



# HEALTH SERVICE BOARD

## CITY & COUNTY OF SAN FRANCISCO

**Stephen Follansbee, M.D**  
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**Chris Canning**  
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Commissioner

**Randy Scott**  
Commissioner

**Claire Zvanksi**  
Commissioner

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

**Holly Lopez**  
Executive Secretary

**TEL (628) 652-4646**  
**FAX (628) 652-4703**  
<http://www.sfhss.org/>

### **HEALTH SERVICE BOARD:** **GOVERNANCE COMMITTEE**

### **MEETING MINUTES**

Thursday, November 5, 2020

**1:00pm**

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.

Members of the public are encouraged to participate remotely. If you want to ensure your comment on any item on the agenda is received by the Board in advance of the meeting, please send an email to [health.service.board@sfgov.org](mailto:health.service.board@sfgov.org) by 5 pm on Wednesday, November 4, 2020, or call 628-652-4646.

### Remote Meeting Access

Click the link to join the meeting - <https://bit.ly/34iTBbB>

**Public Comment Call-In: 415-655-0001 / Access Code: 146 188 2782**

#### **Providing Public Comment:**

1. Dial **415-655-0001** and then enter access code **146 188 2782** 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 the President or Commission Secretary calls for Public Comment, 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. Ensure you are in a quiet location. Before you speak, mute the sound of any equipment around you, including televisions, radios, and computers. You must mute your computer (if you are watching via the web link) so there is no echo sound when you speak.
7. To withdraw your question, press **\*** then **3**. – you will hear: "You have lowered your hand."
8. When the system message says "Your line has been unmuted" - **THIS IS YOUR TIME TO SPEAK.**
9. 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.
10. Once your 3 minutes have expired, you will be moved out of the speaker line and back as an attendee in the meeting (unless you disconnect). You will hear "Your line has been muted."
11. 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

1. **CALL TO ORDER: 1:02 pm**

2. **ROLL CALL**

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

Commissioner Breslin attended as a regular Board Member.

Commissioner Scott announced the goal to fulfill the Board request to review the RFP process and consult with the City Attorney on the Board's involvement in the RFP process.

3. **MEDICAL PLAN COMPETITIVE BID FOR CONTRACTS IN PLAN YEAR 2022 (Non-Medicare) POPULATION: REVIEW OF THE REQUEST FOR PROPOSAL PROCESS: (Discussion Item)**

The SFHSS Medical Plan Competitive Bid for Medical Plan Year 2022 (non-Medicare) Population presentation can be located on the SFHSS website at <https://bit.ly/33ekAUZ>. The RFP Content and HSB Related Topics can be located on the SFHSS website at <https://bit.ly/3pXSyGP>.

Executive Director Abbie Yant presented the following items:

- Key Elements of RFP: Overview of Key Dates and Deadlines
- Key Elements of RFP: Section 1. Overview of SFHSS
- Key Elements of RFP: Section 5. Scope of Work
- Timeline: Plan Selection, Recommendation, and Approval

Commissioner Scott stated Executive Director Yant will walk through the key elements of the Request for Proposal, highlighting subject areas that were addressed at Health Service Board meetings, review the Request for Proposal (“RFP”) timeline, and final Board approval process.

Commissioner Zvanski asked what happens after the proposals are submitted. Commissioner Scott asked if the proposals are first reviewed to meet the minimum requirements. Executive Director Yant explained proposals are reviewed by Michael Visconti’s team and Aon to meet minimum requirements and look at the disruption analysis, then the written proposal, questionnaire, and financials are reviewed by Aon. Executive Director Yant further explained that Aon will provide their proposal reviews to the panels who use a scoring rubric, collaboratively designed by Aon and Michael Visconti’s team, to score each proposal.

Commissioner Follansbee called attention to the responsibility of the Board to engage in the RFP process, read materials to understand all components and see how the strategic plan aspects are woven into plans. President Follansbee asked to clarify that the Board can review the staff recommendation at the first February meeting and an additional meeting is available if more time is needed for a final Board recommendation and approval. Executive Director Yant said the role of SFHSS staff is to ensure all information is gathered and presented in the recommendation so the Board can make an informed decision and if a new plan is not selected SFHSS would retain the relationship with existing providers. Executive Director Yant confirmed an additional meeting in February is available if needed.

Commissioner Scott asked for the Committee members to affirm their understanding of the RFP timeline and process outline. President Follansbee and Commissioner Zvanski affirmed and agreed to recommend the presented materials to the full Board.

PUBLIC COMMENTS: None.

**4. INITIATE PUBLIC EMPLOYEE EVALUATION FY 2020-2021: (Action)**

The Public Employee Evaluation survey can be located on the SFHSS website at <https://bit.ly/2J65kCC>, <https://bit.ly/3m4yMXN>, and <https://bit.ly/3m4z8h5>

Commissioner Scott presented the following items:

- HSB Performance Evaluation Survey of the SFHSS Executive Director
- Draft Timeline for HSB Performance Evaluation Survey

Commissioner Scott reminded the Committee that the Board has committed to the annual Board Self-Evaluation and Employee Evaluation for several years with the consultation with the Department of Human Resources (DHR). Commissioner Scott acknowledged the most recent support from Julia Ma, Workforce Development Director. Commissioner Scott was informed that the Department of Human Resources would no longer be available to offer active support in the administration of the evaluations. Commissioner Scott stated the Board Secretary has both the training and background to facilitate the evaluation processes and would have access to DHR for any consultative needs. Commissioner Scott asked the Committee members for any questions or concerns with this administrative change. President Follansbee and Commissioner Zvanski held no concerns.

Commissioner Scott outlined the Employee Evaluation survey and the timeline of the evaluation administration. Commissioner Scott raised the question of which staff members would need to complete the employee evaluation. President Follansbee and Commissioner Zvanski asked if the Board would see the individual staff responses and advised against such action. Commissioner Scott explained that all surveys are anonymous and would be delivered to the Board Secretary. Commissioner Breslin asked if more than two staff have participated in past surveys. Executive Director stated that in the past two years, the Chief Financial Officer and Chief Operating Officer have participated, although Executive Director Yant has several direct reports beyond the CFO and COO, including, Michael Visconti, Carrie Beshears, Leticia Pagán, and Board Secretary, Holly Lopez. Executive Director Yant stated that Holly Lopez would not be available to complete the survey in the new role of evaluation administrator. Commissioner Breslin stated that two executives are sufficient.

Commissioner Breslin asked to clarify the role of DHR going forward. Commissioner Scott reiterated that Board Secretary would have consultative support to review the process, distribution practices, and report analysis and summary. Executive Director Yant added that Julia Ma gave generous notice and was gracious in training Holly Lopez and offering support when needed.

PUBLIC COMMENTS: None.

Commissioner Zvanski motioned to adopt the employee evaluation survey as presented and adopt the proposed timeline as provided. President Follansbee seconded the motion.

**ACTION: The Health Service Board Governance Committee unanimously approved the Employee Evaluation Survey and timeline as presented.**

**5. INITIATE ANNUAL BOARD SELF-EVALUATION FY 2020-2021: (Action)**

The Board Self-Evaluation survey can be located on the SFHSS website at <https://bit.ly/3pXMyhl>, <https://bit.ly/33f0VUM>, and <https://bit.ly/3m4z8h5>.

Commissioner Scott presented the following items:

- HSB Self-Evaluation Survey
- Draft Timeline for HSB Self-Evaluation Survey

Commissioner Scott stated that the Board Secretary will now be the administrator and the language will be updated with the last agenda item approval. Commissioner Scott recalled question number 12, “Board members understand when it is appropriate to act in a fiduciary or stakeholder role”, needed modification and proposed amending the language of the question. Commissioner Scott pointed out Board responsibility is on the fiduciary role and the term stakeholder is unneeded. President Follansbee agreed to edit the language and remove “or stakeholder role.” Commissioner Zvanski concurred with language modification.

President Follansbee called attention to question number 3 and suggested adding another response option to question number 3, “The Board orientation program met your expectation.” President Follansbee explained newer Board members may have varying experiences in the orientation program and another response option is needed. Commissioner Scott offered to add the response option “Not Applicable or N/A” to question number 3. Commissioner Zvanski concurred to add “Not Applicable or N/A” to question number 3 only.

Executive Director Yant recalled the Board’s desire to modify question number 23, “The Board establishes suitable goals for the investment program.” Commissioner Scott pointed out the Board is not involved in the investment program or creates goals for the program. Commissioner Zvanski confirmed the Board is not involved in the investment program and agreed to delete the question.

PUBLIC COMMENTS: None

Commissioner Follansbee motioned to modify the following Board Self-Evaluation survey questions as follows: question number 3 add response option “N/A”, question 12 read as, “Board members understand when it is appropriate to act in a fiduciary”, and deletion of question 23. Commissioner Zvanski seconded.

**ACTION: The Health Service Board Governance Committee unanimously approved Board Self-Evaluation survey modifications to question number three, twelve, and twenty-three.**

**6. OPPORTUNITY FOR THE PUBLIC TO COMMENT ON MATTERS WITHIN THE BOARD’S JURISDICTION: (Discussion)**

Commissioner Zvanski asked if any further Governance Committee meetings are expected regarding the RFP. Commissioner Scott stated no further meeting is needed since the Committee fulfilled the Board request to review the RFP process and consult with the City Attorney on the Board's involvement in the RFP process. Commissioner Scott restated the Committee will bring a

full endorsement of the RFP process to the Board. Commissioner Scott, Zvanski, and President Follansbee concluded with an appreciation for the work of Michael Visconti, Aon staff, and SFHSS staff for their efforts to keep the Board informed and prepared for this process.

PUBLIC COMMENT: None.

**7. OPPORTUNITY TO PLACE ITEMS WITHIN THE BOARD'S JURISDICTION ON FUTURE AGENDAS: (Discussion)**

PUBLIC COMMENT:

**8. ADJOURNMENT:** 2:19 pm

**Health Service Board and Health Service System Web Site: <http://www.sfhss.org>**

**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. For in-person meetings, speakers are urged to fill out a speaker card in advance but may remain anonymous if so desired.

**Disability Access**

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 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.

**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>.

**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).

**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.

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.

1145 MARKET STREET 3<sup>RD</sup> FLOOR, SAN FRANCISCO, CA 94102