



Quality Improvement and Health Equity Committee: DSNP-Care Plus Program Minutes

Date: June 11, 2026
Meeting Place: 50 Beale Street, 12th Floor
San Francisco, CA 94119

Microsoft Teams Meeting
[+1 323-475-1528,,622792691#](https://teams.microsoft.com/join/+13234751528622792691)

Meeting Time: 8:00AM – 10:00AM

QIHEC Members Present:

Dr. Ana Valdes, Chief Healthcare Officer, *HealthRight360*; Dr. Kenneth Tai, Chief Health Officer, *NEMS*; Dr. Kathleen Chung, Medical Director, Value Based Care, *SFHN*; Dr. David Ofman, Chief Medical Officer, *SFCCC*; Dr. Jackie Lam, Medical Director/QI/QA Director, *NEMS*; Michael Stoutmire, *SFHP MAC Member*; Maria Contreras, *SFHP MAC Member*

Not present: Dr. Blake Gregory, Primary Care Director of Population Health and Quality, Medical Director, Complex Care Program, *SFHN*; Dr. Amy Lu, Chief Quality Officer, *UCSF*; Dr. Lisa Inman, Co-Chief Medical Officer, Deputy Medical Director, *SFHN BHS*; Alecia Martin, Director of Quality Management, *SFDPH BHS*;

SFHP Staff Present:

Steve O'Brien, Chief Medical Officer; Edwin Poon, Chief Health Equity Officer; Jean Giggers, Sr. Director, Health Services Clinical Operations; Malaika Stoll, Sr. Medical Director; Sonya Barnett-Smith, Director, Utilization Management; Shenita Hurskin, Director, Quality & Population Health Management; Yves Gibbons, Manager, Quality Improvement & Population Health; Emily Turpin Srock, Supervisor, Quality Improvement & Population Health; Maya Velardez, Associate Program Manager, Quality Improvement; Michelle Gomez-Dediu, Associate Program Manager, Access to Care; Kathy Pham, Associate Program Manager, Behavioral Health; José Méndez, Sr. Manager, Quality Data Analytics; Jorge Ramirez, Program Manager, Quality Data Analytics; Brian Ellsworth, Director, Pharmacy; Henrietta Tran, Sr. Manager, Care Management, Medicare

Guests Present:

Zainab During, Clinical Quality Program Director, Carelon; Eric Cooke, QI Manager, *SFCCC*

Topic		Follow-up [if Quality Issue identified, Include Corrective Action]	Resolution, or Closed Date [for Quality Issue, add plan for Tracking after Resolution]
Call to Order	Meeting called to order at 8:01am by Steve O'Brien, MD, CMO, San Francisco Health Plan (SFHP).		
Medi-Cal Program (8:01am - 9:21am)			
Consent Calendar	• QIHEC DSNP-Care Plus Program Minutes (Mar 2026)		Motion to Approve: Dr. Kathleen Chung Second: Dr. Malaika Stoll Opposed: None Approved: • QIHEC DSNP-Care Plus Program Minutes (Mar 2026)
Quality Improvement & Population Health	• Optimizing Stars Oversight (Q1 2026 Data) Shenita Hurskin presented updates on the DSNP Care Plus program, including enrollment, network expansion, quality performance, and upcoming strategic priorities. She reported continued positive enrollment growth, with 1,074 members enrolled as of June 1, 2026, reflecting steady month-over-month increases. Shenita provided updates on network expansion and contracting efforts, noting that active contract discussions are underway with AAMG and Jade. Execution is targeted for early July 2026, with enrollment anticipated to begin in October 2026. She further shared that the next phase would include contracting discussions with SFHN, with a planned January 1, 2027, go-live for Chinatown and Silver Avenue clinics, followed by broader consortium engagement. A phased onboarding approach is being implemented to ensure appropriate capacity management and smooth provider integration. Shenita reviewed early Star Rating performance indicators, noting that the current overall rating is limited due to incomplete data and low denominators across measures. Based on available data, the plan is currently tracking at approximately a one-star level, though this is not considered representative given the early stage of data collection. She highlighted that pharmacy measures are performing strongly, currently reflecting five-star performance based on internal claims data, while many clinical measures are annual and will require additional months of data to assess accurately. Shenita explained that, in the interim, 2025 dual-eligible survey results are being used as placeholders until DSNP-specific survey results become available. An off-cycle DSNP	Shenita Hurskin/PNM — Finalize contracts with AAMG and Jade (<i>Target: early July 2026; enrollments effective October 2026</i>) Shenita Hurskin/PNM — Continue SFHN contracting discussions; prepare for Chinatown and Silver Avenue clinic go-live (<i>Target: January 1, 2027</i>) Shenita Hurskin/PNM —	

	CAHPS/HOS survey is planned for approximately October 2026, with full survey integration expected in 2027. She also outlined upcoming changes to Star measure calculations, including: 1. Removal of operational measures beginning Measurement Year 2027 2. Addition of depression screening measures 3. Increased weighting of medication adherence measures (triple-weighted) She noted that new plans generally receive a default baseline rating of 3.5 stars once fully evaluated, with SFHP's goal to achieve 4.0 stars or higher. During the discussion, Dr. O'Brien emphasized the importance of early-year performance monitoring and proactive interventions to ensure year-end success, particularly in high-impact Star measures.	Initiate consortium discussions following SFHN onboarding Emily Turpin Srock — Plan and conduct off-cycle DSNP CAHPS/HOS survey (Target: ~October 2026)	
Pharmacy	• Adherence Stars Success Brian Ellsworth presented updates on pharmacy operations and performance on Star measures. He described ongoing activities including daily claims review and issue resolution, provider and pharmacy outreach, and coordination with care management teams. He highlighted the Medication Therapy Management (MTM) program, managed in collaboration with MedImpact, as well as the opioid drug management program, which includes dispensing limits, provider outreach, and pharmacist override capabilities when clinically appropriate. In reviewing Star performance, Brian noted that five out of six pharmacy measures are currently performing at five stars, with the remaining measure at four stars based on internal claims data. Key measures include: 1. Statin Use in Persons with Diabetes (SUPD) 2. Medication adherence measures (cholesterol, diabetes, hypertension) 3. Opioid and benzodiazepine concurrent use 4. Anticholinergic polypharmacy He emphasized that medication adherence measures are heavily weighted, making them critical to overall Star performance. Brian also highlighted several strategies supporting medication adherence, including: 1. Up to 100-day medication supplies at no cost 2. Mail-order pharmacy options 3. Active refill monitoring and outreach 4. Coordination with care management teams Dr. O'Brien emphasized the importance of strong pharmacy partnerships and operational processes as a key driver of success for the DSNP program.		

Care Management	• SFHP Care Plus Metrics Henrietta Tran presented Care Plus program metrics, including enrollment, utilization, and care management engagement indicators. She highlighted ongoing efforts to improve coordination of care for high-risk members and enhance transitions of care processes. The presentation showed the importance of continued monitoring and targeted interventions to support complex members. Henrietta Tran presented updates on Care Plus care management, including membership, risk stratification, and performance on key care management activities. She reported membership growth from 937 members in May to approximately 1,000 members in June 2026. Members are stratified using an internal risk algorithm, with low-risk Health Risk Assessments (HRAs) delegated to NEMS, while SFHP conducts outreach across all risk levels. Henrietta reported strong performance on care management activities: 1. HRA completion rates approximately 84% in Q1, with April–May maintaining performance in the low 80% range 2. Initial Individual Care Plan (ICP) completion rates at 97% for moderate- and high-risk members enrolled for at least 90 days To improve both member and staff experience, she announced that the HRA tool will be shortened by approximately 50%, effective July 1, 2026, with the goal of sustaining high completion rates while reducing burden. Henrietta also provided updates on data integration efforts, noting ongoing work to establish a monthly data exchange with NEMS. This will allow NEMS performance data to be incorporated into SFHP dashboards, improving visibility and coordination across teams. Dr. O'Brien noted that timely data exchange and interoperability are critical, particularly as allowances for retrospective chart abstraction continue to decrease.	Henrietta Tran — Implement shortened HRA (50% reduction) (Effective July 1, 2026) Henrietta Tran — Establish monthly data exchange with NEMS for dashboard integration	
Events and Announcements	• Provider Data Summit José Méndez announced upcoming biannual provider data summits: 1. July session will focus on data quality and improvement 2. October session will focus on audit readiness and preparation Invitations have been distributed to PQP contacts, with encouragement for recipients to share with quality improvement and data teams to promote participation.		

Meeting Adjourned	Meeting adjourned at 9:44am.		
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Signed by:

Steve O'Brien

9/3/2026

Signed by: 14944C4...

Edwin Poon

9/3/2026

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QIHE Committee Co-Chair's Signature & Date

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Minutes are considered final only with approval by the QIHEC at its next meeting.