



Santa Clara
Family Health Plan
The Spirit of Care



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

Wednesday, November 08, 2017

6:00 PM - 8:00 PM

210 E. Hacienda Avenue

Campbell, CA 95008

AGENDA

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| 1. Introduction | Dr. Paul | 6:00 | 5 min. |
| 2. Meeting Minutes
Review minutes of the August 09, 2017 Quality Improvement Committee meeting.
Possible Action: Approve 08/09/2017 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. | Ms. Tomcala | 6:15 | 10 min. |
| 5. Action Items | Mr. Aguirre | 6:25 | 5 min. |
| 6. Discussion Items | | 6:30 | 45 min. |
| a. PIPS | | | Mr. Aguirre |
| b. Member Incentives | | | Mr. Aguirre |
| c. Access and Availability | | | Ms. Turner |
| d. Appeals and Grievances | | | Mr. Breakbill |
| e. HOS | | | Mr. Aguirre |
| f. CAHPS | | | Mr. Aguirre |

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| 7. Committee Reports | | | |
| a. Credentialing Committee | Dr. Lin | 7:15 | 5 min. |
| Review August 02, 2017 report of the Credentialing Committee.
Possible Action: Accept August 02, 2017 Credentialing Committee Report as presented | | | |
| b. Pharmacy and Therapeutics Committee | Dr. Lin | 7:20 | 5 min. |
| Review minutes of the June 15, 2017 Committee Meeting.
Possible Action: Accept June 15, 2017 Pharmacy and Therapeutics Committee minutes as presented | | | |
| c. Utilization Management Committee | Dr. Lin | 7:25 | 5 min. |
| Review minutes of the July 19, 2017 Committee Meeting.
Possible Action: Accept July 19, 2017 Utilization Management Committee minutes as presented | | | |
| d. Quality Dashboard | Mr. Aguirre | 7:30 | 10 min. |
| Review Quality Metrics including Potential Quality Issues
Possible Action: No action required. | | | |
| e. Consumer Advisory Board | Ms. Andersen | 7:40 | 10 min. |
| Possible Action: No action required. | | | |
| 8. Adjournment | Dr. Paul | 7:50 | |
| Next meeting: Wednesday, February 14, 2018 6 p.m. | | | |

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.