



**SAN FRANCISCO
HEALTH PLAN™**

Here for you

Quality Improvement Committee Meeting

Thursday, August 8th, 2019

7:30 – 9:00 AM

50 Beale Street, 13th Floor

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Conference Call Number: +1 (628) 220-4855, access code: 8039349

AGENDA

Quality Improvement Committee: Open Session			
Time	Topic	Objective	Assigned
7:30	Follow Up Items (5 min)	Update	Dr. Glauber
	<p>QIC: quorum: 5 QIC members, 3 physicians, including committee chair</p> <ul style="list-style-type: none"> Public Comments/Questions Follow Up Items (p. 3) 		
7:35	Consent Calendar (10 min)	Update/Vote	Dr. Glauber
	<ul style="list-style-type: none"> Review of Minutes <ul style="list-style-type: none"> April 4, 2019 (p.4) UM Committee Minutes <ul style="list-style-type: none"> January 2019 (p. 12) March 2019 (p. 19) April 2019 (p. 26) May 2019 (p. 31) June 2019 (p. 38) Q4 2018 Emergency Room Visit/Prescription Access Report (p. 45) Q1 2019 Emergency Room Visit/Prescription Access Report (p. 48) Q1 2019 Grievances Report (p. 51) Q1 2019 UM Medical and Pharmacy Appeals Report (p. 61) Q1 2019 Potential Quality Issue Report (p. 64) Q1 2019 QI Work Plan Scorecard Summary (p. 67) Policies & Procedures Summary of Changes (p. 69) <ul style="list-style-type: none"> HE-02: Health Outcomes Improvement (HOI) (p. 72) Care-04: Medi-Cal (p. 79) Care-07: Medi-Cal, Healthy Kids HMO (p. 93) 		
7:45	Quality Improvement (75 minutes)		
	<ul style="list-style-type: none"> SFHP Provider Satisfaction Results - 10 min. (p. 99) DHCS Advancements in Quality Monitoring - 15 min. (p. 115) NCQA Accreditation and External Accountability Set Quality Measures – 15 min. (p. 142) Updates on Online Formulary - 10 min. (p. 153) Medication Therapy Management (MTM) Program: 2018 	<p>Update</p> <p>Update</p> <p>Update</p> <p>Update</p> <p>Update</p>	<p>Sean Dongre</p> <p>Adam Sharma /Jim Glauber</p> <p>Elizabeth Sekera/Annie Humphreys</p> <p>Kaitie Hawkins</p> <p>Tammie Chau</p>

	Program Summary and Results - 10 min. (p. 160) <ul style="list-style-type: none">• CAHPS Results – 15 min. (p. 168)	Update	Yves Gibbons
9:00	PAC		

NEXT MEETING THURSDAY, OCTOBER 10TH, 2019