The following example demonstrates how to document minutes that comprehensively reflect the discussion, recommendations, actions, responsible party and follow-up for all agenda topics.

<table>
<thead>
<tr>
<th>Topic</th>
<th>Discussion/Recommendations</th>
<th>Action</th>
<th>Responsible Party</th>
<th>Follow-up Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome and Introductions</td>
<td>Dr. Good, M.D. convened the meeting of the Quality Management Committee by welcoming attendees. Minnie Mouse welcomed Ms. King, Pharmacy Director of the County Health Department as a new committee member.</td>
<td>None</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Approval of December 15, 2005 Meeting Minutes Approval</td>
<td>Dr. Good asked for approval or changes to the minutes. No changes requested. Minnie Mouse made a motion for approval, seconded by Goofy. The committee voted to approve the minutes as written.</td>
<td>Approved</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

**STANDARD COMMITTEE REPORTS**

**Medical Management Reports**

| Referral Timeliness 4th Quarter 2005 1st Quarter 2006 | Donald Duck presented the referral timeliness report by reviewing the distributed report. Key findings:  
- Performance targets were met for all referral timeliness standards for both quarters reported.  
- Not all facilities are submitting claims to the billing system for processing as evidenced by authorizations in the system with no claim reported in the claims processing system that match the authorizations  
- Several facilities continue to deliver hospital services without timely notification to Disney. This results in missed opportunities for Disney staff to effectively manage the hospital stay and facilitate discharge. | Script new after hours and weekend voice mail message to provide hospitals with info needed by Disney when members are receiving hospital services. | D. Duck | August 17, 2006 |

**Quality Management Reports**

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2006
## Quality Management Committee Minutes

**Insert Organization Name**

**Insert Date**

<table>
<thead>
<tr>
<th>Topic</th>
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</tr>
</thead>
</table>
| **Quality Complaints**             | **4th Quarter 2005**  
**1st Quarter 2006**  
Daisy Duck reviewed the complaint report. Highlights included: The number of complaints increased during the 1st Quarter 2006 from the previous quarters but still remains below threshold. The top complaint reasons were:  
1. Provider shows lack of concern and/or uncaring attitude.  
2. Poor practice management  
3. Poor communication  
Three (3) of the seven (7) complaints were reported from one (1) provider office. No quality concerns were found with this provider. All complaints were resolved in a timely manner. | Continue to provide quarterly complaint findings to committee | Daisy Duck      | August 17, 2006 (2nd Qtr 2006) |
| **Pharmacy Management Reports**    | There was no pharmacy management reports presented.                                                                                                                                                                       | N/A             | N/A               | N/A                         |
| **Old Business**                   | This section includes items that require follow-up as a result of a previous meeting. Items stay in Old Business until they are completed or discontinued.                                                                      | N/A             | N/A               | N/A                         |
| **NEW BUSINESS**                   | Daisy Duck brought to the committee’s attention that with the last formulary revision antilipidemics medications were removed with directions to members to access the pharmacy assistance program (PAP) at the Health Department. An inquiry as to the number of members who have accessed the PAP for these medications since the formulary revisions indicates only 1 member. Daisy Duck expressed concern that Disney members are not able to access appropriate cholesterol lowering medications. In particular she pointed out that the clinical practice guidelines that are used to direct the diabetes disease management program recommend use of these types of medications. The committee agreed that these meds are important and recommended that pharmacy subcommittee review and make recommendations at the next meeting. Ms. King agreed to spearhead this activity.  
**Recommendations:** The Pharmacy subcommittee review rationale for removing these medications and make recommendations at the next meeting for ensuring appropriate access. | Discuss with Pharmacy Sub-committee and present findings and recommendations at next meeting | Ms. King        | August 17, 2006       |
| **Meeting Adjournment**            | The meeting was adjourned at 7:45 P.M.                                                                                                                                                                                     |                 |                   |                             |

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Quality Management Committee Minutes

Date Minutes Accepted: ________________________________

Committee Chairman: ________________________________

NEXT MEETING: The next meeting is scheduled for Thursday, August 17, 2006 from 6 PM to 7:30 PM at Disney.