



**Regular Meeting of the
Santa Clara County Health Authority
Quality Improvement Committee
Wednesday, August 10, 2016
6:00 PM - 7:30 PM
210 E. Hacienda Avenue
Campbell, CA 95008**

AGENDA

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| 1. Introduction | Dr. Paul | 6:00 | 5 min. |
| 2. Meeting Minutes
Review minutes of the May 11, 2016 Quality Improvement Committee meeting.
Possible Action: Approve 05/11/2016 minutes | Dr. Paul | 6:05 | 5 min. |
| 3. Public Comment
Members of the public may speak to any item not on the agenda; two minutes per speaker. The Committee reserves the right to limit the duration of public comment period to 30 minutes. | Dr. Paul | 6:10 | 5 min. |
| 4. CEO Update
Discuss status of current topics and initiatives. | Ms. Tomcala | 6:15 | 10 min. |
| 5. Action Items | | 6:25 | 20 min. |
| a. Review of Case Management Policies | Ms. Liu | | |
| i. CM.01 Comprehensive Case Management | | | |
| ii. CM.02 Disease Management | | | |
| iii. CM.03 Transitions of Care | | | |
| iv. CM.04 MLTSS Care Coordination | | | |
| v. CM.05 BH Care Coordination | | | |
| vi. CM.06 Sensitive Services, Confidentiality, Right of Adults and Minors | | | |
| vii. CM.07 Care Coordination Staff Training | | | |
| viii. CM.08 Information Sharing with SARC | | | |
| b. Review of Health Education Policies | Ms. Sheu-Ma | | |
| i. QI.09 Health Education Program and Delivery System | | | |
| ii. QI.10 IHA and HEBA Assessment Policy | | | |
| iii. QI.11 Member and Non-monetary Incentives | | | |

Possible Action: Approve Case Management and Health Education policies

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| <p>c. Review of Case Management Program Description
Possible Action: Approve Case Management Program Description</p> <p>d. Review of Health Education Program Description
Possible Action: Approve Health Education Program Description</p> <p>e. Review of Health Education Work Plan
Possible Action: Approve Health Education Work Plan</p> | <p>Ms. Liu</p> <p>Ms. Sheu-Ma</p> <p>Ms. Sheu-Ma</p> | | |
| <p>6. Discussion Items</p> | | <p>6:45</p> | <p>20 min.</p> |
| <p>a. Access and Availability</p> <p>b. Appeals and Grievances</p> <p>c. CAHPS- Reporting Year 2016</p> <p>d. HEDIS Reporting Year 2015</p> | <p>Mr. Aguirre</p> <p>Mr. Johns</p> <p>Mr. Aguirre</p> <p>Mr. Aguirre</p> | | |
| <p>7. Committee Reports</p> | | | |
| <p>a. Credentialing Committee
Review June 01, 2016 report of the Credentialing Committee.
Possible Action: Accept June 01, 2016 Credentialing Committee Report as presented</p> <p>b. Pharmacy and Therapeutics Committee
Review minutes of the March 24, 2016 Committee Meeting.
Possible Action: Accept March 24, 2016 Pharmacy and Therapeutics Committee minutes as presented</p> <p>c. Utilization Management Committee
Review minutes of the April 20 and June 02, 2016 Committee Meetings.
Possible Action: Accept April 20 and June 02, 2016 Utilization Management Committee minutes as presented</p> <p>d. Dashboard</p> | <p>Dr. Lin</p> <p>Dr. Lin</p> <p>Dr. Lin</p> <p>Ms. Liu</p> | <p>7:05</p> <p>7:10</p> <p>7:15</p> <p>7:20</p> | <p>5 min.</p> <p>5 min.</p> <p>5 min.</p> <p></p> |
| <p>8. Adjourn to Closed Session</p> | | | |
| <p>a. Quality Review</p> <p style="padding-left: 20px;">i. Potential Quality Issue Follow Up</p> | <p>Dr. Paul</p> <p>Dr. Boris</p> | <p>7:25</p> | |

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 Quality Improvement Committee may take other actions relating to the issues as may be determined following consideration of the matter and discussion of the possible action.

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To obtain a copy of any supporting document that is available, contact Caroline Alexander 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 210 E. Hacienda Avenue, Campbell.

This agenda and meeting documents are available at www.scfhp.com.