



KERN HEALTH SYSTEMS

REGULAR MEETING OF THE QUALITY IMPROVEMENT/UTILIZATION MANAGEMENT COMMITTEE

AGENDA

October 30, 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 August 28, 2008 meeting (Attachment)
2. Approval of the Public Policy/Community Advisory Committee Minutes of October 8, 2008 (Attachment)
3. Approval of the Physician Advisory Committee Minutes of September 10, 2008 (Attachment)
4. Approval of the Physician Advisory Committee Minutes of October 8, 2008 (Attachment)
5. Approval of the Minutes of the Pharmacy and Therapeutics Committee of October 22, 2008 (Attachment)
6. Site Review Summary Report, July – September 2008 (Attachment)
7. Critical Elements Monitoring, Focus Reviews – Quarter Ending September 2008 (Attachment)
8. IHA Monitoring, Focus Reviews – Quarter Ending September 2008 (Attachment)

9. IHEBA Monitoring, Focus Reviews – Quarter Ending September 2008 (Attachment)
10. Kern Regional/Early Starts Monitoring, Focus Reviews – Quarter Ending September 2008 (Attachment)
11. CCS Monitoring, Focus Reviews – Quarter Ending September 2008 (Attachment)
12. Referral Process Monitoring, Focus Reviews – Quarter Ending September 2008 (Attachment)
13. Asthma Care Monitoring – Quarter Ending September 2008 (Attachment)
14. Perinatal Care Monitoring – Quarter Ending September 2008 (Attachment)
15. Diabetes Care Monitoring – Quarter Ending September 2008 (Attachment)
16. Facility Audit Satisfaction Survey Report October 1, 2007 – September 30, 2008 (Attachment)
17. Requests for Second Opinion 3rd Quarter 2008 (Attachment)
18. 2008 Tabulated Grievances, July - September 2008 3rd Quarter (Attachment)
19. Credentialing/Rec credentialing 3rd Quarter 2008 Summary Report (Attachment)
20. Mystery Caller Summary 2008 (Attachment)
21. Monthly TAR audits for August and September 2008 (Attachment)
22. Policy #3.22 Referral and Authorization Process (Attachment)
23. Policy #3.24 Pregnancy and Maternity Care (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 (Remington Brooks, MD)
Discussion and possible action regarding:
 - a. Medical Director's Report (Attachment)
2. Health Education Department (Isabel Silva, MPH)
Discussion and possible action regarding:
 - a. Health Education Department Activities Report, 3rd Quarter 2008 (Attachment)
3. Utilization Management (Deborah Schutz, RN, JD)
Discussion and possible action regarding:
 - a. Nursing Facility Services Report 3rd Quarter 2008 (Attachment)
 - b. Provider Authorization Denial Report, 3rd Quarter 2008 (Attachment)
 - c. Referral Process Compliance Audit, 3rd Quarter 2008 (Attachment)
 - d. Timeliness of Decision, 3rd Quarter 2008 (Attachment)
4. Member Services (Susan McKenna, MBA)
Discussion and possible action regarding:
 - a. Member Services Quarterly Call Center Report, July – September 2008 (Attachment)
 - b. KHS 2008 Call Center Report, July – September 2008 (Attachment)

Next regular meeting: December 2008 date TBD

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.