



KERN HEALTH SYSTEMS

REGULAR MEETING OF THE QUALITY IMPROVEMENT/UTILIZATION MANAGEMENT COMMITTEE

AGENDA

August 26, 2010

**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 29, 2010 meeting (Attachment)
2. Approval of the Physician Advisory Committee Minutes of May 5, 2010 meeting (Attachment)
3. Approval of the Physician Advisory Committee Minutes of June 30, 2010 (Attachment)
4. Approval of the Pharmacy and Therapeutics Committee Minutes of July 7, 2010 meeting (Attachment)
5. Approval of the Public Policy/Community Advisory Committee Minutes of June 15, 2010 meeting (Attachment)

6. ER Collaborative Summary, April 1, 2010 – June 30, 2010
(Attachment)
7. Disease Management Department Quarterly Report, April 1, 2010 –
June 30, 2010 (Attachment)
8. Critical Elements Monitoring, Focus Review Quarter Ending June 30,
2010 (Attachment)
9. IHA Monitoring, Focus Review Quarter Ending June 30, 2010
(Attachment)
10. IHEBA Monitoring, Focus Review Quarter Ending June 30, 2010
(Attachment)
11. CCS Monitoring, Focus Review Quarter Ending June 30, 2010
(Attachment)
12. Kern Regional Center (KRC) and Early Starts Monitoring, Focus
Review Quarter Ending June 30, 2010 (Attachment)
13. Referral Process Monitoring, Focus Review Quarter Ending June 30,
2010 (Attachment)
14. Asthma Care Monitoring Quarter Ending June 30, 2010 (Attachment)
15. Perinatal Care Monitoring Quarter Ending June 30, 2010 (Attachment)
16. Diabetes Care Monitoring Quarter Ending June 30, 2010 (Attachment)
17. Site Review Summary Report April 1, 2010 to June 30, 2010
(Attachment)
18. Kern Health Systems 2010 Call Center Report, 1st Quarter 2010
(Attachment)
19. Kern Health Systems 2010 Call Center Report, 2nd Quarter 2010
(Attachment)
20. Medi-Cal and HFAM PCP Changes by Reason, 1st Quarter 2010
(Attachment)
21. Medi-Cal and HFAM PCP Changes by Reason, 2nd Quarter 2010
(Attachment)
22. 2010 Tabulated Grievances, 2nd Quarter (Attachment)
23. Credentialing/Rec credentialing Summary Report, April 1, 2010 – June
30, 2010 (Attachment)
24. Monthly TAR audit April, May, June & July 2010 (Attachments)

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
(Linda Howells, RN, Director of Quality Improvement, Health Education and Disease Management)
Discussion and possible action regarding:
 - a. Medi-Cal HEDIS 2010 Report (Attachment)
3. Member Health Education (Linda Howells, RN, Director of Quality Improvement, Health Education and Disease Management)
 - a. Health Education Department Activities Report April 1, 2010 - June 30, 2010 (Attachment)
4. Utilization Management Department (Robert Woodard)
 - a. Utilization Management Reporting Period April 1, 2010 - June 30, 2010 (Attachment)

5. Member Services (Louie Iturriria, Director of Marketing and Member Services)
 - a. 2nd Quarter 2010 Grievance Summary (Attachment)
6. Provider Relations (Jake Hall, Supervisor)
 - a. 1st and 2nd Quarter Mystery Caller (Attachment)

Next regular meeting: October 28, 2010

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.