

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

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**AGENDA**

**November 2, 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 August 31, 2006 meeting (Attachment)
2. Approval of the Physician Advisory Committee Minutes of September 13, 2006 meeting (Attachment)
3. Approval of the Public Policy/Community Advisory Committee Minutes of September 14, 2006 (Attachment)
4. Approval of the Pharmacy and Therapeutics Committee Minutes of August 30, 2006 meeting (Attachment)
5. Adolescent Collaborative Interim Status Report, May 2006 (Attachment)
6. Critical Elements Monitoring, Focus Reviews - Quarter Ending September 2006 (Attachment)
7. IHEBA Monitoring, Focus Reviews – Quarter Ending September 2006 (Attachment)
8. IHA Monitoring, Focus Reviews – Quarter Ending September 2006 (Attachment)
9. Kern Regional/Early Starts Monitoring, Focus Reviews– Quarter Ending September 2006 (Attachment)
10. CCS Monitoring, Focus Reviews – Quarter Ending September 2006 (Attachment)
11. Referral Process Monitoring, Focus Reviews – Quarter Ending September 2006 (Attachment)
12. Site Review Summary Report, July - September 2006 (Attachment)
13. 2004 Consumer Assessment of Health Plans Survey (CAHPS) (Attachment)
14. Health Education Department Activities Report, Third Quarter 2006 (Attachment)
15. KP OnCall HealthCare Communications, Third Quarter 2006 (Attachment)
16. Nursing Facility Services and Long Term Care Report, Second Quarter 2006 (Attachment)
17. Nursing Facility Services and Long Term Care Report, Third Quarter 2006 (Attachment)

18. Provider Authorization Denial Report, 3<sup>rd</sup> Quarter 2006 (Attachment)
19. Referral Process Compliance Audit, 3<sup>rd</sup> Quarter 2006 (Attachment)
20. Request for Second Opinion, 3<sup>rd</sup> Quarter 2006 (Attachment)
21. Timeliness of UM Decisions, 2<sup>nd</sup> Quarter 2006 (Attachment)
22. Timeliness of UM Decisions, 3<sup>rd</sup> Quarter 2006 (Attachment)
23. PCP Changes by Reason 2006, July - September 2006 Third Quarter (Attachment)
24. 2006 Tabulated Grievances, July - September 2006 Third Quarter (Attachment)
25. Member Services Quarterly Call Activity Report, July – September 2006 (Attachment)
26. Kern Health Systems 2006 Call Center Report (Attachment)
27. Provider Accessibility 2006 (Attachment)
28. Credentialing/Rec credentialing 3rd Quarter 2006 Summary Report, (Attachment)
29. Monthly TAR audits for July, August and September 2006 (Attachment)
30. Approval of the following policies and procedures (Attachment)

Policy #	Title
5.01-I	KHS Member Grievance Process
5.01-P	KHS 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)  
Staff Update  
Discussion and possible action regarding:
  - a. KFHC Focused Reviews Conducted September 20-21, 2006 (Attachment)
3. Utilization Management (Cathy Giovanetti, RN)  
Staff Update  
Discussion and possible action regarding:
  - a. Case Manager Activity Report, Third Quarter 2006 (Attachment)

4. Member Services (Susan McKenna)  
Staff Update  
Discussion and possible action regarding:
  - a. Third Quarter 2006 Grievance Summary (Attachment)
  - b. 2005 Customer Satisfaction Summary (Attachment)
  
5. Member Health Education (Amanda Kammen, MPH)
  - a. Weight Watchers Program Report, July – September 2006 (Attachment)

**Next regular meeting: December 14, 2006**

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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.