



Quality Improvement and Health Equity Committee (QIHEC) Quarterly Report

Report Period: October 1, 2025 – December 31, 2025

1. Meeting Dates and Main Topics Covered

October 14, 2025: Quality Council

- **Senior Medical Director Update.** The Senior Medical Director shared that CCHP began D-SNP enrollment on October 15, 2025, with coverage starting January 2026. Model of Care training must be completed by all providers by year-end. Leadership updates included Sunny Cooper as Interim Director of Compliance, and recruitment for multiple positions to support D-SNP implementation.
- **Long-Term Care Quality Monitoring.** The Quality and Health Equity reported out on Long-term care Quality report, with an analysis of Skilled Nursing Facility performance. Findings showed 30% of facilities had survey deficiencies above the state average, and five high-volume SNFs had higher-than-average deficiencies, though most were level 2 (no harm). CMS Care Compare ratings were generally above state averages, but outpatient ED visits and antipsychotic medication use were higher than benchmarks. The LTC Workgroup continues quarterly meetings and targeted training to address gaps in QAPI programs and improve health inspection ratings for low-performing facilities.
- **Potential Quality Issues and Provider Preventable Conditions:** Clinical Quality Auditing Nurses reported 413 PQIs from July 2024 to September 2025, a 24% reduction compared to the prior year. Most PQIs required no action, and only 7% resulted in corrective action plans. There were 18 PPCs in Q3 2025, primarily falls in SNFs.
- **Quality and Health Equity Quarterly Update:** The Director of Quality and Health Equity presented updates on Health Equity Accreditation (final status expected in November), NCQA 4.5-star rating, EQRO PIP submissions, and fielding of multiple surveys including PAAS and Behavioral Health Experience. Outreach efforts included over 20 community events and maternal health initiatives
- **Consent Items.** The Council unanimously approved prior meeting minutes, LTC QAPI report, QIHEC Q3 activities report, UM and ANU statistics, and audit summaries.
- **Policies and Procedures.** The Council approved updates to grievance handling, case management for D-SNP enrollees, immunization, utilization review, and population health management policies.

November 18, 2025: Quality Council

- **Medical Director Update.** The Medical Directors reported on revisions to the Quality Council charter and the merger with the Equity Council to form QIHEC, aligning with DHCS, DMHC, CMS, and NCQA requirements. Voting membership will expand to 12, and Equity Council members will join starting January 2026.
- **Clinical Practice Guidelines.** The Council reviewed proposed updates to Clinical Practice Guidelines, including adding CDPH advisories and incorporating new 2025 guidelines for acute coronary syndromes, hypertension, and inflammatory bowel disease. Immunization references will align with West Coast Health Alliance standards.
- **MY 2024 Commercial Population Report.** The Quality and Health Equity Team presented demographic and clinical data for the Commercial population (6,439 members, older and female-skewed), noting high prevalence of hypertension (38%), obesity (30%), and diabetes (19%). HEDIS results showed 12 of 14 measures above national averages, with improvements in preventive care but slight declines in diabetes measures. CAHPS overall scores exceeded benchmarks, though composite measures revealed access gaps. Grievance rates were higher than state averages, mostly administrative issues, and 71% of appeals were overturned, primarily pharmacy-related.
- **Annual D-SNP Quality Oversight.** The Director of Quality and Health Equity provided updates on Model of Care implementation, chronic care improvement programs, and CMS reporting requirements (HEDIS, CAHPS, HOS)
- **Consent Items.** The Council approved prior meeting minutes, Commercial report, PBM audits, P&T updates, and UM committee minutes.
- **Policies and Procedures.** The Council approved updates to the Quality Council charter, timely access standards, HEDIS reporting, cultural & linguistic services, Model of Care, and utilization review policies..

2. Update on Quarterly Activities in QIHETP Program

Program Structure:

- Convened two Quality Council meetings
- The Joint Conference Committee received and approved the Q2 activities report and sent it to the Board of Supervisors for review and approval.
- Convened Community Advisory Committee (CAC) on December 11, 2025, with topics covering Community Resources and Information, Population Health Management, Population Needs Assessment, Quality Improvement and Health Equity, Plan Marketing Materials and campaigns as well as Carved Our Services.

NCQA Accreditation and Audits

- CCHP received final result of NCQA Health Equity Accreditation and received full accreditation for Health Equity in October.
- CCHP submitted all Health Plan Accreditation documents on December 9th as scheduled, initial result will be available early January.

Measurement, Analytics, Reporting, and Data Sharing

- CCHP submitted the Corrective Action Plan for MY2023 Health Equity and Quality Measure Set (HEQMS) to the Department of Managed Health Care (DMHC) in November.
- The Case Management Survey began fielding during the Q3 reporting period and was completed in Q4.
- The Experiences in Care and Health Outcomes (ECHO) survey has analyzed and results satisfaction in many domains has increased compared to prior administration.
- CCHP rolled out 2025 Language Access Survey to members preferred language other than English to ensure culturally competent care.

Performance Improvement Projects

- Launched round two of the Medi-Cal Behavioral Health Collaborative with partners from Contra Costa Behavioral Health Services and Kaiser Permanente Care without Delay. Started biweekly case conferencing rounds to review missed opportunities for follow-up and determine any root causes.
- Conducted nearly 300 outreach calls to members due for well-care visits with at least 5.6% completing a well-care visit.

WCV Rate at Quarter End	WCV Target (Status)
57.2%	55.4% (MET)

- Conducted over 1217 calls for cervical cancer screening, with 8.5% of members completing a screening.

CCS Rate at Quarter End	CCS Target (Status)
61.0%	52.3% (MET)

- Continued to conduct outreach calls for African American and Pacific Islander members assigned to RMC due for well care visits.
- Completed over 207 calls to members under age two who were due for lead screening.

LSC Rate at Quarter End	LSC Target (Status)
71.0%	70.0% (MET)

Population Health

- CCHP engaged with Contra Costa County Supervisor Diane Burgis, Kaiser Permanente, and Contra Costa County Fire on the Health Literacy Council materials, which aim to reduce ED usage with District 5 residents through an advertising campaign and ambassador program. Program launched as expected in Q4 2025.
- CCHP worked with Health, Housing, and Homelessness (H3) for the upcoming January 1 launch of Transitional Rent as a Community Support service.
- The Transgender, Gender Diverse, or Intersex (TGI) training curriculum was approved by DHCS and DMHC and completed by CCHP all staff. Around 85% of CCHP staff completed newly rolled out Diversity, Equity & Inclusion Training.
- Health Education team started the draft of 2026 Winter Edition of Health Sense, topics included advice nurses and urgent care, options for colorectal cancer screening, timely

access to care, updates regarding transportation services as well as information regarding Care Plus.

- The Health Education team continued to participate in community events and started attending Farmer's market in Richmond and Antioch.
- CCHP engaged with four community-based organizations to roll out CalAIM centers. CCHP currently regularly present at 3 of the CalAIM centers for office hours.
- CCHP began call intervention for the emergency department (ED) utilization reduction project. Conducted preliminary data analysis to monitor implementation.
- Collaborated with the Office of the Director Youth Ambassadors program to implement a program to distribute air purifiers to qualifying members who reside in the Los Medanos Health District.
- CCHP began ingesting California's Medi-Cal Connect data and is in the process of provisioning accounts and doing analysis of the California risk stratification to incorporate into downstream workflows.
- CCHP completed Long-Term Care Quality Monitoring Report and an analysis of the Commercial population. These reports are presented at Q4 County Council meetings.

Patient Safety

- Continued monitoring and investigating Potential Quality Issues, Provider Preventable Conditions, and medical safety incidents.
- Completed scheduled Facility Site Reviews and Medical Record Reviews.
- Publicized Clinical Practice Guidelines in newsletter and provider network training

Provider Engagement

- CCHP distributed provider-specific quality rate sheets to primary care practices which included unique HEDIS scores, timely access survey results, and grievance/complaint data.
- CCHP published health education materials for easy access for all providers to download.
- Conducted quarterly provider network training sessions and quarterly network newsletter.
- Held seven quality meetings with providers (Lifelong, La Clínica, Axis, Brighter Beginnings, Asian Health Services, John Muir, and Stanford Children's) focusing on specific rates and improvement projects.
- Partnered with Contra Costa Regional Medical Center in their Ambulatory Care Redesign improvement projects, joining the Population Health and Alternative Care Delivery workgroups. As part of the Alternative Care Delivery workgroup, CCHP provided support for a nurse-led asthma clinic to better serve patients with moderate to severe asthma. Part of the support efforts for the asthma clinic included input on eligible patient population, services available to CCHP members, and information on best practices other health systems have implemented. The CCHP Health Educator conducted outreach to over 160 patients to schedule patients into the nurse-led clinics and completed appointment reminder outreach. As part of the Population Health workgroup, CCHP provided input and recommendations on pre-visit screenings.