

**REGULATORY COMPLIANCE AND QUALITY COMMITTEE  
AGENDA**

**March 23, 2023**

*3:00 – 4:15 p.m.*

*The Board of Directors of Vaya Health will conduct a meeting of the Regulatory Compliance & Quality Committee at 3:00 p.m. on March 23, 2023 at the Vaya Health Office, located at 2929 Crouse Lane, Suite B, Burlington, NC 27215. PUBLIC ACCESS will be available via electronic communication only (real-time two-way audio and/or visual communication, i.e., telephone and Microsoft Teams).*

**Dial In: 828-552-4129    Passcode: 552 103 508#**

**Microsoft Teams: [Click Here to Join the Meeting](#)**

- A. Welcome and Call to Order**  
*Billy Kennedy, Chair (2 minutes)*
  
- B. Approval of Agenda, and December 1, 2022 Meeting Minutes**  
*Billy Kennedy, Chair (3 minutes)*
  
- C. Service Level Agreements (SLAs)**  
*Kate Glance, Performance Reporting Manager (15 minutes)*
  
- D. Compliance Week 2022 Report**  
*Taunula Grayson, Vice President of Compliance (10 minutes)*
  
- E. Quarterly Comprehensive Performance Report**  
*Kate Glance, Performance Reporting Manager (40 minutes)*
  - 1. Operational Performance Measures
  - 2. Quality Improvement Metrics
  - 3. Compliance Metrics
  - 4. Administrative Key Performance Indicators
  
- F. Other Business (5 minutes)**
  
- G. Adjournment**