



Vital Updates

Quality Assurance in Action: Partnering for Excellence in Long- Term Care

At Kern Family Health Care (KFHC), we are committed to enhancing the quality of care for our members and ensuring that our provider network upholds the highest standards of service. KFHC would like to provide an update on the ongoing *Quality Assurance Performance (QAP)* implementation efforts for long-term care (LTC) facilities collaborating with Medi-Cal Health Plans. Our goal is to share key information, best practices, and compliance guidelines that support continuous improvement in care delivery.

Quality Assurance (QA) in long-term care facilities ensures that our members receive consistent, effective, and safe services. The implementation of a robust QA program is not just a regulatory requirement, but also a commitment to the well-being of our elderly and vulnerable populations.

For long-term care providers partnering with KFHC, continuous performance monitoring and data-driven decision-making are key to maintaining high standards of care. KFHC encourages LTC facilities to apply the following strategies in their Quality Assurance Performance Improvement efforts:

Data Collection and Monitoring:

Use health data from resident assessments and care plans to track performance across multiple indicators such as patient satisfaction, health outcomes, and service delivery.

Internal Audits & Reviews:

Do regular internal audits to assess compliance with Medi-Cal and KFHC standards. These audits ensure that the facility adheres to established best practices and policies.

Staff Training & Development:

Continue ongoing education for staff to ensure they are knowledgeable about QA principles and are equipped to implement and monitor quality care practices.



BULLETINS

- [Updates to the Prior Authorization List – Effective 10/1/2028](#)
- [ePayment Center/Payspan Transition - Update](#)
- [Medi-Cal Rx Updates – September 23, 2025](#)
- [Applied Behavior Analysis \(ABA\) Services: Documentation Requirements and Training Opportunities](#)
- [NSMHS Associates Working Under Licensed Supervisors](#)
- [Updates to the Prior Authorization List – Effective 10/8/2025](#)

Quality Assurance in Action: Partnering for Excellence in Long-Term Care (Cont'd)

Collaboration with Medi-Cal Health Plans:

Execute collaborative efforts between the LTC facilities and KFHC to track and address areas of improvement identified through data and member feedback.

Outcome-Focused Improvements:

Regularly review clinical outcomes and patient feedback to identify areas for enhancement, including medication management, care transitions, and resident engagement.

Root Cause Analysis:

When performance gaps arise, conduct *root cause analysis* to understand underlying issues and develop strategies to prevent recurrence and improve long-term outcomes.

As a valued KFHC partner, adherence to Medi-Cal regulations and local quality standards is a top priority. KFHC ensures all providers meet state and *Centers for Medicare & Medicaid Services (CMS)* guidelines, and supports network partners in implementing quality performance measures.

For any questions or further details, don't hesitate to reach out to our **PHM Team** at **(661) 426-7760 or 711 TTY/TDD, Monday through Friday, 8:00 a.m. to 5:00 p.m.** Thank you for your continued partnership with KFHC.

New November Vendors

AMBULATORY SURGERY CENTER

- Lakeview Surgery Center LLC

DME (HOME MED EQUIP / O2 & RESPIRATORY)

- SG Homecare Inc. (DBA: Stance Health Solutions)

DOULA

- Jurupa Valley Doulas LLC (DBA: Jurupa Valley Doulas)
- Raven Thomas (DBA: Raven's Healing Birth Services)

HOME HEALTH

- United Home Health Care LLC

ORAL & MAXILLOFACIAL SURGERY

- Makan Dental Corporation (DBA: Advanced Oral Surgery)

TRANSPORTATION: NEMT AND NMT

- Kevin Hamilton (DBA: Med Express Non Emergency Medical Transportation LLC)

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