



**Health Net Community Solutions  
Quality Improvement / Health Equity Committee (HNCS QIHEC)  
Q2 2025 Summary**

The following Q2 2025 summary includes updates, highlights, and/or best practices on QIHEC initiatives/activities/projects.

**Updates/Highlights**

- Health Equity & Population Health
  - Introduced MOVES, campaign management, mid-year highlights. Reviewed program performance, and benchmarks.
- Quality Improvement
  - HN & CHPIV showed improvement in grievance rates and call center metrics.
  - Overview of 2025 initiatives, including HEDIS improvements IHA data, and delayed lead screening data.
- Utilization Management
  - Q1 metrics, improvements in turnaround times, and reductions in readmissions and ED visits.
- Appeals & Grievances
  - Decreased grievance volume, high compliance rates.
- Case Management
  - CM activity and performance metrics for physical, behavioral, and maternity health shared; satisfaction survey and file audit results reported.
- California Children's Services (CCS)
  - Updates on SARs, approval rates, and action plan to address delays.

**Initiatives/Activities**

- Enhanced Care Management
  - Expand outreach via Findhelp platform.
  - Focus on service categories: Medically-Tailored Meals, Recuperative Care, Housing Services.
- Utilization management
  - Bedside Dialysis Program.
  - Discharge Planning Improvements: Addressing barriers and best practices.
  - Enterprise-wide Process Enhancements for post-stabilization policies and utilization efficiency.
- California Children's Services
  - Staffing and training enhancements.
  - Improved referral identification.



### **Best Practices**

- Satisfaction-Driven Care:
  - Training staff to incorporate member values and beliefs into care plans.
  - Sharing survey results with care teams for quality alignment.
- Campaign Management (MOVES):
  - Use of targeted campaigns based on data insights and member segmentation.
  - Ongoing tracking of campaign effectiveness via key performance indicators (KPIs).
- Transition from QITS to Centene's eQPIT platform for enhanced reporting.