# Quality Improvement/Quality Assurance Committee Meeting Minutes

Thursday, June 25, 2026, 3:00 p.m. – 5:00 p.m.

Meeting location: 7001 East A Parkway, Conference Room 1001, Sacramento, CA 95823

Virtual and telephone participation options offered via Teams.

**Attendance**

- SCHA Voting Members (in person): Britta Guerrero, Cortney Maslyn, Edwin Kirby, Margarita Dodatko, Michelle Monroe, Sean Atha
- SCHA Voting Members (by Teams): None
- County Staff (in person): Maria Moody
- County Staff (by Teams): Ashley Ortega, Jenine Spotnitz
- Members of the Public (in person): None
- Members of the Public (by Teams): Jessica Y Castaneda, Alexandria Figueroa, Cynthia Y Cervantes, Lisa Shugarman, Ryan Raether

**1. Welcome and Updates**

Michelle Monroe, SCHA Chair, called the meeting to order at 3:02 p.m. with quorum.

Introductions followed, including welcoming Maria Moody, the new Program Planner supporting SCHA.

**2. Presentation and Discussion: Access to Specialty Care Analysis and Next Steps Lisa Shugarman, NORC consultant**

Lisa presented NORC's ongoing Specialty Care Access analysis, covering both preliminary qualitative interview themes and quantitative findings related to the Sacramento Medi-Cal specialty network.

**Discussion highlights:**

• Members emphasized prioritizing quantitative data in future presentations, as it offers concrete validation and opportunities for problem-solving.

• The Committee recommended sending materials in advance of SCHA meetings to allow members to review ahead of time and maximize meeting time for discussion.

• Clarifications were requested on out-of-county gastroenterology (GI) care and whether visits occurred outside Sacramento or via traveling specialists; NORC will follow up.

• Members suggested meeting with independent providers and FQHCs, including office managers who manage referrals.

• Committee members expressed that the data validated longstanding provider concerns about access, which was seen as an important step toward solution-oriented work.

• The Committee acknowledged tensions between regulatory compliance (time-and-distance) and the actual patient experience of access limitations.

• The group discussed the timing of presenting these findings to SCHA in August, noting that the agenda may be full of other items, so these findings may instead be presented during the October general meeting.

Lisa confirmed NORC will continue interview outreach, incorporate Committee questions, and perform additional analyses for a subsequent QIQA meeting.

**3. Public Comment**

No public comments were received.

**4. Closing Comments and Adjournment**

The Chair thanked NORC, Committee members, and staff for their participation and reiterated the importance of understanding and validating challenges and ensuring they inform actionable solutions. The group noted the next QIQA meeting is scheduled for July 23, 2026.

The meeting adjourned at 4:47 p.m.