

# SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

DATE: March 10, 2022  
TO: Randy Scott, Governance Committee Chair, and Members of the Health Service Board  
FROM: Holly Lopez, Health Service Board Secretary  
RE: 2021 Board Education Report and Education Plan for 2022

## **Overview:**

The HSB Education Policy outlines educational practices and reporting expectations for Commissioners throughout 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 in alignment with the Strategic Plan years 2020-2022. The table located on page 2 notes the educational sessions attended by each Commissioner.

## **Board Education concerning the Strategic Plan Goals for Plan Years 2019-2021:**

In June 2018 when Commissioners attended the Innovation Day Meeting, where Strategic Plan goals for 2020-2022 were crafted. The five Strategic Goals are guiding posts for Board education. The continuous goals are related to these 5 areas: 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.

During July 2019 Special Board Meeting, the SFHSS Leadership team presented a healthcare Market Assessment to the Board. This presentation informed the Commissioners of what trends were occurring in the healthcare market locally and nationally. The Board was shown five potential health plan models and discussed the model's components as possibilities for integration into the future Health Service System plan options. The November 2019 Board meeting contained the following education presentations: Cancer Care relative to the SFHSS Population, Delta Dental's Network and Utilization Report, and the clarification of the SFHSS Infertility Benefit. It was noted that the presentations were relevant and quite valuable for Commissioners. In December, the Board received the Strategic Plan 2020-2022 Update highlighting achievements in each of the Strategic Goal areas and key performance indicators that demonstrate divisional progress toward achieving strategic goals and objectives.

In April 2020 Board members received a four-part Non-Medicare Healthcare Plan Rating Methodology virtual training posted on the HSB Education website as part of distance learning. The November Education Forum featured a Medicare Market Update in preparation for a potential Medicare Request for Proposal. In December, the Board received the Health Insurance Portability and Accountability Act (HIPAA) training led by the SFHSS Privacy Officer. The Board also approved the Phase I SFHSS Racial Equity Action Plan (REAP), in accordance with the citywide Office of Racial Equity (ORE) mandate. The REAP presentation was accompanied by a joint SFHSS Staff presentation on the Social Determinants of Health (SDoH) that highlighted the overview of disparities from the national, county, and SFHSS membership perspectives with an emphasis on whole-person health and well-being.

In the final year, Board members were offered six educational presentations, three presented by Subject Matter Experts and three from SFHSS staff. In January 2021, Mike Clarke, Aon presented on Health Plan Underwriting as a foundation for the Rates and Benefits cycle. In honor of Mental Health Awareness Month in May 2021, an overview of mental health statistics, support strategies, resources, and SFHSS future campaigns were presented. At the direct request of the Board, the board underwent Fiduciary Training, highlighting definitions, duties, sources and standards, fiduciary liability, and recreating prudent processes. Board members also requested more information on healthcare cost transparency and in September 2021, Executive Director of Catalyst for Payment Reform (CPR), Suzanne Delbanco, Ph.D., presented on the evolution of price transparency, including state and federal provisions, as well as necessary purchaser actions. The November Education Forum focused on Social Determinants of Health and SFHSS developing measurement tools. In the last education offering, UC Berkeley presented the conjoint UC/SFHSS/BSC study on Accountable Care Organizations (ACOs).

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## Education Hours Completed in 2021

Education Experiences	President Follansbee	Vice President Canning	C. Breslin	C. Hao	C. Scott	C. Zvanski	Supervisor Chan (Assumed Office in May 2021)
<b>January 14, 2021</b> Health Plan Underwriting Mike Clarke, Aon (50 min)	Present	Present	Present	Present	Present	Present	
<b>May 13, 2021</b> Mental Health Awareness, Carrie Beshears, SFHSS, (30 min)	Present	Present	Present	Present	Present	Present	Present
<b>August 12, 2021</b> Fiduciary Training, Chris Sears, Ice Miller (1hr, 20 min)	Present	Present	Present	Excused	Present	Present	Present
<b>September 9, 2021</b> Healthcare Cost Transparency, Suzanne Delbanco, Catalyst for Payment Reform (40 min)	Present	Present	Present	Present	Present	Present	Present
<b>November 18, 2021</b> HSS Population Health/ Measurement Plan, Derrick Tsoi, SFHSS (45 min)	Present	Excused	Present	Excused	Present	Present	Excused
<b>December 9, 2021</b> UC Berkeley & SFHSS ACO Study, Tim Brown, Ph.D., Emily Hague, M.S. UC Berkeley (30 min)	Present	Present	Present	Present	Present	Present	Present
<b>*Total Hours Completed</b>	3.58 Hours	2.83 Hours	3.58 Hours	2.5 Hours	3.58 Hours	3.58 Hours	2.00 Hour

\*Note: In 2021 educational experiences were presented at full board virtual meetings, thus the exact educational hours were tracked.

## Self-Study Education Hours in 2021

Commissioner Name	Education Opportunity	Attendance Date	Total Hours
Commissioner Scott	Managing Implicit Bias Training	3/25/2021 and 3/29/2021	5.25 hours
Commissioner Hao	Kaiser Permanente 2022 Premium Rate Development	7/8/2021 at 9	1.5 hours
Commissioner Follansbee	Health Systems in 2030, Catalyst for Payment Reform(CPR)	3/4/2021 at Noon (EST)	2 hours
	Managing Implicit Bias Training and Pre-work	3/25/2021 and 3/29/2021	5.25 hours
	Creating Ecosystems for Healthy Lifestyles: An Interview with Michael P. O'Donnell: IFEBP	6/22/2021 at Noon (EST)	0.5 hours
	Washington Post: Digital Health Discussion	6/24/2021 at 7am (PST)	1 hour
	CPR): A Series of Master Classes on Pharmacy	9/16 and 9/17/2021	4 hours
	Washington Post Live/John Hopkins: Chasing Cancer	9/28/2021 at Noon	1 hour
	The Hill: The Future of Oral Health and Medicare	9/29/2021 at 10am	1 hour

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Commissioner Follansbee	The Hill: The New Role of Telehealth	10/5/2021 at 10am	1 hour
	Washington Post Live: Health Equity; Affordability	10/7/2021 at 8am	1 hour
	Washington Post Live: The Future of Work: Health and Wellness	10/14/2021 at 8am	1 hour
	Washington Post Live/John Hopkins Medicine: Chasing Cancer: Precision Medicine	10/21/2021 at 6am	1 hour
	KFH: Confronting Agism in Health Care	10/21/2021 at 9am	1.5 hours
	Washington Post Live: The Future Reset: Pandemic Prevention	11/9 2021 at 8am	1 hour
	Washington Post Live: Health Equity: Medical Research	11/10/2021 at 9am	1 hour
	Washington Post Live: Health Equity: Children's Health	11/12/2021 at 9am	1 hour
	KPP: update on Women's Health Policy	11/16/2021 at 9am	1 hour
	Washington Post Live: Chains Cancer	11/17 at 9am	45 minutes
	IAS-USA: Webinar	12/3/2021 at 3pm	1 hour
	The Hill: Strengthening America's Healthcare System	12/7/2021 at 10am	1 hour
	Washington Post Live: COVID 2022	12/8/2021 at 7:30am	1 hour
	NEJM Catalyst: Clinicians 2030	12/9/2021at 9am	1.75 hours

## Education Plan for 2022

Each year, the Commissioners and SFHSS leadership work in partnership to provide educational opportunities that enhance continuous learning. The Education Plan guides the SFHSS Leadership team to create a list of education topics, offer educational resources, and Subject Matter Expert (SME) presentations to the Board throughout the year. Commissioners completed the annual Board Education survey to request topics for 2022.

- Topics ranked in order highest to lowest
  - 1<sup>st</sup>-Mental Health Services
  - 2<sup>nd</sup>-Pharmacy High-Cost Drug/Genomics
  - 3<sup>rd</sup>-Addictions Services including Medication-Assisted Treatment
  - 4<sup>th</sup>-Primary Care Payment Reform
  - 5<sup>th</sup>-Population Health (SDOH)
  - 5<sup>th</sup>-Gerontology (Dementia, Alzheimer's, Chronic Neurological Conditions)
- Commissioners expressed further information on PPOs, State and Federal legislative update, insurance reform, and the latest treatments for chronic diseases and health education.

## Education Plan 2023-2025

The Health Service Board Education Plan expired in December 2021. The Health Service System Strategic Planning Process will begin in April 2022 and the 2023-2025 Strategic Plan draft will be presented to the Health Service Board in the summer of 2022. Following the approval of the 2023-2025 HSS Strategic Plan, the Health Service Board will need to draft and approve a new Education Plan that aligns with the updated HSS Strategic Plan.

## Education Resources:

The Commissioners currently have access to various educational resources, including the SFHSS website. The SFHSS website now houses multiple educational resources and reports that allow Commissioners access at any time. The 2019-2021 [Education Plan](#) is available on the SFHSS webpage [Health Service Board Education](#).