

Quality Improvement and Health Equity Committee Meeting

Thursday, August 21, 2025

8:00 – 10:00 AM

50 Beale St
12th Floor, Governing Board Conference Room
San Francisco, CA 94119

To arrange for public building access, please contact Maya Velardez at 415-615-5671

MS Teams Meeting
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AGENDA

Quality Improvement and Health Equity Committee: Open Session

Time	Topic	Page	Objective	Assigned
8:00	Welcome / Roll Call (5 mins)		Inform	Steve O'Brien, MD
	QIHEC quorum: 5 QIHEC members, 3 physicians, including Committee Chair		Inform	
8:05	Consent Calendar (10 mins)		Vote	Shenita Hurskin, MBA
	<ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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 	2 4 10 13 19 30 45 59 67 72 86 112 179	Action: Vote	
8:15	Quality (45 mins)			
	<ul style="list-style-type: none"> QIHEC Measure Spotlight (FUM/FUA) RY 2025 CAHPS Analysis/Lessons Learned MY 2024 Quality Performance <ul style="list-style-type: none"> Appendix A: HEDIS MY2024 NCQA and MCAS Rates 	218 224 244 185	Inform	Tommy Williams Emily Turpin Srock José Méndez
9:00	Health Equity (20 mins)			Edwin Poon, PhD
	<ul style="list-style-type: none"> Health Equity Updates <ul style="list-style-type: none"> CHA Executive Summary CHIP Development Process Health Story SF (Health Equity Training) TGI Training Update 	250 251 256 257 258	Inform	
9:20	Care Management (20 mins)			
	<ul style="list-style-type: none"> Care Management Highlights <ul style="list-style-type: none"> Complex Care Management Enhanced Care Management & Community Supports Transitional Care Services 	259 260 262 265	Inform	Dayana Chaves Shauntessa Aguon-Clark Kristin Jones
9:40	Cultural and Linguistics Services (15 mins)			Edgar Rodriguez
	<ul style="list-style-type: none"> Interpreter Services Survey Results 	267	Inform	