



**Regional Community Advisory Committee (RCAC 5)**  
**Region 5 - Culver City, Venice, Santa Monica, Malibu, Westchester**  
 Committee Summary  
**Palms-Rancho Park Branch Library**  
 2920 Overland Avenue  
 Los Angeles, CA 90064  
 Monday, June 18, 2018  
 2:00 p.m. to 4:30 p.m.

**MEMBERS**

**GUESTS/PUBLIC**

Trinida Arroyo	(P)	Romalda Meza	(P)	Maria de Lourdes Servin, <i>Vice-Chair</i>	(P)	Paula Alvira, <i>Spanish Interpreter</i>
Angelica Bogarin	(P)	Maria Luisa Navarrete	(P)	Sofia Sulca	(P)	Eduardo Kogan, <i>Spanish Interpreter</i>
Gloria Camarillo	(P)	Rudy Navarrete	(U)	<b>COMMUNITY PARTNERS</b>		
Deysi Corona	(P)	Amalia Palomares	(U)	Westside Children’s Center – Lawren Miller Askew	(U)	
Maria de Jesus Leos	(P)	Rosaura Peraza	(P)	Venice Family Clinic – Gabriela Quintanilla	(P)	
Carmen Delgado	(P)	Clotill Cleo Ray	(P)			
Vilma Diaz	(P)	Guadalupe Reynoso	(P)	<b>STAFF/MANAGEMENT</b>		
Marco A. Galindo	(P)	Susana Rios	(P)	Idalia De La Torre, <i>Field Specialist Supervisor</i>		
Lorena González	(P)	Martha Rodriguez	(P)	Marssia Chutan, <i>Health Navigator</i>		
Mariel Herrera	(P)	Pascuala Rosales	(P)	Hilda Herrera, <i>Liaison</i>		
Hoda Mansour	(U)	Carmelo Salas	(P)	Jose Ricardo Rivas, <i>Field Specialist</i>		
María Guadalupe Méndez	(P)	María Sanchez, <i>Chair</i>	(P)			

**Attendance: 23 Members, 1 Community Partner, 0 Providers, 0 Public, 4 Staff**  
**(P) present, (E) excused absence, (U) unexcused absence**

	AGENDA ITEM	SUMMARY OF DISCUSSION AND FOLLOW-UP
I.	<b>WELCOME &amp; INTRODUCTIONS</b>	<ul style="list-style-type: none"> <li>• Maria Sanchez, <i>Chair</i>, called the meeting to order at 2:00 p.m. and asked everyone to introduce themselves.</li> <li>• All members introduced themselves.</li> <li>• Members were informed that Marssia Chutan, <i>Health Navigator</i> was present to assist RCAC members with individual issues pertaining to their healthcare needs.</li> <li>• Guadalupe Reynoso, <i>RCAC member</i>, read the Meeting Ground Rules to the committee and public present.</li> <li>• Susana Rios, <i>RCAC member</i>, read L.A. Care’s Mission statement which states: <i>“To provide access to quality health care for Los Angeles County’s vulnerable and low income communities and residents and to support the safety net required to achieve that purpose.”</i></li> </ul> <p>Ms. Rios also read “The Three Pillars” of Community Outreach &amp; Engagement (CO&amp;E) and the Regional Community Advisory Committees (RCACs): <b>1)</b> Health Promotion, <b>2)</b> Health Advocacy, and <b>3)</b> Partnership.</p> <ul style="list-style-type: none"> <li>• Jose Ricardo Rivas, <i>Field Specialist</i>, reviewed the items in the meeting folders.</li> </ul>
II.	<b>BUSINESS</b> Approval of Agenda & Meeting Summary  Maria Sanchez, <i>Chair</i>	<ul style="list-style-type: none"> <li>• Ms. Sanchez asked the committee to review today’s agenda.</li> <li>• Today’s meeting agenda was approved as presented.</li> <li>• Ms. Sanchez asked the committee to review the April meeting summary.</li> <li>• The April 16, 2018 meeting summary was approved as presented.</li> </ul> <p><b><u>ECAC Report</u></b></p> <ul style="list-style-type: none"> <li>• Ms. Sanchez informed the committee members they will be given 5 minutes to read the June 2018 ECAC Report that is found in the meeting folder.</li> <li>• Ms. Sanchez asked committee members if they had any questions - a member responded by asking for more clarity on the recent changes to L.A. Care’s provider networks. Mr. Rivas responded by informing the group that L.A. Care has been trying to elevate the quality and performance of the medical groups also known as “IPA’s” that providers have to contract with in order to better serve L.A. Care’s mission. To do this L.A. Care will offer providers not as a mandate, but as a choice for the physicians that can demonstrate they are adding value to their practice is the ability to contract directly with L.A. Care. This will allow more direct engagement with providers, the ability to pay providers more, which will increase member satisfaction bringing more value to the membership.</li> <li>• Another member asked for more clarity in regards to the “Shortage of Doctors” mentioned in the report, and asked how this would affect her and other consumer members in the future. Mr. Rivas responded that in response to</li> </ul>

	<p>Carmelo Salas, <i>RCAC 5 member</i></p>	<p>these figures L.A. Care is focusing on supporting the safety net by proposing to set aside a portion of retained earnings to create a grant program to strengthen the safety net providers in L.A. County. The funds would be used to assist clinics and providers in hiring safety net doctors who would be available to L.A. Care members and vulnerable population; and it would provide medical school scholarships to create a pipeline of ethnically-diverse doctors for the future.</p> <p>May 2018 ECAC report</p> <ul style="list-style-type: none"> <li>• Mr. Salas, attended the May ECAC meeting but was unable to provide a report. Unfortunately he reported that his car got broken into so he lost a few items including his notebook where he had his ECAC report.</li> </ul> <p>June 2018 ECAC report</p> <ul style="list-style-type: none"> <li>• Ms. Servin, attended the June ECAC meeting and reported on the following: <ul style="list-style-type: none"> <li>▪ During a report focusing on Urgent Care and Emergency Room services a few issues were mentioned - It was reported that a lot of folks still confuse Urgent Care with Emergency Room services and vice versa. A lot of members have reported seeking services at an Urgent Care facility, and being turned away because they do not accept Medi-Cal. Some then turn to their local clinic for assistance, but also reported getting turned away because they did not have a set appointment with the clinic. In turn these folks were forced to go to an Emergency Room facility even though their symptoms were not life-threatening. This has caused L.A. Care to address these issues by conducting surveys to get the consumers' point of view and suggestions in regards to these types of issues that have existed for a long time.</li> </ul> </li> </ul>
	<p>Maria Lourdes de Servin, <i>RCAC 5 member</i></p>	
	<p>Deysi Corona, <i>RCAC 5 member</i></p>	<p>May 2018 BOG Report</p> <ul style="list-style-type: none"> <li>• Ms. Corona, did not attend the May Board of Governors meeting so she was unable to provide a report.</li> </ul>
	<p>Trinidad Arroyo, <i>RCAC 5 member</i></p>	<p>June 2018 BOG Report</p> <ul style="list-style-type: none"> <li>• Ms. Arroyo, attended the June Board of Governors meeting and reported on the following: <ul style="list-style-type: none"> <li>▪ L.A. Care is supporting an agency called <i>Project Angel Food</i> an agency that helps feed and nourish the sick and disabled that suffer from diabetes, cholesterol, and critical illnesses like congestive heart failure.</li> <li>▪ In a report by CEO Mr. John Baackes he mentioned that there is a shortage of <i>Primary Care Physician</i> and also <i>Specialist</i> doctors. He also stated that it has become more difficult to recruit new Primary Care Physicians because Kaiser Permanente offers better wages.</li> <li>▪ L.A. Care is helping the homeless population and folks coming out of jail through a program called <i>Brilliant Corners</i>.</li> </ul> </li> </ul>

	<p>Jose Ricardo Rivas, <i>Field Specialist</i></p>	<p><b><u>ECAC Meeting Attendance</u></b></p> <ul style="list-style-type: none"> <li>• Trinidad Arroyo is scheduled to attend the August 8, 2018 ECAC meeting at L.A. Care Health Plan Headquarters office from 10:00 a.m. to 1:00 p.m.</li> <li>• Gloria Camarillo is scheduled to attend the September 12, 2018 ECAC meeting at L.A. Care Health Plan Headquarters office from 10:00 a.m. to 1:00 p.m.</li> </ul> <p><b><u>BOG Meeting Attendance</u></b></p> <ul style="list-style-type: none"> <li>• Angelica Bogarin is scheduled to attend the July 26, 2018 Board of Governors meeting at L.A. Care Health Plan Headquarters office from 2:00 p.m. to 5:00 p.m.</li> <li>• Maria De Jesus Leos is scheduled to attend the September 6, 2018 Board of Governors meeting at L.A. Care Health Plan Headquarters office from 2:00 p.m. to 5:00 p.m.</li> </ul> <p><b><u>CO&amp;E Report</u></b></p> <p><b><u>ECAC Leadership Training Update</u></b></p> <ul style="list-style-type: none"> <li>• The <i>ECAC Leadership Training</i> is scheduled for Friday, July 28, 2018. It is a mandatory training for all Chair, Vice-Chair and At-Large Members. The training topic will be on <i>Data and Technology</i>.</li> </ul>
<p>III.</p>	<p><b>REGIONAL ISSUES</b></p>	<ul style="list-style-type: none"> <li>• Committee members were informed that this section of the agenda is where members can bring forward community health issues that are affecting their region – Region 5. If committee members have personal issues that they would like to report members were encouraged to speak to the <i>Health Navigator</i> present, Marssia Chutan who can assist during or after the meeting with any issue concerning their health care services.</li> <li>• Member Ms. Ray shared that she was supposed to get a referral to a specialist, but the clinic making the referral never processed the referral. So she filed a grievance over the phone, and as she was reporting this issue, the representative eventually called the clinic directly, and was able to get the referral processed that same day. The referral was done, but the issue here is that it was not done in a timely manner.</li> <li>• Member Ms. Gonzalez shared that she had a really good experience calling the <i>Nurse Advise Line</i>. She called one day because she was not feeling very well, and the nurse on the other line responded quickly and had good customer service skills. She was referred to the emergency room, but since her situation was not life-threatening she decided to go to an urgent care facility instead.</li> <li>• Member Mr. Galindo shared that near the end April beginning of May he called <i>Venice Family Clinic (VFC)</i> to make an appointment for a personal urgent matter. He was informed that his appointment was set for June 28 almost two months from when he called. Instead of waiting for 2 months he found a doctor in Huntington Park within L.A. Care’s network, and was able to take care his urgent matter much earlier than June 28.</li> </ul> <p>Health Navigator, Marssia Chutan responded and recommended strongly to Mr. Galindo and the group present</p>

that in the future when encountering a similar situation with VFC to keep in mind that they have multiple locations all over L.A. County. Based off of her experience when dealing with similar cases involving VFC all you need to do is call VFC and speak to their appointment center, and let them know that you are willing to schedule an appointment to one of their many clinics; more often than not, that 2 month waiting time can be cut into a waiting time of just a few days.

- Member Ms. Sulca shared that about a month ago she went to her clinic in Los Angeles in which she received medication for her child that unfortunately did not help her child's symptoms. About a month later she returned back to the clinic for a follow up and filled out the usual paperwork, and on it she specified that her child is allergic to the medication *Promethazine*. She was one of the last patients that day so the head doctor of the clinic (the owner) treated her child this day. The doctor took them in, and did not do any of the usual examinations to her child (i.e., throat, eyes, ears etc.), instead he just took the stethoscope listened and tapped the child, and then wrote up a prescription and was done. When at the pharmacy to pick up the medications the pharmacist eventually came back with the bag of medicine prescribed by the doctor and informed Ms. Sulca that the injections prescribed are not a covered benefit through Medi-Cal, and that she would have to pay \$150.00 cash for them. Ms. Sulca asked why they did not accept a credit card, and the personnel informed her that these specific injections were items only sold by the pharmacy and was something separate from the medication her Medi-Cal did cover. Ms. Sulca explained that this was too much money, so she only asked for the covered medication that day. As soon as she got home she immediately opened the medication bag anxious to treat her child who had been sick for almost a month, and the first thing she noticed in the bag was the *Promethazine* medication for her son; the medication she clearly indicated her son is allergic to. So not only was the doctor not thorough in his examination of her child, but he didn't even take the time to check for allergies in her son's patient-file. Ms. Sulca called the doctor's office the next day to make a complaint.
- Mr. Rivas thanked Ms. Sulca and Ms. Ray for sharing their experiences. Then he informed and emphasized strongly to the committee the importance of placing a "Grievance". Yes, placing a grievance helps your case move along, but more importantly it raises a "Red Flag" on L.A. Care's end so L.A. Care can address the issue to avoid these issues from happening to other L.A. Care members. Members were then referred to the Health Navigator for further assistance.
- To further elaborate Health Navigator, Marssia Chutan informed the committee that they should definitely be placing a grievance to report these types of issues to advocate for themselves, and in essence other members, so these issues do not occur again. She added that placing a grievance could also be done anonymously if for whatever reason they felt uncomfortable giving out their name, and there is no limit to when you can make a report (i.e. a month later, 6 months later, a year later etc.) – "It is your right as a Medi-Cal beneficiary" she explained to the group.

IV.	<b>GET UP &amp; Move/Break</b>	<ul style="list-style-type: none"> <li>Members took a 5 minutes break.</li> </ul>
V.	<b>RCAC/COMMUNITY WORK-PLANS</b>	<p><b><u>Community Partnership – Women’s Health</u></b></p> <ul style="list-style-type: none"> <li>Committee members were informed that Venice Family Clinic was awarded the community sponsorship that will support their efforts towards <i>Women’s Health</i> during their <i>National Health Center Week</i> from August 12 to August 18, Sunday through Saturday.</li> <li>RCAC 5 member advocate Ms. Gaby Quintanilla, and representative for Venice Family Clinic addressed the committee and gave them an update overview of what <i>National Health Center Week</i> will look like: <ol style="list-style-type: none"> <li><b>August 12 to 17</b> - Smaller events within the clinic will occur focusing on cervical cancer and mammogram screenings, and reasons why folks avoid screenings to address peoples’ fears.</li> <li><b>August 15</b> - Big event focusing on the homeless population. Services and on-site screenings will be available.</li> <li><b>August 17</b> - Big event for the general public. On-site screenings, food, and resources will be available.</li> </ol> </li> </ul> <p><b><u>Health Education Training – Cancer Screening</u></b></p> <ul style="list-style-type: none"> <li>The training topic for this month’s RCAC meeting was on Cancer Screening.</li> <li>Committee members were educated on the basic understanding of the disease and were informed that they will be disseminating Cancer Screening (along with Diabetes &amp; Heart Health) information during the community events coming up during summer.</li> <li>The training topic covered: What cervical cancer is - Risk factors for cervical cancer - What human papillomavirus (HPV) is - Ways to prevent cervical cancer - and Resources available to them and their communities.</li> <li>All committee members took a pre-test and a post-test to gage their knowledge before and after the presentation.</li> </ul> <p><b><u>Community Outreach Event</u></b></p> <ul style="list-style-type: none"> <li>Committee members where reminded that they will be participating in 2-3 community events before September 30, 2018 and they were also encouraged to forward any community events within their community to Ricardo their assigned Field Specialist.</li> <li>Members were also informed that there was a good possibility the committee will be able to participate in the events mentioned by Ms. Quintanilla from Venice Family Clinic, and that L.A. Care staff would keep them posted with further updates as events are confirmed.</li> </ul>
VI.	<b>FUTURE AGENDA ITEMS</b>	<ul style="list-style-type: none"> <li>Committee members would like to receive more information how to file a grievance.</li> </ul>

<b>VII.</b>	<b>PUBLIC COMMENTS</b>	<ul style="list-style-type: none"> <li>No public comments were made.</li> </ul>
<b>VIII.</b>	<b>EVALUATIONS</b>	<ul style="list-style-type: none"> <li>Prior to adjourning the meeting, staff distributed a RCAC meeting evaluation form to gather members' feedback.</li> </ul>
<b>IX.</b>	<b>ADJOURNMENT</b>	<ul style="list-style-type: none"> <li>The meeting was adjourned at 4:33 p.m.</li> <li>The next RCAC meeting is scheduled for <b>Monday, August 27, 2018</b> from <b>2:00 p.m. to 4:30 p.m.</b> at Veterans Memorial at 4117 Overland Avenue Culver City, CA 90230.</li> </ul>

Submitted by: \_\_\_\_\_  
 Jose Ricardo Rivas, *Community Outreach & Engagement*  
*Field Specialist*

Approved by: \_\_\_\_\_  
 Maria Sanchez, *RCAC 5 Chair*

	ITEMS	
VII.	PUBLIC COMMENTS	<ul style="list-style-type: none"> <li>No public comments were made.</li> </ul>
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 Maria Sanchez, *RCAC 5 Chair*