



Santa Clara
Family Health Plan
The Spirit of Care



**Special Meeting of the
Santa Clara County Health Authority
Quality Improvement Committee**

Wednesday, June 06, 2018

6:30 PM - 8:00 PM

210 E. Hacienda Avenue

Campbell, CA 95008

Creekside

GoTo Meeting

<https://global.gotomeeting.com/join/115082285>

1-646-749-3112

Access Code: 115-082-285

Via Teleconference

Residence

790 Gale Drive

Campbell, CA 95008

AGENDA

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| 1. Roll Call/Establish Quorum | Dr. Paul | 6:30 | 5 min. |
| 2. Meeting Minutes
Review minutes of the February 21, 2018 Quality Improvement Committee meeting.
Possible Action: Approve 02/21/2018 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. Review of QI Program Evaluation 2017
Possible Action: Approve QI Program Evaluation 2017 | Dr. Liu | | |
| b. Review of QI Work plan 2018
Possible Action: Approve QI Work plan 2018 | Dr. Liu | | |

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| c. | Review of Case Management Program Evaluation 2017
Possible Action: Approve Case Management Program Evaluation 2017 | Ms. Carlson |
| d. | Review of Population Assessment Report 2018
Possible Action: Approve Population Assessment Report 2018 | Dr. Liu |
| e. | Review of Population Health Management Strategy 2018
Possible Action: Approve Population Health Management Strategy 2018 | Ms. Carlson |
| f. | Review of Health Education Program Evaluation 2017
Possible Action: Approve Health Education Program Evaluation 2017 | Ms. Shah |
| g. | Review of Health Education Work plan 2018
Possible Action: Approve Health Education Work plan 2018 | Ms. Shah |
| h. | Annual Review of Quality Improvement Policies | Dr. Liu |
| | i. QI.01 Conflict of Interest | |
| | ii. QI.02 Clinical Practice Guidelines | |
| | iii. QI.03 Distribution of Quality Improvement Information | |
| | iv. QI.04 Peer Review Process | |
| | v. QI.05 Potential Quality of Care Issues | |
| | vi. QI.06 Quality Improvement Study Design/Performance Improvement Program Reporting | |
| | vii. QI.07 Physical Access Compliance | |
| | viii. QI.08 Cultural and Linguistically Competent Services | |
| | ix. QI.09 Health Education Program and Delivery System Policy | |
| | x. QI.10 IHA and HEBA Assessments Policy | |
| | xi. QI.11 Member Non-Monetary Incentives | |
| | xii. QI.12 SBIRT | |
| | xiii. QI.13 Comprehensive Case Management | |
| | xiv. QI.14 Disease Management | |
| | xv. QI.15 Transitions of Care | |
| | xvi. QI.17 BH Care Coordination | |
| | xvii. QI.18 Sensitive Services, Confidentiality, Rights of Adults and Minors | |
| | xviii. QI.19 Care Coordination Staff Training | |
| | xix. QI.20 Information Sharing with SARC | |
| | xx. QI.21 Information Exchange Between Santa Clara Family Health Plan and County of Santa Clara Behavioral Services Department | |
| | xxi. QI.22 Early Start Program (Early Intervention Services)
Possible Action: Approve Quality Improvement Policies | |

5. Committee Reports

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| a. | Credentialing Committee
Review February 07, 2018 and April 04, 2018 reports of the Credentialing Committee.
Possible Action: Accept February 07 and April 04, 2018 Credentialing Committee Reports as presented. | Dr. Lin | 7:30 | 5 min. |
| b. | Pharmacy and Therapeutics Committee
Review minutes of the December 14, 2017 Committee Meeting.
Possible Action: Accept December 14, 2017 Pharmacy and Therapeutics Committee minutes as presented. | Dr. Lin | 7:35 | 5 min. |

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| <p>c. Utilization Management Committee
 Review minutes of the October 26, 2017 and January 17, 2018 UM
 Committee Meetings.
 Possible Action: Accept January 17, 2018 and October 26, 2017
 Utilization Management Committee minutes as presented.</p> | <p>Dr. Lin</p> | <p>7:40</p> | <p>5 min.</p> |
| <p>6. Discussion Items
 a. Compliance Report
 b. Quality Dashboard</p> | <p>Ms. Larmer
 Dr. Liu</p> | <p>7:45</p> | <p>15 min.</p> |
| <p>7. Adjournment</p> | <p>Dr. Paul</p> | <p>8:00</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.

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 210 E. Hacienda Avenue, Campbell.

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