

3.3 Discussion/Action Item

QUALITY AND HEALTH EQUITY ACTIVITIES REPORT

Beth Hernandez

Core Operational Work

Performance Improvement Projects

- Well-child visits
 - Focus groups with Black Infant Health
- Outreach calls for at risk measures: cervical cancer screening, lead screenings, fluoride treatments, well care visits
- Follow-up after behavioral health ED visits collaboration with County Behavioral Health, Public Health, and Kaiser Permanente

Population Health Initiatives

- Attended 20+ outreach events in prior quarter
- Perinatal health project and doula provider workshop
- Annual Population Needs Assessment & PHM Strategy completed
- Health Literacy Council collaboration with Supervisor Burgis, Kaiser Permanente, and Contra Costa Fire
- ED utilization reduction project with Advice Nurse
- Provider engagement – quality reviewing meetings and enhanced data sharing with additional quality reports



Accreditation and Regulatory Quality Oversight



Regulator Updates

- NCQA Health Equity Accreditation
 - Achieved on October 27
- NCQA Health Plan Accreditation
 - Submitted December 9
 - Survey date scheduled February 2-3
- External Quality Review Organization (EQRO)
 - Network Adequacy Validation Audit – No findings
 - Performance Improvement Projects – Submitted for review
- DMHC HEQMS
 - Submitted corrective action for 2023

Quality Measure Status

- MY2024:
 - Achieved 100% of quality withhold dollars earned back (~\$6million)
 - Met MPL in all measures – no sanctions
- MY2025:
 - Rates finalized June 2026
 - At risk in 2 measures

Quality and Health Equity Activities Report

Public Comments

JCC Comments