

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

AGENDA

September 1, 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 June 30, 2005 meeting (Attachment)
2. Approval of the Physician Advisory Committee Minutes of July 13, 2005 meeting (Attachment)
3. Approval of the Physician Advisory Committee Minutes of August 9, 2005 (Attachment)
4. Approval of the Pharmacy and Therapeutics Committee Minutes of June 29, 2005 (Attachment)
5. Approval of TAR Monthly Audit for May, June and July 2005 (Attachment)
6. Site Review Summary Report – 2nd Quarter, 2005 (Attachment)
7. Adolescent Well Visits 2005 (Attachment)
8. Well Child 3-6 Visits 2005 (Attachment)
9. Prenatal & Postpartum Care 2005 (Attachment)
10. Lead Test Results 2005 (Attachment)
11. Timeliness of UM Decisions – 2nd Quarter, 2005 (Attachment)
12. Referral Process Compliance Audit – Semi Annual (Attachment)
13. KP OnCall Healthcare Communications – 2nd Quarter, 2005 (Attachment)
14. Health Education Department Activities Report 2nd Quarter, 2005 (Attachment)
15. Adolescent Wellness Incentive Project Year 2, April – June 2005 (Attachment)
16. Weight Watchers Program Report, October – December 2004 (Attachment)
17. Weight Watchers Program Report, January – March 2005 (Attachment)
18. Member Services Quarterly Call Activity Report, April – June 2005 (Attachment)
19. PCP Changes by Reason, 2nd Quarter 2005 (Attachment)

20. Credentialing/Recredentialing Report Summary Report 2nd Quarter 2005
(Attachment)
21. Approval of the following KFHC policies and procedures (Attachments):

<u>Policy No.</u>	<u>Title</u>
3.24-P	Pregnancy and Maternity Care
3.25-P	No Authorization Services and Procedures

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. Frequency of Cervical Cancer Screening (*handout*)
2. Quality Improvement (Linda Howells, RN)
Staff Update
Discussion and possible action regarding:
 - a. Critical Elements Monitoring, Focus Reviews - Quarter Ending June 2005 (*attachment*)
 - b. IHEBA Monitoring, Focus Reviews – Quarter Ending June 2005 (*attachment*)
 - c. IHA Monitoring, Focus Reviews – Quarter Ending June 2005 (*attachment*)
 - d. Kern Regional/Early Starts Monitoring, Focus Reviews– Quarter Ending June 2005 (*attachment*)
 - e. CCS Monitoring, Focus Reviews – Quarter Ending June 2005 (*attachment*)
 - f. Referral Process Monitoring, Focus Reviews – Quarter Ending June 2005 (*attachment*)
 - g. Urgent and Emergent Care Utilization Assessment (*handout*)

3. Utilization Management (Anne Watkins, RN)
Staff Update
Discussion and possible action regarding:
 - a. STD MOU Update (*verbal*)
 - b. Request for Second Opinion Second Quarter 2005 (*handout*)
 - c. Continuity of Care for New Members Year to Date 2005 (*handout*)

4. Health Education (Linda Howells, RN)
Staff Update
Discussion and possible action regarding:
 - a. Staying Healthy Provider Report Cards, April – June 2005 (*handout*)
 - b. Weight Watchers Program Report, April – June 2005 (*handout*)
 - c. Initial Health Assessment Project Report (*handout*)
 - d. CPSP Survey Report (*handout*)

5. Provider Relations (Stacy Reeves)
Staff Update
Discussion and possible action regarding:
 - a. 2nd Quarter 2005 Grievance Summary (*attachment*)
 - b. Tabulated Grievances 2nd Quarter 2005 (*attachment*)
 - c. Access Standards/Mystery Caller Report (*handout*)

Next regular meeting: October 27, 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.