

Regular Meeting of the  
**Santa Clara County Health Authority**  
**Quality Improvement Committee**

Tuesday, December 7, 2021, 6:00 PM – 8:00 PM  
Santa Clara Family Health Plan  
6201 San Ignacio Ave, San Jose, CA 95119

**Via Teleconference**

(669) 900-6833  
Meeting ID: 962 5812 9548  
<https://zoom.us/j/96258129548>  
Passcode: SCFHP123

## AGENDA

---

- |  |              |      |        |
|--|--------------|------|--------|
| <b>1. Roll Call</b>  | Dr. Paul     | 6:00 | 5 min  |
| <b>2. Public Comment</b><br>Members of the public may speak to any item not on the agenda; two minutes per speaker. The Quality Improvement Committee (QIC) reserves the right to limit the duration of the public comment period to 30 minutes. | Dr. Paul     | 6:05 | 5 min  |
| <b>3. Meeting Minutes</b><br>Review draft minutes of the 11/16/2021 Ad Hoc QIC meeting.<br><b>Possible Action:</b> Approve draft minutes of the 11/16/2021 QIC meeting   | Dr. Paul     | 6:10 | 5 min  |
| <b>4. Consumer Assessment of Healthcare Providers and Systems Survey (CAHPS) 2021</b><br>Review results from the 2021 CMC CAHPS Survey.  | Dr. Liu      | 6:15 | 20 min |
| <b>5. Initial Health Assessment (IHA) – Q3, Q4 2020 and Q1 2021</b><br>Review the IHA – Q3, Q4 2020 and Q1 2021.   | Ms. Tran     | 6:35 | 20 min |
| <b>6. Grievance and Appeals (G&amp;A) Report Q3 2021</b><br>Review the G&A Report Q3 2021.<br><b>Possible Action:</b> Approve the G&A Report Q3 2021   | Mr. Oliveira | 6:55 | 20 min |
| <b>7. Quality Dashboard</b><br>Review of the Quality Dashboard.  | Dr. Liu      | 7:15 | 15 min |
| <b>8. Compliance Report</b><br>Review of the Compliance Report.  | Mr. Haskell  | 7:30 | 10 min |
| <b>9. Utilization Management Committee (UMC)</b><br>Review draft minutes of the 10/20/2021 UMC meeting.<br><b>Possible Action:</b> Approve the 10/20/2021 UMC draft meeting minutes  | Dr. Lin      | 7:40 | 5 min  |

**10. Credentialing Committee Report**

Review 10/06/2021 Credentialing Committee Report.

**Possible Action:** Approve the 10/06/2021 Credentialing Committee Report

Dr. Nakahira 7:45 5 min

**11. 2022 Board and Committee Meeting Calendar**

Review 2022 QIC meeting dates.

Dr. Liu 7:50 10 min

**12. Adjournment**

The next QIC meeting will be held on February 8, 2022.

Dr. Paul 8:00

**Notice to the Public—Meeting Procedures**

- Persons wishing to address the Quality Improvement Committee on any item on the agenda are requested to advise the Recorder so that the Chairperson can call on them when the item comes up for discussion.
- The Committee may take other actions relating to the issues as may be determined following consideration of the matter and discussion of the possible action.
- In compliance with the Americans with Disabilities Act, those requiring accommodations in this meeting should notify Nancy Aguirre 48 hours prior to the meeting at (408) 874-1835.
- To obtain a copy of any supporting document that is available, contact Nancy Aguirre at (408) 874-1835. Agenda materials distributed less than 72 hours before a meeting can be inspected at the Santa Clara Family Health Plan offices at 6201 San Ignacio Ave, San Jose, CA 95119.
- This agenda and meeting documents are available at [www.scfhp.com](http://www.scfhp.com).