



City & County of San Francisco

# HEALTH SERVICE BOARD

1145 Market Street + Suite 200 + San Francisco, CA 94103

## G O V E R N A N C E C O M M I T T E E

### MINUTES

Special Meeting

Thursday, August 12, 2010

12:00 P.M.

City Hall, Room 416  
1 Dr. Carlton B. Goodlett Place  
San Francisco, California 94103

□ Call to order

□ Roll call

Committee Chair, Vacant  
Committee Member Karen Breslin  
Committee Member Sharon Ferrigno

Claire Zvanski, Health Service Board Commissioner, also attended this meeting.

This meeting was chaired by Commissioner Breslin.

□ 08122010-01G

Action item

Approval (with possible modifications) of the minutes of the meeting set forth below:

- Special Committee meeting of March 2, 2010

Staff recommendation: Approve minutes.

Documents provided to Board prior to meeting:  
Draft minutes.

Public comments: None.

Action: Motion was moved and seconded by the Committee to approve the Special Committee meeting minutes of March 2, 2010.

Motion passed 2-0.

□ 08122010-02G Action item

Approval of HSS Strategic Plan (Catherine Dodd)

Documents provided to Board prior to meeting:  
Draft HSS Strategic Plan

Staff Recommendation: Approve Strategic Plan

- Catherine Dodd, PhD, RN, HSS Director, reported the following:
- Pursuant to the Health Service Board's Governance Policies, a strategic plan was created for the department. HSS staff was polled and weighed in on the revised Mission Statement and core values.
- The Health Service System's revised Mission Statement is as follows:
  - "HSS seeks opportunities to promote and protect the health and well-being of employee and retiree members and their families, in order to achieve the vision of San Francisco's public employees and retirees becoming the healthiest in the State."
- Commissioner Breslin stated her preference for the department's previous Mission Statement, which emphasized the importance of customer service.
- Commissioner Zvanski noted that the previous Mission Statement was in response to significant customer service issues within the department at the time. She stated that she likes the new Mission Statement's focus on member wellness and health but agreed that customer service is a very important component. She suggested including it in the new Mission Statement.
- Dr. Dodd pointed out that "Customer Service Excellence" is the department's first goal and that the very rigorous measurements and targets included in that category were modeled after the Controller's performance guidelines.
- Commissioner Ferrigno suggested inserting the word "serve" prior to "promote" in the new Mission Statement to address the essential customer service aspect.

Commissioner Breslin agreed with the suggestion.

- Dr. Dodd reviewed the remainder of the draft strategic plan, and there were no additional suggested changes.
- The HSS draft Strategic Plan is attached to these minutes.

Public comments: None.

Action: Motion was moved and seconded by the Committee to approve the Health Service System's draft Strategic Plan as presented with the insertion of the word "serve" prior to "promote" in the department's Mission Statement.

Motion passed 2-0.

- 03022010-03G Discussion item Opportunity to place items on future agendas

Public comments: None.

- 03022010-04G Discussion item Opportunity for the public to comment on any matters within the Board's jurisdiction

Public comments:

Adjourn: 12:59 p.m.

## **Summary of Health Service System Rules Regarding Public Comment**

- Speakers are urged to fill out a speaker card in advance, but may remain anonymous if so desired.
- A member of the public has up to three minutes to make pertinent public comments before action is taken on any agenda item.
- A member may comment on any matter within the Board's jurisdiction at the designated time at the end of the meeting. The complete rules are set forth in Section A(6) of the Health Service System Rules and Regulations. A copy of these Rules and Regulations is available at any time upon request. Call the Administrative Services Manager, Laini K. Scott for further assistance at (415) 554-1727.

**Health Service Board and the Health Service System Web Site: <http://www.myhss.org>**

### **Disability Access**

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Accessible seating for persons with disabilities (including those using wheelchairs) will be available.

The following services are available upon request:

- American Sign Language interpreters will be available upon request.
- A sound enhancement system will be available upon request at the meeting.
- Minutes of the meeting or hearing are available in alternative formats.

If you require the use of any of these services, please contact Administrative Services Manager, Laini K. Scott, at (415) 554-1727 or by email at [laini.scott@sfgov.org](mailto:laini.scott@sfgov.org) at least 72 hours prior to the meeting.

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- The ringing and use of cell phones, pagers and similar sound-producing electronic devices is prohibited at Health Service Board meetings and its committee meetings.
- The chair of the meeting may order the removal from the meeting room of any person(s) in violation of this rule.
- The chair of the meeting may allow an expelled person to return to the meeting following an agreement to comply with this rule.

The complete rules are set forth in Chapter 67A of the San Francisco Administrative Code and in the Rules and Regulations of the Health Service System.

If any materials related to an item on this agenda have been distributed to the Health Service Board after distribution of the agenda packet, those materials are available for public inspection at the Health Service System during normal office hours. For more information, please contact Laini K. Scott at (415) 554-1727 or email at [laini.scott@sfgov.org](mailto:laini.scott@sfgov.org).