

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

Wednesday, April 14, 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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|--|-------------|------|--------|
| <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 February 9, 2020 Quality Improvement Committee meeting.<br><b>Possible Action:</b> Approve minutes of the February 9, 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. Assessment of Member Cultural and Linguistic Needs and Preferences</b><br>Review the Assessment of Member Cultural and Linguistic Needs and Preferences.<br><b>Possible Action:</b> Approve the Assessment of Member Cultural and Linguistic Needs and Preferences | Ms. Switzer | 6:25 | 15 min |
| <b>6. Review of Quality Improvement (QI) Program Evaluation 2020</b><br>Review the QI Program Evaluation 2020.<br><b>Possible Action:</b> Approve the QI Program Evaluation 2020   | Ms. Baxter  | 6:40 | 15 min |
| <b>7. Review of QI Work Plan 2021</b><br>Annual review of the QI Work Plan 2021.<br><b>Possible Action:</b> Approve the QI Work Plan 2021  | Ms. Baxter  | 6:55 | 15 min |

<b>8. Health Outcomes Survey</b> Review results of the 2020 Health Outcomes Survey.	Mr. Lu	7:10 10 min
<b>9. Annual Review of QI Policies</b> <ul style="list-style-type: none"> <li>a. QI.03 Distribution of QI Information</li> <li>b. QI.04 Peer Review Process</li> <li>c. QI.06 QI Study Design/Performance Improvement Program Reporting</li> <li>d. QI.08 Cultural and Linguistically Competent Services</li> <li>e. QI.09 Health Education Program and Delivery System</li> <li>f. QI.11 Member Non-Monetary Incentives</li> <li>g. QI.12 BIRT for Misuse of Alcohol</li> <li>h. QI.13 Comprehensive Case Management</li> <li>i. QI.15 Transitions of Care</li> <li>j. QI.16 Managed Long Term Services and Support Care Coordination</li> <li>k. QI.19 Care Coordination Staff Education and Training</li> <li>l. QI.28 Health Homes Program</li> <li>m. QI.30 Health Risk Assessment</li> <li>n. QI.31 Individual Care Plan</li> <li>o. QI.32 Interdisciplinary Care Team</li> </ul> <b>Possible Action:</b> Approve QI Policies as presented	Dr. Liu	7:20 5 min
<b>10. Grievance and Appeals Report Q4 2020</b> Review the Grievance and Appeals Report Q4 2020. <b>Possible Action:</b> Approve the Grievance and Appeals Report Q4 2020	Mr. Hernandez	7:25 10 min
<b>11. Compliance Report</b> Review of the Compliance Report.	Ms. Nguyen	7:35 5 min
<b>12. Utilization Management Committee (UMC)</b> Review draft minutes of the 01/20/2021 UMC meeting. <b>Possible Action:</b> Approve the 01/20/2021 UMC draft meeting minutes	Dr. Lin	7:40 5 min
<b>13. Consumer Advisory Board (CAB)</b> Review draft minutes of the 03/04/2021 CAB meeting. <b>Possible Action:</b> Approve the 03/04/2021 CAB draft meeting minutes	Dr. Liu	7:45 5 min
<b>14. Pharmacy and Therapeutics Committee (P&amp;T)</b> Review draft minutes of the 03/18/2021 P&T Committee meeting. <b>Possible Action:</b> Approve the 03/18/2021 P&T Committee draft meeting minutes	Dr. Lin	7:50 5 min
<b>15. Credentialing Committee Report</b> Review 02/03/2021 Credentialing Committee Report. <b>Possible Action:</b> Approve the 02/03/2021 Credentialing Committee Report	Dr. Lin	7:55 5 min
<b>16. Adjournment</b> The next QIC meeting will be held on June 9, 2021.	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).