



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

Tuesday, August 9, 2022, 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: 868 3386 6338
<https://zoom.us/j/86833866338>
Passcode: SCFHP123

AGENDA

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|--|-----------------------------|------|--------|
| 1. Roll Call | Dr. Paul | 6:00 | 3 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 (QIC) reserves the right to limit the duration of the public comment period to 30 minutes. | Dr. Paul | 6:03 | 2 min |
| 3. Meeting Minutes
Review draft minutes of the 06/14/2022 QIC meeting.
Possible Action: Approve draft minutes of the 06/14/2022 QIC meeting | Dr. Paul | 6:05 | 5 min |
| 4. Chief Executive Officer (CEO) Update
Discuss status of current topics and initiatives. | Ms. Tomcala | 6:10 | 10 min |
| 5. Compliance Report
Review the Compliance Report. | Mr. Haskell | 6:20 | 10 min |
| 6. Cal MediConnect (CMC) Availability of Practitioners Evaluation
Review the CMC Availability of Practitioners Evaluation.
Possible Action: Approve the CMC Availability of Practitioners Evaluation | Ms. Graciano | 6:30 | 20 min |
| 7. Annual E-Mail Quality and Analysis Report
Review the Annual E-Mail Quality and Analysis Report.
Possible Action: Approve the E-Mail Quality and Analysis Report | Ms. Nguyen | 6:50 | 15 min |
| 8. Santa Clara Family Health Plan (SCFHP) Member Experience, including Behavioral Health (BH): 2021 Analysis
Review the SCFHP Member Experience, including BH: 2021 Analysis.
Possible Action: Approve the SCFHP Member Experience, including BH 2021 Analysis | Mr. Hernandez &
Ms. Enke | 7:05 | 15 min |

<p>9. HEDIS Reporting Review of the HEDIS Reporting 2021.</p>	<p>Ms. Le 7:20 10 min</p>
<p>10. Annual Review of QI Policies a. QI.17 Behavioral Health Care Coordination b. QI.18 Sensitive Services, Confidentiality, Rights of Adults and Minors c. QI.21 Information Exchange Between SCFHP & SCCBHS d. QI.25 Palliative Care e. QI.34 Housing and Homelessness Incentive Program Possible Action: Approve the QI policies as presented</p>	<p>Ms. Chen & 7:30 5 min Ms. Andersen</p>
<p>11. Quality Dashboard Review the Quality Dashboard.</p>	<p>Ms. Bryant 7:35 10 min</p>
<p>12. Pharmacy & Therapeutics Committee (P&T) Review draft minutes of the 06/16/2022 P&T Committee meeting. Possible Action: Accept the 06/16/2022 P&T draft meeting minutes</p>	<p>Dr. Lin 7:45 5 min</p>
<p>13. Utilization Management Committee (UMC) Review draft minutes of the 07/20/2022 UMC meeting. Possible Action: Accept the 07/20/2022 UMC draft meeting minutes</p>	<p>Dr. Lin 7:50 5 min</p>
<p>14. Credentialing Committee Report Review the 06/01/2022 Credentialing Committee Report. Possible Action: Approve the 06/01/2022 Credentialing Committee Report</p>	<p>Dr. Nakahira 7:55 5 min</p>
<p>15. Adjournment The next QIC meeting will be held on October 11, 2022.</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.