

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

AGENDA

October 27, 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 September 1, 2005 meeting (Attachment)
2. Approval of the Physician Advisory Committee Minutes of September 7, 2005 meeting (Attachment)
3. Approval of the Physician Advisory Committee Minutes of October 12, 2005 (Attachment)
4. Approval of the Pharmacy and Therapeutics Committee Minutes of September 28, 2005 (Attachment)
5. TAR Monthly Audit August and September 2005 (Attachment)
6. Site Review Summary Report – 3rd Quarter 2005 (Attachment)
7. Critical Elements Monitoring, Focus Reviews - Quarter Ending September 2005 (Attachment)
8. IHEBA Monitoring, Focus Reviews – Quarter Ending September 2005 (Attachment)
9. IHA Monitoring, Focus Reviews – Quarter Ending September 2005 (Attachment)
10. Kern Regional/Early Starts Monitoring, Focus Reviews– Quarter Ending September 2005 (Attachment)
11. CCS Monitoring, Focus Reviews – Quarter Ending September 2005 (Attachment)
12. Referral Process Monitoring, Focus Reviews – Quarter Ending September 2005 (Attachment)
13. Health Education Department Activities Report -3rd Quarter 2005 (Attachment)
14. Weight Watchers Program April – June 2005 (Attachment)

15. Weight Watchers Program July 2004 – June 2005 (Attachment)
16. Weight Watchers Program July – September 2005 (Attachment)
17. Adolescent Wellness Incentive Project Year 3, July – September 2005 (Attachment)
18. Pap Smear & Mammogram Incentive Project Year 1, July – September 2005 (Attachment)
19. CPSP Survey Report 2005 (Attachment)
20. Timeliness of UM Decisions – 3rd Quarter 2005 (Attachment)
21. KP OnCall HealthCare Communications – 3rd Quarter 2005 (Attachment)
22. Credentialing/Recertification Summary Report – 3rd Quarter 2005 (Attachment)
23. Member Services Quarterly Call Activity Report, July – September 2005 (Attachment)
24. PCP Changes by Reason 3rd Quarter 2005 (Attachment)
25. Approval of the following policies and procedures (Attachments):

<u>Policy #</u>	<u>Title</u>
2.02-I	Clinical Practice Guidelines
3.05-P	Preventive Medical Care

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*)
 - b. Urgent Care Utilization Report – 3rd Quarter 2005 (*handout*)

2. Utilization Management (Anne Watkins, RN)
Staff Update
Discussion and possible action regarding:
 - a. Request for Second Opinion Third Quarter 2005 (*handout*)

3. Provider Relations (Stacy Reeves)
Staff Update
Discussion and possible action regarding:
 - a. Mystery Caller Report – 3rd Quarter 2005 (*handout*)
 - b. Provider Newsletter (*handout*)

Next regular meeting: December 8th, 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.