

SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

MEMORANDUM

January 31, 2019

TO: Karen Breslin, President, and Members of the Health Service Board
FROM: Abbie Yant, RN, MA Executive Director SFHSS
RE: Board Education Annual Report for 2018 and Plan for 2019

Overview:

San Francisco Health Service Board (HSB) Commissioners are required to be knowledgeable of matters concerning health and employee benefit policy and oversight. The HSB Education Policy outlines educational practices and reporting expectations for Commissioners throughout the course of each term year. The SFHSS leadership team seeks to provide diverse educational opportunities that support the Commissioners in acquiring the knowledge they need to effectively carry out their duties and align with the Strategic Plan for years 2020-2022.

Board Education & Strategic Goals:

In June 2018, Commissioners attended the Innovation Day Meeting where 2020-2022 Strategic Plan goals were initially crafted. The five Strategic Goals are: provide Affordable and Sustainable (Health Plans/Services), Reduce Complexity and Fragmentation (within the Healthcare system), Engage and Support (our members), offer Choice and Flexibility (to our members), and support our member's Whole Person Health and Well-Being. These newly defined goals laid the foundation for planning both external and in-house education efforts for the remainder of the year. In October 2018, the SFHSS leadership team surveyed Commissioners about health and welfare-related topics of interest for the November Educational Forum. Choices included:

Centers of Excellence	Health Navigation	Mental Health Stigma
Care Coordination	Concierge Services	Social Determinants of Health
Payment Reform	Fiduciary Responsibility	Trends in Specialty Pharmacy
Mental Health and Substance Abuse (co-occurring disorders)		

The highest-ranking topics (Centers of Excellence, Care Coordination, Health Navigation and Payment Reform) were the focal point of presentation at the November Education Forum. The Forum featured both national and global subject matter experts (SME) from Catalyst for Payment Reform, the UCSF Center of Excellence in Primary Care, and Aon. In a post survey conducted by the SFHSS Management Team it was noted that many of the presentations were relevant and quite valuable for our Commissioners. It was noted that four subjects may be too much to present during one Education Forum.

2018 Overall Educational Outcomes & 2019 Future Planning

Each year, the Commissioners and SFHSS leadership team work in partnership to provide educational opportunities that enhance continuous learning. The table located on page 2 notes the educational sessions attended by each Commissioner as it relates to strategic planning. The Education Plan for 2019 will be based on the results of an educational needs survey that captures reflections from last years' experience as well as level of interest for 2019 topics, resources, and SME presentation. The choices presented to the Commissioners in the 2019 survey were:

Social Determinants of Health	Risk Management	Fiduciary Responsibility
Mental Health	Specialty Pharmacy	

The highest-ranking topics from the completed survey are: Fiduciary Responsibility, Risk Management & Social Determinants of Health. These topics may be covered at the November Educational Forum, or by other educational options throughout the course of the year.

The Commissioners currently have access to various educational resources including the newly designed SFHSS website that is launching in February 2019. The website will house various educational resources that allow that Commissioners access at any time. Additionally, an educational resource page has been compiled and is attached to the 2019-2021 Education Plan. The SFHSS Management team is also planning an education retreat for the Health Service Board to support enhanced collaboration and allow for deeper learning.

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Education Experiences:	President Karen Breslin	Vice President Stephen Follansbee	Commissioner Randy Scott	Commissioner Wilfredo Lim	Commissioner Sharron Ferrigno	Supervisor Rafael Mandelman	<i>*Vacant Commissioner Seat*</i>
June 22, 2018 Strategic Planning Session: Innovation Day (8 hours) <ul style="list-style-type: none"> • Today's Realities • Culture of Wellbeing • Clinical and Care Management • Lightning Round-Vendor Presentations • Presentations on Specialty Topics 	Present	Present	Present	Present	Excused	N/A	
November 8, 2018 Educational Forum: (3 Hours) <ul style="list-style-type: none"> • Care Coordination And Navigation • Patient Centered Medical Homes/Centers of Excellence • Healthcare Delivery Pricing Impacts • How Purchasers can Drive towards higher Value Care 	Present	Present	Present	Present	Present	Excused	
August 27, 2018 Strategic Planning Session: Review Final Draft of Plan (2 hours)	Present	Present					
October 13-15th, 2018 New Trustees Institute Level I: Core Concepts Supported by the IFEBP Organization (16 Hours)		Present					
October 14-17th, 2018 Annual International Foundation of Employee Benefit Plans (IFEBP) Conference, New Orleans (18 hours)		Present					
Total Hours Completed	13 Hours	47 Hours	11 Hours	11 Hours	3 Hours	N/A	N/A