



Health Net Community Solutions
Quality Improvement / Health Equity Committee (HNCS QIHEC)
Q3 2024 Summary

The following Q3 2024 summary includes updates, highlights, and/or best practices on QIHEC initiatives/activities/projects.

Updates/Highlights

- The PHM Strategy was submitted for approval due to updates in compliance with APL 24-004.
- Health Equity
 - The 2024 Mid-Year HE Work Plan for HN and CHPIV. Provided examples of tasks and activities completed for each domain.
 - The Mid-Year LAP reports for HN and CHPIV. Reports covered January – June 2024 and included evaluation of language services, trend analysis, and barriers identified.
- The Quarterly Evaluation of Access Grievances was provided for Quality of Care (QOC) and Quality of Service (QOS) for both HN and CHPIV.
- Quality Improvement
 - The Mid-Year Work Plan Evaluation for HN and CHPIV.
 - The Quality Improvement update included:
 - Healthcare Effectiveness Data and Information Set (HEDIS)
 - Quality Evaluating Data to Generate Excellence (EDGE)
 - Regulatory and Programs
 - HE programs
 - Initial Health Assessment (IHA)
 - Lead Screening Completion (LCS)
- The 2024 Mid-Year UM/CM Work Plan Evaluation for CHPIV
- Specialty Access - Specialty referrals for detection and correction of potential barriers to access, over-or underutilization, and comparison to the previous year. The data presented for high focus specialties only.
- Appeals & Grievances - quarter-over-quarter totals, top appeals reasons, and appeals for National Imaging Associates (NIA) and dental anesthesia.

Initiatives/Activities

- The Department of Health Care Services (DHCS) released draft requirements for SB 1019/ APL 24-XXX: Non-Specialty Mental Health Services: Member Outreach, Education, and Experience Requirements. The plan is due to DHCS on October 1, 2024. DHCS is requiring Plans to consult with stakeholders to develop the standards by which outreach and education plans are reviewed and approved.
- The Health Equity and Case Management Programs Description were submitted for approval due to edits specifying the delegation relationship between HN and CHPIV and the CHPIV organizational structure.



- NCQA reporting – Continuity and Coordination of Medical Care
Highlights of the first-year report included the latest results and a comparison to previous year rates; and the actions taken to improve continuity and coordination of medical care between practitioners and across settings.
- The 2023 CM Program Evaluation

Best Practices

- Provider Satisfaction process collects provider feedback, identifies key initiatives for improvement, designs and implements projects, and monitors experience and performance metrics. The goal is to reach the 90th percentile in overall provider satisfaction by 2027.
- There are five strategic objectives. The domain covered was Advance our Knowledge, Competencies and Capabilities. There are three areas of focus.
- The objective of the CalAIM Member Campaign Program is to partner with internal and external stakeholders. Key priority populations, key measures impacted, and campaign types were shared, along with examples of campaigns for HN and CHPIV.