



Integrated Quality Improvement Committee (IQuIC) Meeting

Tuesday, September 26, 2023 10:00 a.m. - 1:00 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 5 Minutes

2. Review Draft August 2023 Minutes 5 Minutes

Jerry Ware (the Department) will lead this topic.

3. External Quality Review (EQR) Calendar Update 5 Minutes

Sarah Lambie (Health Services Advisory Group/HSAG) will lead this topic.

4. Consumer Assessment of Healthcare Providers & Systems (CAHPS) Child Health Plan Plus (CHP+) and Regional Accountable Entities (RAEs) Top Box Scores 20 Minutes

Destiny Meyer (HSAG) and Russell Kennedy (the Department) will facilitate this topic.

5. Information Systems Capabilities Assessment (ISCA) Network Adequacy Validation (NAV) Audit Timeline Update 30 Minutes

Cynthia Anderson (HSAG), Emily Redman (HSAG) and Leslie Arendell will facilitate this topic.

6. Interactive Activity 75 Minutes

Sarah Lambie (HSAG) and Courtney Bishop (HSAG) will lead this activity with meeting attendees.

7. Department and Health Plan Updates/Reminders 5 Minutes

Calendar year 2022 meetings are: October 25, 2022, November 22, 2022, December 27, 2022.

8. Public Comments 5 Minutes

Visitor's comments on issues discussed.

*The Healthcare Effectiveness Data and Information Set (HEDIS) presentation for last year's rates will be conducted at the October IQuIC meeting.

Famous Quotes:

"Insanity is doing the same thing over and over and expecting different results."
Credited to Albert Einstein

"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