

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

AGENDA

August 31, 2006

**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 29, 2006 meeting (Attachment)
2. Approval of the Physician Advisory Committee Minutes of July 12, 2006 meeting (Attachment)
3. Approval of the Physician Advisory Committee Minutes of August 9, 2006 meeting (Attachment)
4. Approval of the Public Policy/Community Advisory Committee Minutes of June 16, 2006 (Attachment)
5. Approval of the Pharmacy and Therapeutics Committee Minutes of April 26, 2006 meeting (Attachment)
6. Critical Elements Monitoring, Focus Reviews - Quarter Ending June 2006 (Attachment)
7. IHEBA Monitoring, Focus Reviews – Quarter Ending June 2006 (Attachment)
8. IHA Monitoring, Focus Reviews – Quarter Ending June 2006 (Attachment)
9. Kern Regional/Early Starts Monitoring, Focus Reviews– Quarter Ending June 2006 (Attachment)
10. CCS Monitoring, Focus Reviews – Quarter Ending June 2006 (Attachment)
11. Referral Process Monitoring, Focus Reviews – Quarter Ending June 2006 (Attachment)
12. Site Review Summary Report, April – June 2006 (Attachment)
13. Weight Watchers Program Report, April - June 2006 (Attachment)
14. Health Education Department Activities Report, Second Quarter 2006 (Attachment)
15. Adolescent Wellness Incentive Project Year 3, April – June 2006 Fourth Quarter (Attachment)
16. Pap Smear & Mammogram Incentive Project Year 1, April – June 2006 Fourth Quarter (Attachment)
17. KP OnCall HealthCare Communications, Second Quarter 2006 (Attachment)

18. Second Quarter 2006 Grievance Summary (Attachment)
19. PCP Changes by Reason 2006, April – June 2006 Second Quarter (Attachment)
20. 2006 Tabulated Grievances, April – June 2006 Second Quarter (Attachment)
21. Credentialing/Rec credentialing 2nd Quarter 2006 Summary Report, (Attachment)
22. Monthly TAR audits for April, May and June 2006 (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. Quality Improvement (Linda Howells, RN)
Staff Update
Discussion and possible action regarding:
 - a. HEDIS 2006 (Attachment)
3. Utilization Management (Cathy Giovanetti, RN)
Staff Update
Discussion and possible action regarding:
 - a. Referral Process Compliance Audit January – June 2006 (Attachment)
 - b. Request for Second Opinion, Second Quarter 2006 (Attachment)
4. Member Services (Susan McKenna)
Staff Update
Discussion and possible action regarding:
 - a. 2006 Call Center Report, April – June 2006 Second Quarter (Attachment)
 - b. Member Services Quarterly Call Activity Report, April – June 2006 (Attachment)

5. Provider Relations (Stacy Reeves)
Staff Update
Discussion and possible action regarding:
 - a. 2006 Mystery Caller Report, 2nd Quarter (Attachment)

Next regular meeting: October 26, 2006

PLEASE NOTE: Anyone wishing information on Kern Family Health Care QI/UM Committee Agendas should contact Linda Howells RN, the Kern Family Health Care QI Manager, either by telephone at (661) 664-5111 or in writing at the following address:

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

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