

## **Quality Improvement and Health Equity Committee Q3 2024 Activity Summary**

Reporting Period: Q3 2024

QIHEC Meeting Date & Time: July 11, 2024, 8:00am—10:00am

### **1. Diversity, Equity, and Inclusion (DEI) Training Program:**

- The DEI training is mandated by DHCS and will be required for all managed care plan staff, subcontractors, and providers within 90 days of their start date, with ongoing training. The committee plays a critical role in developing, evaluating, and updating this program.

- The timeline includes developing the training, submitting it to DHCS by October 2024, and piloting it in early 2025. The training will focus on addressing structural racism, ensuring cultural and linguistic appropriateness, and being relevant to the local population.

### **2. NCQA Health Equity Accreditation:**

- SFHP is targeting June 2025 to achieve NCQA Health Equity Accreditation, with preparation involving a mock survey to establish baselines and assess policies, procedures, and workflows.

- A key component of this accreditation is the collection, storage, and utilization of Sexual Orientation and Gender Identity (SOGI) data to support health equity and quality improvement initiatives.

### **3. Care Management and Key Performance Indicators (KPIs):**

- Care management objectives include improving health outcomes, reducing emergency department visits, reinforcing primary care connections, and facilitating access to community resources. Programs such as complex case management (CCM) and transitional care services (TCS) are tailored to various populations, including youth, seniors, and high-risk members.

- Key performance metrics track enrollment rates in CCM and successful transitions of care through TCS. Outreach to both providers and members is critical to increase engagement in these programs. CCM has enrolled 154 members (10.2% of eligible), while TCS Phase 2 will expand in August 2024 to lower-risk members.

### **4. Quality Improvement Focus:**

- The committee reviewed priority quality measures for 2024, including initiatives aimed at improving care and addressing health disparities. Focus areas include measures tied to the DHCS quality withhold program, which directly impacts funding, and the alignment of quality improvement efforts with NCQA ratings, DHCS goals, and organizational strategies.

- The landscape is shifting towards outcome-based measures, and SFHP is strategically focusing on high-impact measures to ensure compliance with regulatory requirements and improve quality of care. The committee endorsed aligning the performance improvement program with these goals.

#### 5. Member Experience and Patient Care:

- Patient experience scores showed some improvement, particularly in "getting care quickly," but access to care remains a challenge. Strategies discussed include increasing member awareness of available care options, such as telehealth, to improve overall satisfaction.

- The committee also reviewed the latest CAHPS survey results, noting that while many areas improved, further efforts are needed to enhance access to needed care, including urgent and primary care appointments.

#### Actions Taken:

##### 1. Approval of Consent Calendar Items:

- May 2024 QIHEC Minutes
- 2023 Annual Grievance Report
- Q1 2024 Grievance Report
- Q1 2024 Appeals Report
  - UM Committee Minutes and supporting documentation
  - March 2024
- Health Services Policies & Procedures (P&P) Updates Summary
- Q4 2023 Emergency Room Rx Access Report
- Q4 2023 PQI Report
- 2023 Annual PQI Report

##### 2. Approval of New Members:

- New QIHEC members were introduced and approved, adding representation from behavioral health and community health.

##### 3. Commitment to DEI Training Program Review:

- QIHEC committed to reviewing and providing feedback on the draft DEI training curriculum at the next meeting, with submission to DHCS scheduled for October 2024.

##### 4. TCS Program Expansion:

- The committee endorsed the expansion of the Transitional Care Services (TCS) program to include lower-risk members starting in August 2024, with a dedicated phone line and updated discharge materials to improve post-discharge care.

5. Monitoring of Quality Improvement Metrics:

- QIHEC agreed to continue monitoring the quality improvement scorecard, focusing on priority measures such as member experience and access to care. The committee will review pharmacy and preventive care measures in October 2024.