



TOPIC: HCH/FH Program QI/QA Committee
DATE: Thursday, November 18th, 2021
TIME: 10:00 AM – 11:30 AM
PLACE: Microsoft Teams: Link [here](#)
CALL IN: +1 628-212-0105 ; Conference ID: 147 296 339#

Item	Time
1. Welcome/Activity	10:00-10:10
2. Approve Meeting Minutes	10:10 – 10:13
3. General Updates <ul style="list-style-type: none"> a. SMMC Updates <ul style="list-style-type: none"> i. Food Insecurity ii. Health Literacy Screening and Support b. SMMC Mission and Vision c. Homeless/Farmworker Death Data d. Telehealth Update e. Primary Care Access f. Cervical Cancer Screening update g. Hypertension Disparity Pilot 	10:13 – 10:45
4. Review Q3 Clinical Measures of Focus Data	10:45 – 11:15
5. Patient Satisfaction Survey Data Review and Recommendations	11:15 – 11:30
6. Adjourn	11:30

FUTURE MEETING DATES: TBD – February 2022

UPCOMING CONFERENCES/EVENTS (VIRTUAL):

Contact **Dr. Amanda Hing Hernandez** ahing-hernandez@smcgov.org or **Danielle Hull** dhull@smcgov.org for additional information regarding the HCH/FH Program Quality Improvement Committee.

HCH/FH Program QI Committee

Monday July 23rd, 2021; 1-2:30 p.m. Microsoft Teams, +1 628-212-0105 ; Conference ID: 507 944 700#

Present: Brian Greenberg, Suzanne Moore, Danielle Hull, Irene Pasma, Amanda Hing-Hernandez, Gabe Garcia, Janet Schmidt, Sofia Recalde

ITEM	DISCUSSION/RECOMMENDATION	ACTION
	Meeting began at 1:05pm	
Approve Meeting Minutes		Brian approved, Janet second
General Updates: 1. SMMC Updates a. Food Insecurity Event 2. Homeless/Farmworker Death Data 3. Telehealth Update 4. Primary Care Access 5. Cervical Cancer Screening update	1. SMMC Food Insecurity Event a. Committee discussed considerations to submit to organizers for patients experiencing homelessness and farmworkers b. Consider unique partnerships: i. Meals-on-Wheels, donations from local food stores (Trader Joes, Whole Foods) ii. Approach food insecurity from lens of malnutrition and nutritional deficiency rather than access to food only iii. Is food screening universal to all patients? Could induce feelings of shame 2. Homeless/Farmworker Death Data a. Template tentatively due by end of July, TBD due to HRSA Site Visit 3. Telehealth Update a. Waiting on confirmation from SMMC on appointment notification workflow; all other materials prepped 4. Primary Care Access a. Update from Amanda Hing Hernandez 5. Cervical Cancer Screening a. HCH/FH met with Medical Director of HCH Contra Costa County to get an overview of their Self-Administered Pap Testing Program b. HCH/FH is meeting with PHPP on July 28 to review	
Review Q2 Clinical Measures of Focus Data	<ul style="list-style-type: none"> • Pull in SMMC OBGYN to review how they collect data • Provide sample sizes in future reports 	
Recommendations to Amend QI/QA Annual Plan	The committee provided the following recommendations to the expiring QI/QA Annual Plan. Some measures were added for alignment with SMMC Strategic Plan. The committee wanted a focus for malnutrition and food scarcity for Adult BMI and Follow-up. <ul style="list-style-type: none"> • Clinical Measures of Focus: <ul style="list-style-type: none"> • Cervical Cancer Screening • Depression Screening • Diabetes (SMMC Strategic Plan) • Breast Cancer Screening • Adult BMI and Follow-up 	

	<ul style="list-style-type: none"> • Added focus for malnutrition and food scarcity • Colorectal Cancer Screening • Add <ul style="list-style-type: none"> • Hypertension (SMMC Strategic Plan) • Monitor Only: <ul style="list-style-type: none"> • Prenatal Care in 1st Trimester • Remove monitor of Budget Progress Report measures • Amend Reporting Structure: <ul style="list-style-type: none"> • Build reporting channel to Health Plan San Mateo • Build reporting channel to direct service providers for critical changes in clinical performance • Amend Monitor Patient Grievances: Monitor Patient Satisfaction <ul style="list-style-type: none"> • Shifted focus to patient satisfaction to be reported out quarterly • Added: Develop Baseline for Homeless Death Data with Public Health, Policy and Planning (PHPP) Epidemiology <ul style="list-style-type: none"> • Formalize current efforts to validate data 	
Patient Satisfaction Survey Data Review	Committee reviewed draft reports from NRC, Patient Satisfaction Survey vendor of San Mateo Medical Center, to recommend any changes before reports go-live. Reports will be reviewed by clinical services coordinator and summarized at quarterly QI/QA Committee meetings.	
Future meeting dates		
<u>FOLLOW UP- ACTION ITEM</u>		