

AGENDA

For a Regular Meeting of the

Santa Clara County Health Authority

Quality Improvement Committee

Wednesday, August 08, 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 May 9 and June 6, 2018 Quality Improvement Committee meeting.
Possible Action: Approve 05/09 and 06/06/2018 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 | | | |
| a. Cultural Needs and Preferences Assessment Evaluation
Possible Action: Approve Cultural Needs and Preferences Assessment Evaluation | Ms. Switzer | 6:55 | 10 min. |
| b. Availability of Practitioners Evaluation
Possible Action: Approve Availability of Practitioners Evaluation | Ms. Switzer | 7:05 | 10 min. |
| c. Member Services Telephone Access Evaluation
Possible Action: Approve Member Services Telephone Access Evaluation | Ms. Enke | 7:15 | 10 min. |

d.	Cultural and Linguistics Program Workplan Possible Action: Approve Cultural and Linguistics Program Workplan	Ms. Shah	7:25	10 min.
6.	Discussion Items		7:35	30 min.
a.	Annual Assessment of Member and Provider Experiences With UM Process	Ms. Carlson		
b.	HEDIS Results 2018	Ms. Chang		
c.	Initial Health Assessment (IHA) Quality Study 2 nd Half '17	Ms. Chang		
d.	Timely Access Survey Results (VHP)	Ms. Switzer		
e.	Appeals and Grievances	Mr. Breakbill		
f.	Conflict of Interest Forms	Dr. Liu		
7.	Committee Reports			
a.	Credentialing Committee Review June 6, 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 March 18, 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 April 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

