

REGULATORY COMPLIANCE AND QUALITY COMMITTEE MINUTES

March 24, 2022

3:00 - 4:15 p.m.

The Regulatory Compliance & Quality Committee of the Board of Directors of Vaya Health held a regular meeting on March 24, 2022; with PUBLIC ACCESS via electronic communication only (real-time two-way audio and/or visual communication, i.e., telephone and Webex).

Committee Members:	Attending:	Apologies:
Billy Kennedy, Chair	X	
Dr. Tim Fitzsimons, Vice Chair	X (Virtual)	
Benita Purcell	X (Virtual)	
Carson Ojamaa		X
Dakisha “DK” Wesley		X
Pat McGinnis	X (Virtual)	

Also attending the March 24, 2022 Regulatory Compliance & Quality Committee meeting:

Dr. Richard Zenn, Chief Medical Officer; Robert Webb, Executive Vice President and Chief Information Officer; Marvin Sanders, Vice President of Regulatory Affairs; Taunula Grayson, Vice President of Compliance; Onika Wilson, Vice President of Quality Management; Sara Wilson, Vice President of Care Management; Judith Kirkman, Vice President of Clinical Strategies; Megan Mise, Quality Director; Kate Glance, Performance Reporting Manager; Zane Ullman, Support Specialist II; Yvonne French, NC DHHS Liaison; Kathy Fifield, Learning & Development Coordinator/Recorder; and no members of the public.

A. Call to Order:

Mr. Billy Kennedy, Regulatory Compliance and Quality Committee Chair, called the meeting to order at 3:11 p.m.

B. Approval of Agenda and December 2, 2021 Meeting Minutes:

Dr. Tim Fitzsimons made a motion to approve the agenda and the December 2, 2021 meeting minutes, as presented. Ms. Pat McGinnis seconded the motion.

Motion unanimously approved.

C. Comprehensive Performance Quarterly Report:

Ms. Kate Glance, Performance Reporting Manager, presented the Comprehensive Performance Quarterly Report. The report included operational performance measures, quality improvement metrics, compliance metrics, and administrative key performance indicators. Ms. Glance advised the committee, metrics for the new nine counties acquired in the consolidation had not yet been added to the report due to delays in available data. The new counties will appear in the presentation at the next Board of Directors’ meeting.

During the presentation of operational performance measures, Ms. Glance identified several benchmarks where Vaya continues to excel above NCDHHS standards including but not limited to follow-up after discharge, and innovations primary care. Ms. Glance then presented quality improvement metrics including volume and demographics for grievances and complaints, network access and availability, credentialing, service authorization requests, critical incident review, and I/DD service utilization. Following quality improvement metrics, Ms. Glance presented compliance metrics related to provider performance, special investigations, privacy & security, external reviews, EthicsPoint incident reporting, and performance tracking. Lastly, Ms. Glance concluded her presentation with the administrative key performance indicators demonstrating a variety of administrative performance measurements across the organization.

D. Other Business:

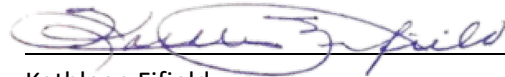
No other business was discussed.

E. Adjournment:

Ms. Pat McGinnis made a motion to adjourn. Dr. Tim Fitzsimons seconded the motion.

Motion unanimously approved.

Meeting adjourned at 4:02 p.m.



Kathleen Fifield
Recorder