



PHC California Quality Improvement and Health Equity Committee (QIHEC) Report
Summary Q2 – 2024
May 31, 2024

The following Sub-Committees reported to the QIHEC in Q2 2024:

1. Member and Provider Committee (MPC)
 - a. Melissa Ramos, Director of Member Services, implemented a series of staff trainings covering various topics, including enrollment and benefits. The goal of these classes is to provide a comprehensive update for staff that reinforces key skills.
 - b. A Health Equity Education section will be added to the MPC.
 - c. HEDIS Incentive Programs are active and staff is encouraged to keep members apprised of their preventative health benefits.
 - d. The Spring 2024 Provider and Member Newsletters were distributed and published.
 - e. The 2024 MPC Charter was reviewed and approved.

1. Risk Management Committee (RMC)
 - a. The noteworthy issues identified were:
 - i. Telephone accessibility
 - ii. Timeliness
 - iii. Transportation issues

2. Utilization Management Committee (UMC)
 - a. The Health Risk Assessment (HRA) increased to 62.20%. This improvement demonstrates the participation and engagement of our members with their Registered Nurse Care Team Managers (RNCTM).

3. Credentialing and Peer Review Committee (CPRC)
 - a. A total of one hundred sixty-five (165) providers were credentialed or recertified. Three (3) providers had hospital privileges approved and ten (10) additional providers are pending approval.

4. Public Policy and Community Advisory Committee (PPCAC)
 - a. Meeting held March 12, 2024.

5. New Business:
 - a. PHC California onboarded the new Health Equity Officer, Shirell Wooten, MPH. With eight (8) years of experience at AHF as a Managed Care Coordination (MCC) Case Worker, Shirell brings a strong background in health equity,

including gathering resources, data analysis, and advocating for marginalized communities. Her expertise in health equity and commitment to addressing disparities make her a valuable asset in promoting equitable access to healthcare for all.

- b. PHC California Performance Improvement Projects (PIPs)
 - i. The PIP will focus on breast cancer screenings and substance abuse disorder and mental health emergency visits. PHC California is partnered with Magellan, our behavioral health vendor, on the mental health PIPs.
6. Standing Reports
- a. Viral Load Suppression
 - i. PHC California successfully achieved a viral load suppression rate of 90%, which indicates that a significant majority of patients were able to effectively suppress their viral load.
 - b. Quality Improvement Intervention and Monitoring
 - i. Women's Health Initiative is ongoing.
 - ii. Retinal Eye Exams for diabetic patients is ongoing.
7. Quality Improvement and NCQA Accreditation Update
- a. Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys are complete.

Voted and Approved

1. Q1 2024 QIHEC Meeting Minutes were reviewed and approved.

Upcoming Meetings

- August 26, 2024
- November 18, 2024