

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

Tuesday, August 10, 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 (QIC) reserves the right to limit the duration of the public comment period to 30 minutes. | Dr. Paul | 6:05 5 min |
| 3. Meeting Minutes
Review draft minutes of the 06/09/2021 QIC meeting.
Possible Action: Approve draft minutes of the 06/09/2021 QIC meeting | Dr. Paul | 6:10 5 min |
| 4. CEO Update
Discuss status of current topics and initiatives. | Ms. Tomcala | 6:15 10 min |
| 5. SCFHP Cal MediConnect (CMC) Availability of Practitioners Evaluation
Review of the SCFHP CMC Availability of Practitioners Evaluation.
Possible Action: Approve the SCFHP CMC Availability of Practitioners Evaluation | Ms. Gambatese | 6:25 15 min |
| 6. HEDIS Reporting
Review of the HEDIS Reporting 2020. | Ms. Le | 6:40 15 min |
| 7. Annual E-Mail Quality and Analysis
Review the annual E-Mail Quality and Analysis report.
Possible Action: Approve the Annual E-Mail Quality and Analysis | Ms. Nguyen | 6:55 15 min |

<p>8. Annual Quality and Accuracy of Information to Members via Web and Telephone Analysis Review of the Annual Quality and Accuracy of Information to Members via Web and Telephone Analysis. Possible Action: Approve the Annual Quality and Accuracy of Information to Members via Web and Telephone Analysis</p>	<p>Ms. Nguyen</p>	<p>7:10 15 min</p>
<p>9. Quality Dashboard Review of the Quality Dashboard.</p>	<p>Dr. Liu</p>	<p>7:25 10 min</p>
<p>10. Compliance Report Review of the Compliance Report.</p>	<p>Mr. Haskell</p>	<p>7:35 10 min</p>
<p>11. Pharmacy & Therapeutics Committee (P&T) Review draft minutes of the 06/17/2021 P&T Committee meeting. Possible Action: Approve the 06/17/2021 P&T draft meeting minutes</p>	<p>Dr. Lin</p>	<p>7:45 5 min</p>
<p>12. Utilization Management Committee (UMC) Review draft minutes of the 07/21/2021 UMC meeting. Possible Action: Approve the 07/21/2021 UMC draft meeting minutes</p>	<p>Dr. Lin</p>	<p>7:50 5 min</p>
<p>13. Credentialing Committee Report Review 06/02/2021 Credentialing Committee Report. Possible Action: Approve the 06/02/2021 Credentialing Committee Report</p>	<p>Dr. Nakahira</p>	<p>7:55 5 min</p>
<p>14. Adjournment The next QIC meeting will be held on October 12, 2021.</p>	<p>Dr. Paul</p>	<p>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.