

Sacramento County Health Authority Commission Consumer Protection Committee Meeting

Meeting Minutes

November 18, 2021, 11:00 AM – 1:00 PM

Meeting Location

In compliance with County, State, and Centers for Disease Control and Prevention directives related to the COVID-19 public health emergency, this meeting was held remotely via webinar and conference call.

Attendance

Name	Attendance	Name	Attendance
SCHA Consumer Protection Committee Voting Members			
Kyle Stefano, Chair	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent	Kim Williams	<input checked="" type="checkbox"/> Present <input 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		
County Staff to SCHA			
Jenine Spotnitz	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent		
Consultants to SCHA			
Sarabeth Zemel	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent		
Lisa Chan-Sawin	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent		
Alexis Sabor	<input type="checkbox"/> Present <input checked="" type="checkbox"/> Absent		

Agenda Item	Time
<p>1. Welcome and Agenda Review – Kyle Stefano, Committee Chair</p> <p>Committee Vice-Chair Dr. John Landefeld convened the meeting at 11:00 am on behalf of the Chair, Kyle Stefano. Jenine Spotnitz reviewed the agenda with the committee.</p>	11:00 – 11:05 am
<p>2. Presentation and Discussion: Draft Stakeholder Engagement Proposal – Jenine Spotnitz, Sacramento County Department of Health Services, and Lisa Chan-Sawin, Transform Health</p> <p>Jenine Spotnitz shared that the Board of Supervisors requested the Health Authority Commission incorporate stakeholder engagement, particularly from Medi-Cal beneficiaries, into their work with managed care plans. She flagged that this effort would build off consumer engagement efforts already done by the Consumer Protection Committee, including the consumer/provider Medi-Cal survey from August 2021.</p> <p>Lisa Chan-Sawin presented a draft Scope of Work (SOW) to the committee for building a stakeholder engagement process. The proposal included a four-pronged approach comprised of stakeholder engagement elements intended to ensure that the voices of Medi-Cal beneficiaries, as well as Sacramento’s local community-based organizational networks and coalitions, are heard by the Health Authority Commission. The four prongs include: beneficiary surveys</p>	11:05 – 12:45 pm

through their trusted messengers, key informant interviews/focus groups through trusted messengers, development of an advocacy toolkit, and stipendiary grants to Sacramento's community-based organizations to participate in the stakeholder process. Considerations for this proposal include equity for helping consumers access survey (such as access to broad band), working with trusted messengers for focus groups/key informant interviews, and/or leveraging other processes already happening in the County that can be leveraged to support these activities. Data collected from these efforts will be used to support oversight and monitoring of plan performance. This data can also be used to identify themes and trends, lift the voices of the beneficiaries and the trusted messengers that advocate for these members and foster a community based approach to Medi-Cal. Lisa Chan-Sawin asked the committee to think about whether this process should be one-time to support the managed care plan RFQ, or if it should be an ongoing process that occurs on a set schedule with a feedback system. She recommended that the committee consider an ongoing process set on a biannual or semiannual schedule.

Vice-Chair Dr. John Landefeld appreciated the thoughtful process and the idea of a toolkit to make this process bidirectional. He asked what kind of funding is available to support this effort. Lisa Chan-Sawin noted that the County may need to go through a grant process where community-based organizations indicate who they can reach so that we fund the community-based organizations with the most touches. Commissioner Kim Williams asked if these efforts would be done in the languages required by Medi-Cal. Jenine Spotnitz said that is the intention. Commissioner Kim Williams also asked if a social media campaign can be built into this process to help reach more people. Lisa Chan-Sawin noted that the County can add social media and that we can also use this as criteria for a competitive bid process with community-based organizations. Vice-Chair Dr. John Landefeld asked how the grants will be funded since the Commission does not have a budget. Jenine Spotnitz raised that a funding request would be submitted to the Board of Supervisors.

Commissioner Kyle Stefano asked if this committee should find a new consumer representative since this is an area where they could be insightful. Jenine Spotnitz said she is seeking beneficiary statements of interest broadly including from community-based organizations, but it has been a challenge without being able to offer a stipend. Lisa Chan-Sawin suggested reaching out to the Pathways to Health + Home consumer representative. Commissioner Eddie Kirby recommended that a consumer representative stipend be included in the SOW and the Board of Supervisors request. Commissioner Kim Williams seconded this and noted most consumer stipends range between \$25-50 per meeting, but that it depends on the amount of time the effort will take.

Vice-Chair Dr. John Landefeld asked about the plan to use the data. He wants to think more about how this committee handles this feedback effectively. He wants to be more than another grievance body and wants the engagement outcomes to be actionable and solutions oriented. Commissioner Eddie Kirby said the data could be shared with the plans, potentially as a feedback cycle twice a year.

<p>Commissioner Eddie Kirby asked that committee report outs become a standing item on the Commission agenda.</p>	
<p>3. Public Comment – <i>One comment per person, limited to two minutes.</i></p> <p>Chair Kyle Stefano called for public comment. No comments were given.</p>	<p>12:45 – 12:55 pm</p>
<p>4. Next Steps and Adjournment – <i>Kyle Stefano, Committee Chair</i></p> <p>Jenine Spotnitz shared that the next Consumer Protection Committee meeting is on December 9th, the next Commission meeting is November 23rd, and then the December 16th Commission meeting will be the last meeting of the year.</p> <p>Commissioner Eddie Kirby motioned to close. The motion was seconded by Vice-Chair Dr. John Landefeld and the motion carried. The meeting adjourned at 11:53 am.</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.net 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](http://SacramentoCountyHealthAuthority.com).