



**SAN FRANCISCO  
HEALTH PLAN™**

*Here for you*

## Quality Improvement Committee Meeting

Thursday, April 5, 2018  
7:30 – 9:00 AM  
50 Beale Street, 13<sup>th</sup> Floor

→ [Join Skype Meeting](#)

Trouble Joining? [Try Skype Web App](#)

Conference Call Number +1 (628) 220-4855 Access Code: 3193561

## AGENDA

Quality Improvement Committee: Open Session			
Time	Topic	Objective	Assigned
7:30	<b>Follow Up Items (5 min)</b>	<b>Update</b>	<b>Dr. Glauber</b>
	<p><b>QIC: quorum: 5 QIC members, 3 physicians, including committee chair</b></p> <ul style="list-style-type: none"> <li>Public Comments/Questions</li> <li>Follow Up Items (p. 2)</li> </ul>		
7:35	<b>Consent Calendar (5 min)</b>	<b>Update / Vote</b>	<b>Dr. Glauber</b>
	<ul style="list-style-type: none"> <li>Review of Minutes – February 8, 2018 (p. 3)</li> <li>Health Services Update (p. 10)</li> <li>2017 Annual Review of Appeals (p. 16)</li> </ul>		
7:40	<b>Quality Improvement (45 minutes)</b>		
	<ul style="list-style-type: none"> <li>2017 Annual Grievance and Appeals Report – 15 min. (p. 27)</li> <li>2017 Access Monitoring Results – 20 min. <ul style="list-style-type: none"> <li>2017 Appointment Availability Report (p. 30)</li> <li>2017 Results for Access to Triage Services (p. 45)</li> <li>2017 Results: Telephone and Provider Office Wait Time (p. 50)</li> </ul> </li> <li>SFHP Pain/Opiate Workgroup – 10 min. (p. 53)</li> </ul>	<p>Vote</p> <p>Vote</p> <p>Update</p>	<p>N. Ylagan</p> <p>Y. Gibbons</p> <p>F. Donald/E. Ratliff</p>
9:00	<b>PAC</b>		

**NEXT MEETING THURSDAY, JUNE 14, 2018**