

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

AGENDA

February 24, 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 December 16, 2004 meeting (Attachment)
2. Approval of the Public Policy Committee Minutes of December 10, 2004 meeting (Attachment)
3. Approval of the Physician Advisory Committee Minutes of December 7, 2004 meeting (Attachment)
4. Approval of the Physician Advisory Committee Minutes of January 12, 2005 meeting (Attachment)
5. Approval of the Physician Advisory Committee Minutes of February 9, 2005 meeting (Attachment)
6. 2004 Quality Improvement Program Evaluation, January 1 through September 30, 2004 (Attachment)
7. 2005 Quality Improvement Program Description (Attachment)
8. 2005 Quality Improvement Work Plan (Attachment)
9. Site Review Summary Report 4th Quarter 2004 (Attachment)
10. Site Review/Medical Record Review Year End 2004 (Attachment)
11. Focus Review – Referral Process Monitoring – December 2004 (Attachment)
12. Focus Review – Critical Element Monitoring – December 2004 (Attachment)
13. IHEBA (Staying Healthy) Focus Review Monitoring – December 2004 (Attachment)
14. Kern Regional/Early Starts Focus Review Monitoring – December 2004 (Attachment)
15. CCS Focus Review Monitoring – December 2004 (Attachment)

16. Initial Health Assessment (IHA) Focus Review Monitoring – December 2004 (Attachment)
17. Family Planning Services Report, January 1 – December 31, 2004 (Attachment)
18. Health Education Department Activities Report - 4th Quarter, 2004 (Attachment)
19. Adolescent Wellness Incentive Project Year 2, October – December 2004 (Attachment)
20. Utilization Management Program Evaluation 2004 (Attachment)
21. PCP Changes by Reason - 4th Quarter, 2004 (Attachment)
22. Member Services Quarterly Call Activity Report, October 1 – December 31, 2004 (Attachment)
23. Credentialing/Rec credentialing Summary Report 4th Quarter 2004 (Attachment)

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 Fourth Quarter 2004 (*attachment*)
 - b. Standing Referral Annual Report 2004 (*attachment*)
 - c. Referral Process Compliance Audit July 1, 2004 to December 31, 2004 (*attachment*)
 - d. 2005 Utilization Management Program Description (*handout*)
 - e. 2005 Utilization Management Work Plan (*handout*)

3. Health Education (Veva Islas-Hooker MPH)
Staff Update
Discussion and possible action regarding:
 - a. Health Education Department Activities Report Year 2004
(*attachment*)
 - b. Comparison Summary Quality of Care Study: Pregnant Women
January 1, 2003 – December 31, 2003 (*handout*)

4. Provider Relations (Stacy Reeves)
Staff Update
Discussion and possible action regarding:
 - a. 4th Quarter Grievance Summary (*attachment*)
 - b. Tabulated Grievances 2004 (*attachment*)
 - c. Mystery Caller Report 4th Quarter 2004(*handout*)
 - d. Accessibility to Specialists 4th Quarter 2004 (*handout*)

Next regular meeting: April 28, 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.