



KERN HEALTH SYSTEMS

REGULAR MEETING OF THE QUALITY IMPROVEMENT/UTILIZATION MANAGEMENT COMMITTEE

AGENDA

October 25, 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 August 30, 2007 meeting (Attachment)
2. Approval of the Physician Advisory Committee Minutes of October 10, 2007 (Attachment)
3. Approval of the Minutes of the Pharmacy and Therapeutics Committee of September 19, 2007 (Attachment)
4. Approval of the Public Policy/Community Advisory Committee Minutes of July 11, 2007 (Attachment)
5. Critical Elements Monitoring, Focus Reviews - Quarter Ending September 2007 (Attachment)
6. IHA Monitoring, Focus Reviews – Quarter Ending September 2007 (Attachment)

7. IHEBA Monitoring, Focus Reviews – Quarter Ending September 2007 (Attachment)
8. Kern Regional/Early Starts Monitoring, Focus Reviews– Quarter Ending September 2007 (Attachment)
9. CCS Monitoring, Focus Reviews – Quarter Ending September 2007 (Attachment)
10. Referral Process Monitoring, Focus Reviews – Quarter Ending September 2007 (Attachment)
11. Diabetes Care Monitoring – Quarter Ending September 2007 (Attachment)
12. Asthma Care Monitoring – Quarter Ending September 2007 (Attachment)
13. Perinatal Care Monitoring – Quarter Ending September 2007 (Attachment)
14. Site Review Summary Report, July - September 2007 (Attachment)
15. Nursing Facility Services Report, 3rd Quarter 2007 (Attachment)
16. Provider Authorization Denial Report, 3rd Quarter 2007 (Attachment)
17. Referral Process Compliance Audit, 3rd Quarter 2007 (Attachment)
18. Request for Second Opinion, 3rd Quarter 2007 (Attachment)
19. Timeliness of UM Decisions, 3rd Quarter 2007 (Attachment)
20. KP OnCall HealthCare Communications, 3rd Quarter 2007 (Attachment)
21. Member Services Quarterly Call Center Activity Report, July - September 2007 (Attachment)
22. Member Services Quarterly Call Center July – September 2007 (Attachment)
23. Medi-Cal and HFAM PCP Changes by Reason 2007, 3rd Quarter (Attachment)
24. 2007 Tabulated Grievances, July - September 3rd Qrt (Attachment)
25. Credentialing/Rec credentialing 3rd Quarter 2007 Summary Report, (Attachment)
26. Monthly TAR audits for July and August 2007 (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. Utilization Management (Cathy Giovanetti)
Staff Update
Discussion and possible action regarding:
 - a. UM Referral Activity Report, 3rd Quarter 2007 (Attachment)

3. Member Services (Susan McKenna)
Staff Update
Discussion and possible action regarding:
 - a. Third Quarter 2007 Grievance Summary (Attachment)

4. Health Education (Isabel Cintron, MPH)
Discussion and possible action regarding:
 - a. Health Education Department Activities Report – Second Quarter 2007 (Attachment)
 - b. 2007 Diabetic Eye Exam Reminder Calls (Attachment)

5. Provider Relations (Stacy Reeves)
Discussion and possible action regarding:
 - a. 2007 Mystery Caller Report Summary Third Quarter (Attachment)

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Next regular meeting: December 20, 2007

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.