



To: Board of Supervisors

From: Beth Hernandez, Quality and Health Equity Director, Contra Costa Health Plan

Date: June 26, 2025

Subject: CCHP Quality Improvement and Health Equity Committee (QIHEC) Quarterly Activities Report, 2025 Q1

SUMMARY

The Q1 2025 QIHEC Quarterly Report reflects ongoing governance through two Quality Council meetings and one Equity Council meeting. The January and February Quality Council meetings focused on preparing for the launch of CCHP's Dual Eligible Special Needs Plan (D-SNP), oversight of departmental work plans, and review of clinical quality initiatives. The March Equity Council meeting addressed health equity accreditation requirements, federal regulatory changes, and key data on language access and member demographics.

During this quarter, CCHP advanced multiple components of its quality and health equity work plan. The plan completed a successful external review for NCQA Health Plan Accreditation deliverables to prepare for the 2025 survey date. Health Equity Accreditation work also began, with a project plan and initial document collection underway. The Healthcare Effectiveness Data and Information Set (HEDIS) reporting process showed key improvements, including enhanced data integration from major labs and community provider systems. CCHP also fielded the annual Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey, completed annual member experience reporting, and passed two external HEDIS audits with no findings.

Additional activities included strong performance on Performance Improvement Projects (PIPs), with documented improvements in behavioral health follow-up rates and targeted outreach for pediatric well care, lead screening, and fluoride treatments. CCHP launched a value-based payment program with its eight largest provider groups and implemented required staff trainings as directed by DHCS. Outreach and health education efforts continued in community and clinical settings, guided by cultural and linguistic program evaluations and member feedback. Patient safety oversight, clinical guideline dissemination, and provider engagement efforts—such as provider trainings, network newsletters, and direct collaborations with Federally Qualified Health Centers—further supported quality care and equity goals.