

D.2.

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

Jersey Neilson, Quality Program Manager



Performance Improvement Projects

- Outreach calls for at risk measures: cervical cancer screening, lead screenings, controlling blood pressure, well care visits
- Follow-up after behavioral health ED visits collaboration with County Behavioral Health, Public Health, and Kaiser Permanente
 - Biweekly case conferences with KP Richmond

Population Health Initiatives

- Case Management Survey fielding completed
- Behavioral Health Survey results analyzed
- Attended 15 outreach events in prior quarter, including farmers markets, health fairs
- ED utilization reduction project with Advice Nurse
- Provider engagement – quality reviewing meetings and enhanced data sharing with additional quality report



Accreditation and Regulatory Quality Oversight



Regulator Updates

- NCQA Health Equity Accreditation
 - Achieved on October 27
- NCQA Health Plan Accreditation
 - On track
- External Quality Review Organization (EQRO)
 - Performance Improvement Projects – 100% confidence on methodology

Quality Measure Status

- MY2025:
 - Rates finalized June 2026
 - At risk in 1 measure
- DHCS PHM Key Performance Indicator validation with Business Intelligence
- Hired Planner/Evaluator to oversee DSNP Stars Quality Program