



Ventura County Medi-Cal Managed Care Commission (VCMMCC)  
dba Gold Coast Health Plan (GCHP)

## **Quality Improvement Committee Meeting**

### **Special Telephonic Meeting**

**Tuesday, December 10, 2019 3:00 P.M.**

#### **Locations:**

**Gold Coast Health Plan, 770 Paseo Camarillo, Suite 200, Bell Canyon Conference Room,  
Camarillo, CA 93010**

**1085 Via San Jose, Newbury Park, CA 91320**

### **AGENDA**

#### **CALL TO ORDER / ROLL CALL / INTRODUCTIONS**

#### **PUBLIC COMMENT**

A Speaker Card must be completed and submitted to the committee secretary by anyone wishing to comment:

- **Public Comment** - Comments regarding items not on the agenda but within the subject matter jurisdiction of the Committee. Speakers are limited to three minutes.
- **Agenda Item Comment** - Comments within the subject matter jurisdiction of the Committee pertaining to a specific item on the agenda. The speaker is recognized and introduced by the Committee Chair during Committee's consideration of the item. Speakers are limited to three minutes.

#### **OPEN SESSION**

##### **1. CHAIRMAN'S REMARKS**

##### **2. APPROVE MINUTES**

Minutes of Regular Meeting on September 24, 2019

##### **3. ACTION ITEMS UPDATE**

##### **4. OLD BUSINESS**

- IHA Monitoring
- Facility Site Review
- DHCS Performance Improvement Projects (PIPs)

**Ventura County Medi-Cal Managed Care Commission (VCMCC) dba Gold Coast Health Plan  
December 10, 2019 Quality Improvement Committee Meeting Agenda (*continued*)**

**LOCATION:** Bell Canyon Conference Room, 770 Paseo Camarillo, Ste. 200, Camarillo, CA 93010

**TIME:** 3:00 p.m.

**5. APPROVAL ITEMS**

- QI Policy Review
  - QI-002 Quality and Performance Improvement Requirements  
(Formerly: Performance Measures, Performance Improvement Projects (PIPs) and Consumer Satisfaction Survey Requirements Policy)
  - QI-016 Contract Compliance Monitoring-Site Audits and Medical Records Review
  - QI-023 Potential Quality Issue Investigation and Resolution
  - QI-030 Provider Preventable Conditions Reporting Requirements
- Kaiser 2018 Quality Improvement Work Plan Evaluation
- Kaiser 2019 Quality Improvement Program Description
- Kaiser 2019 Quality Improvement Work Plan

**6. NEW BUSINESS**

- DHCS Quality Awards
- Member Health Engagement Update - HMS Eliza
- MCAS Strategy Update
- Compliance / Delegation Oversight Update
- QIC Dashboard and Department / Committee Updates
  - Quality Improvement
  - Grievance and Appeals
  - Pharmacy
  - Utilization Management
  - Credentials / Peer Review
  - Member Services
  - Network Operations
  - Cultural Linguistics/Health Education
  - Medical Advisory Committee

**CLOSED SESSION**

None

**Ventura County Medi-Cal Managed Care Commission (VCMCC) dba Gold Coast Health Plan  
December 10, 2019 Quality Improvement Committee Meeting Agenda (*continued*)**

**LOCATION:** Bell Canyon Conference Room, 770 Paseo Camarillo, Ste. 200, Camarillo, CA 93010

**TIME:** 3:00 p.m.

**ADJOURNMENT**

Unless otherwise determined, the next regular meeting of the Quality Improvement Committee will be held on March 24, 2020 at 3:00 p.m. at 770 Paseo Camarillo, Ste. 200, Camarillo, CA 93010.

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**ADMINISTRATIVE REPORTS RELATING TO THIS AGENDA AND MATERIALS RELATED TO AN AGENDA ITEM SUBMITTED TO THE COMMITTEE AFTER DISTRIBUTION OF THE AGENDA PACKET ARE AVAILABLE FOR PUBLIC REVIEW DURING NORMAL BUSINESS HOURS AT THE OFFICE OF THE CHIEF MEDICAL OFFICER, 711 E. DAILY DRIVE, SUITE #106, CAMARILLO, CA.**

**IN COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT, IF YOU NEED SPECIAL ASSISTANCE TO PARTICIPATE IN THIS MEETING, PLEASE CONTACT DEBORAH AT (805) 437-5594. REASONABLE ADVANCE NOTIFICATION OF THE NEED FOR ACCOMMODATION PRIOR TO THE MEETING (48 HOURS ADVANCE NOTICE IS PREFERABLE) WILL ENABLE US TO MAKE REASONABLE ARRANGEMENTS TO ENSURE ACCESSIBILITY TO THIS MEETING.**