



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

**AGENDA
December 14, 2007
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 health education, marketing and cultural linguistic services.

**REGULAR AGENDA
CORRESPONDENCE AND CONSENT CALENDAR**

1. Approval of Minutes of July 11, 2007 meeting (Attachment)
2. Membership Enrollment Reports - Medi-Cal & Healthy Families (Attachment)
3. Fall 2007 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 2nd and 3rd Quarter Grievances
- b. 2006 Member Satisfaction Survey

2. Provider Relations Report (Stacy Reeves)

Discussion and possible action of:

- a. 2007 2nd and 3rd Quarter Mystery Caller Reports

3. Marketing Report (Louis Iturriria)

Discussion and possible action of:

- a. Member Materials
 - 1) Fall 2007 Member Newsletter
 - 2) KFHC 2007-08 Provider Directory - comprehensive

4. Health Education Report (Isabel Cintrón, MPH)

- a. 2nd and 3rd Quarter 2007 Health Education Activities 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, 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.