



## Consumer Advisory Board Meeting Minutes 9.28.16

1. **Welcome:** Consumer Advisory Board (CAB) members were welcomed to the September Consumer Advisory Board meeting. Members were reminded about the confidentiality agreement and to not share personal health information in the open group forum and any individual health concerns can be addressed privately with health plan representatives after the meeting. Meeting minutes from the last Consumer Advisory Board meeting were distributed for review.

1. **Guest Presentation – Sheri Barraza, MS, BSN, RN, CPHQ | Clinical Quality Audit Analyst Sr** provided a presentation on two quality initiatives.

### **Annual Flu Vaccine**

- Flu viruses usually starts circulating in the US from late Fall through early spring.
- Most people who become infected with the flu recover but the flu can also cause serious illness and death.
- At greater risk are people over 65 and under 2 years of age and those at any age with medical conditions.
- According to the Centers for Disease Control (CDC) during a 30-year span from 1976 to 2006, it's estimated that flu-associated deaths ranged from 3,000 to 40,000 annually.
- One study found the vaccine prevented about 67,000 flu-related hospitalizations in the 2014-2015 seasons.
- Annual flu vaccination is the primary way of preventing flu and its complications and the health plan strongly encourages everyone to get their flu shots when the vaccine becomes available because it takes about 2 weeks for the vaccine to take effect.
- Even if you've felt sick by the flu shot, the symptoms are usually less severe after getting the flu vaccine.
- Flu vaccine is a covered benefit with Cal MediConnect. There are no co-pays.
- The CDC and Advisory Committee on Immunization Practices recommend routine annual flu vaccinations for all persons aged 6 months and older who do not have contraindications.

To help the health plan understand and better serve our members - like to take a survey identifying what helps you decide to get flu vaccine and what you recommend to encourage members to get the flu shot:

- How many of you have already gotten the flu vaccine? How many of you are planning to get the flu shot?

- Those who have gotten or going to get the flu vaccine, where do you usually go?
  - Doctor's Office.
  - Pharmacy
- What helps you decide to get flu vaccine? Doctor recommendation? Other Reminders?
  - Doctor's recommendation
- Those of you who are not planning to get the flu vaccine, what are your concerns?
  - Get more sick or got the flu really bad in the past

### **How to Help Yourself and Prevent Readmissions to the Hospital**

Hospitals and the people who work there are very busy and may not discuss or review your specific needs to ensure the transition or discharge from the hospital goes smoothly.

- What recommendations do you have to improve the transition from hospital to home or next level of care?
  - Discuss with family/caregivers
  - Advocate for your health needs

The transition from hospital to home or next level of care can be challenging due to adjustments and changes to your normal routine.

### **Here are some suggestions health policy experts, case managers, patients and caregivers recommend:**

Start planning as soon as you're admitted to the hospital or as soon as you know you're going in for a planned admission.

- Ask for PT evaluation to see if you can get out of bed by yourself? Walk across the room? Can you handle your bathroom needs? Get dressed? Climb stairs? What kind of assistance will you require?
- Ask for nutritional consultation. What kinds of food will you or won't you be able to eat?
- Consider where you'll go next. If you need rehab, research places. Ask hospital social worker or case manager to walk you through your choices

**Member Stories/Feedback:** CAB Member expressed that she was happy with the coverage.

**Next meeting:** Oct 27, 2016 @ 11 am