



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

Wednesday, June 10, 2020, 6:00 PM – 8:00 PM
 Santa Clara Family Health Plan, Teleconference
 6201 San Ignacio Ave, San Jose, CA 95119

Minutes - Approved

Members Present

Ria Paul, MD, Chair
 Ali Alkoraishi, MD
 Nayyara Dawood, MD
 Jennifer Foreman, MD
 Jimmy Lin, MD
 Laurie Nakahira, D.O., Chief Medical Officer
 Christine Tomcala, Chief Executive Officer

Members Absent

Jeffrey Arnold, MD

Staff Present

Chris Turner, Chief Operating Officer
 Laura Watkins, Vice President, Marketing & Enrollment
 Lori Andersen, Director, Long Term Services & Support
 Darryl Breakbill, Director, Operations
 Johanna Liu, PharmD, Director, Quality & Process Improvement
 Jamie Enke, Manager, Process Improvement
 Carmen Switzer, Manager, Provider Network Access
 Theresa Zhang, Manager, Communications
 Desiree Funches, Grievance & Appeals Clinical Specialist, Quality Improvement

1. Roll Call

Ria Paul, MD, Chair, called the meeting to order at 6:03 pm. Roll call was taken and a quorum was established.

2. Public Comment

There were no public comments.

3. Meeting Minutes

Minutes of the April 8, 2020 Quality Improvement Committee (QIC) meeting were reviewed.

It was moved, seconded and the minutes of the April 8, 2020 QIC meeting were unanimously approved.

Motion: Dr. Lin

Second: Dr. Alkoraishi

Ayes: Dr. Foreman, Dr. Nakahira, Dr. Paul, Ms. Tomcala

4. CEO Update

Christine Tomcala, Chief Executive Officer, reported current plan membership is approximately 250,000 members and has been increasing recently. This is primarily due to the State suspending member disenrollments as a result of the pandemic. Currently, 97% of Plan staff continue to work remotely and there is no specific return-to-office date. There is a \$54 billion State budget deficit and there are various proposals in Sacramento that include potential premium decreases and benefit changes as a result of the deficit. CalAIM has been delayed until further notice.

5. Follow-Up / Old Business

a. SCFHP Access Interventions Progress Report – MY 2019

Carmen Switzer, Manager, Provider Network Access, reviewed the SCFHP Access Interventions Progress Report – MY2019.

Nayyara Dawood, MD, arrived at 6:11 pm.

6. Review Population Health Management Strategy 2020

Lori Anderson, Director, Long Term Services and Support, reviewed the Population Health Management Strategy 2020. There were no questions asked.

It was moved, seconded and the Population Health Management Strategy 2020 was unanimously approved.

Motion: Dr. Lin

Second: Dr. Paul

Ayes: Dr. Alkoraishi, Dr. Dawood, Dr. Foreman, Dr. Nakahira, Ms. Tomcala

7. Assessment of Cal MediConnect (CMC) Members Understanding of Marketing Information

Teresa Zhang, Manager, Communications, reviewed the Assessment of CMC Members Understanding of Marketing Information. There were no questions were asked.

It was moved, seconded and the Assessment of Cal MediConnect Members Understanding of Marketing Information was unanimously approved.

Motion: Dr. Lin

Second: Dr. Dawood

Ayes: Dr. Alkoraishi, Dr. Foreman, Dr. Nakahira, Dr. Paul, Ms. Tomcala

8. VHP Provider Satisfaction Survey (PSS) Report

Ms. Switzer reviewed the VHP PSS Report and clarified this report is specific to all lines of business.

It was moved, seconded and the VHP Provider Satisfaction Survey Report was unanimously approved.

Motion: Dr. Dawood

Second: Dr. Paul

Ayes: Dr. Alkoraishi, Dr. Foreman, Dr. Lin, Dr. Nakahira, Ms. Tomcala

9. Annual Review of QI Policies

Ms. Andersen reported no changes to the following policies during their annual review:

- a. QI.13 Comprehensive Case Management
- b. QI.15 Transitions of Care
- c. QI.17 Behavioral Health Care Coordination
- d. QI 18 Sensitive Services, Confidentiality, Rights of Adults and Minors
- e. QI.19 Care Coordination Staff Training
- f. QI.20 Information Sharing with San Andreas Regional Center (SARC)
- g. QI.21 Information Exchange Between SCFHP & Health Services Department
- h. QI.22 Early Start Program (Early Prevention Services)
- i. QI.23 Alcohol Misuse: Screening and Behavioral Counseling Interventions in Primary Care
- j. QI.24 Outpatient Mental Health Services: Mental Health Party
- k. QI.25 Intensive Outpatient Palliative Care
- l. QI.27 Informing Members of Behavioral Health Services

It was moved, seconded and the annual review of QI policies QI.13, QI.15, QI.17, QI.18, QI.19, QI.20, QI.21, QI.22, QI.23, QI.24, QI.25 and QI.27 were **unanimously approved.**

Motion: Dr. Lin

Second: Dr. Dawood

Ayes: Dr. Alkoraishi, Dr. Foreman, Dr. Nakahira, Dr. Paul, Ms. Tomcala

10. Grievances and Appeals Report

Darryl Breakbill, Director, Operations, reviewed the Grievances and Appeals Report for Q1 2020. Mr. Breakbill explained the increase in grievances filed in February, 2020, was a result of COVID-19, as PCP offices adjusted their hours as well as business operations.

11. Quality Dashboard

Dr. Liu reviewed the Quality Dashboard and clarified the Health Homes Program is designed to coordinate care for Medi-Cal members with chronic conditions and/or substance use disorders.

Dr. Liu explained SCFHP is currently rolling out the 2020 Member Incentives, with added enhancements, in hopes of increasing the compliant rate for Wellness Checks.

12. Compliance Report

Dr. Liu reviewed the Compliance Report on behalf of Jordan Yamashita, Director, Compliance. No questions were asked.

13. Pharmacy and Therapeutics Committee

Minutes if the December 19, 2019 Pharmacy and Therapeutics Committee (P&T) meeting were reviewed by Jimmy Lin, MD.

It was moved, seconded, and the December 19, 2019 P&T Committee meeting minutes were **unanimously approved.**

Motion: Dr. Lin

Second: Dr. Alkoraishi

Ayes: Dr. Dawood, Dr. Foreman, Dr. Nakahira, Dr. Paul, Ms. Tomcala

14. Utilization Management Committee

Minutes of the January 15, 2020 Utilization Management Committee (UMC) meeting were reviewed by Dr. Lin.

It was moved, seconded and the January 15, 2020 UMC meeting minutes were **unanimously approved.**

Motion: Dr. Foreman

Second: Dr. Dawood

Ayes: Dr. Alkoraishi, Dr. Lin, Dr. Nakahira, Dr. Paul, Ms. Tomcala

15. Credentialing Committee Report

Laurie Nakahira, DO, Chief Medical Officer, reviewed the Credentialing Committee Report for April 1, 2020.

It was moved, seconded and the Credentialing Committee Report was **unanimously approved.**

Motion: Dr. Lin

Second: Dr. Dawood

Ayes: Dr. Alkoraishi, Dr. Foreman, Dr. Nakahira, Dr. Paul, Ms. Tomcala

16. Adjournment

The next QIC meeting will be on August 12, 2020. The meeting was adjourned at 7:32 pm.



DocuSigned by:

Ria Paul

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Ria Paul, MD, Chair

1/6/2021

Date