

Quality Improvement and Health Equity Committee (QIHEC)

Q1 2025 Activity Summary

Reporting Period: Q1 2025

QIHEC Meeting Date & Time: February 20, 2025 | 8:00 AM – 10:00 AM

Topics Discussed

DSNP/STARS Update

- The D-SNP application was successfully submitted. D-SNP launch is scheduled for January 2026.
- The Model of Care (MOC) is finalized, including MOC 4 for quality oversight.
- QIHEC will serve as the D-SNP oversight body, while the Stars Committee will act as an advisory group reporting on key performance indicators.
- Discussion points included potential challenges in aligning D-SNP implementation with SFHP's existing care model and ensuring smooth regulatory compliance.

Quality Improvement Health Equity Transformation Program (QIHETP)

- Positive impacts on provider quality performance.
- Successful improvements in patient care experience initiatives.
- Challenges in meeting some DHCS measures, particularly regarding disparities in healthcare access and outcomes.
- The 2025 QIHETP Description and Work Plan includes 27 measures emphasizing D-SNP integration and enhanced health equity strategies.

Health Equity Updates

1. Diversity, Equity, and Inclusion (DEI) Training:
 - DEI curriculum submitted to DHCS in December 2024; awaiting approval.
 - Once approved, this will be implemented to support health equity efforts and provider education.
2. Transgender and Gender Identity (TGI) Training:
 - The TGI curriculum is under development with an initial internal training deadline set for March 2025.
 - Due to evolving DHCS regulatory guidance, delays are anticipated.
3. NCQA Health Equity Accreditation:
 - SFHP is on track to submit survey materials for accreditation in June 2025.
 - Five accreditation elements are marked as "N/A" due to temporary NCQA modifications that expire in April 2025.

Utilization Management Updates

- Reviewed UM Clinical Criteria with a focus on:
 - Cellulitis
 - Observation care

- Heart failure treatment
- Gender-affirming services
- Emphasized the importance of aligning UM criteria with DHCS regulations and using evidence-based guidelines to ensure consistency.

Newborn Gateway Portal

- Reviewed the Newborn Gateway Portal, designed to streamline newborn enrollment in Managed Care Plans (MCPs), reducing delays in eligibility processing.
- Key improvements:
 - Automated assignment of newborns to their parent's MCP immediately at birth.
 - Reduces eligibility gaps by ensuring newborn encounters are captured within the first month of life.
- Discussion points included:
 - Concerns about potential barriers in provider participation and the need for increased provider education to ensure effective integration.

Actions Taken

- Approval of Consent Calendar Items:
 - December 2024 QIHEC Minutes
 - Q3 2024 Emergency Room Rx Access Report
 - Q3 2024 Grievance Report
 - Q3 2024 Appeals Report
 - Q3 2024 PQI Report
 - UM Committee Minutes and supporting documentation
 - November 2024 Minutes
 - 2024 UM Program Description
 - Health Services Policies & Procedures (P&P) Updates Summary
 - Facility Site Review Annual Report
 - CLS Program Description
- Approved: 2024 QIHETP Evaluation, 2025 QIHETP Description, and 2025 QIHETP Annual Work Plan
- Approved: Utilization Management Clinical Criteria

Next Steps

- Continue monitoring healthcare policy changes and funding adjustments.
- Review D-SNP approval status and outline the next steps for the January 2026 launch.
- Ensure appropriate implementation strategies for seamless integration within SFHP's care model.
- Dr. Edwin Poon to provide updates on DEI and TGI training progress.
- SFHP staff to distribute Newborn Gateway Portal provider education materials in the next SFHP newsletter.
- Committee to review preliminary enrollment data on the Newborn Gateway Portal at the next meeting.