



Santa Clara
Family Health Plan
The Spirit of Care



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

Wednesday, May 09, 2018

6:00 PM - 8:00 PM

210 E. Hacienda Avenue

Campbell, CA 95008

Creekside

Via Teleconference

Residence

3411 S. Conway Ct.

Kennewick, WA 99337

AGENDA

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|----|---|---------------|------|-------------|
| 1. | Introduction | Dr. Paul | 6:00 | 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 | 6:05 | 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 | 6:10 | 5 min. |
| 4. | CEO Update
Discuss status of current topics and initiatives. | Dr. Robertson | 6:15 | 10 min. |
| 5. | Action Items | | 6:25 | 30 min. |
| | a. Review of QI Workplan
Possible Action: Approve QI Workplan | | | Dr. Liu |
| | b. Review of QI Program Evaluation 2017
Possible Action: Approve QI Program Evaluation | | | Dr. Liu |
| | c. Review of Population Health Management Description
Possible Action: Approve Population Health Management Description | | | Ms. Carlson |
| | d. Review of Case Management Program Evaluation 2017
Possible Action: Approve Case Management Program Evaluation | | | Ms. Carlson |

e.	Review of Health Education Workplan Possible Action: Approve Health Education Workplan	Ms. Shah		
f.	Review of Health Education Program Evaluation 2017 Possible Action: Approve Health Education Program Evaluation	Ms. Shah		
g.	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.			
6.	Discussion Items		6:55	20 min.
a.	Access and Availability -Timely access survey results	Ms. Turner		
b.	Appeals and Grievances	Mr. Breakbill		
c.	Initial Health Assessment (IHA) Quality Study	Dr. Liu		
7.	Committee Reports			
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	7:15	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	7:20	5 min.

<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>7:25</p>	<p>5 min.</p>
<p>d. Consumer Advisory Board</p>	<p>Ms. Andersen</p>	<p>7:30</p>	<p>10 min.</p>
<p>e. Compliance Report</p>	<p>Ms. Larmer</p>	<p>7:40</p>	<p>10 min.</p>
<p>f. Quality Dashboard</p>	<p>Ms. Liu</p>	<p>7:50</p>	<p>10 min.</p>
<p>8. 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.

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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.