



## **Integrated Quality Improvement Committee (IQuIC) Meeting**

Tuesday, February 27, 2024 10:00 a.m. - 12:00 p.m. (Mountain Time)

Conference Number: 602-833-8947 Access Code: 234 482 614#

MS Teams:

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Meeting ID: 230 042 203 18

Meeting Passcode: jyggd6

### **1. Agenda Review**

### **2. Review Draft November 2023 Minutes**

Jerry Ware (the Department) will lead this topic.

### **3. Quality of Care Grievance (QOCG) Web Intake Form Demonstration**

Helen Desta-Fraser (the Department) and Slalom Staff will lead this topic.

### **4. Department and Health Plan Staff Discussion on Consumer Assessment of Healthcare Providers & Systems (CAPHS) Response Rates**

Russell Kennedy (the Department) will lead this discussion.

### **5. Department and Health Plan Updates/Reminders**

Remaining calendar year 2024 meetings: March 26, 2024, April 23, 2024, May 28, 2024, June 25, 2024, July 23, 2024, August 27, 2024, September 24, 2024, October 22, 2024, November 26, 2024, December 24, 2024.

### **6. Public Comments**

Visitor's comments on issues discussed.