

REGULATORY COMPLIANCE AND QUALITY COMMITTEE MINUTES

June 22, 2023

3:00—4:15 p.m.

The Regulatory Compliance & Quality Committee of the Board of Directors of Vaya Health held a regular meeting on Thursday, June 22, 2023 at the Vaya Health Administrative Offices, located at 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 Microsoft Teams).

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
Pat McGinnis	X	

Also attending the Regulatory Compliance & Quality Committee meeting:

Dr. Richard Zenn, Chief Medical Officer; Rhonda Cox, Executive Vice President & Chief Population Health Officer; Marvin Sanders, Vice President of Regulatory Affairs; Taunula Grayson, Vice President of Compliance; Kate Glance, Performance Reporting Manager; Yvonne French, DHHS Liaison; Zane Ullman, Support Specialist; Shelley King, Regional Board Clerk; Ashley Logan, Board Support & Administrative Professional; 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 3:01 p.m.

B. Approval of Agenda and March 23, 2023 Meeting Minutes

Ms. Pat McGinnis made a motion to approve the Agenda and the March 23, 2023 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. Ms. Glance shared Transitions to Community Living (TCL) data continues to reflect outstanding efforts by staff and Vaya’s commitment to increase suitable housing options for eligible members living with serious mental illness.

Dr. Tim Fitzsimons inquired as to what was driving the improvement. Ms. Rhonda Cox, Executive Vice President & Chief Population Health Officer, responded. Ms. Pat McGinnis inquired about services for individuals coming out of incarcerated settings. Ms. Cox responded.

Next, Ms. Glance introduced call center metrics added to the Operational Performance Measures due to the number of service level agreements associated with call center metrics. The committee discussed the increase of call volume, call center staffing challenges and transitioning metric requirements. Additionally, Ms. Glance shared Vaya is working to increase Psychiatric Residential Treatment Facility (PRTF) data and partnering with the Provider Network Operation individuals to further analyze PRTF post-discharge data.

Next, Ms. Glance introduced LME/MCO Dashboard Metrics introduced by NCDHHS and discussed Vaya's work to ascertain how NCDHHS gathered the data and to gain clarification on the validation of data points and documentation. Concluding, Ms. Glance explained that as Vaya moves forward with Medicaid Direct and the Tailored Plan, the committee can expect to see a change in presentations with the incorporation of new metrics to match new NCDHHS submissions. Ms. Glance stressed Vaya desires for the committee to have a clear view of what the Department is receiving.

D. FY 23/24 Annual Documents

Taunula Grayson, Vice President of Compliance, informed the committee the FY23/24 Annual Documents including the Quality Management Plan/Program Description/Evaluation and the Compliance Plan would be shared at the August 24, 2023 RCQC meeting.


E. Other Business

Dr. Tim Fitzsimons commended Ms. Glance and her team for reporting detailed and relevant data. Continuing, Dr. Fitzsimons requested that the RCQC be provided with bulleted highlights which Ms. Glance will have identified as particularly significant for each reporting period, thus allowing the committee to place enhanced focus on trends to ensure the examination of specific data more thoroughly. Ms. Glance responded.

F. Adjournment

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

Meeting adjourned at 3:54 p.m.



Shelley King,
Regional Board Clerk