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Quality Improvement and Health Equity Committee (QIHEC) Q2 2024 Activity Summary

Reporting Period: Q2 2024

QIHEC Meeting Date & Time: May 16, 2024 8:00am—10:00am

Topics Discussed

1. **NCQA Re-survey Preparation:** The committee was updated on the ongoing preparations for the NCQA re-survey, including collaboration with a consulting firm to ensure readiness. This preparation included sessions with providers to enhance care coordination, particularly between behavioral and physical health.
2. **Final Year 2023 MCAS Performance:** The committee reviewed the performance on various measures, and strategies were discussed to address gaps in measures not meeting MPL.
 - a. Notable improvements: AMR, CHL, DEV, HBD-Poor Control, W30-6+, WCV
 - b. 18 measures held to MPL
 - i. 14 measures met MPL
 - ii. FUA-30, FUM-30, TFL-CH, and W30-6+ did not meet MPL
3. **Priority Measures for 2024:** The committee discussed the priority measures for 2024, focusing on areas like depression screening, prenatal care, and well-child visits. Specific measures such as follow-up after emergency department visits and the screening and management of depression were highlighted as critical areas for improvement.
 - a. Priority Measures for 2024:

<ol style="list-style-type: none">i. AMRii. FUAiii. FUMiv. TFLv. W30-6+vi. CAHPS: Getting Needed Care	<ol style="list-style-type: none">vii. CAHPS: Getting Care Quicklyviii. PPC-Preix. PODx. PDS-Exi. COL-Exii. DRR-Exiii. DSF-E
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4. **Challenges and Interventions:** The meeting also addressed challenges in data collection and coding, which impact the accuracy of performance measures. For instance, difficulties in capturing accurate follow-up data after emergency visits were discussed, along with the need for better coordination with county behavioral health services and improving data exchange systems.
5. **Data Collection Improvements:** The committee discussed and agreed on the need for improved data collection and coding practices. Specific actions included:
 - a. Continuing efforts to work with providers on submitting supplemental data to close gaps in performance measures.



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- b. Exploring direct data exchange systems to ensure more accurate and timely capture of care provided, particularly in areas like well-child visits and follow-up care after emergency department visits.
6. Enhancing member education and outreach efforts, particularly around depression screening and prenatal care, to ensure better engagement and care outcomes.
7. Member Engagement and Incentives: Strategies to improve member engagement in preventive care, such as well-child visits, were discussed. This included the use of incentives to encourage timely visits and the potential for more direct data exchanges to better capture care provided.
8. New Member Appointments: The committee voted on the appointment of new members, expanding the diversity and expertise of the committee, particularly in behavioral health.
9. Focus on Equity: There was an emphasis on addressing disparities in care, particularly among minority populations, and exploring culturally sensitive approaches to improve engagement and outcomes.
10. Follow-Up on Incentive Programs: The committee agreed to explore the expansion of incentive programs, particularly point-of-care incentives, to improve member participation in critical preventive care measures. This includes potential pilot programs to assess the effectiveness of these incentives in encouraging timely care, especially for vulnerable populations.

Actions Taken

1. Voting on New Member Appointments: The committee successfully voted to approve the appointment of three new members to the QIHEC. These new members include representatives from the Member Advisory Committee (MAC) and a psychologist from Behavioral Health Services, expanding the committee's expertise and focus on behavioral health and equity.
2. Approval of Consent Calendar Items: The committee reviewed and approved several items on the consent calendar, including:
 - a. March 2024 QIHEC Minutes
 - b. Q4 2023 Grievance Report
 - c. Q4 2023 Appeals Report
 - d. UM Committee Minutes and supporting documentation
 - i. January 2024
 - ii. February 2024
 - iii. Q1-2023 Internal Audit PA, CCR, and Non-Clinical Results
 - iv. IRR 2023
 - e. Health Services Policies & Procedures (P&P) Updates Summary
 - f. Q2 & Q3 PQI Report
3. Approval of the 2024 QIHEC Scorecard: The committee approved the 2024 QIHEC Scorecard, which includes the priority measures and quality improvement focus areas for the year. This scorecard will guide the committee's efforts and focus throughout 2024.