



# KERN HEALTH SYSTEMS

## REGULAR MEETING OF THE QUALITY IMPROVEMENT/UTILIZATION MANAGEMENT COMMITTEE

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### **AGENDA** **FEBRUARY 22, 2007** **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 14, 2006 meeting (Attachment)
2. Approval of the Physician Advisory Committee Minutes of December 12, 2006 meeting (Attachment)
3. Approval of the Physician Advisory Committee Minutes of February 7, 2007 meeting (Attachment)
4. 2006 Quality Improvement Evaluation (Attachment)
5. 2007 Quality Improvement Program Description (Attachment)
6. 2007 Quality Improvement Work Plan (Attachment)
7. Critical Elements Monitoring, Focus Reviews - Quarter Ending December 2006 (Attachment)
8. IHA Monitoring, Focus Reviews – Quarter Ending December 2006 (Attachment)

9. Kern Regional/Early Starts Monitoring, Focus Reviews– Quarter Ending December 2006 (Attachment)
10. CCS Monitoring, Focus Reviews – Quarter Ending December 2006 (Attachment)
11. Referral Process Monitoring, Focus Reviews – Quarter Ending December 2006 (Attachment)
12. Site Review Summary Report, October - December 2006 (Attachment)
13. Family Planning Services Report January – December 2006 (Attachment)
14. Health Education Department Activities Report, Fourth Quarter 2006 (Attachment)
15. Utilization Management Program Evaluation 2006
16. KP OnCall HealthCare Communications, Fourth Quarter 2006 (Attachment)
17. Nursing Facility Services and Long Term Care Report, Fourth Quarter 2006 (Attachment)
18. Provider Authorization Denial Report, 4th Quarter 2006 (Attachment)
19. Referral Process Compliance Audit, 4th Quarter 2006 (Attachment)
20. Request for Second Opinion, 4th Quarter 2006 (Attachment)
21. Timeliness of UM Decisions, 4th Quarter 2006 (Attachment)
22. PCP Changes by Reason 2006, October - December 2006 Fourth Quarter (Attachment)
23. Fourth Quarter 2006 Grievance Summary (Attachment)
24. 2006 Tabulated Grievances, October - December 2006 Fourth Quarter and Year to Date (Attachment)
25. Kern Health Systems 2006 Call Center Report October – December 2006 Fourth Quarter and Year to Date (Attachment)
26. Credentialing/Rec credentialing 4th Quarter 2006 Summary Report, (Attachment)
27. Credentialing/Rec credentialing Summary Report Year End 2006 (Attachment)
28. Monthly TAR audits for October, November, December and Year End 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 Director's Report (Attachment)
  
2. Quality Improvement (Linda Howells, RN)  
Staff Update  
Discussion and possible action regarding:
  - a. IHEBA Monitoring, Focus Reviews – Quarter Ending December 2006 (Attachment)
  
3. Utilization Management (Cathy Giovanetti, RN)  
Staff Update  
Discussion and possible action regarding:
  - a. 2007 Utilization Management Program Description
  
4. Member Services (Susan McKenna)  
Staff Update  
Discussion and possible action regarding:
  - a. Member Services Quarterly Call Activity Report, October – December 2006 (Attachment)
  
5. Provider Relations (Stacy Reeves)  
Staff Update  
Discussion and possible action regarding:
  - a. 2006 Mystery Caller Report Summary Fourth Quarter (Attachment)
  - b. Access Findings Identified Through Calls Made to Member Services 2006 (Attachment)

**Next regular meeting: April 26, 2007**

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

**Kern Health Systems**  
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.