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To: Joint Conference Committee

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

Date: October 3, 2025

Report Title: CCHP Quality Improvement and Health Equity Committee (QIHEC) Quarterly Activities Report, 2025 Q2

Recommendation

That the Joint Conference Committee review and endorse the Contra Costa Health Plan (CCHP) Quality Improvement and Health Equity Committee (QIHEC) Quarterly Activities Report for Quarter 2 of 2025, as required under the Department of Health Care Services (DHCS) contract, and forward the report to the Contra Costa County Board of Supervisors for approval as a consent item.

Background


As part of its Medi-Cal contract with DHCS, 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 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.

CCHP fulfills this requirement through the work of two standing councils: the Quality Council and the Equity Council. These two bodies together comprise the QIHEC, bringing both clinical and community perspectives to guide the integration of quality and equity efforts across the health plan. The councils oversee performance improvement projects, review member experience and clinical quality data, and recommend corrective actions as needed.

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 of Documents

The Q2 2025 QIHEC Quarterly Report reflects governance through two Quality Council meetings and one Equity Council meeting. The April Quality Council meeting reviewed DHCS Annual Medical Audit results, grievance, appeals, and utilization management reports, and policy updates, with discussion focused on improving access, regulatory readiness, and preparing for the D-SNP launch. The May Quality Council meeting focused on access and availability, reviewing access report findings, provider satisfaction survey



results, and Provider Relations updates, along with approval of additional annual reports and policies. The June Equity Council meeting addressed NCQA Health Equity Accreditation requirements, staff and provider training completion, Community Advisory Committee updates, and health education initiatives aimed at advancing maternal health, well child visits, and language access.

During this quarter, CCHP advanced multiple quality improvement and health equity activities across accreditation preparation, measurement, and performance improvement projects. Accreditation deliverables remained on track, with documentation collected for both Health Plan and Health Equity Accreditation submissions. MY 2024 HEDIS and CAHPS audits were submitted on time with no findings, and CCHP exceeded Minimum Performance Levels across all 18 HEDIS measures submitted. Access and network monitoring continued through completion of the Annual Access Report, Provider Appointment Availability Survey, and Encounter Data Validation audits, along with provider satisfaction survey analysis and planning for corrective actions in urgent specialty care access. Additional analytic activities included case management and behavioral health survey development, and presentations at statewide seminars on quality data integration.

Performance Improvement Projects showed measurable gains in behavioral health follow-up, immunization outreach, pediatric well care, cervical cancer screening, and preventive oral health services. CCHP engaged in targeted outreach to members and collaborated with community providers to expand screening and preventive care rates, while advancing maternal health initiatives and child health equity work through statewide and academic partnerships. Population health activities included implementation of pay-for-performance programs, expansion of health education and health literacy outreach, and continued work with community-based organizations on CalAIM centers. Patient safety oversight, provider training, guideline dissemination, and joint projects with local health centers and the Regional Medical Center further supported quality and equity goals, ensuring alignment with DHCS requirements and CCHP's strategic priorities.

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.

Fiscal Impact

There is no fiscal impact associated with this report.

Attachment

Attachment A- QIHEC Quarterly Activities Report Q2 2025