

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

Wednesday, February 9, 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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|---|---------------|------|--------|
| 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 | 2 min |
| 3. Meeting Minutes
Review minutes of the December 9, 2020 Quality Improvement Committee meeting.
Possible Action: Approve minutes of the December 9, 2020 Quality Improvement Committee meeting | Dr. Paul | 6:07 | 3 min |
| 4. CEO Update
Discuss status of current topics and initiatives. | Ms. Tomcala | 6:10 | 10 min |
| 5. Assessment of Network Adequacy MY2020
Review the Network Adequacy Report for MY2020.
Possible Action: Approve the Network Adequacy Report for MY2020 | Ms. Switzer | 6:20 | 10 min |
| 6. Review of Quality Improvement (QI) Program Description 2021
Review the QI Program Description 2021.
Possible Action: Approve the QI Program Description 2021 | Ms. Baxter | 6:30 | 5 min |
| 7. Review of Health Education (HE) Program Description 2021, HE Work Plan 2021, and HE Evaluation 2020
Review the HE Program Description 2021, HE Work Plan 2021, and HE Evaluation 2020.
Possible Action: Approve the HE Program Description 2021, HE Work Plan 2021, and HE Evaluation 2020 | Mr. Hernandez | 6:35 | 5 min |

<p>8. Review of Cultural and Linguistics (C&L) Program Description 2021, C&L Work Plan 2021, and C&L Evaluation 2020 Review the C&L Program Description 2021, C&L Work Plan 2021, and C&L Evaluation 2020. Possible Action: Approve the C&L Program Description 2021, C&L Work Plan 2021, and C&L Evaluation 2020</p>	Ms. Shah	6:40 10 min
<p>9. Review of Population Health Assessment Review the Population Health Assessment. Possible Action: Approve the Population Health Assessment</p>	Dr. Liu	6:50 10 min
<p>10. 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>	Mr. Pascual	7:00 5 min
<p>11. Annual Review of QI Policies a. QI.05 Potential Quality of Care Issues b. QI.07 Physical Access Compliance c. QI.10 Initial Health Assessment (IHA) and Staying Healthy Assessment (SHA) d. QI.13 Comprehensive CM e. QI.29 Nurse Advice Line Possible Action: Approve QI & CM Policies as presented</p>	Dr. Liu & Ms. Singh	7:05 5 min
<p>12. American with Disabilities Act (ADA) Work Plan 2021 Review the ADA Work Plan 2021</p>	Ms. Patel	7:10 5 min
<p>13. Initial Health Assessment (IHA): Q1 and Q2 Reports Review IHA Q1 and Q2 Reports</p>	Ms. Patel	7:15 10 min
<p>14. Grievance and Appeals Report Q4 2020 Review the Grievance and Appeals Report Q4 2020. Possible Action: Approve the Grievance and Appeals Report Q4 2020</p>	Ms. Luong	7:25 5 min
<p>15. Quality Dashboard Review of the Quality Dashboard.</p>	Dr. Liu	7:30 5 min
<p>16. Compliance Report Review of the Compliance Report.</p>	Mr. Haskell	7:35 5 min
<p>17. Pharmacy and Therapeutics (P&T) Committee Review minutes of the 09/17/2020 P&T Committee meeting. Possible Action: Approve the 09/17/2020 P&T Committee meeting minutes</p>	Dr. Lin	7:40 5 min
<p>18. Pharmacy and Therapeutics (P&T) Committee Review minutes of the 12/17/2020 P&T Committee meeting. Possible Action: Approve the 12/17/2020 P&T Committee meeting minutes</p>	Dr. Lin	7:45 5 min
<p>19. Utilization Management Committee (UMC) Review minutes of the 10/14/2020 UMC meeting. Possible Action: Approve the 10/14/2020 UMC meeting minutes</p>	Dr. Lin	7:50 5 min

20. Credentialing Committee Report

Dr. Nakahira 7:55 5 min

Review 12/02/2020 Credentialing Committee Report.

Possible Action: Approve the 12/02/2020 Credentialing Committee Report**21. Adjournment**

Dr. Paul 8:00

The next QIC meeting will be held on April 14, 2021.

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.