

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

Tuesday, November 16, 2021, 6:00 PM – 7:00 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. Open Meeting Minutes</b><br>Review drafted open minutes of the 10/12/2021 QIC meeting.<br><b>Possible Action:</b> Approve drafted open minutes of the 10/12/2021 QIC meeting   | Dr. Paul                     | 6:10 | 5 min  |
| <b>4. Closed Meeting Minutes</b><br>Approve closed minutes of the 10/12/2021 QIC meeting.<br><b>Possible Action:</b> Approve closed minutes of the 10/12/2021 QIC meeting  | Dr. Paul                     | 6:15 | 5 min  |
| <b>5. Member Experience Analysis 2020 Update</b><br>Verbal update to the Member Experience Analysis 2020.  | Mr. Hernandez & Ms. McKelvey | 6:20 | 10 min |
| <b>6. Provider Satisfaction Survey MY2021 Analysis</b><br>Review of the Provider Satisfaction Survey MY2021 Analysis.<br><b>Possible Action:</b> Approve the Provider Satisfaction Survey MY2021 Analysis  | Ms. Fadley & Ms. Gambatese   | 6:30 | 15 min |
| <b>7. Annual Assessment of Network Adequacy</b><br>Review of the annual Assessment of Network Adequacy.<br><b>Possible Action:</b> Approve the annual Assessment of Network Adequacy   | Ms. Fadley & Ms. Gambatese   | 6:45 | 15 min |
| <b>8. Adjournment</b><br>The next QIC meeting will be held on December 7, 2021.  | Dr. Paul                     | 7:00 |        |

**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).