

Insert Organization Name

Quality Management Committee Minutes

Attendees: Enter names of all committee members attending

Members Absent: Enter names of members who were absent

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

Topic	Discussion/Recommendations	Action	Responsible Party	Follow-up Date
Welcome and Introductions	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.	None	N/A	N/A
Approval of December 15, 2005 Meeting Minutes	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.	Approved	N/A	N/A
<i>Approval</i>	Recommendations: Approve			
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: <ul style="list-style-type: none">- 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. Recommendation: A discussion among committee members prompted the following recommendation: <ol style="list-style-type: none">1. Provide after hours clear message to provider facilities on Disney voice mail with prompts to review member ID card to determine if member in correct hospital, to leave a notification of IP or 23h stay, and telephone number to TPA to check eligibility/benefits.	Script new after hours and weekend voice mail message to provide hospitals with info needed by Disney when members are receiving hospital services. Present 2 nd Qtr 06 report next meeting.	D. Duck	August 17, 2006
Quality Management Reports				

Quality First Healthcare Consulting, Inc.
2006

Insert Organization Name

Quality Management Committee Minutes

Insert Date

Topic	Discussion/Recommendations	Action	Responsible Party	Follow-up Date
Quality Complaints 4 th Quarter 2005 1 st Quarter 2006	<p>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:</p> <ol style="list-style-type: none">1. Provider shows lack of concern and/or uncaring attitude.2. Poor practice management3. Poor communication <p>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.</p>	Continue to provide quarterly complaint findings to committee	Daisy Duck	August 17, 2006 (2 nd Qtr 2006)
Pharmacy Management Reports				
Pharmacy Management	There was no pharmacy management reports presented.	N/A	N/A	N/A
OLD BUSINESS				
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				
Pharmacy: Access to Adding Antilipidemic Medications	<p>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.</p> <p>Recommendations: The Pharmacy subcommittee review rationale for removing these medications and make recommendations at the next meeting for ensuring appropriate access.</p>	Discuss with Pharmacy Sub- Comm and present findings and recommendations at next meeting	Ms. King	August 17, 2006
Meeting Adjournment	The meeting was adjourned at 7:45 P.M.			

Insert Organization Name

Quality Management Committee Minutes

Insert Date

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.**