



KERN HEALTH SYSTEMS

REGULAR MEETING OF THE QUALITY IMPROVEMENT/UTILIZATION MANAGEMENT COMMITTEE

AGENDA

August 28, 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 June 26, 2008 meeting (Attachment)
2. Approval of the Minutes of the Pharmacy and Therapeutics Committee of July 30, 2008 meeting (Attachment)
3. Approval of the Public Policy/Community Advisory Committee Minutes of April 17, 2008 (Attachment)
4. Approval of the Public Policy/Community Advisory Committee Minutes of June 26, 2008 (Attachment)
5. HEDIS 2008 MRMIB
6. Site Review Summary Report, April – June 2008 (Attachment)
7. Critical Elements Monitoring, Focus Reviews – Quarter Ending June 2008 (Attachment)
8. IHA Monitoring, Focus Reviews – Quarter Ending June 2008 (Attachment)

9. IHEBA Monitoring, Focus Reviews – Quarter Ending June 2008 (Attachment)
10. Kern Regional/Early Starts Monitoring, Focus Reviews – Quarter Ending June 2008 (Attachment)
11. CCS Monitoring, Focus Reviews – Quarter Ending June 2008 (Attachment)
12. Referral Process Monitoring, Focus Reviews – Quarter Ending June 2008 (Attachment)
13. Asthma Care Monitoring – Quarter Ending June 2008 (Attachment)
14. Perinatal Care Monitoring – Quarter Ending June 2008 (Attachment)
15. Diabetes Care Monitoring – Quarter Ending June 2008 (Attachment)
16. Nursing Facility Services Report, 2nd Quarter 2008 (Attachment)
17. Provider Authorization Denial Report, 2nd Quarter 2008 (Attachment)
18. Referral Process Compliance Audit, 2nd Quarter 2008 (Attachment)
19. Request for Second Opinion, 2nd Quarter 2008 (Attachment)
20. Timeliness of Decision, 2nd Quarter 2008 (Attachment)
21. KP OnCall Health Care Communications, 2nd Quarter 2008 (Attachment)
22. Fluoride Varnish Utilization Report, 2nd Quarter 2008
23. Grievance Summary, 2nd Quarter 2008 (Attachment)
24. Medi-Cal and HFAM PCP Changes by Reason, 2nd Quarter 2008 (Attachment)
25. 2008 Tabulated Grievances, April – June 2008 2nd Quarter (Attachment)
26. Member Services Quarterly Call Center Report, April – June 2008 (Attachment)
27. KHS 2008 Call Center Report, April – June (Attachment)
28. Credentialing/Rec credentialing 2nd Quarter 2008 Summary Report (Attachment)
29. Monthly TAR audits for May, June and July 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 (Linda Howells, RN)
Discussion and possible action regarding:
 - a. HEDIS 2008 (Attachment)
3. Health Education Department (Isabel Silva, MPH)
Discussion and possible action regarding:
 - a. Health Education Department Activities Report, 2nd Quarter 2008 (Attachment)
4. Utilization Management (Deborah Schutz, RN, JD)
Discussion and possible action regarding:
 - a. Referral Activity Report, 2nd Quarter 2008 (Attachment)
5. Member Services (Susan McKenna, MBA)
Discussion and possible action regarding:
 - a. 2007 Customer Satisfaction Survey (Attachment)
6. Provider Relations (Stacy Reeves)
Discussion and possible action regarding:
 - a. Mystery Caller Report, 2nd Quarter 2008 (Attachment)

Next regular meeting: October 30, 2008

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.