

REGULATORY COMPLIANCE AND QUALITY COMMITTEE MINUTES

June 23, 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 June 23, 2022 at the Vaya Health Administrative Offices, located at 200 Ridgefield Court, Suite 218, Asheville, NC; 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	
Benita Purcell	X (Virtual)	
Carson Ojamaa		X
Dakisha “DK” Wesley	X (Virtual)	
Pat McGinnis	X	

Also attending the Regulatory Compliance & Quality Committee meeting:

Dr. Richard Zenn, Chief Medical Officer; Robert Webb, Executive Vice President & Chief Information Officer; Marvin Sanders, Vice President of Regulatory Affairs; Taunula Grayson, Vice President of Compliance; Megan Mise, Quality Director; Kate Glance, Performance Reporting Manager; Kevonna Martin, Community Marketing Manager; Yvonne French, DHHS Liaison; Kathy Fifield, Learning and 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 3:06 p.m.

B. Approval of Agenda and March 24, 2022, Meeting Minutes

Ms. Benita Purcell made a motion to approve the Agenda and the March 24, 2022 Meeting Minutes, as presented. Dr. Tim Fitzsimons seconded the motion.

Motion unanimously approved.

C. Quarterly Comprehensive Performance 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. The report included metrics for the new nine counties added to Vaya’s catchment area through the consolidation with Cardinal Innovations Healthcare,

with the exclusion of Concealed Handgun Permit Applications, which will be reported at the next quarterly meeting of the Vaya Health Board of Directors.

During the presentation of Operational Performance Measures, Ms. Glance identified several benchmarks where Vaya continues to excel above the North Carolina Department of Health and Human Services (NCDHHS) standards including, but not limited to, Follow-Up After Discharge, and Innovations Primary Care. Ms. Glance 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. FY22/23 Annual Documents

Ms. Kate Glance, Performance Reporting Manager, and Ms. Taunula Grayson, VP of Compliance, jointly presented the Quality Management Plan/Program Description/Evaluation documents, and the Compliance Program Plan Extension and Interim Work Plan to the committee for recommendation for approval to the Board of Directors. The FY22/23 Annual Documents are to be effective July 1, 2022 through November 30, 2022 until Tailored Plan Go-Live on December 1, 2022.

Dr. Tim Fitzsimons motioned to recommend the FY22/23 Quality Management Plan/Program Description/Evaluation documents, and the Compliance Program Plan Extension and Interim Work Plan to the Board of Directors for approval, as presented. Ms. Pat McGinnis seconded the motion.

Motion unanimously approved.

E. Other Business

No other business was discussed at the June 23, 2022 Regulatory Compliance and Quality Committee meeting.

F. Adjournment

Mr. Billy Kennedy, Chair, made a motion to adjourn. Ms. Pat McGinnis seconded the motion.

Motion unanimously approved.

Meeting adjourned at 4:16 p.m.



Kathleen Fifield, Recorder