



# KERN HEALTH SYSTEMS

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

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### **AGENDA**

**April 24, 2008**

**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 February 28, 2008 meeting (Attachment)
2. Approval of the Physician Advisory Committee Minutes of January 9, 2008 meeting (Attachment)
3. Approval of the Physician Advisory Committee Minutes of February 13, 2008 meeting (Attachment)
4. Approval of the Physician Advisory Committee Minutes of March 12, 2008 meeting (Attachment)
5. Approval of the Physician Advisory Committee Minutes of April 9, 2008 meeting (Attachment)
6. Approval of the Minutes of the Pharmacy and Therapeutics Committee of March 26, 2008 meeting (Attachment)
7. Site Review Summary Report, January - March 2008 (Attachment)
8. Critical Elements Monitoring, Focus Reviews - Quarter Ending March 2008 (Attachment)

9. IHA Monitoring, Focus Reviews – Quarter Ending March 2008 (Attachment)
10. IHEBA Monitoring, Focus Reviews – Quarter Ending March 2008 (Attachment)
11. Kern Regional/Early Starts Monitoring, Focus Reviews– Quarter Ending March 2008 (Attachment)
12. CCS Monitoring, Focus Reviews – Quarter Ending March 2008 (Attachment)
13. Referral Process Monitoring, Focus Reviews – Quarter Ending March 2008 (Attachment)
14. Asthma Care Monitoring – Quarter Ending March 2008 (Attachment)
15. Perinatal Care Monitoring – Quarter Ending March 2008 (Attachment)
16. Nursing Facility Services Report, First Quarter 2008 (Attachment)
17. Medi-Cal and HFAM PCP Changes by Reason 1st Quarter 2008
18. 2008 Tabulated Grievances, January – March 2008 1st Qrt (Attachment)
19. Credentialing/Rec credentialing 1st Quarter 2008 Summary Report, (Attachment)
20. Monthly TAR audits for January and February 2008 (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 Department (Linda Howells, RN)  
Discussion and possible action regarding
  - a. Diabetes Care Monitoring Qrt Ending March 2008  
(Attachment)
3. Health Education Department (Isabel Cintron de Silva, MPH)  
Discussion and possible action regarding
  - a. Health Education Department Activities Report, 1<sup>st</sup> Qrt  
2008 (Attachment)
4. Utilization Management (Cathy Giovanetti, RN)  
Discussion and possible action regarding:
  - a. KP OnCall Health Care Communications, First Qrt  
2008 (Attachment)
5. Member Services (Susan McKenna)  
Discussion and possible action regarding:
  - a. Member Services Quarterly Call Center Report,  
January - March 2008 (Attachment)
  - b. KHS 2008 Call Center Report January - March  
(Attachment)
6. Provider Relations (Stacy Reeves)  
Discussion and possible action regarding:
  - a. GHP Complaints Summary Report 2007

**Next regular meeting: June 26, 2008**

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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.