



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

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**AGENDA**

**September 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 June 16, 2009 meeting (Attachment)
2. Membership Enrollment Reports - Medi-Cal & Healthy Families (Attachment)
3. Summer 2009 Member Newsletter (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 (Jessica Garcia – Member Services Supervisor)

Discussion and possible action of:

- a. 2009 1<sup>st</sup> Quarter Grievance Summary Report (Revised)
- b. 2009 2<sup>nd</sup> Quarter Grievance Summary Report
- c. 2009 2<sup>nd</sup> Quarter Tabulated Grievance Report

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

Discussion and possible action of:

- a. 2009 2<sup>nd</sup> Quarter Mystery Caller Report

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

Discussion and possible action of:

- a. Member Materials
  - 1) Fall 2009 Member Newsletter
  - 2) KFHC Healthy Families Program 2009 Member Handbook
  - 3) Health Education Brochures: High Cholesterol and High Blood Pressure

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 2<sup>nd</sup> Quarter Health Education Activities Report
- b. 2009 HEDIS Rates for Medi-Cal Managed Care Plans
- c. 2009 2<sup>nd</sup> Quarter ER Collaborative Summary
- d. July 2009 Diabetic Clinic Report (Elizabeth Seymour de Cortes, RN – Disease Management Nurse)

### **IV. Next Meeting(s)**

1. Next PP/CAC Meeting (Louis Iturriria)

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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.