



# Health Services Advisory Board (HSAB) Strategic Plan



## MEMBERS:

### APPOINTED BY BOARD OF SUPERVISORS

#### District 1

Richard Parker, DO, FAOASM  
Suzanne Afflalo, MD

#### District 2

Judith Shaplin  
LaVonna Connelly, MSW

#### District 3

Harris Efron, MD  
Stuart Cohen, MD

#### District 4

James Lepanto, MFT  
Geysil Arroyo

#### District 5

Therese Cisneros-Remington  
Vacant

**VISION:** An Advisory Board that the County of San Diego Supervisors rely on for expertise to improve the health and wellness of the San Diego population.

**MISSION:** Provide the County Board of Supervisors expert and timely advice to advance an integrated health and wellness system, where everyone has access to affordable, comprehensive, and quality care.

#### GUIDING PRINCIPLES:

- Everyone has access to affordable care.
- Care is coordinated, responsive and culturally sensitive.
- Services are integrated, seamless and comprehensive.
- Wellness of mind, body and spirit is pursued for every resident.

## COMMUNITY REPRESENTATIVES

### San Diego County Medical Society

Paul Hegyi, MBA  
Jennipher Ohmstede | Alternate

### Hospital Association of San Diego & Imperial Counties

Dimitrios Alexiou, FACHE, MHA  
Caryn Sumeck | Alternate

### Health Center Partners of Southern CA

Henry Tuttle  
Tim Fraser | Alternate

### Consumer Center for Health Education

Gregory Knoll, Esq  
Jack Dailey | Alternate

### Behavioral Health Advisory Board

Michael Matthews  
Jennifer Mendel | Alternate

### Healthy San Diego Professional Advisory Board

Leonard Kornreich, MD  
Harriet Seldin, DMD, MBA | Alternate

### Healthy San Diego Consumer Advisory Board

## LONG-TERM GOALS:

**GOAL 1. Enhance HSAB's value to the County Board of Supervisors**

**GOAL 2. Advance Ways to Enhance Residents' Ability to Navigate the Health Care System to Get the Care Needed**

**GOAL 3. Solicit Community Input for the Design of Solutions to Improve the Health and Well-being of Residents**

## DUTIES AND RESPONSIBILITIES: (Excerpted from SD Co. Admin. Code)

- Make recommendations on new policies and programs.
- Review County Health and Human Services Agency (HHSA) budget.
- Examine variables which impact access to health care and develop an integrated set of recommendations aimed at an improved health-care delivery system.
- Review legislation and make recommendations to the County Board of Supervisors and HHSA Director.
- Solicit and provide a forum for public input, advise and proposed solutions.
- Assist HHSA Director in assessing community issues which could result in a fiscal impact on County government and make recommendations regarding such impacts.

*For more information, contact the Department of Public Health Services, Administration, at 619-542-4141*

## GOAL 1. Enhance HSAB's value to the County Board of Supervisors

OBJECTIVES	ACTIONS
1. Enhance ongoing and bi-directional communication with the Board of Supervisors.	<ul style="list-style-type: none"> <li>• Schedule BOS and Board Aide presentations to the Board.</li> <li>• Meet with BOS and Board Aides at least twice a year to ascertain priorities and areas of focus, and report out on communications with BOS as regular agenda items.</li> </ul>
2. Convey community needs and priorities to the County Board of Supervisors (BOS).	<ul style="list-style-type: none"> <li>• Advocate for community health needs based on member expertise and knowledge of respective districts.</li> </ul>
3. Provide timely advice and recommendations to the BOS and HHSA Leadership regarding relevant issues under the scope of HSAB in the areas of budget, legislation, policy and program changes.	<ul style="list-style-type: none"> <li>• Identify key County of San Diego Department contacts for their expertise and solicit their input to HSAB Subcommittee work.</li> <li>• Utilize existing and ad-hoc HSAB Subcommittees to identify key focus areas or issues to collect information, data and input relevant for advising, making recommendations, and identifying solutions.</li> <li>• Form a new HSAB Work Group to explore data needs for HSAB, including existing data accessibility and current gaps.</li> </ul>
4. Maintain best practices in the administration of the HSAB through communication, collaboration and transparency.	<ul style="list-style-type: none"> <li>• Produce an annual report for the Director of HHSA and the County Board of Supervisors which summarizes findings and recommendations on issues presented to the HSAB, pursuant to Section 861.9 of the San Diego Code of Administrative Ordinances.</li> <li>• Communicate, share information, and collaborate with other HHSA Boards and Board Chairs.</li> </ul>

## GOAL 2. Advance Ways to Enhance Residents' Ability to Navigate the Health Care System to Get the Care Needed

OBJECTIVES	ACTIONS
1. Identify and monitor the key factors or barriers that underserved residents face in navigating the health care system and accessing the services that they need to be healthy.	<ul style="list-style-type: none"> <li>• Define the focus in terms of patients and clients most likely to experience barriers, and types of barriers commonly faced.</li> <li>• Review current available data and information on the nature of these barriers.</li> <li>• Solicit input from community members, community partners, providers and organizations.</li> </ul>
2. Explore ways in which providers can enhance navigation of underserved residents, and ways to inform and empower underserved residents to be able to navigate the system.	<ul style="list-style-type: none"> <li>• Review evidence-based research and best practices for enhancing patient and client navigation.</li> <li>• Elicit input from County and providers regarding current practices, policies and strategies that contribute to "user friendly" navigation.</li> <li>• Consider the role of community health workers, and other community resources, in helping residents navigate the system for better health outcomes.</li> </ul>
3. Advise on new systems, policies and practices that would make it easier for all residents to navigate the health care system.	<ul style="list-style-type: none"> <li>• Prioritize recommendations, policies, and practices.</li> <li>• Consider how these improvements to navigation can best advance health equity and care integration.</li> <li>• Explore means of operationalizing recommendations to enhance the ability of underserved populations to access care.</li> <li>• Review Goal #2 biannually and monitor progress through County, community, provider and organizational input and tracking.</li> </ul>

## GOAL 3. Solicit Community Input for the Design of Solutions to Improve the Health and Well-being of Residents

OBJECTIVES	ACTIONS
<p><b>1. Increase community and stakeholder participation and attendance at HSAB meetings.</b></p>	<ul style="list-style-type: none"> <li>• Facilitate or attend at least one District community outreach forum and report back to HSAB (HSAB District Appointees).</li> <li>• Convene three HSAB meetings within identified County regions as a strategy to enhance region-specific participation, engagement, and communication with the Board (Implement in 2021).</li> </ul>
<p><b>2. Solicit input from the public and stakeholders by leveraging existing coalitions, Resident Leadership Academies, and other community groups and events.</b></p>	<ul style="list-style-type: none"> <li>• Reach out to specific community organizations and stakeholders regarding meeting Agenda items.</li> <li>• Review and utilize summary presentations of County HHSA community forums and relevant events (e.g. Local Public Health System Assessment).</li> </ul>
<p><b>3. Work with planning agencies, research, and policy makers, to identify best practices and to promote health and well-being of San Diego communities.</b></p>	<ul style="list-style-type: none"> <li>• Increase outreach and requests for data, and utilize existing County, stakeholder, and community data, for HSAB analysis, recommendations, and reports.</li> <li>• Obtain or receive updates and assessments from health care provider coalitions and advisory boards to inform recommendations.</li> <li>• Request that all HSAB presentations include data that will help to inform the Board in its advisory responsibilities.</li> <li>• Curate a list of resources, with links to County, Association and Organizational reports, that is tailored for HSAB's reference and analysis, updated annually.</li> </ul>
<p><b>4. Encourage a focus on health equity in the collection of information and the solicitation of community input.</b></p>	<ul style="list-style-type: none"> <li>• Explore and define what “health equity” means within the County of San Diego.</li> <li>• Require that all HSAB presentations include information on health equity data, successes, and barriers relevant to presentation topic.</li> <li>• Advise and make recommendations regarding health equity as appropriate to the scope of HSAB.</li> </ul>