



KERN HEALTH SYSTEMS

REGULAR MEETING OF THE QUALITY IMPROVEMENT/UTILIZATION MANAGEMENT COMMITTEE

AGENDA

June 26, 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 April 24, 2008 meeting (Attachment)
2. Approval of the Physician Advisory Committee Minutes of May 7, 2008 meeting (Attachment)
3. Approval of the Physician Advisory Committee Minutes of June 11, 2008 meeting (Attachment)
4. Provider Authorization Denial Report, 1st Quarter 2008 (Attachment)
5. Referral Process Compliance Audit, 1st Quarter 2008 (Attachment)
6. Request for Second Opinion, 1st Quarter 2008 (Attachment)
7. Timeliness of Decision, 1st Quarter 2008 (Attachment)
8. Monthly TAR audits for March and April 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. Marketing Department (Astrid Enriquez)
Discussion
 - a. Cultural and Linguistic Training – Limited English Speaking Patients (Attachment)
3. Utilization Management (Deborah Schutz, RN, JD)
Discussion and possible action regarding:
 - a. Referral Activity Report, 1st Quarter 2008 (Attachment)
4. Member Services (Susan McKenna, MBA)
Discussion and possible action regarding:
 - a. Grievance Summary, 1st Quarter 2008 (Attachment)
5. Provider Relations (Stacy Reeves)
Discussion and possible action regarding:
 - a. Mystery Caller Report, 1st Quarter 2008

Next regular meeting: August 28, 2008

KHS QI/UM Committee 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.