

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

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**AGENDA**

**June 30, 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 April 28, 2005 meeting (Attachment)
2. Approval of the Public Policy Committee Minutes of June 10, 2005 meeting (Attachment)
3. Approval of the Physician Advisory Committee Minutes of May 11, 2005 meeting (Attachment)
4. Approval of the Physician Advisory Committee Minutes of June 7, 2005 (Attachment)
5. 2004 Member Satisfaction Survey (*Attachment*)
6. Approval of the Asthma Disease Management Annual Report 2004 (Attachment)
7. Approval of the following KFHC policies and procedures (Attachments):

<u>Policy No.</u>	<u>Title</u>
3.22-P	Referral and Authorization Process
3.25-I	Authorization Review and Approval Levels
5.01-I	Member Grievance Process
5.01-P	Member Grievance Process

**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. Quality Improvement (Linda Howells, RN)
  - a. HEDIS 2005 Report (*attachment*)
  - b. HEDIS 2005 Report – All Plan Comparison (*handout*)
3. Utilization Management (Anne Watkins, RN)  
Staff Update  
Discussion and possible action regarding:
  - a. Interqual Update (*verbal*)
  - b. Second Opinion Report 1<sup>st</sup> Quarter, 2005 (*handout*)
4. Health Education (Veva Islas-Hooker MPH)  
Staff Update  
Discussion and possible action regarding:
  - a. Member Health Promotion Activities Update (*handout*)
5. Provider Relations (Stacy Reeves)  
Staff Update  
Discussion and possible action regarding:
  - a. Mystery Caller Report 1<sup>st</sup> Quarter, 2005 (*handout*)

**Next regular meeting: August 18, 2005**

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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.