

Regular Meeting of the

## Santa Clara County Health Authority Quality Improvement Committee

Wednesday, August 14, 2019, 6:00-8:00 PM

Santa Clara Family Health Plan, Boardroom

6201 San Ignacio Ave, San Jose, CA 95119

### VIA TELECONFERENCE AT:

Residence

3411 S. Conway Ct.

Kennewick, WA 99337

## AGENDA

<b>1. Introduction</b>	Dr. Paul	6:00	5 min
<b>2. Meeting Minutes</b> Review meeting minutes of the June 12, 2019 Quality Improvement Committee <b>Possible Action:</b> Approve June 12, 2019 Quality Improvement Committee minutes	Dr. Paul	6:05	5 min
<b>3. Public Comment</b> Members of the public may speak to any item not on the agenda; two minutes per speaker. The Quality Improvement Committee reserves the right to limit the duration of public comment period to 30 minutes	Dr. Paul	6:10	5 min
<b>4. CEO Update</b> Discuss status of current topics and initiatives	Ms. Tomcala	6:15	5 min
<b>5. Action Items</b>		6:20	45 min
<b>a. CMC Availability of Practitioners Evaluation</b> Review of the CMC Availability of Practitioners Evaluation <b>Possible Action:</b> Approve the CMC Availability of Practitioners Evaluation	Ms. Switzer		
<b>b. Review of Population Health Management Impact 2018 Report</b> Review of Population Health Management Impact Effectiveness Analysis 2018 Report <b>Possible Action:</b> Approve Population Health Management Impact Effectiveness Analysis 2018 Report	Ms. Cagle		
<b>c. Review Updates to Policy QI.13 Comprehensive Case Management</b> Policy QI.13 updated to include the new Direct Case Management Line <b>Possible Action:</b> Approve updates to Policy QI.13	Ms. Carlson		

- d. Review Policy HS.01 Prior Authorizations**  
Annual review of Policy HS.01 Prior Authorizations  
**Possible Action:** Approve review of Policy HS.01

<b>6. Discussion Items</b>		7:05	30 min
a. Appeals and Grievances	Mr. Breakbill		
b. HEDIS Reporting	Ms. Chang		
c. Medi-Cal CAHPS Survey	Ms. Enke		
<b>7. Committee Reports</b>			
<b>a. Credentialing Committee</b>	Dr. Nakahira	7:35	5 min
Review June 5, 2019 report of the Credentialing Committee Meeting			
<b>Possible Action:</b> Accept June 5, 2019 Credentialing Committee Report as presented			
<b>b. Pharmacy and Therapeutics Committee</b>	Dr. Lin	7:40	5 min
Review minutes of the March 12, 2019 Pharmacy and Therapeutics Committee Meeting			
<b>Possible Action:</b> Accept March 12, 2019 Pharmacy and Therapeutics Committee minutes as presented			
<b>c. Utilization Management Committee</b>	Dr. Lin	7:45	5 min
Review minutes of the April 17, 2019 Utilization Management Committee Meeting			
<b>Possible Action:</b> Accept April 17, 2019 Utilization Management Committee minutes as presented			
<b>d. Compliance Report</b>	Ms. Larmer	7:50	5 min
<b>e. Quality Dashboard</b>	Dr. Liu	7:55	5 min
<b>8. Adjournment</b>	Dr. Paul	8:00	
Next Quality Improvement Committee meeting: Wednesday, October 9, 2019			

**Notice to the Public—Meeting Procedures**

- Persons wishing to address the Committee on any item on the agenda are requested to advise the Recorder so that the Chairperson can call on them when the item comes up for discussion.
- The Committee may take other actions relating to the issues as may be determined following consideration of the matter and discussion of the possible action.
- In compliance with the Americans with Disabilities Act, those requiring accommodations in this meeting should notify Nancy Aguirre 48 hours prior to the meeting at 408-874-1835 or [naguirre@scfhp.com](mailto:naguirre@scfhp.com).
- To obtain a copy of any supporting document that is available, contact Nancy Aguirre at 408-874-1835 or [naguirre@scfhp.com](mailto:naguirre@scfhp.com). Agenda materials distributed less than 72 hours before a meeting can be inspected at the Santa Clara Family Health Plan offices at 6201 San Ignacio Ave, San Jose, CA 95119.
- This agenda and meeting documents are available at [www.scfhp.com](http://www.scfhp.com)