

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

Tuesday, October 12, 2021, 6:00 PM – 8:00 PM  
Santa Clara Family Health Plan  
6201 San Ignacio Ave, San Jose, CA 95119

**Via Teleconference**

(669) 900-6833  
Meeting ID: 962 5812 9548  
<https://zoom.us/j/96258129548>  
Passcode: SCFHP123

## AGENDA

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|--|-------------|------|--------|
| <b>1. Roll Call</b>  | Dr. Paul    | 6:00 | 5 min  |
| <b>2. Public Comment</b><br>Members of the public may speak to any item not on the agenda; two minutes per speaker. The Quality Improvement Committee (QIC) reserves the right to limit the duration of the public comment period to 30 minutes.                         | Dr. Paul    | 6:05 | 5 min  |
| <b>3. Meeting Minutes</b><br>Review draft minutes of the 08/10/2021 QIC meeting.<br><b>Possible Action:</b> Approve draft minutes of the 08/10/2021 QIC meeting  | Dr. Paul    | 6:10 | 5 min  |
| <b><u>Announcement Prior to Recessing into Closed Session</u></b><br>Announcement that the QIC will recess into Closed session to discuss Item No. 4   |             |      |        |
| <b>4. Adjourn to Closed Session</b><br>a. <b>Pursuant to Welfare and Institutions (Code Section 14087.36(w)):</b><br>It is the intention of the QIC to meet in Closed Session to confer with members and staff to discuss Level 4 Potential Quality of Care Issue (PQI). |             | 6:15 | 10 min |
| <b>5. Report from Closed Session</b>   |             | 6:25 |        |
| <b>6. CEO Update</b><br>Discuss status of current topics and initiatives.  | Ms. Tomcala | 6:25 | 10 min |
| <b>7. Annual Assessment of Physician Directory Accuracy Report 2021</b><br>Review of the annual Assessment of Physician Directory Accuracy Report 2021.<br><b>Possible Action:</b> Approve the annual Assessment of Physician Directory Accuracy Report 2021             | Ms. Fadley  | 6:35 | 10 min |

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| <p><b>8. Physician and Hospital Directories Usability Testing Report</b><br/>Review of the Physician and Hospital Directories Usability Testing Report.<br/><b>Possible Action:</b> Approve the Physician and Hospital Directories Usability Testing Report</p>   | <p>Ms. Byom                      6:45    5 min</p>                    |
| <p><b>9. Annual Cal MediConnect (CMC) Continuity and Coordination Between Medical Care and Behavioral Healthcare Analysis</b><br/>Review the Annual CMC Continuity and Coordination Between Medical Care and Behavioral Healthcare Analysis (2021).<br/><b>Possible Action:</b> Approve the Annual CMC Continuity and Coordination of Medical Care Analysis</p> | <p>Ms. Franke-Brauer    6:50    10 min</p>                            |
| <p><b>10. Assessment of CMC Member Understanding of Policies &amp; Procedures: Call Code Analysis</b><br/>Review the Assessment of CMC Member Understanding of Policies &amp; Procedures: Call Code Analysis.<br/><b>Possible Action:</b> Approve the Assessment of CMC Member Understanding of Policies &amp; Procedures: Call Code Analysis</p>               | <p>Ms. Byom                      7:00    5 min</p>                    |
| <p><b>11. 2020 Member Experience Analysis</b><br/>Review the 2020 Member Experience Analysis.<br/><b>Possible Action:</b> Approve the 2020 Member Experience Analysis</p>   | <p>Mr. Hernandez &amp;            7:05    10 min<br/>Ms. McKelvey</p> |
| <p><b>12. Annual Cal Medi-Connect (CMC) Continuity and Coordination of Medical Care Analysis (2021)</b><br/>Review the Annual CMC Continuity and Coordination of Medical Care Analysis (2021).<br/><b>Possible Action:</b> Approve the Annual CMC Continuity and Coordination of Medical Care Analysis</p>  | <p>Ms. Tran                      7:15    10 min</p>                   |
| <p><b>13. Grievance and Appeals Report Q2 2021</b><br/>Review the Grievance and Appeals Report Q2 2021.<br/><b>Possible Action:</b> Approve the Grievance and Appeals Report Q2 2021</p>  | <p>Mr. Hernandez              7:25    10 min</p>                      |
| <p><b>14. Compliance Report</b><br/>Review of the Compliance Report.</p>  | <p>Mr. Haskell                  7:35    10 min</p>                    |
| <p><b>15. Pharmacy &amp; Therapeutics Committee (P&amp;T)</b><br/>Review draft minutes of the 09/16/2021 P&amp;T Committee meeting.<br/><b>Possible Action:</b> Approve the 09/16/2021 P&amp;T draft meeting minutes</p>  | <p>Dr. Lin                         7:45    5 min</p>                  |
| <p><b>16. Credentialing Committee Report</b><br/>Review 08/04/2021 Credentialing Committee Report.<br/><b>Possible Action:</b> Approve the 08/04/2021 Credentialing Committee Report</p>  | <p>Dr. Nakahira                7:50    5 min</p>                      |
| <p><b>17. Ad Hoc QIC Meeting</b><br/>Review dates to schedule an Ad Hoc QIC meeting.</p>  | <p>Dr. Liu                         7:55    5 min</p>                  |
| <p><b>18. Adjournment</b><br/>The next QIC meeting will be held on December 7, 2021.</p>  | <p>Dr. Paul                      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 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](http://www.scfhp.com).