

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

Tuesday, February 8, 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: 962 5812 9548
<https://zoom.us/j/96258129548>
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 12/7/2021 QIC meeting.
Possible Action: Approve draft minutes of the 12/7/2021 QIC meeting | Dr. Paul | 6:05 | 3 min |
| 4. Network Adequacy Assessment 2021
Review the Network Adequacy Assessment 2021.
Possible Action: Approve the Network Adequacy Assessment 2021 | Ms. Fadley | 6:08 | 10 min |
| 5. Clinical, Behavioral, & Medical Preventative Practice Guidelines
Review the Clinical, Behavioral, & Medical Preventative Practice Guidelines.
Possible Action: Approve the Clinical, Behavioral, & Medical Preventative Guidelines | Ms. Tran | 6:18 | 5 min |
| 6. Quality Improvement (QI) Program Description 2022
Review the QI Program Description 2022.
Possible Action: Approve the QI Program Description 2022 | Ms. Baxter | 6:23 | 10 min |
| 7. Health Education (HE) Evaluation 2021, HE Program Description 2022, HE Work Plan 2022
Review the HE Evaluation 2021, HE Program Description 2022, and HE Work Plan 2022.
Possible Action: Approve the HE Evaluation 2021, HE Program Description 2022, and HE Work Plan 2022 | Ms. Hernandez | 6:33 | 10 min |

<p>8. Cultural and Linguistics (C&L) Evaluation 2021, C&L Program Description 2022, C&L Work Plan 2022 Review the C&L Evaluation 2021, C&L Program Description 2022, and C&L Work Plan 2022. Possible Action: Approve the C&L Evaluation 2021, C&L Program Description 2022, and C&L Work Plan 2022</p>	Ms. Hernandez	6:43 10 min
<p>9. Grievance and Appeals (G&A) Report Q3 and Q4 2021 Review the G&A Report Q3 and Q4 2021. Possible Action: Approve the G&A Report Q3 and Q4 2021</p>	Mr. Oliveira	6:53 10 min
<p>10. SCFHP Equity Steering Committee Review new structure for organization-wide focus on diversity, equity, and inclusion.</p>	Ms. Bui-Tong	7:03 5 min
<p>11. Health Outcomes Survey (HOS) 2021 Review results from the HOS 2021.</p>	Mr. Lu	7:08 7 min
<p>12. American with Disabilities Act (ADA) Work Plan 2022 Review the ADA Work Plan 2022.</p>	Ms. Funches	7:15 5 min
<p>13. Annual Review of QI Policies</p> <ul style="list-style-type: none"> 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.14 Disease Surveillance e. QI.23 Alcohol and Drug Screening Assessment, Brief Intervention, and Referral to Treatment (SABIRT) f. QI.29 Nurse Advice Line g. QI.31 Community Supports (CS) h. QI.32 Enhanced Care Management (ECM) <p>Possible Action: Approve the QI policies as presented</p>	Dr. Liu	7:20 5 min
<p>14. QIC Charter Review of the QIC Charter. Possible Action: Approve the QIC Charter</p>	Dr. Liu	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. Consumer Advisory Board (CAB) Review draft minutes of the 12/2/21 CAB meeting. Possible Action: Approve the 12/2/21 CAB meeting minutes</p>	Dr. Nakahira	7:40 5 min
<p>18. Pharmacy & Therapeutics Committee (P&T) Review draft minutes of the 12/16/2021 P&T meeting. Possible Action: Approve the 12/16/2021 P&T draft meeting minutes</p>	Dr. Lin	7:45 5 min
<p>19. Utilization Management Committee (UMC) Review draft minutes of the 1/19/2022 UMC meeting. Possible Action: Approve the 1/19/2022 UMC draft meeting minutes</p>	Dr. Lin	7:50 5 min

20. Credentialing Committee Report

Dr. Nakahira 7:55 5 min

Review 12/1/2021 Credentialing Committee Report.

Possible Action: Approve the 12/1/2021 Credentialing Committee Report**21. Adjournment**

Dr. Paul 8:00

The next QIC meeting will be held on April 12, 2022.

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.