



CONTRA COSTA HEALTH

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To: Joint Conference Committee (JCC) Members

From: Jersey Neilson, MPH, Quality Program Manager

Date: March 6, 2026

Report Title: CCHP Quality Improvement and Health Equity Committee (QIHEC) Quarterly Report

RECOMMENDATIONS

ACCEPT report from Quality and Health Equity, RECOMMEND APPROVAL, and FORWARD the Report to the Contra Costa County Board of Supervisors for approval

FISCAL IMPACT

N/A

BACKGROUND

CCHP is required to implement and maintain a Quality Improvement and Health Equity Committee (QIHEC). The QIHEC is led jointly by CCHP's Medical Director (or designee) and CCHP's Chief Health Equity Officer and must include participation from a broad range of network providers. The QIHEC is responsible for directing and overseeing all Quality Improvement and Health Equity program activities.

On a quarterly basis, CCHP is required to submit a written summary of QIHEC activities to its Governing Board, DHCS, and make these reports publicly available on its website.

SUMMARY

During Q4, CCHP advanced significant work across NCQA accreditation, compliance audits, quality measurement, and population health. CCHP successfully submitted all documentation for the NCQA Health Plan Accreditation ahead of the December 9 deadline. Initial issues that were identified during initial review were resolved satisfactorily. File review is to take place in February, with final results expected by the end of Q1. The plan also submitted the Corrective Action Plan for MY2023 Health Equity and Quality Measure Set (HEQMS) to DMHC. CCHP analyzed the results of the ECHO survey, which showed improved satisfaction across multiple domains, and has completed fielding of the Case Management and Language Access Surveys. Results of these surveys will be forthcoming.



Performance Improvement Projects continued with measurable outreach results: nearly 300 calls for well-care visits (5.6% completion), 1,217 calls for cervical cancer screening (8.5% completion), and targeted outreach for African American and Pacific Islander members. Additional efforts included lead screening outreach for children under age two and biweekly case reviews under the IHI-Behavioral Health Collaborative with Contra Costa Behavioral Health, Public Health, and Kaiser Permanente.

Provider engagement remained strong, with distribution of provider-specific quality rate sheets, quarterly training sessions, and seven quality-focused meetings with major provider groups. CCHP partnered with Contra Costa Regional Medical Center on ambulatory redesign projects, including support for a nurse-led asthma clinic and pre-visit screening recommendations. Patient safety activities included ongoing monitoring of Potential Quality Issues, Provider Preventable Conditions, and completion of Facility Site and Medical Record Reviews.

CONSEQUENCE OF NEGATIVE ACTION

Failure to accept the QIHEC Quarterly Report would prevent CCHP from meeting its contractual obligation with DHCS and impact CCHP's compliance standing.

ATTACHMENT

Attachment A- QIHEC Quarterly Activities Report Q4 2025