

# Health Service Board Special Meeting

**April 28, 2022**

**Meeting Will Begin Momentarily  
Public Comment Phone Line: 415-655-0001**

**Access Code: 2484 123 9217**

# Agenda Item #1:

## Call to Order

# Agenda Item #2:

## Roll Call

# Agenda Item #3:

## Health Service System Strategic Planning

Presented by Executive Director Abbie Yant

## Schedule

- *Opening Remarks*
- *Keynote Speakers & Discussion*
- *Break at 3PM*
- *Well-Being at Work Conversation*
- *Key Takeaways and Next Steps*

## Presentation Aims

- Bring together a broad set of thinkers and perspectives to help shape future programs and services to best meet the needs of the diverse populations we serve.
- Elevating core areas of focus including Population Mental Health, Primary Care, Health Equity, and Well-Being at Work.
- Identify important changes in our circumstances and knowledge that SFHSS can use to refresh our strategy and keep it relevant.

# Strategic Planning: Timing and Deliverables Progress to Date

Project Steps	Timing	Process	Outcomes
<b>Step 1: Strategic Plan Welcome &amp; Kick-Off</b>	March 22 <sup>nd</sup> <input checked="" type="checkbox"/>	<ul style="list-style-type: none"> <li>Met internally to introduce expanded Leadership Team and to relay expectations around Strategic Plan refresh activities.</li> </ul>	<ul style="list-style-type: none"> <li>Assigned pre-work Spectrum Dot Exercise to gather input around the current and future state of our benefits approach structure</li> </ul>
	March 30 <sup>th</sup> <input checked="" type="checkbox"/>	<ul style="list-style-type: none"> <li>Meet internally to discuss philosophy around pre-work Spectrum Dot including trends that will inform the guiding principles. Discuss the internal/external influences affecting our strategic planning process.</li> </ul>	<ul style="list-style-type: none"> <li>Gathering input to refine the Mission, Vision, Values statements. Identifying strengths, weaknesses, opportunities, and threats (SWOT) to strategic planning success.</li> </ul>
<b>Step 2: Health Service Board Special Meeting</b>	April 14 <sup>th</sup> <input checked="" type="checkbox"/>	<ul style="list-style-type: none"> <li>Introduced the Current State Assessment Toolkit including the types of data we need to review to inform next iteration of our Strategic Plan:                             <ul style="list-style-type: none"> <li>- Annual Report</li> <li>- Express Dashboard</li> <li>- DxCG Risk Score Report</li> <li>- Enrollee Demographic Report</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Better understand the gaps between the current and future state of our offerings in relation to best practice within the field.</li> </ul>
	April 28 <sup>th</sup>	<ul style="list-style-type: none"> <li>Host <b>Special Meeting</b> about Future State with stakeholders including Health Service Board, various CCSF departments, vendor partners, Aon experts and members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>Bring together a broad set of thinkers and perspectives to help shape future programs and services to best meet the needs of the diverse populations we serve.</li> <li>Elevating core areas of focus including Population Mental Health, Primary Care, Health Equity, and Well-Being at Work Conversation</li> <li>Identify important changes in our circumstances and knowledge that SFHSS can use to refresh our strategy and keep it relevant.</li> </ul>

# Population Mental Health: Creating a Culture of Caring



**Deryk Van Brunt, DrPH**

Dr. Van Brunt is Clinical Professor of Health Informatics at the University of California, Berkeley School of Public Health, CEO of CredibleMind, Inc., and President of the Healthy Communities Foundation. Van Brunt teaches Health Informatics with a focus on clinical, personal and community health information systems and conducts research in the area of individual and community health information systems. CredibleMind provides an information system to organizations such as employers, hospitals and health departments, to improve the mental health and emotional wellbeing of the population they serve. Dr. Van Brunt has overseen the creation, development, and evaluation of clinical and patient-centered information systems implemented in over 500 healthcare and public health institutions.

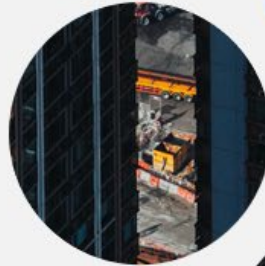


**Shimar Clements, MSW**

Shimar Clements is a Research & Data Manager at CredibleMind. Her areas of focus include multiculturalism in leadership, with particular interest in working with young adults and families, Latinx populations, and differently abled individuals in public health and research. Shimar completed her Masters of Social Work at Georgia State University's Andrew Young School of Policy Studies. In previous roles, she Provide crisis prevention and intervention support to children and adults dually diagnosed with intellectual/developmental disabilities and mental health needs.

# Mental Health: Creating a Culture of Caring

Question  
& Answer with  
Dr. Van Brunt &  
Shimar Clements





# Revitalizing Primary Care

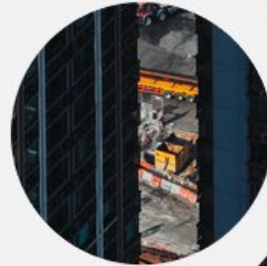
## Kevin Grumbach, MD

Dr. Kevin Grumbach, Hellman Endowed Professor and Chair at the UCSF Department of Family and Community Medicine, will present on the current state and future of the delivery of primary care medicine and will address how primary care impacts health inequities and reduces the lower total cost of care. His research and scholarship on the primary care workforce, innovations in the delivery of primary care, racial and ethnic diversity in the health professions, and community health improvement have widely influenced policy and practice.



# Revitalizing Primary Care

Question  
& Answer  
With Dr.  
Grumbach





■ Debrief  
Discussion

**What have we learned?**  
**What do we still need to know?**



# Mental Health Focus

SFHSS working with health plans to focus efforts

Current	Future
<ul style="list-style-type: none"><li>• No wrong door – avenues to care through onsite EAP, broader EAP, and IPAs—both in-person and virtual</li><li>• Evidence-based resources via Wellbeing Center and CredibleMind</li><li>• Alignment through shared goals and metrics across carriers</li><li>• Focus on outcomes-based measurement</li></ul>	<ul style="list-style-type: none"><li>• Clear pathway to right care at right time</li><li>• Diversity of care and providers</li><li>• Outcomes-based measurement improvement</li><li>• Integrated care delivery within primary care setting</li><li>• Drive culture of support</li></ul>

# Primary Care Alignment

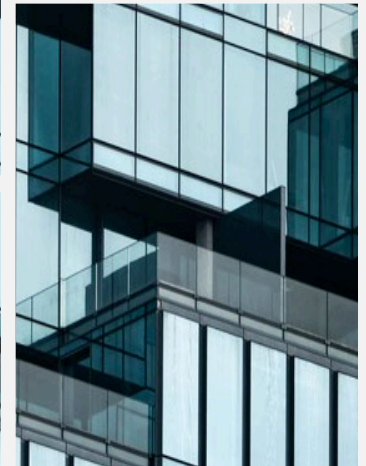
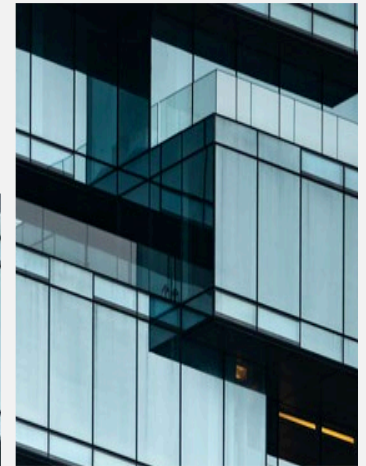
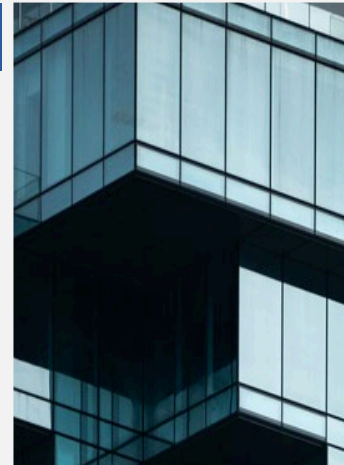
SFHSS working with Covered California, CalPERS, and PBGH to align efforts

Current	Future
<ul style="list-style-type: none"><li>• Health plan RFP for 2022: standardized metrics based on IHA with improvement targets</li><li>• BSC ACO partnerships: capitated, pay for performance contracts</li><li>• KP: team-based model</li><li>• HN CanopyCare: ACO partnerships</li><li>• IPA relationships: reporting, integration of community resources, QURE</li></ul>	<ul style="list-style-type: none"><li>• Influence IPA rebalancing of capitation payments to encourage continued development of team-based advanced primary care models &amp; outcomes</li><li>• Refine and/or broaden outcomes-based metrics, including physical and behavioral health</li></ul>

# Intermission

Thank you for listening into the Health Service Board Special Meeting, Health Service System Strategic Planning Session.

Please stand by for audio to resume after the intermission.





# Well-Being at Work Conversation

Narrative Matters

# Key Takeaways





# Strategic Planning: Timing and Deliverables Next Steps

Project Steps	Timing	Process	Outcomes
<b>Step 3: All Staff Engagement</b>	May	<ul style="list-style-type: none"> <li>Internal meeting to summarize feedback, insights, comments, ideas from Special Board Meeting.</li> </ul>	<ul style="list-style-type: none"> <li>Map out process and outcomes for All Staff Engagement</li> </ul>
<b>Implementation Framework for Measuring Success</b>	June	<ul style="list-style-type: none"> <li>Meet internally to discuss current state of data collection/reporting and streamlining measure set. Elevating leading/lagging indicators and connecting day to day work with measures of success.</li> </ul>	<ul style="list-style-type: none"> <li>Build consensus around Objectives and Key Results (OKR) goal setting framework. Refined analysis, draft of recommendations, 3-year plan with specific tactics, measurement, and implementation, resources.</li> </ul>
<b>Step 4: HSB Education – SP Planning &amp; Beyond</b>	June - Sept	<ul style="list-style-type: none"> <li>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 2023-2025.</li> </ul>	<ul style="list-style-type: none"> <li><b>Coordinate presentations at the Health Service Board</b> <ul style="list-style-type: none"> <li>Retiree Health and Wellbeing (June)</li> <li>Gerontology (June)</li> <li>Specialty Drug Cost and Pipeline: Impact to cost of care &amp; opportunities to impact change (Aug)</li> <li>Genomics (Sept)</li> </ul> </li> </ul>
<b>Step 5: Member Engagement</b>	TBD	<ul style="list-style-type: none"> <li>Test through focused group meetings/surveys with stakeholders (members and staff)</li> </ul>	<ul style="list-style-type: none"> <li>Refine strategy and tactical plan based on feedback</li> </ul>
<b>Present Three-Year Strategic Plan</b>	Aug Draft Sept Final	<ul style="list-style-type: none"> <li>Prepare, meet, refine presentation and recommendations to HSB</li> </ul>	<ul style="list-style-type: none"> <li>Present Three-Year Strategic plan to the Board</li> </ul>

## REMOTE MEETING ACCESS INFORMATION

### Public Comment Call-in (415)-655-0001/ Access Code 2484 123 9217

1. Dial the Toll-Free number **415-655-0001** and then enter access code **2484 123 9217** then **#**.
2. **Press #** again to enter meeting as an ATTENDEE.
3. You will hear a beep when you join the meeting as an attendee.

**Stop** and **LISTEN**

4. **When Public Comment is announced, dial \* then 3 to be added to the speaker line.**

*“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.

5. When the system message says *“Your line has been unmuted”* - **THIS IS YOUR TIME TO SPEAK.**
6. When the 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.

**Please Note: providing your name and other identifying information is optional. You can choose to remain anonymous.**

# Health Service Board Special Meeting Health Service System Strategic Planning

Thank you for your participation!



# Agenda Item #4

## Adjournment