



PHC California Quality Improvement and Health Equity Committee (QIHEC) Report
Summary Q4 – 2024
November 18, 2024

The following Sub-Committees reported to the QIHEC in Q4 2024:

1. Member and Provider Committee (MPC)
 - a. New DEI (Diversity, Equity, and Inclusion) and health equity training programs are currently being implemented and will be available through AHF University. These trainings are designed to educate and empower staff, enhancing their understanding of inclusivity and health equity. By providing the necessary knowledge and tools, these programs aim to foster a more equitable and inclusive environment for all.
 - b. A Health Education and Health Equity section for MPC will be in place 2025 that will reflect the plan's ongoing commitment to improving health literacy and ensuring all members have access to the resources necessary for making informed health decisions.
 - c. HEDIS Incentive Programs are in place, encouraging staff to actively inform members about their available preventive health benefits and remind them that the deadline to complete these services is December 31st, 2024
 - d. The Fall 2024 Provider and Member Newsletters were distributed and published both in English and Spanish. These newsletters are a key communication tool for updating members on the latest benefits, health tips, and significant changes to their coverage or services.
2. Risk Management Committee (RMC)
 - a. The noteworthy issues identified were:
 - i. Telephone accessibility
 - ii. Timeliness
 - iii. Transportation issues
3. Utilization Management Committee (UMC)

The Health Risk Assessment (HRA) completion rate has reached an impressive 97.22% in Q4, matching the percentage from Q3 and demonstrating a notable increase in member participation and engagement. This success underscores the effective collaboration between our members and their Registered Nurse Care Team Managers (RNCTM), who have been instrumental in guiding and supporting members throughout the HRA process. Such high engagement not only strengthens our care coordination efforts but also allows us to better

evaluate and meet individual health needs, improving the quality of care for our members.

4. Credentialing and Peer Review Committee (CPRC)
 - a. A total of one hundred sixty-five (50) providers were credentialed or recredentialed. Three (6) providers had hospital privileges approved, and ten (2) additional providers are pending approval.
5. Public Policy and Community Advisory Committee (PPCAC)
 - a. Meeting held September 9, 2024.
6. New Business:
 - a. The new QIHEC agenda layout is now in place for future meetings starting on February 24, 2025
7. Standing Reports
 - a. Viral Load Suppression
 - i. PHC California has maintained a 90% viral load suppression rate in Q4, reflecting our commitment to enhancing health outcomes through regular monitoring, tailored treatment, and supportive care. This achievement showcases the dedication of both patients and healthcare providers to treatment adherence, while also illustrating our progress in lowering transmission risks and boosting community health.
 - b. Quality Improvement Intervention and Monitoring
 - i. Women's Health Initiative is performing well. Cervical cancer screening rates have reached 55% completion rate for Q4, which remains stable. Breast cancer screening reached 81% completion rate, making a 9% improvement from Q3.
 - ii. The initiative for retinal eye exams among diabetic patients is thriving, largely due to the efforts of our Quality Improvement Department. This team is dedicated to informing and motivating members to undergo their retinal exams, emphasizing the significance of these screenings in preventing diabetes-related complications. Currently, we have achieved a 33% completion rate. Through continuous support and outreach, we are assisting members in prioritizing their eye health, resulting in increased participation and better outcomes.
8. Quality Improvement and NCQA Accreditation Update
 - a. Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys are complete.
 - b. NCQA Health Plan Accreditation scheduled for May 2025
 - c. NCQA Health Equity Accreditation scheduled for July 2025

Voted and Approved

1. Q3 2024 QIHEC Meeting Minutes were reviewed and approved.

Upcoming Meetings

- February 24, 2025