also call 628-652-4646 with any questions.

All comments received by the deadline will be read aloud by the Board Secretary up to the three-minute maximum allotted time to each commenter. In the body of your email, indicate the meeting date and the specific agenda item number. If you do not specify an agenda item, your emailed public comment will be read under general comment.

1. **CALL TO ORDER:** 1:00 pm

2. **ROLL CALL**

Commissioner, Randy Scott, Chair-present  
Commissioner, Stephen Follansbee, M.D., Board President -present  
Commissioner, Claire Zvanski-arrived 1:07

3. **REVIEW AND APPROVE RESULTS AND DRAFT REPORT OF THE ANNUAL BOARD SELF-EVALUATION FY 2019-2020: (Action)**

The Annual Board Self-Evaluation FY 2019-2020 Report Draft can be located on the SFHSS website at <https://bit.ly/3oLjrfa>

Board Secretary, Holly Lopez presented the following items in the Annual Board Self-Evaluation FY 2019-2020 Report Draft:

- Overview
- Executive Summary
- Improvements in Areas of Possible Concern in the 2019-2020 Evaluation
- Improvements in Areas of Possible Concern in the 2018-19 Evaluation
- Summary of Areas that Showed the Most Significant Score Increases
- Results of Board Performance
  - Evaluation of Governance Structure & Policies
  - Board Member Interactions and Meeting Activities
  - Evaluation of Goal Setting and Communications
  - Assessment of the Board's Interaction with Management

Committee Chair Scott thanked Holly Lopez for her effort and her work completing the report for the Board. Holly Lopez, Board Secretary, thanked the Board for the opportunity to work on the evaluation and see the depth and scope of the reflective practices and the Board's work and time spent completing the process, including completing the survey by the due date.

Holly Lopez reviewed the Executive Summary with the Committee. Holly Lopez noted the total score showed improvement in two of the four areas, stabilization in one area, and a decrease in one area. Holly Lopez stated there were 36 questions total, spread across the four sections, 19 out of 36 statements in the evaluation showed increased ratings from last year, 11 statements decreased, 6 ratings stayed the same.

Holly Lopez noted the average score shift was driven by a significant number of "Strongly Disagree" responses by one respondent and upon closer look at the comments this respondent did not make any suggestions, express any confusion or rationale to the disagreement, in fact, the respondent only offered positive comments. Holly Lopez suggested this may have been an error in the respondent's marking to the questions.

President Follansbee commented that the report narrative was very clear and suspected that where there was a "strongly disagree" response, the respondent may not have been marked as intended. Commissioner Zvanski agreed that the positive comments indicate affirmative response and the marking may have been misunderstood by the individual respondent.

President Follansbee noted that the survey tool did not allow a respondent to go back to a previous section to review their responses. Commissioner Zvanski recalled the same inability to review her responses. Chair Scott asked Holly Lopez to check the survey tool capability and note the option in the full report and when presented to the full Board.

Holly Lopez reviewed the following four sections of the evaluation outcomes with the Board

- Evaluation of Governance Structure & Policies
- Board Member Interactions and Meeting Activities
- Evaluation of Goal Setting and Communications
- Assessment of the Board's Interaction with Management

Holly Lopez noted two comments in the Governance Structure and Policy section, one comment requested more subject matter experts for Board education training sessions and another comment suggested more opportunities for external training.

President Follansbee asked if there were any comments on the question, "The Board focuses on policy and strategy in addition to operations." Holly Lopez shared the comment, "The Request for Proposal (RFP) process required hindsight review to understand how the HSB had impacted and influenced the RFP. The role of the HSB in the RFP process could have been better outlined as the RFP rolled out. The HSB also continues to struggle with how the Five Areas of the Strategic Plan are being addressed by each item for action and how the actions further the implementation of this Strategic Plan." Chair Scott noted the Governance Committee met in November and discussed the RFP process to set the groundwork to prepare for future RFPs. Chair Scott also requested this survey question and comment be pointed out in the full Board presentation.

Holly Lopez stated the Board Member Interactions and Meeting Activities section score remained stable. Holly Lopez noted two comments expressed the need to remind the Board of its fiduciary responsibilities. Erik Rapoport, General Counsel with City Attorney's Office, reminded the Board that the [Fiduciary Standards and Board Member Roles](#) presentation is posted on the Board website. Erik Rapoport also pointed out that the applications of the standards is can be complicated because there are not many public sector commissions similarly situated as the Health Service Board. Chair Scott wondered if a broader fiduciary responsibility training is available and relate specifically to the public sector or non-profit sector. Commissioner Scott also mentioned the use of a consulting firm to offer training. Commissioner Zvanski recommended the fiduciary training through the International Foundation for Employee Benefits, which all Board members have access to as HSB Commissioners. Commissioner Zvanski also recommended a firm used for previous trainings. Chair Scott recommended an annual review and training of the Board's fiduciary responsibilities. Karen Breslin agreed with Chair Scott and commented that the training would focus on the Board's responsibilities in addition to the fiduciary standards. Karen Breslin also commented that the training would complement the City's conflict of interest training. Erik Rapoport said he would look into the possibility of having and outside consultant provide fiduciary training.

Holly Lopez noted the overall score increased for the Goal Setting and Communications section. Chair Scott recalled Open Enrollment communication plans shared with the Board and asked Executive Director Yant if more broad communication plans could be shared throughout the year. Executive Director Yant stated that Member communications are critical to SFHSS operations and the department funded the Director of Communications role last year which brought Jessica Shih to the team last February. Executive Director Yant shared during the last year Jessica learned the

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department operations, quickly pivoted to the virtual world, increased the utilization of the website, and brought on an intern to look at the website user interface. Executive Director Yant stated that part of Jessica Shih's work is developing an overall communications plan and she can present the plan to the Board. Commissioner Zvanski expressed her appreciation for the communications effort and recognized the significance of the Communications Director role in the department and for the communication to Members.

President Follansbee noted the SFHSS website offers information about the Board, but it would be good to review the content. Commissioner Zvanski agreed it would be good to describe the Board's work but described the challenge to inform more people, especially since many people don't actively seek service unless they are experiencing a direct need. Commissioner Scott suggested the Communications Director also review the Board webpages. Executive Director Yant stated that Jessica Shih can help clarify our key messages and ways to deliver across multiple avenues, including the website.

In conclusion, Holly Lopez stated that although no outstanding issues surfaced from this evaluation, the Board can continue to improve by focusing on areas including:

- Diversifying Board education resources
- Providing Regular Strategic Plan updates at Board meetings and notations on Board agendas
- Creating a timeline of how the HSB will be involved in the future Request for Proposal Process
- Offering an annual fiduciary responsibility review by Counsel

Chair Scott requested the second bullet point be divided into two: Providing Regular Strategic Plan updates at Board meetings and Providing Strategic Plan notation on Board agendas.

President Follansbee moved to accept the Health Service Board Annual Self-Evaluation Report with modifications. Commissioner Zvanski seconded the motion.

PUBLIC COMMENT: None

**ACTION: The Health Service Board Governance Committee unanimously approved the Annual Board Self-Evaluation FY 2019-2020 Report Draft as discussed and modified for a referral to the Full Board in February 2021.**

#### **4. REVIEW AND APPROVE THE DRAFT 2019 EDUCATION REPORT: (Action)**

The Annual Board Self-Evaluation FY 2019-2020 Report Draft can be located on the SFHSS website at <https://bit.ly/3athS0s>

Board Secretary, Holly Lopez presented the following items in the Board Education Report Draft:

- Overview
- Board Education concerning the Strategic Plan Goals for Plan years 2020-2022
- 2021 Educational Future Planning
- Educational Resources
- Board Education Hours Completed in 2020

Chair Scott stated the Board Education report has been conducted for four or five years and in accordance with the Strategic Plan, has integrated Education opportunities into the Board's work.

Chair Scott also stated that November Board meeting is held as an Education Forum with additional education resources offered and conducted both internally and externally throughout the year.

Holly Lopez thanked the Board members for completing the Board Education Topics survey that ranked six educational topics in order of interest. Holly Lopez, Board Secretary noted the following 2020 education offerings: In April- a four-part Non-Medicare Healthcare Plan Rating Methodology, in November a Medicare Market Update, and December-Health Insurance Portability and Accountability Act (HIPAA), Board also approved the Phase I SFHSS Racial Equity Action Plan (REAP) accompanied by a joint SFHSS staff presentation on the Social Determinants of Health (SDoH).

Holly Lopez noted the survey results shared three additional topics from Board members: (1) fiduciary responsibility refresher, (2) social determinants of health (SDoH), and (3) health plan transparency cost. Holly Lopez clarified that the SDoH was not listed as an option because it will be included as part of the new Racial Equity Action Plan and the fiduciary responsibilities will also be included in light of the Annual Board Self-Evaluation results. Chair Scott requested the health plan transparency cost included in the 2021 Board Education topics to be covered as it relates to the impact of premium rates. Executive Director Yant agreed health plan transparency cost be included. Chair Scott also suggested the following sentence modification: "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." Chair Scott also requested the report list the survey results more clearly, just as in the presentation.

President Follansbee moved to accept the 2019 HSB Education Report with modifications as discussed. Commissioner Zvanski seconded the motion.

PUBLIC COMMENT: None

**ACTION: The Health Service Board Governance Committee unanimously approved the 2019 HSB Education Report with modifications as discussed.**

**5. OPPORTUNITY FOR THE PUBLIC TO COMMENT ON MATTERS WITHIN THE BOARD'S JURISDICTION AND THE OPPORTUNITY TO PLACE ITEMS ON FUTURE AGENDAS: (Discussion)**

PUBLIC COMMENT: None

Commissioner Scott noted the phrasing of agenda item number five and suggested the language be used for future Board meeting agendas. Chair Scott explained the language would preserve the opportunities for public comment while reducing the need for two separate agenda items. President Follansbee agreed with the need for a change. Commissioner Zvanski supported the change so long as the language offers non-Board members such as members or provider representatives, to make public comments. Erik Rapoport, General Counsel with City Attorney's Office, offered to research options with a member focus.

**6. ADJOURNMENT: ~2:30 pm**

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### **Summary of Health Service Board Rules Regarding Public Comment**

1. A member of the public has up to three (3) minutes to make pertinent public comments before action is taken on any agenda item.
2. A member may comment on any matter within the Board's jurisdiction as designated on the agenda.
3. Members may submit their comments by email to [health.service.board@sfgov.org](mailto:health.service.board@sfgov.org) by 5 pm the day before the meeting start time. These comments will be made part of the official public record and shall be brought to the attention of the Health Service Board. All comments received by the deadline will be read aloud by the Board Secretary up to the three-minute maximum allotted to each commenter. In the subject line of your email, indicate the meeting date and the specific agenda item number. If you do not specify an agenda item, your emailed public comment will be read under general comment.

### **Knowing Your Rights Under the Sunshine Ordinance**

Government's duty is to serve the public, reaching its decision in full view of the public. Commissions, boards, councils, and other agencies of the City and County of San Francisco exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review. For more information on your rights under the Sunshine Ordinance or to report a violation of the ordinance, visit the Sunshine Ordinance Task Force website at <http://www.sfgov.org/sunshine>.

### **Summary of Health Service Board Rules Regarding Cell Phones and Pagers**

The ringing and use of cell phones, pagers, and similar sound-producing electronic devices are prohibited at Health Service Board and committee meetings. The Chair of the meeting may order the removal of any person(s) in violation of this rule from the meeting room. The Chair of the meeting may allow an expelled person to return to the meeting following an agreement to comply with this rule. The complete rules are outlined in Chapter 67A of the San Francisco Administrative Code.

### **Disability Access and Accommodation**

Regular Health Service Board meetings are held at City Hall, 1 Dr. Carlton B. Goodlett Place, in Hearing Room 416 at 1:00 PM on the second Thursday of each month. The closest accessible BART station is Civic Center, three blocks from City Hall. Accessible MUNI lines serving this location are #42 Downtown Loop and the #71 Haight/Noriega and the F Line to Market and Van Ness and the Metro stations at Van Ness and Market and Civic Center. For more information about MUNI accessible services, call (415) 923-6142. There is accessible parking in the vicinity of City Hall at Civic Center Plaza adjacent to Davies Hall and the War Memorial Complex. Accessible seating for persons with disabilities (including those using wheelchairs) will be available. To obtain a disability-related modification or accommodation, including auxiliary aids or services, to participate in the meeting, please contact Holly Lopez, 628-652-4646 at least 48 hours before the meeting, except for Monday meetings, for which the deadline is 4:00 pm the previous Friday.

### **Sensitivity to Chemical-based Products**

To assist the City's effort to accommodate persons with severe allergies, environmental illnesses, multiple chemical sensitivity, or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to various chemical-based products. Please help the City accommodate these individuals.

### **Location of Materials**

If any materials related to an item on this agenda have been distributed to the Health Service Board after distribution of the agenda packet, those materials are available for public inspection at the Health Service System during normal office hours. For more information, please contact Holly Lopez at 628-652-4646 or email [holly.lopez@sfgov.org](mailto:holly.lopez@sfgov.org). The following email has been established to contact all members of the Health Service Board: [health.service.board@sfgov.org](mailto:health.service.board@sfgov.org). Health Service Board telephone number: 628-652-4646

### **Lobbyist Registration and Reporting Requirements**

Individuals and entities influencing or attempting to influence local legislative or administrative action may be required by the San Francisco Lobbyist Ordinance [SF Campaign & Governmental Conduct Code § 2.100] to register and report lobbying activity. For more information about the Lobbyist Ordinance, please contact the San Francisco Ethics Commission at 25 Van Ness Avenue, Suite 220, San Francisco, CA 94102; telephone (415) 252-3100; fax (415) 252-3112; web site [www.sfgov.org/ethics](http://www.sfgov.org/ethics).