

HEALTH SERVICE SYSTEM
CITY & COUNTY OF SAN FRANCISCO

MEMORANDUM

DATE: September 1, 2016
TO: Randy Scott, President, and Members of the Health Service Board
FROM: Catherine Dodd PhD, RN
Director HSS
RE: Board Report August 5, 2016 to September 1, 2016

HSS Personnel

- **0923** It is with sadness that I announce the departure of Rosemary Passantino who had been the communications manager for almost 10 years. Please see attached resolution. The position description has been revised and the Knowledge, Skills and Abilities completed for development of a Position Based Test.
- **0931** Operations Manager: (Job posted since May 5) candidate selected and will start on September 16.
- **1210** Benefits Analyst Gabe Jones took a promotion at the Human Services Administration, leaving a 1210 Benefits' Analyst position vacant. There is still a list for 1210s. There were 70 applicants and only a handful qualified for the two vacant 1209 Benefits' technician positions. These will be filled as temporary employees until an eligibility list can be created.
- **Two former 1210s:** Mona Daly and Yoly Guriba are coming back from retirement as Prop F's to assist with Open Enrollment through the end of the year.
- 2 positions remain vacant per last year's budget for "attrition savings."
- Employee engagement survey completed June 17. It was reviewed in the all staff meeting. Employees were assured that their responses are confidential and will not be disclosed and that their anonymity is protected. Executive staff will work with ITS to develop an action plan.

Operations

- All customer service levels were met in August.
- HSS and UHC and Kaiser met weekly to plan the transition from Blue Shield and the self-funded City Plan for Medicare Retirees.
- The Enterprise Content Management system is up and running and new paper and faxed applications are going directly into virtual files for easy access.



Data Analytics:

- Participated in multiple working meetings with Blue Shield and UnitedHealthcare EDI teams for assigning split carrier logic modifications to the eligibility files.
- Calculated 5,208 detail rates for 2017 plan year.
- Reviewed functional requirements for Best Doctor's eligibility files.
- Drafted business requirements and technical specifications for administration of voluntary benefits.
- In various stages of requirements specification and testing for 44 programs/files impacted by split carrier enrollment.
- Go-Live! achieved for HSS' Enterprise Content Management (ECM) system. Providing post-production support to staff.
- Fixed the call statistics wallboard which provides real-time feedback to staff regarding call volume.
- Completed design and setup of secure printing/scanning/faxing of the remaining department copiers.
- Received from Committee on IT (COIT) allocation for new PCs. Ordering is in process.
- Completed SF OpenData publishing plan. SF OpenData is the central clearing house for data published by the City and County of San Francisco.
- Continued analysis and correlation of wellbeing data from the All Payer Claims Database (APCD).
- Provided data to external auditor for internal audit.
- Provided data for City 2014 GASB 45 valuation.
- Continued effort on IRS 1095 corrections. All filing deadlines have been met but we are providing corrections as requested.
- Provided address files for invitations to the Retiree educational forums.

Finance

Finance and Accounting

- Submitted carryforward requests totaling \$131,000 for the General Fund Administration budget.
- Completed all FY 2015-16 financial entries and closed fiscal year in both in the General Fund and Trust Fund.
- Began working with the External Auditors on the Trust Financial Statement.
- Completed development of the 2017 simple rates which are incorporated into the booklets and guides.

- Continuing to develop 2017 rates for PeopleSoft.

Contracting and Vendor Management

- Executed a professional services agreement with Meketa Investment Group Inc. for the development of an investment policy for the Health Service System Trust Fund.

Communications

- Open Enrollment production in full swing.
- Met with Rolling Orange (web design) and Baretto Co (brand guidelines) weekly.

Wellness

- Citywide Champions are getting creative in how they promote physical activity. They are finding ways to raise awareness, promote participation in the Get Fit on Route 66 challenge, and ways to make being active part of the culture.
- Almost 2,400 HSS members are participating in the 6-week challenge to promote physical activity.
- HSS partnered with Kaiser Permanente to pilot a Healthy Weight Series. The first location, SFO, offered the initial screening and class. The program is approximately 12 weeks.
- Move More, Feel Better Week doubled participation at the Wellness Center compared to the previous week. In response to certain activities' popularity, they were offered on a continuous basis in August or were added to future schedules.
- EAP assisted and attended many of the Move More, Feel Better Week activities at the Wellness Center. This participation, combined with planned PTO and the typical summer slow-down, led to a decrease in all EAP services. EAP spent the additional time preparing updated seminars and trainings.

Director: Meetings/Legislation/Presentations/Misc.

- SB1010 (pharmaceutical pricing transparency) failed in the Assembly.
- Met with Wellness sponsors to review analysis of first data cuts using the All Payor Claims Data base. More to come.
- Interviewed 0931 candidates.
- Met with Treasurer's staff (with HSS EAP and Wellness manager) to begin to design a financial well-being program for employees.
- Attended web ex on improving maternity outcomes and reducing costs.
- Attended weekly Open Enrollment meetings.
- Spent many hours proofreading Open Enrollment (OE) content with Mitchell Griggs and the team. Finance, Data Analytics, Operations, Communications all participate in creating quality, readable products.
- Attended Statewide Workgroup on Reducing Overuse in Sacramento.

- Attended PBGH quarterly meeting.
- Spent many hours working with UHC to plan the rollout of the New City Plan.
- Presented to the Retiree Health Care Trust on benefit changes for 2017 and outlook for future.
- Met with Dr. Lynn Ware to calendar future action on Engagement Survey.
- Worked with Branding consultants and Web design consultants.
- Attended Statewide Workgroup on Overuse.
- Attended Adaptive Business Leaders in Health's presentation on Palliative Care by Dr. Steve Pantilat. He defines palliative care in a youtube series (4 presentations 20 minutes each, well worth listening to – google Steve Pantilat Palliative Care) or try link below.

<http://www.bing.com/videos/search?q=steve+pantilat+palliative+care&&view=detail&mid=8D8856DE7047342569678D8856DE704734256967&rvsmid=CF664FFEEF0222C7059ECF664FFEEF0222C7059E&fsscr=0&FORM=VDFSRV>

He affirms that palliative care is not end of life care, it is “care focused on improving quality of life for people with serious illness.”

- Met with Blue Shield and continued work on Advanced Care Planning mailing to go out in November 2016.
- Worked with Kaiser to Finalize **Peace of Mind – Who Will Speak for You?**

Life Care Planning

If you or a family member had a sudden accident or stroke and were unable to speak for yourself, do you know who will speak for you and what you would want them to say? To help you make these decisions, the Health Service System is offering Life Care Planning assistance.

Part 1: Life Care Planning Presentation

Thursday, September 15

Three times to choose from:

12:00-1:00, 1:15-2:15 or 5:00-6:00pm

- Explore and identify values, beliefs, and experiences
- Learn how to choose an appropriate health care agent (decision maker)
- Consider your health care goals and wishes for future care

Part 2: Individual Consultation to Complete your Advanced Care Directives

Thursday, September 29

- Work one-on-one with a counselor to complete your written plan if you or a loved one were unable to speak

Report Back

- There are 18 retirees with Medicare A only who were grandfathered and will stay in the self-funded PPO City Plan. There are 2 Blue Shield who will stay in Blue Shield.
- UHC/Kaiser invites to Educational Sessions will be mailed on Sept. 7 and the RSVP line will be available that day. (See attached)
- October will be a busy month with 13 benefits fairs and 10 flu shot clinics (see Operations Report).