



## Board of Governors Executive Community Advisory Committee (ECAC)

L.A. Care Health Plan  
Conference Rooms 1018 and 1019  
1055 West 7<sup>th</sup> Street, 10<sup>th</sup> Floor  
Los Angeles, CA 90017  
Wednesday, June 13, 2018  
10:00 a.m. - 1:00 p.m.  
Call-in number: 1-844-907-7272 access code 999 655 540

### Goals for Today's Meeting

1. Identify community issues affecting members by region
2. Receive and update on the strategies L.A. Care is working on to address Urgent Care Center issues.
3. Receive an update on L.A. Care's CAHPS (Consumer Assessment of Healthcare Providers and Systems) Survey Results for 2017.

### Meeting Agenda

Time	Agenda Item	Agenda Lead	Goal/Result
10:00 a.m.	<b>I. Call to Order</b> (5 minutes)	Cristina Deh-Lee, <i>Chairperson</i>	Call meeting to order.
10:05 a.m. - 10:10 a.m.	<b>II. Approve Agenda for June 13, 2018</b> (5 minutes)	Chairperson	Approve today's meeting agenda.
10:10 a.m. - 10:15 a.m.	<b>III. Approve meeting minutes for May 09, 2018 meeting</b> (5 minutes)	Chairperson	Approve the meeting minutes for the May 09, 2018 ECAC meeting.
10:15 a.m. - 11:30 a.m.	<b>IV. Standing Items</b> ( 85 minutes)  <b>A. ECAC Chairperson Report</b> (10:15 a.m. to 10:20 a.m.)  • <b><i>Motion to recommend approval of the following candidate (s) for RCAC/CCI membership (see attachment.)</i></b>	Chairperson	Approval of new candidates for RCAC/CCI membership.

	<p><b>B. Board Member Report</b> (10:20 a.m. to 10:45 a.m.)</p> <p><b>C. Communication and Community Relations Update</b> (10:45 a.m. to 11:10 a.m.)</p> <p><b>D. Global Member Issues</b> (11:10 a.m. to 11:40 a.m.)</p>	<p>Board Members</p> <p>Francisco Oaxaca, <i>Senior Director of Communications and Community Relations</i></p> <p>Group</p>	<p>Receive an update on items discussed by the Board of Governors.</p> <p>Receive an update on L.A Care’s Communications and Community Relations Department.</p> <p>Report global member issues discussed during the RCAC/CCI meetings.</p>
11:40 a.m. - 11:55 p.m.	<b>V. Get Up &amp; Move</b> (15 min.)	Group	An opportunity to stretch and move.
11:55 p.m. - 12:40 p.m.	<p><b>VI. Old Business</b> (45 min.)</p> <p><b>A. Urgent Care Centers</b> (11:55 p.m. to 12:15 p.m.)</p> <p><b>B. CAHPS (Consumer Assessment of Healthcare Providers and Systems) Survey Results</b> (12:15 p.m. to 12:40 p.m.)</p>	<p>Hanan Obeidi, <i>Senior Director, Medi-Cal Administration</i></p> <p>Dr. Seidman, <i>Chief Medical Officer</i> and Dr. Miller, <i>Chief Quality and Information Executive</i></p>	<p>Receive an update on the strategies L.A. Care is working on to address Urgent Care Center issues.</p> <p>Receive an update on the CAHPS survey results for 2017.</p>
12:40 p.m. - 12:50 p.m.	<b>VIII. Future Agenda Items</b> (10 min.)	Group	Decide on agenda items that may be added to a future ECAC meeting.
12:50 p.m. - 1:00 p.m.	<b>IX. Public Comments</b> (10 min.)	Group	Each public member is given 2 minutes to share a comment with the ECAC.
1:00 p.m.	<p><b>X. Adjournment</b></p> <p><b>A. Next Meeting Date:</b> Wednesday, August 8, 2018</p>	Chairperson	

\*\*\*\*\* PLEASE BE ON TIME \*\*\*\*\*

**Note: Members, your absence will be considered unexcused if you do not call Victor Rodriguez at (213) 694-1250, Ext. 5214 prior to 10:00 am the day of the meeting to inform him that you will not be attending.**

**Community Outreach & Engagement  
Toll Free Line 1-888-522-2732**

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