

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

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Via Conference Call  
September 19, 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, September 19, 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. Christine Nguyen, Director, Clinical Quality, Blue Shield of California Promise Health Plan
4. David Bond, Director, Enterprise Behavioral Health, Blue Shield of California Promise Health Plan
5. Jennifer Christian-Herman, VP, MindBody Medicine, Blue Shield of California
6. Jennifer Schirmer, VP, Medi-Cal Growth, Blue Shield of California Promise Health Plan
7. Nate Oubre, VP Performance, Blue Shield of California Promise Health Plan
8. Susan Mahonga, Director CalAIM, Blue Shield of California Promise Health Plan
9. Vivian Phillips Husband, VP Customer Experience and Shared Services, Blue Shield of California
10. Job Godino, Director of Quality Improvement and Innovation/Scientific Director, Family Health Centers
11. Dr. Jesus Saucedo, Clinical Advisor, Harmony Health
12. Dr. Brendan Mull, Medical Director, Quality Management, MedPOINT Management
13. Alison Sipler, Program Coordinator, San Diego County Health and Human Services
14. Diana Lam, Director of Quality Operations, Accountable Health Care
15. Richard Powell, MD, RLP Enterprises
16. Sonia Tucker, VP of Population Health, San Ysidro Health
17. Frances Trimble, Quality Manager, San Ysidro Health
18. Yesenia Curiel, Associate VP Behavioral Health and Crisis Intervention Services, AltaMed Health Services

Committee Members absent:

1. Jennifer Miyamoto-Echeverria, Senior Director, Medi-Cal Population Health Management, Blue Shield of California Promise Health Plan
2. Gloria Shier, Chief Executive Officer, Elite Care Health
3. Deanna Newman, Senior Manager of Data Operations, Community Clinic Association of Los Angeles County
4. Ruth Novodor, El Proyecto del Barrio, Inc.
5. Alyson Spencer, Senior Director, 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. Amie Eng, Program Manager, Principal, Medi-Cal QI
3. Dr. Cammy Babaie, Medical Director, Operations
4. Danika Cunningham, Director, Quality Assurance & Management, Clinical Quality
5. Heather Smalley, Sr. Manager, Program and Project Management, QA Accreditation, Quality Regulatory Compliance, QI
6. Karin Bartley, Director, Clinical Oversight, Office of Promise CMO
7. Lillian Chen, Program Manager, Principal, Office of Promise CMO
8. Linda Fleischman, Health Education & Cultural and Linguistic Senior Manager
9. Dr. Manisha Sharma, Senior Medical Director, Blue Shield of California Promise Health Plan
10. Mary Katherine Waters, Sr. Manager, Program and Project Management, QA Accreditation, Quality Regulatory Compliance, QI
11. Negin Nafissi, Program Manager Consultant, QA Accreditation, QI
12. Paige Brogan, Program Manager, Principal, CalAIM
13. Ron Baur, Principal Program Manager, Promise, Quality Management, QI
14. Sequoia SimeGeffer, Business Analyst, Senior, VP Performance Optimization
15. Shahid Salam Sr. Manager, Operations, Medicare Non-Clinical AGD
16. Shannon Cosgrove, Senior Director, Health Equity and Blue Shield of CA Chief Health Equity Officer
17. Som Florendo, Program Manager, Consultant, QI
18. Yasamin Hafid, Senior Director, Medi-Cal Compliance Promise Chief Compliance Officer
19. Nicole Evans, Sr. Manager, Medi-Cal Maternal & Infant Health Equity
20. Maria Lackner, Sr. Director, Account Management
21. Xiaoli Li, Business Analyst, Principal
22. Ayesha Sharma, Sr. Manager, Governance, Population Health Management

## Introductions and Welcome

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

## Old Business

No action items to be reviewed.

## 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 Q3 meeting. The following documents were approved by voting committee members:

- BSC Promise QIHEC Meeting Minutes Q1 2024
- BSC Promise QIHEC Meeting Minutes Q2 2024
- 2024 BSC Promise QIHEC Work Plan
- 2024-2025 QIHET Program Description
- Health Equity Advancements Resulting in Transformation (HEART) measure set
- QIHEC Policy and Procedure
- QIHETP Policy and Procedure
- DEI Training Program Requirements Policy and Procedure

## Regulatory Updates

Valerie Martinez provided regulatory updates regarding the following topics:

- DHCS DEI Training Program and Requirements, work in progress and completed to date toward meeting compliance of All Plan Letter (APL) 23-025.
- DMHC APL 24-013- Health Equity and Quality Program Policies and Requirements.
- DMHC Health Equity updates related to the Health Equity Quality Measure Set (HEQMS) and reporting process, and Senate Bill (SB) 923 Gender Affirming Care, draft All Plan Letter for comment released to all managed care health plans.

## Member Journey Report

Alexis Duke provided an overview of the Member Journey report, a health equity assessment. This report contains the member journey to better understand opportunities to improve member experiences. A model was designed depicting the stages of the member journey for children and adults. Each stage was assessed to understand emotions, touchpoints, bright spots, and pain points members may encounter. Next steps and opportunities will be shared with the committee as they are implemented.

### Action Item:

A Work group will be formed with committee members to share and develop strategies and tools to support asking members for demographic information.

### Health Equity Advancements Resulting in Transformation (HEART) Measure Set Monitoring Data Report

Alexis Duke presented the HEART Measure Set Monitoring Data Report Update, an automation project was initiated in August 2024, with a goal of automating all measures on the HEART Measure Set by 12/31/2024.

In partnership with IT, there is work in progress to build a dashboard that will feature validated measures, statistical analysis, member-level data and tracking and trending for efficient disparity analysis. Currently, quarterly monitoring is limited to manual review.

Additionally, a comprehensive annual assessment is planned for Q2 2025.

### Health Equity Spotlight: Medi-Cal Maternal & Infant Health Equity

Nicole Evans provided a Health Equity Spotlight Report highlighting Blue Shield of California Promise Health Plan's Maternal and Infant Health Equity program. Statistics were shared indicating the worsening maternal and infant health crisis. The intent is for all Blue Shield Promise birthing members to have access to high-quality equitable health care. Initiatives such as Breastfeeding Resource Guide and Learning Collaborative were shared. The Maternal & Infant Health Equity Goals and Milestones Roadmaps from 2024-2028 were shared with the committee.

### Health Equity External Engagement

Valerie Martinez reviewed external engagement activities on the following topics:

- DEI Training Collaborative Workgroup (LA and San Diego Counties)
- Insure the Uninsured Project (ITUP)
- Department of Healthcare Services Think Tank
- Healthy San Diego Health Equity Workgroup
- Department of Healthcare Services monthly Chief Health Equity Officer meeting

### Health Equity Internal Engagement

Valerie Martinez provided an update on internal engagement stating that the Health Equity Oversight Committee in partnership with Blue Shield of California was launched in August 2024.

Accomplishments of the committee include:

- Inaugural meeting demonstrates collaboration and integration
- Co-chaired by Vice President of Health Transformation and Promise Chief Health Equity Officer
- Establishes equity as priority and central to achieving enterprise goals.
- Composition and charter emphasize critical need that equity is everyone’s responsibility

Valerie reviewed the NCQA Health Equity Accreditation Timeline stating that the plan is currently on track to submit, and no risks anticipated.

### Health Equity Integration Plan and Framework

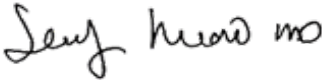
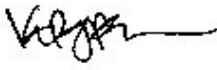
Alexis Duke reviewed the Health Equity Integration Plan and Framework. As part of the contract requirement to integrate equity across functional areas, the Health Equity Office will maintain integration plans for functional areas documenting planned activities and outcomes. Planning and implementation are currently in progress and interventions will be presented in 2025.

In addition to the integration plans, Health Equity Framework will be provided to functional areas with a regulatory summary, market analysis, glossary of terms and a companion workbook of industry best practices including Medi-Cal Managed Care Plan’s approaches to equity.

**Actions Items:** Yesenia Curiel suggested adding Anti-Racism Framework to the integration plans.

### Closing and Adjournment

Dr. Jennifer Nuovo thanked the committee for their time and feedback. The next QIHEC meeting will be held December 12, 2024.

 <hr/> Dr. Jennifer Nuovo Chief Medical Officer Chair	12/12/2024 <hr/> Date
 <hr/> Valerie Martinez, DrPH(c), MPH Chief Health Equity Officer Co-Chair	12/12/2024 <hr/> Date