



**Regional Community Advisory Committee (RCAC 4)
Region 4 - Hollywood, Wilshire, Central L.A., Glendale**

Committee Summary

Hope Street Family Center

1600 South Hope Street, Room 305

Los Angeles, CA 90015

Tuesday, November 21, 2017

9:00 a.m. – 11:30 a.m.

MEMBERS

GUESTS/PUBLIC

Ana Santiago Alonso	()	Theodora Parlanti	()	<u>STAFF/MANAGEMENT</u>	Eduardo Kogan, <i>Spanish Interpreter</i>
María Casarrubias	()	Silvia Poz	()	Courtney Nicholas, <i>Field Specialist</i>	Shelley Hash, <i>Spanish Interpreter</i>
Sonia J. Claudio	()	Silvia Quezada	()	Hilda Herrera, <i>Liaison</i>	Wilma Ballew, <i>Guest</i>
Phyllis Coto	()	Hercilia Salvatierra, <i>Vice-Chair</i>	()	Idalia De La Torre, <i>Supervisor</i>	Estela Lara, <i>Guest</i>
Herceys Catalina Donis	()	Ricardo Sanchez	()	Auleria Eakins, <i>Manager</i>	
Hugo Flores	()	Michael R. Shelton, <i>Chair</i>	()	Marssia Chutan, <i>Health Navigator</i>	
Mirna Gonzalez	()			Kristina Chung, <i>Field Specialist</i>	
Gizelle James	()			Judy Hsieh Bigman, <i>Senior Specialist, Communications</i>	
Rachel Rose Luckey	()	<u>COMMUNITY PARTNERS</u>		Meagan De Leon, <i>Specialist, Cultural & Linguistic Services</i>	
Alfonso Noriega	()	American Cancer Society	(U)		

Attendance: 16 Members, 1 Community Partner, 0 Providers, 4 Public, 8 Staff

() present, (E) excused absence, (U) unexcused absence

members are getting the right care.

- HEDIS makes it easy for members to compare how health plans perform
- Health Plans use HEDIS results to see where they need to improve
- HEDIS asks how much the members like the care they receive
- HEDIS measure the quality that our members receive
- HEDIS shows where L.A. Care ranks compared to other health plans
- HEDIS results allow L.A Care to identify areas and practices where members may not be getting the care and services as needed
- To that end, we have identified some HEDIS measures as a first step to improving care
- Measures are:
 - Managing diabetes
 - Women’s health
- **Care for People with Diabetes**
 - Urging diabetic members to visit their doctor regularly for:
 - Blood sugar test
 - Eye exam
 - Testing for kidney problem
 - Blood pressure check
- **Care for Pregnant Women**
 - Urging all pregnant women to get care early in their pregnancy and continue to see their doctor regularly throughout the pregnancy.
 - Shortly after giving birth, women should see a doctor to check for any problems.
- **Breast Cancer Testing – Mammograms**
 - Early findings from an x-ray of the breast gives women a better chance to survive
 - Women who are 50 years and over need to get tested every two year.
- **Chlamydia Testing**
 - Chlamydia trachomatis is the most common sexually transmitted disease (STD) in the U.S.
 - Most women who have the condition don’t know that they are infected.
 - Urging sexually active women to get a screening every year to prevent further damage to their reproductive health
- **Cervical Cancer Testing**
 - Cervical cancer can be found early by a Pap test. Women who are sexually active should get tested often, every one to three years.
 - If found early, cervical cancer is one of more “treatable” cancers.

- Women can get the Pap test without a referral.

- **Communications & Community Relations Update**

- Francisco Oaxaca, *Senior Director of Communications and Community Relations*, reported on the following:
 - Health Promoter Program
 - Tanisia Johnson was introduced as the new Health Promoter Program Supervisor.
 - The Health Promoter Program will be going through a restructuring that include the following:
 - Diverse group of health promoters that can meet the needs of more community in the county, particularly in the areas of language skills.
 - Health promoters that are equipped to engage in the more sophisticated work that is being asked of the program now and can be considered for the full-time community health worker opportunities that are now being made available.
 - Update the topic areas for community presentation and training to better support L.A. Care’s priorities and better address the current health disparities in our communities.

- **Global Member Issues**

- Demetria Saffore, Chair, and Marcia Ramos, CCI –Area 1 member shared the following global issues discussed during the CCI- Area 1 meeting:
 - Antelope Valley Community Clinic (AVCC) continues to be under staffed.
 - AVCC does not have a phone number for urgent care and patients to go and use their Urgent Care Services have to wait over 4 hours to be seen.
 - AVCC follow-up appointments to see their Primary Care Physician after seeing a specialist is taking over 90 days.
- Nesima Istrefi, Chair, shared the following global issues discussed during the CCI – Area 4 meeting:
 - The process to replace batteries on Durable Medical Equipment is continue to be long.
 - The authorization process for transportation services takes too long and when you finally use it, it’s expired. Also, when you do make an appointment for transportation services, they arrive late causing you to be late to your scheduled appointment. The same happens when they are scheduled to pick you up, they arrive late.
- Andria McFerson, Chair, shared the following global issue:
 - Social workers at clinics or hospitals are not well informed of all the services and options L.A. Care offers to their members.
- Cristina Deh-Lee, Chair, shared the following global issue:

- Mrs. Deh-Lee called the nurse advise line for the nearest urgent care to her address. She was given a location but when she arrived, the location did not have a contract with L.A. Care. Ms. Deh-Lee was then referred to another urgent care 20 miles from her home in Downey.

II. New Business

A. Security and Emergency Preparedness Presentation

- ECAC members, the public in attendance and staff received information on the Emergency Evacuation Plan during an ECAC Meeting and the steps they need to take to evacuate to when they hear or see an alarm.
- ECAC members, the public in attendance and staff also participated in a mock fire drill.

CO&E Report

- Ms. Nicholas said group will be reviewing the Operating Rules later in the meeting.
- The Fall Conference “Members in Focus” is scheduled for December 15, 2017 at St. Anne’s. The flier for the conference is in everyone’s folder.
- The next New Member Orientation is scheduled for Wednesday, December 6, 2017 from 8:30 a.m. to 12:00 p.m. at L.A. Care Health Plan.
- There will be a new advocacy training series called I-Speak in 2018. Members may apply to be a part of the training series. Those who participate in the training may apply to do legislative office visits in Sacramento. This training series is for members who are not chairs or vice-chairs. More information will be given at the Fall Conference.
- All eligible RCAC members will receive a \$25 member engagement incentive as a thank you for your work during the year.
- The RCAC chairs and vice-chairs participated in an ECAC Leadership Training on November 15, 2017 at The Reef.
- Ms. Nicholas asked the group if they would like to find a new meeting space and/or move the meeting one hour later. The group voted not to change the meeting time. Ms. Nicholas will research finding a new meeting space. She asked if the group had any suggestions for new space, to please share with her.

ECAC Meeting Attendance

- Maria Casarrubias will attend the December 13, 2017 ECAC meeting at L.A. Care Health Plan.
- Sonia Claudio will attend the January 10, 2018 ECAC meeting at L.A. Care Health Plan.

BOG Meeting Attendance

- Rachel Rose Luckey will attend the December 7, 2017 BOG meeting at L.A. Care Health Plan.
- Ms. Nicholas reminded the group that assigned members are expected to attend the ECAC and BOG meetings and to bring a report of the meeting back to the RCAC. Any assigned member who does not cancel at least 24 hours

Courtney Nicholas,
Field Specialist

<p>Meagan De Leon, <i>Specialist, C&L Services</i></p>	<p>prior to the meeting will have an unexcused absence and it will count against them according to the Attendance Policy.</p> <ul style="list-style-type: none"> • If have been assigned to go to ECAC but you cannot go, please contact Victor Rodriguez, 213-694-1250 x5214. • If you have been assigned to BOG but you cannot go, please contact Hilda Herrera x4402 or Felicia Gray x4163. <p>There was a change to the agenda. The C&L presentation was moved from the Community Affairs section to the Business section (prior to the Operating Rules).</p> <p><u>Cultural & Linguistic Services (C&L)</u></p> <ul style="list-style-type: none"> • Meagan De Leon, <i>Interpreting Specialist, C&L</i>, gave a presentation on how to access C&L services. • The purpose of C&L is to ensure that members have access to culturally appropriate services. • It is important to use a professional interpreter for doctor’s appointments. • Speak slowly when using an interpreter. • Give clear instructions on parking, appointment time, location, etc. when requesting an interpreter. • If an in person interpreter cannot be found, telephonic interpreting will be used.
<p>Judy Hsieh Bigman, <i>Senior Specialist, Communications</i></p>	<p><u>Operating Rules</u></p> <ul style="list-style-type: none"> • Judy Hsieh Bigman, <i>Senior Specialist, Communications</i>, reviewed the proposed changes to the Operating Rules. • The committee had the following feedback: <ul style="list-style-type: none"> ○ <u>Consumer vs. Community Advisory</u> One suggestion is to re-visit the word Consumer (suggestion: Community Advisory). 5 – yes make changes 6 – no stay the same 5 – abstained ○ <u>Membership Composition</u> 5 – yes to no Dual Membership 1 – no do not add to Operating Rules 10 -- abstained ○ <u>CCI Councils added to Operating Rules</u> 15 – yes 1 – abstained ○ <u>Provisional Membership</u>

		<p>14 – yes with recommendation to receive stipend ASAP 2 – abstained</p> <ul style="list-style-type: none"> ○ <u>Recertification</u> 9 – yes 7 – abstained ○ <u>Code of Conduct</u> 9 – yes 7 – abstained ○ <u>Overall Vote</u> 9 – yes 7 – abstained <p>The committee voted to extend the meeting time to complete the Operating Rules discussion.</p> <ul style="list-style-type: none"> ● Ms. Nicholas shared some information on job training and low income housing with the committee. Copies of the information were shared with the group. If you would like a copy, please contact Ms. Nicholas directly.
III.	GET UP & MOVE	<ul style="list-style-type: none"> ▪ Due to a lack of time, the committee took a couple of minutes for a break.
IV.	REGIONAL ISSUES	<p><u>Member Issues</u></p> <ul style="list-style-type: none"> ▪ Ms. Nicholas told the committee that if anyone has any member issues, they could be discussed at the next meeting or the issue can be discussed with the Member Navigator.
V.	COMMUNITY AFFAIRS	<p>A. <u>Health Topic</u></p> <ul style="list-style-type: none"> ▪ The Health Topic for this meeting is Type 2 Diabetes. <p>B. <u>Cultural & Linguistic (C&L) Services</u> This presentation was moved to earlier in the meeting.</p>
VI.	RCAC/COMMUNITY WORK-PLANS	<ul style="list-style-type: none"> ● There will be a discussion about the Work-Plan Projects at the Fall Conference.
VII.	FUTURE AGENDA ITEMS	<ul style="list-style-type: none"> ▪ There were no future agenda items suggested.

VIII.	PUBLIC COMMENTS	<ul style="list-style-type: none"> ▪ There were no public comments.
IX.	EVALUATIONS	<ul style="list-style-type: none"> ▪ Prior to adjourning the meeting, staff distributed a RCAC meeting evaluation form to gather members' feedback.
X.	ADJOURNMENT	<ul style="list-style-type: none"> ▪ The meeting was adjourned at 12:00 pm. ▪ The next RCAC meeting is scheduled for Tuesday, January 16, 2018 from 9:00 a.m. to 11:30 a.m.

Submitted by: _____
 Courtney Nicholas, *Community Outreach & Engagement*
 Field Specialist

Approved by:  _____
 Michael Shelton, *RCAC 4 Chair*