

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

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**AGENDA**

**February 23, 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 December 8, 2005 meeting (Attachment)
2. Approval of the Physician Advisory Committee Minutes of December 14, 2005 meeting (Attachment)
3. Approval of the Physician Advisory Committee Minutes of January 11, 2006 meeting (Attachment)
4. Approval of the Physician Advisory Committee Minutes of February 7, 2006 meeting (Attachment)
5. Approval of the Pharmacy and Therapeutics Committee Minutes of January 26, 2006 meeting (Attachment)
6. Approval of the Public Policy/Community Advisory Committee Minutes of December 9, 2005 (Attachment)
7. 2006 Quality Improvement Program Description (Attachment)
8. 2006 Quality Improvement Work Plan (Attachment)
9. Site Review Summary Report 4<sup>th</sup> Quarter, 2005 (Attachment)
10. Site Review Summary Report Year End 2005 (Attachment)
11. Critical Elements Monitoring, Focus Reviews - Quarter Ending December 2005 (Attachment)
12. IHEBA Monitoring, Focus Reviews – Quarter Ending December 2005 (Attachment)
13. IHA Monitoring, Focus Reviews – Quarter Ending December 2005 (Attachment)
14. Kern Regional/Early Starts Monitoring, Focus Reviews– Quarter Ending December 2005 (Attachment)
15. CCS Monitoring, Focus Reviews – Quarter Ending December 2005 (Attachment)

16. Referral Process Monitoring, Focus Reviews – Quarter Ending December 2005 (Attachment)
17. Facility Audit Satisfaction Survey Report January 1 – December 31, 2005 (Attachment)
18. Family Planning Services Report 2005 (Attachment)
19. KP OnCall Report 4<sup>th</sup> Quarter 2005 (Attachment)
20. Health Education Department Activities Report – 4<sup>th</sup> Quarter 2005 (Attachment)
21. Health Education Department Activities Report – Year 2005 (Attachment)
22. Weight Watchers Program Report October – December 2005 (Attachment)
23. Pap Smear & Mammogram Incentive Project Year 1 October – December 2005 (Attachment)
24. Adolescent Wellness Incentive Project Year 3 October – December 2005 (Attachment)
25. Utilization Management Program Evaluation 2005 (Attachment)
26. 2006 Utilization Management Work Plan (Attachment)
27. Continuity of Care for New Members (Attachment)
28. Standing Referrals Summary – Annual Report 2005 (Attachment)
29. Practitioner/Provider Dispute Summary 2005 (Attachment)
30. KP OnCall HealthCare Communications Summary 2005 (Attachment)
31. TAR Monthly Audit – October, November, and December 2005 (Attachment)
32. Credentialing/Rec credentialing Summary Report – 4<sup>th</sup> Quarter 2005 (attachment)
33. Credentialing/Rec credentialing Summary Report – Year End 2005 (attachment)
34. Member Services Quarterly Call Activity Report October 1 – December 31, 2005 (Attachment)
35. 2005 Call Center Report (Attachment)
36. PCP Changes by Reason 4<sup>th</sup> Quarter 2005 (Attachment)
37. Approval of the following policies and procedures (Attachment)

Policy #	Title
3.46-P	Tuberculosis Treatment
3.56-P	Services for Children with Special Health Care Needs
5.01-I	Member Grievance Process
5.01-P	Member Grievance Process
5.05-P	Member Rights and Responsibilities
5.07-I	Advance Directives
5.07-P	Advance Directives
12.02-I	Translation of Written Member Materials

## **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 (*Handout*)
2. Quality Improvement (Linda Howells, RN)  
Discussion and possible action regarding:
  - a. 2005 Quality Improvement Program Evaluation (*Attachment*)
3. Utilization Management (Nancy Nikolski, RN)  
Staff Update  
Discussion and possible action regarding:
  - a. 2006 Utilization Management Program Description (*Attachment*)
4. Provider Relations (Stacy Reeves)  
Staff Update  
Discussion and possible action regarding:
  - a. Mystery Caller Report 4<sup>th</sup> Quarter 2005 (*Handout*)
5. Member Services (Susan McKenna)  
Staff Update  
Discussion and possible action regarding:
  - a. 4<sup>th</sup> Quarter 2005 Grievance Summary (*Attachment*)
  - b. Tabulated Grievances 4<sup>th</sup> Quarter 2005 (*Attachment*)

**Next regular meeting: April 27, 2006**

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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.