Health Net Community Solutions
Quality Improvement / Health Equity Committee (HNCS QIHEC)
Q1 2025 Summary

The following Q1 2025 summary includes updates, highlights, and/or best practices on QIHEC initiatives/activities/projects.

Updates/Highlights

- The 2024 Health Net Population Health Management Effectiveness Analysis report to assessed the impact of PHM programs on the care process or outcomes, cost/utilization and member experience.
- Quality of Care (QOC) and Quality of Service (QOS) access grievances for Q4.
- Health Equity
    o Program Description and Work Plan
    o Year End Evaluation
- Quality Improvement
    o Program Description and Work Plan
    o Update on Performance Improvement Projects (PIPs)
    o Quality Improvement Tracking System (QITS) and Health Equity Focus Projects
    o Healthcare Improvement (IHI)/DHCS Child Health Equity Collaborative
- Utilization Management
    o Program Description and Work Plan
    o UM data for admits per thousand, average length of stays (ALOS), ER visits per thousand, days per thousand, readmit percentage per thousand, and outpatient services (OPS) per thousand.
- Appeals & Grievances - quarter-over-quarter totals, top appeals reasons, and appeals for Evolent and dental anesthesia.
- CM metrics for physical health (PH), Behavioral Health, and maternity.
    o CM Program Description

Initiatives/Activities

- Population Health Management / Health Equity
    o Health Equity has asked department leaders to apply a Health Equity framework to at least one goal in 2025.
    o Maternal/Reproductive Health Campaign in Los Angeles, Stanislaus, Imperial and Health Net Region 2.
- Enhanced Care Management (ECM) and Community Supports (CS) Report.
    o Enrollment rate for ECM
    o Claims by service
    o Referrals through Findhelp

Best Practices

- Language Assistance Program
  - Limited English Proficiency membership
  - Use of Telephone Interpreter, Face-to-Face Interpreter, Sing Language Interpreter, and Written Translations services
  - Cultural and Linguistics (C&L) grievance totals for 2024
- Updated Committee Charter