



COMMITTEE: EXECUTIVE QUALITY IMPROVEMENT HEALTH EQUITY COMMITTEE (EQIHEC)

DATE OF MEETING: SEPTEMBER 12, 2024

CALL TO ORDER: 7:15 AM BY TRACO MATTHEWS, CHAIR

Members Present On-Site:	Jennifer Ansolabehere Satya Arya, MD - ENT. Danielle Colayco, PharmD – Komoto	Todd Jeffries – Bakersfield Community Healthcare Allen Kennedy – Quality Team DME Michael Komin, MD – Komin Medical Group	Chan Park, MD – Vanguard Family Medicine Rukiyah Polk - CAC Chair Traco Matthews – KHS Chief Health Equity Officer
Members Virtual Remote:			
Members Excused=E Absent=A	Debra Cox – Omni Family Health (A) Jasmine Ochoa - Health Equity Manager of Public Health (E) Philipp Melendez, MD – OB/GYN (E)		
Staff Present:	Amy Sanders - Member Services Manager Michelle Curioso - Director of Pop Health Management Dan Diaz, RN - ECM Clinical Manager Pawan Gill - Health Equity Manager Sukhpreet Sidhu, MD – Pop Health Medical Director Anastasia Lester – Sr. Health Equity Analyst Marilu Rodriguez – Sr. Health Equity Analyst	Magdee Hugais – Director of Quality Improvement Kailey Collier - Director of Quality Performance Yolanda Herrera - Credentialing Manager Flor Del Hoyo Galvan - Manager of W&P Maninder Khalsa – Medical Director Ann StoryGarza, Assistant General Counsel Christine Pence, Senior Director of Health Services	Vanessa Nevarez - Health Equity Coordinator Gregory Panero – Provider Network Analytics Abdolreza Saadabadi, MD – BH Medical Director Isabel Silva - Senior Director of W&P Martha Tasinga, MD – KHS Chief Medical Officer Misty Dominguez, Director of Health Services Special Programs

Agenda Item	Discussion/Conclusion	Recommendations/Action	Date Resolved
Quorum	9 of 12 committee members present; Debra Cox, Jasmine Ochoa, and Philipp Melendez were absent.	Committee quorum requirements met.	N/A
Call to Order	Traco Matthews, Chair, called meeting to order at 7:15 am.	N/A	N/A
Public Presentation	There were no public presentations.	N/A	N/A

Agenda Item	Discussion/Conclusion	Recommendations/Action	Date Resolved
Committee Announcements	Traco Matthews gave the opportunity for member updates. <ul style="list-style-type: none"> There were no committee announcements. 		
Committee Minutes	<u>Approval of Minutes</u> CA-3) The Committee's Chairperson, Traco Matthews, presented the EQIHEC Minutes for approval.	Action: <ul style="list-style-type: none"> Satya A. first, Todd J. second. All aye's. Motion carried. 	9/12/24
Old Business	There was no old business to present.	N/A	N/A
New Business	<u>Consent Agenda Items</u> CA-4) Behavioral Health Advisory Committee (BHAC) Q1 Summary of Proceedings CA-5) Behavioral Health Advisory Committee (BHAC) Q2 Summary of Proceedings CA-6) Health Equity Transformation Steering Committee (HETSC) Q2 Summary of Proceedings CA-7) Network Advisory Committee (NAC) Q2 Summary of Proceedings CA-8) Pharmacy Drug Utilization Review (DUR) Q2 Summary of Proceedings CA-9) Physician Advisory Committee (PAC) April 3, 2024, Redacted Summary of Proceedings CA-10) Physician Advisory Committee (PAC) May 1, 2024, Redacted Summary of Proceedings CA-11) Physician Advisory Committee (PAC) June 5, 2024, Redacted Summary of Proceedings CA-12) Population Health Management (PHMC) Q2 Summary of Proceedings CA-13) Utilization Management Committee (UMC) Q2 Summary of Proceedings	Action: <ul style="list-style-type: none"> Satya A. first, Todd J. second. All aye's. Motion carried. 	9/12/24
	<u>14) Behavioral Health Advisory Committee</u> <ul style="list-style-type: none"> Melinda S. gave a presentation on the structure, duties, and processes of the Behavioral Health Department. Melinda S. presented the Behavioral Health Advisory Committee Charter for approval. 	Action: <ul style="list-style-type: none"> Todd J. first, Satya A. second. All aye's. Motion carried. 	9/12/24

	<p><u>15) Quality Performance</u></p> <ul style="list-style-type: none"> • Kailey C. presented the Quality Performance Summary Report that covered Q2 2024 data. Kailey C. highlighted a big achievement for the department; W30. Kailey C. concluded by asking the group if they have any recommendations on community partnerships. • Danielle C. asked what services our mobile units are doing. <p><u>16) Quality Improvement Committee</u></p> <ul style="list-style-type: none"> • Magdee H. presented the QI Workplan Scorecard and the QI Summary Report for Q2 2024. Martha T. added that the term “quality of care” is defined by each members perception. Martha T. concluded that the member can advocate for themselves if the doctor doesn’t do what they feel they need. KHS is then required to call the doctor and investigate the quality of care. 60k new members have joined Kern Family Health (KFHC) care so you will see the numbers change. • Michael K. asked if Kern Health Systems (KHS) has seen an increase in complaints about how long it takes to see the doctor. 	<ul style="list-style-type: none"> • Allen K. requested to add redlined documents to the committee meeting packets going forward. • Kailey C. responded that the mobile units are equipped to perform full well visits, screenings, and immunizations; as well as handle anything topical, all measures within children’s domains. Kailey C. also commented that staff have inquired about mobile unit services as well. • Michael K. first, Allen K. second. All aye’s. Motion carried. • Martha T. responded that yes, we do receive those complaints and still members refuse to leave those doctors even though they know how popular they are. Melinda S. 	<p>9/12/24</p> <p>9/12/24</p> <p>9/12/24</p> <p>9/12/24</p>
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	<ul style="list-style-type: none"> Michael K. claimed that he lost his social worker to a higher bidder and asked if they need training. 	<p>added that KHS is trying to track those claims correctly for true representation. In order to address the no-show population KHS has two employees that reengage and talk directly to that population, even offering to attend the appointment with the patient. Pawan G. added that Health Equity is aware of this barrier and has been conducting more outreach to let members know about the resources we have to offer here at KHS such as community health workers (CHW). Martha T. added that while KHS does have health workers, the expectation is for providers to hire their own. Danielle C. commented that Komoto pharmacy has hired their own CHW and have greatly seen the benefits. Satya A. added that surgery no-shows is a real problem for them. Martha T. responded that UM is trying to see what they can do to improve outpatient surgery services.</p> <ul style="list-style-type: none"> Melinda S. stated that CHW's don't need to be licensed and anyone can go through the 16-week training at BC. Traco M. commented that we can work offline to assist Michael K. Satya A. first, Michael K. second. All aye's. Motion carried. 	<p>9/12/24</p> <p>9/12/24</p>
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	<p><u>17) Grievance Summary Report Q2 2024</u></p> <ul style="list-style-type: none"> Amy S. presented the Grievance Summary Report that covered the Q2 2024 data. <p><u>18) Utilization Management Program Report Q2 2024</u></p> <ul style="list-style-type: none"> Maninder K. presented the UM Program report that covered the Q2 2024 data. Martha T. commented on the effectiveness of services. She added that the state assumed these services are useful to reduce the cost in care, so they are not requiring as many reports. In appeals, KFHC overturns 40% of denials because records were not received. We would not have to deny if we had the records. Getting us documentation we need is very important to what we do, that way the denial rate can go down. Satya A. left the meeting at 8:26am. Quorum still met. <p><u>19) Network Adequacy Committee Report Q2 2024</u></p> <ul style="list-style-type: none"> Greg P. presented the Network Adequacy Report that covered the Q2 2024 data. Jennifer A. asked if KFHC is trying to get Barstow as an option for pregnant women because East Kern moms have nowhere to go. Jennifer A. was told that Omni and Adventist Health no longer have Obstetricians (OB) and it is a big concern. 	<ul style="list-style-type: none"> Satya A. first, Michael K. second. All aye's. Motion carried. Informational only. Greg P. responded that he will find out if Omni and Adventist health are taking those patients or not. Chan P. first, Allen K. second. All aye's. Motion carried. 	<p>9/12/24</p>
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	<p><u>20) Pop Health Management Mid-Report Q1, Q2 2024</u></p> <ul style="list-style-type: none"> Michelle C. presented the Pop Health Management Mid-Report that covered Q1 and Q2 2024 data. <p><u>21) Health Equity Transformation Steering Committee</u></p> <ul style="list-style-type: none"> Pawan G. presented the Strategic Roadmap/Workplan for approval along with the Regional Advisory Committee Summary and Health Equity Presentation that covered Q2 2024 data. 	<ul style="list-style-type: none"> Allen K. first, Chan P. second. All aye's. Motion carried. Michael K. first, Chan P. second. All aye's. Motion carried. 	
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Agenda Item	Discussion/Conclusion	Recommendations/Action	Date Resolved
Open Forum	N/A	Informational only.	N/A
Next Meeting	The next meeting will be held Thursday, November 14, 2024, at 7:15am.	Informational only.	N/A
Adjournment	<p>The Committee adjourned at 9:10am.</p> <p><i>Respectfully Submitted:</i> <i>Vanessa Nevarez, Health Equity Project Coordinator</i></p>	N/A	N/A

For Signature Only – EQIHEC Minutes 09/12/24

The foregoing minutes were APPROVED AS PRESENTED on:

Date

Name

The foregoing minutes were APPROVED WITH MODIFICATION on:

Date

Name