



**SAN FRANCISCO
HEALTH PLAN™**

Here for you

Quality Improvement Committee Meeting

Thursday, December 14, 2017

7:30 – 9:00 AM

50 Beale Street, 13th Floor

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Conference Call Number: +1 (628) 220-4855 Access Code: 6789238

AGENDA

Quality Improvement Committee: Open Session			
Time	Topic	Objective	Assigned
7:30	Follow Up Items (5 min)	Update	Dr. Glauber
	QIC: quorum: 5 QIC members, 3 physicians, including committee chair <ul style="list-style-type: none"> Public Comments/Questions Follow Up Items (p. 2) 		
7:35	Consent Calendar (5 min)	Update / Vote	Dr. Glauber
	<ul style="list-style-type: none"> Review of Minutes – October 12, 2017 (p. 3) Health Services Update – November 2017 (p. 12) Pharmacy & Therapeutics Committee Minutes – July 2017 (p. 16) <ul style="list-style-type: none"> P&T Committee Interim Vote for New Hepatitis C drugs (p. 24) Q2 2017 Emergency Room Visit/Prescription Access Report (p. 28) Q3 2017 Grievance and Appeals Report (p. 31) Q3 2017 Potential Quality Issue Report (p. 44) UM Clinical Criteria <ul style="list-style-type: none"> Interqual (p. 46) Hayes (p. 51) SFHP Criteria for Genital Gender Confirmation Services (p. 52) 	Vote	
7:40	Quality Improvement (80 minutes)		
	<ul style="list-style-type: none"> Policy and Procedures QI-06 & QI-15 Summary of Updates (p. 59) <ul style="list-style-type: none"> QI-06 Member Grievances and Appeals – 5 min. (p. 60) QI-15 Quality Improvement Program – 5 min. (p. 62) 2017 QI Program Evaluation – 20 min. (p. 66) 2018 QI Plan – 20 min. (p. 103) 2017 Beacon Quality Program Evaluation – 10 min. (p. 149) 2016 Beacon Member Satisfaction Survey Results – 10 min. (p. 175) 	Vote Vote Vote Vote Update	J. Soos A. Sharma L. Grossmann/ M. Sijapati
9:00	PAC		

NEXT MEETING THURSDAY, FEBRUARY 8, 2018