

Quality Improvement & Health Equity Committee (QIHEC) Activity Summary Q1 2025

Topics Discussed

1. Utilization Management review: Staff updated the committee on ongoing efforts to reduce and clean up prior authorization requirements over the past two years. The committee discussed continued review and feedback on prior authorization requirements.
2. 2024 Consumer Assessment of Healthcare Provider and Systems (CAHPS) survey: Staff shared results of the 2024 CAHPS survey, covering Medicare, Medi-Cal child, and Medi-Cal adult populations. The survey measures member experiences in various categories, including health plan, healthcare, customer service, and doctor communication.

Strengths identified in the survey include high ratings for annual flu vaccines, healthcare quality, and personal doctor ratings. These areas reflect positive member experiences and effective healthcare delivery.

Opportunities for improvement were identified in care coordination, getting care quickly, and how well doctors communicate. These areas require targeted efforts to enhance member experience and satisfaction.

The committee discussed the importance of making CAHPS data actionable for providers. They emphasized the need to share relevant data with providers and offer guidance on how to improve member experiences based on survey results.

3. 2023 Health Outcomes Survey: Staff presented the 2023 Health Outcomes Survey (HOS) results for Medicare members, focusing on measures related to urinary incontinence, physical activity, and fall risk management. They highlighted the plan's strong performance compared to regional and national benchmarks. The committee discussed the importance of addressing disparities in health outcomes.

Actions Taken:

- 1) Approval of Consent Agenda items: The committee reviewed and approved items on the Consent Agenda, including:
 - a) QIHEC minutes from December 19, 2025
 - b) UMC minutes from January 27, 2025
 - c) PRC minutes from December 10, 2024
- 2) Approval of Consent Agenda items: The committee reviewed and adopted the following clinical guidelines:
 - a) Diagnostic Evaluation, Testing, Counseling and Disclosure of Suspected Alzheimer's Disease and Related Disorders (Alzheimer's Association)
 - b) Medicare Annual Wellness Visit Algorithm for the Assessment of Cognition (Alzheimer's Association)
 - c) Operationalizing the Detection of Cognitive Impairment during the Medicare AWW in a Primary Care Setting (Alzheimer's Association)
 - d) Revised Criteria for Diagnosis and Staging of Alzheimer's Disease (Alzheimer's Association)
 - e) Dementia Care Evidence Based Nonpharmacological Practices to Address Behavioral and Psychological Symptoms of Dementia (Gerontological Society of America)
- 3) The committee reviewed and approved the Quality Improvement and Health Equity (QIHE) 2024 Evaluation, 2025 QIHE Program Description, 2025 QI Work Plan