

# SCAN AHEAD

A Newsletter for SCAN Employees  
FEBRUARY 2021



This past month was **Black History Month**, and we hope you took advantage of the many learning opportunities we were offered. We heard from several influential speakers on critical topics related to health equity and the disparities and challenges facing Black Americans (see *page 3*). Many thanks to all who worked to find these important voices and bring them to our organization.

## SCAN RESEARCH GETS NOTABLE ATTENTION

SCAN continues to find ways to improve life for seniors. Here are two recent wins not just for SCAN, but for the older adults who will benefit from the findings and services.

- **What's the best way to help seniors take their medications safely, as directed?** That's exactly what Independence at Home set out to find when they developed C-MEDS. The C-MEDS team works with seniors as well as caregivers to provide personalized interventions, delivered in the senior's home. The results of the C-MEDS pilot program, conducted pre-COVID, demonstrated success—showing fewer medication-related issues and improved medication safety.



The C-MEDS study team included Dr. Marsha Meyer, pictured, Denise Likar and Dr. Romilla Batra of SCAN, and Dr. Susan Enguidanos and Yujun Zhu of the USC Leonard Davis School of Gerontology.

The study was published in Dec. in the Journal of the American Geriatrics Society. [Read the full article.](#)

“ I am so appreciative that SCAN allowed us to develop this program. Our interventions help seniors to age independently at home or where they want to live. I'm really proud of our C-MEDS team and know that we are all excited to continue our work supporting older adults and their caregivers. ”

– Marsha Meyer

(story continues on page 2)

Suggestions for SCAN Ahead? Email them to [SCAN Comms.](#)



## COVID-19 VACCINE TELETALKS IN ENGLISH AND SPANISH DRAW THOUSANDS



Dr. Ilan Shapiro

More than 26,000 SCAN members attended nine COVID-19 vaccine TeleTalks. SCAN leadership shared the latest updates about the vaccine, answered the most common questions our members have asked, and gave county-specific information on where and how to schedule vaccination appointments. Approximately 96% of listeners said they found their TeleTalk helpful.

Two of the talks were held in Spanish, co-hosted by Dr. Ilan Shapiro, medical director of Health Education and Wellness at AltaMed. Many thanks go to the SCAN speakers: **Dr. Romilla Batra, Sharon Jhavar, Eve Gelb, Jill Selby and Aldo Mascareno**, who cleared their schedules to make time for these important events.

(continued from page 1)

- **Can hearing devices help people with hearing loss minimize their risk of social isolation?** According to a study of residents in low-income senior housing in Los Angeles, the answer is a resounding YES!


“Hearing is something that we often take for granted, and hearing loss, coupled with social isolation, contributes to morbidity and decreased quality of life in older adults. Our study helped to underscore the vast benefits of a simple hearing device in decreasing social isolation in seniors,” said **Denise Likar, vice president, Independence at Home**. “We hope that other communities can also learn from this study to bring simple tools to those who need them.”

Conducted through a collaboration with NYU Grossman School of Medicine and Independence at Home, the study’s findings will be published in an upcoming issue of the *Journal of the American Medical Directors Association*.



▲ SCAN research study co-authors, from left, Dr. Romilla Batra, Dr. Dan Osterweil and Denise Likar.

## EMPLOYEE RESPONSE SURVEY

**81%**   
**PLAN ON GETTING  
THE COVID-19 VACCINE**

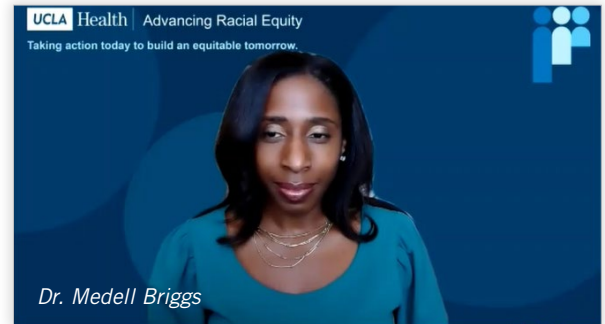
Thank you to everyone who completed the recent COVID-19 vaccine employee survey. Of the 803 respondents, the majority indicated that they do want and plan to get the vaccine. Of those who said they would delay or not get the vaccine at all, the majority expressed concern about the vaccine’s safety. Others questioned the vaccine’s effectiveness and possible side effects, while some felt that they didn’t need the vaccine since they had already contracted the virus (see Dr. Batra’s response to this on page 4).

If you have questions about the COVID-19 vaccine, please check our [website](#) for regularly updated information. You can also submit questions to [COVID-19@scanhealthplan.com](mailto:COVID-19@scanhealthplan.com). And remember to send in your vaccine selfie. (PHI tip: make sure no personal info is visible if you share your photo!)

# LUNCH & LEARN HIGHLIGHTS BLACK HISTORY MONTH

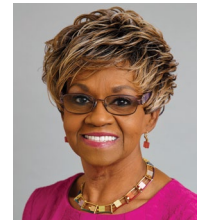
In recognition of Black History Month, SCAN's Lunch & Learn series hosted several distinguished guest speakers.

- **Medell Briggs, MD, MPH, MSHS**, interim chief, Health, Equity and Inclusion at UCLA, discussed “Advancing High-Quality Care Within Under-Resourced Communities.” In her talk, Dr. Briggs favored the term, cultural humility, over cultural competency. Rather than being competent in someone else’s culture, we need to see ourselves as being on a lifelong journey in order to learn more and respect others and their individual perspectives, beliefs and culture. In this way, we can serve our members better and strengthen relationships with one another and with other communities.
- **Folasade P. May, MD, PhD**, assistant professor of medicine at UCLA, spoke about “Risks, Disparities and Prevention of Colon Cancer.” Dr. May recalled learning in medical school that there were genetic and biological differences between blacks and whites in terms of factors contributing to colorectal cancer instances. That belief has been replaced by other factors relating to place of birth, diet, alcohol and tobacco intake. These types of social determinants have proven to be the root causes of health issues.
- **Wizdom Powell, PhD, MPH**, associate professor of Psychiatry at University of Connecticut, discussed “Breath, Eyes, Memory. Racism and the Fierce Urgency to Transform Systems for Radical Healing.”
- Still to come, **Garth Graham**, director and Global Head of Healthcare and Public Health at Google and YouTube, will speak on March 4 about “Race, Segregation and Health: The More Things Change the More They Stay the Same.” Register [here](#).



If you missed any of these events, find the recordings [here](#).

**SPECIAL SHOUT-OUT TO PEER ADVOCATE DIANE EPPS** for bringing Black History Month to life for her co-workers. Diane researched prominent Black achievements and shared the information with her team on an almost daily basis. **Marketing Outreach Manager Lisbeth Roberts**, Diane’s supervisor said: “It spurred great engagement and conversation, with many people sharing their own stories and highlighting additional Black trailblazers.” *Thanks Diane for going above and beyond to champion Black History Month!*



## SCAN MAKES ITS FIRST INVESTMENT IN OUTSIDE FIRM TO ADVANCE PATIENT CARE

SCAN’s investment in Monogram Health marks the first time SCAN has made an investment in an outside organization. The move is part of our diversification strategy to build and invest in new companies to support healthier aging. As discussed at the Feb. 25th All Team Meeting, Monogram Health is a leading kidney care management company that provides at-home care for patients with chronic kidney and end-stage renal disease. See the All Team recap [here](#); read the press release [here](#).

“ This strategic partnership marks an important new chapter for SCAN and a valuable investment in the health of America’s seniors. ”

– Dr. Sachin Jain



## COFFEE WITH SACHIN RECAP



Thanks to all who attended the last Coffee with Sachin featuring Chief Medical Officer Dr. Romilla Batra and Chief Operations Officer Nancy Monk. Much information was shared regarding upcoming bias training, safety of the COVID-19 vaccine, and protective measures once staff returns to the SCAN offices. If you missed it, you can watch the event video by clicking the image below. All past Coffee events are housed on [SharePoint](#).

Here are a few of the topics discussed during the Q & A:

**Q. Will there be a call center in the new states that we plan to service?**

**A. (Nancy)** The short answer is no. As we launch into Arizona and Nevada, we will serve those markets with our existing team. However, as we grow over time we will look at expanding the Member Services team, and applying our concierge model as we have in our California service area. We will have concierge teams familiarized and integrated to the greatest degree possible in Arizona and Nevada.



**Q. Is the vaccine recommended for those who have already had COVID?**

**A. (Romilla)** Yes, it is a good idea for you to get the COVID-19 vaccine. What's recommended by most of the medical societies is to wait 90 days from the time you had COVID before you get the vaccine because it may not be as effective before then. So if you had COVID and even if you received treatment for COVID, give yourself 90 days and then go ahead and get the vaccine.

***The next Coffee with Sachin event is scheduled for Monday, March 8.***

***Look for an email from SCAN Comms for details***

## CEO CORNER

Dr. Sachin Jain



*Click the links below to catch up on Sachin's latest media interviews.*

[HealthAffairs – “To Make Progress, Focus on Building Trust”](#)

Sachin discusses why building trust in historically disenfranchised communities—in science, innovation, and in healthcare itself—is essential to achieving better healthcare for all.

[Bloomberg – “U.S. Vaccine Push Pits Speed in Giving Shots Against Equity”](#)

In this article, Sachin addresses what SCAN is doing to reassure members and employees about the safety of the COVID-19 vaccine.

## SCAN LINES

Have you seen SCAN's latest media coverage?

*Click the links below to view.*

### California Broker

**Timshel Tabet, VP of Business Excellence and Diversity Strategy**, highlights the importance of recognizing and meeting the health care and coverage needs of our ethnically and racially diverse communities.

### Managed Healthcare Executive

Media Spotlight features SCAN's investment in Monogram Health.

### HealthPayer Intelligence

**Chief Information Officer Josh Goode** details the benefits of data analytics on identifying and addressing members' health-related needs.

MAKING SPACE FOR HEALTHY MINDS



SilverCloud

## NEW EMPLOYEE BENEFIT

If these challenging times are taking their toll and you need some support, make use of our **new self-guided, interactive mental health wellness tool, SilverCloud**. This cognitive behavior therapy program focuses on anxiety, depression, stress, resilience and insomnia.

Use your SCAN email to [sign up](#).

## MARCH

### WHAT'S AHEAD!

*\*Keep an eye out for a SCAN Comms for details*

- 3/4** *Lunch & Learn Speaker Series:* Garth Graham, director and global head of Healthcare and Public Health, Google/YouTube\*
- 3/8** Coffee with Sachin\*
- 3/22** All Team Meeting\*
- 3/23** *Lunch & Learn Speaker Series:* Aletha Maybank, MD, MPH, chief Health Equity officer, American Medical Association\*

## OUR AWARDS



\*Star rating applies to all plans offered by SCAN Health Plan from 2018 to 2021 except SCAN Healthy at Home (HMO SNP) and VillageHealth (HMO-POS SNP) plans. Every year, Medicare evaluates plans based on a 5-star rating system.