



WebEx Integrated Quality Improvement Committee (IQuIC) Meeting

Thursday, September 10, 2020 **9:00** a.m. - **12:30** p.m. (Mountain Time)

Conference Number: 844-532-1234 Access Code: 133 347 7056

Web-Ex Link:

<https://hsagonline.webex.com/hsagonline/j.php?MTID=m2b61929b31c05d740bed722811543912>

Meeting password:
tS3Q3estwM3

- 1. Agenda Review 5 Minutes**
- 2. Review August 2020 Minutes 5 Minutes**
- 3. Healthcare Effectiveness Data and Information Set (HEDIS) 2020 Results 60 Minutes**
Megan Meyers (HSAG) and Matthew Kelly (HSAG) will present on this topic.
- 4. Discussion about selection of 2021 Healthcare Effectiveness Data and Information Set (HEDIS) measures 15 Minutes**
Russell Kennedy (HCPF) will lead this discussion. Health plans should come prepared to discuss options, and their preferred HEDIS selections.
- 5. Process Improvement Exercise 60 Minutes**
Barbara McConnell (HSAG) will lead this exercise.
 - Last names **A-D** will stay on main web-ex line.
 - Last names **E-L** when prompted go to:
<https://hsagonline.webex.com/hsagonline/j.php?MTID=m32df0ae1b3e5c5d14acd5a9007fe51c0>

Join by phone: 844-740-1264 Access code: 133 157 5488

- Last names **M-R** when prompted go to:
<https://hsagonline.webex.com/hsagonline/j.php?MTID=m965b84e351f032398abef25819946625>

Join by phone: 844-740-1264 Access code: 133 432 3876

- Last names **S-Z** when prompted go to:
<https://hsagonline.webex.com/hsagonline/j.php?MTID=m562f0adeb78dc014d72a154f44c2b933>

Join by phone: 844-740-1264 Access code: 133 540 3721

6. Consumer Assessment of Healthcare Providers & Systems (CAHPS) Surveys 40 Minutes

Russell Kennedy (HCPF) will facilitate this topic where four Health Plans will present for 10 minutes on their CAHPS and ECHO survey current plans, current activities, other actions. Presenters include:

1. Rocky Mountain Health Plans
2. Kaiser Permanente
3. Colorado Access
4. Northeast Health Partners.

7. Department and Health Plan Updates/Reminders 5 Minutes

Calendar year 2020 meetings are: Oct 27, 2020, Nov 24, 2020, and Dec 22, 2020.

8. Public Comments 5 Minutes

Visitor's comments on issues discussed.

Famous Quotes:

"Even if you are on the right track, you'll get run over if you just sit there!" Will Rogers

"We cannot solve our problems with the same thinking we used when we created them." Albert Einstein

"If you can't describe what you are doing as a process, you don't know what you're doing." W. Edward Deming

"There is nothing more difficult to take in hand, more perilous to conduct, or more uncertain in its success, that to take the lead in the introduction of a new order of things." Niccolo Machiavelli

"Quality improvement is the responsibility of everyone at all levels in the company rather than those of quality departments only." Unknown

"Measure what is measurable and make measurable what is not." Galileo Galilei

"It is not enough to simply "do your best". You must strive for perfection." Subir Chowdhury

"Quality is not an act, it is a habit." Aristotle

"Why should we measure it, and report it and improve it when, what we really should do, is just eliminate it?" Peter Drucker

"Those who are not dissatisfied will never make any progress." Dr. Shigeo Shingo

"You can have any color, as long as it's black." Henry Ford