

**KERN HEALTH SYSTEMS  
2020 QUALITY IMPROVEMENT WORK PLAN**

**Kern Health Systems  
2020 Quality Improvement Program Work plan**

ACTIVITY	DETAIL/TASK	TARGET DATE	ACCOUNTABILITY	Risk	STATUS
<b>A. Annual Review/Approval of QI Program (QIP) Documents</b>					
1. Approval QI Evaluation	Approval of 2019 QI Program Evaluation	8/31/2020	Chief Medical Officer (CMO) / QI Director		QI/UMC Agenda May 2020
2. Review/Update and Approval of QI Program Description	Approval of 2020 QI Program Description	8/31/2020	Chief Medical Officer (CMO) / QI Director		QI/UMC Agenda May 2020
3. Review/Update and Approval of QI Work Plan	Approval of 2020 QI Work Plan	8/31/2020	Chief Medical Officer (CMO) / QI Director		QI/UMC Agenda May 2020
<b>B. Clinical - Focused Studies</b>					
1. State Required					
a. Asthma Medication Ration PIP - Improving Asthma Medication Ratio Compliance in Children 5-11 & 12-18 years of age	Incorporates IP due to not meeting 2018 MY MPL - 18 month quality improvement project overseen by HSAG	Ongoing through 2020	Chief Medical Officer (CMO) / QI Director		Ongoing through 2020
b. Improving the Health and Well Being of low income children, ages 3- 6 years, through Well Child Visits (WCV)	Incorporates IP due to not meeting 2018 MY MPL - 18 month quality improvement project overseen by HSAG	Ongoing through 2020	Chief Medical Officer (CMO) / QI Director		Ongoing through 2020
<b>C. RY 2020 MCAS Monitoring (Medi-cal) / Quality Measurements</b>					
1. MCAS Audit Roadmap	Report to State EQRO Auditor - HSAG	2/29/2020	Director of QI/Director of Business Intelligence/Director of Claims/Director of IT/Chief Network Administration Officer		Completed
2. Adolescent Well-Care Visits (AWC)	Report final rate annually to QI/UM Committee/Board of Directors (BOD)/DHCS	10/31/2020	Chief Medical Officer (CMO) / QI Director		In Progress
3. Cervical Cancer Screening (CCS)	Report annually to QI/UM Committee/BOD/DHCS	10/31/2020	Chief Medical Officer (CMO) / QI Director		In Progress
3. Adult Body Mass Index (BMI) Assessment (ABA)	Report annually to QI/UM Committee/BOD/DHCS	10/31/2020	Chief Medical Officer (CMO) / QI Director		In Progress
4. Childhood Immunization Status: Combination 10 (CIS-10)	Report annually to QI/UM Committee/BOD/DHCS	10/31/2020	Chief Medical Officer (CMO) / QI Director		In Progress
5. Comprehensive Diabetes Care HbA1c Testing (CDC-HT)	Report annually to QI/UM Committee/BOD/DHCS	10/31/2020	Chief Medical Officer (CMO) / QI Director		In Progress
6. HbA1c Poor Control (>9.0%) (CDC-H9)	Report annually to QI/UM Committee/BOD/DHCS	10/31/2020	Chief Medical Officer (CMO) / QI Director		In Progress
7. Controlling High Blood Pressure (CBP)	Report annually to QI/UM Committee/BOD/DHCS	10/31/2020	Chief Medical Officer (CMO) / QI Director		In Progress
8. Immunizations for Adolescents – Combo 2 (meningococcal, Tdap, HPV) (IMA-2)	Report annually to QI/UM Committee/BOD/DHCS	10/31/2020	Chief Medical Officer (CMO) / QI Director		In Progress
9. Prenatal & Postpartum Care – Timeliness of Prenatal Care (PPC-Pre)	Report annually to QI/UM Committee/BOD/DHCS	10/31/2020	Chief Medical Officer (CMO) / QI Director		In Progress
10. Prenatal & Postpartum Care – Postpartum Care (PPC-Post)					
11. Weight Assessment & Counseling for Nutrition & Physical Activity for Children & Adolescents: Body Mass Index Assessment for Children/Adolescents (WCC-BMI)					
12. Well-Child Visits in the First 15 months of Life – Six or More Well Child Visits (W15)					
13. Well-Child Visits in the 3rd 4th 5th & 6th Years of Life (W34)					
14. Antidepressant Medication Management: Acute Phase Treatment (AMM-Acute)	Report annually to QI/UM Committee/BOD/DHCS	10/31/2020	Chief Medical Officer (CMO) / QI Director		In Progress
15. Antidepressant Medication Management: Acute Phase Treatment (AMM=Cont)	Report annually to QI/UM Committee/BOD/DHCS	10/31/2020	Chief Medical Officer (CMO) / QI Director		In Progress
16. Asthma Medication Ratio (AMR)	Report annually to QI/UM Committee/BOD/DHCS	10/31/2020	Chief Medical Officer (CMO) / QI Director		In Progress
17. Breast Cancer Screening (BCS)	Report annually to QI/UM Committee/BOD/DHCS	10/31/2020	Chief Medical Officer (CMO) / QI Director		In Progress
18. Chlamydia Screening in Women (CHL)	Report annually to QI/UM Committee/BOD/DHCS	10/31/2020	Chief Medical Officer (CMO) / QI Director		In Progress
19. All Cause Readmissions	Report annually to QI/UM Committee/BOD/DHCS	10/31/2020	Chief Medical Officer (CMO) / QI Director		In Progress
20. ED Visit Rates	Report annually to QI/UM Committee/BOD/DHCS	10/31/2020	Chief Medical Officer (CMO) / QI Director		In Progress

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18. Configure and implement New Managed Care Accountability Set (MCAS) measures for measurement year 2020 for HSAG/NCQA/DHCS audit reporting	Technical specifications and audit requirements from HSAG/DHCS for MCAS measurements included in RY2020's audit submission	3/31/2020	QI Director/ IT Director	Medium	Complete. However, vendor, Cotiviti, has had issues configuring non-HEDIS measures. HSAG has been in communication with Cotiviti and has advised CA MCPs contracted with them to report what data we have available.
- Configure MCAS/HEDIS software for new measures (Cotiviti)	Vendor, Cotiviti, to have all new measure configured, tested and changes approved by NCQA	3/31/2020	QI Director/ IT Director	Medium	Complete. However, vendor, Cotiviti, has had issues configuring non-HEDIS measures. HSAG has been in communication with Cotiviti and has advised CA MCPs contracted with them to report what data we have available.
- Configure KHS data and reports for new measures	KHS to modify data receipt, storage and reports to meet new DHCS MCAS specifications	3/31/2020	QI Director/ IT Director		Complete
- Educate providers on MY2020 measures	KHS to educate providers on new requirements for MCAS	2/1/2020	Chief Medical Officer (CMO)/ QI Director/ PNM Director		Complete
- Educate KHS Staff on MY2021 measures	KHS to educate internal staff on new requirements for MCAS	3/1/2020	Chief Medical Officer (CMO)/ QI Director		In Progress
<b>D. Other On-going Monitoring</b>					
1. 30 day re-admissions	In annual QI Plan Evaluation for 2019 to QI/UMC & BOD in 2020	Annually	Chief Medical Officer (CMO) / QI Director		Ongoing 2020
2. Potential Inappropriate Care (PIC)	In annual QI Plan Evaluation for 2019 to QI/UMC & BOD in 2020	Annually	Chief Medical Officer (CMO) / QI Director		Ongoing 2020
3. Facility Site Reviews (FSR)					
a. Referral Process	Physician Site Monitoring / Quarterly reporting	Quarterly	Chief Medical Officer (CMO) / Chief Health Services Officer/ Director QI		Ongoing 2020
b. IHEBA - Staying Healthy Assessment	Physician Site Monitoring / Quarterly reporting	Quarterly	Chief Medical Officer (CMO) / Chief Health Services Officer/ Director QI		Ongoing 2020
c. Initial Health Assessment (IHA)	Physician Site Monitoring / Quarterly reporting	Quarterly	Chief Medical Officer (CMO) / Chief Health Services Officer/ Director QI		Ongoing 2020
d. Critical elements	Physician Site Monitoring / Quarterly reporting	Quarterly	Chief Medical Officer (CMO) / Chief Health Services Officer/ Director QI		Ongoing 2020
e. Diabetes Care Monitoring	Physician Site Monitoring / Quarterly reporting	Quarterly	Chief Medical Officer (CMO) / Chief Health Services Officer/ Director QI		Ongoing 2020
f. Asthma Care Monitoring	Physician Site Monitoring / Quarterly reporting	Quarterly	Chief Medical Officer (CMO) / Chief Health Services Officer/ Director QI		Ongoing 2020
g. Maternity Care Monitoring	Physician Site Monitoring / Quarterly reporting	Quarterly	Chief Medical Officer (CMO) / Chief Health Services Officer/ Director QI		Ongoing 2020
5. 2020 Facility Site Review - DHCS Form & Process Changes					
a. Implement Form Changes	Identify and implement process for documenting each type of FSR using the new forms finalized by DHCS	7/1/2020	QI Director / Chief Network Administration Officer		Ongoing 2020
b. Implement Reporting Changes	Identify changes to existing FSR reports and new reports needed based on the new, finalized FSR guidelines from DHCS	7/1/2020	QI Director / Chief Network Administration Officer		Ongoing 2020

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c. Educate Staff on New Forms & Requirements	Develop and deliver educational information for KHS staff on the changes to the forms and FSR requirements	7/1/2020	QI Director / Chief Network Administration Officer		Ongoing 2020
d. Educate Providers on New Requirements	Develop and deliver educational information for network providers on the new FSR requirements by DHCS	Dependent on final delivery of forms and guidelines from DHCS	QI Director / Chief Network Administration Officer		Ongoing 2020
<b>E. Safety of Clinical Care</b>					
1. Autoclave	Credentialing/Rec credentialing/As necessary	12/31/2020	Chief Medical Officer (CMO) / QI Director		Ongoing 2020
2. Bio-hazardous waste	Credentialing/Rec credentialing/As necessary	12/31/2020	Chief Medical Officer (CMO) / QI Director		Ongoing 2020
3. Infection Control	Credentialing/Rec credentialing/As necessary	12/31/2020	Chief Medical Officer (CMO) / QI Director		Ongoing 2020
4. Facility Site Review (FSR) DHS Database	FSR database of completed site reviews	12/31/2020	Chief Medical Officer (CMO) / QI Director		Ongoing 2020
5. Focused Reviews - Critical Elements	Physician Site Monitoring / Quarterly Reporting to QI/UMC	Quarterly	Chief Medical Officer (CMO) / QI Director		Ongoing 2020
<b>F. Availability</b>					
1. Primary Care Practitioners					
a. Numeric Standard - <i>Network Capacity Report</i>	Measure and Report to DHS	Annually	Chief Network Administration Officer, Director Compliance		Ongoing 2020
2. Specialty Practitioners					
a. Numeric Standard - <i>Network Capacity Report</i>	Measure and Report to DHS	Annually	Chief Network Administration Officer, Director Compliance		Ongoing 2020
b. Geographic Standard	Measure and Report	Annually	Chief Network Administration Officer, Director Compliance		Ongoing 2020
<b>G. Access</b>					
1. Primary Care Appointments					
a. Preventive Care Appointments Standard	Measure/Report to QI/UM Committee Quarterly	Annually	Chief Network Administration Officer, Director Compliance		Ongoing 2020
b. Routine Primary Care Appointments Standard	Measure/Report to QI/UM Committee Quarterly	Annually	Chief Network Administration Officer, Director Compliance		Ongoing 2020
c. Urgent Care Appointments Standard	Measure/Report to QI/UM Committee Quarterly	Annually	Chief Network Administration Officer, Director Compliance		Ongoing 2020
e. After-hours Care Standard	Measure/Report to QI/UM Committee Quarterly	Annually	Chief Network Administration Officer, Director Compliance		Ongoing 2020
2. Telephone access to Member Services					
a. Abandonment rate	Measure/Report to QI/UM Committee Quarterly	Quarterly	Chief Network Administration Officer, Director Compliance		Ongoing 2020
b. Speed of answer	Measure/Report to QI/UM Committee Quarterly	Quarterly	Chief Network Administration Officer, Director Compliance		Ongoing 2020
3. Mental Health Appointment	Quarterly MOU Meetings/Grievances	As necessary	Director of UM; Director of CM		Ongoing 2020
a. Life-threatening Emergency Standard (immediate care)	Report as necessary to QI/UM Committee	As necessary	Chief Network Administration Officer, Director Compliance		Ongoing 2020
b. Non-life-threatening Emergency Standard	Report as necessary to QI/UM Committee	As necessary	Chief Network Administration Officer, Director Compliance		Ongoing 2020
c. Urgent needs Standard	Report as necessary to QI/UM Committee	As necessary	Chief Network Administration Officer, Director Compliance		Ongoing 2020
d. Routine office visit Standard (visit within 10 working days)	Report as necessary to QI/UM Committee	As necessary	Chief Network Administration Officer, Director Compliance		Ongoing 2020
e. Telephone access to screening and triage Standard	Report as necessary to QI/UM Committee	As necessary	Chief Network Administration Officer, Director Compliance		Ongoing 2020
- Caller reaches non-recorded voice					
- Abandonment rate					
<b>H. Encounters, Complaints, Grievances and Appeals Data Analysis</b>	Report aggregate data quarterly to QI/UM Committee	Quarterly	Director of Member Services		Ongoing 2020
<b>I. CAHPS Survey</b>	State administered survey every 5 years - DHCS reduce the frequency but has not done so yet	10/1/2020	State Administered/CIO/Chief Medical Officer (CMO) / QI Director		Results received March 2020
1. Results reported to QI/UMC	Report to QI/UMC	9/1/2020	State Administered/CIO/Chief Medical Officer (CMO) / QI Director		On Track
2. Results reported to practitioners and providers	Report to QI/UMC	9/1/2020	State Administered/CIO/Chief Medical Officer (CMO) / QI Director		On Track
<b>J. Continuity of Care Monitoring</b>	Monitored through Grievances, FSR/Peer Review, HEDIS	Ongoing	Chief Medical Officer (CMO) / QI Director		Ongoing 2020
1. Primary Care Practitioner (PCP)	Monitored through Grievances, FSR/Peer Review, HEDIS	Ongoing	Chief Medical Officer (CMO) / QI Director		Ongoing 2020
2. PCP & Mental Health	Monitored through Grievances, Peer Review, HEDIS	Ongoing	Chief Medical Officer (CMO) / QI Director		Ongoing 2020
3. Specialist	Monitored through Grievances, Peer Review, HEDIS	Ongoing	Chief Medical Officer (CMO) / QI Director		Ongoing 2020
<b>K. Delegation of QI Activities</b>	QI/UM delegation to Kaiser and VSP includes ongoing reporting of Grievances, QI Program, Evaluation and Work plan	12/31/2020	QI Director		Ongoing 2020
<b>L. Annual Review of QI Policies and Procedures</b>	Submit to QI/UMC and DHCS	Annually and as necessary	Chief Medical Officer (CMO) / QI Director/Director Compliance		Ongoing 2020
<b>M. QI/UM Committee</b>					
1. Reports and agenda items	Gathered from pertinent departments	Quarterly	Chief Medical Officer (CMO) / Chief Health Services Officer/QI Director		Ongoing 2020

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2. Minutes	Attached to next meetings agenda and sent to BoD	Quarterly	Chief Medical Officer (CMO) / Chief Health Services Officer/QI Director		Ongoing 2020
3. Form 700 (Statement of Economic Interests)	Send to all committee members yearly	Initial / Yearly December	Chief Medical Officer (CMO) / Chief Health Services Officer/QI Director		Ongoing 2020
4. PO's and Check Requests	Fill out for each member attending meeting	Quarterly	Chief Medical Officer (CMO) / Chief Health Services Officer/QI Director		Ongoing 2020
N. MCAS Member Engagement & Incentive Program	A program for using Interactive Voice Recognition to contact members with Gaps in Care related to the MCAS measures either providing health education or reminders about preventive health measures. The program includes establishing specific member incentives for completion of health care activities that resolve their care gaps.	12/31/202	Chief Health Services Officer/QI Director/Health Education Director		Started May 2020 and ongoing.
<b>II. UTILIZATION MANAGEMENT - See UM Work Plan</b>					
A. Annual Review/Approval of UM Program Documents	Program Description 2020	9/1/2020	Chief Medical Officer (CMO) / Chief Health Services Officer/QI Director		QI/UMC May 2020 Agenda
	Evaluation 2018	9/1/2020	Chief Medical Officer (CMO) / Chief Health Services Officer/QI Director		QI/UMC May 2020 Agenda
<b>III. CREDENTIALING AND RECREDENTIALING</b>					
A. Initial Credentialing Site Visit & Medical Record	Upon Credentialing/Quarterly FSR Summary	Ongoing	Chief Medical Officer (CMO) / Chief Health Services Officer/QI Director		Ongoing 2020
B. Organization Providers Quality Assessment	Data Reviews are received from QI/UM/Compliance/MS for any opportunities form improvement identified. QI Department quality reviews of readmissions withing30 days, member deaths and notifications. See 1F	At least quarterly	Chief Medical Officer (CMO) / Chief Health Services Officer/QI Director		Ongoing 2020
1. Hospitals	Tracking grievances, Notifications, Deaths and QI issues	Ongoing	Chief Network Administration Officer		Ongoing 2020
2. SNF's	Tracking grievances, Notifications, Deaths and QI issues	Ongoing	Chief Network Administration Officer		Ongoing 2020
3. Home Health Agencies	Tracking grievances, Notifications, Deaths and QI issues	Ongoing	Chief Network Administration Officer		Ongoing 2020
4. Free-Standing Surgery Centers	Tracking grievances, Notifications, Deaths and QI issues	Ongoing	Chief Network Administration Officer		Ongoing 2020
5. Inpatient MH/SA Facilities	Tracking grievances, Notifications, Deaths and QI issues	Ongoing	Chief Network Administration Officer		Ongoing 2020
6. Residential MH/SA Facilities	Tracking grievances, Notifications, Deaths and QI issues	Ongoing	Chief Network Administration Officer		Ongoing 2020
7. Ambulatory MH/SA Facilities	Tracking grievances, Notifications, Deaths and QI issues	Ongoing	Chief Network Administration Officer		Ongoing 2020
C. Ongoing Monitoring of Sanctions and Complaints	Ongoing; time sensitive; sanctions; grievance process	Ongoing	Chief Network Administration Officer/Compliance		Ongoing 2020
D. Credentialing / Recredentialing File Audit	Ongoing KHS/Compliance random audits	Ongoing	Chief Network Administration Officer		Ongoing 2020
E. Delegated Credentialing	Delegation will be for hospital based practitioners if hospital is JCI accredited	Annually / as necessary	Chief Network Administration Officer		Ongoing 2020
F. Annual Review of Credentialing/Recredentialing Policies and Proc	Ongoing	Annually / as necessary	Chief Network Administration Officer		Ongoing 2020
<b>IV. MEMBER RIGHTS AND RESPONSIBILITIES</b>					
A. Statement of Members' Rights and Responsibilities	Review, annually / revise as necessary	Annually / as necessary	Director of Member Services		Ongoing 2020
B. Distribution of Rights Statement to Members & Practitioners	As necessary	Annually / as necessary	Director of Member Services		Ongoing 2020
C. Complaints and Appeals	Aggregate/analyze/report to QI/UM Committee Quarterly	Quarterly	Director of Member Services		Ongoing 2020
D. Grievance Report (HFP)	Report number and types of benefit grievances for previous calendar year - geographic region, ethnicity, gender and primary language	Quarterly	Director of Member Services		Ongoing 2020
E. Annual Analysis of Privacy and Confidentiality Policies	Review annually / Revise as needed	Ongoing	Director Compliance		Ongoing 2020
F. Marketing Information	Focus Groups, Public Policy/Community Advisory Committee	Ongoing	Director of Marketing		Focus groups will be continued in 2020

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G. Delegation of Members' Rights and Responsibilities Activities	Non-delegated. Grievance committee	N/A	Grievance Committee		Ongoing 2020
H. Annual Review of Member Rights Policies and Procedures	Non-delegated	N/A	Grievance Committee		Ongoing 2020
<b>VI. MEDICAL RECORDS</b>					
A. Review of Medical Record Documentation Standards	Annually / revise as necessary	2020	Chief Medical Officer (CMO) / Chief Health Services Officer/ Director QI		Ongoing 2020
B. Distribution of Standards to New Providers	Ongoing / as necessary	Ongoing	Director of Provider Network Management		Ongoing 2020
C. Audit of Medical Records Documentation	Refer to Credentialing/Recredentialing	Ongoing	Chief Medical Officer (CMO) / Chief Health Services Officer/ Director QI / Director of Provider Network Management		Ongoing 2020
D. Annual Review of Policies and Procedures	Annually and as necessary	Ongoing	Chief Medical Officer (CMO) / QI Director		Ongoing 2020