



WebEx Integrated Quality Improvement Committee (IQuIC) Meeting

Thursday, September 9, 2021 9:00 a.m. - 12:30 p.m. (Mountain Time)

Conference Number: 844-532-1234 Access Code: 177 668 3996

Web-Ex Link:

<https://hsagonline.webex.com/hsagonline/j.php?MTID=mee88bf4e8b3b54ce8f2bf1ae774ca0ab>

Meeting password:
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- 1. Agenda Review 5 Minutes**
- 2. Review August 2021 Minutes 5 Minutes**
- 3. Meet Dr. Walsh Chief Medical Officer (CMO) Health Care Policy & Financing 15 Minutes**

Dr. Walsh and Ann Marie Stein (HCPF) will share input about the Department's quality initiatives and share his quality expectations for Medicaid and CHP+ Managed Care Health Plans.
- 4. Healthcare Effectiveness Data and Information Set (HEDIS) 2020 Results 60 Minutes**

Megan Myers (HSAG) and Matthew Kelly (HSAG) will present on this topic.
- 5. Discussion about the 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.
- 6. Interactive Health Plan Discussion/Barrier Analysis 60 Minutes**

Barbara McConnell (HSAG) will lead this discussion with each health plan.
- 7. Consumer Assessment of Healthcare Providers & Systems (CAHPS) Surveys 20 Minutes**

Russell Kennedy (HCPF) will facilitate this topic and have a discussion with health plan representatives on the CAHPS surveys, HSAG CAHPS reporting, and

moving to the 5.1H survey from the PCMH survey and the value it will bring to the Department and/or the health plans.

8. Department and Health Plan Updates/Reminders 5 Minutes

Calendar year 2021 meetings are: October 26, 2021, November 23, 2021, December 21, 2021.

9. 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