

AGENDA

PUBLIC POLICY/COMMUNITY ADVISORY COMMITTEE

KERN HEALTH SYSTEMS
5701 Truxtun Avenue
Suite 201 - Board Room
Bakersfield, California 93309

Regular Meeting
Tuesday, January 24, 2017

12:00 P.M.

All agenda item supporting documentation is available for public review at Kern Health Systems in the Administration Department, 9700 Stockdale Highway, Bakersfield, 93311 during regular business hours, 8:00 a.m. – 5:00 p.m., Monday through Friday, following the posting of the agenda. Any supporting documentation that relates to an agenda item for an open session of any regular meeting that is distributed after the agenda is posted and prior to the meeting will also be available for review at the same location.

PLEASE REMEMBER TO TURN OFF ALL CELL PHONES, PAGERS OR ELECTRONIC DEVICES DURING BOARD MEETINGS.

COMMITTEE TO RECONVENE

Members: Janet Hefner, Jennifer Wood, Juan Vega, Pam Townsend, Maria Jaime, Veronica Zamora, Cecilia Hernandez-Colin, Beatriz Basulto, Jenny Albert.

CONSENT AGENDA/OPPORTUNITY FOR PUBLIC COMMENT: ALL ITEMS LISTED WITH A "CA" ARE CONSIDERED TO BE ROUTINE AND NON-CONTROVERSIAL BY KERN HEALTH SYSTEMS STAFF. THE "CA" REPRESENTS THE CONSENT AGENDA. CONSENT ITEMS WILL BE CONSIDERED FIRST AND MAY BE APPROVED BY ONE MOTION IF NO MEMBER OF THE BOARD OR AUDIENCE WISHES TO COMMENT OR ASK QUESTIONS. IF COMMENT OR DISCUSSION IS DESIRED BY ANYONE, THE ITEM WILL BE REMOVED FROM THE CONSENT AGENDA AND WILL BE CONSIDERED IN LISTED SEQUENCE WITH AN OPPORTUNITY FOR ANY MEMBER OF THE PUBLIC TO ADDRESS THE BOARD CONCERNING THE ITEM BEFORE ACTION IS TAKEN.

STAFF RECOMMENDATION SHOWN IN CAPS

PUBLIC PRESENTATIONS

- 1) 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. Committee members may respond briefly to statements made or questions posed. 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 AND SPELL YOUR NAME BEFORE MAKING YOUR PRESENTATION. THANK YOU!

COMMITTEE MEMBER ANNOUNCEMENTS OR REPORTS

- 2) On their own initiative, Committee members may make an announcement or a report on their own activities. They may ask a question for clarification, make a referral to staff or take action to have staff place a matter of business on a future agenda (Gov. Code Sec. 54954.2[a])
- CA-3) Minutes for Public Policy/Community Advisory Committee meeting on September 27, 2016 (Attachment) – APPROVE
- CA-4) Membership Enrollment Report - Medi-Cal – (Attachment) – APPROVE
- CA-5) 2016 3rd Quarter Health Education Activities Report – (Attachment) – APPROVE
- CA-6) 2016 3rd Quarter Disease Management Report – (Attachment) – APPROVE
- 5) Member Services Report – (Nate Scott – Manager, Member Services)
 - a. 2016 3rd Quarter Grievance Summary Report
 - b. 2016 3rd Quarter Tabulated Grievance Report(Attachments) – APPROVE
- 6) Health Education and Disease Management Reports – (Isabel Silva – Health Education & Disease Management Manager, Carlos Bello – Member Health Educator and Deborah Murr, RN – Administrative Director of Health Services)
 - a. Group Needs Assessment Report
 - b. Urgent Care Brochure – Field Test
 - c. New Benefit Enhancement – Presentation (Handout)(Attachments) – APPROVE
- 7) Provider Relations Report– (Leslie Scerbo – Provider Relations Program Manager)
 - a. 2016 3rd Quarter After Hours Calls Survey Report(Attachments) – APPROVE

ADJOURN TO TUESDAY, April 25, 2017 AT 12:00 P.M.

**AMERICANS WITH DISABILITIES ACT
(Government Code Section 54953.2)**

The meeting facilities at Kern Health Systems are accessible to persons with disabilities. Disabled individuals who need special assistance to attend or participate in a meeting of the Board of Directors may request assistance at the Kern Health Systems office, 9700 Stockdale Highway, Bakersfield, California or by calling (661) 664-5000. Every effort will be made to reasonably accommodate individuals with disabilities by making meeting material available in alternative formats. Requests for assistance should be made five (5) working days in advance of a meeting whenever possible.