



KERN HEALTH SYSTEMS

REGULAR MEETING OF THE QUALITY IMPROVEMENT/UTILIZATION MANAGEMENT COMMITTEE

AGENDA

October 29, 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 August 27, 2009 meeting (Attachment)
2. Approval of the Physician Advisory Committee Minutes of August 12, 2009 meeting (Attachment)
3. Approval of the Physician Advisory Committee Minutes of September 9, 2009 meeting (Attachment)
4. Approval of the Public Policy/Community Advisory Committee Minutes of September 15, 2009 meeting (Attachment)
5. Health Education, Cultural & Linguistics, Group Needs Assessment Annual Update 2009
6. 2009 Health Education Program Evaluation (Attachment)
7. 2010 Health Education Program Plan (Attachment)
8. ER Collaborative Summary, July - September 2009 (Attachment)
9. Critical Elements Monitoring, Focus Review Quarter Ending September 2009 (Attachment)

10. IHA Monitoring, Focus Review Quarter Ending September 2009
(Attachment)
11. IHEBA Monitoring, Focus Review Quarter Ending September 2009
(Attachment)
12. CCS Monitoring, Focus Review Quarter Ending September 2009
(Attachment)
13. Referral Process Monitoring, Focus Reviews Quarter Ending
September 2009 (Attachment)
14. Asthma Care Monitoring Quarter Ending September 2009
(Attachment)
15. Perinatal Care Monitoring Quarter Ending September 2009
(Attachment)
16. Diabetes Care Monitoring Quarter Ending September 2009
(Attachment)
17. Site Review Summary Report July 1, 2009 to September 30, 2009
(Attachment)
18. Facility Audit Satisfaction Survey Report, October 1, 2008 through
September 30, 2009 (Attachment)
19. Nursing Facility Services Report 3rd Quarter 2009 (Attachment)
20. Utilization Management Timeliness of Decision, 3rd Quarter 2009
(Attachment)
21. Utilization Management Fluoride Varnish Report 3rd Quarter 2009
(Attachment)
22. KP OnCall HealthCare Communications 3rd Quarter 2009
(Attachment)
23. Member Exit Survey 2009 (Attachment)
24. Kern Health Systems 2009 Call Center Report, 3rd Quarter 2009
(Attachment)
25. Contract Service Queue Activity Report, 3rd Quarter 2009
(Attachment)
26. Medi-Cal and HFAM PCP Changes by Reason, 3rd Quarter 2009
(Attachment)
27. Medi-Cal and HFAM PCP Changes Comparison 2008-2009
(Attachment)
28. 2009 Tabulated Grievances, 3rd Quarter (Attachment)
29. Grievance Comparison 2008-2009 (Attachment)
30. Credentialing/Recredentialing Summary Report 3rd Quarter 2009
(Attachment)
31. Monthly TAR audit August 2009 (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. Quality Improvement/Disease Management/Health Education (Linda Howells, RN)
 - a. Disease Management Quarterly Report July – September 2009 (Attachment)
 - b. Health Education Department Activities Report 3rd Quarter 2009 (Attachment)
3. Utilization Management Department (Deborah Murr, RN)
 - a. Referral Activity Report, 3rd Quarter 2009 (Attachment)
 - b. Second Opinion, 3rd Quarter 2009 (Attachment)
 - c. Referral Process Compliance Audit, 3rd Quarter 2009 (Attachment)
 - d. Denial Report, 3rd Quarter 2009 (Attachment)
4. Member Services Department (Louie Iturriria)
Discussion and possible action regarding:
 - a. 3rd Quarter 2009 Grievance Summary (Attachment)
 - b. 2008 Member Satisfaction Survey (Handout)

5. Provider Relations (Jake Hall)
Discussion and possible action regarding:
 - a. Mystery Caller Summary 2009 3rd Quarter
(Attachment)

Next regular meeting: December 17, 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.