



KERN HEALTH SYSTEMS

REGULAR MEETING OF THE QUALITY IMPROVEMENT/UTILIZATION MANAGEMENT COMMITTEE

AGENDA

February 25, 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 December 17, 2009 meeting (Attachment)
2. Approval of the Physician Advisory Committee Minutes of November 11, 2009 meeting (Attachment)
3. Approval of the Physician Advisory Committee Minutes of January 13, 2010 meeting (Attachment)
4. Approval of the Public Policy/Community Advisory Committee Minutes of December 15, 2009 meeting (Attachment)
5. Critical Elements Monitoring, Focus Review Quarter Ending December 31, 2009 (Attachment)
6. IHA Monitoring, Focus Review Quarter Ending December 31, 2009 (Attachment)
7. IHEBA Monitoring, Focus Review Quarter Ending December 31, 2009 (Attachment)

8. CCS Monitoring, Focus Review Quarter Ending December 31, 2009 (Attachment)
9. Kern Regional Center (KRC) and Early Starts Monitoring, Focus Review Quarter Ending December 31, 2009 (Attachment)
10. Referral Process Monitoring, Focus Review Quarter Ending December 31, 2009 (Attachment)
11. Asthma Care Monitoring Quarter Ending December 31, 2009 (Attachment)
12. Perinatal Care Monitoring Quarter Ending December 31, 2009 (Attachment)
13. Diabetes Care Monitoring Quarter Ending December 31, 2009 (Attachment)
14. Site Review Summary Report October 1, 2009 to December 31, 2009 (Attachment)
15. Family Planning Services Report January 1, 2009 through December 31, 2009 (Attachment)
16. Health Education Department Activities Report, 4th Quarter 2009 (Attachment)
17. Kern Health Systems 2009 Call Center Report, 4th Quarter 2009 and Year End 2009 (Attachment)
18. Medi-Cal and HFAM PCP Changes by Reason, 4th Quarter 2009 (Attachment)
19. 2009 Tabulated Grievances, 4th Quarter (Attachment)
20. Credentialing/Rec credentialing Summary Report, October 1, 2009 – December 31, 2009 (Attachment)
21. Monthly TAR audit November and December 2009 (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)
 - a. Disease Management Quarterly Report October 1, 2009
to December 31, 2009 (Attachment)
3. Member Health Education (Isabel Silva, MPH, Supervisor)
 - a. Health Education Department Activities Report Year
End 2009 (Attachment)
4. Utilization Management Department (Deborah Murr, RN)
 - a. Utilization Management Reporting Period October 1,
2009 – December 31, 2009 (Attachment)
5. Provider Relations (Jake Hall, Supervisor)
 - a. Mystery Caller Summary 2009 (Attachment)
6. Member Services (Louie Iturriria, Director of Marketing
and Member Services)
 - a. 4th Quarter 2009 Grievance Summary (Attachment)

Next regular meeting: April 29, 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.