



Quality Improvement and Health Equity Committee: Medi-Cal 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*; Alecia Martin, Director of Quality Management, *SFDPH BHS*; Dr. Lisa Inman, Co-Chief Medical Officer, Deputy Medical Director, *SFHN 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).		
Welcome/Updates	Dr. O'Brien opened the meeting and welcomed attendees and introduced the agenda.		
Consent Calendar	• QIHEC Medi-Cal Program Minutes (Mar 2026) • UM Committee Minutes (Feb 2026) • UM Performance Report (Q1 2026) • UM Prior Authorization Metrics (All Lines of Business) • Health Services P&P Updates (Mar – May 2026)		Motion to Approve: Dr. Malaika Stoll Second: Dr. Ana Valdes Opposed: None Approved: • QIHEC Medi-Cal Program Minutes (Mar 2026) • UM Committee Minutes (Feb 2026) • UM Performance Report (Q1 2026) • UM Prior Authorization Metrics (All Lines of Business) • Health Services P&P Updates (Mar – May 2026)
Quality Improvement & Population Health	• 2025 QIHE Evaluation Follow-up: Final Rates & Target Outcomes Yves Gibbons presented final 2025 performance outcomes and 2026 targets across key quality measures. They reported that 16 of 27 measures met target in 2025, with notable improvement in all-cause readmissions, which increased from approximately the 10th percentile to the 66th percentile. SFHP is expected to meet all Medi-Cal Accountability Set (MCAS) Minimum Performance Levels (MPLs), placing the plan in Tier 1 status with DHCS and avoiding sanctions. For 2026, Yves outlined priority focus areas, including health plan caps, well-child visits in the first 15 months of life, follow-up after ED visits for substance use (FUA), and well-care visits for children and adolescents. They emphasized the importance of improving performance in health plan caps as a key organizational priority. • QI Scorecard (Q1 2026)	Emily Turpin Srock — Include Dr. Stoll in PCP access workgroup; continue biweekly operations work Yves Gibbons / Edwin Poon — Obtain board approval for FUA gift card pilot and prepare	

	Yves Gibbons presented Q1 2026 performance trends and early-year data across core measures. They noted expected variability at the start of the measurement year and emphasized the importance of maintaining focus on priority measures to ensure progress toward annual targets. They reiterated ongoing efforts to reduce unnecessary prior authorizations and continue monitoring delegate denial rates as part of broader utilization and access improvement strategies. Yves Gibbons and Edwin Poon provided updates on data infrastructure enhancements, highlighting expansion of ADT/HIE capabilities and the transition to Manifest MedEx. The team emphasized efforts to move away from fax-based and manual reporting processes toward near real-time electronic data exchange, supporting more timely care coordination and improved gap closure. Zainab During asked about the plan's ADT platform and its integration with current workflows. Edwin clarified that the transition to MedEx will strengthen interoperability and improve event notification capabilities. Key Initiatives and Program Updates Yves presented several ongoing and upcoming initiatives for 2026, including: 1. Launch of the Black/African American Health Equity Work Group 2. Continued in-person gift card pilots for well-child visits 3. Planned FUA gift card pilot, targeted for mid-late summer pending governing board approval 4. Partnership with Roots Community Health for hypertension management 5. Provider Quality Performance (PQP) access improvement projects, using unearned PQP withhold funds to support access and member experience improvements Zainab During asked about the timeline for the FUA gift card pilot. Yves confirmed that the initiative is pending board approval, with a tentative launch targeted for mid-to-late summer 2026. • PHM Governance Emily Turpin Srock presented updates on the Population Health Management (PHM) governance structure, including its role in strengthening cross-functional alignment and improving accountability across population health initiatives. She outlined two primary priorities for 2026: 1. Increasing primary care access and engagement 2. Strengthening policy infrastructure, monitoring, and operational workflows Emily described ongoing work through a cross-functional access workgroup focused on improving primary care engagement, including policy updates, performance tracking, and	launch (<i>Pending approval</i>)	
--	--	---	--

	workflow development. She also highlighted efforts to strengthen the Community Health Worker (CHW) network, including enhancements to referral pathways, intake processes, and reporting. Dr. Kathleen Chung asked clarifying questions regarding CHW integration and workflow coordination. Emily and Edwin provided additional context on CHW roles and their integration within care management efforts. Maria Contreras provided feedback from a member experience perspective, noting that members are often auto-assigned to clinics based on availability rather than proximity. She highlighted challenges related to identifying assigned clinics, navigating appointment scheduling, and interacting with automated phone systems, particularly for older adults.		
Behavioral Health	2025 Carelon Provider Experience and Member Satisfaction Survey Results Zainab During presented high-level findings from the 2025 Carelon provider and member surveys. Results indicated improvement in overall provider satisfaction between 2023 and 2025, as well as gains in member experience domains such as appointment access, language services, and staff courtesy. However, several areas for improvement were identified, including: 1. Claims processing timeliness 2. Customer service responsiveness 3. Provider engagement and communication 4. First-time appointment access 5. Call center first-call resolution Dr. Malaika Stoll, Dr. Kenneth Tai, and Maria Contreras asked clarifying questions regarding survey findings and implications for provider performance and member experience. Emily Turpin Srock requested specific examples of strategies to improve provider engagement and communication; Zainab During noted that additional details would be included in the forthcoming full reports. Full provider and member survey reports are expected by July 1.	Zainab During — Provide full Carelon provider & member experience reports; clarify provider goal methodology (<i>By July 1</i>)	
Health Equity	Health Equity Updates Edwin Poon presented updates on health equity initiatives, highlighting ongoing work to address disparities across priority populations. He identified a key concern related to the Unsatisfactory Immigration Status (UIS) subgroup, which demonstrates lower preventive care performance across several pediatric measures. The committee discussed the need for historical trend analysis to better understand disparities and inform targeted interventions. Dr. Malaika Stoll noted that declining well-child visit rates may be influenced by vaccine hesitancy and recommended further analysis by age group to	José Méndez — Conduct historical MCAS trend analysis for UIS population (2023–2025) Edwin Poon — Develop CHIP-aligned community	

	better understand missed visits. Maria Contreras suggested exploring mobile or school-based clinic models to improve access for children and families. CHIP/Community Re-investment Edwin Poon provided updates on Community Health Improvement Program (CHIP) efforts and upcoming requirements. He noted that SFHP will develop a community reinvestment plan aligned with CHIP priorities, with submission to DHCS due in September.	reinvestment plan (By September)	
DSNP-Care Plus Program (9:21am – 9:44am)			
Meeting Adjourned	Meeting adjourned at 9:44am.		

QIHE Committee Co-Chair's Signature & Date:

Signed by:

Steve O'Brien

899FB29814944C4...

9/3/2026

QIHE Committee Co-Chair's Signature & Date:

Signed by:

Edwin Poon

202E62698ACD491...

9/3/2026

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