

**Cal MediConnect Consumer Advisory Board
Meeting Minutes
October 31, 2018**

1. Welcome: Consumer Advisory Board (CAB) members were welcomed by Lori Andersen, Santa Clara Family Health Plan (SCFHP) and ThanhThuy Luu, Anthem Blue Cross (ABC). 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.

2. Falls Prevention: Presented by Divya Shah, Health Educator at Santa Clara Family Health Plan

- ✓ Some facts about falls shared with the group:
 - 1 in 4 Americans over age 65 fall each year
 - More than 40% of people hospitalized from hip fractures do not return home and are not capable of living independently again
- ✓ Some factors that increase the risk of falling are: age 80+, past falls, multiple medications, poor vision, depression, memory problems, hazards in the home and community, balance problems and improper footwear
- ✓ 6 Steps to Prevent a Fall
 - Talk to your health care provider
 - Find a good balance and exercise program
 - Regularly review your medications with your doctor or pharmacist
 - Get your vision and hearing checked annually
 - Keep your home safe
 - Talk to your family members about falls
- ✓ Attendees received copies of the presentation and a list of resources online and locally at senior and community centers and other locations.
- ✓ A Home Safety Checklist was shared

3. Issues:

- Members raised some questions about home safety resources such as grab bars, railings, personal emergency response systems and other tools that help prevent falls. A member shared that her landlord added grab bars when asked and another stated that their landlord would not help with this or the need for railing outside his apartment door. Follow up with case managers will be done with members to identify solutions for these issues.

- An Anthem Blue Cross member expressed that she was satisfied with all she had received from CalMediConnect and asked if she could get a grab bar in her bathroom. Rebuilding Together, a home repair service for homeowners was introduced. Members who do not own a home can discuss the benefits with their home owners. Members' home safety needs will be communicated among Anthem Blue Cross clinical management team in order to find out more resources.

4. Input

None was shared by the members at this meeting.

Upcoming meetings: November 28 @ 11 a.m.

NOTE: December 26th meeting has been changed to December 19th after getting input from the group.