

BOARD OF GOVERNORS

Children's Health Consultant Advisory Committee

Meeting Minutes –November 14, 2017



1055 W. Seventh Street, Los Angeles, CA 90017

All votes during a teleconferenced portion of the meeting were by roll call

Members

Lyndee Knox, PhD, *Chair*
 Kimberly Uyeda, MD, MPH, *Vice Chair*
 Edward Bloch, MD
 Maria Chandler, MD, MBA*

Toni Frederick, PhD
 Reena John
 Gwendolyn Ross Jordan*
 Nayat Mutafyan**

Maryjane Puffer, BSN, MPA*
 Diana Ramos, MD*
 Richard Seidman, MD, MPH, CMO
 * *Absent* ***Via Teleconference*

AGENDA ITEM/ PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
CALL TO ORDER	Lyndee Knox, PhD, <i>Chair</i> called the meeting to order at 8:40 a.m.	
APPROVAL OF MEETING AGENDA	Today's meeting agenda was approved as submitted for the November 14, 2017 meeting were approved as submitted.	Approved unanimously by roll call. 6 AYES (Frederick, John, Knox, Mutafyan, Seidman and Uyeda).
PUBLIC COMMENTS	Stefanie Mangone from Shield Healthcare introduced herself to the Committee.	
APPROVAL OF MEETING MINUTES	The minutes for the May 16, 2017 meeting were approved as submitted.	Approved by roll call. 6 AYES
ELECTION OF CHAIR AND VICE CHAIR	The Committee decided to move the election of Chair and Vice Chair to the January 2018 meeting.	
CHIEF MEDICAL OFFICER'S REPORT Richard Seidman, MD, MPH	Richard Seidman, MD, MPH, <i>Chief Medical Officer</i> , reported: <ul style="list-style-type: none"> • Dr. Matthew Emons and Dr. Asal Sepassi have left L.A. Care. Dr. Katrina Miller, <i>Chief Medical Information Executive</i>, is serving as interim Quality Improvement (QI) Medical Director. Michael Brodsky, MD, joined L.A. Care as the <i>Medical Director, Behavioral Health</i>. • Nai Kasick is now <i>Senior Director, Health Educator, Cultural and Linguistic Services</i>. Other department changes is intended to result in increased efficiency for 	

APPROVED

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	<p>Population Health, Healthcare Effectiveness Data and Information Set (HEDIS), National Committee on Quality Assurance (NCQA), Initiatives and Value Initiative for IPA Performance (VIIP)/ Pay for Performance (P4P).</p> <ul style="list-style-type: none"> • L.A. Care received a notification letter from NCQA that the Medicare Accreditation has been rescored. L.A. Care moved from a Provisional to an Accredited status. The Accredited status is a three-year status. • L.A. Care remains accredited for Medi-Cal and for Cal MediConnect (CMC). L.A. Care's goal is Commendable in at least one line of business for next year. • The Member Experience Workgroup has recommended new PCP and Specialist pilot surveys, planned for early 2018. • 2017 VIIP Reports were sent to Independent Physician Associations (IPAs), Department of Health Services and Kaiser leadership in October. Plan Partner leadership released reports to their contracted IPAs in the same week. • All Participating Physician Groups (PPGs) have submitted updates to the original action plans. Final results of action plans are due December 15. • Staff have meetings with most PPGs and have set up quarterly QI Outreach meetings with all high volume PPGs. • The current set of interventions are being done. The QI department will conduct a deep dive analysis of current interventions by the first quarter of 2018 and revamp efforts to assure that they are aligned to L.A. Care's goals and provide a focused approach to improvement. • Adult Prevention and Screening Workgroup is currently working on intervention efforts for all reportable measures including: <ul style="list-style-type: none"> ○ Mailers and Robo calls for Breast Cancer Screening, with member incentive program for L.A. Care Covered members ○ Member incentive program (partnered with DHCS) for Cervical Cancer Screening ○ Provider mailer and Robo calls were done to address Chlamydia Screening <p><i>(Edward Bloch, MD joined the meeting)</i></p> <p>Chair Knox shared that Robo calls have not had great results at the County. Dr. Miller noted that L.A. Care is working on a different methodology and technology. Dr. Seidman added that the technology will be able to provide information on gaps of care. During calls made to Customer Solution Center the health operator will be</p>	

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	<p>able assist in scheduling for the gap of care services. One intervention that staff is working on is the flu vaccination campaign. Call center staff will be trained to assist in a reminder for the flu vaccine.</p> <ul style="list-style-type: none"> • L.A. Care is looking into CVS Minute Clinics to be able to assist in raising the number of member getting their immunization. The purpose of the minute clinics is not to replace primary physicians, but to make it more convenient for individuals to get vaccinations for flu, pneumonia, pertussis and hepatitis. They then will share information with the individual's primary physicians. <p>Member Uyeda shared the importance to have clear communication regarding Minute Clinics to avoid any confusion.</p> <ul style="list-style-type: none"> • L.A. Care continues to work with Los Angeles Network for Enhanced Services (LANES) aiming to implement exchange of data by the end of 2018. Through cross-functional teams, L.A. Care continues to improve on eConnect and other Health Information Technology (HIT) programs, and look forward to integrating with more (Electronic) health information exchange (HIEs) to improve clinical care quality. • A pilot program with large IPAs and Emergency Department Information Exchange (EDIE) will start soon. EDIE will help inform emergency physicians about past services patient had received prior to arriving at the emergency room. <p>Member Bloch asked what type of coordination will EDIE provide for patients with Sickle Cell Disease. Dr. Seidman responded there is need to assist the scope of their connectivity.</p> <p>Member Uyeda shared that she has accepted a position in San Diego. This might be her last meeting. She thanked all for their support and expressed how much she has enjoyed being a member of the committee for the last 13 years. Dr. Seidman thanked Member Uyeda for all of her dedication and participation</p> <p>Member Bloch reminded the Committee about the concern on the slow process the Department of Children and Family Services has for approving vaccination for newborns at risk of contracting Hepatitis B. He suggested an automatic process should be in place to get a signature from a judge immediately. He hopes that L.A. Care can help in pushing this forward.</p>	


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COMMITTEE ISSUES		
PRENATAL AND POSTPARTUM MEASURES	<p>Ms. Kasick presented the Healthy Pregnancy Program.</p> <ul style="list-style-type: none"> • In September 2016, Health Education Advocates started coordinating prenatal visits • Members identified in their first trimester of pregnancy or within 42 days of enrollment were contacted and offered assistance with scheduling a prenatal visit. • All women are encouraged to receive prenatal care services. • Those who are enrolled with L.A. Care 280 days prior to delivery and had a live birth between November 6, 2015 and November 5, 2016 in any setting, and had a prenatal care visit in the 1st trimester, on date of enrollment, or within 42 days of enrollment in the health plan. • The results from a focus group conducted in May 2008 on four groups of two African-American (English); one Latina (English); one Latina (Spanish), total of 22 participants, age range 23-45 years concluded the following: <ul style="list-style-type: none"> ○ Common barriers across groups: <ul style="list-style-type: none"> ▪ Lack of knowledge and transportation ▪ Assumption that nothing is wrong ▪ Embarrassment / Lack of female doctors ▪ Substance abuse ○ Common Motivators Across Groups <ul style="list-style-type: none"> ▪ Incentives ▪ More education via mail, television, radio, brochures, school based ▪ More time with doctor for Q&A/have doctor explain what will happen next visit ▪ Prenatal classes / support groups ▪ Appt. reminders • Members received a onesie as an incentive once the prenatal visit was confirmed. • Appropriate educational health material is mailed each trimester for the stage of pregnancy. • Future intervention will consist of a targeted Facebook campaign for Los Angeles County residents, landing site for Text4Baby on L.A. Care and collaboration with Health Net in a county wide intervention. <p>Member Frederick asked if the packets are distributed at the doctor's office. Ms. Kasick responded that the packets only get distributed by mail and are available online.</p>	

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	<p>Dr. Seidman noted that there are challenges identifying members for prenatal care.</p> <p>Dr. Miller added that using information of prescription records is a way to determine if a member is in need prenatal care. If a member has gotten prenatal vitamins from a pharmacy, L.A. Care will use that information to reach out to the member to confirm if they have an OB/GYN. Ms. Kasick added that pharmacy data has a fast turnaround time.</p> <p>Member Frederick suggested more education to primary physicians to recommend members to the OB/GYN.</p> <p>Member Bloch shared concern using those data could become a privacy issue.</p> <p>Member Uyeda shared that is it always difficult trying to identify younger mothers as they do not know what their next step is. More education is needed for providers and young people about the importance of taking control of their health. She added better education at school settings.</p> <p>Member John shared that First 5 LA is working with the County to conduct home visits for prenatal and post-partum care. They are also reviewing outreach for woman to leverage. The importance is reaching to all woman on time to be able to provide the necessary care on time.</p>	
EARLY CHILDHOOD DEVELOPMENT SCREENING	This item was deferred to the next meeting.	
ADJOURNMENT	The meeting was adjourned at 10:00 a.m.	

Respectfully submitted by:

Malou Balones, *Committee Liaison, Board Services*
 Jennifer Carabali, *Committee Liaison, Board Services*
 Linda Merkens, *Manager, Board Services*

APPROVED BY:


 Lyndee Knox, PhD, *Chair*
 Date Signed: 11-16-18

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