

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

Wednesday, December 9, 2020, 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: 945 6646 6475  
<https://zoom.us/j/94566466475>  
Passcode: QIC120920

## **AGENDA**

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| <b>1. Roll Call</b>  | Dr. Paul          | 6:00 | 5 min  |
| <b>2. Public Comment</b><br>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  |
| <b>3. Meeting Minutes</b><br>Review minutes of the October 21, 2020 Quality Improvement Committee meeting.<br><b>Possible Action:</b> Approve minutes of the October 21, 2020 Quality Improvement Committee meeting  | Dr. Paul          | 6:10 | 5 min  |
| <b>4. CEO Update</b><br>Discuss status of current topics and initiatives.  | Ms. Tomcala       | 6:15 | 10 min |
| <b>5. Provider Accessibility Assessment</b><br>Review the Provider Accessibility Assessment.<br><b>Possible Action:</b> Approve the Provider Accessibility Assessment  | Ms. Switzer       | 6:25 | 10 min |
| <b>6. QI.30 Private Duty Nursing Policy</b><br>Review the QI.30 Private Duty Nursing Policy.<br><b>Possible Action:</b> Approve the QI.30 Private Duty Nursing Policy  | Ms. Singh         | 6:35 | 5 min  |
| <b>7. Annual Continuity and Coordination between Medical Care and Behavioral Healthcare Analysis</b><br>Review the Annual Continuity and Coordination between Medical Care and Behavioral Healthcare Analysis.<br><b>Possible Action:</b> Approve the Annual Continuity and Coordination between Medical Care and Behavioral Healthcare Analysis | Ms. Franke-Brauer | 6:40 | 10 min |

<p><b>8. Annual Cal Medi-Connect (CMC) Continuity and Coordination of Medical Care Analysis (2020)</b> Review the Annual CMC Continuity and Coordination of Medical Care Analysis (2020). <b>Possible Action:</b> Approve the Annual CMC Continuity and Coordination of Medical Care Analysis (2020)</p>	Ms. Patel	6:50 10 min
<p><b>9. Personalized Information on Health Plan Services</b> Review the Quality and Accuracy of Information on Web and Telephone Functionality. <b>Possible Action:</b> Approve the Personalized Information on Health Plan Services</p>	Ms. Nguyen	7:00 10 min
<p><b>10. Pharmacy Benefit Information</b> Review the Quality and Accuracy of Pharmacy Benefit Information. <b>Possible Action:</b> Approve the Pharmacy Benefit Information</p>	Ms. Nguyen	7:10 10 min
<p><b>11. Grievance and Appeals Member Experience Analysis 2019</b> Review the Grievance and Appeals Member Experience Analysis 2019.</p>	Mr. Hernandez	7:20 10 min
<p><b>12. Grievance and Appeals Report Q3 2020</b> Review the Grievance and Appeals Report Q3 2020.</p>	Ms. Luong	7:30 10 min
<p><b>13. Quality Dashboard</b> Review of the Quality Dashboard.</p>	Dr. Liu	7:40 5 min
<p><b>14. Compliance Report</b> Review of the Compliance Report.</p>	Mr. Haskell	7:45 10 min
<p><b>15. Credentialing Committee Report</b> Review 10/07/2020 Credentialing Committee Meeting Report. <b>Possible Action:</b> Approve the 10/07/2020 Credentialing Committee Meeting Report</p>	Dr. Nakahira	7:55 5 min
<p><b>16. Adjournment</b> The next QIC meeting will be held on February 9, 2021.</p>	Dr. Paul	8:00

### 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).