

Quality Improvement and Health Equity Committee (QIHEC)

Q3 2025 Activity Summary

Reporting Period: Q3 2025

QIHEC Meeting Date & Time: August 21, 2025 | 8:00 AM – 10:00 AM

Topics Discussed

Quality Improvement

- **Population Health Management Updates:** Shenita Hurskin presented strategies to improve W30 (Well Child Visits, ages 15–30 months). Performance narrowly missed the target (77.5% vs. 77.78%), attributed to barriers such as work schedules, lack of awareness, and transportation issues. Interventions included gift card incentives and educational outreach to providers. Committee members highlighted immigration fears and transportation barriers as significant issues impacting participation.
- **FUM/FUA Measures:** Tommy Williams reported continued improvement on behavioral health follow-up measures, driven by enhanced ED data sharing, pay-for-performance programs, and monthly coordination meetings. Barriers include inconsistent Community Health Worker (CHW) support across sites. Data challenges were discussed, with updates planned as centralized reporting improvements.
- **RY 2025 CAHPS Results:** Emily Turpin Srock presented survey outcomes, noting persistent 2-star ratings nationally and response rates of 23% (adult) and 28% (child). Gains in “getting needed care” were noted, but disparities remain for limited-English-proficiency members. Plans include targeted communication strategies and provider incentive programs to improve satisfaction.
- **2024 MCAS Performance:** José Méndez highlighted that while most quality measures improved or remained stable, only one of 18 measures did not meet the 50th percentile benchmark. No sanctions were incurred under ATS. Discussion focused on the importance of accurate claims data and addressing barriers for immigrant members.

Health Equity Updates

- Edwin Poon provided updates on the Community Health Assessment (CHA) and CHIP development, highlighting regional health disparities and demographic shifts. SFHP successfully completed the NCQA Health Equity Accreditation survey (results

pending). Initiatives such as Health Story SF and upcoming TGI training were noted as tools for culturally competent care. Committee feedback emphasized the need for member engagement and follow-up integration.

Care Management Updates

- **Complex Care Management (CCM):** Dayana Chaves shared that workflow streamlining now allows each nurse to support up to 50 members, up from 30, serving ~300 members monthly.
- **Enhanced Care Management (ECM):** Shauntessa Aguon-Clark reported ECM supports ~3,300 adult members, with enrollment nearing 3,500 of 14,000 eligible. Outreach is focusing on improving engagement and addressing social determinants of health.
- **Transitional Care Services (TCS):** Kristin Jones presented data showing 51% of high-risk members contacted within 7 days post-discharge and ~40–42% receiving ambulatory follow-up. Efforts are underway to scale outreach due to high discharge volumes.

Cultural and Linguistics Services

- Edgar Rodriguez presented findings from the Interpreter Services Survey. Results showed high awareness of rights to interpreters (92%), but only 67% understood how to access the services, particularly among Cantonese-speaking populations. Planned actions include multilingual videos, social campaigns, and provider interviews to address gaps. Visual prompts for interpreter use in clinical settings were also suggested.

Actions Taken

- **Approval of Consent Calendar Items:**
 - Follow Up Items
 - May 2025 QIHEC Minutes
 - Q1 2025 Emergency Room Rx Access Report
 - Q1 2025 Appeals Report
 - 2024 Grievance & Appeals Annual Report
 - UM Committee Minutes and supporting documentation
 - April 2025 Minutes
 - June 2025 Minutes
 - Health Services Policies & Procedures (P&P) Updates Summary
 - CY 2024 Annual PQI Report



- Q2 2025 QIHEC Scorecard
- 2025 PHM Program Description
- PHM 1, 2, 6
- QI3 Report Update

Next Steps

- Shenita Hurskin to compile committee feedback and QPHM team to develop W30 strategies for improvement opportunities.
- Edwin Poon to report back on NCQA Health Equity Accreditation results and promote CHA survey participation.
- Continued refinement of interpreter services, outreach, and provider engagement efforts.