



L.A. Care
HEALTH PLAN

**Regional Community Advisory Committee (RCAC)
Region 10 – East Los Angeles, Whittier, Highland Park**

**The Wellness Center
1200 N. State Street Los Angeles, CA 90033 - Room 1035
Thursday, October 19, 2017
1:00 PM - 3:30 PM**

MEMBERS

STAFF/MANAGEMENT

Sandra Acosta	()	Engracia Lopez	()	Blanca Villagran	()	Frank Meza, <i>Community Outreach Field Specialist</i>
Maria Luz Alvarado	()	Leticia Navarro (Chair)	()	Miguel Lugo Advocate	(U)	Felicia Gray, <i>Community Outreach Liaison</i> Idalia Chitica, <i>Field Specialist Supervisor</i>
Sarai Angeles	()	Fresia Paz	()	Oswaldo Lopez, Advocate	(U)	Carlos Rueda, <i>L.A. Care's Health Navigator</i>
Damares De Cordero	()	Marlene Paz	()	Rosa Marquez, Advocate	(U)	Christina Ghaly, <i>M.D., L.A. Care Board of Governors</i>
Janner Gavidia	()	Martha Perez	()	<u>PUBLIC / GUEST</u>		<u>INTERPRETERS</u>
Ruben Gavidia	()	Ana Rubio	()			Eduardo Kogan, <i>Interpreter</i>
Elsa Gervacio (Vice-Chair)	()	Norma Flores	()			Shelley Hash, <i>Interpreter</i>
Maria Ibarra	()		()			

**Attendance: Members 17, Advocate 0, Providers 0, Public 0, Staff 4
() present, (E) excused absence, (U) unexcused absence**

	AGENDA ITEM	SUMMARY OF DISCUSSION AND FOLLOW-UP
I	WELCOME & INTRODUCTIONS	<ul style="list-style-type: none"> • Leticia Navarro, RCAC 10 Chair, called the meeting to order at 1:00p.m. • Presented to members L.A. Care's Mission, CO&E/RCAC three pillars and meeting ground rules. • All members introduced themselves. • Frank Meza welcomed everyone and introduced himself as the new Field Specialist. In addition, he mentioned he worked with RCAC 10 in the past and was happy to return and assist members with any questions or concerns with regards to their healthcare services. Mr. Meza provided all RCAC members with his contact information.

II

BUSINESS

Review of Meeting Agenda & Summary

Frank Meza, Community Outreach Field Specialist

Approval of Agenda & Meeting Summary

- The October 19, 2017 agenda was approved as presented.
- The August 17, 2017 summary was approved with a correction on the date of the next scheduled meeting on the last page of the summary.

September 2017 ECAC Meeting

- Sandra Acosta reported on the following:
 - Member shared her experience being her first time attending ECAC and felt the meeting was well organized and the topics discussed were very informational.

October 2017 ECAC Report

- Maria Ibarra was not able to attend the October Board Meeting.

September 2017 Board of Governors Report

- Norma Flores was not able to report at this time.

October 2017 Board of Governors Report

- Elsa Gervacio reported on the following:
 - She talked about her experience at the board meeting and was happy that the board welcomes member input and has an effective system to help facilitate that process.
 - Was glad to see all the levels of reporting taking place and was happy to hear John Baackes, L.A. Care, CEO, address the audience and provide an update on current issues.

RCAC Members Attending ECAC

- Engracia Lopez will attend the November 8, 2017 ECAC meeting.
- Fresia Paz will attend the December 13, 2017 ECAC meeting.

RCAC Members Attending the Board of Governors (BOG)

- The November 2nd Board Meeting has been cancelled, however will resume on December 7, 2017.
- Ruben Gavidia will attend the December 7, 2017 BOG meeting.
- Members were reminded that if they volunteer to attend the ECAC or the BOG meetings, they will be responsible for reporting back to the RCAC.

L.A. Care Board of Governors, Christina Ghaly, M.D.

- Ms. Christina Ghaly, M.D., introduced herself and thanked the RCAC for allowing her to visit. Ms. Ghaly talked a bit about her role as the newest member to the Board of Governors and provided additional information about her experience.
- Dr. Christina Ghaly is the Chief Operations Officer for the Los Angeles County Department of Health Services (DHS). In this role, Dr. Ghaly supervises and over sees operations of the

Department of Health Care Services (DHS') directly operated delivery system, including four hospitals and a network of standalone community clinics. She also provides supervision of the following DHS divisions: Finance, Office of Patient Access, Performance Improvement, Nursing Affairs, and Planning & Data Analytics. Dr. Ghaly received her medical degree from Harvard Medical School.

- Dr. Ghaly joined the L.A. Care Board of Governors in May 2017.
- RCAC members did not have any questions for Dr. Ghaly but thanked her for attending the meeting and welcomed her return.

ECAC REPORT

Leticia Navarro, Chair

Elsa Gervacio, Vice-Chair

October Board Meeting Report

- Board Chair Louise McCarthy shared that she attended the RCAC 8 meeting. She thanked the staff that were supporting the meeting, Frank Meza, Idalia De La Torre, and Hilda Herrera who did a great job facilitating the meeting.
- She added that RCAC 8 Chair, Maria Montes did a great job leading the meeting and all RCAC members were very engaged. She will continue doing her rounds to other RCAC and CCI Council meeting.
- Ms. McFerson expressed concern with the lack of Health Promoter trainings available at the Family Resource Center in Inglewood.

Communications & Community Relations Update

- Francisco Oaxaca, *Senior Director of Communications and Community Relations*, reported on the following:
 - **LAC Safety Net Initiative Grants – Adaptive Equipment** = L.A. Care hosted an on-site equipment fair on October 3, 2017. ECAC members and other consumer advisory members who have expressed interest in this were invited. All the clinics who were awarded L.A. Care grants were able to talk to the vendors about the various adaptive equipment available.
 - **“Walks in My Shoes” – LAC Customer Service Week** = Deaka McClain and Demetria Saffore, along with two other Health Promoters, Pedro and Adriana Martinez provided L.A. Care staff their “Walk in My Shoes” demonstration as part of our Customer Service Week. This demonstration helps build awareness about the challenges that those who have various health conditions and disabilities deal with on a day to day basis.

Global Member Issues

- Deaka McClain, CCI At-Large member shared the following concern:
 - L.A. Care’s urgent care list is not updated as she was given to locations by Member Services Department and one of the locations was not contracted with L.A. Care Health Plan.
- Maria Montes, Chair, shared the following global member issue discussed during the RCAC 8 meeting:

Leticia Navarro, *Chair*

CO&E REPORT

Frank Meza, *Community Outreach Field Specialist*

- Harbor Community Clinic in San Pedro waiting area is not conducive to the number of patients that are seeking services. Mr. Montes has filed numerous grievances and to date nothing has changed.

Update on Durable Medical Equipment Grants

- Roland Palencia, Director, Community Benefits Program attended the meeting and gave an update on the Durable Medical Equipment Grants.
- A list of grantees and the type of durable medical equipment granted was included in everyone's folder to review,

Committee member motion to ECAC

- **ECAC Motion** - Request L.A. Care to purchase adequate durable medical equipment namely wheelchairs to adequately meet the needs of members of the public for both emergency and non-emergency use while on L.A. Care premises.
- The motion was approved by ECAC and will be forward to internal departments for follow-up and next steps.

Community Outreach & Engagement Update

Care Harbor

- Care Harbor will be held at "The Reef Expo Hall" located at 1933 S. Broadway, Los Angeles, CA 9007 on November 17, 2017 through November 19, 2017.
- Wristband distribution for services will be distributed on November 10th and 11th starting at 10:00am.
- A flyer with more detailed information will be mailed to all RCAC members.

RCAC Member Conference

- The RCAC Member Conference is scheduled for Thursday, December 15, 2017 from 8:30am to 2:30pm.
- A sign in sheet was distributed to all RCAC members to confirm their attendance and indicate whether they will be using transportation services.
- The tentative address is in front of the East Los Angeles Public Library located at 4837 E. 3rd Street, Los Angeles, 90022. Members will be notified if there is a change in the pick-up location.
- Members were reminded their attendance is mandatory and must call staff if they are not able to attend.

ECAC Leadership Trainings

- The new series of ECAC Leadership Trainings will start Wednesday, November 15, 2017 from 8:30 a.m. to 2:30 p.m. at L.A. Care Health Plan.
- There will be a total of 6 trainings and the topics and more detailed information will be provided to all participants at the November 15th training.
- The training is mandatory for all Chairs, Vice-Chairs and At-Large members.

Meeting Effectiveness

- The Community Outreach & Engagement (CO&E) will be implementing a new RCAC agenda format starting February 2018.
- Members will be receiving more detailed information during the December 15th Conference.

Revision to Consumer Advisory Committee Member Operating Rules

- Idalia De La Torre, Supervisor, Community Outreach & Engagement asked all RCAC members to refer to the “Consumer Advisory Committee Member Operating Rules” which was included in their meeting folder.
- Ms. De La Torre explained to the members the goal of this process and her intent to review the sections thoroughly to ensure all RCAC members were able to ask questions and request additional information or clarification on the areas that may be of concern. Members had an opportunity to agree or disagree after reviewing all the areas where there were changes or additions made.
- After reviewing the Operating Rules, there was a general agreement from RCAC 10 members to approve the Operating Rules with the following proposed recommendations:
 - **Member Term** - Recommendation to not change the current (60 Day) timeframe for members to reinstate their membership when they lose eligibility. They feel 60 days gives them enough time to reinstate their case.
- Ms. Leticia Navarro, RCAC Char will present the proposed recommendation to ECAC at their November 8, 2018 meeting.
- Ms. De La Torre asked RCAC members if they had any questions. There were no additional questions made.

New Meeting Location

- RCAC 10 will be moving to a new meeting site and the target date is by the next scheduled meeting on December 21, 2017.
- RCAC members were encouraged to help look for sites and pass the information to their Field Specialist for follow-up. Frank Meza will also look for sites that meet the needs of the RCAC and L.A. Care moving forward.

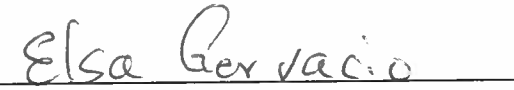
		<ul style="list-style-type: none"> • Additional updates will be provided to the RCAC, and if a new site is identified prior to the next meeting, all RCAC members will be notified in a timely manner.
III	GET UP AND MOVE Group	<ul style="list-style-type: none"> • Members stretched and took a break.
IV	REGIONAL ISSUES Group	<p><u>Member Issues</u></p> <ul style="list-style-type: none"> • Frank Meza encouraged members to bring member issues to the RCAC meeting and share their experiences with the group. Their experiences will help other members and staff get a better understanding of issues that impact their community. • Member shared an issue he is experiencing with getting billed for services he received. Member was informed to meet with the Health Navigator who is present at the meeting to assist members. • Additional member shared a few challenges she experienced with her Orthopedic Surgeon and concerns that she may have been misdiagnosed and possibly did not require surgery. Member requested a second opinion and the result was she didn't require surgery. Member encouraged everyone to request additional information or advise prior to any surgery. • Frank Meza provided all RCAC members with the L.A. Care Members Services toll free number if members are having problems with their services. In addition, they were also encouraged to speak to the Health Navigators who are attending RCAC meetings and available to speak with members during the RCAC meeting.
V	COMMUNITY AFFAIRS <i>Ekaterina Glass, Cultural Linguistics Department</i>	<p><u>Health Topic – “National Breast Cancer Awareness Month”</u></p> <ul style="list-style-type: none"> • Information on the health topic was distributed to everyone. <p><u>Cultural & Linguistics Presentation</u></p> <ul style="list-style-type: none"> • Ekaterina Glass, from the Cultural Linguistics Department provided a presentation about the services the Cultural Linguistics Department provide to all L.A. Care Members. • Members have the right to receive written member-informing materials in their preferred threshold language. Written member-informing materials may include letters, member handbooks, and health education materials. • L.A. Care Members may also request to receive written member-informing materials in large print, audio, another format and they can provide any information in their language over the phone. • Ms. Glass reassured members that their doctor's office, clinic, or hospital cannot deny services because of their language or disability and should complain if they feel they were denied care because of their language or disability, were not happy about the interpreting services, could not get information in their language, or format.

		<ul style="list-style-type: none"> • Members were encouraged to call L.A. Care Member Services to help them file a complaint in their language if they feel their needs were not met. The Toll-Free number was provided to all RCAC members: 1-888-839-9909 (TTY 711). • The presentation was only available in English but will be mailed to all RCAC members in their language once it becomes available.
VI	<p>RCAC/COMMUNITY WORK-PLAN</p> <p>Idalia De La Torre, Community Outreach & Engagement</p>	<p><u>2017/2018 RCAC Work Plan Projects</u></p> <p><u>Health Topic Survey</u></p> <ul style="list-style-type: none"> • Idalia De La Torre, Community Outreach & Engagement Department provided RCAC Members with a survey identifying nine health topics that have been identified by L.A. Care as a priority based on health disparities that are impacting L.A. Care members. Members were asked to circle three of the nine topics based on their interest and level of priority. • The following is the list of the health topics: <ul style="list-style-type: none"> ➤ Children’s Health ➤ Women’s Health ➤ Diabetes ➤ Lung Health ➤ Cultural & Linguistics ➤ Teen Health ➤ Cancer Screening ➤ Heart Health ➤ Other (Low Back Pain) • All RCAC members will receive a training on the top three health topics selected at their RCAC meeting and will be required to attend outreach events in their community to provide information and education on the health topics selected. • Members will go over this topic in more detail at the upcoming December 15th RCAC Member Conference and will have an opportunity to ask questions and engage in the discussions the day of. • More information and details will be provided at the next scheduled RCAC meeting on December 19, 2017.
VII	<p>FUTURE AGENDA ITEM Group</p>	<ul style="list-style-type: none"> • There were no comments or suggestions made.

VIII	MEETING EVALUATION Group	<ul style="list-style-type: none"> Members had the opportunity to fill out the meeting evaluation.
IX	PUBLIC COMMENTS Group	<ul style="list-style-type: none"> RCAC Member informed everyone about a Cancer Screening event taking place outside the Wellness Center. There were no additional comments.
X	ADJOURNMENT Next Meeting Date	<p><u>Adjournment/Next Meeting Date</u></p> <ul style="list-style-type: none"> RCAC Members suggested to have a Potluck at their December 21st meeting to celebrate the Holiday Season. Members passed around a list to sign up for food they will bring. Meeting Adjourned at 3:30 p.m. The next meeting is scheduled for Thursday, December 21, 2017 at The Wellness Center at 1200 N. State Street - Kitchen Room, Los Angeles, CA 90033 from 1:00 p.m. -3:30 p.m.

Respectfully submitted by:


 Felicia Gray, *Interim Community Outreach Field Specialist*


 Leticia Navarro, *RCAC 10 Chair*
