

# Sacramento County Health Authority Commission Quality Improvement/Quality Assurance Committee Meeting

## Meeting Agenda

July 24, 2025, 3:00 PM – 5:00 PM

## Meeting Invitees

- Committee Members
- General Public

## Meeting Location

7001 East Parkway, Sacramento, CA 95820

## Commissioners in attendance:

Eddie Kirby, Cortney Maslyn, Dr. Richard Pan and remotely Dr. Ravinder Khaira.

Agenda Item
<p><b>1. Welcome, Agenda Review, and Updates – Dr. Ravinder Khaira</b></p> <p>Meeting convened at 3:10pm</p>
<p><b>2. Presentation and Discussion: National Opinion Research Center (NORC) Scope of Work and Publicly Available Data/ MCP Data Scoping – Department of Health Services (DHS) Staff</b></p> <p>Presentation slides posted as pdf and available on website.</p> <p>Discussion on what data is publicly available, which includes Department of Managed Care (DMHC), Department of Healthcare Services (DHCS) data. Some data is aggregated and some is disaggregated. Further review and consideration are needed for any additional requests for disaggregated data.</p> <p>Commissioners voiced concerns on “hands-off” with Medi-Cal member plan transitions, for when someone switches from one managed care plan to another. Currently, NORC cannot get that level of data from what is publicly available and within the scope of their contract. Reviewing the magnitude of plan switches would be helpful to assess health measure performance. The Commission may be able to request from DHCS information needed to measure performance.</p> <p>Acting Chair, Eddie Kirby, shared that the Consumer Protection Committee (CPC) has recently talked about the loss of Medicaid coverage and subsequent reassignment. Commissioners discussed the value of understanding patient experience with non-elective plan changes.</p> <p>Additional discussion on other data points and comparisons to consider such as CAHPS (Consumer Assessment of Healthcare Providers and Systems) survey of Medi-Cal plans and if it would be possible to compare commercial plans to each other, irrespective of Medicaid status. The selection of several comparable counties for comparison would be beneficial, taking into consideration the county size, GMC county (San Diego), and demographics. The goal would be to not just be similar, but to perform better.</p>

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The presenter discussed the creation of dashboards to present data, which would not be under NORC's contract and instead be incumbent on the County. A preview of the [County's behealthysacramento.org website](https://behealthysacramento.org) was provided. These dashboards can be created as either static or interactive.

It would be beneficial for NORC to assist with identifying gaps that exist from the publicly available data.

Commissioners discussed the deliverable from the quantitative data analysis. There is a desire to see both aggregated plan performance across the County, as well as separate plan performance, to show a County snapshot. In summary, the intent would be to show where the County is now in performance, what are the opportunities for improvement and to then prioritize those areas for improvement. If the data can be presented like report cards for Healthcare Effectiveness Data and Information Set (HEDIS). Additional discussion points included interest in geocoding performance across the County and assessing timely access to subspecialty care.

The date period for reviewing data was discussed, and it was proposed to coincide with 2023 Medi-Cal Managed Care Accountability Sets (MCAS) reporting.

**Public Comment:** Amber Totten from Health Net recommended leveraging the previously submitted data to the SCHA from responses to the Request for Qualifications.

### **3. Public Comment** – *One comment per person, limited to two minutes.*

No public comments.

### **4. Next Steps and Adjournment** – *Dr. Ravinder Khaira*

Meeting adjourned at 4:21pm.

Members of the public are encouraged to attend. Public comments are accepted during designated time. Electronic or hard copies of documents are available upon request. To request documents, or if you wish to attend and need to arrange for an interpreter or a reasonable accommodation, please contact [SCHA@saccounty.gov](mailto:SCHA@saccounty.gov). Electronic copies of documents will be emailed upon request and hard copies of documents may be picked up at 7001-A East Parkway, Sacramento, CA 95823. For more information regarding the Sacramento County Health Authority Commission, please visit our website at [Sacramento County Health Authority](https://sacramentohealthauthority.org).