

Quality Improvement & Health Equity Committee (QIHEC) Activity Summary Q3 2024

Topics Discussed

1. Utilization Management: The Committee discussed prior authorization requirements for MRIs.
2. Population Needs Assessment (PNA): The Committee discussed the annual Population Needs Assessment, focusing on demographics, engagement with care, social determinants of health, health disparities, and action areas for improvement. The discussion highlighted the importance of addressing disparities and improving care access and chronic condition management.
 - a. Demographics Analysis: Discussed the increase in Spanish-speaking members and the aging population, with a focus on the North County area's member concentration.
 - b. Engagement with Care: Highlighted the need to improve primary care visits, especially for youth and adults, and the concern about members visiting the emergency department without primary care engagement.
 - c. Social Determinants of Health: Addressed the increase in social determinants of health claims, particularly housing and economic circumstances, and the need for housing navigation and tenancy support programs.
 - d. Health Disparities Focus: Identified disparities by age, gender, race/ethnicity, and geography, with a strategy to improve outcomes for subgroups and maintain high performance in perinatal care.
 - e. Action Areas for Improvement: Outlined action areas in perinatal health, child and youth health, adult preventive health, and chronic condition management to address identified disparities and improve overall care access.
 - f. Health Disparities: The Committee prioritized addressing health disparities based on member impact, persistence, regulatory alignment, feasibility, and provider impact. It identified disparities by age, gender, race/ethnicity, and geography, with a focus on improving outcomes for identified subgroups.

- i. Disparities Prioritization: Discussed the criteria for prioritizing health disparities, including impact on population health, volume of affected members, and alignment with regulatory and strategic goals.
 - ii. Disparities Identification: Identified persistent disparities in diabetes management, colorectal cancer screening, and well visits among various demographic groups.
 - iii. Subgroup Focus: Emphasized the need for targeted interventions for subgroups such as black identifying members and those with disabilities to improve chronic condition management and cancer screening rates.
 - iv. Provider Engagement: Highlighted the importance of engaging providers in shared priorities to address disparities and improve health outcomes for all members.
 - v. Geographic Disparities: Addressed geographic disparities and the need for a robust provider network to ensure access to timely prenatal care and other preventive services.
- 3. NCQA Rating: Plan staff highlighted the health plan's 4.5 NCQA rating, emphasizing the importance of patient experience and treatment outcomes. The discussion also touched on the challenges and strategies for improving specific health measures like flu vaccinations and substance use disorder follow-up.

Actions Taken:

1. Approval of Consent Agenda items: The committee reviewed and approved items on the Consent Agenda, including:
 - a. QIHEC minutes from June 20, 2024
 - b. UMC minutes from July 22, 2024
 - c. CQC minutes from May 20, 2024
 - d. CCS Clinical Advisory Committee minutes from March 28, 2024, and June 27, 2024
 - e. Dental Advisory Group minutes from June 21, 2024, July 19, 2024, and August 20, 2024
 - f. P&T minutes from May 28, 2024
2. The Committee reviewed and approved the clinical guidelines as presented. Approved guidelines are available at <https://www.hpsm.org/provider/resources/guidelines>