

PERC Meeting Minutes

Date: February 20, 2008
 Time: 10:00 am – 1:30 pm
 Place: EDS

Attending :
 Refer to face sheet listing

Distribution List: PERC Board, KHPA and EDS

Topic	DISCUSSION	DECISION AND/OR ACTION
<p><u>Review of Minutes & Introductions</u></p> <p><u>Follow-up items</u></p>	<p>Minutes from the October 31, 2007 PERC meeting were approved as written.</p> <p>Susan Wood indicated that DUR would meet in the fall and asked for confirmation if the PERC Board would like to meet with DUR again in the fall of 2008.</p> <p>Susan advised the Board that the Open session minutes are available on the KHPA website located under the advisory tab under PERC.</p>	<p>Minutes approved.</p> <p>The August 20, 2008 PERC meeting will be cancelled and the PERC Board will meet on September 10, 2008 attending the DUR meeting as well.</p>
<p><u>CAHPS comparison with national report</u></p>	<p>Janelle Garrison presented the results of the CAHPS survey. Janelle reviewed the recommendations from page 8 and 9. Customer Service issues have been referred to customer service staff. The survey indicates beneficiaries do not feel their providers listen to them regarding their own health care issues or do not listen to them in regards to their children’s health issues. A survey summary brochure went out to Primary Care Case Managers (PCCM’s) with the January 2008 rosters. The format of the pamphlet was reviewed. Candace Taylor (KHPA Quality Director) clarified the same survey is used for the managed care providers and the results are compared. Chris English talked about the different versions of the CAHPS survey utilized by Unicare and Children’s Mercy Family Health partners.</p>	

<p><u>Final PERC Calendar</u></p>	<p>Jan Provost handed out the calendar for the 2008 PERC meetings</p>	<p>The August 20, 2008 meeting be cancelled. An updated schedule will be provided to the board and KHPA.</p>
<p><u>Quality in KHPA</u></p>	<p>Candace Taylor provided handouts for Health Resources Management Quality Plan Development. The purpose of the plan and the need to measure Quality, Performance and Success was reviewed. Activity based measures were reviewed including monthly outcomes from key areas of the program. The focus was Clinical outcomes, member, provider satisfaction results and financial outcomes. Candace stated that there is a responsibility to utilize quality measurements for CMS, members and contractors. The goal is to develop a coordinated analysis of the measures and create a Quality Committee.</p>	
<p><u>Premium Assistance Program</u></p>	<p>Chris English explained that the topic is at the legislative level and open to much discussion. The purpose of the proposed program is to provide insurance coverage for Kansas families living in poverty who cannot otherwise afford healthcare insurance coverage. The program will potentially be implemented in January 2009. KHPA is naming the program Kansas Healthy Choices. The program design is to have the benefit of saving money, partners with other funding resources, unites family in healthcare, breaks a vicious cycle by improving access to preventative care, and makes an impact. Additional information can be accessed through the KHPA website.</p>	

<u>Next Meeting</u>	<i><u>The next meeting is scheduled for Sept.10, 2008.</u></i> Please contact Susan Wood for agenda items and questions at (785) 368-6300. Contact Jan Provost at (785) 274-4213 if you have any questions regarding these minutes.	Next Meeting
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PEER EDUCATION AND RESOURCE COUNCIL (PERC)

MEETING MINUTES ATTENDANCE

Wednesday, June 25, 2008

EDS/White Lakes Center, Topeka, KS

PERC Board:

**Pamela Shaw, MD-Chair
Jeff Pearce, RPH**

**Sallie Page-Goertz, ARNP
Susan Laudert MD
Eric Atwood DO**

KHPA:

**Larry Wright, KHPA
Janelle Garrison RN BSN, Managed
Care
Tim Schneden, KHPA
Dona Marshbank, KHPA
Mandy Cauby, KHPA
Melody Martin, KHPA
Greta Hamm RN BSN, Benefits-**

**Susan Wood RN, BSN, Managed
Care
Allison Blackwell, Family Medical
Policy Manager
Candace Taylor RN PHD**

EDS:

**Jan Provost, Quality Assurance
Supervisor**

Guests: