

INLAND EMPIRE HEALTH PLAN
Community Advisory Committee
 Minutes for Thursday, December 5, 2024
 5:00 PM - 7:00 PM

Location: Riverside County Office of Education – 4280 Brockton Ave. Riverside, CA 92501

Facilitator: **Dr. Gabriel Uribe, Director, Health Equity Operations**

Present: **CAC Members:** Abdallah Zarzouq, Carmela Garnica, Christian Espinoza, Diana Argandona Sandoval, Ileen Cotinola, Jeremy Proctor, John Fabrey, Jorge Ruiz Romo, Jose Caseano, Julia Espinoza; LaBianca McMillan, Richard Symmes, Robert Thumper Pruitt, Sagrario Peterson, Tim Yin, Trisha Mitcham

IEHP Staff: Jarrod McNaughton, Dr. Takashi Wada, Susie White, Lorena Chandler, Dan Gomez, Jacob Diekman, Rosalinda Nava, Jane Cheng, Beth Donavan, Isabel Aguirre-Andon, Jessica Saldivar, Lyndsey Beets, Jannette Zito, Linda Sanchez, Laura Acosta, Adai Taylor, Rosana Ayala, Irma Hernandez, Amanda Hiraishi,

Guests: Daisy Peterson, Michael Peterson, Esmirna Valencia; Tom Yin, Nannan Du

Minutes by: **Rosana Ayala, MPA, Health Equity Programs Liaison, and Jannette Zito, CAC Program Manager**

Agenda Items	Presentation of Agenda Items	Discussion of Agenda Items	Action Items
Welcome	Esmirna Valencia, Ed.D Executive Director, Leadership, Wellness, & Student Services, Riverside County Office of Education	I. Esmirna Valencia welcomed the Community Advisory Committee (CAC) to the Riverside County Office of Education (RCOE). Valencia shared information on RCOE programming and indicated that she is a CAC Selection Committee member.	<i>No Action Items</i>

Introductions	Gabriel Uribe, Director Health Equity, CAC Meeting Facilitator CAC Members	II. Dr. Gabriel Uribe called the meeting to order. III. CAC Members introduced themselves.	<i>No Action Items</i>
Housekeeping and Meeting Procedures	Gabriel Uribe, Director, Health Equity Operations	IV. Dr. Uribe reviewed housekeeping items, meeting structure, and procedures with CAC Members.	<i>No Action Item</i>
Approval of Minutes	Gabriel Uribe CAC Members	V. Carmela Garnica, CAC Member, motioned to approve the September 19, 2024, meeting minutes. VI. Julia Espinoza, CAC Member, seconded the motion to approve the minutes.	<i>The approved September 19, 2024, minutes will be published on IEHP's website.</i>
Review of Feedback/Response Log	Gabriel Uribe	VII. Dr. Uribe reviewed the Action Item/Feedback Response Log from the September 19, 2024, meeting. VIII. CAC was asked to share any additional feedback to the Action Item/Feedback Response Log with the CAC Program Manager, Jannette Zito.	<i>No Action Items</i>

<p>Protecting Yourself and Your Community Against Influenza (flu)</p>	<p>Beth Donovan, Manager, Quality Improvement Strategy</p>	<p>IX. Presentation: Protecting Yourself and Your Community Against Influenza (flu)</p> <ul style="list-style-type: none"> • Beth Donovan reviewed the impact of influenza on the individual and the community. Additionally, Donovan reviewed recommendations for the influenza vaccination. <p>X. CAC was asked the following feedback questions:</p> <ul style="list-style-type: none"> • How important do you feel it is to get recommended vaccinations in general and the flu shot specifically? • Do you know how and when to get the vaccine for yourself and your child(ren)? • What barriers do you face when trying to get the flu vaccine for yourself or your child(ren)? <p>Member Feedback</p> <ul style="list-style-type: none"> • Julia Espinoza shared that it is important to get the flu shot as she is immunocompromised due to past illnesses. • LaBianca McMillan shared that she was fearful of getting the flu shot due to others' experiences. However, as she got older, she educated herself on its importance. She stated that due to cultural fears, more education should be provided to the community. • Sagrario Peterson shared her concerns with the effectiveness of the flu vaccine when someone feels they never get sick, as well as the amount of promotion during doctor visits. • Dr. Uribe asked Sagrario Peterson if it would be beneficial to explain what the flu shot protects against. Peterson shared that it may be helpful to address current fears and resistance. 	<p>Action Items</p> <ol style="list-style-type: none"> 1. Explore working with providers and updating educational materials to address cultural fears of getting the flu vaccination, what the flu protects against, and report current flu strains. 2. Share information on various types of flu vaccines.
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		<ul style="list-style-type: none"> • Richard Symmes shared his concerns about how regular flu vaccinations can impact his susceptibility to getting the flu if he were to follow an annual vaccination schedule. • Additionally, Symmes expressed that alternatives to the vaccine such as a nasal spray may make this more accessible to Members. • Julia Espinoza shared her experience receiving annual flu shots through her local pharmacy. Additionally, she shared how annual reminders through text messages increase awareness. • Diana Argandona shared her experiences with the flu illness and highlighted the importance of regular vaccinations. She learned about getting the flu vaccine from her regular doctor visits. She shared that this information is not spread to others who do not visit their providers as often. • Julia Espinoza shared how her provider was able to provide her with education on the COVID-19 vaccination during the pandemic which encouraged her to get it. • Christian Espinoza shared his experiences with getting vaccinated annually at his local pharmacy and how the incentives provided helped increase interest in getting vaccinated. • Additionally, Christian Espinoza expressed concerns about obtaining annual reminders electronically as he changes providers often and there seems to be no centralized hub. Additionally, Espinoza suggested a pop-up, agent chat, or bot reminder about flu vaccinations on the IEHP website. 	<ol style="list-style-type: none"> 3. Explore IEHP text message campaign for flu vaccines with the marketing team. 4. Explore sharing educational material on maintaining regular check-ups. 5. Explore partnerships related to vaccination incentives through local CBOs. 6. Explore a presentation for CAC Members on the Member Portal and SmartCare application. 7. Explore mobile app and website pop-up
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		<ul style="list-style-type: none"> • Ilene Cotinola expressed the importance of getting vaccinated annually. • John Fabrey expressed that individuals may not be getting vaccinations due to misinformation related to the effectiveness of the vaccination. Fabrey also recommended educating Members on what to do if you get the flu. • Julia Espinoza shared that her brother’s employer provides onsite vaccination clinics and her experience with getting annual text reminders from her pharmacy. • Ilene Cotinola shared her experiences with getting annual reminders on the MyChart app that encouraged her to visit her provider’s office. <p><i>*All Members have access to Member services at meetings. If any Member is dissatisfied or has a complaint, they can contact the Plan’s Grievance Department by calling 1-855-433-4347.</i></p>	<p>messages/reminders for health needs.</p> <ol style="list-style-type: none"> 8. Explore providing educational materials related to annual flu rates. 9. Increase education on what Members can do if they get the flu. 10. Explore adding more onsite vaccination clinics at varying locations.
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<p>Provider Experiences</p>	<p>Dan Gomez, Vice President, Provider Experiences</p>	<p>XI. Presentation: Primary Care Services in the Home</p> <ul style="list-style-type: none"> • Dan Gomez shared information about IEHP’s pilot program that provides Members with access to certain Primary Care Services in the comfort of their homes. The pilot will focus on Well Visits, Immunizations, and certain Lab Specimen Collection services. <p>XII. CAC was asked the following feedback questions:</p> <ul style="list-style-type: none"> • How does the idea of having someone come to your home to provide Primary Care services make you feel? • What types of Health Care Services would you prefer to receive in your home? <p>Member Feedback</p> <ul style="list-style-type: none"> • Carmela Garnica shared her support of Primary Care Physician home visits and explained that it is a challenge for rural communities due to a lack of healthcare professionals and an increased need in the older population. • LaBianca McMillan inquired about home infusion therapy for pain management and expressed that this would be something worth looking into for those who are not able to leave their home. • Gomez responded that in-home fusion therapy is part of IEHP’s Provider Network and that IEHP is working on recruiting more Providers to serve Member needs. • Julia Espinoza shared her experiences with accessing in-home health care for a family member and shared that incorporating Primary Care Providers in these visits would be great. 	<p>Action Items</p>
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		<p>come by. He inquired about adding these services to the pilot.</p> <ul style="list-style-type: none">• Richard Symmes shared that he has a similar issue with the nail trimmings and expressed concerns about these services not being covered by insurance.• Julia Espinoza shared about her mother’s experience obtaining nail trimmings at a provider that specializes in diabetic care.• Jorge Ruiz Romo suggested adding in-home chiropractic or physical therapy. <p><i>*All Members have access to Member services at meetings. If any Member is dissatisfied or has a complaint, they can contact the Plan’s Grievance Department by calling 1-855-433-4347.</i></p>	
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		<ul style="list-style-type: none">• Jeremy Proctor shared that as a foster parent, he believes that IEHP offers great services to foster youth.• Dr. Uribe shared that the IEHP Provider Network has access to an annual Diversity, Equity and Inclusion (D.E.I.) training as well as monthly Inclusion, Diversity, Equity and Access (I.D.E.A) training. In 2025, one of the scheduled monthly I.D.E.A training topics is trauma-informed care.• Dr. Uribe asked if there are any suggestions or ideas on how IEHP can address sensitive services with foster youth to promote this information.• Julia Espinoza shared that IEHP could spread information through social workers.• Meyer shared that IEHP attended the onboarding for DPSS workers at Riverside County to train them on the Open Access Program. IEHP is also working on getting an opportunity to work with San Bernardino County as well.• LaBianca McMillan suggested a 1:1 appointment with social workers to share updates with medical history for Open Access clients that need sensitive services.• Meyer shared that there are programs that house and assist individuals who have aged out.• Jeremy Proctor suggested providing resources to counselors at schools that the youth attend.• Dr. Uribe asked Jose Caseano if teenagers know how to access behavioral health or counseling services and what can IEHP do to improve the awareness at the schools.	<p>14. Explore ability to meet 1:1 with social workers to discuss cases in which sensitive services are needed.</p>
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Adjourn	Gabriel Uribe, Director, Health Equity Operations	XV. Meeting Adjourned at 7:00 pm.	
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Feedback/Action Log/ Resolved					
FEEDBACK QUESTIONS/ACTION ITEMS	RESPONSIBLE TEAM MEMBER	OPEN DATE	STATUS	COMMENTS/NOTES	COMPLETION DATE
1. Explore working with providers and updating educational materials to address cultural fears of getting the flu vaccination, what the flu protects against, and report current flu strains.					
2. Share information on various types of flu vaccines.		12/5/24			
3. Explore IEHP text message campaign for flu vaccines with marketing team.		12/5/24			
4. Explore sharing educational material on maintaining regular check-ups.		12/5/24			
5. Explore partnerships related to vaccination incentives through local CBOs.		12/5/24			
6. Explore a presentation for CAC Members on the Member Portal and SmartCare application.		12/5/24			
7. Explore mobile app and website pop-up messages/reminders for health needs.		12/5/24			
8. Explore providing educational materials related to annual flu rates.		12/5/24			
9. Provide education on what to do if you get the flu.		12/5/24			
10. Explore adding more onsite vaccination clinics at varying locations.		12/5/24			
11. Explore the availability of in-home dialysis and the criteria for qualification in the Palo Verde region		12/5/24			
12. Explore incorporating intravenous antibiotics, behavioral health services, speech and physical therapy, and podiatry services in the in-home pilot.		12/5/24			
13. Explore if Providers receive trainings on trauma informed care.					

14. Explore ability to meet 1:1 with social workers to share medical history when case sensitive services are needed.		12/5/24			
15. Explore partnering with community-based organizations that serve youth.		12/5/24			