

Sacramento County Health Authority Commission Quality Improvement/Quality Assurance Committee Meeting

Meeting Minutes

November 18, 2021, 5:00 PM – 6:30 PM

Meeting Location

In compliance with County, State, and Centers for Disease Control and Prevention directives related to the COVID-19 public health emergency, this meeting was held remotely via webinar and conference call.

Attendance

Name	Attendance	Name	Attendance
SCHA Voting Members			
Ravinder Khaira, MD, Chair	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent	John Landefeld, MD	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent
Chevon Kothari, Vice Chair	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent	Jonathan Porteus	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent
Addie Hernandez	<input type="checkbox"/> Present <input checked="" type="checkbox"/> Absent	Ryan Quist	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent
Debra Payne	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent	Stacy Lorenzen	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent
Edwin Kirby	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent		
County Staff to SCHA		Consultants to SCHA	
Jenine Spotnitz	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent	Lisa Chan-Sawin	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent
		Dawn Hawkins Johnson	<input type="checkbox"/> Present <input checked="" type="checkbox"/> Absent

Agenda Item	Time
<p>1. Welcome and Agenda Review – Chevon Kothari, Committee Vice-Chair</p> <p>Committee Vice-Chair Chevon Kothari convened the meeting at 5:03 pm.</p>	5:00 – 5:05 pm
<p>2. Presentation and Discussion: Draft Stakeholder Engagement Proposal – Jenine Spotnitz, Sacramento County Department of Health Services, and Lisa Chan-Sawin, Transform Health</p> <p>Jenine Spotnitz and Lisa Chan-Sawin discussed a proposal for community engagement work. Commissioner Debra Payne expressed enthusiasm that the Committee is talking about this. She noted that the County usually hears all the complaints but doesn't get broader beneficiary input that includes positive feedback as well.</p> <p>Committee Vice-Chair Chevon Kothari stated that the Board of Supervisors would like her to present a proposal for beneficiary engagement, potentially including short term and longer-term beneficiary feedback to measure change over time.</p> <p>Lisa Chan-Sawin laid out a four-pronged approach to engagement:</p> <ul style="list-style-type: none"> • Conducting surveys through trusted messengers • Focus group and key informant interviews through trusted messengers for vulnerable groups • Provide stipend grants to Sacramento County CBOs to participate and support stakeholder process. 	5:05 – 6:15 pm

- Develop an advocacy toolkit, including a directory of MCPs, instructions on how to file grievance

The process for getting beneficiary feedback would be repeated, likely on a regular basis.

Commissioner Jonathan Porteus commented that he was very interested in this, and the Commission should be doing anything it can to increase access.

Committee Vice-Chair Chevon Kothari said that she hoped the advocacy toolkit would be digital toolkit and could be routinely updated. She envisioned these activities as a joint effort between Sacramento County DHS and the SCHA.

Commissioner Jonathan Porteus asked about the funding source for the work. Committee Vice-Chair Chevon Kothari said that she will make a proposal to the Board of Supervisors for general funds so that this will be covered in an ongoing way. This is the initial concept for the plan, but there will be much more that needs to be figured out around details and implementation, in collaboration with the full Commission and committees.

Commissioner Debra Payne noted that she really liked the idea of reaching out to community partners, and that it is important to make sure not oversample happy customers. She suggested partnering with Sacramento Covered.

Lisa Chan-Sawin and Jenine Spotnitz went over the feedback they received from the Consumer Protection Committee earlier in the day and noted it was mostly positive feedback. The committee suggested some details:

- Holding in-person events:
- Providing childcare, food, gift card (\$25-50)
- Stipend for beneficiary seats of SCHA Commission
- Employ a social media strategy
- Survey fatigue. Be thoughtful about how questions are asked. Perhaps use social media as a way to capture feedback.

Lisa Chan-Sawin asked the committee if they had any feedback on anything else that was missing. Jenine Spotnitz asked Commissioner Debra Payne about how they did community/beneficiary engagement with MCDAC. Debra Payne noted that all the MCDAC studies have a beneficiary engagement component. They conducted the studies and published reports when they had funding and as issues came up.

The Committee discussed frequency of collecting beneficiary feedback. Commission Eddie Kirby noted that he would like to do this work annually, but if not, then at least every 2 years. Vice-Chair Chevon Kothari expressed the desire for getting some information on a quarterly basis and putting together a bigger annual report.

Commissioner Jonathan Porteus expressed a desire to see more data. He referenced a SHF analysis from 2012 that found that just seven cents on dollar were spent on primary care.

<p>Vice-Chair Chevon Kothari noted that as a next step she and Lisa Chan-Sawin would integrate feedback for the Committee.</p> <p>Jenine Spotnitz also noted upcoming meetings:</p> <ul style="list-style-type: none"> • CP and QIQA Committee meetings: Dec. 9, 2021 • SCHA Commission meeting: Nov. 23, 2021 • Board of Supervisor's meeting with Chevon Kothari's update: Dec. 8, 2021 	
<p>3. Public Comment – <i>One comment per person, limited to two minutes.</i></p> <p>Committee Vice-Chair Chevon Kothari opened the meeting for public comment. There were no comments.</p>	<p>6:15 – 6:25 pm</p>
<p>4. Next Steps and Adjournment – <i>Chevon Kothari, Committee Vice-Chair</i></p> <p>Committee Vice-Chair Chevon Kothari adjourned the meeting at 5:51 pm.</p>	<p>6:25 – 6:30 pm</p>

Members of the public are encouraged to attend. Public comments are accepted during designated time. Electronic or hard copies of documents are available upon request. To request documents, or if you wish to attend and need to arrange for an interpreter or a reasonable accommodation, please contact Jenine Spotnitz at SpotnitzJ@saccounty.net or (916) 216-1782. Electronic copies of documents will be emailed upon request and hard copies of documents may be picked up at 7001-A East Parkway, Sacramento, CA 95823. For more information regarding the Sacramento County Health Authority Commission, please visit our website at Sacramento County Health Authority.