



KERN HEALTH SYSTEMS

REGULAR MEETING OF THE QUALITY IMPROVEMENT/UTILIZATION MANAGEMENT COMMITTEE

AGENDA

April 30, 2009

**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 26, 2009 meeting (Attachment)
2. Approval of the Physician Advisory Committee Minutes of March 11, 2009 (Attachment)
3. Approval of the Public Policy/Community Advisory Committee Minutes of December 9, 2008 (Attachment)
4. Approval of the Public Policy/Community Advisory Committee Minutes of March 17, 2009 (Attachment)
5. Critical Elements Monitoring, Focus Review Quarter Ending March 2009 (Attachment)
6. IHA Monitoring, Focus Review Quarter Ending March 2009 (Attachment)
7. IHEBA Monitoring, Focus Review Quarter Ending March 2009 (Attachment)

8. Kern Regional/Early Starts Monitoring, Focus Review Quarter Ending March 2009 (Attachment)
9. CCS Monitoring, Focus Review Quarter Ending March 2009 (Attachment)
10. Referral Process Monitoring, Focus Reviews Quarter Ending March 2009 (Attachment)
11. Asthma Care Monitoring Quarter Ending March 2009 (Attachment)
12. Perinatal Care Monitoring Quarter Ending March 2009 (Attachment)
13. Diabetes Care Monitoring Quarter Ending March 2009 (Attachment)
14. Site Review Summary Report 1st Quarter 2009 (Attachment)
15. Nurse Facility Services Report 1st Quarter 2009 (Attachment)
16. Timeliness of Decision, 1st Quarter 2009 (Attachment)
17. Fluoride Varnish Report 1st Quarter 2009 (Attachment)
18. KP OnCall HealthCare Communications 1st Quarter 2009 (Attachment)
19. Medi-Cal and HFAM PCP Changes by Reason, 1st Quarter 2009 (Attachment)
20. 2009 Tabulated Grievances, Jan – March 2009 1st Quarter (Attachment)
21. Credentialing/Recredentialing Summary Report 1st Quarter 2009 (Attachment)
22. Monthly TAR audits January, February and March 2009 (Attachments)
23. Policy #4.31-P Urgent Care Center (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. Utilization Management Department (Erin Endes)
 - a. Referral Activity Report, 1st Quarter 2009 (Attachment)
 - b. Second Opinion, 1st Quarter 2009 (Attachment)
 - c. Referral Process Compliance Audit, 1st Quarter 2009 (Attachment)
 - d. Denial Report, 1st Quarter 2009 (Attachment)

3. Health Education Department (Isabel Silva, MPH)
Discussion and possible action regarding:
 - a. Health Education Department Activities Report 1st Quarter (Attachment)

4. Member Services Department (Jessica Garcia)
Discussion and possible action regarding:
 - a. Kern Health Systems 2009 Call Center Report, 1st Quarter (Attachment)
 - b. Contact Service Queue Activity Report, 1st Quarter 2009 (Attachment)
 - c. 1st Quarter 2009 Grievance Summary (Attachment)

5. Provider Relations (Stacy Reeves)
Discussion and possible action regarding:
 - a. Mystery Caller Summary 2009 1st Quarter (Attachment)

Next regular meeting: June 25, 2009

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.