

## Agenda

### Quality Improvement (QI) / Utilization Management (UM) Committee (VIRTUAL) MEETING

Kern Health Systems  
4<sup>th</sup> Floor Kern River Room  
2900 Buck Owens Boulevard  
Bakersfield, California 93308

Virtual Meeting  
Thursday, November 11<sup>th</sup>, 2021

7:00 A.M.

All agenda item supporting documentation is available for public review at Kern Health Systems in the Administration Department, 2900 Buck Owens Blvd, Bakersfield, CA 93308 during regular business hours, 8:00 a.m.–5:00 p.m., Monday through Friday, following the posting of the agenda. Any supporting documentation that relates to an agenda item for an open session of any regular meeting that is distributed after the agenda is posted and prior to the meeting will also be available for review at the same location.

COMMITTEE MEMBERS: Jennifer Ansolabehere, PHN; Satya Arya, MD; Danielle C Colayco, PharmD; MS; Allen Kennedy; Philipp Melendez, MD; Chan Park, MD; Maridette Schloe; MS, LSSBB; Martha Tasinga; MD, CMO

CONSENT AGENDA/OPPORTUNITY FOR PUBLIC COMMENT: ALL ITEMS LISTED WITH A "CA" ARE CONSIDERED TO BE ROUTINE AND NON-CONTROVERSIAL BY KERN HEALTH SYSTEMS STAFF. THE "CA" REPRESENTS THE CONSENT AGENDA. CONSENT ITEMS WILL BE CONSIDERED FIRST AND MAY BE APPROVED BY ONE MOTION IF NO COMMITTEE MEMBER OR AUDIENCE WISHES TO COMMENT OR ASK QUESTIONS. IF COMMENT OR DISCUSSION IS DESIRED BY ANYONE, THE ITEM WILL BE REMOVED FROM THE CONSENT AGENDA AND WILL BE CONSIDERED IN LISTED SEQUENCE WITH AN OPPORTUNITY FOR ANY MEMBER OF THE PUBLIC TO ADDRESS THE COMMITTEE MEMBERS CONCERNING THE ITEM BEFORE ACTION IS TAKEN.

STAFF RECOMMENDATION SHOWN IN CAPS

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### **PUBLIC PRESENTATIONS**

- 1) This portion of the meeting is reserved for persons to address the Committee Members on any matter not on this agenda but under the jurisdiction of the Committee Members. Committee Members may respond briefly to statements made or questions posed. They may ask a question for clarification, make a referral to staff for factual information or request staff to report back to the Committee Members at a later meeting. Also, the Committee Members may take action to direct the staff to place a matter of business on a future agenda.  
SPEAKERS ARE LIMITED TO TWO MINUTES. PLEASE STATE AND SPELL YOUR NAME BEFORE MAKING YOUR PRESENTATION. THANK YOU!

### **COMMITTEE MEMBER ANNOUNCEMENTS OR REPORTS**

- 2) On their own initiative, Committee Members may make an announcement or a report on their own activities. They may ask a question for clarification, make a referral to staff or take action to have staff place a matter of business on a future agenda (Gov. Code Sec. 54954.2[a])
  - 3) Announcements
  - 4) Closed Session
  - 5) CMO Report
- CA-6) QI/UM Committee Summary of Proceedings July 29<sup>th</sup>, 2021 – APPROVE
- 7) Physician's Advisory Committee (PAC) Summary of Proceedings 3<sup>rd</sup> Quarter 2021–  
RECEIVE AND FILE
    - July 2021- No PAC Meeting
    - August 2021
    - September 2021
- CA-8) Public Policy and Community Advisory Summary of Proceedings 2<sup>nd</sup> & 3<sup>rd</sup> Quarter 2021
- June 2021
  - September 2021
- CA-9) Pharmacy & Therapeutics Committee Summary of Proceedings 3<sup>rd</sup> Quarter 2021-  
RECEIVE AND FILE
- June 2021

### **Pharmacy Department Summary Reports**

- CA-10) Pharmacy TAR Log Statistics 3<sup>rd</sup> Quarter 2021– RECEIVE AND FILE
- Executive Summary

### **Quality Improvement Department Summary Reports**

- 11) Quality Improvement Department Summary Reports 3<sup>rd</sup> Quarter 2021– APPROVE
  - Executive Summary
  - COVID-19 Updates
  - Potential Inappropriate Care (PIC) Notifications
  - Facility Site Reviews (FSRs)
  - Quality Improvement Projects
  - MCAS Committee
  - Policy and Procedures

### **UM Department Summary Reports**

- 12) Combined UM Reporting 3<sup>rd</sup> Quarter 2021– APPROVE
  - Executive Summary
  - Policies and Procedures

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### **Kaiser Organization Summary Reports**

#### CA-13) Kaiser Reports (**PROPRIETARY AND CONFIDENTIAL**)

- KFHC APL Grievance Report-3<sup>rd</sup> Quarter 2021– RECEIVE AND FILE
- KFHC Volumes Report 3<sup>rd</sup> Quarter 2021– RECEIVE AND FILE
- Kaiser Reports will be available upon Request

### **VSP Organization Summary Reports**

#### 14) VSP Reports

- VSP DER Effectiveness Report – APPROVE
- VSP- Medical Data Summary- APPROVE
- VSP Monthly Call Response Summary- APPROVE

### **Member Services Department Summary Reports**

#### 15) Grievance Operational Board Update – APPROVE

- Executive Summary
- 3<sup>rd</sup> Quarter 2021

#### 16) Grievance Summary Reports – APPROVE

- Executive Summary
- 3<sup>rd</sup> Quarter 2021

### **Provider Network Management Department Summary Reports**

#### 17) Re-credentialing Report 3<sup>rd</sup> Quarter 2021– APPROVE

#### CA-18) Board Approved New Contracts Report – RECEIVE AND FILE

#### CA-19) Board Approved Providers Report – RECEIVE AND FILE

#### CA-20) Provider Relations Network Review Report 3<sup>rd</sup> Quarter 2021– RECEIVE AND FILE

- Executive Summary

### **Policies and Procedures**

#### 21) APL 20-006- Site Reviews: Facility & Medical Records Review– APPROVE

#### 22) 3.43- P Hospice Services– APPROVE

#### 23) 11.22 P Linguistic Services– APPROVE

#### 24) 11.23-I Cultural and Linguistic Services– APPROVE

#### 25) 11.24-I Health Education– APPROVE

#### 26) 11.26 Translation of Written Member Materials– APPROVE

### **Health Education Department Summary Report**

#### CA-27) Health Education Activity Report 2<sup>nd</sup> Quarter 2021-APPROVE

- Executive Summary
- 2021 Population Needs Assessment Report
- 2021 Population Needs Assessment Highlights
- Policies and Procedures

ADJOURN MEETING TO THURSDAY, FEBRUARY 24<sup>TH</sup>, 2022 @ 7:00 A.M.  
THIS MEETING WILL BE IN PERSON, AT KHS BUILDING

### **AMERICANS WITH DISABILITIES ACT (Government Code Section 54953.2)**

The meeting facilities at Kern Health Systems are accessible to persons with disabilities. Disabled individuals who need special assistance to attend or participate in a meeting of the Board of Directors may request assistance at the Kern Health Systems office, 9700 Stockdale Highway, Bakersfield, California or by calling (661) 664-5000. Every effort will be made to reasonably accommodate individuals with disabilities by making meeting material available in alternative formats. Requests for assistance should be made five (5) working days in advance of a meeting whenever possible.

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5. Public Policy and Community Advisory Summary of Proceedings- Pages 18-23
6. Pharmacy & Therapeutics Committee Summary of Proceedings- Pages 24-26
7. Pharmacy TAR Log Statistics Reports- Pages 27-28
8. Quality Improvement Department Summary Reports- Pages 29-52
9. Combined UM Report- Pages 53-77
10. Kaiser Reports- Page 78
11. VSP Reports- Pages 79-98
12. Member Services Reports – Pages 99-107
13. Provider Relations Reports- Pages 108-168
14. QI/UM Policies and Procedures- Pages 169-327
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