



HEALTH SERVICE BOARD

CITY & COUNTY OF SAN FRANCISCO

Stephen Follansbee, M.D.
President

Chris Canning
Vice President

Karen Breslin
Commissioner

Mary Hao
Commissioner

Dean Preston
Supervisor (District 5)
Commissioner

Randy Scott
Commissioner

Claire Zvanski
Commissioner

Abbie Yant, MA, RN
Executive Director
Health Service System

Holly Lopez
Executive Secretary

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<http://www.sfhss.org/>

HEALTH SERVICE BOARD

MEETING MINUTES

Thursday, December 10, 2020

REGULAR MEETING AT

1:00pm

VIRTUAL PRESENTATION BY SFGOV TV

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 December 10, 2020 (via SFGovTV) - <https://sfgovtv.org/hsbLIVE>

Click the link to join the meeting - <https://bit.ly/36NN3BG>

Public Comment Call-In: 415-655-0001 / **Access Code:** 146 530 4105

Providing Public Comment:

1. Dial **415-655-0001** and then enter access code **146 530 4105** 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. 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 a participant in the meeting. 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

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, and **received by 5 pm on Wednesday, December 9th** 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:** 1:01 pm

2. **ROLL CALL:**

President Stephen Follansbee, M.D.-present
Vice President Chris Canning-present
Commissioner Karen Breslin-present
Commissioner Mary Hao-present, departed at 4:00 pm
Supervisor Dean Preston-present
Commissioner Randy Scott-present, departed at 4:00 pm
Commissioner Claire Zvanski-present

3. **APPROVAL (with possible modifications) OF THE MINUTES OF THE MEETINGS SET FORTH BELOW: (Action)**

Governance Committee Meeting Minutes from November 5, 2020, can be located on the SFHSS website at <https://bit.ly/3nr8BLL>

Regular Meeting Minutes from November 12, 2020, can be located on the SFHSS website at <https://bit.ly/37pohtd>

President Follansbee affirmed the Health Board meeting minutes set forth on November 12, 2020, and the Governance Committee meeting minutes on November 5, 2020. Commissioner Scott moved to adopt the Governance Committee meeting minutes as distributed. Commissioner Breslin seconded the motion.

Commissioner Zvanski moved to accept the Regular Health Service Board Regular Board meeting minutes. Commissioner Canning seconded the motion.

PUBLIC COMMENT: None

ACTION: The Health Service Board unanimously approved the Governance Committee Meeting Minutes from November 5, 2020. The Health Service Board unanimously approved the Regular Board Meeting Minutes from November 12, 2020.

4. **GENERAL PUBLIC COMMENT ON MATTERS WITHIN THE BOARD'S JURISDICTION: (Discussion)**

PUBLIC COMMENT: None

5. **PRESIDENT'S REPORT: (Discussion)**

The President's Report can be located on the SFHSS website at <https://bit.ly/387EfYh>

President Follansbee announced the FDA Advisory Panel will meet today and is set to approve the vaccine. President Follansbee shared that the data had not been presented in a peer-review journal to date, but the Great Britain Journal of Medicine released a report this morning. President Follansbee explained reports are usually analyzed and authored by investigators, not by the company producing the medicine or vaccine. President Follansbee noted that the report released today was completely analyzed and written by the pharmaceutical company and manufacturer. President Follansbee noted the data was compelling, particularly with recipients between the age of mid-50s and over 90 years.

Commissioner Breslin asked President Follansbee about the two reported cases in Great Britain in which recipients had negative reactions. President Follansbee recalled the two cases were healthcare workers with a history of severe allergies, developed an allergic reaction to the vaccine, and were treated easily. President Follansbee shared that studies often exclude people with a history of serious allergies, and then, when vaccines are available, often people who may have not qualified for the control study experience a negative reaction to the vaccine. President Follansbee noted this is not unique to this vaccine and is unlikely to change the vaccine distribution timeline.

PUBLIC COMMENT: None.

6. DIRECTOR'S REPORT: (Discussion)

The Director's Report can be located on the SFHSS website at <https://bit.ly/3oZsk5q>

Executive Director Yant presented the following items in her Director's Report

- COVID-19 Update
- Medicare Plan Evaluation
- Medical Plan RFP
- Reminder: Vendor Black Out Period-Extended
- Administrative Update
- Legislative Report
- Follow-Up from Health Plans from Prior HBS Meetings
 - Home Flu Vaccine Administration
 - Delta Dental: SmileWay Enrollment
- HSB Email Report
- Divisional Updates
 - Well-Being
 - Operations: OE, ESA, and Communications
 - Finance
 - Contracts

Executive Director Yant initiated the presentation with a COVID-19 vaccine update and shared that that distribution plans will be indicated through federal to the state and then local public health departments. Executive Director Yant directed all members to contact individual health plans for the most current vaccine availability and instructions.

Executive Director Yant shared the Medicare Plan evaluation continues and future learning sessions will be scheduled so an informed recommendation to the Board could be offered, if needed, by the designated due of June 2021.

Executive Director Yant stated the Request for Proposal process is now in the panelist review stage, followed by Oral Interviews in January, with a forthcoming recommendation to the Board.

Executive Director Yant announced the success of the first virtual Campaign Celebration Event and thanked guest speakers Maryellen Carrol, Executive Director of the Department of Emergency Management, Dr. Fiona Wilson, Supervising Physician with Department of Human Resources, and JJV (Jacqueline Joseph-Beal), Director for Diversity, Equity, and Inclusion with the Department of Human Resources, for their continued support for this program and the services they provide to members.

1145 MARKET STREET 3RD FLOOR, SAN FRANCISCO, CA 94102

Commissioner Breslin commented on a member email the Board received regarding dental care and questioned whether the SmileWay Program is bringing enough value to members. Executive Director Yant shared that 429 members participate in the SmileWay program and although that number is low for active and retired members utilize the service. Executive Director Yant reminded the Board that utilization will continue to be monitored.

Commissioner Breslin also expressed concern for members who need flu-shots that are not able to leave their homes. Executive Director Yant stated the plans address the needs on an exception basis. President Follansbee advised those members who are homebound to also ask any guests or visitors if they received a flu shot to ensure decreased exposure. President Follansbee also encouraged everyone to get their flu shots to help protect those people who are not able to access the flu shot.

Commissioner Zvanski stated her appreciation of programs like SmileWay for those members who need the resource and wondered if more communications are needed to encourage employees to use the SmileWay benefit, especially for those who would qualify for the programs.

Executive Director Yant mentioned that members understand and receive information in different ways and the Communications team has developed measuring systems to offer efficient communications strategy impact.

PUBLIC COMMENT: None

7. AUDIT REPORT: (Action)

The Audit Memo can be located on the SFHSS website at <https://bit.ly/3aeeVT3>

The Audit Report can be located on the SFHSS website at <https://bit.ly/3gUwj0k>

The Audit presentation can be located on the SFHSS website at <https://bit.ly/3nlgGS5>

Chief Financial Officer, Larry Loo presented on the following items:

- Audit Overview

Annie Louie and Craig Harner, MGO presented the Following Items:

- Audit Summary
- Audit Responsibilities
- Audit Results, Required Communications, and Other Matters

STAFF RECOMMENDATIONS: Approve the Audit Report.

Chief Financial Officer, Larry Loo noted the Audit was administered by a new auditing firm, MGO, and was completed on time. Annie Louie, MGO reported there were no control deficiencies or items of particular improvement. Annie Louie reported that MGO can provide an unmodified opinion which is the highest level of assurance of the financial statements in the audit. Annie Louie discussed one note, "Significant financial statement estimates and disclosures – Note 4 reserve for claims for self-insured plans (medical, prescription drugs, and dental)." The financial statements include estimates based on actuary calculations. MGO used an independent actuary to review and determine the estimates in the financial statements to be reasonable. Commissioner Scott asked for further clarification around this note and if this was an issue that needs to be resolved. Annie Louie explained that it is not an issue, rather it highlights any significant estimates

or disclosures, for SFHSS those are the estimated reserves for claims for self-insured plans. Annie Louie restated that no misstatements or deficiencies were reported on this item. Annie Louie also thanked Larry Loo and former CFO Pamela Levin for making the process so smooth.

Commissioner Scott moved to accept the Audit Report. Commissioner Zvanski seconded the motion.

PUBLIC COMMENT:

Susan Scourage, a member, asked how to identify in-network dentists. Board Secretary, Holly Lopez, offered to connect her with the appropriate information and shared her contact information, email address, health.service.board@sfgov.org.

Fred Sanchez, with Protect Our Benefits, asked where the financial statement is located on the website. Chief Financial Officer, Larry Loo, stated the financial statement is located on the Board document webpage and Board Secretary can also email if desired.

ACTION: The Health Service Board unanimously accepted the Audit Report as presented.

8. PRESENTATION OF HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA) TRAINING: (Discussion)

The Presentation of Health Insurance Portability and Accountability Act (HIPAA) Training can be located on the SFHSS website at <https://bit.ly/3aeflZD>

Enterprise Systems and Data Analytics (ESA) Manager, Rin Coleridge presented the following items:

- HIPAA introduction
- Role of Privacy Officer
- HIPAA-What, Why, How, and Whom?
- What is Protected Health Information (PHI)
- 18 Identities which make Health Information PHI
- HIPAA Privacy & Security
- HIPAA Violation Penalties
- Permissions Granted by the Privacy Rule
- Practices to Ensure Compliance

Rin Coleridge, ESA Manager emphasized if Board members ever suspect misuse of private data or have questions about information and how best to secure it, contact her as she is the designated SFHSS privacy Officer. Rin Coleridge also announced that the Health Service Board members are now enrolled in Cybersecurity training as part of their continued education. President Follansbee stated he completed the online training and he noted the importance of using the sfgov emails to ensure the safety of the information.

Commissioner Scott asked if SFHSS had any recent reportable incidents within the past three to 4 years. Rin Coleridge confirmed there were no reports in the past 3-4 years and mentioned the department implements a lot of protections in place and complete regular risk assessments to ensure safety.

Commissioner Zvanski mentioned the possibility that members who approach Commissioners can share confidential information and it is incumbent upon the Board to ensure HIPAA or PHI is not breached. Rin Coleridge, ESA Manager, urged and advised all Commissioners to direct members directly to Member Services, as it removes personal risk and ensures the protection through the City's infrastructure and processes.

PUBLIC COMMENT: None

Break: 2:35-2:45pm

Upon returning from the break, President Follansbee learned that FDA approved the emergency release of the first COVID-19 vaccine and the FDA will distribution plan will be forthcoming.

9. SFHSS AND SOCIAL DETERMINANTS OF HEALTH (SDOH) INTRODUCTION: (Discussion)

The SFHSS and Social Determinants of Health (SDoH) Introduction can be located on the SFHSS website at <https://bit.ly/3oRMM8i>

Senior Health Program Planner, Derrick Tsoi presented on the following items:

- Agenda
- Presentation Aims
- Rationale: Health is Much More than Health Care
- What are the Social Determinants of Health?
- Causes of Excess Costs Due to Health Disparities
- Whole Person Health & Well-Being: A Looking Glass
- Whole Person Health and Well-Being: Root Causes & Web of Complexity
- What Does the Data Say? US Population
- What Does the Data Say? SF Community
- What Does the Data Say? SFHSS Membership
- SFHSS Sphere of Influence
- Conclusion & Next Steps

Senior Health Program Planner, Derrick Tsoi introduced the Social Determinants of Health (SDoH) – the conditions in which people are born, live, learn, work, play, worship, and age; and presented an overview of health disparities from the national, county, and SFHSS membership perspective with an initial focus on race. Derrick Tsoi stated Racial Equity is a City-wide priority and important lens amongst others, (like gender identity, job type, and department) to examine SDoH and health outcomes and SFHSS is working on a measurement plan to identify actionable data and support partnerships with Health Plans, which will include a focused, effective and operational framework to address health disparities-all of which will be provided through periodic updates to the Health Service Board.

President Follansbee requested public comment be postponed until after agenda item 10 as the content presentation of SDoH and the Racial Equity Action Plan agenda item coincide.

PUBLIC COMMENT: Combined with public comment on agenda item number 10.

10. RACIAL EQUITY ACTION PLAN PRESENTATION: (Action)

The Racial Equity Action Plan Narrative and Appendix can be located on the SFHSS website at <https://bit.ly/2LEeabz>

The DRAFT Racial Equity Action Plan Presentation can be located on the SFHSS website at <https://bit.ly/3rb08yH>

Senior Health Program Planner, Leticia Pagán presented on the following items:

- Agenda
- History & Legislation Our Current Climate
- Office of Racial Equity and Department of Racial Equity Action Plans
- Two Year SFHSS Racial Equity Experience
- What Drives our Racial Equity Actions
- Racial Equity Visioning
- SFHSS Racial Equity Plan Initiatives
- SFHSS Strategic Plan Alignment
- Equity vs. Equality
- Summary and Key Findings Through the REAP Phase I Report

STAFF RECOMMENDATIONS: Approve the Racial Equity Action Plan

Senior Health Program Planner and Racial Equity Lead, Leticia Pagán began her remarks with acknowledgment of an email to the Health Service Board from member Gale Ow, in which she praised SFHSS's commitment to equity and asked about the inclusivity of language and culture as part of racial equity work. Leticia Pagán, pointed out that language can be a barrier to accessing healthcare and language is an important facet of race and ethnic identity, and going forward our team will work in concert with the City to consider the language needs of our membership.

Leticia Pagán presented the SFHSS Racial Equity Action Plan (REAP), mandated by the Office of Racial Equity (ORE), and outlined strategies to build empowering environments through organizational transformation. Leticia expressed that the department's racial equity work begins internally, centering inquiry, education, and staff voice and the department is leveraging evidence-based approaches from leaders in the field, including the Office of Racial Equity (ORE), the Government Alliance of Race and Equity (GARE), and the CCSF departments engaged in racial equity work.

Commissioner Breslin disagreed that members experience income inequality as an SDoH, if City performs civil service exams, employees are paid per their classification, and all members receive the same health benefits. Commissioner Hao acknowledged that civil service employees are paid according to set salary classification, but it cannot be assumed that all members have equal experiences in socio-economic situations or family background.

Commissioner Follansbee shared his recent learning that access to public parks, full-service markets, and housing costs impact health indicators and he sees the Board's responsibility to assist in gaining answers to accessibility issues and racial equity.

Commissioner Zvanski called attention to racial demographics changes in the city over the last

three decades and the need for equitable employment promotional opportunities. Commissioner Zvanski recognized that role-specific requirements like sedentary vs. physical labor, work shifts hours (night vs day shifts), potential exposure to hazardous materials, as well as commute times also impact overall health.

Commissioner Scott emphasized that social determinants like where people live, how they grew up and circumstances beyond their paycheck, and access to culturally competent care all contribute to health. Commissioner Scott recalled the Board's responsibility to uphold the strategic goal of whole-person care and appreciated the racial equity frameworks presented as they outline how the Board can begin to make fact-based, data-driven decisions about SFHSS member populations and to align policies for members. Commissioner Scott urged the Board to consider essential features that need to be addressed in healthcare policies and delivery systems. Commissioner Hao underscored the idea to provide whole care, there is a need to ensure a culture or sense of belonging. Supervisor Dean Preston concurred with Commissioner Scott and Commissioner Hao and thanked Leticia Pagán and Derrick Tsoi for their work.

Commissioner Breslin asked if staff discrimination was an issue? Erik Rapoport, HSS General Council, stated there is nothing in the Racial Equity Action Plan that is implying that any act of discrimination by individual staff members. Erik Rapoport also affirmed that the Racial Equity Action Plan had been reviewed and reflects the City's Office of Racial Equity ("ORE") mandates.

Commissioner Canning welcomed further learning and conversations on SDoH and racial equity and acknowledged the importance of awareness in these concepts and to exercise adaptability, to provide services for member needs, especially as the Board is charged with managing and selecting health plans.

Executive Director Yant repeated that SFHSS is committed to taking a population approach when delivering quality care for members and going forward, data will inform where practices need to change to produce equitable care. Executive Director pointed out, as stated in the presentation, that healthcare is only one factor in maintaining health, and as such, integrating and meeting social needs must be considered in delivery options. Executive Director Yant stated the current health plans have been notified to uphold this commitment and was included in the current RFP.

PUBLIC COMMENT:

Herbert Wiener, a retired social worker for the City, expressed concern on equitable hiring practices

Commissioner Zvanski moved to approve the Racial Equity Action Plan. Commissioner Scott seconded the motion.

**ACTION: The Health Service Board approved the Racial Equity Action Plan with a vote of:
Ayes: 6-Follansbee, Canning, Hao, Scott, Zvanski, and Supervisor Preston
Nays: 1-Breslin**

11. OPEN ENROLLMENT REPORT-SUMMARY OF OPEN ENROLLMENT KEY STATISTICS AND MEMBER PLAN MIGRATION: (Discussion)

The Open Enrollment Report-Summary of Open Enrollment Key Statistics and Member Plan Migration can be located on the SFHSS website at <https://bit.ly/3gWR1Nk>

Chief Operating Officer, Mitchell Griggs presented the following items:

- Virtual Open Enrollment October 1-30
- Open Enrollment Mailings
- 2021 OE Booklets
- Open Enrollment Report: Member Assistance Calls and Website
- Preliminary 2021 Medical Plan Enrollment
- Preliminary 2021 Dental Plan Enrollment
- Preliminary 2021 Vision Premier Enrollment
- Preliminary 2021 Voluntary Benefits Enrollment
- Appendix

Chief Operating Officer, Mitchell Griggs reported the successful adaptation for the virtual open enrollment. Mitchell Griggs pointed out a new phone service system was implemented in April in preparation for OE, the staff was available to telecommute during October, in-person Health Fairs were substituted with on-line webinars, Flu-clinics were administered with new safety protocols, and increased access and support for self-service eBenefits were available. Mitchell Griggs offered preliminary 2021 enrollment and stated the annual demographic report will be delivered in Q1 to provide additional information. President Follansbee, Commissioner Breslin, and Commissioner Zvanski commended Mitchell Griggs and the operations team for the successful transition to the online open enrollment.

PUBLIC COMMENT: None

12. REPORTS AND UPDATES FROM CONTRACTED HEALTH PLAN REPRESENTATIVES: (Discussion)

Commissioner Breslin requested continued updates on healthcare plans elder advocacy/support services and transportation options. President Follansbee also requested information on how the resources are communicated to members. Executive Director Yant responded that an update can be provided at a future meeting.

PUBLIC COMMENT: None

President Follansbee called to combine agenda item 13 and agenda item 14 public and combine public comment.

13. OPPORTUNITY FOR THE PUBLIC TO COMMENT ON MATTERS WITHIN THE BOARD'S JURISDICTION: (Discussion)

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

PUBLIC COMMENT: None

15. ADJOURNMENT: 4:20 pm

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 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. The following email has been established to contact all members of the Health Service Board: 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.