

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

Wednesday, February 12, 2020, 6:00 PM – 8:00 PM
Santa Clara Family Health Plan, Redwood
6201 San Ignacio Ave, San Jose, CA 95119

Via Teleconference
Residence
3411 S. Conway Ct.
Kennewick, WA CA 99337

Via Teleconference
Business
751 South Bascom Avenue
San Jose, CA 95128

AGENDA

1. Roll Call	Dr. Paul	6:00	5 min
2. 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	6:05	5 min
3. Meeting Minutes Review minutes of the December 4, 2019 Quality Improvement Committee meeting Possible Action: Approve minutes of the December 4, 2019 Quality Improvement Committee meeting	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			
a. Out of Network Requests for Ambulatory Surgical Centers (ASC)	Ms. Switzer	6:20	5 min
b. Valley Medical Readmission Rates	Ms. Andersen	6:25	5 min
6. Review of Quality Improvement (QI) Program Description 2020 Review the QI Program Description 2020 Possible Action: Approve the QI Program Description 2020	Ms. Chang	6:30	5 min
7. Review of Health Education (HE) Program Description 2020, HE Work Plan 2020, and HE Evaluation 2019 Review the HE Program Description 2020, HE Work Plan 2020, and HE Evaluation 2019 Possible Action: Approve the HE Program Description 2020, HE Work Plan 2020, and HE Evaluation 2019	Ms. Hernandez	6:35	5 min

<p>8. Review of Cultural and Linguistics (C&L) Program Description 2020, C&L Work Plan 2020, and C&L Evaluation 2019 Review the C&L Program Description 2020, C&L Work Plan 2020, and C&L Evaluation 2019 Possible Action: Approve the C&L Program Description 2020, C&L Work Plan 2020, and C&L Evaluation 2019</p>	Ms. Hernandez	6:40	10 min
<p>9. Provider Satisfaction Report for MY2019 Review the Provider Satisfaction Report for MY2019 Possible Action: Approve the Provider Satisfaction Report for MY2019</p>	Ms. Switzer	6:50	5 min
<p>10. Review of Population Health Assessment Review of Population Health Assessment Possible Action: Approve the Population Health Assessment</p>	Dr. Liu	6:55	5 min
<p>11. Review of Clinical, Behavioral, and Medical Preventative Practice Guidelines Review the Clinical, Behavioral, and Medical Preventative Practice Guidelines Possible Action: Approve the Clinical, Behavioral, and Medical Preventative Practice Guidelines</p>	Ms. Chang	7:00	5 min
<p>12. American with Disabilities Act (ADA) Work Plan 2020 Review the ADA Work Plan 2020 Possible Action: Approve the ADA Work Plan 2020</p>	Ms. Chang	7:05	5 min
<p>13. Continuity and Coordination between Medical Care and Behavioral Healthcare Analysis Review the Continuity and Coordination between Medical Care and Behavioral and Healthcare Analysis Possible Action: Approve the Continuity and Coordination between Medical Care and Behavioral and Healthcare Analysis</p>	Ms. Franke	7:10	5 min
<p>14. Annual Review of QI Policies a. QI.05 Potential Quality of Care Issues b. QI.07 Physical Access Compliance c. QI.10 IHA and IHEBA Assessments Possible Action: Approve QI Policies as presented</p>	Dr. Liu	7:15	5 min
<p>15. Grievances and Appeals Report Review of the Grievance and Appeals Report</p>	Mr. Breakbill	7:20	10 min
<p>16. Quality Improvement Charter Review of the Quality Improvement Charter</p>	Dr. Liu	7:30	10 min
<p>17. Quality Dashboard Review of the Quality Dashboard</p>	Ms. Chang	7:40	5 min
<p>18. Compliance Report Review of the Compliance Report</p>	Ms. Yamashita	7:45	5 min
<p>19. Credentialing Committee Report Review December 20, 2019 Credentialing Committee Meeting Report Possible Action: Approve the December 20, 2019 Credentialing Committee Meeting Report</p>	Dr. Nakahira	7:50	5 min

<p>20. Utilization Management Committee Minutes Review minutes of the October 16, 2019 Utilization Management Committee Meeting Possible Action: Accept October 16, 2019 Utilization Management Committee Meeting minutes as presented</p>	<p>Dr. Lin</p>	<p>7:55</p>	<p>5 min</p>
<p>21. Adjournment Next Quality Improvement Committee meeting: April 8, 2020</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 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.