

AGENDA

For a Regular Meeting of the

Santa Clara County Health Authority

Quality Improvement Committee

Wednesday, October 10, 2018, 6:30-8:30 PM

Santa Clara Family Health Plan, Sycamore

6201 San Ignacio Avenue, San Jose, CA 95119

and

VIA TELECONFERENCE AT:

3411 S. Conway Ct.

Kennewick, WA 99337

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| 1. Introduction | Dr. Paul | 6:30 | 5 min. |
| 2. Meeting Minutes
Review minutes of the August 08, 2018 Quality Improvement Committee meeting.
Possible Action: Approve 08/08/2018 minutes | Dr. Paul | 6:35 | 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 | 6:40 | 5 min. |
| 4. CEO Update
Discuss status of current topics and initiatives. | Ms. Tomcala | 6:45 | 10 min. |
| 5. Action Items | | 6:55 | 40 min. |
| a. Email Response Evaluation
Possible Action: Approve Email Response Evaluation | Ms. Enke | | |
| b. Accessibility of Services Analysis
Possible Action: Approve Accessibility of Services Analysis | Ms. Switzer | | |
| c. Continuity and Coordination between Medical and Behavioral (BH) Healthcare
Possible Action: Approve Continuity and Coordination Between Medical and BH Healthcare | Ms. Franke | | |
| d. Annual Assessment of Experience with UM Process
Possible Action: Approve Annual Assessment of Experience with UM process | Ms. Enke | | |

e.	Assessment of Physician Directory Adequacy Possible Action: Approve Assessment of Physician Directory Adequacy	Ms. Enke		
f.	Member Experience Analysis Possible Action: Approve Member Experience	Mr. Breakbill		
g.	Assessing Member Understanding of Marketing Information Analysis Possible Action: Approve Assessing Member Understanding of Marketing Information Analysis	Ms. Enke		
6.	Discussion Items		7:35	30 min.
a.	Access and Availability	Ms. Switzer		
b.	Appeals and Grievances	Mr. Breakbill		
c.	Experience with Case Management	Ms. Cagle		
d.	Continuity and Coordination of Medical Care	Ms. Cagle		
7.	Committee Reports			
a.	Credentialing Committee Review August 15, 2018 report of the Credentialing committee Possible Action: Approve Credentialing Committee report as presented.	Dr. Robertson	8:05	5 min.
b.	Pharmacy and Therapeutics Committee Review June 21, 2018 minutes of the committee meeting Possible Action: Approve Pharmacy and Therapeutics Committee minutes as presented.	Dr. Lin	8:10	5 min.
c.	Utilization Management Committee Review minutes of the July 18, 2018 UM committee meeting Possible Action: Approve Utilization Management Committee minutes as presented.	Dr. Lin	8:15	5 min.
d.	Compliance Report	Ms. Larmer	8:20	5 min.
e.	Quality Dashboard	Dr. Liu	8:25	5 min.
8.	Adjournment	Dr. Paul	8:30	

Notice to the Public—Meeting Procedures

- Persons wishing to address the 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.
- In compliance with the Americans with Disabilities Act, those requiring accommodations in this meeting should notify Caroline Alexander 48 hours prior to the meeting at 408-874-1835.
- 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 6201 San Ignacio Avenue, San Jose, CA 95119.
- This agenda and meeting documents are available at www.scfhp.com