



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

AGENDA

**December 15, 2009 at 12:00 p.m.
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 September 15, 2009 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 (Louie Iturriria – Director of Marketing and Member Services)

Discussion and possible action of:

- a. 2009 3rd Quarter Grievance Summary Report
- b. 2009 3rd Quarter Tabulated Grievance Report
- c. 2008 Member Satisfaction Survey

2. Provider Relations Report (Jake Hall – Provider Relations Supervisor)

Discussion and possible action of:

- a. 2009 3rd Quarter Mystery Caller Report

3. Marketing Report (Louis Iturriria – Director of Marketing and Member Services)

Discussion and possible action of:

- a. Member Materials
 - 1) Winter 2010 Member Newsletter
 - 2) Field Test Survey of KFHC's proposed revisions to the Medi-Cal 2010-2011 Member Handbook and Provider Directory

4. Health Education/Quality Improvement/Disease Management Report (Linda Howells, RN – Director of Quality Improvement, Health Education and Disease Management)

Discussion and possible action of:

- a. 2009 3rd Quarter Health Education Activities Report
- b. 2009 3rd Quarter ER Collaborative Summary
- c. 2009 Diabetic Clinic Report

IV. Next Meeting(s)

1. Next PP/CAC Meeting (Louis Iturriria)

PLEASE NOTE: Anyone wishing information on Kern Health Systems' Public Policy/Community Advisory Committee should contact Louis Iturriria, Director of Marketing and Member Services, 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.