

Sacramento County Health Authority Commission Consumer Protection Committee Meeting

Meeting Minutes

March 9, 2023, 11:00 AM – 1:00 PM

Meeting Location

2029 H Street, Sacramento, CA 95811

Attendance

Name	Attendance	Name	Attendance
SCHA Consumer Protection Committee Voting Members			
Kyle Stefano, Chair	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent	Darrell Lake	<input type="checkbox"/> Present <input checked="" type="checkbox"/> Absent
John Landefeld, MD, Vice-Chair	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent	Patricia Sherrod	<input type="checkbox"/> Present <input checked="" type="checkbox"/> Absent
Edwin Kirby	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent	Kim Williams	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent
County Staff to SCHA			
Jenine Spotnitz	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent	Jake Abarca	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent

Agenda Item	Time
<p>1. Welcome and Agenda Review – Kyle Stefano, Committee Chair</p> <p>Chair Kyle Stefano convened the meeting at 11:06 a.m.</p> <p>Jenine Spotnitz, SCHA Staff, walked through the agenda. Rana Suliman and Janne Olson-Morgan are here to discuss the Collaborative Planning and Implementation Initiative and potential collaborations with PATH that Transform Health is leading.</p>	11:00 – 11:06 am
<p>2. Presentation, Discussion, and Action: Consumer Protection Committee (CPC) Collaboration with PATH Collaborative Planning and Implementation Initiative – Rana Suliman and Janne Olson-Morgan, Transform Health</p> <p>Rana Suliman reviewed the presentation on PATH Collaborative Planning and Implementation Initiative, including describing the program, objectives, and focus. Transform Health to serve as Sacramento County-specific conveners for PATH Collaborative Planning and Implementation Initiative. Primary drivers of stakeholder input were discussed, and strategies to collect data to inform Enhanced Care Management and Community Supports rollout. The next Collaborative Planning and Implementation Initiative meeting will happen on Wednesday, March 15 at 11 a.m.</p> <p>Jenine Spotnitz facilitated a post-discussion expressing the importance of proactively supporting CalAIM through quantitative and</p>	11:06 – 12:00 pm

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qualitative data that provide insights into disparities. Jenine Spotnitz highlighted two options for data sharing with Transform Health as part of the Collaborative Planning and Implementation Initiative, including 1) sharing data with the Consumer Protection Committee or 2) the Consumer Protection Committee holds stakeholder engagement activities that Transform Health can help advertise.

Rana Suliman agreed that collaboration is critical. Chair Kyle Stefano expressed the data's importance but struggled to obtain quality, meaningful data. Jenine Spotnitz also agreed that sharing qualitative data is essential and wondered if Transform Health was collecting any data and if that could be shared with SCHA and the Consumer Protection Committee. Rana Suliman agreed and was happy to share, given the need to identify priorities across CalAIM.

Commissioner Amber Kemp agreed that data sharing is essential, especially now with CalAIM programs and reporting required. She indicated that there should be a way to share and align that data without adding more reporting burden.

Commissioner Edwin Kirby shared that the Consumer Protection Committee can tackle two birds with one stone to reduce duplication in data sharing.

Commissioner Darrel Lake expressed concern that so many different forums are sharing different feedback; how can the Consumer Protection Committee share with everyone and get more consistency in identifying issues important to communities. Commissioner Kim Williams also agreed that if there were a group that brought all groups together for data sharing, that would help.

Janne Olson-Morgan shared that the Consumer Protection Committee can use meetings to report back on efforts and would like to see different groups come to one centralized table. Commissioner Amber Kemp commented that a body like SCHA could serve as a central data aggregator in partnership with the Collaborative Planning and Implementation Initiative, especially since not all communities have a SCHA.

Chair Kyle Stefano voiced that attendance often overlaps in public comments, feedback forums, and Round Tables. However, she noticed FQHCs and Whole Person Care (WPC) providers missing from the table—others who do not see immediate value never come again.

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Jenine Spotnitz expressed seeing two approaches, including connecting at the level of bodies to share updates and data about one another's work and more formal documentation processes to capture beneficiary information. Commissioner Darrel Lake commented that many of these feedback meetings with more regular attendees are often familiar with each other and are comfortable sharing, primarily to support institutions such as the Family Resource Centers (FRCs). Jenine Spotnitz agreed that the Consumer Protection Committee should leverage trust relationships to get information from where they are already sharing it. She incorporated draft language on potential strategies and concepts into the implementation plan, including suggesting a draft list of stakeholders the Consumer Protection Committee may want to ask questions.

Chair Kyle Stefano agreed the Consumer Protection Committee should explore alternative avenues for data that is already collected, such as surveys or providing forms to patients during wait times and adding drop boxes for those to be dropped off. Vice-Chair Dr. John Landefeld agreed with the idea of supplementing a drop box for ease of data submission.

Vice-Chair Dr. John Landefeld commented that response rates for patient satisfaction surveys are low and limited. It may need a significant push, and the Consumer Protection Committee may want to look at other data from other FQHCs that are more robust. Vice-Chair Dr. John Landefeld suggested that the Consumer Protection Committee should rotate these meetings to different FQHCs. This would involve inviting doctors knowledgeable about patient experiences to provide feedback. However, Jenine Spotnitz stated that the Consumer Protection Committee cannot rotate to more than 2 locations per Brown Act regulations.

Commissioner Edwin Kirby remarked that there was a real push to provide incentives via funds budgeted by the Board of Supervisors. Jenine Spotnitz stated the Consumer Protection Committee wanted to encourage attendance at the Consumer Protection Committee meetings, but there is an appetite to meet people where they are at.

Vice-Chair Dr. John Landefeld also proposed harvesting data and input to help educate on services/approaches, such as processes for ECM/CS. Jenine Spotnitz agreed this could be used to inform best practices or general training for ECM referrals/connections. Rana Suliman expressed it can be tough to gauge community awareness of these programs. The Collaborative Planning and Implementation Initiative currently are using flyers to educate on communication

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<p>strategies. However, determining what truly constitutes as user-friendly remains a challenge. Vice-Chair Dr. John Landefeld indicated that the knowledge needed to be more around ECM/CS and how to build this into organizational functions. Rana Suliman agreed that the Collaborative Planning and Implementation Initiative will be part of this work.</p> <p>Chair Kyle Stefano expressed that similar people are at the Collaborative Planning and Implementation Initiative, many of whom already know about CalAIM. Rana Suliman responded that there is the same cast of characters, but they are trying to do outreach to get others more engaged.</p> <p>Jenine Spotnitz mentioned a last issue of particular relevance is around redeterminations. Rana Suliman agreed it is a big issue, and the Consumer Protection Committee should look towards April/May to engage in that work. Committe Chair Kyle Stefano agreed that a more extensive push needs to happen. Jenine Spotnitz would like to know how the Consumer Protection Committee, the Collaborative Planning, and the Implementation Initiative can collaborate to get the word out on this topic. She will track changes in the implementation plan to reflect any modifications.</p>	
<p>3. Discussion and Action: CPC Member Transition Planning - <i>Jenine Spotnitz, Sacramento County Department of Health Services</i></p> <p>Vice-Chair Dr. John Landefeld announced he would be relocating to San Francisco; therefore, he will be stepping down from his role. Jenine Spotnitz offered options to reach out to potential interested individuals. Commissioner Darrel Lake expressed that a community physician with direct medical experience may be ideal. Vice-Chair Dr. John Landefeld commented that he knew of someone and would see if they were interested. Commissioner Edwin Kirby emphasized the importance of making the process as inclusive as possible. Jenine Spotnitz will plan to post openly and collect recommendations for people to reach out to. Vice-Chair Dr. John Landefeld will send names in the next week.</p>	<p>12:00 – 12:15 pm</p>

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<p>4. Discussion: Implementation Planning Next Steps and Ad Hoc Committee - Jenine Spotnitz, Sacramento County Department of Health Services</p> <p>Jenine Spotnitz provided an update on the Consumer Protection Committee's implementation plan. The Quality Improvement Quality Assurance Committee is still selecting new appointments, which should happen on the 14th of next week. With this Committee now appointing new members, fresh energy will provide a fresh perspective. Jenine Spotnitz is hopeful the Quality Improvement Quality Assurance Committee will convene once new members are appointed. She also coined the Ad Hoc Committee and whether there was interest to join. Under the Brown Act, this committee can hold meetings in person or via Zoom. Commissioner Edwin Kirby stated that support for an intersectional committee between two bodies, which decides on the data the Consumer Protection Committee needs, is a good idea.</p>	<p>12:15 – 12:30 pm</p>
<p>5. Discussion and Action: Upcoming CPC Meeting Topics and 2023 Meeting Schedule, Time, and Locations - Jenine Spotnitz and Jake Abarca, Sacramento County Department of Health Services</p> <p>Jenine Spotnitz reviewed potential collaboration with Public Health on a campaign following their social media marketing campaign for COVID-19. With them transitioning out of COVID, what other topics could the Consumer Protection Committee leverage with their built-up marketing infrastructure to advance similar issues? Commissioner Edwin Kirby likes the idea, while Vice-Chair Dr. John Landefeld thinks there could be a focus on ECM/CS. Committee Chair Kyle Stefano agreed the Consumer Protection Committee could learn from their approach and utilize their social media presence.</p> <p>Jenine Spotnitz discussed an offer from the County's Public Health Information Officer (HIO) to support and set goals for such a project, such as serving as a potential consultant or providing labor that another consultant would not do. Jenine Spotnitz will further drill down to see what exactly they could support.</p>	<p>12:30 – 12:50 pm</p>
<p>6. Public Comment – One comment per person, limited to two minutes.</p>	<p>12:50 – 12:55 pm</p>

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<p>Committee Chair Kyle Stefano opened the floor for public comments.</p> <p>Commissioner Amber Kemp commented that there are many opportunities for the Collaborative Planning and Implementation Initiative to provide education and collaborate with counties to gather feedback, leverage data and report it to SCHA. She also suggested the possibility of establishing a statewide advisory with a representative from Sacramento County. Counties should be informed about the local plans/providers, receive quarterly updates, and have access to contact information if they have any questions.</p>	
<p>7. Next Steps and Adjournment – Kyle Stefano, Committee Chair</p> <p>Jenine Spotnitz asked the Committee if the location worked. Commissioner Edwin Kirby expressed concern about the broader public's ability to participate. However, Jenine Spotnitz stated that due to the Brown Act, Committee members are required to attend meetings in person, though the virtual option is not excluded for the public. Jenine Spotnitz added that we would have to broadcast a meeting and allow public members to chime in.</p> <p>Jenine Spotnitz confirmed that the same place and time would work for next month, April 20. Vice-Chair Dr. John Landefeld announced that he would not be able to attend the May 11th meeting.</p> <p>Chair Kyle Stefano motioned to close. The motion was seconded by Vice-Chair Dr. John Landefeld, and the motion carried. The meeting adjourned at 12:55 p.m.</p>	<p>12:55 – 1:00 pm</p>

Members of the public are encouraged to attend. Public comments are accepted during designated time. Electronic or hard copies of documents are available upon request. To request documents, or if you wish to attend and need to arrange for an interpreter or a reasonable accommodation, please contact Jenine Spotnitz at SpotnitzJ@saccounty.gov or (916) 216-1782. Electronic copies of documents will be emailed upon request and hard copies of documents may be picked up at 7001-A East Parkway, Sacramento, CA 95823. For more information regarding the Sacramento County Health Authority Commission, please visit our website at Sacramento County Health Authority.