

The background of the slide features a blurred image of a pair of black-rimmed glasses resting on a document. A black pen with gold-colored accents is positioned diagonally across the lower-left portion of the frame. In the bottom-left corner, a bar chart with green bars is partially visible. The text is centered within a white rectangular box that has a torn-paper edge effect at the top and bottom.

QUALITY IMPROVEMENT & QUALITY ASSURANCE

**SUBCOMMITTEE OF THE SCH
JULY 24, 2025**

AGENDA

- QI Two-Pronged Approach
- Review NORC Statement of Work (SOW) and Deliverables
- Data Inventory Review
- Next Steps

TWO-PRONGED APPROACH:

1. Subcommittee Determines Current Focus

- Identify disparities Sacramento is facing and assessing current data sets to see what additional stratifications are needed from the MCPs (e.g., Access to Specialty Care and other immediate issues)

2. NORC Assesses Publicly Available Data

- Identify disparities
- Prioritize interventions to improve health outcomes
- Monitor equity-focused goals (e.g., DHCS Bold Goals)
 - Close racial and ethnic disparities in well-child visits and immunizations by 50%
 - Close maternity care disparity for Black and Native American persons by 50%
 - Improve maternal and adolescent depression screening by 50%
 - Improve follow up for mental health and substance use disorder by 50%
 - Ensure all MCPs exceed the 50th percentile for all children's preventive care measures

BENCHMARKS AND STRATIFICATIONS

- **Identify meaningful benchmarks**
 - For example, minimum performance levels (MPLs), comparable counties performance on the same measure
- **Identify meaningful stratifications**
(requires additional data from MCPs)
 - Will seek QIQA/SCHA input on groups to stratify by



NORC STATEMENT OF WORK (SOW)

Increase

Increase oversight and coordination to improve managed care plan (MCP) and provider performance in the areas of equity, quality, timely access, integration of care, and reduction of health disparities

Engage

Engage Medi-Cal members in robust processes to center their voices in patient care improvements.

Support

Proactively support local efforts to respond to Cal AIM and other key DHCS initiatives

Support

Support successful Medi-Cal renewals and expansion of coverage.

NORC DELIVERABLES FOR INCREASED OVERSIGHT

FROM INITIAL CONTRACT PERIOD – TO BE UPDATED

- a. *Summary report of key informant interviews with County leadership (4), Commission leadership (2), providers (10), and other State/County subject matter experts (SMEs) (4) as part of the environmental scan. NORC will compensate the 10 providers with \$200 for their time. The report will include details regarding methods used following industry transparency guidelines. -
Postponed until after quantitative analysis*
- b. Summary report of NORCs review of available data and data quality. The report will include details regarding methods used following industry transparency guidelines.
- c. Recommendations for which metrics to track over time and at what level of detail.
Provide specifications for the County and SCHA to include in MCP data collection plans regarding what data to provide and how it should be disaggregated

This subcommittee is assigned with overseeing the SOW. Some considerations:

- **Conduct quantitative analysis, provide presentations to SCHA and QIQA, etc**

CREATION OF DASHBOARD

Examples

[Medi-Cal-Enrollment-and-Renewals-Dashboard-May2025](#)

[Be Healthy Sacramento](#)

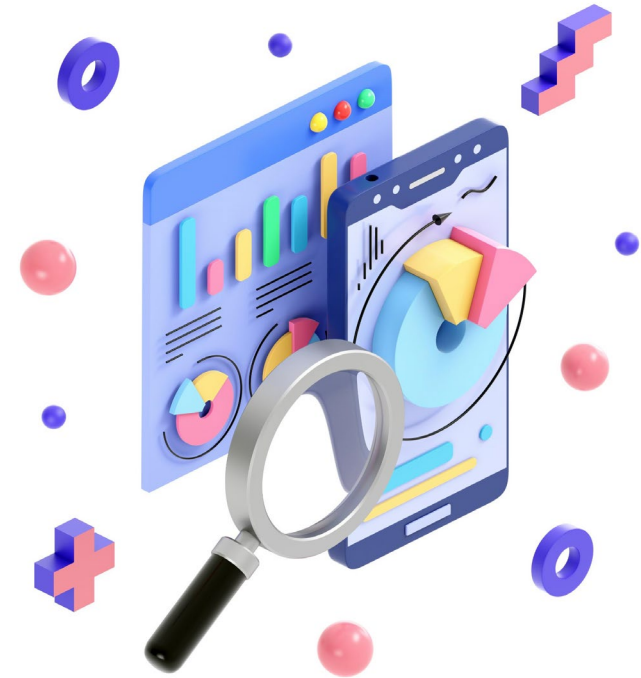
[CCS Quality Measures Dashboard](#)

[CCS/WCM Dashboard](#)



DATA INVENTORY REVIEW AND REQUEST FORMULATION

1. NORC reviews data inventory and presents recommended data request
2. QIQA reviews and refines draft data request
3. Meet with MCPs to discuss draft data request (during QIQA or separate meeting if sensitive)
4. Revise data request as appropriate and bring to SCHA to approve
5. Send written approved data request to MCPs

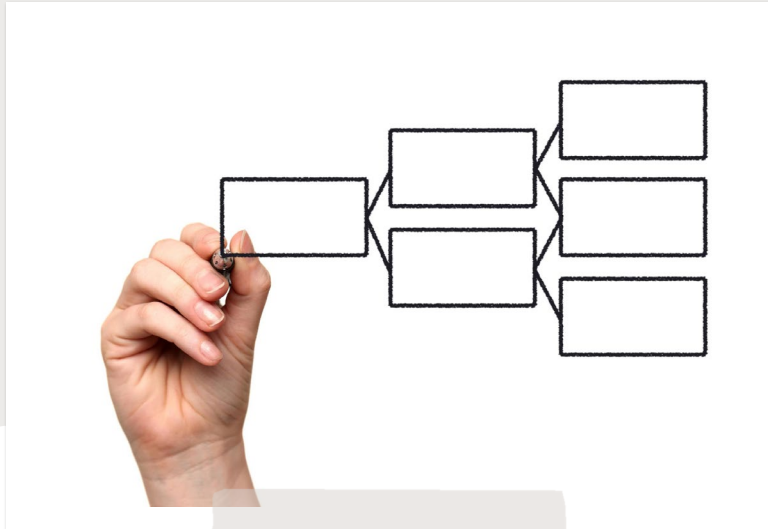




ONCE DATA IS RECEIVED

1. NORC conducts preliminary analysis
2. QIQA, NORC and County meet with MCPs to discuss questions and understand context for data interpretation
3. QIQA and NORC present findings and facilitate discussion with SCHA

NEXT STEPS



- General Commission meeting:
August 12th
- Next QIQA meeting:
August 28th