



**KERN HEALTH
SYSTEMS
REGULAR MEETING OF THE
PUBLIC POLICY/COMMUNITY ADVISORY COMMITTEE**

AGENDA

April 17, 2008

**1:00 p.m. at 9700 Stockdale Hwy.
Bakersfield, CA 93311**

The Agenda is divided into two sections:

CORRESPONDENCE AND CONSENT CALENDAR: These matters include routine reports and statistical facts, may include correspondence, and are usually approved by a single majority vote. Any Committee Member may remove an item from the correspondence and consent calendar.

REGULAR CALENDAR: These items include Member Services, Provider Relations, Marketing and Cultural/Linguistic Services and Health Education reports.

REGULAR AGENDA

CORRESPONDENCE AND CONSENT CALENDAR

1. Approval of Minutes of December 14, 2007 meeting (Attachment)
2. Membership Enrollment Reports - Medi-Cal & Healthy Families (Attachment)
3. Winter 2008 Member Newsletter (Attachment)

REGULAR CALENDAR

I. PUBLIC COMMENT

This portion of the meeting is reserved for persons to address the Committee on any matter not on this agenda but under the jurisdiction of the Committee. They may ask a question for clarification, make a referral to staff for factual information or request staff to report back to the Committee at a later meeting.

Also, the Committee may take action to direct the staff to place a matter of business on a future agenda.

**SPEAKERS ARE LIMITED TO TWO MINUTES. PLEASE STATE YOUR
NAME BEFORE MAKING YOUR PRESENTATION. THANK YOU!**

II. MEMBER AND STAFF INTRODUCTIONS

Please state your name and title.

III. ACTION ITEMS

1. Member Services Report (Susan McKenna)

Discussion and possible action of:

- a. 2007 4th Quarter Tabulated Grievance Report
- b. 2007 4th Quarter Grievance Summary Report

2. Provider Relations Report (Stacy Reeves)

Discussion and possible action of:

- a. 2007 4th Quarter Mystery Caller Report

3. Marketing Report (Louis Iturriria)

Discussion and possible action of:

- a. Member Materials
 - 1) Spring 2008 Member Newsletter
 - 2) KFHC Medi-Cal Marketing Brochure – Comprehensive
 - 3) KFHC 08 HFP Provider Directory
 - 4) KFHC 08 Preventive Care Guides
 - b. Cultural & Linguistic Services Report (Astrid Enriquez)
 - 1) C&L materials and resources for Providers
 - 2) C&L training activities for KHS staff and Providers/office staff - overview
- ### 4. Health Education Report (Isabel Cintrón de Silva, MPH)
- a. 2007 Health Education Activities Year End Report

IV. Next Meeting(s)

1. Next PP/CAC Meeting (Leah Carter, MPH, RD, Chair)

PLEASE NOTE: Anyone wishing information on Kern Health Systems' Public Policy/Community Advisory Committee should contact Louis Iturriria, Marketing/Public Affairs Manager, either by telephone at (661) 664-5120 or in writing at the following address:

Kern Health Systems
9700 Stockdale Hwy
Bakersfield, CA 93311

Such requests must be received by Louis Iturriria no later than 5:00 p.m. ten (10) calendar days prior to the next regularly scheduled Committee Meeting.