

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

Meeting Minutes

October 14, 2021, 5:00 PM – 6:30 PM

Meeting Location

In compliance with County, State, and Centers for Disease Control and Prevention directives related to the COVID-19 public health emergency, this meeting was held remotely via webinar and conference call.

Attendance

Name	Attendance	Name	Attendance
SCHA Voting Members			
Addie Hernandez	☐ Present ☒ Absent	Jonathan Porteus	☒ Present ☐ Absent
Debra Payne	☒ Present ☐ Absent	Ravinder Khaira, MD, Chair	☒ Present ☐ Absent
Edwin Kirby	☒ Present ☐ Absent	Ryan Quist	☒ Present ☐ Absent
Chevon Kothari, Vice Chair	☒ Present ☐ Absent	Stacy Lorenzen	☐ Present ☒ Absent
John Landefeld, MD	☒ Present ☐ Absent		
County Staff to SCHA		Consultants to SCHA	
Jenine Spotnitz	☒ Present ☐ Absent	Lisa Chan-Sawin	☒ Present ☐ Absent
		Dawn Hawkins Johnson	☒ Present ☐ Absent

Agenda Item	Time
1. Welcome and Agenda Review – Chevon Kothari, Committee Vice-Chair Chevon Kothari convened the meeting at 5:04 pm and presented the agenda.	5:00 – 5:05 pm
2. Presentation and Discussion: Draft Questions Regarding Consumer and Provider Survey Findings and DMHC Data for October 26 Plan Reactor Panel – Jenine Spotnitz, Sacramento County Department of Health Services Jenine Spotnitz presented the plan for the Oct. 26 Plan Reactor Panel. The Commission would review the data presented at the last Commission meeting on the Consumer Protection Committee's survey data, as well as DMHC data. Then they would present questions developed by the subcommittees, give MCPs five minutes to give their initial thoughts and then present the questions and allow them to respond. Jenine Sponitz then presented the survey data related to access to care where all respondents cited access to care and other challenges, and then presented the four access-related questions that were developed by the Consumer Protection Committee and gave the opportunity for the Committee to offer comments. There were no comments, so Jenine Spotnitz moved on to the next set of questions on the DMHC data and the grievance process. She presented slide on data related to Medi-Cal enrollee complaints received by DMHC and then presented the questions developed by the Consumer Protection Committee:	5:05 – 6:15 pm

1. How is your plan addressing timeliness and ensuring people are getting the appointments and care they need in the legally required time?
2. What proposals/approaches do you intend to take to facilitate easier electronic communication between providers for a patient?
3. How are MCPs supporting adoption (e.g., incentivizing/funding and require) use of e-consult platforms that allow for better coordination across providers, including coordination with specialists, as a means to increase access to specialty care?
4. How are plans ensuring patients have timely access to follow up care needed after emergency department visits?
5. How are plans ensuring patients have timely access to follow up care needed after emergency department visits?
6. As the contracted MCP, how do you work with IPAs and providers to ensure when providers are not meeting standards/have grievances filed against them, that they make modifications to improve responsiveness? What is the process for accountability between MCP, IPAs, and providers?
7. How is the grievance process working? What are the means by which patients and providers can file grievances (e.g., phone, letter, website)? How are plans ensuring providers and patients are aware of the MCPs' process, and notifying patients of the right to reach out to DMHC, and receive responses in a timely manner?

A Commissioner clarified that question #6 was trying to get to delegation issues and accountability of plans, IPAs and providers.

Another Commissioner offered that there is some legislation around delegation that will be implemented soon. The Commission may want to ask the Senate Health Committee about that legislation. Jenine Spotnitz and Chevon Kothari both concurred that they would follow up on it.

A Commissioner asked if the QIQA Committee could add a question about what the timeframe is for resolving an issue, such as "What are plans setting up as the time in which they need to respond and resolve the issue?"

A Commissioner asked whether they need to ask about mental health, such as "How is your plan addressing timeliness and ensuring people are getting the behavioral health appointments and care they need in legally required time?" Another Commissioner suggested adding that to the first question in order to specifically address mental health care, and the transition between specialty and mild/moderate care? A Commissioner noted that the County's mental health plan is just about County MH services, and asked whether there is a way to ask the plans to build a total mental health plan. Other Commissioners agreed that warranted some work and thinking about how to address the behavioral health continuum.

A member of the public stated that the All Plan Letter 006 is a good plan to find all the laws and citations around timely access, an issue that was discussed earlier in the meeting.

The Committee finalized the questions and Jenine Spotnitz noted that she

would cancel the meeting on October 28 as it was not needed. The Committee would meet in November before the next Commission meeting.	
3. Public Comment – <i>One comment per person, limited to two minutes.</i> None.	6:15 – 6:25 pm
4. Next Steps and Adjournment – <i>Chevon Kothari, Committee Vice-Chair</i> Chevon Kothari adjourned the meeting at 5:50 pm.	6:25 – 6:30 pm

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 Jenine Spotnitz at SpotnitzJ@saccounty.net or (916) 216-1782. 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.