



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

Wednesday, October 21, 2020, 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: 994 3075 9722
<https://zoom.us/j/99430759722>
 Passcode: QIC_10/21

AGENDA

1. Roll Call	Dr. Paul	6:00	5 min
2. Public Comment Members of the public may speak to any item not on the agenda; two minutes per speaker. The Quality Improvement Committee reserves the right to limit the duration of the public comment period to 30 minutes.	Dr. Paul	6:05	5 min
3. Meeting Minutes Review minutes of the 08/12/2020 Quality Improvement Committee meeting. Possible Action: Approve minutes of the 08/12/2020 Quality Improvement Committee meeting	Dr. Paul	6:10	5 min
4. CEO Update Discuss status of current topics and initiatives.	Ms. Tomcala	6:15	10 min
5. Annual Assessment of Physician Directory Accuracy Report 2020 Review the Annual Assessment of Physician Directory Analysis Report. Possible Action: Approve the 2020 Assessment of Physician Directory Analysis	Ms. Gambatese	6:25	10 min
6. Provider Satisfaction Survey MY2020 Analysis Review of the Provider Satisfaction Survey results and determine any opportunities. Possible Action: Approve the Provider Satisfaction Survey Analysis	Ms. Switzer	6:35	10 min
7. Call Code Analysis for Assessing Member Understanding of Policies and Procedures A review of calls received between 07/01/2019 and 06/30/2020 from members within 90 days of their enrollment to identify opportunities for improvement.	Ms. Zhang	6:45	10 min
8. PHM 2C Activities and Resources Review changes to activities and resources based needs identified in the 2020 NCQA PHM Population Assessment. Possible Action: Approve the 2020 PHM Resources and Activities grid	Ms. McKelvey	6:55	5 min

<p>9. Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey 2020 Review results from the 2020 Cal MediConnect (CMC) CAHPS survey.</p>	Dr. Liu	7:00	10 min
<p>10. CY19 HEDIS Measures Below MPL Analysis Review the CY19 HEDIS Measures Below MPL Analysis.</p>	Ms. Baxter	7:10	5 min
<p>11. Policies</p> <ul style="list-style-type: none"> a. QI.17 Behavioral Health Care Coordination b. QI.20 Information Sharing with San Andreas Regional Center (SARC) c. QI.21 Information Exchange Between SCFHP & County of Santa Clara Behavioral Health Services Department d. QI.22 Early Start Program e. QI.23 Alcohol Misuse: Screening and Behavioral Counseling Interventions in Primary Care (SBIRT) <p>Possible Action: Approve policies QI.17, QI.20, QI.21, QI.22, and QI.23</p>	Ms. McKelvey	7:15	5 min
<p>12. 2021 Board and Committee Meeting Calendar Review 2021 QIC meeting dates.</p>	Dr. Liu	7:20	5 min
<p>13. Grievance and Appeals Report Q2 2020 Review the Grievance and Appeals Report Q2 2020.</p>	Mr. Hernandez	7:25	5 min
<p>14. Quality Dashboard Review of the Quality Dashboard.</p>	Dr. Liu	7:30	5 min
<p>15. Compliance Report Review of the Compliance Report.</p>	Mr. Haskell	7:35	10 min
<p>16. Pharmacy and Therapeutics Committee Review minutes of the 06/18/2020 Pharmacy and Therapeutics Committee meeting. Possible Action: Approve the 06/18/2020 Pharmacy and Therapeutics Committee meeting minutes</p>	Dr. Lin	7:45	5 min
<p>17. Utilization Management Committee Review minutes of the 07/15/2020 Utilization Management Committee meeting. Possible Action: Approve the 07/15/2020 Utilization Management Committee meeting minutes</p>	Dr. Lin	7:50	5 min
<p>18. Credentialing Committee Report Review 08/05/2020 Credentialing Committee meeting report. Possible Action: Approve the 08/05/2020 Credentialing Committee meeting report</p>	Dr. Nakahira	7:55	5 min
<p>19. Adjournment The next Quality Improvement Committee meeting will be on 12/09/2020.</p>		8:00	

Notice to the Public—Meeting Procedures

- Persons wishing to address the Governing Board 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.