

D.3. 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, Assistant Director of Safety and Performance



Accreditation & Quality Oversight



Program Structure & Regulatory Updates

- Completed annual Quality Program documents & submitted to oversight bodies
 - 2025 Program Evaluation
 - 2026 Quality Workplan
 - 2026 Program Description
- NCQA Health Plan Accreditation
 - Awarded – 100% on documentation review elements

Quality Measure Status

- MY2025:
 - Rates finalized June 2026
 - Data improvements include better CPN data-sharing
 - Additional mammograms identified
 - Completed successful audit with Advent & HSAG
 - CAHPS survey fielding
- DSNP Stars dashboard build out to proactively monitor Stars
- DHCS PHM Key Performance Indicator validation with IT Business Intelligence

Core Operational Work

Performance Improvement Projects

- Outreach calls for measures: cervical cancer screening, 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
 - Launched direct follow-up appointment booking pilot – ongoing
- DSNP Member Experience workgroup

Population Health Initiatives

- Completed 2025 Cultural & Linguistics Program Evaluation and presented to CAC
- Identified historical ED utilization spikes in late April/early May and initiated efforts to launch an educational campaign to inform members about 24/7 Advice Nurse Unit
- Engaged with CalAIM CBO providers to ensure continued presence in community
- Health Education team has continued to participate in community events and table at CPN providers
- Provider engagement – quality review meetings and enhanced data sharing with additional quality reports



CONTRA COSTA HEALTH

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To: Joint Conference Committee (JCC) Members

From: Jersey Neilson, MPH; Assistant Director of Safety and Performance

Date: June 5, 2026

Report Title: Quality and Health Equity Report

RECOMMENDATIONS

D.3. 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 have a Quality Improvement and Health Equity Committee (QIHEC). CCHP's Medical Director (or designee) and CCHP's Chief Health Equity Officer together lead QIHEC. The Committee must include participation from a wide range of network providers. QIHEC directs and oversees 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 and to the Department of Health Care Services (DHCS). CCHP also publishes these reports on its website.

SUMMARY OF DOCUMENTS

During the first quarter of 2026, CCHP moved forward on key work across accreditation, quality improvement, population health and regulatory compliance. CCHP reviewed and completed major program documents. Policies were also updated and approved. CCHP received updates on National Committee for Quality Assurance (NCQA) Accreditation renewal. And the health plan kept an eye on ongoing performance improvement initiatives, member experience survey activities and preventive



outreach. CCHP focused on strengthening access to care, addressing disparities and improving infrastructure according to state and national standards.

KEY ACCOMPLISHMENTS AND HIGHLIGHTS

CCHP completed the NCQA Health Plan Accreditation audit and was successful in achieving accreditation. CCHP improved Healthcare Effectiveness Data and Information Set (HEDIS) production processes and got strong results from external audits. Performance Improvement Projects showed meaningful outreach for cervical cancer screening and well-care visit. Population health activities have expanded community engagement and member education. CCHP continues to talk with providers, monitor patient safety and conduct facility reviews. All this work supports ongoing quality oversight and network performance.

CONSEQUENCE OF NEGATIVE ACTION

If the quarterly Quality and Health Equity Report is not accepted, CCHP will not meet its contractual obligations to DHCS. It could also impact CCHP's compliance standing.