

MEETING OF  
BLUE SHIELD OF CALIFORNIA PROMISE HEALTH PLAN  
QUALITY IMPROVEMENT HEALTH EQUITY COMMITTEE (QIHEC)

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Via Conference Call  
March 21, 2024

Once a quorum was established, the Blue Shield of California Promise Health Plan Quality Improvement Health Equity Committee (QIHEC) meeting was called to order by the Chairperson, Dr. Jennifer Nuovo, Chief Medical Officer via telephone conference on Thursday, March 21, 2024.

### Attendance

Committee Members present:

1. Dr. Jennifer Nuovo, Chief Medical Officer, Blue Shield of California Promise Health Plan
2. Valerie Martinez, Chief Health Equity Officer, Blue Shield of California Promise Health Plan
3. Alyson Spencer, Senior Director, Blue Shield of California Promise Health Plan
4. Christine Nguyen, Director, Clinical Quality, Blue Shield of California Promise Health Plan
5. David Bond, Director, Enterprise Behavioral Health, Blue Shield of California Promise Health Plan
6. Jennifer Christian-Herman, VP, MindBody Medicine, Blue Shield of California
7. Jennifer Miyamoto-Echeverria, Senior Director, Medi-Cal Population Health Management, Blue Shield of California Promise Health Plan
8. Dr. Manisha Sharma, Senior Medical Director, Blue Shield of California Promise Health Plan
9. Nate Oubre, VP Performance, Blue Shield of California Promise Health Plan
10. Vivian Phillips Husband, VP Customer Experience and Shared Services, Blue Shield of California
11. Gloria Shier, Chief Executive Officer, Elite Care Health
12. Job Godino, Director of Quality Improvement and Innovation/Scientific Director, Family Health Centers
13. Vivian Cheung, VP, Patient Access, Family Health Centers
14. Dr. Jesus Saucedo, Clinical Advisor, Harmony Health
15. Dr. Brendan Mull, Medical Director, Quality Management, MedPOINT Management
16. Alison Sipler, Program Coordinator, San Diego County Health and Human Services
17. Frances Trimble, Quality Manager, San Ysidro Health
18. Sonia Tucker, VP of Population Health, San Ysidro Health

Committee Members absent:

1. Jennifer Schirmer, VP, Medi-Cal Growth, Blue Shield of California Promise Health Plan
2. Susan Mahonga, Director CalAIM, Blue Shield of California Promise Health Plan

Blue Shield of California and Blue Shield of California Promise Health Plan Representatives present:

1. Alexis Duke, Health Equity Business Analyst, Consultant
2. Brigitte Lamberson, Health Equity Principal Program Manager
3. Brittanie Bloom, Program Manager, Consultant, Quality Management
4. Danika Cunningham, Director, Quality Assurance & Management, Clinical Quality
5. Edward Davis, Senior Director, Network Compliance, Provider Communications and Provider Education
6. Heather Smalley, Sr. Manager, Program and Project Management, QA Accreditation, Quality Regulatory Compliance, QI
7. Joseph De Los Santos, Payment Innovation Program Manager, Principal
8. Katie Abbott, Senior Director, Chief Medical Officer Operations
9. Kimberly Cofield, Director Product Strategy
10. Linda Fleischman, Health Education & Cultural and Linguistic Senior Manager
11. Lindsay Gervacio, Senior Legislative Advocate, Public Programs
12. Mary Katherine Waters, Sr. Manager, Program and Project Management, QA Accreditation, Quality Regulatory Compliance, QI
13. Maria Lackner, Senior Director Partnership Engagement
14. Matthew Azevedo, Senior Manager, Strategic Partnerships & Pilot Programs
15. Negin Nafissi, Program Manager Consultant, QA Accreditation, QI
16. Nicole AEvans, Sr. Manager, Program and Project Management, Chief Medical Officer, QI
17. Dr. Nina Birnbaum, Regional Medical Director, Health Transformation Acceleration QI
18. Ron Baur, Principal Program Manager, Promise, Quality Management, QI
19. Sandra Rose, Senior Director, Strategic Planning and Performance
20. Sequoia SimeGeffer, Business Analyst, Senior, VP Performance Optimization
21. Shahid Salam Sr. Manager, Operations, Medicare Non-Clinical AGD
22. Shannon Cosgrove, Director, Community Health, Health Transformation Lab, QI
23. Therese Chung, Lifestyle Medicine Market Solutions, Senior, Health Education, QI
24. Thomas Kunze, Program Manager, Health Transformation Acceleration, QI
25. Vanessa Best, Program Manager, Consultant, Program Management
26. Vanessa Ogbu, Sr. Manager, Program and Project Management, Quality Improvement
27. Xiaoli Li, Strategic Planning and Performance, Principal, Promise Strategic Outreach Initiatives and Planning (Medi-Cal)
28. Yasamin Hafid, Senior Director, Medi-Cal Compliance Promise Chief Compliance Officer

## Introductions and Welcome

Dr. Jennifer Nuovo welcomed committee members, called the meeting to order, and previewed the meeting agenda.

## Old Business

Valerie Martinez confirmed the action item to add additional participants to Poverty Simulation was closed and registration was opened to other teams. The event took place on January 26th.

## Document Review and Approval (Pre-reads)

The Quality Improvement and Health Equity Transformation Program (QIHETP) program documents were circulated to voting committee members for review and approval via email prior to the QIHEC Q1 meeting. The following documents were approved by voting committee members:

- BSC Promise QIHEC Meeting Minutes Q4 2023
- BSC Promise QIHEC Work Plan 2024
- QIHEC Charter
- 2024-2025 QIHET Program Description
- Health Equity Advancements Resulting in Transformation (HEART) measure set.

## Blue Shield of California Promise Health Plan Medi-Cal Goals

Valerie Martinez reviewed the HEART program, including program infrastructure, governance, data and analytics, focus on diversity and inclusion and tailored strategies and collaboration with teams, providers and community organizations. Additionally, 2024-2028 health equity goals for achieving bold goals, obtaining health equity accreditation, integrating health equity, ensuring contract compliance, and building a culture of equity.

## Violet Health

Dr. Nina Birnbaum introduced Violet Health pilot program for committee feedback regarding the platform. The proposed Violet Health pilot program targeting San Diego County Medi-Cal Providers. The pilot would include the following activities:

- Clinician Training to upskill providers in cultural competency offering extensive Continuing Education (CE) curriculum opportunities.
- Provider data collection to improve payor insight into network composition and representation
- Inclusivity Score and potential to add to Find a Doctor (FaD) feature.

Action: The committee asked if Violet Health could demo their platform in presentation offline for the group.

## HEART Measure Set Monitoring Data Report

Brigitte Lamberson presented the HEART Measure Set Monitoring Data Report, metrics identified in partnership with each functional area across the health plan, in process automated work, analysis, and initial trend observations by measure domain. Initial observations have led to recommendations per metric including planned or current activities

Domain	Metric	Observation	Recommendation
Equitable Social Interventions	SDOH Reporting	1% of members with Social Determinants of Health reported	SDOH Incentives for Providers pending DHCS approval
Equitable High-Quality Clinical Care	Childhood Immunization Status	Low Childhood Immunizations among African American (24%) and White (26%)	Assess root causes (vaccine hesitancy vs. access)
Overall Well-Being	Depression Screening follow-up	Geographical variance	Track next 6 months to confirm trend
Equitable Structures of Care	Bilingual calls managed by Call Center	Assess if Call Center agents can meet need of Spanish-speaking members	Call Center Leadership to prioritize recruitment of bilingual Call Center staff 21 of 29 recent hires are bilingual
Equitable Access to Care	Interpreter service utilization	American Sign Language highest utilization of onsite interpreter service	<ol style="list-style-type: none"> <li>1. Request membership data to identify hard of hearing members</li> <li>2. ASL category across all HEART measures to assess health outcomes for hard of hearing members</li> </ol>

## Social Drivers of Health (SDOH) Z-Codes

Vanessa Ogbu presented the Promise Quality Performance Incentive, PQPI program to increase 25 priority SDOH Z-codes submission for payment. The intention is to fully train clinical teams on this program to make sure they understand and how to support the providers on a new initiative around increasing the assessments required to capture these codes. The program is currently in the process of being approved by both LA Care and DHCS regulators.

## Health Equity Spotlight: Redetermination

Xiaoli Li presented the Health Equity Spotlight regarding Blue Shield of California Promise Health Plan redetermination efforts that resulted in redetermination retention rate among Spanish speaking members of 81%, generalized to the Latino population. Promise's redetermination retention rate among children and families is 83%. Promise ended with 48,000 members favorable to plan.

## Action Items

1. Follow-up Violet Health demo presentation

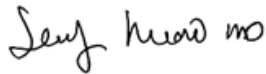
## Closing and Adjournment

Dr. Jennifer Nuovo thanked the committee for their time and feedback. The next QIHEC meeting will be held June 20, 2024.

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Dr. Jennifer Nuovo  
Chief Medical Officer  
Chair

Date: 9/19/2024



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Valerie Martinez, DrPH(c), MPH  
Chief Health Equity Officer  
Co-Chair

Date: 9/19/2024

