

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

Wednesday, December 05, 2018, 6:30-8:30 PM
Santa Clara Family Health Plan, Redwood
6201 San Ignacio Ave, San Jose, CA 95119

AGENDA

1. Introduction	Dr. Paul	6:30	5 min.
2. Meeting Minutes Review minutes of the October 10, 2018 Quality Improvement Committee meeting. Possible Action: Approve 10/10/2018 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. Action Items		6:45	45 min.
a. Annual MedImpact Oversight Audit Share results of audit and present CAP for approval Possible Action: Approve MedImpact Audit CAP	Dr. Huynh		
b. Quality and Accuracy Assessment of Pharmacy Benefit Information on the Member Portal Analysis of the quality and accuracy of pharmacy benefit information on the member portal Possible Action: Approve Quality and Accuracy Assessment of Pharmacy Benefit Information on the Member Portal	Dr. Huynh		
c. Quality and Accuracy Assessment of Pharmacy Benefit and Personalized Information available over the Telephone Analysis of telephone functionality for the Quality and Accuracy of providing personalized health plan information Possible Action: Approve Quality and Accuracy Assessment of Pharmacy Benefit and Personalized Information	Ms. Nguyen		

d.	Performance Evaluation of the Clinical Practice Guidelines Share results of performance evaluation of Clinical Practice Guidelines Possible Action: Approve Performance Evaluation of Clinical Practice Guidelines	Ms. Chang		
e.	Member Experience Analysis Analysis of members' experience with health plan services Possible Action: Approve Member Experience Analysis	Mr. Breakbill		
f.	Experience with Complex Case Management Review process of gathering data and analysis to identify potential improvements to CCM program services Possible Action: Approve Experience with Complex Case Management	Ms. Carlson		
g.	Continuity and Coordination of Medical Care Review the analysis of continuity and coordination of medical care and opportunities for improvement Possible Action: Approve Continuity and Coordination of Medical Care	Ms. Carlson		
h.	Policies for Review	Ms. Enke		
	i. Policy QI.28 Health Homes Program Review policy addressing administration of the Health Homes Program Possible Action: Approve policy QI.28 as presented			
i.	Network Adequacy Assessment Assessment of Network Adequacy MY2018 Possible Action: Approve Network Adequacy Assessment	Ms. Switzer		
5.	Discussion Items		7:30	30 min.
	a. Appeals and Grievances	Mr. Breakbill		
	b. Health Outcomes Survey (HOS)	Ms. Enke		
	c. Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey	Ms. Enke		
	d. Q1 & Q2 IHA Audit	Ms. Chang		
	e. Access and Availability	Ms. Switzer		
6.	Committee Reports			
	a. Credentialing Committee Review October 03, 2018 report of the Credentialing committee Possible Action: Approve Credentialing Committee report as presented.	Dr. Robertson	8:00	5 min.
	b. Pharmacy and Therapeutics Committee Review September 20, 2018 minutes of the committee meeting Possible Action: Approve Pharmacy and Therapeutics Committee minutes as presented.	Dr. Lin	8:05	5 min.
	c. Utilization Management Committee Review minutes of the October 17, 2018 UM committee meeting Possible Action: Approve Utilization Management Committee minutes as presented.	Dr. Lin	8:10	5 min.
	d. Compliance Report	Ms. Larmer	8:15	5 min.

e. Quality Dashboard	Ms. Chang	8:20	5 min.
7. Adjournment	Dr. Paul	8:25	

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.
- 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 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 Ave, San Jose, CA 95119.
- This agenda and meeting documents are available at www.scfhp.com