

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

Wednesday, December 4, 2019, 6:00 PM - 8:00 PM
Santa Clara Family Health Plan, Redwood
6201 San Ignacio Ave, San Jose, CA 95119

VIA TELECONFERENCE AT:

Residence
3411 S. Conway Ct.
Kennewick, WA 99337

AGENDA

1. Introduction	Dr. Paul	6:00	5 min
2. Meeting Minutes Review meeting minutes of the November 19, 2019 Quality Improvement Committee Possible Action: Approve November 19, 2019 Quality Improvement Committee 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 Quality Improvement Committee reserves the right to limit the duration of the 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	5 min
5. Follow-Up / Old Business None	All	6:20	5 min
6. Action Items		6:25	45 min
a. Network Adequacy Assessment Review the Network Adequacy Assessment Possible Action: Approve the Network Adequacy Assessment	Ms. Switzer		
b. Quality & Accuracy Assessment of Personalized Information of Health Plan Services Review the Quality & Accuracy Assessment of Personalized Information of Health Plan Services Possible Action: Approve the Quality & Accuracy Assessment of Personalized Information of Health Plan Services	Ms. Nguyen		

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| <p>c. Quality and Accuracy Assessment of Pharmacy Benefit Information
Review the Quality and Accuracy Assessment of Member Telephone Access Pharmacy Benefit Information
Possible Action: Approve the Quality and Accuracy Assessment of Pharmacy Benefit Information</p> <p>d. Continuity and Coordination of Medical Care
Review the Continuity and Coordination of Medical Care
Possible Action: Approve the Continuity and Coordination of Medical Care</p> <p>e. Member Experience Analysis
Review the Member Experience Analysis
Possible Action: Approve the Member Experience Analysis</p> | <p>Ms. Nguyen</p> <p>Ms. Andersen</p> <p>Mr. Breakbill</p> | | |
| <p>7. Discussion Items</p> <p>a. Access and Availability – VHP Access Report-MY2018</p> <p>b. CAHPS</p> <p>c. Health Outcomes Survey</p> | <p>Ms. Switzer</p> <p>Ms. Enke</p> <p>Ms. Enke</p> | <p>7:10</p> | <p>35 min</p> |
| <p>8. Committee Reports</p> <p>a. Credentialing Committee
Review of October 30, 2019 report of the Credentialing Committee Meeting
Possible Action: Accept October 30, 2019 Credentialing Committee Report as presented</p> <p>b. Pharmacy and Therapeutics Committee
Review minutes of the September 26, 2019 Pharmacy and Therapeutics Committee Meeting
Possible Action: Accept September 26, 2019 Pharmacy and Therapeutics Committee minutes as presented</p> <p>c. Quality Dashboard</p> | <p>Dr. Nakahira</p> <p>Dr. Lin</p> <p>Dr. Liu</p> | <p>7:45</p> | <p>15 min</p> |
| <p>9. Adjournment
Next Quality Improvement Committee meeting: February 19, 2019</p> | <p>Dr. Paul</p> | <p>8:00</p> | |

Notice to the Public—Meeting Procedures

- Persons wishing to address the Governing Board 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 Nancy Aguirre 48 hours prior to the meeting at 408-874-1835.
- To obtain a copy of any supporting document that is available, contact Nancy Aguirre 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.