



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

**AGENDA
October 08, 2008
12:00 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 June 26, 2008 meeting (Attachment)
2. Membership Enrollment Reports - Medi-Cal & Healthy Families (Attachment)

REGULAR CALENDAR

I. MEMBER AND STAFF INTRODUCTIONS

Please state your name and title.

II. 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!**

III. ACTION ITEMS

1. Member Services Report (Susan McKenna)

Discussion and possible action of:

- a. 2008 2nd Quarter Tabulated Grievance Report
- b. 2008 2nd Quarter Grievance Summary Report
- c. 2007 Member Satisfaction Survey

2. Provider Relations Report (Lori Brackett)

Discussion and possible action of:

- a. 2008 2nd Quarter Mystery Caller Report

3. Marketing Report (Louis Iturriria)

Discussion and possible action of:

- a. Member Materials
 - 1) Fall 2008 Member Newsletter
 - 2) KFHC Medi-Cal Provider Directory
 - 3) KFHC Image TV Spots

4. Health Education Report (Isabel C. Silva, MPH, CHES)

Discussion and possible action of:

- a. 2008 2nd Quarter Health Education Activities Report

5. Quality Improvement (Linda Howells-Kuhn, RN)

Discussion and possible action of

- a. 2008 HEDIS Rates for Medi-Cal managed care plans

IV. Next Meeting(s)

1. Next PP/CAC Meeting (Louie Iturriria)

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.