

**KERN FAMILY HEALTH CARE
REGULAR MEETING OF THE
QUALITY IMPROVEMENT/UTILIZATION MANAGEMENT
COMMITTEE**

AGENDA

April 28, 2005

**7:30 a.m. at 9700 Stockdale Hwy.
Bakersfield, CA 93311**

The Agenda is divided into two sections:

CORRESPONDENCE AND CONSENT CALENDAR: These matters include routine reports and statistical facts, may include correspondence, and are usually approved by a single majority vote. Any Committee Member may remove an item from the correspondence and consent calendar.

REGULAR CALENDAR: These items include quality improvement, utilization management and policy matters.

**REGULAR AGENDA
CORRESPONDENCE AND CONSENT CALENDAR**

1. Approval of the QI/UM Committee Minutes of February 24, 2005 meeting (Attachment)
2. Approval of the Public Policy Committee Minutes of March 11, 2005 meeting (Attachment)
3. Approval of the Physician Advisory Committee Minutes of March 9, 2005 meeting (Attachment)
4. Approval of the Physician Advisory Committee Minutes of April 6, 2005 (Attachment)
5. Approval of the Pharmacy and Therapeutics Committee Minutes of March 16, 2005 (Attachment)
6. Site Review Summary Report 1st Quarter, 2005 (Attachment)
7. Critical Element Monitoring – Quarter Ending March 2005 (Attachment)
8. IHEBA (Staying Healthy) Monitoring – Quarter Ending March 2005 (Attachment)
9. Initial Health Assessment (IHA) Monitoring – Quarter Ending March 2005 (Attachment)
10. Kern Regional/Early Starts Monitoring – Quarter Ending March 2005 (Attachment)
11. CCS Monitoring – Quarter Ending March 2005 (Attachment)
12. Referral Process Monitoring – Quarter Ending March 2005 (Attachment)
13. KP OnCall Healthcare Communications 1st Quarter 2005 (Attachment)
14. Case Manager Activity Data Report 2nd, 3rd and 4th Quarter 2004 (Attachment)
15. CCS Referral Summary 2004 (Attachment)
16. Practitioner Denial Summary 2004 (Attachment)
17. Health Education Department Activities Report 1st Quarter, 2005 (Attachment)

18. Adolescent Wellness Incentive Project Year 2, January – March 2005 (Attachment)
19. Staying Healthy Provider Report Cards, January – March 2005 (Attachment)
20. Credentialing/Rec credentialing Summary Report 1st Quarter, 2005 (Attachment)
21. PCP Changes by Reason 1st Quarter, 2005 (Attachment)
22. Member Services Quarterly Call Activity Report, January 1 – March 31, 2005 (Attachment)
23. October 2004 TAR Audit (Attachment)
24. November 2004 TAR Audit (Attachment)
25. December 2004 TAR Audit (Attachment)
26. January 2005 TAR Audit (Attachment)
27. February 2005 TAR Audit (Attachment)
28. March 2005 TAR Audit (Attachment)
29. Approval of the following Kern Health Systems Policies and Procedures:

Policy #	
2.22	Facility Site Review
2.24-P	Pharmaceutical Guidelines
2.26-P	Hospital Re-admissions – Identification of Potential Quality of Care Issues
2.27	Medical Records and Other Protected Health Information – Content, Maintenance, and Security
2.28	Medical Records and Other Protected Health Information – Privacy, Use, and Disclosure
3.22-P	Referral and Authorization Process
3.40-I	Continuity of Care for New Members
4.26-I	Traditional, Safety-Net, FQHC, RHC, and IHS Providers
6.06	Claims Employee Production and Quality Standards
10.01	Committee Appointment
10.51-I	Records Retention
13.01-P	Drug Utilization and Non-Formulary Treatment Request

REGULAR CALENDAR

I. PUBLIC COMMENT

This portion of the meeting is reserved for persons to address the Committee on any matter not on this agenda but under the jurisdiction of the Committee. They may ask a question for clarification, make a referral to staff for factual information or request staff to report back to the Committee at a later meeting. Also, the Committee may take action to direct the staff to place a matter of business on a future agenda.

SPEAKERS ARE LIMITED TO TWO MINUTES. PLEASE STATE YOUR NAME BEFORE MAKING YOUR PRESENTATION. THANK YOU!

II. MEMBER AND STAFF INTRODUCTIONS

Please state your name and title

III. ACTION ITEMS

1. Medical Director (Lon Graves, MD)
Discussion and possible action regarding:
 - a. Medical Directors Report (*attachment*)

2. Utilization Management (Anne Watkins, RN)
Staff Update
Discussion and possible action regarding:
 - a. Timeliness of UM Decisions 1st Quarter 2005 (*attachment*)
 - b. Referral Activity Data Report (Excluding CCS) Summary Report 2004 (*attachment*)
 - c. Claims Review Outpatient/Inpatient Summary Report 2004 (*attachment*)

3. Health Education (Veva Islas-Hooker MPH)
Staff Update
Discussion and possible action regarding:
 - a. Adolescent Collaborative Update (*verbal*)

4. Provider Relations (Stacy Reeves)
Staff Update
Discussion and possible action regarding:
 - a. 1st Quarter, 2005 Grievance Summary (*handout*)
 - b. Tabulated Grievance 1st Quarter, 2005 (*handout*)

Next regular meeting: June 30, 2005

PLEASE NOTE: Anyone wishing information on Kern Family Health Care QI/UM Committee Agendas should contact Mrs. Ingrid Merino, the Kern Family Health Care QI Technician, either by telephone at (661) 664-5115 or in writing at the following address:

Kern Family Health Care
9700 Stockdale Hwy.
Bakersfield, CA 93311-3617

Such requests must be received by Mrs. Ingrid Merino no later than 5:00 p.m. ten (10) calendar days prior to the next regularly scheduled Committee Meeting.