

Quality Improvement and Health Equity Committee (QIHEC)

Q2 2025 Activity Summary

Reporting Period: Q2 2025

QIHEC Meeting Date & Time: May 15, 2025 | 8:00 AM – 10:00 AM

Topics Discussed

Quality Improvement

- Q1 2025 QI Scorecard presented by Yves Gibbons highlighted performance across 25 measures.
- Emphasis on improvement in ED follow-up and well-care visits for children in health equity populations.
- Discussion on methodology differences between hybrid and administrative measures.
- Planning for the transition to digital quality measures (dQMs) by 2030 has been initiated.
- Feedback provided on dashboard usability, data visualization, and data challenges (e.g., EMR fragmentation).

Health Equity Updates

- DEI Training Curriculum approved by DHCS; rollout planned for July/August 2025.
- Modules focus on trauma-informed care, health disparities, cultural humility, and equity in communication.
- Feedback is requested on naming, content, and CME options.
- Reciprocal training partnerships are being explored with other plans.
- TGI Training Curriculum is under development in collaboration with community partners.
- NCQA Health Equity Accreditation submission scheduled for June 23–24, 2025.

Utilization Management Updates

- UM Trilogy Documents presented and approved:
 - 2024 UM Evaluation
 - 2025 UM Program Description
 - 2025 UM Workplan
- Notable performance: 99% of authorization targets met; outpatient approval rates at 90%.
- Discussion focused on the use of MCG criteria, member safety, and the new Jiva system.

Other Updates

- Delegation Oversight Report presented by Crystal Garcia.
- 2024 marked major changes with new delegated functions and a centralized policy library.
- Quarterly workgroups launched for UM, claims, and compliance.
- Audit highlights included: Jade's low credentialing score, Hill's offshore data practices, and NEMS' 100% claims accuracy.

Actions Taken

- Approval of Consent Calendar Items:
 - Follow Up Items
 - February 2025 QIHEC Minutes
 - Q4 2024 Emergency Room Rx Access Report
 - Q4 2024 Appeals Report
 - Q3 2024 PQI Report
 - UM Committee Minutes and supporting documentation
 - January 2025 Minutes
 - March 2025 Minutes
 - Health Services Policies & Procedures (P&P) Updates Summary
 - QI Access Monitoring Annual Update
- Approved:
 - 2024 UM Evaluation
 - 2025 UM Program Description
 - 2025 UM Workplan

Next Steps

- Bring DSNP quality components to a future QIHEC meeting.
- Return in August 2025 with:
 - Updated QI performance data and visualizations.
 - dQM strategy and timeline.
 - Module walkthrough for DEI and TGI trainings.
 - Pilot site feedback and CME updates.
 - NCQA accreditation results, if available.
- Continue delegate monitoring with updates on audit outcomes and scorecards.