

**INLAND EMPIRE HEALTH PLAN**  
**Community Advisory Committee**  
 Minutes for Thursday, September 19, 2024  
 5:00 PM - 7:00 PM

**Location:** Inland Regional Center Conference Center – 1425 S. Waterman Ave. San Bernardino, CA 92408

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

**Present:** **CAC Members:** Abdallah Zarzouq, Arturo Espinoza, Carmela Garnica, Christian Espinoza, Diana Argandona Sandoval, Jeremy Proctor, John Fabrey, Jorge Ruiz Romo, Jose Caseano, Juan Caseano, LaBianca McMillan, Richard Symmes, Tasha Samuel, Ileen Cotinola, Sagrario Peterson, Thomi Clinton, Dr. Darshan Patel, Dr. Trisha Mitcham

**IEHP Staff:** Michelle Rai, Mike Grant, Gabriel Uribe, Tara Tokijkla, Jane Cheng, Lyndsey Beets, Lorena Ramos, Jessica Barajas, Jannette Zito, Karla Argandona, Marissa Marquez, Michael Ruiz Garcia, Patricia Lopez, Rosana Ayala, Maribel Papa, Alyssa Romo, Alexander Garcia, Sherley Gaul, Irma Hernandez, Kristina Hernandez, Mario Ortiz.

**Guests:** Cheryl Margolis, Dori Baeza, Michael Peterson, Sonja Marbelo, Ryan Belk, Esther Garnica

**Interpreters/Captioners:** Evon Morgan, Juan Ruiz, Alana Zurbrugg, Andrea Lust, Alicia Garispe,

**Minutes by:** **Elsa Dominguez, Culture and Linguistics Specialist and Jannette Zito, CAC Program Manager**

Agenda Items	Presentation of Agenda Items	Discussion of Agenda Items	Action Items
Welcome	Dr. CJ Cook, Program Administrator, Inland Regional Center (IRC)	I. Welcomed the Community Advisory Committee (CAC) to Inland Regional Center. Shared Inland Regional Center programing and indicated that he is a CAC Selection Committee member.	<i>No Action Items</i>

<b>Introductions</b>	Gabriel Uribe, Director Health Equity, CAC Meeting Facilitator  CAC Members	II. Meeting was called to order. III. CAC members introduced themselves.	<i>No Action Items</i>
<b>Housekeeping and Meeting Procedures</b>	Gabriel Uribe, Director, Health Equity Operations	IV. Gabriel reviewed housekeeping items, meeting structure, and procedures with CAC members.	<i>No Action Item</i>
<b>Approval of Minutes</b>	Gabriel Uribe  CAC Members	V. Carmela Garnica, CAC member, motioned to approve the June 27, 2024, meeting minutes. VI. Dr. Patel, CAC member, seconded the motion to approve the minutes.	<i>Approved minutes will be published on IEHP's website.</i>
<b>Review of Feedback/Response Log</b>	Gabriel Uribe	VII. Gabriel reviewed the Action Item/Feedback Response Log from the June 27, 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><b>Member Experience and Getting Needed Care</b></p>	<p>Lyndsey Beets, Quality Improvement Facilitator III</p>	<p>IX. Speaker reviewed Measurement Year 2023 Getting Needed Care Member Experience performance overview with the CAC.</p> <p>X. CAC was asked for ideas on how IEHP and its Providers can improve members’ experience with Getting Needed Care, Getting Care Quickly, and Rating of Personal Doctor.</p> <p><b>Member Feedback</b></p> <ul style="list-style-type: none"> <li>• Ilene Cotinola shared that she has experienced challenges with making doctors’ visits for her multiple children including some with Autism. She requested that IEHP explore if physicians can accommodate booking multiple appointment together.</li> <li>• LaBianca Mc Millian asked if IEHP can increase telehealth services and expand providers to make same day appointments accessible.</li> <li>• Ilene Cotinola asked why members need to wait 6 months to obtain an appointment for a surgery if you are in a lot of pain.</li> <li>• Tasha Samuel shared that she has had to use of urgent care due to experiencing limited provider availability. She commented that she has waited over 5 hours to see an urgent care doctor and has encountered poor communication between urgent care and her primary doctors. Additionally, she feels she has experienced lack of notification when their doctor leaves a clinic.</li> <li>• Julia Espinoza gave a positive comment that her doctor’s process is smooth and if anything requires expediting, her doctor will process within 24 hours.</li> </ul>	<p><b>Action Items</b></p> <ol style="list-style-type: none"> <li>1. Explore working with providers to block multiple appointments for families/household.</li> <li>2. Share how IEHP addresses increasing telehealth services and expanding providers for more access to same day appointments.</li> <li>3. Explore improvement process with Provider Services for communication between urgent care providers and primary doctors.</li> <li>4. Share how IEHP informs members when their PCP has left the clinic/network.</li> </ol>
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		<ul style="list-style-type: none"> <li>• Arturo Espinoza commented that email communication between IEHP providers and members does not work for everyone and suggested other forms of communication such as telephone and mail.</li> <li>• Ilene Cotinola shared that she feels she has experienced longer waits due to comorbidities and asked why it is a longer process.</li> <li>• LaBianca McMillian shared that she feels she has experienced that people of color are being treated differently regardless of the geographic area. She shared about her medical condition that took a year of self-advocating before learning it's severity. She commented that she feels that people who are white/Caucasian get better treatment.</li> <li>• Additionally, LaBianca asked why CAHPs survey only goes out every 6 months? Would IEHP get more accurate feedback if surveys are sent within 24- 48 hours?</li> <li>• Lindsay Beets shared that the survey is sent nationally, within a specific time frame and therefore not triggered by appointments.</li> <li>• Arturo Espinoza shared that people with screen readers do not always read PDF easily. Some screen readers will only read word documents. Tara Tokijkla, IEHP, shared that there is a process to make text more accessible and will send it for review.</li> <li>• Julia Espinoza shared that her provider helps with surveys over the phone to complete an assessment.</li> </ul>	<ol style="list-style-type: none"> <li>5. Explain why authorizations for members with multiple comorbidities take longer to process.</li> <li>6. Share how IEHP address racial disparities in health care.</li> <li>7. Explore accessibility of CAHPS surveys specifically, in accessible digital form.</li> <li>8. Share process for requesting digital materials in word vs. pdf.</li> </ol>
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		<ul style="list-style-type: none"> <li>• Gabriel shared that IEHP Member Services provides assistance with accessible formats.</li> <li>• Christian Espinoza shared that doctor selection isn't only about geographical location, but it is also their specialties, such as their knowledge and cultural sensitivity to the LGBTQ population.</li> <li>• Ilene Cotinola mentioned that she feels she experiences long waits to see a specialist and asked why that is and what can be done.</li> <li>• Richard Symmes shared that in his experience as a person who is deaf, transitioning to new doctor is concerning and that there is uncertainty if you will receive the same quality of care. Richard also shared that Member Services and Transportation Services have reached out over the phone and he is unable to hear them due to being deaf.</li> <li>• Speaker acknowledged and recorded all the feedback.</li> <li>• Gabriel Uribe acknowledged all personal clinical questions and referred to members to Member Services.</li> </ul> <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>	<ol style="list-style-type: none"> <li>9. Share how IEHP presents a provider profile to select a provider that matches the members' needs.</li> <li>10. Explain the reason for long waits to see a specialist. Share process improvement plans for these delays.</li> <li>11. Provide an update about transportation sending email confirmations vs. phone call.</li> <li>12. Share IEHP's transportation department's findings for best method of communication.</li> </ol>
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<p><b>Health Equity Disparity Areas of Focus</b></p>	<p>Heather Waters, Director, Complex Children and Family Services</p>	<p>XI. Speaker shared a new initiative, SB 1019, from the State and gathered feedback from the CAC on how to improve behavioral health services awareness and engagement with our diverse community.</p> <p>XII. Feedback and Questions</p> <p>A. Asked for ideas on how IEHP can better educate and engage the community around access to Mental Health Services.</p> <p>B. Asked what sources of outreach are best recommended to utilize?</p> <p><b>Member Feedback</b></p> <ul style="list-style-type: none"> <li>• Carmela Garnica shared that in her experience Latino men avoid mental health programs and she recommended education on mental health stigma and cultural sensitivity. Additionally, Carmela shared that in her experience, parents avoid diagnosing their child to avoid labeling, not realizing it is for prevention. Finally, she shared she feels assessments for mental health by the school district or Inland Regional Center have been difficult for parents to attend due to lack of childcare and their work schedule.</li> <li>• Gabriel asked about some recommendations from the group on how to reach your community and reduce the stigma in accessing mental health.</li> <li>• Ilene Cotinola suggested gathering parents at a school site to discuss mental health and stigma.</li> <li>• Tasha Samuel recommended explaining mental health through brochures and newsletters, as well as outreaching with faith-based organizations. Additionally, she suggested that mailings should be separate for family members instead of being addressed to “Current Household Member”.</li> </ul>	<p><b>Action Items:</b></p> <p>13. Share how IEHP educates providers on cultural sensitivity and stigma associated with mental health.</p> <p>14. Share resources that IEHP provides to address barriers like childcare or work hours for members.</p> <p>15. Explore facilitating a focus group for parents of school-age children to gather input on accessing mental health services.</p> <p>16. Share outreach efforts including brochures, newsletters and reaching out</p>
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		<ul style="list-style-type: none"><li>• Arturo Espinoza recommended reaching out to high school students to educate on mental health and services.</li><li>• John Fabrey shared that he has noticed that there seems to be a stigma with mental health and seeing a therapist. He recommended creating more public services announcements and commercials for members to see a therapist.</li><li>• Richard Symmes commented that he believes that people feel judged when a doctor asks about smoking and drinking. He recommended that doctors and psychologists should try to understand people’s feelings and manage their expressions during counseling.</li><li>• Speaker acknowledged and recorded all the feedback.</li><li>• Gabriel acknowledged personal clinical question and referred to members to Member Services.</li></ul> <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>to community partners such as faith-based organizations.</p> <p>17. Share reason for sending newsletters to all residents living in the same address vs. individual members.</p> <p>18. Explore creating more public service announcements and commercials on mental health to reduce stigma and encourage seeing a therapist.</p> <p>19. Share IEHP’s cultural sensitivity training efforts to providers regarding sensitivity when asking members about mental health.</p>
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<p><b>Introduction to the Community Health Assessment in San Bernardino County</b></p>	<p>Dori Baeza, Public Health Program Coordinator, Community Vital Signs, Department of Public Health (DPH)</p>	<p>XIII. Speaker presented an overview of the process and findings of the San Bernardino County Community Health Assessment.</p> <p>XIV. Feedback and Questions</p> <p>A. How do these findings relate to you?</p> <p>B. What thoughts do you have about what IEHP can do to support the communities’ greatest needs?</p> <p>C. How might IEHP best communicate resources to the community at large?</p> <ul style="list-style-type: none"> <li>• Ilene Cotinola shared that she has observed doctors acting unprofessionally towards a nurse in front of them.</li> <li>• Richard Symmes shared about communication challenges he has experienced with doctors when interacting with the deaf community. He believes it is due to cultural differences.</li> <li>• Dr. Patel shared that doctors from other countries work in our community and he commented that IEHP has given resources for cultural training, but it is a long process to see change.</li> <li>• Speaker acknowledged member’s feedback and shared the Community Vital Signs survey seeks to understand why people do not trust their doctors.</li> <li>• Gabriel Uribe acknowledged personal clinical question and referred to members to Member Services.</li> <li>• Gabriel asked the CAC to share any additional ideas that were not addressed with Jannette Zito.</li> </ul> <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>No Action Items</p>
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<b>Adjourn</b>	Gabriel Uribe, Director, Health Equity Operations	XV. Meeting Adjourned at 7:00pm.	
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Feedback/Action Log/ Resolved					
FEEDBACK QUESTIONS/ACTION ITEMS	RESPONSIBLE TEAM MEMBER	OPEN DATE	STATUS	COMMENTS/NOTES	COMPLETION DATE
Explore working with providers to block multiple appointments for families/household.	Lyndsey Beets, QI/ Provider Services	9/19/24			
Share how IEHP addresses increasing telehealth services and expanding providers for more access to same day appointments.	Provider Services				
Explore improvement process with Provider Services for communication between urgent care providers and primary doctors.	Lyndsey Beets, QI/ Provider Services	9/19/24			
Share how IEHP informs members when their PCP has left the clinic/network.	Provider Services	9/19/24			
Explain why authorizations for members with multiple comorbidities take longer to process.	Clinical Team	9/19/24			
Share how IEHP addresses racial disparities in health care.	Gabriel Uribe/ Maribel Papa	9/19/24			
Share process for requesting digital materials in word vs. pdf.	Gabriel Uribe/ Maribel Papa	9/19/24			
Explore accessibility of CAHPS surveys specifically, in accessible digital form.	Lindsey Beets, Quality Improvement				
Share how IEHP presents a provider profile to select a provider that matches the members' needs.	Lyndsey Beets, QI/ Provider Service Maribel Papas	9/19/24			
Explain the reason for long waits to see a specialist. Share process improvement plans for these delays.	Provider Services	9/19/24			

Provide an update about transportation sending email confirmations vs. phone call. Share IEHP's transportation department's findings for best method of communication.	Tara Tokijkla, QI, Transportation Services	9/19/24			
Share how IEHP educates providers on cultural sensitivity and stigma associated with mental health.	Gabriel Uribe/ Maribel Papa	9/19/24			
Share resources that IEHP provides to address barriers like childcare or work hours for members.	BHCM	9/19/24			
Explore facilitating a focus group for parents of school-age children to gather input on accessing mental health services.	Gabriel Uribe/ Jannette Zito/ Heather Waters	9/19/24			
Share outreach efforts including brochures, newsletters and reaching out to community partners such as faith-based organizations.	Heather Waters	9/19/24			
Share reason for sending newsletters to all residents living in the same address vs. individual members.	Lisa Stewart/ Marketing	9/19/24			
Explore creating more public service announcements/commercials on mental health to reduce stigma and encourage seeing a therapist.	Heather Waters	9/19/24			
Share IEHP's cultural sensitivity training efforts to providers regarding sensitivity when asking members about mental health.	Heather Waters/ Provider Services	9/19/24			