



KERN HEALTH SYSTEMS

REGULAR MEETING OF THE QUALITY IMPROVEMENT/UTILIZATION MANAGEMENT COMMITTEE

AGENDA FEBRUARY 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 December 20, 2007 meeting (Attachment)
2. Approval of the Physician Advisory Committee Minutes of January 9, 2008 meeting (Attachment)
3. Approval of the Minutes of the Pharmacy and Therapeutics Committee of December 19, 2007 (Attachment)
4. Approval of the Public Policy/Community Advisory Committee Minutes of December 14, 2007 (Attachment)
5. Site Review Summary Report, October - December 2007 (Attachment)
6. Critical Elements Monitoring, Focus Reviews - Quarter Ending December 2007 (Attachment)
7. IHA Monitoring, Focus Reviews – Quarter Ending December 2007 (Attachment)

8. IHEBA Monitoring, Focus Reviews – Quarter Ending December 2007 (Attachment)
9. Kern Regional/Early Starts Monitoring, Focus Reviews– Quarter Ending December 2007 (Attachment)
10. CCS Monitoring, Focus Reviews – Quarter Ending December 2007 (Attachment)
11. Referral Process Monitoring, Focus Reviews – Quarter Ending December 2007 (Attachment)
12. Diabetes Care Monitoring - Quarter Ending December 2007 (Attachment)
13. Asthma Care Monitoring – Quarter Ending December 2007 (Attachment)
14. Perinatal Care Monitoring – Quarter Ending December 2007 (Attachment)
15. Kern Health Systems Facility Audit Satisfaction Survey Results, October 1, 2006 to September 30, 2007 (Attachment)
16. Family Planning Services Report January – December 2007 (Attachment)
17. 2008 Cultural and Linguistics Services Plan (Attachment)
18. Health Education Department Activities Report, Fourth Quarter 2007 (Attachment)
19. Nursing Facility Services Report, Fourth Quarter 2007 (Attachment)
20. Provider Authorization Denial Report, 4th Quarter 2007 (Attachment)
21. Referral Process Compliance Audit, 4th Quarter 2007 (Attachment)
22. Request for Second Opinion, 4th Quarter 2007 (Attachment)
23. Timeliness of Decision, 4th Quarter 2007 (Attachment)
24. Medi-Cal and HFAM PCP Changes by Reason 4th Quarter 2007
25. 2007 Tabulated Grievances, October – December 4th Qrt and Year to Date (Attachment)
26. Fourth Quarter 2007 Grievance Summary (Attachment)
27. Credentialing/Rec credentialing 4th Quarter 2007 Summary Report, (Attachment)
28. Credentialing/Rec credentialing Summary Report Year End 2007 (Attachment)
29. Monthly TAR audits for October, November, December and Year End 2006 (Attachment)
30. Approval of Policy #3.63-P Topical Fluoride Varnish

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. Health Education Department (Isabel Cintron de Silva, MPH)
Staff Update
Discussion and possible action regarding:
 - a. Health Education Department Activities Report, Year End 2007 (Attachment)
 - b. Health Education, Cultural and Linguistics GNA Annual Update 2007 (Attachment)

3. Utilization Management (Cathy Giovanetti, RN)
Staff Update
Discussion and possible action regarding:
 - a. KP OnCall HealthCare Communications, Fourth Quarter 2007 (Attachment)
 - b. UM Referral Activity Report, 4th Quarter 2007 (Attachment)

4. Member Services (Susan McKenna)
Staff Update
Discussion and possible action regarding:
 - a. Member Services Quarterly Call Center Report, October – December 2007 (Attachment)
 - b. KHS 2007 Call Center Report October (Attachment)

5. Provider Relations (Stacy Reeves)
Staff Update
Discussion and possible action regarding:
 - a. 2007 Mystery Caller Report Summary, 4th Quarter (Attachment)

Next regular meeting: April 24, 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.