



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

Tuesday, December 13, 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: 812 3803 8207  
<https://zoom.us/j/81238038207>  
Passcode: QICMeet23!

## **AGENDA**

<b>1. Roll Call</b>	Dr. Paul	6:00	5 min
<b>2. Public Comment</b> 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	3 min
<b>3. Meeting Minutes</b> Review draft minutes of the 10/11/2022 QIC meeting. <b>Possible Action:</b> Approve draft minutes of the 10/11/2022 QIC meeting	Dr. Paul	6:08	2 min
<b>4. Chief Executive Officer (CEO) Update</b> Discuss status of current topics and initiatives.	Ms. Tomcala	6:10	10 min
<b>5. Compliance Report</b> Review the Compliance Report.	Mr. Haskell	6:20	10 min
<b>6. Consumer Assessment of Healthcare Providers and Systems Survey (CAHPS) 2022</b> Review results from the 2022 Cal Medi-Connect (CMC) CAHPS Survey.	Mr. Scrase	6:30	15 min
<b>7. Annual CMC Continuity and Coordination of Medical Care Analysis</b> Review the CMC Continuity and Coordination of Medical Care Analysis. <b>Possible Action:</b> Approve the CMC Continuity and Coordination of Medical Care Analysis	Ms. Cagle	6:45	15 min
<b>8. Grievance &amp; Appeals (G&amp;A) Report Q3 2022</b> Review the G&A Report Q3 2022. <b>Possible Action:</b> Approve the G&A Report Q3 2022	Mr. Oliveira	7:00	10 min
<b>9. Quality Dashboard</b> Review the Quality Dashboard.	Ms. Baxter	7:10	10 min
<b>10. Initial Health Assessment (IHA) Update</b> Review updates to the IHA.	Ms. Chang	7:20	10 min

<p><b>11. Utilization Management Committee (UMC)</b> Review draft minutes of the 10/19/2022 UMC meeting. <b>Possible Action:</b> Accept the 10/19/2022 UMC draft meeting minutes</p>	<p>Dr. Lin                      7:30    5 min</p>
<p><b>12. Consumer Advisory Board (CAB)</b> Review draft minutes of the 12/01/2022 CAB meeting. <b>Possible Action:</b> Accept the 12/01/2022 CAB draft meeting minutes</p>	<p>Dr. Nakahira                7:35    5 min</p>
<p><b>13. Credentialing Committee</b> Review draft minutes of the 10/05/2022 Credentialing Committee meeting. <b>Possible Action:</b> Accept draft minutes of the 10/05/2022 Credentialing Committee meeting</p>	<p>Dr. Nakahira                7:40    5 min</p>
<p><b>14. Credentialing Committee – Ad Hoc Meeting</b> Review draft minutes of the 10/26/2022 Ad Hoc Credentialing Committee Meeting. <b>Possible Action:</b> Accept draft minutes of the 10/26/2022 Ad Hoc Credentialing Committee meeting</p>	<p>Dr. Nakahira                7:45    5 min</p>
<p><b>15. Credentialing Committee Report</b> Review the 10/26/2022 Credentialing Committee Report. <b>Possible Action:</b> Accept the 10/26/2022 Credentialing Committee Report</p>	<p>Dr. Nakahira                7:50    5 min</p>
<p><b>16. 2023 Board and Committee Meeting Calendar</b> Review the 2023 QIC meeting dates.</p>	<p>Ms. Chang                    7:55    5 min</p>
<p><b>17. Adjournment</b> The next QIC meeting will be held on January 10, 2023.</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](http://www.scfhp.com).